

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE-810)

MARKING SCHEME FOR CLASS XII (SESSION 2022-2023)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)				
i.	b) Personality	NCERT	2	33	1
ii.	c) Realistic	NCERT	2	30	1
iii.	a) Active cell	NCERT	3	46	1
iv.	c) Microsoft Office	NCERT	3	63	1
v.	a) A person, who has a vision to and generates an action plan to achieve it.	NCERT	4	80	1
vi.	d) Perseverance	NCERT	4	97	1
Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)				
i.	d) Europe	CBSE Study Material	1		1
ii.	c) Switzerland	CBSE Study Material	1		1
iii.	c) Ropeways	CBSE Study Material	1		1
iv.	c) Motels	CBSE Study Material	1		1
v.	d) Chennai	CBSE Study Material	1		1
vi.	b) Shimla	CBSE Study Material	1		1
vii.	b) ITDC	CBSE Study Material	1		1
Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)				
i.	b) Courteous Behavior	CBSE Study Material	2		1
ii.	a) Calls sound professional.	CBSE Study Material	2		1
iii.	c) Apathy	CBSE Study Material	2		1

iv.	c) Executive Assistant Manager	CBSE Study Material	3		1
v.	a) Room Service	CBSE Study Material	3		1
vi.	a) For effective management and operation.	CBSE Study Material	3		1
vii.	a) Night Auditor	CBSE Study Material	4		1
Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Paging	CBSE Study Material	4		1
ii.	b) Front Office	CBSE Study Material	4		1
iii.	d) César Ritz	CBSE Study Material	5		1
iv.	c) Occupancy	CBSE Study Material	5		1
v.	c) Identification of source of business	CBSE Study Material	5		1
vi.	b) Global Distribution System	CBSE Study Material	5		1
Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	d) Chart which is used for allocating rooms for specific periods.	CBSE Study Material	5		1
ii.	b) Overbooking	CBSE Study Material	5		1
iii.	a) Tentative	CBSE Study Material	5		1
iv.	b) Inter-sell agencies	CBSE Study Material	5		1
v.	b) Security	CBSE Study Material	6		1
vi.	b) Send a letter to the guest at the address on the registration record, asking the guest to contact the hotel to identify the item.	CBSE Study Material	6		1
Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	d) Use of Key Cards to operate elevators	CBSE Study Material	6		1
ii.	d) Emergency Key	CBSE Study Material	6		1
iii.	c) Maintenance work order	CBSE Study Material	7		1
iv.	d) Unusual complaints	CBSE Study Material	7		1
v.	b) Mass tourism	CBSE Study Material	8		1
vi.	a) Energy star	CBSE Study Material	8		1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 7	i. Maintain an accomplishment sheet and enter even small achievements. ii. Keep your thoughts in present. Pondering over past issues makes us feel upset and helpless. iii. Talk to friends and family for comfort. iv. Practice meditation and yoga. (Any four points)	NCERT	2	26	$\frac{1}{2} \times 4 = 2$

Q. 8	Self-awareness is about understanding one's own needs, desires, habits, traits, behaviors and feelings. i. The first step is gaining a greater awareness of one's emotions ii. The second step is making a habit of tracking one's feelings.	NCERT	2	32	1+1=2
Q. 9	i. They are interesting as they have features like images, videos, animation and music. ii. Making changes in digital presentations is easy. iii. A digital presentation can be shown to a much larger audience by projecting on a screen. iv. The presentation can be printed and distributed to the audience	NCERT	3	63	$\frac{1}{2} \times 4 = 2$
Q. 10	The Industrial Revolution gave birth to technical entrepreneurs, who use their technical expertise to create and offer machines, tools and methods. They constantly innovate to make industrial processes seamless and efficient. Technical entrepreneurs use their technical knowledge and skills to innovate.	NCERT	4	83	2
Q. 11	i. Lack of adequate resources or raw material ii. Non-availability of skilled labour iii. Lack of requisite machinery and other infrastructure iv. Unavailability of monetary resources on time	NCERT	4	92	$\frac{1}{2} \times 4 = 2$
Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 12	The massive destruction caused by the two world wars and the resulting economic depression proved to be the major setback for the travel business. The development of aircraft and passenger flights accelerated the growth of the hotel Industry during this period.	CBSE Study Material	1		1+1=2
Q. 13	i. Be Polite and Helpful ii. Modulate voice iii. Friendly, Interested/helpful, cheerful and concerned tone iv. Speak clearly, slowly and distinctly (Any other four points)	CBSE Study Material	2		$\frac{1}{2} \times 4 = 2$

