Downloaded From : http://cbseportal.com/

FRONT OFFICE OPERATIONS (753)

Sample Question Paper

Class XII - 2018-19

Time: 3 Hours **Max. Marks: 60**

General Instructions:

1. *Question paper is divided into two sections: Section-A and Section- B.*
2. ***Section–A:***
   - ***i.*** *Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.*
   - ***ii.*** *Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.*
   - ***iii.*** *Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.*
3. ***Section–B:*** *Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.*
4. *All questions of a particular section must be attempted in the correct order.*
5. *Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.*
6. *The maximum time allowed is 3 hrs.*

SECTION –A

Answer any 10 questions out of the given 12 questions:

1. What do you understand by the term FIT? **(1)**

2. What is C form used for? **(1)**

3. Write the full form of PMS? **(1)**

4. Write any two information provided by expected arrival list. **(1)**

5. What are the other names of Bell boy? **(1)**

6. Who is responsible to conduct briefing for bell desk staff? **(1)**

7. How many copies are there in a message slip? **(1)**

8. What is PBX? **(1)**

9. Which register is used by telephone operator for conveying information from one shift to another shift? **(1)**

10. Where is Concierge desk located in a hotel? **(1)**

11. What is a cabana? **(1)**

12. What do you understand by Rack rate? **(1)**

Downloaded From : http://cbseportal.com/ Courtesy : CBSE

Downloaded From : http://cbseportal.com/

Very Short Questions: (2 marks each).
Answer any 5 questions out of the given 7 questions:

13. List any four activities done at the departure stage. **(2)**

14. What is the purpose of sending departure notification slip? **(2)**

15. Write the primary duties of reception staff. **(2)**

16. Write any two advantages and two disadvantages of using a hard bound register?. **(2)**

17. Write a short note on electronic key card locks. **(2)**

18. Enlist any four desirable qualities of a concierge. **(2)**

19. Briefly explain the term "No Show". **(2)**

Short Questions: (3 marks each).
Answer any 5 questions out of the given 7 questions:

20. Write the information which is written in a guest registration card? **(3)**

21. Draw the flow chart of check –in procedure in fully automated system? **(3)**

22. Explain the Scanty baggage procedure? **(3)**

23. What is Guest Paging? Explain the procedure followed in this method? **(3)**

24. Draw a neat format of key control sheet? **(3)**

25. Write about the role played by Concierge in a hotel? **(3)**

26. Mr. Robin has left his overcoat and sunglass in Room No.206 of Breeze hotel on 10th July 2018. Prepare a left luggage tag on the basis of the above information. **(3)**

SECTION –B

Long/Essay type questions (5 marks each).
Answer any 5 questions out of the given 7 questions:

27. Explain the post registration process after a guest has checked-in into his room? **(5)**

28. Draw the format of GRC? Why it is used in front office? Write its advantages and drawbacks? **(5)**

29. Write any ten important functions of a bell desk in a hotel? **(5)**

30. Explain different types of guest complaints in hotel? **(5)**

31. Elaborate any five guidelines for managing guest complaints? **(5)**

32. Discuss any five important skills required by a telephone operator in a hotel? **(5)**

33. Write any ten rules of telephone etiquette? **(5)**

Downloaded From : http://cbseportal.com/ Courtesy : CBSE