

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (410)

Blue-print for Sample Question Paper for Class IX (Session 2023-2024)

Max. Time: 2 Hours

Max. Marks: 50

### 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	Communication Skills – I	1	1	2
2	Self-Management Skills – I	2	1	3
3	ICT Skills – I	1	1	2
4	Entrepreneurial Skills – I	1	1	2
5	Green Skills - I	1	1	2
<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 (40 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	4 MARKS EACH	
1	Introduction to Tourism	5	1	1	7
2	Major Tourist Destinations of India	5	1	-	6
3	Impacts of Tourism	2	1	1	4
4	Hotels	5	1	1	7
5	Classification of Hotels	7	2	2	11
<b>TOTAL QUESTIONS</b>		<b>24</b>	<b>6</b>	<b>5</b>	<b>35</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>20</b>	<b>Any 4</b>	<b>Any 3</b>	<b>27</b>
<b>TOTAL MARKS</b>		<b>1 x 20 = 20</b>	<b>2 x 4 = 8</b>	<b>4 x 3 = 12</b>	<b>40 MARKS</b>

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### Sample Question Paper 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. Marks allotted are mentioned against each question/part.
  - iii. There is no negative marking.
  - iv. Do as per the instructions given.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (26 MARKS):**
  - i. This section has 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. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	Grooming is a term associated with a) Time management b) Problem solving c) neat and clean appearance d) Self-management	1
ii.	What does GPS stand for? a) Global Positioning System b) Global Payment Systems c) Global Program System d) Global Pointing System	1
iii.	Choose the correct example of oral communication. a) Reports b) Newspapers c) Face-to-face conversation d) Notes	1
iv.	Which of the following is not the quality of entrepreneur? a) Patience b) Positivity c) Lifesaving Skill d) Hardworking	1
v.	Do you think people living in hill stations should skip taking a bath for many days? a) No, irrespective of the climate, one should take a bath regularly. b) Yes, not taking bath for many days is acceptable for people staying in cold climate. c) Yes, if they wipe themselves with a wet cloth, then it is fine. d) No, irrespective of the climate, one should take bath thrice a day.	1
vi.	Which of the following is an example of renewable resources? a) Coal b) Solar Energy c) CNG d) Petroleum	1

Q. 2	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Hawa Mahal is located in _____. a) Delhi b) Mumbai c) Jaipur d) Udaipur	1
ii.	Hotel which has no relationship with other hotels regarding policies, procedures, marketing or financial obligations is known as _____. a) Chain Hotels b) Independent Hotels c) Motels d) Resorts	1
iii.	Carlson group of hotels were founded in year _____. a) 1965 b) 1938	1

	c) 1903 d)1945	
<b>iv.</b>	Which of the following is not the negative impact of tourism on society? a) Influx of Anti- Social Elements b) Changing Family System and Lifestyles c) Depletion of Natural Resources d) Spread of Diseases in Host Countries	<b>1</b>
<b>v.</b>	_____ is considered as the most prominent shrine of the Sikhs. a) Anandpur Sahib b) Damdama Sahib c) Hazur Sahib d) Harminder Sahib	<b>1</b>
<b>vi.</b>	Which is not an example of supplementary accommodation? a) Dharamshalas b) Dak Bungalow c) Circuit House d) Commercial Hotel	<b>1</b>

<b>Q. 3</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	Hotels which cater to the guests who are interested in gambling are known as _____. a) Downtown Hotel b) Convention Hotels c) Residential Hotels d) Casino Hotels	<b>1</b>
<b>ii.</b>	_____ is done to improve one's health, such as a visit to a health resort or weight-loss camp. a) Wilderness Tourism b) Health/Medical Tourism c) Ecotourism d) Sports Tourism	<b>1</b>
<b>iii.</b>	_____ is situated in the Himalayan range, at a staggering elevation of 2500-meters above sea level. a) Srinagar b) Mussoorie c) Shimla d) Manali	<b>1</b>
<b>iv.</b>	Hotel that caters to the needs of people who are on the move and need a stopover <i>en route</i> their journey is known as _____. a) Residential Hotel b) Transient Hotel c) Bed and Breakfast Hotel d) Casino Hotels	<b>1</b>
<b>v.</b>	_____ Temple in Pushkar is the only temple in the world dedicated to the deity. a) Meenakshi Amman b) Sabarimala Sree Dharma Sastha c) Kumari Amman d) Brahma	<b>1</b>

