



BOARD OF SCHOOL EDUCATION HARYANA

Syllabus and Chapter wise division of Marks (2023-24)

Class- 10th Subject: Tourism and Hospitality Code: THT 976

General Instructions:

1. There will be an Annual Examination based on the entire syllabus.
2. The Annual Examination will be of 60/2=30 marks, Practical Examination will be of 50 marks and 20 marks weight age shall be for Internal Assessment.

3. For Practical:

- i) Practical Examination 15 marks
- ii) Written Test 10 marks.
- iii) Viva-Voce 15 marks.
- iv) Practical File/ Student Portfolio 10 marks.

4. For Internal Assessment:

There will be Periodic Assessment that would include:

- i) For 6 marks- Three SAT exams will be conducted and will have a weight age of 06 marks towards the final Internal Assessment.
- ii) For 2 marks- One half yearly exam will be conducted and will have a weight age of 02 marks towards the final Internal Assessment.
- iii) For 2 marks- Subject teacher will assess and give maximum 02 marks for CRP (Class room participation).
- iv) For 5 marks- A project work to be done by students and will have a weight age of 05 marks towards the final Internal Assessment.
- v) For 5 marks- Attendance of student will be awarded 05 marks as:

75% to 80%	- 01 marks
Above 80% to 85%	- 02 marks
Above 85% to 90%	- 03 marks
Above 90% to 95%	- 04 marks
Above 95%	- 05 marks



Course Structure (2023-24)

Class- 10th

Subject: Tourism and Hospitality

Code: THT 976

Sr. No.	Chapter	Marks
UNIT-1	Customer-centric Services	08
UNIT-2	Etiquette and Hospitable Conduct	07
UNIT-3	Gender and Age Sensitive Service Practices	03
UNIT-4	Intellectual Property Rights (IPR) of an Organisation and a Customer	09
UNIT-5	Health and Hygiene	08
UNIT-6	Safety at Workplace	10
UNIT-7	Importance of Language and Communication	05
Unit. No.	Employability Skill Units	Unit Marks
1.	Communication Skills	2
2.	Self-Management Skills	2
3.	Information and Communication Technology Skills	2
4.	Entrepreneurship Skills	2
5.	Green Skills	2
Total		60/2=30
Practical Examination		50
Internal Assessment		20
Grand Total		100



Unit 1: Customer-centric Services

Session 1: Dealing with a Customer and Assessment of Quality of Service

Session 2: Working Towards Achieving Customer Satisfaction

Session 3: Fulfilling the Customers' Needs and Requirements

Unit 2: Etiquette and Hospitable Conduct

Session 1: Meaning, Components and Goal of Hospitality

Session 2: Importance of Behavioural, Personal and Hospitality Etiquette

Session 3: Respect for the Profession and Professional Dealing

Unit 3: Gender and Age Sensitive Service Practices

Session 1: Women's Rights and Respect at Workplace

Session 2: General Facilities for Each Age and Gender

Session 3: Practising Standard Etiquettes with Women at Workplace

Unit 4: Intellectual Property Rights (IPR) of an Organisation and a Customer

Session 1: Importance of Intellectual Property Rights

Session 2: Objectives, Need and Relationship of IPR with Hospitality

Session 3: Implementation Procedure and Working with IPR

Unit 5: Health and Hygiene

Session 1: Cleaning the Workplace

Session 2: Importance of Personal Hygiene Practices

Session 3: Food Standards

Unit 6: Safety at Workplace

Session 1: Precautions to Avoid F&B Department Hazards

Session 2: Standard Safety Procedures

Session 3: First-aid and Personal Protective Equipment while doing Hazardous Work

Unit 7: Importance of Language and Communication

Session 1: Language and Communication

Session 2: Importance of Clear and Precise Communication



Month wise Syllabus Teaching Plan (2023-24)

Class- 10th

Subject: Tourism and Hospitality

Code: THT 976

Month	Subject- content	Teaching Periods	Revision Periods	Practical Work
April	<p>Unit 1: Customer-centric Services Session 1: Dealing with a Customer and Assessment of Quality of Service Session 2: Working Towards Achieving Customer Satisfaction Practical: Formulate the customer satisfaction measurement questionnaire with proper marking for customer choices and preferences that will reflect the picture of customer choice Survey 10 restaurants or food outlets in a selected area for most running food items and interpret. Design a feedback form for the customers of a selected hotel Employability Skills</p> <p>Unit-1 Communication Skills -II</p>	15	02	05
May	<p>Unit 1: Customer-centric Services Session 3: Fulfilling the Customers' Needs and Requirements Unit 2: Etiquette and Hospitable Conduct Session 1: Meaning, Components and Goal of Hospitality Session 2: Importance of Behavioural, Personal and Hospitality Etiquette Practical: Role Play for Telephonic customer Survey for the services enjoyed by the customer last week at your hotel Prepare the staff Schedule deploying the most experienced staff member for the VIP service at your hotel for today's high tea event Visit a Hospitality organization and observe the guest dealing by Food and Beverage Staff Role Play for etiquettes and manners while dealing with the arrogant guest, VIP, Lady guest, Senior aged guest, Child. Visit a hotel and study how different complaints are tackled by the Food and Beverage Department at different levels (Escalation Matrix) Visit a hotel. collect customer feedback by filling the feedback forms and critically analyzing the data, interpret and fix the problem or weakness in the service. Interview the Food and Beverage Staff of a hotel and evaluate their knowledge about the documentation process they need to do on duty. Employability Skills</p> <p>Unit-1 Communication Skills - II</p>	11	02	07
June	Summer Vacation Revision of Previous work			



