



BOARD OF SCHOOL EDUCATION HARYANA

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

Class- 12th 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- 12th

Subject: Tourism and Hospitality

Code: THT 976

Sr. No.	Chapter	Marks
UNIT-1	Etiquette and Hospitable Conduct	09
UNIT-2	Gender and Age Sensitive Service Practices	08
UNIT-3	Health and Hygiene	10
UNIT-4	Safety at Workplace	09
UNIT-5	Learn a foreign or local language(s) including English	06
UNIT-6	Importance of Language and Communication	08
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: Etiquette and Hospitable Conduct

Session 1 Understand the Meaning, Components and Goal of Hospitality

Session 2 Importance of Behavioural, Personal and Hospitality Etiquette

Session 3. Learn high degree professional communication and respect for professional dealing.

Session 4. Provide Insight to Customer Satisfaction and loyalty.

Unit 2: Gender and Age Sensitive Service Practices.

Session 1. Describe facilities and services available for females at workplace.

Session 2. Narrate different age and gender specific customer services.

Session 3. Explain the importance of following standard etiquette with women at workplace.

Unit 3: Health and Hygiene

Session 1. Ensure cleanliness around workplace.

Session 2. Gain insights into personal hygiene practices.

Session 3. Enumerate the importance of taking precautionary health measures.

Unit 4: Safety at Workplace

Session 1. Appreciate the precautions to be taken to avoid F&B department hazards.

Session 2. Comprehend the Standard Safety Procedure near service area.

Session 3. Use First aid and personal protective equipment's while doing hazardous work.

Session 4. Achieve Safety Standards.

Unit 5: Learn a foreign or local language(s) including English

Session 1. Use language in Effective communication

Session 2. Demonstrate clear and concise communication

Unit 6: Customer-centric Services

Session 1. Dealing with customer and assessment of quality of service

Session 2. Working towards the achievement of customer satisfaction.

Session 3. Fulfilling the customer needs and requirements



Month wise Syllabus Teaching Plan (2023-24)

Class- 12th

Subject: Tourism and Hospitality

Code: THT 976

Month	Subject- content	Teaching Periods	Revision Periods	Practical Work
April	Unit 1: Etiquette and Hospitable Conduct Session 1 Understand the Meaning, Components and Goal of Hospitality Session 2 Importance of Behavioural, Personal and Hospitality Etiquette Employability Skills Unit-1 Communication Skills	16	02	04
May	Unit 1: Etiquette and Hospitable Conduct Session 3. Learn high degree professional communication and respect for professional dealing. Session 4. Provide Insight to Customer Satisfaction and loyalty. Employability Skills Unit-1 Communication Skills - I	14	03	03
June	Summer Vacation Revision of previous work			
July	Unit 2: Gender and Age Sensitive Service Practices. Session 1. Describe facilities and services available for females at workplace. Session 2. Narrate different age and gender specific customer services. Employability Skills Unit-2 Self-management Skills-1	15	06	04
August	Unit 2: Gender and Age Sensitive Service Practices. Session 3. Explain the importance of following standard etiquette with women at workplace. Unit 3: Health and Hygiene Session 1. Ensure cleanliness around workplace. Employability Skills Unit-3 Information and Communication Technology Skills	15	05	04
September	Unit 3: Health and Hygiene Session 2. Gain insights into personal hygiene practices. Session 3. Enumerate the importance of taking precautionary health measures. Employability Skills Unit-3 Information and Communication Technology Skills	11	07	05
October	Unit 4: Safety at Workplace Session 1. Appreciate the precautions to be taken to avoid F&B department hazards. Session 2. Comprehend the Standard Safety Procedure near service area. Employability Skills Unit-4 Entrepreneurial Skills-1	12	03	05



November	Unit 4: Safety at Workplace Session 1. Appreciate the precautions to be taken to avoid F&B department hazards. Session 2. Comprehend the Standard Safety Procedure near service area. Session 3. Use First aid and personal protective equipment's while doing hazardous work. Session 4. Achieve Safety Standards. Employability Skills Unit-4 Entrepreneurial Skills	15	05	02
December	Unit 5: Learn a foreign or local language(s) including English Session 1. Use language in Effective communication Session 2. Demonstrate clear and concise communication Employability Skills Unit-5 Green Skills	11	04	09
January	Unit 6: Customer-centric Services Session 1. Dealing with customer and assessment of quality of service Session 2. Working towards the achievement of customer satisfaction. Employability Skills Unit-5 Green Skills Revision	07	03	02
February	Unit 6: Customer-centric Services Session 3. Fulfilling the customer needs and requirements Employability Skills Full Revision Annual Practical Exam	05	15	02
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/Q0101**
Sector: Travel, Tourism and Hospitality



NSQF Question Paper Design (2023-24)

Class- 12th

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