



CBSE Class X Front Office Operations (97)



Time Allowed :2 Hours	Maximum Marks :50	Total Questions :21
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General Instructions

Read the following instructions very carefully and strictly follow them:

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)**
 - (a) This section has 05 questions.
 - (b) Marks allotted are mentioned against each question/part.
 - (c) There is no negative marking.
 - (d) Do as per the instructions given.
7. **Section B : Subjective Type Questions (26 Marks)**
 - (a) This section has 16 questions.
 - (b) A candidate has to do 10 questions.
 - (c) Do as per the instructions given.
 - (d) Marks allotted are mentioned against each question/part.

Section - A

Objective Type Questions

1. Answer any 4 out of the given 6 questions on Employability skills. $4 \times 1 = 4$

Question (i) Which of the following listens or understands the message?

- (a) Receiver
- (b) Channel
- (c) Sender
- (d) Messenger

Correct Answer: (a) Receiver

Solution:

In the process of communication, the **receiver** is the individual or group that listens, understands, and interprets the message. The communication process consists of the following key elements:

- **Sender:** The one who initiates the communication by creating and sending the message.
- **Message:** The content or information that is transmitted.
- **Channel:** The medium or method used to convey the message (e.g., verbal, written, or digital).
- **Receiver:** The person who listens, decodes, and understands the message.
- **Feedback:** The response or reaction of the receiver to the sender's message.

A successful communication process ensures the receiver understands the intended meaning of the message. Miscommunication can occur if the message is unclear, the channel is ineffective, or the receiver fails to decode the message properly.

💡 Quick Tip

Effective communication relies on clarity and understanding between the sender and the receiver. Ensure your message is simple, clear, and delivered through an appropriate channel for better understanding.

Question (ii) Self-management, also known as _____, is the ability to effectively control one's emotions, behaviour, and thoughts.

- (a) Self-innovative
- (b) Self-design
- (c) Self-control
- (d) Self-motivation

Correct Answer: (c) Self-control

Solution:

Self-management is the ability to regulate one's emotions, thoughts, and behaviors in different situations to achieve specific goals. **Self-control** is a critical component of self-management and involves managing impulses, emotions, and reactions. It enables individuals to:

- Stay calm under pressure or in stressful situations.
- Avoid distractions and maintain focus on important tasks.
- Set priorities and manage time efficiently.
- Respond thoughtfully rather than react impulsively.

Self-control plays a vital role in personal and professional success. For example:

1. Students use self-control to manage their time for studies and avoid procrastination.



2. Employees use self-control to remain productive and focused at work.
3. Leaders demonstrate self-control by managing stress and making thoughtful decisions.

Self-control is also closely linked to emotional intelligence, which enhances interpersonal skills and overall well-being.

💡 Quick Tip

Self-management and self-control are key soft skills for success. Practice mindfulness, set achievable goals, and develop healthy habits to improve self-control.

Question (iii) Self-management is useful in:

- (a) Reaching goals
- (b) Creating negative habits
- (c) Increasing anger issues
- (d) Unproductivity

Correct Answer: (a) Reaching goals

Solution:

Self-management is a vital skill that helps individuals stay organized, focused, and motivated. It enables individuals to manage their time, behavior, and resources effectively, leading to the successful achievement of their goals.

Benefits of Self-management:

- **Reaching Goals:** Self-management helps set clear priorities and break large tasks into manageable steps.
- **Developing Good Habits:** It encourages consistent, productive routines that align with long-term objectives.
- **Improving Focus:** By managing distractions and staying disciplined, individuals can increase efficiency.
- **Managing Stress:** Self-control reduces emotional reactions and promotes thoughtful responses.

In contrast, poor self-management can result in unproductivity, stress, and failure to meet goals.

💡 Quick Tip

To improve self-management, use tools like planners, set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound), and track progress regularly.



Question (iv) What are the small pictures on the desktop called?

- (a) Symbols
- (b) Images
- (c) Icons
- (d) Logo

Correct Answer: (c) Icons

Solution:

The small pictures on a computer desktop are called **icons**. Icons serve as visual representations of programs, files, or commands, making it easier for users to navigate and interact with the operating system.

Types of Icons:

- **Application Icons:** Represent software programs or apps (e.g., Microsoft Word, Google Chrome).
- **Shortcut Icons:** Provide quick access to files or folders.
- **System Icons:** Represent core system elements like “Recycle Bin” or “This PC.”

Icons improve the user experience by providing a graphical interface that is easy to understand and interact with, reducing the reliance on textual commands.

💡 Quick Tip

Icons simplify computer navigation. Learn to customize your desktop by arranging and creating shortcuts for frequently used files or apps.

Question (v) Which of the following is not a quality of an entrepreneur?

- (a) Laziness
- (b) Confident
- (c) Optimist
- (d) Hard working

Correct Answer: (a) Laziness

Solution:

An entrepreneur is someone who takes initiative, manages risks, and works hard to create and grow a business. The qualities of a successful entrepreneur include:

- **Confidence:** Entrepreneurs believe in their ideas, skills, and abilities.
- **Optimism:** Entrepreneurs remain positive, even during challenges, and seek opportunities.
- **Hard Work:** Entrepreneurship requires dedication, effort, and persistence to achieve goals.



On the other hand, **laziness** is the opposite of entrepreneurial qualities. A lazy person avoids hard work, lacks motivation, and does not take proactive steps to achieve success.

💡 Quick Tip

Entrepreneurs thrive on qualities like confidence, hard work, and optimism. Avoid procrastination and laziness to build a successful entrepreneurial mindset.

