

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE - 810)

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

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	Communication Skills- III	1	1	2
2	Self-Management Skills- III	2	1	3
3	ICT Skills- III	1	1	2
4	Entrepreneurial Skills- III	1	1	2
5	Green Skills- III	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

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	Let's Recall Tourism	7	1	-	1	9
2	Evolution and Growth of Hotels	4	-	1	-	5
3	Communication Skills	4	1	1	-	6
4	Pronunciation & Body Language	3	-	-	1	4
5	Grooming Standards	3	1	-	-	4
6	Telephone Manners	3	-	1	1	5
7	Guest Services in Hotels	5	1	-	1	7
8	Role of Technology in Hospitality	3	1	-	1	5
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Sample Question Paper 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. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	Which one of the following we should use when we communicate verbally? a) Use straight words b) Use simple words c) Use precise words d) Use fixed words	1
ii.	What makes you complete your work or studies without others cheering you? a) Self-confidence b) Communication c) Self-motivation d) Self-esteem	1
iii.	A view or judgement formed about something is called – a) Belief b) Opinion c) Trust d) Value	1
iv.	Which shortcut key will you use to start the Spell Check? a. Shift+ F5 b. Shift+ F1 c. Shift+ F7 d. Shift+ F8	1
v.	An entrepreneur needs to understand a situation or problem by asking himself questions and researching about reasons for the situation or a problem: This quality is termed as: a) Creativity b) Innovation c) Critical thinking d) Self-assessment	1
vi.	Which of the following government mission aimed at protecting, restoring and increasing forest cover? a) Green India Mission b) Swachh Bharat Abhiyan c) National Solar Mission d) Ayushman Bharat	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	Tourism primarily is a _____ industry. a) Product based b) Service c) Transport d) Commerce	1

ii.	Residents of a country visiting another country is termed as: a) Inbound tourism b) Domestic tourism c) Specific Interest Tourism d) Outbound tourism	1
iii.	Which of the following is acknowledged as 'one of the most significant factors to have contributed to the international development of tourism'? a) Attractions b) Accommodation c) Transportation d) Information technology	1
iv.	Hotels located primarily on highways and provide modest lodgings to highway travelers are termed as: a) Resorts b) Down town Hotels c) Motels d) Flotels	1
v.	A booth with an open window on one side for selling small, inexpensive consumables is: a) Kiosk b) Vending Machine c) Pub d) Food Court	1
vi.	Which of the following has revolutionized the potential relationship between the consumer and the suppliers in the tourism supply chain? a) Information Technology b) Travel Agents c) Tour Operators d) Internet	1
vii.	The type of tourism which contributes to universal brotherhood and promotes international place is: a) Eco tourism b) Cultural tourism c) Rural tourism d) Sustainable tourism	

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	One of the main factors that led to the emergence of inn-keeping and hospitality as a commercial activity is: a) Invention of steam engine b) Invention of wheel c) Airlines d) Computerization	1

ii.	Which of the following led to the development of railways and steamships, making travelling more efficient, comfortable, and faster in England? a) Invention of currency b) Grand Tour c) Globalization d) Industrial Revolution	1
iii.	Which hotel in the modern era credited to provide front office services like bell boys and a reception first in this segment? a) Tremont House b) City Hotel c) Mansion House d) The Palace	1
iv.	Which of the following federation serves as an interface between the hospitality industry, political leadership, government, international associations, and other stakeholders in the hotel trade? a) FHRAI b) AHAR c) HAI d) HRANI	1
v.	The literal meaning of Latin word "Communicare" in English is: a) To provide b) To impart c) To exchange d) To facilitate	1
vi.	Message is any signal that triggers the response of a _____ a) Sender b) Receiver c) Mediator d) Observer	1
vii.	The information which is transferred to the receiver has to be interpreted, this process is called: a) Encoding b) Opening c) Transferring d) Decoding	