Q. 14	Non-Operating and Revenue producing departments are ones that are non-operated by the hotel but produce revenue on the basis of the rental contract. They either be let out on commission basis or on rental bases. Examples: Travel Agency, Beauty Parlor (Any other two examples)	CBSE Study Material	3		1+1=2
Q. 15	Director of Security is the head of the security department. i. To prevent emergencies through planning. ii. To train all hotel employees to respond to emergencies.	CBSE Study Material	6		1+1=2
Q. 16	i. Involve travel to natural destinations ii. Builds environmental awareness. iii. Provide direct financial benefits and empowerment for local people. iv. Respects local culture (Any other four points)	CBSE Study Material	8		$\frac{1}{2} \times 4 = 2$
Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)					
Q. 17	Front Desk needs to be positioned appropriately such that the staff and the guests can use them conveniently. This needs to be: i. Positioned at an adequate height and reach. ii. An adequately lit-up area. iii. Aesthetically furnished. iv. Preferably near the hotel lobby and lift. v. Preferably near the sitting area. vi. Wide enough to make the staff member communicate with the guests across the desk	CBSE Study Material	4		$\frac{1}{2} \times 6 = 3$
Q. 18	The reservation process is of vital importance to a hotel as it: i. Gives the first impression of the hotels to the guests. ii. Sells the main product of the hotel (accommodation). iii. Generates customers for the other department.	CBSE Study Material	5		$\frac{1}{2} \times 6 = 3$

	<ul style="list-style-type: none"> iv. Provides important management information to other departments v. Updates room availability record and thus maximizes the revenue generated from room bookings. vi. It prepares the housekeeping and front office for arrivals by communicating the arrival details taken at the time of reservation. 				
Q. 19	<p>The other term used for Green hotel is Eco hotel.</p> <p>Benefits of Green hotels for the hoteliers are:</p> <ul style="list-style-type: none"> i. Stay ahead of competition: Hotels can gain competitive advantage over others as today's guests respect the idea of conserving the environment. ii. Decreased costs: Hotels can considerably lower their operating costs by implementing environment friendly practices. iii. Provide a healthier environment: Due to the significant reduction of energy and water waste, these hotels can provide guests a healthier living and a healthier workplace for your employees. iv. Marketing opportunities: Hotels can market their property in a unique way highlighting the environment friendly practices. v. Enhanced guest experience: Hotels can provide their guests with natural and green amenities (toiletries, in-room services) to create a lasting impression. 	CBSE Study Material	8		$\frac{1}{2} \times 6 = 3$
Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)					
Q. 20	<p>There are two basic types of central reservation system,</p> <ul style="list-style-type: none"> a) Affiliate network and b) Non affiliate network <p>a) An affiliate network is a hotel chains network where all individual units are linked through the central network. Chain</p>	CBSE Study Material	5		$2+2=4$

	<p>hotels link their operations to stream line the processing of reservations and reduce overall system costs; and at the same time, it also allows the non-chain properties to join the system as overflow facilities. Overflow facilities receive reservation requests only after all room availabilities in chain properties within a geographic area are been exhausted</p> <p>b) A Non affiliate reservation system connects non chain properties and enables independent hotel operators to get the benefit of reservation which the units of chain get and this system also take care of the advertising of the properties.</p>				
Q. 21	<p>Whitney system of reservation is a manual system of room reservation, developed by the American Whitney Duplicating Check Company, is suitable for small and medium properties—with up to 150 rooms. It is based on the use of standard size slips, known as Whitney slips or Shannon slips, which can be held on a metallic carrier on Whitney racks.</p> <p>The advantages of using Whitney system are as under:</p> <ol style="list-style-type: none"> i. Bookings can be kept in order of the date of arrival. ii. Booking records may be arranged in alphabetical order. iii. The racks and carriers can be used over and over again. The running expense is only of the slips. iv. The Whitney racks are placed vertically, saving storage space 	CBSE Study Material	5		2+2=4
Q. 22	<p>Guestroom access security is the most common security need. Electronic guestroom locks have greater flexibility compared to manual systems. Different systems can record every authorized and every unauthorized entry attempt. If a guest reports a robbery, the person</p>	CBSE Study Material	6		4

	<p>responsible for hotel security can query the guestroom lock and identify the keys that were in the last 10, 20, 30 or 50 entries. For guests, security is enhanced because new key codes are issued each time a guest check in. Keys are issued during the check in process, and usually will work only for a limited time period- for example, the issued key is good until noon on the scheduled date of departure. If the guest decides to extend the stay, the key must be recorded. Similarly, the guest departs a day early; the key can be rendered invalid by checking in another guest in the room.</p>				
Q. 23	<p>Perimeter and grounds control can take many forms.</p> <p>Surveillance systems are very useful in providing security monitoring of such outdoors areas as parking lots, pools, tennis courts, and other areas. Parking lots should be well-lit; guests and employees feel safer in well-lighted parking lots or structures. Parking facilities may also have gates to control traffic; sometimes these gates are staffed for extra protection. Fences are often needed, especially in high-risk areas. The hotel management should train valet parking attendants, landscape staff members, maintenance staff members, and other to watch for unauthorized people on the grounds.</p>	CBSE Study Material	6		4
Q. 24	<p>Front office management and staff should keep the following resolution guidelines in mind when handling guest complaints:</p> <ol style="list-style-type: none"> i. When expressing a complaint, the guest may be quite angry. Front office staff members should not go alone to a guest room to investigate a problem or otherwise face potential danger. ii. Front office staff members should not make promises that exceed their authority. 	CBSE Study Material	7		1 x 4= 4

	<p>iii. Honesty is the best policy when dealing with guest complaints. If a problem cannot be solved, front office staff should admit this to the guest early on.</p> <p>iv. Front desk agents should be advised that some guests complaint as part of their nature. The front office should develop an approach for dealing with such guests.</p>				
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