

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE-810)

### MARKING SCHEME FOR CLASS XII (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.	a) Perceiving	NCERT	1	1	1
ii.	d) Healthy diet and adequate sleep	NCERT	2	24 & 25	1
iii.	c) Measurable	NCERT	2	30	1
iv.	a) Name box	NCERT	3	42	1
v.	b) To undertake	NCERT	4	79	1
vi.	a) Compressed Natural Gas	NCERT	5	115	1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>				
i.	c) Switzerland	CBSE Study Material	1		1
ii.	b) ITC- Welcome Group	CBSE Study Material	1		1
iii.	a) Greater Noida	CBSE Study Material	1		1
iv.	c) Singapore	CBSE Study Material	1		1
v.	a) East India Hotels	CBSE Study Material	1		1
vi.	b) Talk in vernacular	CBSE Study Material	2		1
vii.	d) Runaround	CBSE Study Material	2		1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>				
i.	b) Greeting- Identify your establishment- Identify your department- Identify yourself	CBSE Study Material	2		1

ii.	c) Sales and Marketing	CBSE Study Material	3		1
iii.	d) Size of the property	CBSE Study Material	3		1
iv.	b) Housekeeping	CBSE Study Material	3		1
v.	b) Concierge	CBSE Study Material	4		1
vi.	d) Front Office cashier and Night Auditor	CBSE Study Material	4		1
vii.	a) Room Service	CBSE Study Material	4		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.	d) César Ritz	CBSE Study Material	5		1
ii.	c) 1987	CBSE Study Material	5		1
iii.	c) Occupancy	CBSE Study Material	5		1
iv.	b) Inter-sell agencies	CBSE Study Material	5		1
v.	b) Formulation of the reservation process	CBSE Study Material	5		1
vi.	b) Over stay	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.	a) Density chart	CBSE Study Material	5		1
ii.	d) Selling more rooms than are actually available	CBSE Study Material	5		1
iii.	c) Assistant director of security	CBSE Study Material	6		1
iv.	b) Use of Key Cards to operate elevators	CBSE Study Material	6		1
v.	b) Section master key	CBSE Study Material	6		1
vi.	b) Smoke detectors	CBSE Study Material	6		1
<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	d) Front Office Cashier	CBSE Study Material	6		1
ii.	c) Consult with superior	CBSE Study Material	7		1
iii.	a) Missed wake up call	CBSE Study Material	7		1
iv.	c) Maintenance work order	CBSE Study Material	7		1
v.	c) Green Seal	CBSE Study Material	8		1
vi.	b) Mass tourism	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><b>1. Receiving:</b> It involves listening attentively. <b>2. Understanding:</b> It is an informed agreement about something or someone.</p> <p><b>3. Remembering:</b> It refers to the retrieval or recall of some information from the past.</p>	NCERT	1	5	$\frac{1}{2} \times 4 = 2$

	<p><b>4. Evaluating:</b> It is about judging the value, quantity, importance and amount of something or someone.</p> <p><b>5. Responding:</b> It is about saying or doing something as a response to something that has been said or done</p> <p><b>(Any four)</b></p>				
<b>Q. 8</b>	<p>1) Stay positive and analyze what is going wrong in a certain situation. Resolving the situation is easy once understood.</p> <p>2) Maintain an accomplishment sheet and enter even small achievements.</p> <p>3) Keep your thoughts in present. Pondering over past issues makes us feel upset and helpless.</p> <p>4) Talk to friends and family for comfort.</p> <p>5) Practice meditation and yoga.</p> <p><b>(Any four points)</b></p>	NCERT	2	26	$\frac{1}{2} \times 4 = 2$
<b>Q. 9</b>	<p>1) LibreOffice Impress</p> <p>2) Microsoft Office – PowerPoint</p> <p>3) OpenOffice Impress</p> <p>4) Google Slides</p> <p>5) Apple Keynote</p> <p><b>(Any four)</b></p>	NCERT	3	63 & 64	$\frac{1}{2} \times 4 = 2$
<b>Q. 10</b>	<p>1) Lack of adequate resources or raw material.</p> <p>2) Non-availability of skilled labor.</p> <p>3) Lack of requisite machinery and other infrastructure.</p> <p>4) Unavailability of monetary resources on time.</p>	NCERT	4	92	$\frac{1}{2} \times 4 = 2$
<b>Q. 11</b>	<p>1) Increase the efficiency of energy and raw material.</p> <p>2) Reduce greenhouse gas emissions.</p> <p>3) Control waste and pollution.</p> <p>4) Protect and restore ecosystems.</p> <p>5) Support adaptation to the effects of climate change</p> <p><b>(Any four points)</b></p>	NCERT	5	114	$\frac{1}{2} \times 4 = 2$
<b>Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)</b>					
<b>Q. 12</b>	<p>The massive destruction caused by the two world wars and the resulting economic depression proved to be the major setback for the travel business.</p> <p>The development of aircraft and passenger flights accelerated the growth of the hotel Industry during this period.</p>	CBSE Study Material	1		<b>1+1=2</b>