<p>July</p>	<p>Unit 2: Etiquette and Hospitable Conduct Session 3: Respect for the Profession and Professional Dealing Unit 3: Gender and Age Sensitive Service Practices Session 1: Women’s Rights and Respect at Workplace Session 2: General Facilities for Each Age and Gender Session 3: Practising Standard Etiquettes with Women at Workplace Practical: Visit an industry and study the SOPs for Hospitable conduct of food and beverage Service. Attend the daily briefing of Food and Beverage Department of a hotel. Visit a hotel near you and study the policies & procedures the hotel follows to prevent sexual harassment. Prepare a flow chart depicting handling procedure of guest in a situation of terrorist attack. Visit a nearby hotel and in a tabular format note down the various facilities available in the hotel for each gender. Give suggestion for various recreational activities that could be arranged for children tourists in a hotel. Visit a hotel in your area and observe the various standard etiquette practices followed while dealing with females. On the basis of your observation prepare a report on “Standard etiquette while dealing with women colleagues and guests.” Employability Skills Unit-2 Self-management Skills-II</p>	<p>11</p>	<p>07</p>	<p>07</p>
<p>August</p>	<p>Unit 4: Intellectual Property Rights (IPR) of an Organisation and a Customer Session 1: Importance of Intellectual Property Rights Session 2: Objectives, Need and Relationship of IPR with Hospitality Practical: Visit the Patent office and collect the procedure for the following Patents Copyright Industrial design rights Plant varieties Trademarks Trade dress Trade secrets Collect and Study the cases of IPR Violations by visiting IPR office Employability Skills Unit-3 Information and Communication Technology Skills-II</p>	<p>17</p>	<p>05</p>	<p>02</p>
<p>September</p>	<p>Unit 4: Intellectual Property Rights (IPR) of an Organisation and a Customer Session 3: Implementation Procedure and Working with IPR Practical: 1. Read out the Indian copyright act provisions loud in a class room Employability Skills Unit-3 Information and Communication Technology Skills-II</p>	<p>09</p>	<p>07</p>	<p>07</p>



<p>October</p>	<p>Unit 5: Health and Hygiene Session 1: Cleaning the Workplace Session 2: Importance of Personal Hygiene Practices Session 3: Food Standards Practical: Demonstrate handling waste in trash can Demonstrate regular cleaning activities performed at workplace Demonstrate Indenting required for performing cleaning task Demonstrate procedure of cleaning Crockery, Cutlery and glassware Demonstrate using checklist of handling various food and beverage areas Demonstrate hand washing Procedure Demonstrate Personal and dental hygiene Demonstrate personal hygiene Demonstrate use of PPE in food service operation Employability Skills Unit-4 Entrepreneurial Skills-II</p>	<p>12</p>	<p>03</p>	<p>05</p>
<p>November</p>	<p>Unit 6: Safety at Workplace Session 1: Precautions to Avoid F&B Department Hazards Practical: Demonstrate various preventive measures of Service area hazards normally followed in hotels Demonstrate safety work procedures with example Demonstrate the use of Fire extinguishers. Enlist activity of storage. Identify the equipments while doing hazardous work. Employability Skills Unit-4 Entrepreneurial Skills-1</p>	<p>15</p>	<p>05</p>	<p>02</p>
<p>December</p>	<p>Unit 6: Safety at Workplace Session 2: Standard Safety Procedures Session 3: First-aid and Personal Protective Equipment while doing Hazardous Work Practical: Demonstrate handling Electric and sharp tools. Demonstrate Standard Safety Procedure for handling floors. Demonstrate Safety techniques for handling, lifting and moving furniture and fixtures Prepare a first aid Box for your class room Make a Chart of Safety signs. Demonstrate safety use of P.P.E for specific task on work area Demonstrate handling of Personal Protective Equipments Discuss and demonstrate safety standard Demonstrate some important safety procedures/ safety standards followed in a hotel Employability Skills Unit-5 Green Skills-II</p>	<p>11</p>	<p>04</p>	<p>09</p>



January	Unit 7: Importance of Language and Communication Session 1: Language and Communication Session 2: Importance of Clear and Precise Communication Practical: Make a chart for common vocabulary used in restaurant Make a chart for common sentences used when customers arrive at restaurant Formation of small sentences without hesitation Development of confidence and communication Employability Skills Unit-5 Green Skills-1 Revision	05	0 3	04
February	Full Revision Unit-1 to 7 Employability Skills Full Revision all unit		22	
March	Annual Examination			

Note:

- Subject teachers are advised to direct the students to prepare notebook of the Terminology/Definitional Words used in the chapters for enhancement of vocabulary or clarity of the concept.
- The NCERT textbooks present information in boxes across the book. These help students to get conceptual clarity. However, the information in these boxes would not be assessed in the year-end examination.

Prescribed Books:

- 1. Qualification Pack: Ref. Id. THC/Q0307**
Sector: Travel, Tourism and Hospitality



NSQF Question Paper Design (2023-24)

Class- 10th

Subject: Tourism and Hospitality

Code: THT 976

Time :- 2 Hours 30 Minutes

Competencies	Total
Knowledge	40%
Understanding	30%
Application	20%
Skill	10%
	100%

Type of Question	Marks	Number	Description	Total Marks
Objective Questions	1	15	6 Multiple Choice Questions, 3 Fill in the Blanks Questions, 3 One Word Answer Type Questions, 3 Assertion-Reason Questions	15
Very Short Answer Type Question	2	6	Internal choice will be given in any 2 questions	12
Short Answer Type Question	3	6	Internal choice will be given in any 2 questions	18
Essay Answer Type Question	5	3	Internal options will be given in all the questions	15
Total		30		60