Question (vi) Why is it important to adopt sustainable development?

- (a) To save ecology and environment
- (b) To save mankind
- (c) Both (a) & (b)
- (d) To increase pollution

Correct Answer: (c) Both (a) & (b)

Solution:

Sustainable development refers to meeting the needs of the present without compromising the ability of future generations to meet their own needs. It focuses on balancing economic growth, environmental preservation, and social well-being.

Importance of Sustainable Development:

- **To Save Ecology and Environment:** Sustainable practices help protect natural resources, reduce pollution, and combat climate change.
- **To Save Mankind:** By preserving the environment, humans ensure access to clean air, water, and food, promoting a healthier and safer future.

Thus, both saving the environment and mankind are interconnected goals achieved through sustainable development. It ensures that economic progress does not come at the cost of environmental degradation.

💡 Quick Tip

Sustainable development focuses on three pillars: environmental conservation, social equity, and economic growth. Always adopt eco-friendly practices to ensure a sustainable future.

2. Answer any 5 out of the given 6 questions.

5 × 1 = 5

Question (i) What is the currency of Japan?

- (a) Euro
- (b) Yuan
- (c) Dollar
- (d) Yen



Correct Answer: (d) Yen

Solution:

The official currency of Japan is the **Japanese Yen (JPY)**, symbolized as ¥. It is one of the most traded currencies in the foreign exchange market and is recognized globally.

Key Facts about Yen:

- Introduced in 1871, the yen replaced a complex system of feudal currencies.
- The word “yen” means “round object” in Japanese.
- The Japanese Yen is the **third most traded currency** in the world, after the US Dollar and Euro.
- The Bank of Japan (BoJ) is responsible for issuing and managing the yen.

Other options like **Euro** (used in the Eurozone), **Yuan** (China’s currency), and **Dollar** (used in the USA) are incorrect.

💡 Quick Tip

Remember: The **Japanese Yen (JPY)** is the official currency of Japan. It is symbolized as ¥ and plays a significant role in the global economy.

Question (ii) Which of the following is the capital of Cambodia?

- (a) Phnom Penh
- (b) Nicosia
- (c) Hanoi
- (d) Dili

Correct Answer: (a) Phnom Penh

Solution:

The capital of Cambodia is **Phnom Penh**. It is the largest city in Cambodia and serves as the country’s political, cultural, and economic center.

Key Facts about Phnom Penh:

- Located at the confluence of the Mekong and Tonlé Sap rivers.
- It has been the capital of Cambodia since the French colonial period in the 1860s.
- Known for historical landmarks like the Royal Palace, Silver Pagoda, and Tuol Sleng Genocide Museum.
- Phnom Penh is also a hub for trade, with a growing economy centered around tourism, textiles, and manufacturing.

Other options:



- **Nicosia** is the capital of Cyprus.
- **Hanoi** is the capital of Vietnam.
- **Dili** is the capital of Timor-Leste.

💡 Quick Tip

Phnom Penh is the capital of Cambodia. To remember capitals, group them geographically or use flashcards for better retention.

Question (iii) Cleanliness, physical exercise, rest and sleep are a part of

- (a) Personal hygiene
- (b) Mental hygiene
- (c) Social hygiene
- (d) Environmental hygiene

Correct Answer: (a) Personal hygiene

Solution:

Personal hygiene involves habits and practices that contribute to maintaining good health and well-being. These practices include cleanliness, physical exercise, proper rest, and adequate sleep. They help prevent diseases, boost immunity, and promote physical and mental wellness.

Components of Personal Hygiene:

- **Cleanliness:** Regular bathing, dental care, and hand washing.
- **Exercise:** Physical activity keeps the body fit and reduces health risks.
- **Rest and Sleep:** Proper rest rejuvenates the body, improves focus, and enhances mental health.

Other options:

- **Mental hygiene:** Involves maintaining emotional and psychological well-being.
- **Social hygiene:** Focuses on behavior and cleanliness in social environments.
- **Environmental hygiene:** Involves cleanliness of surroundings to prevent environmental pollution.

💡 Quick Tip

Personal hygiene includes daily habits like exercise, cleanliness, and proper sleep. Good personal hygiene prevents illnesses and promotes a healthy lifestyle.

Question (iv) Which of the following things should make guests comfortable?



- (a) Asking personal questions
- (b) Laughing at guest
- (c) Staring at guest
- (d) Talking with smile

Correct Answer: (d) Talking with smile

Solution:

To make guests comfortable, one must focus on creating a welcoming and respectful environment. **Talking with a smile** is a simple but effective way to make guests feel at ease and valued. A smile conveys warmth, friendliness, and positivity.

Things to Avoid:

- **Asking personal questions:** Invades privacy and may cause discomfort.
- **Laughing at guests:** Considered rude and disrespectful.
- **Staring at guests:** Makes people feel awkward and unwelcome.

Talking politely, maintaining eye contact, and smiling are key aspects of good hospitality, ensuring guests feel respected and appreciated.

💡 Quick Tip

A warm smile and polite conversation help guests feel comfortable. Avoid intrusive questions and maintain positive body language to build trust.

Question (v) The organizational structure of a hotel front office varies depending upon the:

- (a) location of the hotel
- (b) number of employees working
- (c) size of hotel
- (d) type of customers

Correct Answer: (c) size of hotel

Solution:

The organizational structure of a hotel front office depends on several factors, but primarily on the **size of the hotel**. Larger hotels have complex and hierarchical structures, while smaller hotels may have simpler, flatter organizational setups.

