

CBSE | DEPARTMENT OF SKILL EDUCATION

FRONT OFFICE OPERATIONS (SUBJECT CODE- 410)

MARKING SCHEME FOR CLASS X (SESSION 2024-2025)

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. 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 (26 MARKS):**
 - i. This section contains 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. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)				
i.	a) Windows	CBSE Study Material	3	22	1
ii.	b) Self-regulation	CBSE Study Material	2	20	1
iii.	b) Entrepreneur should not think optimistically about the future of the business	CBSE Study Material	4	48	1
iv.	C) Discussion	CBSE Study Material	1	1	1
v.	a) Refuse, Reduce, Reuse, Recycle	CBSE Study Material	5	63	1
vi.	c) Psychosomatic	CBSE Study Material	2	17	1
Q. 2	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)				
i.	b) Itanagar	CBSE Study Material	1	46	1
ii.	c)9W	CBSE Study Material	1	32	1
iii.	c)Oxford	CBSE Study Material	2	55	1
iv.	b)8	CBSE Study Material	3	72	1
v.	b) Bell Desk	CBSE Study Material	4	85	1
vi.	d)Telephone Exchange	CBSE Study Material	4	90	1

Q. 3 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)					
i.	d) 1	CBSE Study Material	2	58	1
ii.	a) Chandigarh	CBSE Study Material	1	47	1
iii.	d) Necessity	CBSE Study Material	1	19	1
iv.	c) Calmness	CBSE Study Material	3	77	1
v.	d) Business Center	CBSE Study Material	4	86	1
vi.	b) Point of Sale	CBSE Study Material	5	109	1
Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 4 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)					
i.	b) Abu Dhabi		1	45	1
ii.	a) Hygieia		2	65	1
iii.	b) Patience	CBSE Study Material	3	77	1
iv.	a) Reception	CBSE Study Material	4	87	1
v.	d) Processor	CBSE Study Material	5	98	1
vi.	c) Rings	CBSE Study Material	2	58	1
Q. 5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)					
i.	b) Dollar	CBSE Study Material	1	45	1
ii.	c) Physical Ability	CBSE Study Material	3	72	1
iii.	c) Cash & Bills	CBSE Study Material	4	88	1
iv.	c) Diligence	CBSE Study Material	5	99	1
v.	d) Reservations	CBSE Study Material	4	80	1
vi.	c) Beard	CBSE Study Material	2	52	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
Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)					
Q. 6	A file/ folder can be copied using keyboard by following the given steps: a. Select the file or the folder. b. Press Ctrl + C to copy the file or the folder. c. Open the destination folder. d. Press Ctrl + V to paste the copied file.	CBSE Study Material	3	30	2
Q. 7	Employment Generation role: Businesses cannot function without employing people. Skilled professionals, unskilled labour and managerial staff are all required by businesses.	CBSE Study Material	4	52,53	1+1=2

	Hence, entrepreneurship solves the problem of unemployment, which is a major problem in economic development. Capital formation role: Mobilization of idle savings takes place when money is invested in a business. This mobilisation of capital leads to development of assets, trade activities, increase in capital availability and economic development.				
Q. 8	The imparting or exchanging of information by speaking, writing or using some other medium and means of sending or receiving information.	CBSE Study Material	1	1	2
Q. 9	Ways for stress management(any two): i. Physical exercise - Physical exercise in the form of walking, skipping or any sports relieves stress by stabilizing mood, improving self - esteem and inducing sleep. ii. Yoga - Yoga includes a series of postures and breathing exercises practiced to achieve control of body and mind. iii. Meditation – By meditation, an individual is able to focus his/her mind to achieve a calm mental state reducing stress. iv. Enjoying - Recreational activities such as watching movies, attending concerts, playing games singing, dancing, sketching etc help individuals transcend to a happier mental state and help manage stress. v. Nature walks - Taking nature walks brings us a calmness by allowing our over stimulated minds a chance to relax (Any 2)	CBSE Study Material	2	18,19	1+1=2
Q. 10	i. No poverty ii. Zero Hunger iii. Good Health and Well Being iv. Quality Education v. Gender Equality vi. Clean water and Sanitation vii. Affordable and Clean Energy viii. Decent Work and Economic Growth ix. Industry Innovation and Infrastructure x. Reduced Inequalities (Any 4)	CBSE Study Material	5	66	½*4=2
Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)					
Q. 11	Hygiene Standards for Male & Female Staff 1. Take a bath daily.	CBSE Study Material	2	67	½*4=2

