

BOARD OF SCHOOL EDUCATION HARYANA

Class 10 – Tourism & Hospitality (NSQF)

Annual Examination (2026–27)

Answer Key (उत्तर कुंजी)

SECTION-A (1 Mark Each)

Multiple Choice Questions

Q.No.	Answer	उत्तर
1	(b) Quality of Service	सेवा की गुणवत्ता
2	(a) Building Professional Image	पेशेवर छवि बनाना
3	(b) Trademark	ट्रेडमार्क
4	(a) Personal Protective Equipment	व्यक्तिगत सुरक्षा उपकरण
5	(a) Food Contamination	भोजन दूषित होने से बचाव
6	(a) Clear and Precise	स्पष्ट एवं सटीक

Fill in the Blanks

7. Copyright (कॉपीराइट)

8. Personal (व्यक्तिगत)

9. Fire (आग)

One Word Answer

10. Feedback Form / Customer Feedback Form
फीडबैक फॉर्म

11. Trademark / Patent / Copyright (Any One)
ट्रेडमार्क / पेटेंट / कॉपीराइट (कोई एक)

12. Gloves / Mask / Helmet / Goggles (Any One)
दस्ताने / मास्क / हेलमेट / गॉगल्स (कोई एक)

Assertion–Reason

13. Both Assertion and Reason are True and Reason is the correct explanation.

दोनों कथन सत्य हैं तथा कारण सही व्याख्या है।

14. Assertion is True but Reason is False.

कथन सत्य है लेकिन कारण असत्य है।

15. Both Assertion and Reason are True and Reason is the correct explanation.

दोनों कथन सत्य हैं तथा कारण सही व्याख्या है।

SECTION-B (2 Marks Each)

Q16. Customer Satisfaction (ग्राहक संतुष्टि)

Answer:

Customer satisfaction means fulfilling customers' needs and expectations.

ग्राहक संतुष्टि का अर्थ है ग्राहक की आवश्यकताओं एवं अपेक्षाओं को पूरा करना।

Two methods:

- Provide quality service.
- Solve complaints quickly.

दो उपाय:

- गुणवत्तापूर्ण सेवा देना।
- शिकायतों का शीघ्र समाधान करना।

Q17. Hospitality Etiquette

Any Two:

- Polite behaviour
- Good communication
- Respect for guests
- Professional appearance

कोई दो:

- विनम्र व्यवहार
- अच्छा संचार
- अतिथि का सम्मान
- पेशेवर व्यक्तित्व

OR

Women's Rights

- Equal opportunity
- Safe workplace
- Respect
- Protection from harassment

समान अवसर, सुरक्षित कार्यस्थल, सम्मान, यौन उत्पीड़न से सुरक्षा।

Q18. Intellectual Property Rights (IPR)

Definition:

IPR protects the intellectual creations of individuals and organizations.

IPR व्यक्ति या संस्था की बौद्धिक रचनाओं की कानूनी सुरक्षा है।

Objectives (Any Two):

- Protect innovation.
- Prevent copying.
- Encourage creativity.

उद्देश्य:

- नवाचार की सुरक्षा।
- नकल रोकना।
- रचनात्मकता को बढ़ावा देना।

Q19. Personal Hygiene

Any Two

- Wash hands regularly.
- Wear clean uniform.
- Maintain dental hygiene.
- Trim nails.

कोई दो

- हाथ धोना।
- साफ वर्दी पहनना।
- दांत साफ रखना।
- नाखून काटना।

OR

Food Safety Standards

- Maintain cleanliness.
- Store food properly.
- Cook food safely.
- Prevent contamination.

Q20. Workplace Hazards

Any Two:

- Fire hazard
- Electric shock
- Slippery floor
- Sharp tools

आग, बिजली का झटका, फिसलन, धारदार उपकरण।

Q21. Advantages of Communication

Any Two:

- Better teamwork
- Customer satisfaction
- Fewer misunderstandings
- Improved efficiency

टीमवर्क, ग्राहक संतुष्टि, गलतफहमी कम होना, कार्यकुशलता बढ़ना।

SECTION-C (3 Marks Each)

Q22. Importance of Customer-centric Services

Answer Points

- Customer satisfaction
- Repeat business
- Better reputation
- Increased profit
- Positive image

Q23. Hospitality Etiquette for VIP Guests

Answer Points

- Welcome politely.
- Maintain confidentiality.
- Provide quick service.
- Respect and courtesy.
- Professional communication.

OR

Gender-sensitive Service Practices

- Equal treatment
- Respect women
- Safe environment
- No discrimination
- Follow workplace policies

Q24. Importance of IPR

Answer Points

- Protects brand identity.
- Encourages innovation.

- Prevents misuse.
- Builds customer trust.
- Protects business reputation.

Q25. Workplace Cleaning Procedure

Answer Points

- Collect cleaning materials.
- Wear PPE.
- Clean and disinfect.
- Dispose waste properly.
- Maintain checklist.

OR

Importance of Personal Hygiene

- Prevents diseases.
- Ensures food safety.
- Improves professional image.
- Builds customer confidence.

Q26. First Aid for Burns

Answer Points

- Cool burn with running water.
- Do not apply ice.
- Cover with clean cloth.
- Seek medical help if serious.

Q27. Importance of Communication

Answer Points

- Better customer service.
- Fewer misunderstandings.
- Better teamwork.
- Professional image.

- Customer satisfaction.

SECTION-D (5 Marks Each)

Q28. Customer Satisfaction

Answer Points

- Understand customer needs.
- Provide quality service.
- Handle complaints politely.
- Take customer feedback.
- Improve services continuously.
- Maintain positive behaviour.
- Ensure timely service.

OR

Importance of Customer Feedback

- Identifies weaknesses.
- Improves quality.
- Builds customer loyalty.
- Increases satisfaction.
- Supports business growth.

Q29. Workplace Safety

Answer Points

- Follow safety rules.
- Use PPE.
- Fire safety measures.
- First-aid knowledge.
- Safe handling of equipment.
- Hazard reporting.
- Emergency evacuation.

OR

Hazards and Prevention

Hazards

- Fire
- Electrical hazards
- Slippery floors
- Sharp tools
- Chemical hazards

Preventive Measures

- Wear PPE.
- Maintain cleanliness.
- Follow SOPs.
- Use warning signs.
- Provide training.

Q30. Health & Hygiene

Answer Points

- Personal hygiene.
- Workplace cleanliness.
- Safe food handling.
- Waste disposal.
- Pest control.
- Food safety standards.
- Customer health protection.

OR

Communication Skills in Hospitality

Answer Points

- Greeting guests politely.
- Listening carefully.
- Speaking clearly.
- Positive body language.
- Professional behaviour.
- Problem solving.
- Customer satisfaction.