

QUESTION PAPER DESIGN

Subject	:	Tourism Hospitality and Travel
Level	:	1
Class	:	9th
Time	:	2 Hrs. 30 Minutes
Marks	:	60

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	03	06	07	10	26
Marks Allotted	06	03	02	01	...
Total	18	18	14	10	60
Estimated Time	40 min	32 min	42 min	36min	150min

3. Weightage to Content:

	<u>Marks</u>
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
7. Employability Skills	10

Total = 60

4. Scheme of Sections :

X X X

5. Scheme of Sections :

Option of Internal Choice in essay type questions

6. Difficulty level :

Difficult : 10 % marks

Average : 50 % marks

Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

QUESTION PAPER DESIGN

Subject	:	Tourism Hospitality and Travel
Level	:	2
Class	:	10th
Time	:	2 Hrs. 30 Minutes
Marks	:	60

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	03	06	07	10	26
Marks Allotted	06	03	02	01
Total	18	18	14	10	60
Estimated Time	40 min	32 min	42 min	36min	150min

3. Weightage to Content:

	<u>Marks</u>
Unit 1: Customer - Centric Service	08
Unit 2: Etiquette And Hospitable Conduct	07
Unit 3: Gender and Age Sensitive Service Practices	06
Unit 4: IPR of organization and Customer	08
Unit 5: Health and Hygiene	07
Unit 6 : Safety at Workplace	09
Unit 7 : Learn a Foreign or Local Language(s) including English	05
Employability Skills	10

Total = 60

4. Scheme of Sections : X X X
5. Scheme of Sections : Option of Internal Choice in essay type questions
6. Difficulty level :
 Difficult : 10 % marks
 Average : 50 % marks
 Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI

(AN ISO 9001:2015 CERTIFIED ORGANISATION)

Hansi Road, Bhiwani (Haryana) - 127021

QUESTION PAPER DESIGN (Session 2021-22)

Subject : **Travel & Tourism**
Level : **3**
Class : **11th**
Time : **2 Hrs. 30 Minutes**
Marks : **60**

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	03	06	07	10	26
Marks per Questions	06	03	02	01	-
Marks Allotted	18	18	14	10	60
Estimated Time	40 min	36 min	44 min	30 min	150 min

3.

Sr No	Weightage to Content:	Marks
1	Unit-1. Introduction to the Tourism Industry	15
2	Unit-2. Introduction to Hospitality Industry	12
3	Unit-3. Customer Service	14
4	Unit-4. Prepare for Providing Customer Service	09
5	Employability Skills	10
	Total	60

4. Scheme of Sections : _____ X X X _____
5. Scheme of Sections : Option of Internal Choice in essay type questions
6. Difficulty level : Difficult : 10 % marks
Average : 50 % marks
Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

BOARD OF SCHOOL EDUCATION HARYANA, BHIWANI

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QUESTION PAPER DESIGN (Session 2021-22)

Subject : Travel & Tourism
Level : 4
Class : 12th
Time : 2 Hrs. 30 Minutes
Marks : 60

1. Weightage to Objectives:

Objective	K	U	A + S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Questions	E	SA	VSA/O	O	Total
No. of Questions	03	06	07	10	26
Marks per Questions	06	03	02	01	-
Marks Allotted	18	18	14	10	60
Estimated Time	40 min	36 min	44 min	30 min	150 min

3.

Sr No	Weightage to Content:	Marks
1	Unit-1. Guide the Tourists at Heritage Sites	12
2	Unit-2. Customer-centric Services	10
3	Unit-3. Etiquette and Hospitable Conduct	08
4	Unit-4. Gender and Age Sensitive Service Practices	11
5	Unit-5. Health and Hygiene	9
6	Employability Skills	10
	Total	60

4. Scheme of Sections :

X X X

5. Scheme of Sections :

Option of Internal Choice in essay type questions

6. Difficulty level :

Difficult : 10 % marks

Average : 50 % marks

Easy : 40 % marks

Abbreviations: K (Knowledge), U (Understanding), A (Application), S (Skill), E (Essay Type), SA (Short Answer Type), VSA (Very Short Answer Type), O (Objective Type)

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-22

Subject : Travel, Tourism and Hospitality

Level : 1

Class : 9th

Employability Skills

Unit	Unit Name	Deleted Portion (SESSION/ SUB-UNIT)
Unit 1	Communication Skills	Session 7: Greetings and Introduction Session 8: Talking about Self Session 9: Asking Questions I Session 10: Asking Questions II
Unit 2	Self-Management Skills	Session 5: Personal Hygiene Session 6: Grooming
Unit 3	Information and Communication Technology Skills	Session 9: Communication and Networking — Introduction to e-mail Session 10: Communication and Networking — Creating an e-mail Account Session 11: Communication and Networking — Writing an e-mail Session 12: Communication and Networking — Receiving and Replying to e-mails
Unit 4	Entrepreneurship Skills	Session 7: Entrepreneurship Development Process
Unit 5	Green Skills	Session 1: Society and Environment

Subject Specific Skills (Travel, Tourism and Hospitality)

