	Marking Scheme **Strictly Confidential** **(For Internal and Restricted use only)** **Senior School Certificate Examination, 2025** **SUBJECT NAME FRONT OFFICE OPERATIONS (Q.P. CODE 97)**

General Instructions: -

1	You are aware that evaluation is the most important process in the actual and correct assessment of the candidates. A small mistake in evaluation may lead to serious problems which may affect the future of the candidates, education system and teaching profession. To avoid mistakes, it is requested that before starting evaluation, you must read and understand the spot evaluation guidelines carefully.
2	**"Evaluation policy is a confidential policy as it is related to the confidentiality of the examinations conducted, Evaluation done and several other aspects. Its' leakage to public in any manner could lead to derailment of the examination system and affect the life and future of millions of candidates. Sharing this policy/document to anyone, publishing in any magazine and printing in News Paper/Website etc may invite action under various rules of the Board and IPC."**
3	Evaluation is to be done as per instructions provided in the Marking Scheme. It should not be done according to one's own interpretation or any other consideration. Marking Scheme should be strictly adhered to and religiously followed. **However, while evaluating, answers which are based on latest information or knowledge and/or are innovative, they may be assessed for their correctness otherwise and due marks be awarded to them. In class-X, while evaluating two competency-based questions, please try to understand given answer and even if reply is not from marking scheme but correct competency is enumerated by the candidate, due marks should be awarded.**
4	The Marking scheme carries only suggested value points for the answers These are in the nature of Guidelines only and do not constitute the complete answer. The students can have their own expression and if the expression is correct, the due marks should be awarded accordingly.
5	The Head-Examiner must go through the first five answer books evaluated by each evaluator on the first day, to ensure that evaluation has been carried out as per the instructions given in the Marking Scheme. If there is any variation, the same should be zero after delibration and discussion. The remaining answer books meant for evaluation shall be given only after ensuring that there is no significant variation in the marking of individual evaluators.
6	Evaluators will mark(√) wherever answer is correct. For wrong answer CROSS 'X" be marked. Evaluators will not put right (✓) while evaluating which gives an impression that answer is correct and no marks are awarded. **This is most common mistake which evaluators are committing.**
7	If a question has parts, please award marks on the right-hand side for each part. Marks awarded for different parts of the question should then be totaled up and written in the left-hand margin and encircled. This may be followed strictly.
8	If a question does not have any parts, marks must be awarded in the left-hand margin and encircled. This may also be followed strictly.
9	If a student has attempted an extra question, answer of the question deserving more marks should be retained and the other answer scored out with a note **"Extra Question"**.

10	No marks to be deducted for the cumulative effect of an error. It should be penalized only once.
11	A full scale of marks _____(example 0 to 80/70/60/50/40/30 marks as given in Question Paper) has to be used. Please do not hesitate to award full marks if the answer deserves it.
12	Every examiner has to necessarily do evaluation work for full working hours i.e., 8 hours every day and evaluate 20 answer books per day in main subjects and 25 answer books per day in other subjects (Details are given in Spot Guidelines).This is in view of the reduced syllabus and number of questions in question paper.
13	Ensure that you do not make the following common types of errors committed by the Examiner in the past:- ● Leaving answer or part thereof unassessed in an answer book. ● Giving more marks for an answer than assigned to it. ● Wrong totaling of marks awarded on an answer. ● Wrong transfer of marks from the inside pages of the answer book to the title page. ● Wrong question wise totaling on the title page. ● Wrong totaling of marks of the two columns on the title page. ● Wrong grand total. ● Marks in words and figures not tallying/not same. ● Wrong transfer of marks from the answer book to online award list. ● Answers marked as correct, but marks not awarded. (Ensure that the right tick mark is correctly and clearly indicated. It should merely be a line. Same is with the X for incorrect answer.) ● Half or a part of answer marked correct and the rest as wrong, but no marks awarded.
14	While evaluating the answer books if the answer is found to be totally incorrect, it should be marked as cross (X) and awarded zero (0)Marks.
15	Any unassessed portion, non-carrying over of marks to the title page, or totaling error detected by the candidate shall damage the prestige of all the personnel engaged in the evaluation work as also of the Board. Hence, in order to uphold the prestige of all concerned, it is again reiterated that the instructions be followed meticulously and judiciously.
16	The Examiners should acquaint themselves with the guidelines given in the "**Guidelines for Spot Evaluation**" before starting the actual evaluation.
17	Every Examiner shall also ensure that all the answers are evaluated, marks carried over to the title page, correctly totaled and written in figures and words.
18	The candidates are entitled to obtain photocopy of the Answer Book on request on payment of the prescribed processing fee. All Examiners/Additional Head Examiners/Head Examiners are once again reminded that they must ensure that evaluation is carried out strictly as per value points for each answer as given in the Marking Scheme.

