

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (410)

MARKING SCHEME FOR CLASS IX (SESSION 2023-2024)

Max. Time: 2 Hours

Max. Marks: 50

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **21 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 (5 + 16 =) 21 questions, a candidate has to answer (5 + 10 =) 15 questions in the allotted (maximum) time of 2 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (24 MARKS):**
 - i. This section has 05 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 (26 MARKS):**
 - i. This section contains 16 questions.
 - ii. A candidate has to do 10 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.	d) Self-management	NCERT	2	56	1
ii.	a) Global Positioning System	NCERT	3	90	1
iii.	c) Face-to-face conversation	NCERT	1	8	1
iv.	c)Lifesaving Skill	NCERT	4	144	1
v.	a) No, irrespective of the climate, one should take a bath regularly.	NCERT	2	75	1
vi.	b) Solar Energy	NCERT	5	167	1
Q. 2	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	c)Jaipur	CBSE Study Material	2	22	1
ii.	b) Independent Hotels	CBSE Study Material	5	63	1
iii.	b)1938	CBSE Study Material	4	54	1
iv.	c) Depletion of Natural Resources	CBSE Study Material	3	37	1
v.	d) Hariminder Sahib	CBSE Study Material	2	26	1
vi.	d) Commercial Hotel	CBSE Study Material	5	63	1
Q. 3	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	d)Casino Hotel	CBSE Study Material	5	62	1
ii.	b) Health/Medical Tourism	CBSE Study Material	1	7	1

iii.	b) Mussoorie	CBSE Study Material	2	18	1
iv.	b) Transient Hotel	CBSE Study Material	5	62	1
v.	d) Brahma	CBSE Study Material	2	25	1
vi.	c) Mansions	CBSE Study Material	4	48	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.	d) Statler Hotel	CBSE Study Material	4	49	1
ii.	c) Bodh Gaya	CBSE Study Material	2	28	1
iii.	b) 26-100	CBSE Study Material	5	58	1
iv.	d) Seasonal Character of Jobs	CBSE Study Material	3	35	1
v.	c) Tour Operator	CBSE Study Material	1	11	1
vi.	a) Highways	CBSE Study Material	5	61	1
Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	c) Downtown Hotel	CBSE Study Material	5	60	1
ii.	a) Pleasure	CBSE Study Material	1	7	1
iii.	c) Carlson Companies	CBSE Study Material	4	54	1
iv.	c) Excursionist	CBSE Study Material	1	3	1
v.	b) Welcome Group	CBSE Study Material	4	51	1
vi.	c) Mass Tourism	CBSE Study Material	1	6	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. 6	<p>Importance of Communication</p> <p>Inform: You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.</p> <p>• Influence: You may be required to influence or change someone in an indirect but usually important way. For example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exam or any other reason.</p> <p>Express feelings: Talking about your feelings is a healthy way to express them. For example, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.</p> <p>(Any Two)</p>	NCERT	1	2	1*2=2
Q. 7	Strengths are what we do well and are good at. Everyone has some strengths.	NCERT	2	60	1*2=2

	Weaknesses , also known as 'areas of improvement' are what we do not do well and are not good at. Everyone has some weaknesses too.				
Q. 8	1. Ability to take up risks 2. Believe in hard work and discipline 3. Adaptable and flexible to achieve the goals of enhancing quality and customer satisfaction. 4. Knowledge of the product and services and their need or demand in the market. 5. Financial literacy and money management skills. 6. Effective planning and execution. (Any Two)	NCERT	4	148	1*2=2
Q. 9	Smartphones Mobile phones are ICT tools for talking to people but smartphones are more advanced. With a simple mobile phone, you can only make phone calls and receive calls. With a smartphone, you can make calls and do things that you normally do using a computer, such as browsing the web, sending e-mails, making video calls, playing games, listening to music, watching movies and much more.	NCERT	3	88	2
Q. 10	Non-renewable Resources: Non-renewable resources are those that cannot easily be replaced once they are destroyed. For example, fossil fuels. Minerals are also non-renewable because even though they form naturally in a process called the rock cycle, it can take thousands of years, making it non-renewable. Non-renewable resources can be called inorganic	NCERT	5	167	2
Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)					
Q. 11	According to UNWTO (United Nations World Tourism Organization): “Tourism is the movement of people away from their normal place of residence and work for a period of not less than 24 hours and not more than 1 year for the sole purpose of leisure, business etc, but not related to the exercise of an activity remunerated from within the place visited.	CBSE Study Material	1	3	2
Q. 12	Char Dhams: For a Hindu, Char Dham Yatra is a complete pilgrimage. The four	CBSE Study Material	2	24	0.5*4=2

