

Roll No _____

Model Paper "Front Office"
Matric Vocational in Hotel Operations 10th Class
Annual Examinations 2024 & Onward

PART-A
OBJECTIVE

Time Allowed: 20 Minutes

Marks: 08

Note: This part is compulsory. It should be attempted on the Question Paper & returned to the Supervisory Staff after the prescribed time. Cutting, overwriting and use of lead pencil is not allowed. Supervisory staff is requested to attach it with the answerbook.

**Q NO.1 Fill in the blanks. Attempt all questions. (08x01)=
08**

- I. Personal hygiene and appearance are basic requirements for employees in the _____ industry.
- II. Effective communication is essential for providing _____ customer service.
- III. Telephone skills are necessary for handling _____ inquiries and reservations.
- IV. Identifying potential markets is important for developing _____ strategies.
- V. Creating a positive first impression can help to _____ customer satisfaction.
- VI. Sales techniques are used to promote hotel products and _____.
- VII. Accompanying guests to their rooms is a _____ process.
- VIII. During check-out, front office staff should have knowledge of different types of _____.

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PART-B
SUBJECTIVE

Time Allowed: 1:10 Minutes

Marks: 22

SECTION-I

Q NO.2 Attempt any 6 questions.
(06x02)=12

- I. What is the importance of personal hygiene and appearance in the hotel industry?
- II. What is effective communication important in the front office?
- III. What are some techniques for providing quality service in the hotel industry?
- IV. What skills are required to handle telephone inquiries effectively?
- V. What are some strategies for creating a positive first impression in the hotel industry?
- VI. How can hotels use sales techniques to promote their products?
- VII. What is the procedure for accompanying guests to their rooms?
- VIII. What should front office staff know when handling guest inquiries during check-out?

SECTION – II

Q NO.3 Attempt any two questions. (02x05)=10

- I. How can hotels use sales techniques to increase revenue and promote their products?
- II. Explain the procedure for accompanying guests to their rooms.
- III. What are the different types of check-out and how should front office staff handle them?

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PRACTICAL

Time Allowed: 90 Minutes

Marks: 12

Note: Attempt any 1 question

- i. Show how to create a positive first impression for a guest arriving at the front desk.
- ii. Role-play a scenario where you have to accompany a guest to their room and explain the features of the room.