<b>vi.</b>	The lodging places grew in Europe and Minor Asia in the 3rd century AD were known as: a) Motels b) Inns c) Mansions d) Resorts	<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>	Which hotel is regarded as the first business hotel in the modern era? a) The Tremont House b) The Palmer House c) City hotel d) Statler Hotel	<b>1</b>
<b>ii.</b>	_____ is the biggest pilgrim center for the Buddhists in Bihar, and holds significance as Gautama Buddha is believed to have obtained 'enlightenment' here under the 'bodhi tree'. a) Kushinagar b) Sarnath c) Bodh Gaya d) Vaishali	<b>1</b>
<b>iii.</b>	In India a Medium hotel should have how many rooms a) 0-25 b) 26-100 c) 300-600 d) 100-300	<b>1</b>
<b>iv.</b>	Which of the following is not the positive impact of tourism on economic? a) Foreign Exchange Earnings b) Employment Generation c) Stimulation of Infrastructure Investment d) Seasonal Character of Jobs	<b>1</b>
<b>v.</b>	_____ are the manufacturers of tourism products. a) Guide Services b) Travel Agency c) Tour Operator d) Publishing Industry	<b>1</b>
<b>vi.</b>	Motels are located on: a) Highways b) Airports c) Sea Ports d) Exotic Location	<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>	_____ hotels are located in heart of city. a) Airport Hotel b) Resort c) Downtown Hotel d) Motels	<b>1</b>

ii.	_____ tourism is done to improve the physical or spiritual condition of an individual. a) Pleasure b) Business c) Nature d) Cultural	1
iii.	_____ is the parent company of Radisson Group of hotels. a) Blackstone Private Equity b) Marriott International c) Carlson Companies d) Starwood Hotels and Resorts Worldwide	1
iv.	_____ is classified as a same-day visitor if his/her trip does not include an overnight stay. a) International Visitor b) Tourist c) Excursionist d) Outbound	1
v.	ITC- Luxury Collection hotels is brand of a) Taj Group b) Welcome Group c) Ashoka Group d) Oberoi Group	1
vi.	_____ is the movement of large groups of people to specialized tourist locations. a) Alternative Tourism b) Recreation Tourism c) Mass Tourism d) Active Tourism	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. 6	Write any two importance of communication.	2
Q. 7	What do you understand by the term Strength and Weakness on human being?	2
Q. 8	Write any two characteristics of Entrepreneurship.	2
Q. 9	Write short note on smartphones.	2
Q. 10	What do you understand by the term Non-Renewable Resource of Energy?	2

**Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)**

Q. 11	Define Tourism as per UNWTO.	2
Q. 12	Write the name of different pilgrim sites that comes under Char Dham Yatra.	2
Q. 13	Briefly explain any 2 negative impacts of tourism on Culture of India.	2
Q. 14	Write a short note on Grand Tour Era of Hospitality Industry.	2
Q. 15	Define Downtown Hotel.	2
Q. 16	Write short note on Casino Hotel.	2

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

<b>Q. 17</b>	Explain Modern Era of Hospitality.	<b>4</b>
<b>Q. 18</b>	Explain any four importance of Tourism.	<b>4</b>
<b>Q. 19</b>	Classify the hotel on the basis of Location.	<b>4</b>
<b>Q. 20</b>	Explain any four positive impacts of Tourism on Economy.	<b>4</b>
<b>Q. 21</b>	Classify the hotel on the basis of Clientele.	<b>4</b>