



BOARD OF SCHOOL EDUCATION HARYANA

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

Class- 11th 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% to 100%	- 05 marks



Course Structure (2023-24)

Class- 11th

Subject: Tourism and Hospitality

Code: THT 976

Sr. No.	Chapter	Marks
UNIT-1	Introduction to the Tourism Industry	14
UNIT-2	Introduction to Hospitality Industry	15
UNIT-3	Customer Service	11
UNIT-4	Prepare for Providing Customer Service	10
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: Introduction to the Tourism Industry

Session 1: Concept of Tourism

Session 2: Types and Forms of Tourism

Session 3: Components and Constituents of Tourism

Session 4: Recent Trends in Tourism Activities and Tourist attractions of India

Unit 2: Introduction to Hospitality Industry

Session 1: Types of Accommodation in Tourism and Hospitality Industry

Session 2: Categorisation of Hotels

Session 3: Type of Rooms and Guest Services

Session 4: Functions and Services of Front Office

Unit 3: Customer Service

Session 1: Meet and Greet Services for Guests on Arrival and Departure

Session 2: Communication With Colleagues and Customers

Session 3: Significance of Tourism Industry in Economic Development

Session 4: Role of Travel Agencies and Travel Desk

Unit 4: Prepare for Providing Customer Service

Session 1: Prepare for Providing Customer Service (Meet and Greet)

Session 2: Prepare for Meeting Customers



Month wise Syllabus Teaching Plan (2023-24)

Class- 11th

Subject: Tourism and Hospitality

Code: THT 976

Month	Subject- content	Teaching Periods	Revision Periods	Practical Work
April	<p>Unit 1: Introduction to the Tourism Industry Session 1: Concept of Tourism Session 2: Types and Forms of Tourism Practical: 1. Visit any two or three tourist spots of your city and prepare a report on various types of tourists and their purpose of travel. 2. Prepare a chart showing various type of tourists visiting different destinations using picture cuttings. 3. Prepare a chart showing different types of adventure sports. Employability Skills Unit-1 Communication Skills -III</p>	16	03	03
May	<p>Unit 1: Introduction to the Tourism Industry Session 3: Components and Constituents of Tourism Session 4: Recent Trends in Tourism Activities and Tourist Attractions of India Practical: 1. Collect information of the major tourism components, i.e. local tourist transportation, attractions and accommodations nearby your city. 2. Visit any tourist place close to your vicinity. Collect information keeping the 5As in mind. 3. Visit any museum close to your vicinity, and evaluate the tourism activities offered by the place. Employability Skills Unit-1 Communication Skills -III</p>	14	03	03
June	Summer Vacation Revision of previous work			



<p>July</p>	<p>Unit 2: Introduction to Hospitality Industry Session 1: Types of Accommodation in Tourism and Hospitality Industry Session 2: Categorisation of Hotels Practical: 1. Visit the luxury or star category hotels and study comparatively the facilities and services amongst them (5 star hotels, 4 star hotels and 3 star hotels, etc.). 2. Find out and list the five luxury hotels located at the following tourist destinations in India. 3. List the category-wise hotel names (at least five names in each category) and their location at different tourist destinations in India, collect pictures, and prepare a file. Do a comparative study with the hotels located in your city. 4. Select any country other than India and study the hotel classification procedure and its criteria. Employability Skills Unit-2 Self-management Skills-III</p>	<p>15</p>	<p>06</p>	<p>04</p>
<p>August</p>	<p>Unit 2: Introduction to Hospitality Industry Session 3: Type of Rooms and Guest Services Session 4: Functions and Services of Front Office Practical: 1. Visit and collect the tariff brochures of luxury hotels located in your city and compare the rates and services offered to their guests. 2. Collect and compare the menus of restaurants near your home. 3. Visit a hotel nearby as a guest and observe the various activities being carried out at the front office. Employability Skills Unit-3 Information and Communication Technology Skills-III</p>	<p>15</p>	<p>05</p>	<p>04</p>
<p>Sept</p>	<p>Complete revision of Unit-1 and Unit-2 Employability Skills Unit-3 Information and Communication Technology Skills-III</p>	<p>05</p>	<p>12</p>	<p>05</p>
<p>October</p>	<p>Unit 3: Customer Service Session 1: Meet and Greet Services for Guests on Arrival and Departure Practical: 1. Demonstrate the procedure of providing meet and greet services to a customer, guest or tourist. 2. Demonstrate the way of greeting the customers when they arrive for the first time at the hotel. Employability Skills Unit-4 Entrepreneurial Skills</p>	<p>14</p>	<p>04</p>	<p>02</p>



<p>November</p>	<p>Unit 3: Customer Service Session 2: Communication With Colleagues and Customers Session 3: Significance of Tourism Industry in Economic Development Practical: 1. Perform a role play activity for using soft skills during communication with customers 2. Visit any hotel or hospitality organisation and discuss with the Front Office Manager Employability Skills Unit-4 Entrepreneurial Skills-III</p>	<p>14</p>	<p>04</p>	<p>04</p>
<p>December</p>	<p>Unit 3: Customer Service Session 4: Role of Travel Agencies and Travel Desk Practical: 1. List the state wise tourist inflow and outflow in India. 2. Perform a role play of the Meet and Greet services offered to a foreign tourist group at the airport by the representative. 3. Visit a hotel or a travel company's Front Office in your city and demonstrate the meet and greet services performed by the desk. Employability Skills Unit-5 Green Skills-III</p>	<p>16</p>	<p>04</p>	<p>04</p>
<p>January</p>	<p>Unit 4: Prepare for Providing Customer Service Session 1: Prepare for Providing Customer Service (Meet And Greet) Session 2: Prepare for Meeting Customers Practical: 1. Visit any Tour Operator agency of your nearby area or city and note down the procedure of travel booking. 2. Prepare a chart showing various steps of hotel booking by email and discuss in the class. 3. Visit any travel agency in your area and collect information about various important points to be considered while meeting and greeting a customer. 4. Prepare a chart showing various documents required for travelling and hotel booking and confirmation. Employability Skills Unit-5 Green Skills-III Revision</p>	<p>06</p>	<p>01</p>	<p>04</p>



February	Unit 1 to 4 Revision Employability Skills Full Revision Annual Practical Exam		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/Q4205

Sector: Travel, Tourism and Hospitality



NSQF Question Paper Design (2023-24)

Class- 11th

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