	<p>pilgrimage sites are located in four different directions.</p> <ul style="list-style-type: none"> • Badrinath Temple • Jagannath Temple • Rameswaram Temple • Dwarakadhish Temple 				
Q. 13	<p>Negative impacts of tourism on Culture of India</p> <ol style="list-style-type: none"> 1. Threat to the Traditional Socio-Cultural Values: -Increase in tourism poses a threat to the traditional socio-cultural values. 2. Dilution of the Original Culture Tourism leads to the dilution of the original culture due to continuous mingling of diverse cultures. 3. Transformation of the Local Art Tourism leads to the transformation of the local art and craft, traditions and rituals to suit the demands of a tourist, which affects its originality. <p>(Any Two)</p>	CBSE Study Material	3	39	1*2=2
Q. 14	<p>Grand Tour: - The second half of the 18th century, before the French Revolution (1789-99), is referred as the 'golden era of era'. In those days, 'Grand Tour' of the European continent was taken by the wealthy families in Britain for educational purpose. This tour lasted for several years. It gave a big push to the hotel industry particularly in prominent cities of France, Italy, Germany, Austria, Switzerland and Ireland. This gave rise to the development of the modern hotel industry.</p>	CBSE Study Material	4	48	2
Q. 15	<p>Downtown Hotels: They are located in the heart of the city, i.e., in the busy business/commercial area. The room rates in these hotels may be higher than similar hotels in other areas. They are generally preferred by business travellers as they find it convenient to stay close to the place of business activities. E.g., Hotel Eros, New Delhi, hotel Le Meridien, Pune.</p>	CBSE Study Material	5	60	2
Q. 16	<p>Casino Hotels: They are a special class of hotels which cater to the guests who are interested in gambling. These hotels attract guests through theme parties and floor shows and earn a large amount of</p>	CBSE Study Material	5	62	2

	revenue. E.g. Luxor hotel and casino in Las Vegas.				
Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)					
Q. 17	<p>Modern Era: - The improvisation in the modes of transport made journeys safer, easier and faster enabling economical as well as frequent mass movement. The development of rope ways leads to the growth of many hotels in the Alpine ranges particularly in Switzerland.</p> <p>The two world wars severely affected the hospitality industry. The massive destruction caused by the war and the resulting economic depression proved to be a major setback for the travel business. However, the development of aircraft and passenger flights accelerated the growth of the hotel Industry.</p> <p>Tremont house in Boston American entrepreneurs is credited with changing the face of the hospitality industry with their innovation and aggressive marketing. The inauguration of the city hotel in New York in 1794 marked the beginning of the present-day hotel Industry.</p> <p>The opening of the Tremont house in Boston in 1829 is another Landmark in the evolution of the hotel Industry. It is regarded as the First Luxury hotel having 170 rooms. The year 1908 saw the emergence of the first Business hotel, the Statler Hotel, in Buffalo, New York. It was a 450-room multi-storeyed hotel. In the years 1920's, hotel building entered a boom phase and many famous hotels were opened, including Waldorf Astoria, New York's Hotel Pennsylvania and the Chicago Hilton & Towers, which was originally named as Stevens.</p>	CBSE Study Material	4	48,49	4
Q. 18	<p>Importance of Tourism</p> <p>1. Stimulation of Economic Growth: Tourism is an important contributor in the economic development of any country. There are many countries in the world whose economy is completely dependent on tourism. Tourism Industry is one of the largest generator of Foreign earnings.</p> <p>2. Creation of Employment: Tourism industry generates several direct and indirect employment opportunities for</p>	CBSE Study Material	1	5	1*4=4

