

Marking Scheme
Strictly Confidential
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Senior Secondary School Examination, 2026 (XIIth)
SUBJECT NAME : Front Office Operations (Q.P. CODE 810/334)

General Instructions: -

1	The CBSE has decided to introduce On Screen Marking (OSM) for the evaluation of Class XII answer Book with the 2026 Examination.
2	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.
3	“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 Newspaper/Website, etc. may invite action under various rules of the Board and IPC.”
4	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-XII, 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.
5	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.
6	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 deliberation 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.
7	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.
8	If a question has parts, please award marks on the right-hand side for each part in the OSM Portal. Marks awarded for different parts of the question will be totaled up by the OSM System.
9	If a question does not have any parts, marks must be awarded in the left-hand margin in the OSM Portal. This may also be followed strictly.

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 :- <ul style="list-style-type: none"> • 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	The Examiners should acquaint themselves with the guidelines given in the “Guidelines for Spot Evaluation” before starting the actual evaluation.
16	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.
17	If a candidate attempts both alternatives/options in a question where only one option/ alternative is required to be attempted, the Evaluator shall award marks in both the options. The system will take the higher of two scores and disregard the other response.
18	In a question having two options/alternatives, if a candidate has attempted only one, then the evaluator shall mark “NA” (Not attempted) against the option that has not been attempted by the candidate.

MARKING SCHEME
Front Office Operations (Subject Code-810)
(PAPER CODE : 334) (P3340810)

Q.No.	EXPECTED OUTCOMES/VALUE POINTS	Marks
	SECTION – A (Objective Type Questions)	
1.	Answer any 4 out of the given 6 questions on Employability skills	4x1=4
(i)	(C) Imperative (Unit -1, Page No :20)	1
(ii)	(C) Neurotims (Unit-2, Page No:38)	1
(iii)	Motivation is derived from the word ‘Motive’. It indicates a directing behaviour towards a certain goal. (Any other relevant point) (Unit – 2, Page No:24)	1
(iv)	(D) Graphic (Unit – 3, Page No:45)	1
(v)	(i) Environmental barriers → Ex. Lack of resources and lack of skilled labour (ii) Personal barriers → Ex. Self doubt and forming a team and team work. (Any other relevant point) (Unit-4, Page No:92,93)	1 (5x2)
(vi)	(A) Energy auditors OR D-Chief Sustainability Officer (Unit-5, Page No : 113)	1
2	Answer any 5 out of given 7 Questions	5x1=5
(i)	(B)	
(ii)	(D)	
(iii)	(C)	
(iv)	(A)	
(v)	(D)	
(vi)	(B)	
(vii)	(C)	
3	Answer any 6 out of 7 Questions	6x1=6
(i)	(D)	
(ii)	(D)	
(iii)	(D)	
(iv)	(C)	
(v)	(B)	
(vi)	(B)	
(vii)	(B)	
4	Answer any 5 out of given 6 Questions	5x1=5

(i)	(A)	
(ii)	(C)	
(iii)	(C)	
(iv)	(D)	
(v)	(C)	
(vi)	(A)	
5	Answer any 5 out of given 6 Questions	5x1=6
(i)	(A)	
(ii)	(D)	
(iii)	(B)	
(iv)	(D)	
(v)	(A)	
(vi)	(C)	
6	Answer any 5 out of given 6 Questions	6x1=6
(i)	(A)	
(ii)	(C)	
(iii)	(B)	
(iv)	(D)	
(v)	(B)	
(vi)	(D)	
	SECTION – B (Subjective Type Questions)	
	Answer any 3 out of the given 5 questions on Employability Skills Answer each question in 20-30 words.	3x2=6
7.	Subjective question – Answer may vary according to student. (Any 4) (Unit -1)	(1/2x4=2)
8.	Importance of Positive thinking in life :- (i) A positive thinking makes a person happier and helps build and maintain relationships. (ii) It can help the person make better decisions. Positive attitude helps improve mental and physical health. (Student can write any 2) (Any other relevant point) (Unit -2, Page No : 24)	2 (1x2)
9.	1. Click on tools and select protect spread sheet. 2. A protect Document dialog box appears. 3. Type in a password.	2

	<p>4. Type the same password in confirm textbox.</p> <p>5. Click on ok.</p> <p>6. Now, When you close the file and open it again, it will ask for the password. Remember this password so, that you can open the file.</p> <p>(Any other relevant point)</p> <p style="text-align: right;">(Unit – 3, Page No : 60)</p>	
10.	<p>1. Organisational skills refer to the ability of making optimal use of one's time, energy and resources to achieve one's goal.</p> <p>2. The skill include : Time management, Goal setting, Efficiency, managing quality.</p> <p>OR</p> <p>Organizational skills are the abilities to plan, manage, and coordinate resources effectively. An entrepreneur needs planning, leadership, communication, time management, and decision-making skills to become successful.</p> <p>(Any other relevant point)</p> <p style="text-align: right;">(Unit4, Page No : 104)</p>	(1x2=2)
11.	<p>Some ways are :-</p> <ol style="list-style-type: none"> 1. Reusing Scrap material 2. Ensuring quality control 3. Waste Exchange 4. Managing e-waste 5. Use of eco-friendly material <p style="text-align: right;">(Unit-5, Page No : 119,120)</p>	<p style="text-align: center;">2</p> <p style="text-align: center;">(any 4) (0.5x4)</p>
12.	<p>An international hotel chain is a hotel company that operates multiple hotels in more than one country under the same brand name and management system.</p> <p>Examples of International Hotel Chains:</p> <ul style="list-style-type: none"> • Marriott International • Hilton Worldwide • Hyatt Hotels Corporation InterContinental Hotels Group <p>(Any other relevant point)</p>	2
13.	<p>It creates a positive, welcoming first impression, build trust.</p> <p>(Any other relevant point)</p>	2
14.	<p>HRD, Security, Accounts, Sales and Marketing, Engineering, Store and receiving – students can write any 2.</p>	any 2
15.	<p>A card key (also called a key card) is a plastic electronic card used to unlock hotel room doors instead of a traditional metal key.</p>	2