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Words that are used in a profession, that can influence communication are known as: a) Professional language b) Jargon c) Professional terminology d) Vocabulary	1

ii.	Your tongue should touch the back of your front teeth and the top of your mouth, just behind your teeth. The above statement is applicable to make which of the following sound? a) L b) R c) H d) TH	1
iii.	Which of the following giving emphasis to a syllable? a) Word stress b) Voice quality c) Appearance d) Correct tones	1
iv.	Maintaining eye contact is a sign of: a) Self- esteem b) Pride c) Attentiveness d) Personality	1
v.	Of the following listed items, which one is a front office personnel are permitted to wear when in the department? a) Eyeglass b) Diamond ring c) Large golden chain d) Fancy Watch	1
vi.	Find the odd one out in grooming standards for men: a) No long sideburns. b) Use of hair color, bleached hair permitted c) Non-oily appearance d) Conservative hairstyle permitted	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Suggested footwear for a hospitality professional is: a) Loafers b) Black oxford shoes c) Brown oxford shoes d) Black brogue shoes	1
ii.	In a telephonic conversation, what needs to be controlled the most? a) The speed b) Language c) The tone d) Anger	1
iii.	Which of the below is acceptable while answering the phone? a) Chewing gum b) Listening to low music in the background c) Smoking d) Shouldn't have any distractions of any kind.	1
iv.	Which among the following is not considered to be a good telephone etiquette?	1

	<ul style="list-style-type: none"> a) Be enthusiastic and respectful b) Greet the caller well c) Use jargons and acronym in conversation d) Use the caller's name during the conversation 	
v.	<p>How many copies of message slip are prepared in Front Office?</p> <ul style="list-style-type: none"> a) One copy b) Two copies c) Three copies d) Four copies 	1
vi.	<p>The front office staff responsible for sending In-house guest mail is:</p> <ul style="list-style-type: none"> a) Bell Captain b) Front Office Supervisor c) Information assistant d) Reservation assistant 	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	<p>Paging is used to _____ a guest in a hotel</p> <ul style="list-style-type: none"> a) Locate b) Wake up c) Reserve d) Assist 	1
ii.	<p>The custodian of the Grand Master key in a hotel is:</p> <ul style="list-style-type: none"> a) Executive House Keeper b) Front Office Manager c) Floor Supervisor d) Room Attendant 	1
iii.	<p>The key which is used to open doors of a section of a room is:</p> <ul style="list-style-type: none"> a) Floor Master key b) General Master key c) Grand Master key d) Sub- Master key 	1
iv.	<p>A computer program designed to simulate conversation with human users, especially over the Internet is known as:</p> <ul style="list-style-type: none"> a) Artificial Intelligence b) Chatbot c) Property Management System d) Global Distribution System 	1
v.	<p>POS stands for:</p> <ul style="list-style-type: none"> a) Point Of Sale b) Point Of Summary c) Period Of Sale d) Pro forma Of Sale 	

vi.	Which of the following module provides room status records like the date of arrival, date of departure and type of guest rooms? a) Front desk module b) Cashier module c) Reservation module d) Reporting module	1
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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 close-ended questions? How to frame these types of questions?	2
Q. 8	Enlist any four qualities of self-motivated people.	2
Q. 9	Write any two advantages of using a word processor?	2
Q. 10	What is a trading business?	2
Q. 11	Discuss the main duties of National Green Tribunal?	2

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

Q. 12	Briefly explain the following? a) Condominium Hotels b) Supplementary Accommodation	2
Q. 13	What are semantic barriers in communication? Give any two examples.	2
Q. 14	Discuss any two positive effects of good grooming in hospitality industry?	2
Q. 15	What is the main use of a Log book in key handling? Briefly explain the procedure to be followed for the same?	2
Q. 16	Enlist any four importance of using computer applications in front office department.	2

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

Q. 17	Write a short note on Grand Tour period?	3
Q. 18	Discuss the three modes of communication?	3
Q. 19	Enlist any six qualities that can be transmitted by telephone?	3

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

Q. 20	Elaborate any four adverse implications of tourism on society?	4
Q. 21	Explain any four components of body language?	4
Q. 22	Write about any four forbidden phrases in telephone etiquette and also mention the phrases which can be used instead?	4
Q. 23	Explain any four ways in which you can handle guest complaints in hotels?	4
Q. 24	'Information Technology has affected the realm of Hospitality Sector'. Explain any two areas where IT has impacted the hospitality industry?	4