<p>millions of people. They may range from Skilled, semi-skilled to Unskilled jobs for people. One of the notable initiatives taken by Ministry of tourism, Govt. of India, in this regards is the launching of the “Hunar se Rozgar tak” Scheme to create employability skills amongst unemployed youth in Hospitality sector.</p> <p>3. Development of Infrastructure: To become an important commercial and leisure destination, any location would require a good infrastructure. In addition, the improvement of the existing infrastructure needs to be undertaken in order to retain and attract tourist. The residents of these areas shall also be benefitted with the development of infrastructure.</p> <p>4. Protection of Cultural Heritage: India’s primary attraction has been its culture, art, archaeological remains, historical monuments, architecture, music, dance, folklore and history. Each year many visitors visit our country and take back sweet memories of India’s rich cultural heritage.</p> <p>5. Encouragement to Business and Trade: Tourism may also be motivated for business and trade purposes. Business meetings, conferences, seminars and workshops are commonly being organized at exotic locations to motivate the employees at the same time promoting tourism of the destination.</p> <p>6. Global Integration: Tourism is an effective way of enhancing the international understanding and integration by bringing together and making people of different social, cultural and economic backgrounds interact.</p> <p>7. Environmental Benefits: Tourism is called smokeless Industry, because it works with the aim of protection and conservation of environment. Tourism can become an instrument for beautification and improvements of the environment, if it is planned in a systematic manner.</p>				
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	<p>8. Promotion of Favourable National Image: Tourism helps in building the image of the host country and makes it popular among various countries.</p> <p>(Any Four)</p>				
Q. 19	<p>Downtown Hotels: They are located in the heart of the city, i.e. in the busy business/commercial area. E.g. Hotel Eros, New Delhi, hotel Le Meridien, Pune.</p> <ul style="list-style-type: none"> • Sub-Urban Hotels: They are located in the outskirts of the city. These hotels have an advantage of quieter surroundings. Such hotels are ideal for people who prefer to stay away from the hustle and bustle of a city. E.g. Uppal Orchid, New Delhi, Jaypee Greens, Greater Noida. • Resorts: They are located in the exotic tourist destinations such as hill stations, sea beaches and countryside. They have a very calm and natural ambience. E.g. Hotel Wildflower hall, Shimla. • Airport Hotel: They are situated in the vicinity of the airports. These hotels are generally patronized by the passengers who need to stopover en route their journey by air. E.g. J W Marriott hotel, Aerocity, New Delhi. • Motel: The word ‘motel’ is formed by merging two words ‘motor’ and ‘hotel’. They are located on the highways and provide modest stay facilities to the highway travellers. • Floatel: These are the hotels that ‘float’ on the surface of water. This category consists of all lodging properties that are built on the top of rafts or semisubmersible platforms, and includes cruise-liners and Houseboats. E.g. houseboats on Dal Lake in Sri Nagar and on the backwaters of Kerala <p>(Any Four)</p>	CBSE Study Material	5	60,61	1*4=4
Q. 20	<p>Positive economic impacts of tourism relate to foreign exchange earnings, contributions to government revenues, and generation of employment and business opportunities.</p> <p>1.Foreign Exchange Earnings An important indicator of the role of international tourism is its generation of foreign exchange earnings. Tourism is</p>	CBSE Study Material	3	35	1*4=4

	<p>one of the top five export categories for as many as 83% of countries and is a main source of foreign exchange earnings for at least 38% of countries.</p> <p>2. Contribution to Government Revenues: - Government revenues from the tourism sector can be categorized as direct and indirect contributions. Direct contributions are generated by taxes on incomes from tourism employment and tourism businesses, and by direct levies on tourists such as departure taxes. Indirect contributions are those originated from taxes and duties levied on goods and services supplied to tourists.</p> <p>3. Employment Generation: -The rapid expansion of international tourism has led to significant employment creation. Tourism can generate jobs directly through hotels, restaurants, nightclubs, taxis, and souvenir sales, and indirectly through the supply of goods and services needed by tourism-related businesses. According to the WTO, tourism supports some 7% of the world's workers.</p> <p>4. Stimulation of Infrastructure Investment: -Tourism can induce the local government to make infrastructure improvements such as better water and sewage systems, roads, electricity, telephone and public transport networks, all of which can improve the quality of life for residents as well as facilitate tourism.</p> <p>5. Contribution to Local Economies: Tourism can be a significant, even essential, part of the local economy. Money is earned from tourism through informal employment such as street vendors, informal guides, rickshaw drivers, etc. This way the money is returned to the local economy, and has a great multiplier effect as it is spent over and over again.</p> <p>(Any Four)</p>				
Q. 21	<p>Business/Commercial Hotel: These hotels are designed to cater to the business traveler. They are most situated in the centre of the city.</p>	CBSE Study Material	5	61,62	4

<p>Transient Hotel: They cater to the needs of people who are on the move and need a stopover <i>en route</i> their journey. They are located near the ports of entry in a city such as airports, sea ports and railway stations. They offer all the facilities of a commercial hotel. E.g. Hotel centaur and Radisson Blu, Mahipalpur, New Delhi.</p> <ul style="list-style-type: none"> • Residential Hotel: As the name suggests, these hotels provide accommodation for a longer duration. . They may stay for a period of a month and up to two years. The rooms may have a small kitchenette attached. • Bed and Breakfast Hotel: They are suitable for budget travellers. It is a European concept in which houses with few rooms are converted into small hotels. The owner usually lives on the premises and is responsible for serving breakfast to guests. The room rates are generally lower than a full-service hotel. • Casino Hotels: They are a special class of hotels which cater to the guests who are interested in gambling. E.g. Luxor hotel and casino in Las Vegas. • Conference Centers: These hotels cater to the needs of conference, meetings, and seminar participants. They provide accommodation, food and beverage along with various equipments required for conference such as overhead and LCD projectors, display screens, flip chart, white board with markers, DVD player, computer and Public Address system. • Convention Hotels: they are very large hotels designed to cater to the needs of convention attendees. These hotels may have more than 2000 rooms to accommodate large number of delegates. They are equipped with state-of-the art convention centre with all the required facilities such as seating, audio-visual equipment's and public address system to meet the demand of a convention. E.g., Taj palace Hotel, New Delhi. • Suite Hotel: These hotels are patronized by rich people and tourists 				
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	who are fond of luxury. These hotels provide highest level of personalized service. All the rooms of these hotels are suites. E.g. Burj Al Arab, Dubai. (Any Four)				
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