	<p>2. It is advisable to bath twice a day during summer months.</p> <p>3. Teeth should be clean and the breath must be fresh.</p> <p>4. Brush your teeth daily and always wear a smile.</p> <p>5. Take proper prevention of bad breath.</p> <p>6. It can be achieved by cleaning the teeth regularly and using breath freshener if necessary.</p> <p>7. Visit dentist for check-up on a regular basis.</p> <p>8. Use a mild deodorant to prevent body odour.</p> <p>9. Eau de toilette cologne/after shave may be used by men but not so much that it becomes offensive.</p> <p>10. Do not use dirty undergarments and socks, to prevent yourself from any kind of skin disease.</p> <p>11. Undergarments must be changed daily to maintain body cleanliness and personal hygiene.</p> <p>12. Always wear clean clothes.</p> <p>(Any four)</p>				
Q. 12	Patience: Control your mental stress, while you are on rush of handling lot of guests or while on too much work pressure at reception, cash counter or at bell desk, have patience and do everything smoothly.	CBSE Study Material	3	77	2
Q. 13	Accuracy: The degree of accuracy of computer is consistently very high and every calculation is performed with the same accuracy. The accuracy level of a particular computer is determined on the basis of instructions and the design of computer (type of processor). Since Computer is programmed, so whatever input we give it gives result with accuracy. The errors in computer are due to human and inaccurate data.	CBSE Study Material	5	98	2
Q. 14	<p>1. Provides Information: They give us lots of information about various matters at various levels that are not available anywhere. Though magazines and books also give lots of information, the scope of the news there is limited to a few selected topics only.</p> <p>2. Information Related to Different Events: The newspaper is all important these days, newspaper keeps us informed of what is taking place around us. It tells us of</p>	CBSE Study Material	1	21,22	1+1=2

	<p>political events, sensational events, etc. Even the advertisements have their value.</p> <p>3. Deeper in Sight: Newspapers give us deeper in sight into the event than television does. Because news programme on television only gives us 30 minutes, they cannot go very deep into the news. But in newspapers you can choose to spend a few minutes or a few hours reading repeatedly a piece of news.</p> <p>4. Newspapers as a Language Teacher: You have heard many times that if you want to improve your communication skills in English then read newspaper. Yes it is very true because in newspaper there are many terms which are used at social places. It improves vocabulary skills too because as many words you study your vocabulary will get better. So, newspaper is a good teacher, to improve Language skills.</p> <p>5. Able to Converse with Others: Reading a newspaper makes a man fit to participate usefully in a cultivated society. So, much is happening every day that unless we keep ourselves abreast of these changes we cannot adjust ourselves to them or move with the time smoothly and easily.</p> <p>6. Newspapers as a Job Portal: Newspapers do provide job related information. The unemployed can look up the vacancy columns. Jobs which are near to your city then newspapers are the best option because most of the firms announce their jobs opening in newspapers. So, read news papers to get in the touch of all the jobs.</p> <p>7. Recent Trends: Advertisements in newspapers are also very informative and give lots of information about the world around us and the recent trends existing in the society apart from being very entertaining.</p> <p>8. Ventilate Grievances: Newspaper is the best media to ventilate the grievances of the public and form the public opinion.</p> <p>(Any 2)</p>				
Q. 15	<p>Back-of-the-House: Those sections which are located in the back area of the front office department are called Back-of-the-House areas. Employees of these sections do not have direct contact with the guest and generally these sections are not accessed by guests. Sections of front office that come</p>	CBSE Study Material	4	86	2

	under back of the house includes: reservation desk and telephone exchange.				
Q. 16	Night Auditing: Night auditors use computer software for daily and overall accounting purposes. This includes reviewing the day's check-ins and check-outs, payments received and owing and complementary given out, to make sure all is in order.	CBSE Study Material	5	110	2
Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)					
Q. 17	<p style="text-align: center;">Hierarchy Chart : Medium Sized Hotel</p> <pre> graph TD FOM[Front Office Manager] --> AFOM[Assistant Front Office Manager] AFOM --> GRE[Guest Relation Executive] AFOM --> FOS[Front Office Supervisor] AFOM --> DMLM[Duty Manager/Lobby Manager] FOS --> RS[Reservation Supervisor] FOS --> IS[Information Supervisor] FOS --> SR[Senior Receptionist] FOS --> HC[Head Cashier] FOS --> TS[Telephone Supervisor] FOS --> SBC[Senior Bell Captain] RS --> RA[Reservation Assistant] IS --> IA[Information Assistant] SR --> R[Receptionist] HC --> C[Cashier] TS --> TO[Telephone Operator] SBC --> BC[Bell Captain] RA --> RT1[Trainee] IA --> IT1[Trainee] R --> RT2[Trainee] C --> CT1[Trainee] TO --> TOT1[Trainee] BC --> BT1[Trainee] BC --> BBPB[Bell Boys/ Page Boy] BBPB --> BT2[Trainee] </pre>	CBSE Study Material	4	82	4
Q. 18	<p>1. Dependent: Computer is highly dependent on the quality of input data fed to it. Though computers are very fast in tasks that are pre-programmed, it lacks the ability of human brain to detect and correct errors that it is not specifically programmed to do.</p> <p>2. Programming: The task of programming a computer for a computer application is very costly and time consuming. This reduces the utility of computers for applications that are non-repetitive.</p> <p>3. Rigid: Computer systems are rather rigid. Once a computers system is designed and programmed, making even minor corrections or improvements can be quite costly and time consuming. For this reason a great care is required in design and development of computer systems.</p> <p>4. Data Security: This is one of the most controversial aspects of computers today. The safety and integrity of data is key for any business. However, data stored in a computer can be lost or compromised in a number of ways.</p> <p>5. Computer Crimes: People use the computer for negative activities. They hack the credit card numbers of the people and</p>	CBSE Study Material	5	104,105	1*4=4