16.	<p>Green hotel is an environmentally – responsible lodging that follows the practices of green living.</p> <p>OR</p> <p>Hotel or accommodation that has made important environmental improvements to its structure in order to minimize its impact on the environment.</p>	2
17.	<p>Few prominent activities that the front office staff is involved are :</p> <p>Reservation, Reception, Guest services, personalized guest services such as : Handling guest luggage, Handling guest mail, Delivering newspapers in accommodations, paging the guest inside the hotel, Arranging for a doctor in emergency, parking guest, arranging for reservations Accounts, communication etc.</p> <p>Student Can Write any 2)</p> <p>(Any other relevant point)</p>	3
18.	<p>Travel Agent/Agency</p> <p>Tour operator</p> <p>Telephone</p> <p>Online</p> <p>Direct</p> <p>CRS</p> <p>GDS</p> <p>NGOs</p> <p>Hotel Website</p> <p>Government Websites</p> <p>(Student Can Write any 2)</p> <p>(Any other relevant point)</p>	3
19.	<p>Meek Customers tend to avoid confrontation and won't make their complaints known at the time. The Meek Customer will avoid submitting a complaint because he or she doesn't want to be a pain or believes you don't care.</p> <p>How to Respond: Start a conversation - perhaps during a check-in call or by sending a Net Promoter Score (NPS) survey - to gauge customer satisfaction, start a dialog, and actively resolve any complaints.</p> <p>The Risk: The customer will leave quietly without giving you any indication as to what went wrong. 91% of unhappy customers who are non-complainers simply leave. Do not view absence of feedback as a sign of satisfaction.</p> <p>Aggressive Customer complains loudly to any and all who will listen. Aggressive Customers don't respond well to those who are aggressive in return</p> <p>How to Respond: Thank the customer for sharing their concern and listen. Be polite, agree on the definition of the problem, and explain what's being done to resolve the situation and when.</p> <p>The Risk: In heated customer situations, it's easy to become confrontational. Mirroring the customer's aggressive behavior will only make the situation worse. Thanking the customers for sharing their concerns lets them know you are sincerely interested in hearing what they have to say and reaching a mutually-beneficial resolution.</p>	3

	(Any other relevant point)	
20.	<p>May cause dissatisfaction to guest, Negative online receive lasting damage to a business reputation.</p> <p>OR</p> <p>The risks of overbooking include guest dissatisfaction, damage to reputation, compensation costs, legal issues, and loss of loyal customers.</p> <p>(Student Can Write any 2) (Any other relevant point)</p>	4
21.	<p>Check in process for Group. Rooms are already blocked for the group Tags to identify baggage should be attached to the baggage and room number.</p> <p>Registration card may be distributed through the group leader.</p> <p>Welcome drinks should be provided before the room assignment to VIP.</p> <p>VIP should be received by the front office Mgr. or G. Mgr.</p> <p>Receptionist notifies the house keeping for welcome card and bouquet of flowers and room service for fruits in the guest bedroom.</p> <p>In some instance, registration of the guest may take place in his/her room.</p> <p>In the case of airline crews, physically disabled, old guest, etc, the registration card can be completed in advance, necessitating only the guest signature on arrival.</p> <p>OR</p> <ul style="list-style-type: none"> – Rooms are already blocked for the group – Tags to identify baggage should be attached to the baggage and room number (errand card). – Registration card may be distributed through the group leader. – Welcome drinks should be provided before the room assignment to VIP. – VIPS should be received by the Front Office Manager or General Manager. – Receptionist notifies the housekeeping for welcome card and bouquet of flowers and room service for fruits in the guest bedroom. – In some instance, registration of the guest may take place in his/ her room – In the case of airline crews, physically disabled, old guest, etc., the registration card can be completed in advance, necessitating only the guest signature on arrival. <p>(Any other relevant point)</p>	4
22.	<p>Enhances security by deterring crime, monitoring public areas and provide evidence for investigation.</p> <p>OR</p>	4

	<p>Surveillance cameras in hotels help ensure security, prevent crime, protect guests and staff, monitor activities, and provide evidence during emergencies or disputes.</p> <p>(Any other relevant point)</p>	
23.	<p>To prevent unauthorized access, protect guest privacy and safeguard assets</p> <p>OR</p> <p>An effective key control system is essential for hotel security because it prevents unauthorized access, protects guests and property, controls staff movement, and ensures safety during emergencies.</p> <p>(Any other relevant point)</p>	4
24.	<p>They provide valuable feedback, revealing issues or needs that can improve services, processes and products.</p> <p>OR</p> <p>A complaining guest helps the hotel identify weaknesses in its service. Complaints highlight problems that management may not be aware of, such as poor room cleanliness, slow service, or staff behavior.</p> <p>OR</p> <p>A complaining guest gives the hotel a chance to turn a negative experience into a positive one. When staff listen carefully, apologize sincerely, and solve the problem quickly, the guest often feels valued and respected.</p> <p>(Any other relevant point)</p>	4
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