

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE-810)

### MARKING SCHEME FOR CLASS XI (SESSION 2023-2024)

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
<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>				
i.	c) Use precise words	NCERT	1	6&7	1
ii.	c) Self-motivation	NCERT	2	92	1
iii.	b) Opinion	NCERT	2	70	1
iv.	c) Shift+ F7	NCERT	3	123	1
v.	c) Critical thinking	NCERT	4	153	1
vi.	a) Green India Mission	NCERT	5		1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>				
i.	b) Service	CBSE Study Material	1		1
ii.	d) Outbound tourism	CBSE Study Material	1		1
iii.	c) Transportation	CBSE Study Material	1		1
iv.	c) Motels	CBSE Study Material	1		1
v.	a) Kiosk	CBSE Study Material	1		1
vi.	d) Internet	CBSE Study Material	1		1
vii.	b) Cultural tourism	CBSE Study Material	1		1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>				
i.	b) Invention of wheel	CBSE Study Material	2		1
ii.	d) Industrial Revolution	CBSE Study Material	2		1
iii.	a) Tremont House	CBSE Study Material	2		1
iv.	a) FHRAI	CBSE Study Material	2		1

v.	b) To impart	CBSE Study Material	3		1
vi.	b) Receiver	CBSE Study Material	3		1
vii.	d) Decoding	CBSE Study Material	3		1
Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	b) Jargon	CBSE Study Material	3		1
ii.	a) L	CBSE Study Material	4		1
iii.	a) Word stress	CBSE Study Material	4		1
iv.	c) Attentiveness	CBSE Study Material	4		1
v.	a) Eyeglass	CBSE Study Material	5		1
vi.	b) Use of hair color, bleached hair permitted	CBSE Study Material	5		1
<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	b) Black oxford shoes	CBSE Study Material	5		1
ii.	a) The speed	CBSE Study Material	6		1
iii.	d) Shouldn't have any distractions of any kind.	CBSE Study Material	6		1
iv.	c) Use jargons and acronym in conversation	CBSE Study Material	6		1
v.	c) Three copies	CBSE Study Material	7		1
vi.	a) Bell Captain	CBSE Study Material	7		1
<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	a) Locate	CBSE Study Material	7		1
ii.	a) Executive Housekeeper	CBSE Study Material	7		1
iii.	d) Sub- Master key	CBSE Study Material	7		1
iv.	b) Chatbot	CBSE Study Material	8		1
v.	a) Point Of Sale	CBSE Study Material	8		1
vi.	c) Reservation module	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
<b>Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)</b>					
<b>Q. 7</b>	<p>Questions that can be answered with a 'yes' or a 'no' are called close-ended questions. That is because the answer options are limited or closed.</p> <p>We can form close-ended questions by adding helping verbs called auxiliary verbs like Be, Do and Have.</p>	NCERT	1	54	1+1=2
<b>Q. 8</b>	<p>i. Self-motivated people know what they want from life</p> <p>ii. They are focused</p> <p>iii. They know what is important</p>	NCERT	2	93	$\frac{1}{2} \times 4 = 2$

	iv. They are dedicated to fulfill their dreams				
<b>Q. 9</b>	<p>i. A word processor helps to check spelling and grammar so that we can use correct grammar, spelling and language.</p> <p>ii. Different documents can be made attractive by adding different colors, text styles and text sizes</p>	<b>NCERT</b>	<b>3</b>	<b>106</b>	<b>1 x 2= 2</b>
<b>Q. 10</b>	A trading business does not manufacture a good or product but only facilitates the act of bringing the finished goods from the manufacturing unit to the buyer or customer who is ready to pay for the produced goods.	<b>NCERT</b>	<b>4</b>	<b>140</b>	<b>2</b>
<b>Q. 11</b>	National Green Tribunal acts on disputes related to environmental issues and may ask people causing ecological damage to pay heavy fines, take actions to stop and correct environmental damage or even send such people to jail.	<b>NCERT</b>	<b>5</b>	<b>179</b>	<b>2</b>

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

<b>Q. 12</b>	<p>a) Condominium Hotels: Condominium hotels are those which are owned by a single owner who might use it for some part of the year and rent it out for the remainder of the year.</p> <p>b) Supplementary Accommodation: Supplementary accommodations are those accommodations that are available outside the formal or organized accommodation sector.</p>	<b>CBSE Study Material</b>	<b>1</b>		<b>1 x 2= 2</b>
<b>Q. 13</b>	<p>Any problems arising from the expression/transmission of meaning are called semantic problems or barriers. These are concerned with problems and obstructions in the process of encoding and decoding the message into words or other impressions.</p> <p>Examples: Different Languages, Poor vocabulary</p>	<b>CBSE Study Material</b>	<b>3</b>		<b>1+1=2</b>