Factors Influencing Hotel Structure:

- **Size of the Hotel:** Determines the number of departments and staff required. Large hotels need separate roles for reception, reservations, and billing.
- **Location of the Hotel:** Hotels in busy, urban areas often have larger teams due to high demand.
- **Number of Employees:** Staff availability impacts the division of responsibilities.



- **Type of Customers:** High-end hotels serving VIP guests may require specialized front office roles.

Among these, the **size of the hotel** is the most critical factor, as it directly influences staffing, departmental divisions, and organizational complexity.

💡 Quick Tip

In larger hotels, the front office structure includes departments like reception, reservations, and guest services. Smaller hotels may combine these roles into one.

Question (vi) _____ section of front office is involved in providing information to guests.

- (a) Information
- (b) Reception
- (c) Reservation
- (d) Cash & bills

Correct Answer: (a) Information

Solution:

The **Information section** of the hotel front office plays a key role in providing guests with details about the hotel's services, local attractions, transportation, and other inquiries.

Roles of Front Office Sections:

- **Information Section:** Provides assistance, answers queries, and offers guidance to guests.
- **Reception:** Handles check-in and check-out processes.
- **Reservation:** Manages booking and room allocation.
- **Cash & Bills:** Handles payments, billing, and account settlement.

The information desk is crucial for enhancing the guest experience by offering prompt and accurate assistance, making the guests feel valued and informed.

💡 Quick Tip

The information section acts as a guide for guests. Train front office staff to provide clear and polite responses to enhance guest satisfaction.

3. Answer any **5** out of the given **6** questions.

5 × 1 = 5

Question (i) What is the capital of Indian Union Territory Ladakh?

- (a) Dispur
- (b) Leh



- (c) Ladakh
- (d) Darjeeling

Correct Answer: (b) Leh

Solution:

Ladakh, established as a Union Territory in 2019 after the bifurcation of Jammu and Kashmir, has two administrative divisions: **Leh** and **Kargil**. The capital of Ladakh is **Leh**, which serves as the largest town and a prominent center for administration, tourism, and culture.

Key Facts about Leh:

- Leh is situated at an altitude of approximately 3,500 meters above sea level.
- It is known for its stunning landscapes, Buddhist monasteries, and cultural heritage.
- The Leh Palace and Shanti Stupa are notable landmarks.
- Ladakh has strategic importance due to its location near the borders with China and Pakistan.

Other options:

- **Dispur:** Capital of Assam.
- **Darjeeling:** A hill station in West Bengal.
- **Ladakh:** The name of the Union Territory itself, not its capital.

💡 Quick Tip

Remember: Ladakh's capital is **Leh**, and it became a Union Territory in 2019. Leh and Kargil are its two main districts.

Question (ii) Thiruvananthapuram is the capital of -----.

- (a) Andhra Pradesh
- (b) Telangana
- (c) Kerala
- (d) Jammu & Kashmir

Correct Answer: (c) Kerala

Solution:

Thiruvananthapuram, also known as **Trivandrum**, is the capital city of **Kerala**. It serves as the administrative, cultural, and economic hub of the state.

Key Facts about Thiruvananthapuram:



- Located on the southwestern coast of India, it is Kerala's largest city.
- Known for landmarks like **Padmanabhaswamy Temple**, one of the wealthiest temples in the world.
- It is a major center for education, technology, and tourism in Kerala.
- The city hosts Technopark, India's first and largest IT park.

Other options:

- **Andhra Pradesh:** Capital is Amaravati (under development).
- **Telangana:** Capital is Hyderabad.
- **Jammu & Kashmir:** Srinagar (summer capital) and Jammu (winter capital).

💡 Quick Tip

Thiruvananthapuram, the capital of Kerala, is famous for its cultural heritage and as a hub for IT and tourism industries.

Question (iii): Grooming helps in:

- (a) Speaking clearly
- (b) Listening carefully
- (c) Boosts confidence
- (d) Improves health

Correct Answer: (c) Boosts confidence

Solution:

Grooming refers to maintaining personal hygiene, dressing appropriately, and presenting oneself in a neat and professional manner. Proper grooming plays a key role in **boosting confidence** because it improves self-esteem and leaves a positive impression on others.

Benefits of Grooming:

- **Boosts Confidence:** Good grooming makes individuals feel more comfortable and confident in social or professional settings.
- **Enhances Professionalism:** Groomed individuals are perceived as reliable and professional.
- **Improves Health:** Personal hygiene prevents illnesses caused by germs and bacteria.
- **Effective Communication:** Grooming complements good body language, enhancing clarity in communication.



Options like “speaking clearly” or “listening carefully” are related to communication skills, not grooming, while improving health is a secondary benefit.

💡 Quick Tip

Good grooming boosts confidence and leaves a lasting impression. Always dress neatly and maintain personal hygiene to build self-assurance.

Question (iv) Which quality a front office staff should not have?

- (a) Good communication skills
- (b) Calmness
- (c) Personal hygiene
- (d) Aggressive behaviour

Correct Answer: (d) Aggressive behaviour

Solution:

Front office staff play a critical role in hospitality and customer service. They are often the first point of contact for guests and must display professionalism, politeness, and efficiency. **Aggressive behaviour** is undesirable as it creates a negative impression and can upset guests.

Qualities of a Good Front Office Staff:

- **Good Communication Skills:** Ensure clear and effective interaction with guests.
- **Calmness:** Helps handle stressful situations and difficult guests efficiently.
- **Personal Hygiene:** Maintains a professional appearance, ensuring cleanliness.

Aggressive behavior, on the other hand, includes impatience, rudeness, or anger, which disrupts the guest experience and damages the hotel’s reputation.

