

CBSE – DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE 410)

Sample Question Paper

CLASS X (Session 2019–2020)

Time: 2 Hours

Max. Marks: 50

General Instructions:

1. *This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*
2. **Part A: Employability Skills (10 Marks)**
 - i. *Answer any 4 questions out of the given 6 questions of 1 mark each.*
 - ii. *Answer any 3 questions out of the given 5 questions of 2 marks each.*
3. **Part B: Subject Skills (40 Marks):**
 - i. *Answer any 10 questions out of the given 12 questions of 1 mark each.*
 - ii. *Answer any 4 questions from the given 6 questions of 2 marks each.*
 - iii. *Answer any 4 questions from the given 6 questions of 3 marks each.*
 - iv. *Answer any 2 questions from the given 4 questions of 5 marks each.*
4. ***This question paper contains 39 questions out of which 27 questions are to be answered.***
5. *All questions of a particular part/section must be attempted in the correct order.*
6. *The maximum time allowed is 2 hrs.*

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1.	Which of the following methods are used to receive information from the sender through a letter? (a) Listening (b) Speaking (c) Reading (d) Writing	(1)
2.	Grooming is a term associated with (a) time management (b) problem solving (c) neat and clean appearance (d) self-management	(1)
3.	Which of the following is not a self-management skill? (a) Problem solving (b) Bargaining (c) Understanding self (d) Confidence building	(1)

28.	Discuss the main functions of Bell desk/Porter service in a hotel?	(2)
29.	Enlist the main functions of concierge of a hotel.	(2)

Answer any 4 questions out of the given 6 questions of 3 marks each:

30.	Write any six don'ts for men while on duty ?	(3)
31.	Discuss any six health benefits of maintaining personal hygiene?	(3)
32.	List and explain any six qualities of front office staff of a hotel.	(3)
33.	“First –and last-impressions count” and front office is very much responsible for it. Justify this statement?	(3)
34.	Discuss any six features of a hotel lobby?	(3)
35.	Mention the role of computers in hospitality industry. Explain its application in any two areas of hotel?	(3)

Answer any 2 questions out of the given 4 questions of 5 marks each:

36.	Newspaper is an important tool of the learning process for front office professionals. Explain any five points to support the statement?	(5)
37.	Elaborate any five positive effects of good grooming in hospitality industry?	(5)

38.	Draw an organizational structure of front office department of a large hotel?	(5)
39.	Mention any five functions each of below mentioned sections of front office. a) Reception b) Travel desk	(5)