Q. 14	<p>i. Delivers Good Quality Service: Employees feel good if they look good and provide services as per guests' expectations.</p> <p>ii. Boosts Self-Confidence: In hotel industry looks make a lot of difference. It boosts self-confidence and self-esteem. One feels very reassured when other people admire them and prefer to associate with them as they find them good.</p>	CBSE Study Material	5		1 x 2= 2
Q. 15	<p>A log book can be used to monitor the distribution of master keys.</p> <p>This log should include the date, time and the name of the person who signed for a particular key. Every time the employee receives or returns a master key, he or she should be required to initial or sign the log. The person issuing the keys should also initial or sign the log for each master key transaction.</p>	CBSE Study Material	7		1+1=2
Q. 16	<p>i. Reduces paper work ii. Environment friendly iii. Saves time iv. Increases efficiency</p>	CBSE Study Material	8		$\frac{1}{2} \times 4 =$ 2
<b>Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)</b>					
Q. 17	<p>The second half of the 18th century, before the French Revolution, 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. It gave a big push to the hotel industry in cities of France, Italy, and Germany etc. This gave rise to the development of the modern hotel industry.</p>	CBSE Study Material	2		3
Q. 18	<p>I. <b>Simplex:</b> Simplex communication allows messages to flow in one direction only. An example of simplex communication is a television broadcast, where signal is sent from a television station to people watching their televisions.</p> <p>II. <b>Half-duplex:</b> This communication allows messages to flow in both</p>	CBSE Study Material	3		1x 3= 3

	<p>directions, but not at the same time. The sender and the receiver alternate, with each side waiting for the other to finish before responding. A good example of half-duplex mode is communicating by post.</p> <p>ii. <b>Duplex:</b> Duplex communication allows messages to flow in both directions simultaneously. People are not good at duplex communication.</p>				
Q. 19	<p>i. Friendliness ii. Confidence iii. Intelligence iv. Creativeness v. Enthusiasm vi. Tactfulness</p>	CBSE Study Material	6		$\frac{1}{2} \times 6 = 3$
<b>Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)</b>					
Q. 20	<p>i. Changing the family system and life styles of people with the invention of modes of transport and with increased urbanization many joint families are dissolute and nuclear family concept starting.</p> <p>ii. Under the disguise of tourist anti-social elements are entering into various target countries to spoil the peace and harmony in the society.</p> <p>iii. With the movement of people, many various types of diseases are also spreading and creating health-related problems among the host country people.</p> <p>iv. Tourism development leads to increase in number of crimes in a locality. Problems like gambling, eve teasing, molestation, prostitutions and other related crime in the tourist area causes threat to the movement of people.</p>	CBSE Study Material	1		$1 \times 4 = 4$
Q. 21	<p>i. Appearance – Physical appearance includes clothing, neatness, body shape, and anything else that provides visual messages and cues to other people.</p> <p>ii. <b>Facial expression</b> – Face is a major source of expression when</p>	CBSE Study Material	4		$1 \times 4 = 4$

	<p>communicating with others. It can smile, frown, remain neutral, show anger and show disgust.</p> <p>iii. <b>Eyes</b> – They are often the first piece of body language others see or notice. They can be used to make visual contact, avoid visual contact, express feelings based on intensity and length of eye contact, and the like.</p> <p>iv. <b>Posture</b> – Posture includes how to hold head, shoulders, legs and arms. Each of these parts of the body work separately as well as together to send non-verbal cues.</p>				
Q. 22	<p>i. <b>"I don't know"</b>. Instead, say: "That is a good question; let me find out for you" or offer to connect the caller with someone who could provide the answer.</p> <p>ii. <b>"I/we can't do that."</b> Instead say: "This is what I/we can do."</p> <p>iii. <b>"Just a second"</b> Instead: Give a more honest estimate of how long it will take you and/or let them know what you are doing.</p> <p>iv. <b>"No."</b> Instead: Find a way to state the situation positively.</p>	CBSE Study Material	6		1x 4=4
Q. 23	<p>i. <b>Listen carefully:</b> When guest complaints, do not interrupt, listen carefully and do not give excuses. The guest is angry and to lessen the anger, let him tell you the entire problem.</p> <p>ii. <b>Clarify:</b> If the staff are in doubt about the specific problem their guest, then do not guess his problem but, clarify it by asking questions and understanding the nature of problem</p> <p>iii. <b>Act immediately:</b> Take immediate action and take the action in front of the guest so that he feels that he is taken care of.</p>	CBSE Study Material	7		1x 4=4

	<p><b>iv. Follow-up</b> Merely taking action is not sufficient, so follow-up with the other departments, to check if the complaint has been handled properly.</p>				
Q. 24	<p><b>Mobile Communication:</b> To keep customers updated of changes, many hospitality businesses use mobile communication; they send delay notices, offer deals and sponsor location-based advertising. Depending on the type of business the reach can be increased through emails, text messaging or GPS tagging. Most of the travelers take some form of a mobile communication device with them, whether it is a tablet, computer or a mobile phone.</p> <p><b>In-Room Technology:</b> Nowadays traveler carries numerous electronic devices and reliable wireless Internet connectivity ranks at the top of the list for customer needs. Guests can use the hotel's Web application to access room service options via online or an e-dining Internet site, or use an interactive service that finds nearby restaurants, transportation or shopping stops for them.</p>	CBSE Study Material	8		2+2=4