💡 Quick Tip

Front office staff should remain calm, polite, and professional at all times. Avoid aggressive behavior to create a welcoming and positive guest experience.

Question (v) Which section of front office is involved in providing telecommunication facility to guests and maintains the billing of the same?

- (a) Cash and bills
- (b) Concierge
- (c) Telephone & Telex
- (d) Travel desk

Correct Answer: (c) Telephone & Telex



Solution:

The **Telephone & Telex section** of the hotel front office is responsible for managing telecommunication services for guests. This section ensures guests have access to facilities like telephone calls, telex services, and fax, and it also maintains records for billing purposes.

Key Responsibilities of the Telephone & Telex Section:

- Providing telecommunication services such as local, long-distance, and international calls.
- Recording call details to ensure accurate billing.
- Handling messages or urgent communications for guests.
- Offering telex and fax services when required.

Other sections:

- **Cash and Bills:** Handles guest payments and billing processes.
- **Concierge:** Assists with reservations, travel arrangements, and guest requests.
- **Travel Desk:** Manages transportation bookings and travel-related inquiries.

💡 Quick Tip

The Telephone & Telex section ensures smooth telecommunication services and accurate billing for guests, enhancing their convenience and satisfaction.

Question (vi) The data processing of a computer depends upon:

- (a) Monitor
- (b) Keyboard
- (c) Mouse
- (d) Processor

Correct Answer: (d) Processor

Solution:

The **processor**, also known as the **Central Processing Unit (CPU)**, is the brain of a computer. It performs all data processing tasks, including calculations, logical operations, and managing input/output operations.

Why is the Processor Important?

- It processes raw input data into meaningful output.
- Executes instructions from software applications and the operating system.
- Handles multitasking, ensuring smooth performance of multiple operations.

Other components:



- **Monitor:** Displays the output generated by the processor.
- **Keyboard:** Used to input data into the computer.
- **Mouse:** A pointing device for user interaction.

The processor is essential for running all tasks and enabling data processing in a computer system.

💡 Quick Tip

The processor (CPU) is the core component of a computer that handles all data processing tasks. Faster processors improve the overall performance of the system.

4. Answer any 5 out of the given 6 questions.

$5 \times 1 = 5$

Question (i) Which of the following is not an example of States of India?

- (a) West Bengal
- (b) Rajasthan
- (c) Gandhinagar
- (d) Tamil Nadu

Correct Answer: (c) Gandhinagar

Solution:

Gandhinagar is not a state; it is the capital city of **Gujarat**. States such as West Bengal, Rajasthan, and Tamil Nadu are recognized administrative regions in India.

Details of Options:

- **West Bengal:** A state located in eastern India with its capital in Kolkata.
- **Rajasthan:** A large state in northwestern India, known for its desert and palaces; its capital is Jaipur.
- **Tamil Nadu:** A state in southern India with its capital in Chennai.
- **Gandhinagar:** The capital city of Gujarat, not a state.

It is essential to differentiate between **states** and their **capital cities**.

💡 Quick Tip

Remember: States have defined boundaries and administrative governance, while cities like Gandhinagar are capitals that serve administrative functions for states.

Question (ii) Personal grooming is an extension of:



- (a) Public hygiene
- (b) Professional ethics
- (c) Personal hygiene
- (d) Personal development

Correct Answer: (c) Personal hygiene

Solution:

Personal grooming refers to maintaining cleanliness and appearance to create a positive impression. It is an extension of **personal hygiene**, which focuses on keeping the body clean and healthy.

Relationship between Personal Grooming and Personal Hygiene:

- **Personal Hygiene:** Includes regular bathing, oral care, and clean clothing.
- **Personal Grooming:** Enhances hygiene by focusing on proper dressing, skincare, and appearance.

Other options:

- **Public hygiene:** Deals with cleanliness and health in community settings.
- **Professional ethics:** Involves workplace behavior and moral principles.
- **Personal development:** Refers to improving skills, knowledge, and character over time.

Personal grooming builds confidence and improves social and professional interactions.

💡 Quick Tip

Personal grooming starts with good personal hygiene. Regular self-care and a polished appearance help in boosting confidence and creating a positive impression.

Question (iii) It is most important to avoid foul body odour and:

- (a) Good grooming
- (b) Body deodorant
- (c) The use of bar soap
- (d) Bad breath

Correct Answer: (d) Bad breath

Solution:

To maintain a fresh and positive presence, it is important to avoid both **foul body odour** and **bad breath**. While body odour arises from sweat and poor hygiene, bad breath (halitosis) often results from oral hygiene neglect.

How to Avoid Bad Breath:



- Brush teeth twice daily and floss regularly.
- Use mouthwash to eliminate bacteria causing odour.
- Drink plenty of water to prevent a dry mouth.
- Visit the dentist regularly to ensure oral health.

Avoiding Foul Body Odour:

- Bathe daily using soap.
- Wear clean, breathable clothes.
- Use deodorants or antiperspirants to control sweat.

Together, good grooming habits address body odour and bad breath, ensuring personal freshness and confidence.

💡 Quick Tip

Good oral hygiene and daily grooming practices prevent both bad breath and body odour. Use toothpaste, floss, and deodorant regularly for a confident appearance.

Question (iv) Front office staff should maintain cheerful attitude and _____ while dealing with guests.

- (a) Frowning face
- (b) Smiling face
- (c) Swollen face
- (d) Grimacing face

Correct Answer: (b) Smiling face

Solution:

A **smiling face** is essential for front office staff as it conveys warmth, friendliness, and professionalism. Maintaining a cheerful attitude and a welcoming smile creates a positive first impression and enhances guest satisfaction.