Q. 13	<ol style="list-style-type: none"> <li>1) Be Polite and Helpful</li> <li>2) Modulate voice</li> <li>3) Should not sound mechanical</li> <li>4) Speak clearly, slowly and distinctly</li> </ol> <p><b>(Any other four points)</b></p>	CBSE Study Material	2		$\frac{1}{2} \times 4 = 2$
Q. 14	<ol style="list-style-type: none"> <li>1) HRD (Human Resource Department) This department is a group who is responsible for managing the employee life cycle that is (recruiting, hiring, onboarding, training of employees) and administering employee benefits.</li> <li>2) Engineering Their main job is to troubleshoot and repair hotel equipment, facilities, and systems. Performing preventative maintenance, making regular inspections, coordinating the maintenance staff, diagnosing potential problems are also the functions of this department.</li> </ol>	CBSE Study Material	3		$1+1= 2$
Q. 15	<ol style="list-style-type: none"> <li>1) Mirrored walls of the guest room floor/corridor so that the female guest can actually watch who is walking behind her.</li> <li>2) Well-lit public areas like lobby, bars, swimming pool and parking place.</li> <li>3) Valet parking services to avoid the need of a female guest to enter the parking area where doubtful and suspicious people can be present.</li> <li>4) Assigning rooms closer to the elevators.</li> <li>5) Assigning room to the female guest on a special executive floor with a security guard manned for 24 hours a day.</li> </ol> <p><b>(Any four points)</b></p>	CBSE Study Material	6		$\frac{1}{2} \times 4 = 2$
Q. 16	<ol style="list-style-type: none"> <li>1) Dependence on natural environment</li> <li>2) Ecological sustainability.</li> <li>3) Proven contribution to conservation.</li> <li>4) Provision of environmental training programs.</li> <li>5) Incorporation of cultural considerations</li> <li>6) Provision of an economic return to local community.</li> </ol> <p><b>(Any four points)</b></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	<ol style="list-style-type: none"> <li>1) Handling guest luggage.</li> <li>2) Handling guest mail.</li> </ol>	CBSE Study Material	4		$\frac{1}{2} \times 6 = 3$

	<p>3) Delivering newspaper.</p> <p>4) Paging the guest inside the hotel (locating the guest in the hotel).</p> <p>5) Arranging for a doctor in emergency.</p> <p>6) Parking guest's automobiles.</p> <p>7) Arranging for reservations at the places of entertainment outside the hotel</p> <p><b>(Any six points)</b></p>				
<b>Q. 18</b>	<p>a) An affiliate network is a hotel chains network where all individual units are linked through the central network. Chain hotels link their operations to stream line the processing of reservations and reduce overall system costs; and at the same time, it also allows the non-chain properties to join the system as overflow facilities. Overflow facilities receive reservation requests only after all room availabilities in chain properties within a geographic area are been exhausted</p> <p>b) A Non affiliate reservation system connects non chain properties and enables independent hotel operators to get the benefit of reservation which the units of chain get and this system also take care of the advertising of the properties.</p>	CBSE Study Material	5		<b>1½ x 2= 3</b>
<b>Q. 19</b>	<p>Once a guest's problem has been resolved, it is important to do a follow up with the guest to find out whether he is happy with the solution. A follow up also makes the guest feel special and this can make a huge difference in the overall impression that the guest has about the hotel.</p> <p>Front Office manager may use the Front Office log book to initiate corrective action, verify the guest complaint have been resolved, and identify recurring problems. This comprehensive written record may also enable management to contact guests who may still be dissatisfied with some aspect of their stay at check out. After the guest has departed a letter from the Front Office Manager expressing regret about the</p>	CBSE Study Material	7		<b>3</b>

	incident is usually sufficient to promote good will and demonstrate concern for the guest satisfaction.				
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**Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)**

