



BOARD OF SCHOOL EDUCATION HARYANA

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

Class- 9th 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- 9th

Subject: Tourism and Hospitality

Code: THT 976

Sr. No.	Chapter	Marks
UNIT-1	Introduction to Tourism and Hospitality	08
UNIT-2	Classification of Catering Industry	07
UNIT-3	Preparation for Food and Beverage Service Operation	08
UNIT-4	Food and Beverage Service Operation	10
UNIT-5	After-dining Activities	08
UNIT-6	Communication with Customers and Colleagues	09
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 Tourism and Hospitality

Session 1: Importance of Tourism Industry

Session 2: Meaning and Concept of Hospitality

Session 3: Basic Departments in the Hospitality Sector

Session 4: Linkage between F&B Service in Tourism Industry

Session 5: Recent Trends in Travel and Tourism Industry

Unit 2: Classification of Catering Industry

Session 1: Growth and History of Catering Industry

Session 2: Types of Catering

Session 3: Scope and Career Opportunities in Catering Industry.

Unit 3: Preparation for Food and Beverage Service Operation

Session 1: Organisation Structure of F&B Service Department

Session 2: Attributes of a Waiter

Session 3: Basic Restaurant Operation Standards

Session 4: Restaurant Equipment

Unit 4: Food and Beverage Service Operation

Session 1: Receiving the Guest

Session 2: Taking Food and Beverage Order from Guests

Session 3: Service of F&B Order

Unit 5: After-dining Activities

Session 1: Importance of Bill Preparation and Presentation to Customer

Session 2: Cleaning Soiled Dishes and Table

Session 3: Importance of Hierarchy and Exchange of Jobs

Unit 6: Communication with Customers and Colleagues

Session 1: Types of Communication

Session 2: Etiquette and Manners in Communication

Session 3: Communication with Customers

Session 4: Interruption and Negativity in Communication.



Month wise Syllabus Teaching Plan (2023-24)

Class- 9th

Subject: Tourism and Hospitality

Code: THT 976

Month	Subject- content	Teaching Periods	Revision Periods	Practical Work
April	Unit 1: Introduction to Tourism and Hospitality Session 1: Importance of Tourism Industry Session 2: Meaning and Concept of Hospitality Session 3: Basic Departments in the Hospitality Sector Practical: 1. Name any four popular tourist destinations in your State and Paste their pictures on a chart paper. 2. Draw or Print any 2 tourist destination places in pictorial form and write their features 3. Make an Era wise chart depicting “The History of Hospitality 4. Draw a Layout of Front office Department, Restaurant, House Keeping department and Kitchen of a hotel in your city . Employability Skills Unit-1 Communication Skills - I	16	02	04
May	Unit 1: Introduction to Tourism and Hospitality Session 4: Linkage between F&B Service in Tourism Industry Session 5: Recent Trends in Travel and Tourism Industry Practical: 1. In groups enumerate job description of one job and the skill necessary for doing the job efficiently 2. Draw a chart with two examples of each type of tourism activities of your state. 3. Prepare an album depicting current trends in travel and tourism Unit 2: Classification of Catering Industry Session 1: Growth and History of Catering Industry Practical: 1. With the help of pictures prepare a chart depicting growth and history of catering industry Employability Skills Unit-1 Communication Skills - I	15	02	03
June	Summer Vacation			



July	Unit 2: Classification of Catering Industry Session 2: Types of Catering Session 3: Scope and Career Opportunities in Catering Industry Practical: 1. Visit the catering outlets near you, collect pictures and names of the outlets and categorize them under various types of catering establishments on chart paper. 2. Prepare a report on top 20 different types of F&B outlets in your city Practical: 1. Visit different types of catering establishments in your city/town. Study their functions and operation and on the basis of your study prepare a report on “Scope in catering Industry.” Employability Skills Unit-2 Self-management Skills-1	15	07	03
August	Unit 3: Preparation for Food and Beverage Service Operation Session 1: Organisation Structure of F&B Service Department Session 2: Attributes of a Waiter Practical: 1. Prepare an Organizational chart of large hotel. 2. Visit a hotel near you, observe and prepare a chart on the hierarchy of F&B staff of that hotel Practical: 3. Prepare a project on Attributes of waiter 4. Prepare a chart representing the basic grooming standard of a waiter Employability Skills Unit-3 Information and Communication Technology Skills-1	15	05	04
September	Unit 3: Preparation for Food and Beverage Service Operation. Session 3: Basic Restaurant Operation Standards. Session 4: Restaurant Equipment. Practical: 1. With the help of pictures prepare a chart showing the difference between Mise-en Place and Mise en Scène of restaurant 2. Draw a labelled diagram of a restaurant 3. Visit a star hotel near you. Study and observe the receiving and greeting procedure of guests at restaurant. On the basis of your observations prepare a report on “Receiving guest and social skills at restaurant” 4. Demonstrate wiping, cleaning and handling procedures of glassware, crockery and cutlery 5. Demonstrate various styles of napkin folding Employability Skills Unit-3 Information and Communication Technology Skills-1	11	07	05



October	Unit 4: Food And Beverage Service Operation Session 1: Receiving the Guest Session 2: Taking Food and Beverage Order from Guests Practical: 1. Demonstrate Greeting and seating the guest 2. Demonstrate serving water or welcome drink to the guest 3. Demonstrate presenting the menu card 4. Demonstrate procedure of taking food and beverage order 5. Demonstrate handling different situations while taking food and beverage order. Employability Skills Unit-4 Entrepreneurial Skills-1	12	03	05
November	Unit 4: Food And Beverage Service Operation Session 3: Service of F&B Order. Practical: 1. Demonstrate picking the order from the kitchen 2. Demonstrate Collecting correct orders from the kitchen. Employability Skills Unit-4 Entrepreneurial Skills-1	15	05	02
December	Unit 5: After-dining Activities Session 1: Importance of Bill Preparation and Presentation to Customer Session 2: Cleaning Soiled Dishes and Table Session 3: Importance of Hierarchy and Exchange of Jobs Practical: 1. Demonstrate order taking. 2. Demonstrate making KOT 3. Demonstrate Making of bill. 4. Demonstrate Presentation of bill to the guest. 5. Demonstrate of various methods of billing and feedback collection. 6. Demonstrate collection of soiled dishes 7. Demonstrate cleaning the table 8. Demonstrate replenishing the table accessories 9. Make an Organization chart of the food and beverage department 10. Visit any hotel in your vicinity and prepare a report on duties and responsibilities of food and beverage department Employability Skills Unit-5 Green Skills-1	11	04	09



January	Winter Vacation: 1st to 15th January Unit 6: Communication with Customers and Colleagues Session 1: Types of Communication Session 2: Etiquette and Manners in Communication Practical: 1. Visit a hotel near you and study how hotel staff handles the guest complaints in different situations 2. Prepare a report on how hotel staff cooperate and coordinate between each other during operational hours Employability Skills Unit-5 Green Skills-1 Revision	07	03	02
February	Unit 6: Communication with Customers and Colleagues Session 3: Communication with Customers Session 4: Interruption and Negativity in Communication Practical: 1. Demonstrate etiquette and manners to be followed while talking to the customer 2. Demonstrate usage of body language 3. Visit a hotel near you and prepare a report on various problems related to communication faced by hotel staff 4. Prepare a list of types of grievance Employability Skills Full Revision	12	06	04
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- 9th

Subject: Tourism and Hospitality
Time :- 2 Hours 30 Minutes

Code: THT 976

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