Importance of a Smiling Face:

- It makes guests feel welcome and valued.
- A smile reduces stress and fosters better communication.
- It reflects a positive and approachable demeanor, critical for guest satisfaction.

Other options like “frowning face,” “swollen face,” and “grimacing face” convey negativity and discomfort, which are undesirable in hospitality.



💡 Quick Tip

A warm smile enhances communication and creates a welcoming atmosphere. Always greet guests with a smile to leave a lasting impression.

Question (v) Reception section of front office is not involved in:

- (a) Receiving guest
- (b) Allotting room to guest
- (c) Handling guest queries
- (d) Cleanliness of rooms

Correct Answer: (d) Cleanliness of rooms

Solution:

The **reception section** of the front office is primarily responsible for welcoming guests, managing reservations, and handling guest queries. However, **cleanliness of rooms** is managed by the **housekeeping department** and not the reception.

Key Responsibilities of the Reception Section:

- **Receiving Guests:** Greeting and registering guests upon arrival.
- **Allotting Rooms:** Assigning rooms based on reservations and availability.
- **Handling Queries:** Assisting guests with information and resolving concerns.

The cleanliness and maintenance of rooms fall under the housekeeping staff, which ensures rooms are tidy and ready for guest use.

💡 Quick Tip

Reception staff focus on guest check-in, room allocation, and queries. Cleanliness of rooms is the responsibility of housekeeping.

Question (vi) The front desk computers have an intricate software called the:

- (a) Position of Sale (PoS)
- (b) Property Management System (PMS)
- (c) Point of Sale (PoS)
- (d) Property Management Sequence (PMS)

Correct Answer: (b) Property Management System (PMS)

Solution:

The **Property Management System (PMS)** is a software application widely used in the hospitality industry, specifically at the front desk of hotels. It helps streamline operations, manage guest information, and automate administrative tasks.



Key Features of PMS:

- **Reservation Management:** Handles room bookings and cancellations.
- **Guest Check-in/Check-out:** Manages guest registration and billing processes.
- **Room Management:** Tracks room availability and status.
- **Billing and Payments:** Automates guest invoices, payments, and financial reports.

Other Options:

- **Position of Sale (PoS):** Incorrect term; it does not exist in hospitality systems.
- **Point of Sale (PoS):** Refers to systems managing retail and restaurant transactions, not front desk operations.
- **Property Management Sequence (PMS):** Incorrect as there is no such term.

The PMS ensures that hotel front office operations are efficient, improving guest satisfaction and operational productivity.

💡 Quick Tip

Property Management Systems (PMS) are essential in modern hotels for managing reservations, guest records, billing, and room availability.

5. Answer any 5 out of the given 6 questions.

5 × 1 = 5

Question (i) Which was the first vernacular newspaper (Regional language newspaper) in India?

- (a) Bengal Gazette
- (b) Samachar Darpan
- (c) Mumbai Samachar
- (d) The Times of India

Correct Answer: (b) Samachar Darpan

Solution:

The **Samachar Darpan** was the first vernacular newspaper in India. It was published in the Bengali language on **May 23, 1818** by the Serampore Missionaries.

Details of Options:

- **Bengal Gazette:** Also known as the “Calcutta General Advertiser,” it was the first English newspaper in India, started in 1780 by James Augustus Hicky.
- **Mumbai Samachar:** A Gujarati newspaper established in 1822, it is one of the oldest newspapers still in circulation.



- **The Times of India:** An English newspaper that started publication in 1838.

The **Samachar Darpan** played a significant role in spreading information to the local population during the colonial period.

💡 Quick Tip

Remember: **Samachar Darpan** (1818) was the first regional newspaper in Bengali, while the Bengal Gazette (1780) was the first English newspaper in India.

Question (ii) A set of practices performed to preserve health is called:

- (a) Health
- (b) Metabolism
- (c) Hygiene
- (d) Cleanliness

Correct Answer: (c) Hygiene

Solution:

Hygiene refers to a set of practices that promote and preserve health by maintaining cleanliness and preventing the spread of diseases. These practices include personal, food, and environmental hygiene.

Types of Hygiene:

- **Personal Hygiene:** Bathing regularly, oral care, and clean clothing.
- **Food Hygiene:** Washing hands before cooking and ensuring food safety.
- **Environmental Hygiene:** Keeping surroundings clean to prevent infections.

Other options:

- **Health:** Refers to the state of well-being.
- **Metabolism:** Refers to the body's chemical processes.
- **Cleanliness:** A part of hygiene but not its comprehensive definition.

💡 Quick Tip

Hygiene practices are essential for maintaining good health. Start with basic personal hygiene like hand washing and oral care to prevent diseases.

Question (iii) When guests arrive at the hotel, front office agents should be able to read guests and _____ their needs.



- (a) Anticipate
- (b) Ask
- (c) Confirm
- (d) Ignore

Correct Answer: (a) Anticipate

Solution:

Front office agents play a critical role in providing excellent guest service. They should be able to **anticipate** guests' needs by observing body language, preferences, and past interactions to enhance the guest experience.

Why Anticipating Needs is Important:

- It creates a personalized and proactive service experience.
- Helps resolve potential issues before they arise.
- Builds trust and satisfaction, ensuring guest loyalty.

Other options:

- **Ask:** While asking is good, anticipating needs shows a higher level of service.
- **Confirm:** Confirmation is important but happens after needs are identified.
- **Ignore:** Completely undesirable in customer service.

💡 Quick Tip

Anticipating guest needs is a key skill for front office staff. Observe, listen, and be proactive to ensure guest satisfaction.

