

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE - 810)

### Blue-print for Sample Question Paper for Class XII (Session 2022-2023)

Max. Time: 3 Hours

Max. Marks: 60

#### PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Self-Management Skills- IV	2	2	4
2	ICT Skills- IV	2	1	3
3	Entrepreneurial Skills- IV	2	2	4
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	<b>07</b>
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

#### PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	History and Evolution of Hotel Industry	7	1	-	-	8
2	Etiquettes and Manners	3	1	-	-	4
3	Hotel Organization	3	1	-	-	4
4	Organization of Front Office Department	3	-	1	-	4
5	Introduction to The Hospitality Industry	8	-	1	2	11
6	Hotel Safety and Security	4	1	-	2	7
7	Problem Solving and Situation Handling	2	-	-	1	3
8	Responsible Hotels	2	1	1	-	4
<b>TOTAL QUESTIONS</b>		<b>32</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>45</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>26</b>	<b>Any 3</b>	<b>Any 2</b>	<b>Any 3</b>	<b>34</b>
<b>TOTAL MARKS</b>		<b>1 x 26 = 26</b>	<b>2 x 3 = 6</b>	<b>3 x 2 = 6</b>	<b>4 x 3 = 12</b>	<b>50 MARKS</b>

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## FRONT OFFICE OPERATIONS (SUBJECT CODE 810)

### Sample Question Paper 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**

<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>	
<b>i.</b>	Five Factor Model (FFM) is applicable in: a) Motivation b) Personality c) Positive Attitude d) Stress Management	<b>1</b>
<b>ii.</b>	In acronym SMART, the letter 'R' stands for: a) Rational b) Recognize c) Realistic d) Reassure	<b>1</b>
<b>iii.</b>	When a single Cell is selected in a spread sheet, it is known as: a) Active cell b) Cell range c) Work sheet d) Name box	<b>1</b>
<b>iv.</b>	PowerPoint is a presentation software belongs to: a) Apple b) Google c) Microsoft Office d) OpenOffice	<b>1</b>
<b>v.</b>	According to management gurus an entrepreneur is: a) A person, who has a vision and generates an action plan to achieve it. b) A person who brings in resources, labour, material and other assets into profit making combinations c) A person who is, typically, driven by a psychological force, which creates a desire to obtain or attain something. d) A person, whose actions would determine social status and contribute to societal development.	<b>1</b>
<b>vi.</b>	The ability to continue to do something, even when it is difficult is called: a) Decisiveness b) Organizational skill c) Interpersonal skill d) Perseverance	<b>1</b>

<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	In which of the following continents hotel business started in an organized manner? a) Asia b) Australia c) America	<b>1</b>

	d) Europe	
<b>ii.</b>	'Chalets' are lodging establishments belong to: a) Minor Asia b) Greece c) Switzerland d) France	<b>1</b>
<b>iii.</b>	Which of the following factors triggered the growth of many hotels in the Alpine range of Switzerland? a) Automobile travel b) Industrialization c) Ropeways d) Development of Aircraft	<b>1</b>
<b>iv.</b>	In 1950's people started depending on automobile travel extensively which resulted in the formation of a new category of hotels in the hotel industry. It is known as: a) Flotels b) Resorts c) Motels d) Budget hotels	<b>1</b>
<b>v.</b>	In which Metropolitan city Chola Sheraton hotel is located: a) Mumbai b) Delhi c) Kolkata d) Chennai	<b>1</b>
<b>vi.</b>	Mr. Devender is on a tour to visit famous Indian hill stations. He opted to stay in Clarkes Hotel, the first property started by Oberoi group of hotels in India. Which one of the following hill stations he had chosen to stay? a) Manali b) Shimla c) Munnar d) Mussoorie	<b>1</b>
<b>vii.</b>	The Ashok Group of hotels are owned by: a) ITC b) ITDC c) IHC d) EIH	<b>1</b>

<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>	
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<b>i.</b>	From the below given options find the appropriate one which helps to maintain the reputation of a hotel? a) Physical appearance of staff b) Courteous Behavior c) Personal Hygiene d) Team work	<b>1</b>
<b>ii.</b>	What is the most important benefit of using correct phrasing on a telephone call? a) Calls sound professional. b) The call is completed quicker. c) The customer is not bored. d) The operator can influence the guest better	<b>1</b>
<b>iii.</b>	Absence of passion is one of the deadly sins of service and it is termed as: a) Coldness b) Condescension c) Apathy d) Brush-off	<b>1</b>
<b>iv.</b>	The second in command in the hierarchy of a large hotel is: a) Human Resource Manager b) General Manager c) Executive Assistant Manager d) F&B Manager	<b>1</b>
<b>v.</b>	Which of the following is not included in the Rooms Division? a) Room Service b) Uniformed Service c) House Keeping d) Telephone	<b>1</b>
<b>vi.</b>	What is the main advantage of Staff organization/ Hierarchy chart of a hotel? a) For effective management and operation. b) To earn more revenue from various departments c) To provide staff training d) To provide add on services to its guest.	<b>1</b>
<b>vii.</b>	The staff who performs the duties of front desk reception as well as accounting partly during the night shift is:  a) Night Auditor b) Front Desk Clerk c) Front Office Cashier d) Night Duty Manager	<b>1</b>