<b>Q. 20</b>	<p>GDS provide worldwide distribution of hotel reservation information and allow selling of hotel reservations around the world. This is usually accomplished by connecting the hotel company reservation system with an airline reservation system. Most travel agents around the world have terminals connected to one of the many airline reservation systems to book airline travel. By having hotel accommodations and automobile rentals available in the computer system at the same time, most airline systems provide single source access to most of the travel agents' selling requirements. In one transaction, a travel agents can sell an airline ticket, hotel room, and car rental service also.</p> <p>Examples of GDS:</p> <ol style="list-style-type: none"> <li>1) SABRE</li> <li>2) Galileo International</li> <li>3) Amadeus</li> <li>4) World Span</li> </ol>	CBSE Study Material	5		<b>2+2=4</b>
<b>Q. 21</b>	<ol style="list-style-type: none"> <li>1) Rooms are already blocked for the group</li> <li>2) Tags to identify baggage should be attached to the baggage and room number (errand card).</li> <li>3) Registration card may be distributed through the group leader.</li> <li>4) Welcome drinks should be provided before the room assignment to VIP.</li> <li>5) VIPS should be received by the Front Office Manager or General Manager.</li> <li>6) Receptionist notifies the housekeeping for welcome card and bouquet of flowers and room service for fruits in the guest bedroom.</li> <li>7) In some instance, registration of the guest may take place in his/ her room</li> <li>8) In the case of airline crews, physically disabled, old guest, etc.,</li> </ol>	CBSE Study Material	5		<b>½ x 8= 4</b>

	the registration card can be completed in advance, necessitating only the guest signature on arrival.				
<b>Q. 22</b>	<p><b>a)</b> Fire is the most common emergency situation which could break in the hotel at any point of time. The most probable reason of fire break in the hotels can be kitchen or faulty wirings in the hotel. The concerned staff should immediately inform the fire brigade. Do not panic. If the hotel staff is well versed with the firefighting equipment, then immediately fire extinguisher should be used. The supply of electricity and gas should be immediately turned off whenever any news regarding fire comes to the hotel.</p> <p><b>b)</b> Whenever information comes regarding death of an in-house guest the Front Office Manager should be reported directly who informs the General Manager and the Security Manager. Inform the police authority and the hotel doctor is summoned to confirm the death of the guest. The residential address of the guests is also identified and the relatives are informed. Once the doctor has confirmed the death and the police has given the permission the dead body is removed. A death certificate is also prepared and a report is prepared mentioning the time, room number and other details related to the deceased guest.</p>	CBSE Study Material	6		<b>2+2=4</b>
<b>Q. 23</b>	<p>Any activity that has security- related dimension to it be recorded for future reference. Security records are important for several reasons; they allow hotel management to track issues. Security records may assist the hotel with insurance claims made by either the hotel or the guest. In either case security records can present the hotel's view of what happened. This is especially helpful when hotel staff members are called upon to describe a security incident that occurred many months ago.</p> <p>1. Reports about robberies, assaults, personal injuries to guest or</p>	CBSE Study Material	6		<b>2+2=4</b>

	<p>employees, and property damage or theft; all should be part of a security record program.</p> <p>2. Vehicle maintenance records allow hotel to track maintenance issues, such as tire wear. Most municipalities mandate periodic testing of the fire alarm system and recordings of the results.</p>				
Q. 24	<p>The exact opposite of the meek customer, the aggressive customer will loudly voice any complaints and will not accept excuses.</p> <p><b>How to Respond:</b> Thank the customer for sharing their concern and listen. Be polite, agree on the definition of the problem, and explain what is being done to resolve the situation and when.</p> <p><b>The Risk:</b> In heated customer situations, it is easy to become confrontational. Mirroring the customer's aggressive behavior will only make the situation worse. Thanking the customers for sharing their concerns. Let them know the staff are interested in hearing what they have to say and reaching a mutually-beneficial resolution.</p>	CBSE Study Material	7		$1+1\frac{1}{2}+1\frac{1}{2}$ $= 4$