Question (iv) Who is head of the Bell Desk?

- (a) Bell boy
- (b) Bell captain
- (c) Bell hop
- (d) Front office supervisor

Correct Answer: (b) Bell captain

Solution:

The **Bell Captain** is the head of the Bell Desk in the hotel front office department. The Bell Desk handles guest luggage, deliveries, and other services related to guest movement.

Roles and Responsibilities of the Bell Captain:



- Supervising bell boys and bell hops to ensure smooth luggage handling.
- Coordinating guest check-ins and check-outs with the front desk.
- Managing baggage storage and delivery services for guests.
- Assisting with guest transportation and other concierge services.

Other options:

- **Bell boy:** Works under the Bell Captain, handling guest luggage and tasks.
- **Bell hop:** Another term for Bell boy, typically used in American hotels.
- **Front office supervisor:** Oversees the front office operations but does not directly manage the Bell Desk.

The Bell Captain plays a critical role in ensuring guest satisfaction by managing the Bell Desk efficiently.

💡 Quick Tip

Remember: The **Bell Captain** supervises bell boys and manages guest luggage services. The Front Office Supervisor oversees the entire front office.

Question (v) _____ section is involved in maintaining guest accounts and settlement of guest account.

- (a) Communication
- (b) Travel
- (c) Information
- (d) Cash & bills

Correct Answer: (d) Cash & bills

Solution:

The **Cash & Bills** section of the hotel front office is responsible for maintaining guest accounts and settling bills during check-out. This section ensures accurate recording of all financial transactions, payments, and credits.

Roles of the Cash & Bills Section:

- Managing guest accounts and recording room charges, food bills, and other expenses.
- Ensuring correct billing at the time of check-out.
- Handling cash, credit card transactions, and other payment methods.
- Providing guests with detailed invoices and receipts.

Other options:



- **Communication:** Deals with telephone and telecommunication services.
- **Travel:** Assists guests with transportation and travel arrangements.
- **Information:** Provides guests with details regarding hotel services and local attractions.

The **Cash & Bills** section ensures smooth and accurate financial settlements, enhancing guest satisfaction.

💡 Quick Tip

The **Cash & Bills** section manages guest accounts and payments efficiently. Accurate billing is crucial for maintaining a professional front office operation.

Question (vi) Which of the following is an advantage of a computer?

- (a) Less speed
- (b) Accuracy
- (c) Low storage capability
- (d) Repeat work

Correct Answer: (b) Accuracy

Solution:

One of the key advantages of a computer is its **accuracy**. Computers perform calculations, data processing, and tasks with high precision and minimal errors, provided the input data and instructions are correct.

Advantages of Computers:

- **Accuracy:** Computers perform tasks without errors, improving efficiency and reliability.
- **Speed:** Computers can process large amounts of data quickly.
- **Storage Capability:** Computers have high data storage capacities compared to manual systems.
- **Repeat Work:** Computers can repeat tasks consistently without fatigue.

Other options:

- **Less speed:** Incorrect, as computers are faster than humans.
- **Low storage capability:** Incorrect, as modern computers offer vast storage capacities.
- **Repeat work:** While computers can repeat tasks, accuracy remains the most notable advantage.

💡 Quick Tip

Computers are valued for their **accuracy**, **speed**, and **storage capability**. They are indispensable tools for error-free and efficient operations.



Section - B

Subjective Type Questions

Answer any 3 out of the given 5 questions on Employability skills. Answer each question in 20-30 words. $3 \times 2 = 6$

Question 6: What is Verbal Communication?

Solution:

Verbal Communication refers to the exchange of information, ideas, or messages using spoken or written words. It is one of the most effective ways to convey thoughts and build understanding.

Types of Verbal Communication:

- **Oral Communication:** Involves spoken words, such as face-to-face conversations, phone calls, and presentations.
- **Written Communication:** Involves written words, such as emails, letters, reports, and text messages.

Advantages:

- Ensures clarity and immediate feedback.
- Builds relationships and trust through interaction.
- Effective for sharing detailed and complex information.

💡 Quick Tip

Verbal communication can be oral (spoken) or written. Effective communication involves clarity, tone, and active listening.

Question 7: What do you understand by the term “Time Management”?

Solution:

Time Management refers to the process of planning and controlling how much time to spend on specific activities to achieve goals efficiently. It helps individuals prioritize tasks, minimize distractions, and improve productivity.

Key Aspects of Time Management:

- **Prioritization:** Focusing on high-priority tasks first.
- **Goal Setting:** Setting SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound).



- **Planning:** Creating schedules and to-do lists to organize tasks.
- **Avoiding Procrastination:** Managing distractions to complete tasks on time.

Benefits of Time Management:

- Reduces stress and enhances focus.
- Increases productivity and efficiency.
- Allows for a better work-life balance.

💡 Quick Tip

Effective time management requires planning, prioritization, and discipline. Use calendars and time-blocking techniques to stay organized.

Question 8: Give any 2 examples of computer input devices.

Solution:

Computer Input Devices are hardware components that allow users to enter data or instructions into a computer system.

Examples:

- **Keyboard:** Used to input text, numbers, and commands through keys.
- **Mouse:** A pointing device used to interact with graphical elements on the screen.

Other examples of input devices include:

- **Scanner:** Converts physical documents into digital formats.
- **Microphone:** Captures audio and sends it to the computer.
- **Webcam:** Captures video input for communication or recording.

💡 Quick Tip

Keyboards and mice are the most common input devices. Input devices enable users to communicate with computers efficiently.

Question 9: Briefly explain any two qualities of an entrepreneur.