Set 4 >

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MARKING SCHEME
FRONT OFFICE OPERATIONS

SECTION A

(Objective Type Questions)

1. Answer any *4* out of the given *6* questions on Employability Skills. *4×1=4*

    (i)   (A) Sender   *1*

    (ii)   (D) Unorganised academic life   *1*

    (iii)   (C) Self-regulation   *1*

    (iv)   (D) MS Word   *1*

    (v)   (D) Selfish   *1*

    (vi)   (D) Leads to climate change   *1*

2. Answer any *5* out of the given *6* questions. *5×1=5*

    (i)   (B) Rand   *1*

    (ii)   (C) QR   *1*

    (iii)   (A) Personal hygiene   *1*

    (iv)   (D) Rude behaviour and arrogance   *1*

    (v)   (B) Front office   *1*

    (vi)   (C) Bell captain   *1*

3. Answer any *5* out of the given *6* questions. *5×1=5*

    (i)   (B) Newspaper   *1*

    (ii)   (D) Improves physical fitness   *1*

    (iii)   (B) Visible tattoos   *1*

    (iv)   (B) Patience   *1*

    (v)   (A) Telephone exchange   *1*

    (vi)   (A) Point of Sale   *1*

4. Answer any *5* out of the given *6* questions.   *5×1=5*

    (i)   (B) Haryana   *1*

    (ii)   (D) Untrimmed nails   *1*

    (iii) (A) Wearing clean clothes   *1*

    (iv) (A) Salesmanship   *1*

    (v)   Marks to be awarded for any option if attempted   *1*

    (vi) (C) Environmental issues   *1*

5. Answer any *5* out of the given *6* questions.   *5×1=5*

    (i)   (A) QF   *1*

    (ii)   (B) Physical hygiene   *1*

    (iii) (A) Team work   *1*

    (iv) (B) Door attendant   *1*

    (v)   (D) Preparing food for guests   *1*

    (vi) (A) Accuracy   *1*

6. Barriers to Effective Communication   *1×2=2*

- Physical Barriers
- Linguistic Barriers
- Interpersonal Barriers
- Organisational Barriers
- Cultural Barriers

Students can write any 2.

7. Qualities of Self-motivated People   *1×2=2*

- Know what they want from life
- Are focused
- Know what is important
- Are dedicated to fulfill their dreams

Students can write any 2.

97   4

8. Types of computer viruses   *1×2=2*

    Worms :   These are viruses that replicate themselves and spread to all files once they attack a computer.

    Trojan Horse : A Trojan Horse disguises itself i.e., it appears to be a useful software program but once it reaches a computer it starts behaving like a virus and destroying data.

9. Misconceptions related to an entrepreneur   *1×2=2*

- Every business idea needs to be unique or special.
- A person needs a lot of money to start a business.
- A person having a big business is an entrepreneur.
- Entrepreneurs are born, not made.

Student can write any 2.

10. SDGs   *1/2×4=2*

- No poverty
- Zero hunger
- Good health and well-being
- Quality education

- Gender equality
- Clean water and sanitation
- Affordable and clean energy

- Decent work and economic growth

- Industry, innovation and infrastructure
- Reduced inequalities
- Sustainable cities and communities

- Responsible consumption and production

- Climate Action
- Life below water

- Life on land

- Peace, justice, and strong institutions

- Partnerships for the goals

Student can write any 4.

11. Significance of reading newspaper   *1×2=2*

Newspapers are very important in many ways and they have a lot of benefits :

- Provides Information

- Information Related to Different Events

- Newspapers as Language Teachers

- Able to Converse with others

- Newspapers as Job Portals

- Recent Trends

- Ventilate Grievances

Students can write any 2.

12. Cleanliness is second to Godliness   *2*

Personal hygiene involves those practices performed by employees to care for one's bodily health and well being, through cleanliness. It has been observed that employees who are physically and mentally strong, they always perform better and receive high praise from guests or continually meet or exceed guests' expectations.

13. Guests like to be handled by smart and cheerful staff at the desk. Front office staff can certainly generate a good image for the establishment in their manner of dress, communication and efficiency. In addition to the above, front office employees should possess a charming personality. They should maintain cheerful attitude and smiling face while dealing with the guests.   *2*

14. The main functions are as follows : *1×2=2*

1. Handling reservation requests through various modes like telephone, fax, e-mail, CRS or in-person.

2. Process and confirm reservation request.

3. Update room availability chart.

4. Handle all cancellations and amendments.

5. Keep reservation correspondence complete and systematic.

6. Forecast future room reservation status.

Student can write any 2.

15. The most important software in any computer is the Operating System (OS). This is the software that starts working as soon as we switch on a computer. It displays the desktop on the monitor. Some of the most commonly used operating systems for laptops and desktops are Ubuntu, Microsoft Windows and macOS. *2*

16. Improper and prolonged use of a computer might lead to disorders or injuries of the elbows, wrist, neck, back, and eyes. *2*

17. Grooming is essential to hotel business as employees are 'the face' of the hotel. All staff must adhere to grooming standards and not deviate from them. By Grooming we mean ''Care for one's personal appearance, hygiene, and clothing''.

Grooming is much more than keeping clean and putting on a fresh set of clothes every day. It's all about positive attitude, a disposition, and a positive sense of self that radiates from within.

