

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE - 410)

Blue-print for Sample Question Paper for Class X (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 - II	1	1	2
2	Self-Management Skills - II	2	1	3
3	ICT Skills – II	1	1	2
4	Entrepreneurial Skills - II	1	1	2
5	Green Skills - II	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 (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	General Awareness	6	1	-	7
2	Grooming and Hygiene	5	1	1	7
3	Qualities of Front Office Staff	4	1	1	6
4	Front Office	6	1	2	9
5	Role of Computers	3	2	1	6
TOTAL QUESTIONS		24	6	5	35
NO. OF QUESTIONS		Any 20	Any 4	Any 3	27

TO BE ANSWERED				
TOTAL MARKS	1 x 20 = 20	2 x 4 = 8	4 x 3 = 12	40 MARKS

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Sample Question Paper for Class X (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.	Name the operating system developed by Microsoft. a) Windows b) Disk Operating System c) Linux d) Firefox	1
ii.	Which of the following characteristics helps an individual to inculcate discipline that further helps him/her in consistent efforts to move towards goal? a) Self-awareness b) Self-regulation c) Self-motivation d) Independence	1
iii.	From the following statements, which one is not correct about the Qualities of an entrepreneur a) Successful entrepreneurs adapt the habit of hard work from a very early stage. b) Entrepreneur should not think optimistically about the future of the business. c) Confident entrepreneur must not deviate from his/her decisions too early in case success is delayed. d) Entrepreneurs like to function at their own will and rules	1
iv.	Which of the following is not a form of written communication: a) Circulars b) Reports c) Discussion d) SMS	1
v.	The four R's of waste management are a) Refuse, Reduce, Reuse, Recycle b) Repair, Reduce, Reuse, Refuse c) Refuse, Reduce, Recover, Recycle d) Refuse, Reduce, Rethink, Recycle	1
vi.	Which of the following is an effect of negative stress? a) Increase in productivity b) Good mental health c) Psychosomatic disorders d) Emotional stability	1

Q. 2	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	The capital of Arunachal Pradesh is: a) Dispur b) Itanagar c) Raipur d) Panaji	1
ii.	Which of the following is the code of Jet Airways? a) JA b) 9U c) 9W d) P8	1
iii.	According to grooming standards for men, only black _____ shoes are permitted.	1

	a) Loafer b) Sports c) Oxford d) Bronax	
iv.	At the front office desk or in the lobby, everyone performs their duty in standing for ____ hours every day. a) 11 b) 8 c) 6 d) 4	1
v.	_____ carries the guests' luggage and make them familiar with the features and facilities of the room and hotel while escorting guests to their rooms. a) Concierge b) Bell Desk c) Reservations d) Telephone Desk	1
vi.	Transfer calls to guest rooms through EPABX is done by which of the following a) Bell Desk b) Cash & Bills c) Reservations d) Telephone Exchange	1

Q. 3	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	According to grooming standards for women, only ____ ring is allowed on each hand. a) 4 b) 3 c) 2 d) 1	1
ii.	Which of the following is the capital of Haryana? a) Chandigarh b) Mumbai c) Shimla d) Ranchi	1
iii.	Newspapers are regarded by economists as a _____ of modern life. a) Medium b) Communication c) Access d) Necessity	1
iv.	Front office staff should have _____ to take the busy demands of front office operations. a) Good Communication Skill b) Personal Hygiene c) Calmness d) Etiquette and Manners	1
v.	_____ provides all the guest services relating to the internet, fax service, and secretarial service. a) Back of the House b) Concierge c) Reservations	1

	d) Business Center	
vi.	POS stands for _____ a) Point of Service b) Point of Sale c) Preference of Service d) Preference of Sale	1

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Which of the following is the capital of United Arab Emirates? a) Kuwait b) Abu Dhabi c) Dubai d) Sharjah	1
ii.	The word hygiene comes from the name of the Greek goddess of health, _____. a) Hygieia b) Hyganeia c) Hygiata d) Hygiene	1
iii.	While working at front desk, most of the time staff has too much work pressure at reception, cash counter or at bell desk. The most important skill to handle such situation is: a) Punctuality b) Patience c) Confidence d) Memorizing Skill	1
iv.	Pre-registration formalities for group, VIPs and disabled guest are done by which of the following section of Front Office. a) Reception b) Concierge c) Cash & Bill d) Business Center	1
v.	The efficiency of a computer depends upon: a) Monitor b) Keyboard c) Mouse d) Processor	1
vi.	Food handlers in the hotels should be prohibited to wear _____. a) Scarves b) Chains c) Rings d) Name badge	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Which is the local currency of United States of America. a) Baht b) Dollar c) Euro	1

	d) Rupee	
ii.	<p>“Front office operations requires the staff to stand for long hours at a stretch. The staff must be sturdy, agile and active”.</p> <p>Which quality of front office professional can be depicted by above statement?</p> <p>a) Punctuality b) Patience c) Physical Ability d) Memorizing Skill</p>	1
iii.	<p>Safe deposit Locker facilities are available at which of the following sections of the Front Office.</p> <p>a) Concierge b) Bell Desk c) Cash & Bills d) Telephone Desk</p>	1
iv.	<p>“Computer is a machine which does not suffer from the human traits of tiredness nor does it lose concentration even after working continuously for a long time”.</p> <p>Which characteristic of Computer can be depicted by above statement?</p> <p>a) Speed b) Accuracy c) Diligence d) Versatility</p>	1
v.	<p>Which of the following is not the Front of the House section of Front Office?</p> <p>a) Concierge b) Bell Desk c) Cash & Bills d) Reservations</p>	1
vi.	<p>According to grooming standards for men, _____ is only permitted as part of religious sentiments in hotels.</p> <p>a) Moustache b) Sideburns c) Beard d) Hairspray</p>	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	How can a file/folder be copied using the keyboard?	2
Q. 7	Discuss the role of entrepreneurs as ‘Employment Generation’ and as ‘Capital formation’	2
Q. 8	Define communication.	2
Q. 9	All people look forward to vacations for de-stressing and rejuvenation. State any other two ways by which people can manage stress.	2
Q. 10	Write any 4 sustainable development goals.	2

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

Q. 11	Write any four hygiene standards followed by male and female staff in hospitality industry.	2
Q. 12	Patience is considered as the essential quality of a front office personnel. Explain?	2
Q. 13	Briefly explain accuracy as one of the characteristics of computer?	2
Q. 14	Reading the newspaper is a good habit. Explain any two importance of reading the newspaper?	2
Q. 15	Briefly explain the term back of the house section of the front office department.	2
Q. 16	Briefly explain role of computers in night auditing.	2

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

Q. 17	Draw an organizational structure of front office department of a medium hotel?	4
Q. 18	Explain any four disadvantages of using Computers.	4
Q. 19	Explain any four positive effects of good grooming in hospitality industry.	4
Q. 20	Mention any four functions each of below mentioned sections of front office. a) Cash and Bills b) Bell Desk	4
Q. 21	Explain team work and etiquette and manners as two significant qualities of front office staff?	4