Solution:

An **entrepreneur** is someone who identifies opportunities, takes risks, and builds businesses to achieve success. Two key qualities of an entrepreneur are:

- **Innovation:** Entrepreneurs are creative and constantly think of new ideas, products, or services that solve problems and add value. For example, introducing a new technology or unique business strategy.



- **Risk-Taking Ability:** Entrepreneurs are willing to take calculated risks to achieve their goals. They understand that success often requires stepping out of their comfort zone and overcoming challenges.

These qualities allow entrepreneurs to adapt to changing markets, take initiative, and achieve long-term success.

💡 Quick Tip

Entrepreneurs must innovate, take risks, and stay determined to succeed. Qualities like creativity, leadership, and persistence set them apart.

Question 10: Enlist any four good practices that can be adopted in daily life to conserve energy.

Solution:

Energy conservation helps reduce energy consumption, lower costs, and protect the environment. Four good practices to conserve energy in daily life include:

- **Switching off appliances when not in use:** Turn off lights, fans, and electrical devices to save energy.
- **Using energy-efficient appliances:** Replace regular bulbs with LED lights and use energy-saving devices.
- **Reducing water heating usage:** Limit the use of water heaters and use solar water heaters where possible.
- **Unplugging devices:** Electronic devices consume power even when idle; unplug chargers and appliances to avoid energy wastage.

Adopting these practices helps minimize energy usage, lower electricity bills, and protect the planet for future generations.

💡 Quick Tip

Conserve energy by adopting small habits: switch off unused devices, use LED lights, and unplug appliances. Every action counts towards sustainability.

Answer any 4 out of the given 6 questions in 20-30 words each.

$4 \times 2 = 8$

Question 11: Briefly explain any two advantages of reading newspapers.

Solution:

Reading newspapers offers numerous benefits. Two key advantages are:



- **Staying Informed:** Newspapers provide up-to-date information on current events, politics, sports, and entertainment, helping readers stay informed about local and global issues.
- **Improving Knowledge and Vocabulary:** Regular reading enhances general knowledge and improves vocabulary and language skills, which are essential for communication and education.

💡 Quick Tip

Reading newspapers daily keeps you informed and improves your analytical and language skills.

Question 12: What is the importance of grooming in the front office?

Solution:

Grooming plays a vital role in the front office as it directly impacts the guest's first impression of the hotel.

- **Professional Appearance:** Proper grooming reflects professionalism, creating a positive and welcoming impression.
- **Guest Confidence:** Guests feel more comfortable and confident when interacting with well-groomed front office staff.
- **Brand Image:** Grooming contributes to maintaining the hotel's image and reputation.

💡 Quick Tip

Good grooming creates a strong first impression, builds trust, and reflects the professionalism of the hotel.

Question 13: “Front office staff is the image builder of the hotel.” Justify the statement.

Solution:

Front office staff are often the first point of contact for guests, making them the **image builders of the hotel**. They represent the hotel's values and standards through their behavior, communication, and appearance.

Reasons:

- **First Impressions:** The front office creates the first impression, which sets the tone for the guest's overall experience.
- **Guest Interaction:** Front office staff handle check-ins, queries, complaints, and check-outs, ensuring guest satisfaction.



- **Professionalism:** Their communication skills, grooming, and efficiency contribute to building a positive hotel image.

💡 Quick Tip

Front office staff are the face of the hotel. Their professionalism and attitude determine guest satisfaction and loyalty.

Question 14: What are the main sections of the front office department of a hotel?

Solution:

The front office department in a hotel is divided into several sections to handle different guest services efficiently:

- **Reception:** Handles guest check-ins, check-outs, and room allocation.
- **Reservation:** Manages room bookings and cancellations.
- **Cash and Bills:** Maintains guest accounts and processes payments.
- **Concierge:** Assists guests with travel, luggage, and special requests.

Each section plays a vital role in ensuring smooth front office operations and enhancing the guest experience.

💡 Quick Tip

The front office has key sections like Reception, Reservations, Cash & Bills, and Concierge for efficient guest management.

Question 15: Which quality of a computer makes it unique in itself?

Solution:

The unique quality of a computer is its ability to perform tasks with **high speed and accuracy**. Unlike humans, computers can process large amounts of data quickly and without errors.

Key Qualities:

- **Speed:** Computers complete tasks in seconds, saving time.
- **Accuracy:** They perform calculations and tasks with precision.
- **Automation:** Computers can perform repetitive tasks without fatigue.

These qualities make computers essential tools in various fields like education, business, and science.



💡 Quick Tip

Computers are unique due to their speed, accuracy, and automation, making them invaluable for modern tasks.

Question 16: How does a computer help us in our daily life?

Solution:

Computers play a significant role in our daily lives by improving productivity, communication, and access to information.

Uses of Computers:

- **Education:** Online learning, research, and virtual classes.
- **Communication:** Emails, video calls, and social media help us stay connected.
- **Work:** Used for data processing, automation, and project management.
- **Entertainment:** Computers offer games, videos, and streaming services.

Computers simplify tasks, save time, and improve efficiency in both personal and professional life.

💡 Quick Tip

Computers assist us in education, communication, work, and entertainment, making them an essential part of modern life.

Answer any 3 out of the given 5 questions in 50-80 words each.

$3 \times 4 = 12$

Question 17: What are 5 benefits of having good personal hygiene?