	<p>misuse them or they can steal important data from big organizations.</p> <p>6. Violation of Privacy: The computers are used to store personal data of the people. The privacy of a person can be violated if the personal and confidential records are not protected properly.</p> <p>7. Unemployment: Different tasks are performed automatically by using computers. It reduces the need of people and increases unemployment in society.</p> <p>7. Wastage of Time and Energy: Many people use computers without positive purpose. They play games and chat for a long period of time. It causes wastage of time and energy.</p> <p>(Any 4)</p>				
Q. 19	<p>Positive Effects of Good Grooming in Hospitality Industry</p> <p>1. Image Building/Enhances Organizations Image: Working at a hotel means you are the face of the hotel, whether you are greeting a guest on arrival or cleaning their rooms. So, it is of utmost importance to have high personal grooming standards and be well maintained.</p> <p>2. Reveals Positive Guest Service Attitude: If employees of the organization are well groomed, project a positive guest service attitude, and make their interests known to others in the organization there are more chances they will be noticed because of employees' empathetic qualities, appropriateness in grooming, attitude and disposition, they can also help other employees to improve and uplift the standards of the organization.</p> <p>3. Fulfils Guest Expectations: Guests expect a high level of personal grooming and hygiene from all employees. As they pay high room rates therefore, they expect there to be high standards of grooming and hygiene which complement the facilities of the hotel.</p> <p>4. Delivers Good Quality Service: Employees feel good if they look good and provide services as per guests' expectations.</p> <p>5. 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	2	64	1*4=4

	<p>6. Guest Comfort: A pleasing face is nice to look at. Guests like to relax in the presence of beautiful things. A pleasant face can relax the mind. Those with an aesthetic sense like to admire beautiful people and things.</p> <p>7. Influences Overall Personality: Grooming extends hygiene as it pertains to the maintenance of a good personal and public appearance. Physical appearance does affect overall personality. Looks matter a lot in many situations. Every person wants to look his best. Those who are fortunate to be born beautiful or handsome have an edge over others in their public dealings.</p> <p>(Any 4)</p>				
Q. 20	<p>Cash and Bills The main functions of cashier are as follows:</p> <ol style="list-style-type: none"> 1. The secure payment from the guest. 2. To change foreign currency as per rules and regulation of the hotel. 3. To manage safety deposit locker. 4. To settle guest account while check-out. 5. To balance cash at the close of shift. 6. To complete the guest check-out procedure. <p>Bell Desk The main functions are as mentioned below:</p> <ol style="list-style-type: none"> 1. This desk is responsible for handling the guest luggage during arrival and departure. 2. Escorting guest to their rooms on arrival. 3. Performs rooming of the guest. 4. The bell desk section also handles the paging of the guest. 5. Making sundry purchases for the guest. 6. Deliver guest mail and messages to the concern guest room. 7. Delivers newspaper in the guest room. 8. At guests' requests keep the luggage in the Left-Luggage room. 	CBSE Study Material	4	88	2+2=4
Q. 21	<p>Team Work: Since front office employees are reference point, the front office staffs are required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services. Therefore, it is very essential that they need to work as a team so that right information is conveyed to guest without any delay.</p>	CBSE Study Material	3	74,77	2+2=4

<p>Etiquette and Manners: Etiquette and Manners are the essential quality that every front office staff has to possess whether it is small or large hotel. Guests of all status come to stay in the hotel and they are used to good manners and politeness. Especially the star level hotels are the meeting place of the social elites of the society. All the grace and etiquette associated with good society comes into play. In this level of environment good manners, courtesy and politeness must be maintained in service. Wishing guest as per time of the day and using magic words to satisfy them are important traits of hotel staff.</p>				
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