Grooming requirements will vary between men and women, it is important that both look clean and presentable while they are on the job. It is very essential that all employees know the dress code, and must have clear outline of what is expected of them. *1/2×8=4*

18. Front office personnel must possess the following traits to provide good services to hotel guests.

Physical Ability : Front office operations require the staff to stand for long hours at a stretch. The staff must be sturdy, agile and active.

Honesty : Honesty is the best policy; this proverb deserves to be remembered during the whole service of life. Without adherence to this basic quality, good traits in character will go in vain.

Confidence : Personnel must be confident in everything they are doing. If their expression shows that they do not have confidence in their activity, the guest will not feel comfortable.

Punctuality : In hotel job nothing should be kept pending or delayed. Never get the habit of procrastination in your job. So, do not delay — don't keep anything pending — do it now.

Memorizing Skills : Good memory is one of the best supports in service

life and here in front office, this quality spotlights the deserving one amongst all the front office staff.

Etiquette and Manners : Etiquette and Manners are the essential qualities that every front office staff has to possess whether it is a small or a large hotel.

Pleasing Personality : Guests like to be handled by smart and cheerful staff at the desk. Front office staff can certainly generate a good image for the establishment in their manner of dress, communication and efficiency

A High Sense of Personal Grooming : Uniforms must be clean and neatly pressed. Hair should be groomed well.

Personal Hygiene : Maintaining personal hygiene is also the prime duty or is imperative to every front office personnel. As they are constantly exposed to hotel guests, a clean appearance helps to project a good image not only of them but of the establishment as well.

Positive Attitude : Front desk employees who excel are those who combine a positive demeanour with a strong guest service skill set to respond to the needs of residents.

Good Communication Skills : Almost all hotels require front office staff to speak fluent English and for that they have to overcome the language barrier. To maintain a good guest relation, they have to achieve effective communication skills.

Team Work : Since front office employees are the reference point, the front office staff is required to coordinate with other departments, airlines, travel agencies and city tour officers to give the guests personalized services.

Patience : Control your mental stress, while you are in a rush of handling lot of guests or while under too much work pressure at the reception, cash counter or at bell desk, have patience and do everything smoothly.

Calmness : Front office staff should have calmness to take on the busy demands of front office operations.

Students can explain any 4. *1×4=4*

19. Front office is the face of the hotel and front staff is responsible for helping in making it the very best possible.

It has all the responsibility to ensure that all the guest needs are fulfilled and the request of the guest are taken care of. Front office (or front of house) staff are often the first that the guests meet. They need to deal with questions or complaints of the guests so, they need to be friendly, flexible and feel happy to help guests. The better the coordination between the guest and the hotel the more the guest will be satisfied. The front office staff has the prime responsibility to upsell the rooms and to boost the revenue of the property where possible.

The front office of a hotel is perhaps the most important area of the organization. The employees that make up this department are the first and sometimes the only representatives of the establishment with whom the guest interacts.

Front office is the nerve centre of a hotel. It is the part of a hotel that comes in contact with guests. Primary job of front office is to sell rooms, maintain guest account and to work as a single window point of contact for the guest. It comprises sections like Reservation, Reception, Information, Cashier, Telephone, Bell desk, Concierge and Travel desk. *1×4=4*

20. The different sections of the front office department perform different functions which are as mentioned below :

Reception/Registration Desk:

1. Warmly receiving all arrival guests.

2. Perform pre-registration formalities for groups, VIPs and disabled guests.

3. Complete registration formalities and perform guest check-in.

4. Assign a room type and a room rate for each guest.

Cash and Bills

1. To secure payment from the guest.

2. To change foreign currency as per rules and regulations of the hotel.

3. To manage safety deposit locker.

4. To settle guest account during check-out.

Bell Desk

1. This desk is responsible for handling the guest luggage during arrival and departure.

2. Escorting guests to their rooms on arrival.

3. Perform rooming of the guest.

4. The bell desk section also handles the paging of the guest.

5. Deliver guest mail and messages to the concerned guest room.

Travel Desk

1. Arranging pick-up and drop services for guests at the time of their arrival and departure.

2. Providing vehicles on request to guests at pre-determined rates.

3. Making travel arrangements like railway reservation/air tickets.

4. Arranging sightseeing tours for guests.

Concierge

1. Make reservations for dining in famous restaurants.

2. Obtaining tickets for theatre, musical, sporting events.

3. Arranging for transportation by cars, coaches, buses, trains or airplanes.

4. Providing information on cultural and social events like photo exhibitions, art shows etc.

Reservation

1. Handling reservation requests through various modes like telephone fax, e-mail, CRS or in-person.

2. Process and confirm reservation request.

3. Update room availability chart.

4. Handle all cancellations and amendments.

5. Keep reservation correspondence complete and systematic.

6. Forecast future room reservation status. $\frac{1}{2} \times 8 = 4$

Students can name any 8.

21. 1. Speed up work efficiency

2. Large and reliable storage capacity

3. Consistency

4. Wide range of functions

5. Eliminate duplication of work

6. Easier and more comfortable

7. Legible to read

8. Accuracy

9. Fatigueless

10. High speed Internet Connectivity   *1×4=4*

Students can write any 4 and explain it properly as provided in the book under these heads.