Solution:

Good **personal hygiene** refers to maintaining cleanliness and grooming to promote overall health and well-being. The five key benefits of good personal hygiene are:

- **Prevents Diseases:** Regular bathing, handwashing, and oral care reduce the risk of infections caused by bacteria and viruses.
- **Boosts Confidence:** Being clean and well-groomed enhances self-esteem and leaves a positive impression.
- **Promotes Good Health:** Personal hygiene reduces the risk of illnesses such as skin infections, dental problems, and respiratory diseases.
- **Improves Social Acceptance:** Maintaining hygiene prevents body odor, making social interactions more comfortable.
- **Enhances Productivity:** Good health and confidence lead to better focus and productivity in personal and professional life.



💡 Quick Tip

Good personal hygiene not only keeps you healthy but also boosts confidence and improves social and professional interactions.

Question 18: What all attributes are required for becoming a front office personnel?

Solution:

Front office personnel are the face of a hotel or organization, and they require specific **attributes** to perform their duties effectively. Key attributes include:

- **Good Communication Skills:** Ability to interact clearly and politely with guests.
- **Professional Grooming:** Well-maintained appearance creates a positive impression.
- **Patience and Calmness:** Handling difficult guests and situations calmly is essential.
- **Multitasking Ability:** Managing reservations, queries, and check-ins simultaneously.
- **Customer Service Orientation:** A focus on guest satisfaction through polite and proactive service.
- **Problem-Solving Skills:** Quickly addressing and resolving guest concerns or complaints.

These attributes help front office personnel deliver exceptional service, enhancing guest experience and the hotel's reputation.

💡 Quick Tip

Front office personnel must combine excellent communication, grooming, and problem-solving skills to create a welcoming guest experience.

Question 19: Enlist any 8 functions performed by the front office.

Solution:

The **front office** is a critical part of the hotel that handles guest services and administrative tasks. The eight key functions performed by the front office are:

1. **Guest Reception:** Welcoming and registering guests during check-in.
2. **Room Reservation:** Managing room bookings and cancellations.
3. **Handling Guest Queries:** Providing information about hotel services and local attractions.
4. **Guest Check-out:** Settling bills and ensuring a smooth check-out process.
5. **Managing Guest Accounts:** Recording room charges, food bills, and other expenses.



6. **Coordination with Other Departments:** Communicating guest needs to housekeeping, maintenance, and other departments.
7. **Concierge Services:** Assisting with luggage, travel arrangements, and special requests.
8. **Handling Complaints:** Resolving guest issues and ensuring guest satisfaction.

These functions ensure smooth operations and enhance guest experience.

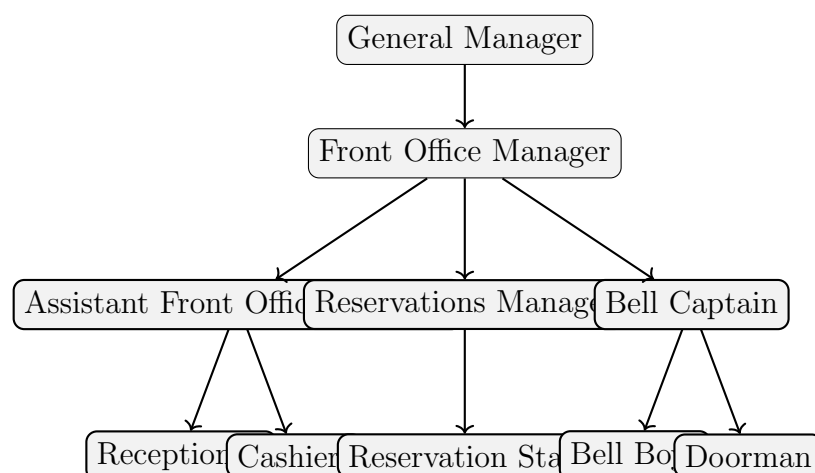
💡 Quick Tip

The front office manages guest services, reservations, and billing, acting as the face of the hotel.

Question 20: Draw an organizational structure of the front office department of a large hotel.

Solution:

The organizational structure of a front office department in a large hotel is hierarchical, ensuring smooth coordination and efficient operations. The diagram below represents the structure:



Roles in the Organizational Structure:

- **General Manager:** Oversees all hotel operations.
- **Front Office Manager:** Manages the overall functioning of the front office.
- **Assistant Front Office Manager:** Assists in supervising front office operations.
- **Receptionist:** Handles guest check-ins, check-outs, and room allocation.
- **Cashiers:** Manage billing and guest payments.
- **Reservations Manager:** Oversees room bookings and cancellations.
- **Bell Captain:** Supervises bell boys and doormen for luggage handling and guest assistance.

- **Bell Boys/Doorman:** Assist guests with luggage, room transfers, and other tasks.

💡 Quick Tip

A clear organizational structure ensures each role in the front office department is well-defined, leading to efficient guest management and coordination.

Question 21: How are computers beneficial for the hotel industry?

Solution:

Computers play an essential role in the hotel industry by improving efficiency, guest satisfaction, and operational management. The key benefits of computers in the hotel industry are:

- **Reservation Management:** Computers allow quick and accurate handling of room bookings and cancellations.
- **Guest Record Management:** Storing and retrieving guest information for personalized services.
- **Billing and Payments:** Automating guest bills, payments, and financial reporting.
- **Inventory Management:** Monitoring room availability, housekeeping supplies, and food stocks.
- **Communication:** Ensuring effective communication between departments and with guests through emails and messaging systems.
- **Data Analysis:** Analyzing guest feedback, occupancy rates, and financial performance for strategic planning.

Computers streamline operations, enhance productivity, and improve the overall guest experience in the hotel industry.

💡 Quick Tip

Computers simplify hotel operations like reservations, billing, and inventory management, improving guest satisfaction and business efficiency.