<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	Process of tracing and locating guests in hotel premises is termed as: a) Registration b) Paging c) Night Audit d) Reservation	<b>1</b>
<b>ii.</b>	To which department does the concierge report? a) Human resources b) Front office c) Security d) Accounting	<b>1</b>
<b>iii.</b>	Who among the following hoteliers known as "King of hoteliers, and hotelier to kings,": a) Conrad Nicholson Hilton b) John Willard Marriott c) Charles Kemmons Wilson d) César Ritz	<b>1</b>
<b>iv.</b>	In which stage of the guest cycle guests accounts are maintained: a) Pre-arrival b) Arrival c) Occupancy d) Departure	<b>1</b>
<b>v.</b>	Which of the following is the first stage in the flow of reservation process? a) Communication with the hotel b) Formulation of the reservation request c) Identification of source of business d) Reservation acceptance	<b>1</b>
<b>vi.</b>	The system which provides worldwide distribution of hotel reservation information and allow selling of hotel reservations around the world is: a) Point Of Sale b) Global Distribution System c) Whitney System d) Diary System	<b>1</b>

<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	Advance Letting Chart is a: a) Chart which control staff working hours b) Planning chart c) Chart which shows the availability of rooms of a particular type d) Chart which is used for allocating rooms for specific periods.	<b>1</b>

<b>ii.</b>	The practice of taking booking for more rooms than the rooms available is called: a) Overstay b) Overbooking c) Guaranteed Reservation d) Tentative Reservation	<b>1</b>
<b>iii.</b>	The type of reservation in which the offer has a cut-off date? a) Tentative b) Waitlisted c) Guaranteed Reservation d) Non-guaranteed Reservation	<b>1</b>
<b>iv.</b>	Two or more business organizations, like Airline and Hotels, promoting each other's business for mutual gain is termed as: a) Referral groups b) Inter-sell agencies c) NGOs d) Corporate houses	<b>1</b>
<b>v.</b>	The department often regarded as a passive department in hotel is: a) Engineering b) Security c) Front Office d) House Keeping	<b>1</b>
<b>vi.</b>	A personal item found in a guest room after the guest had checked out. Which of the following should be followed?  a) Mail the item to the guest at the address on the registration record. 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. c) Hold the item for 90 days, and dispose of it, unless the guest calls to claim it. d) Hold the item for 90 days, and then turn it over to law enforcement authorities.	<b>1</b>

<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	What is the latest practice adopted by hotels to ensure no one can trespass on the guest floors? a) Peephole b) CCTV c) Security Alarms d) Use of Key Cards to operate elevators	<b>1</b>
<b>ii.</b>	The key that is capable of opening all guest room doors, even when they are double locked. a) Floor Master Key b) Section Master Key c) Grand Master Key d) Emergency Key	<b>1</b>

iii.	Which of the following help to reduce the frequency of mechanical complaints in a hotel? a) Departmental coordination b) Follow-up procedure c) Maintenance work order d) Departmental Briefing	1
iv.	Hotels generally have little or no control over the circumstances surrounding this particular complaint: a) Attitudinal complaint b) Mechanical complaint c) Service-related complaints d) Unusual complaints	1
v.	According to Ecotourism Society Pakistan (ESP), which of the following activity is discouraged in fragile areas: a) Photography b) Mass tourism c) Adventure activities d) Sports activities	1
vi.	Which among the following green certifiers rates the energy efficiency of appliances used in businesses? a) Energy star b) Green seal c) Green key d) Earth check	1

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)**

**Answer each question in 20 – 30 words.**

Q. 7	What are the ways in which a person can manage stress? <b>(Any four points)</b>	2
Q. 8	What is self-awareness? Discuss any two steps involved in practicing self-awareness?	2
Q. 9	Enlist any four advantages of presentation software.	2
Q. 10	Write about Technical entrepreneurs?	2
Q. 11	List out any four factors commonly included in the environmental barriers.	2

**Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)**

Q. 12	What were the major setback for the travel business in the modern era? Which factors accelerated the growth of the hotel industry during this period?	2
Q. 13	Enlist any four points which help to build positive image on telephone.	2



<b>Q. 14</b>	Briefly explain Non-Operating and Revenue producing departments with two examples?	<b>2</b>
<b>Q. 15</b>	Who is the head of the security department of a hotel? List any two important goals of hotel's security department.	<b>2</b>
<b>Q. 16</b>	List any four characteristics of eco-tourism.	<b>2</b>

**Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)**

<b>Q. 17</b>	Discuss the points to be kept in mind while positioning a front desk in a hotel?	<b>3</b>
<b>Q. 18</b>	Elaborate the importance of reservations from a hotel perspective?	<b>3</b>
<b>Q. 19</b>	What is the other term used for Green hotels? Convince the hoteliers to participate in the green practices by telling them its five benefits.	<b>3</b>

**Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)**

<b>Q. 20</b>	Discuss the two basic types of central reservation system followed in hotels?	<b>4</b>
<b>Q. 21</b>	Explain Whitney system of reservation and mention its four advantages?	<b>4</b>
<b>Q. 22</b>	Electronic guestroom locks have greater flexibility compared to manual systems. Discuss the various advantages of using Electronic Keys in hotel?	<b>4</b>
<b>Q. 23</b>	Explain the various ways in which a hotel can control its boundary and grounds?	<b>4</b>
<b>Q. 24</b>	Front office management and staff should follow resolution guidelines when handling guest complaints: Elaborate?	<b>4</b>