Unit	Unit Name	Deleted Portion(SESSION/ SUB-UNIT)
Unit 1	Introduction to Tourism and Hospitality Industry	Session 5: Recent Trends in Travel and Tourism Industry
Unit 2	Classification of Catering Industry	Session 2: Types of Catering
Unit 3	Preparation for Food and Beverage Service Operations	Session 3: Basic Restaurant Operation Standards-
Unit 4	Food and beverage service operation	Session 3: Service of F&B Order
Unit 5	After - dining Activities	Session 3: Importance of Hierarchy and Exchange of Jobs
Unit 6	Communication with Customers and Colleagues	Session 1: Types of Communication

Note- To be assessed in Practical only. No question shall be asked from this portion in Theory Exams

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-22

Subject : Travel, Tourism and Hospitality

Level : 2

Class : 10th

Employability Skills

Unit	Unit Name	Deleted Portion (SESSION/ SUB-UNIT)
Unit-1		Session 6: Writing Skills — Parts of Speech Session 7: Writing Skills — Sentences
Unit-2	Self-management Skills	Session 4 : Self-regulation — Goal Setting Session 5 : Self-regulation — Time Management
Unit-3	Information and Communication Technology Skills -	Session 4 : Computer Security and Privacy
Unit-4	Entrepreneurial Skills	Session 3: Myths about Entrepreneurship Session 4 : Entrepreneurship as a Career Option
Unit-5	Green Skills	-

Subject Specific Skills (Travel, Tourism and Hospitality)

Unit	Unit Name	Deleted Portion(SESSION/ SUB-UNIT)
Unit-1	Unit 1: Customer - Centric Service	TOPIC : Understand the importance of customer-centric Business facilitation TOPIC:- Write the importance of Planning the customer centric work system
Unit-2	Etiquette And Hospitable Conduct	TOPIC: Demonstrate smooth and professional TOPIC – Deal with customer complaints and take feedback
Unit-3	Gender and Age Sensitive Service Practices	TOPIC:- Describe facilities and services available for females at workplace
Unit-4	IPR of organization and customer	TOPIC:- Understand and describe the Components of IPR TOPIC:- Appreciate and narrate the objectives of IPR TOPIC:- Implement procedure to secure company's IPR
Unit-5	Health and Hygiene	TOPIC:- Ensure cleanliness around workplace
Unit-6	Safety at Workplace	TOPIC:- Comprehend the Standard Safety Procedure near service area
Unit-7	Learn a foreign or local language(s) including English	TOPIC:- Demonstrate clear and concise communication

Note- To be assessed in Practical only. No question shall be asked from this portion in Theory Exams

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-2022

Subject : Travel & Tourism

Level : 3

Class : 11th

Employability Skills

Unit	Unit Name	Due to Covid-19 this 30% (SESSION/ SUB-UNIT) Reduce from Syllabus
UNIT 1	Communication Skills	Session 4, Session 7, Session 8, Session 14
UNIT 2	Self-management Skills	Session 3, Session 5, Session 7
UNIT 3	Information and Communication Technology Skills	Session 5, Session 6, Session 8
UNIT 4	Entrepreneurship Skills	Session 6, Session 7
UNIT 5	Green Skills	Nothing Deleted

Subject Specific Skills ()

Unit	Unit Name	Reduce 30% Syllabus (SESSION/ SUB-UNIT)
UNIT 1	Introduction to the Tourism Industry	Session 4: Recent Trends in Tourism Activities and Tourist Attractions of India
UNIT 2	Introduction to Hospitality Industry	Session 3: Type of Rooms and Guest Services
UNIT 3	Customer Service	Session 3: Significance of Tourism Industry in Economic Development
UNIT 4	Prepare for Providing Customer Service	Session 2: Prepare for Meeting Customers

Board of School Education, Haryana

CURRICULUM FOR SESSION 2021-2022

Subject : Travel and Tourism

Level : 4

Class : 12th

Employability Skills

Unit	Unit Name	Due to Covid-19 this 30% (SESSION/ SUB-UNIT) Reduce from Syllabus
UNIT 1	Communication Skills	Session 3 Writing Sentences
UNIT 2	Self-management Skills	Session 1 Motivation and Positive Attitude
UNIT 3	Information and Communication Technology Skills	Session 3 Working with Data and Formatting Text Session 4 Advanced Features in Spreadsheet Session 5 Presentation Software
UNIT 4	Entrepreneurship Skills	Session 4 Entrepreneurial Competencies
UNIT 5	Green Skills	Nothing Deleted

Subject Specific Skills ()

Unit	Unit Name	Reduce 30% Syllabus (SESSION/ SUB-UNIT)
UNIT 1	Guide the Tourists at Heritage Sites	Session-2 Identify the requirements to the customers at heritage sites
UNIT 2	Customer-centric Services	Session-3 Describe the Etiquette and Follow the etiquette in customer services Session-4 Follow the feedback mechanism from customers for improve in the services.
UNIT 3	Etiquette and Hospitable Conduct	Session-2 Demonstrate greeting to customers with standard etiquette and hospitable conduct
UNIT 4	Gender and Age Sensitive Service Practices	Session-1 Describes the facilities & services available for females at workplace Session-2 Follow the safety and security threats for women "Tourists "
UNIT 5	Health and Hygiene	Session-1 Describe the hygiene and Cleanliness in Tourism and Hospitality.