

EVALUATION SCHEME
STD-10
Travel Tourism and Hospitality (87)

Scheme of Examination

Sr. No.	Method of Assessment	Waightage of Marks	Evaluator
1	Theory Paper (Written)	30 Marks(80 Marks converted 30 Marks)	School / State Board
2	Practical Exam	30 Marks	Certified Assessor
3	Term Work (Journal)	10 Mark	School Instructor / Trainer
4	Project Work	10 Mark	School Instructor / Trainer
5	Oral / Viva Vocu	10 Mark	Certified Assessor
6	Direct Observation	10 Mark	Certified Assessor
Total Marks		100 Marks	

1] Unit wise Marks Distribution of written test paper:Paper Time: -3 hours,Marks: -80

Sr. No	Unit (Contains) A	Mark	Mark With option
1	Communication Skill-2	05	08
2	Self Management Skill-2	03	03
3	Information and communication Technology Skill-2	05	08
4	Entrepreneurial Skill-2	04	08
5	Green Skill -2	03	03
Unit (Contains)B			
6	Customer care Service	09	15
7	Etiquette Hospitable Services Practices	09	15
8	Gender and age sensitive services practices	04	08
9	IPR of Organization and Customer	10	14
10	Health and hygiene	10	14
11	Safety at workplace	12	15
12	Learn a Foreign or local language including English	06	09
Total		80	120

2] Practical Exam:

• Practical Time	• 3 Hours
• Practical Subject	• Tourism and Travel
• Any one practical should be given from the text book by lot system to each group / individual.	
• Total Marks of Practical	• 30 Marks

3] Term Work (Journal):

• Term Work (Journal)	• Journal maintained by the students during the year.
• Term Work (Journal) Subject	• Tourism and Travel
• Total Marks	• 10 Marks

4] Project Work:

• The project work given in syllabus is only for guideline.
• Candidate, with approval from the Instructor / Trainer, may choose any one project and prepare it.
• He has full liberty to prepare any useful project other than the mentioned projects.
• He may write a visit report about any nearest Industry and their product.
• One project should be compulsory for each student or a group of maximum 4 students.
Total: 10 Marks

Written Test Paper Question Wise Distribution of Marks.

Sr. No	Types of Questions	Marks	Marks with option
1	Objectives (1 Mark)	20	20
2	Short Answer Type (3 Marks)	24	36
3	Long Answer Type (4 Marks)	24	40
4	Long Answer Type (6 Marks)	12	24
Total Marks		80	120

Pattern of Question Paper

STD- 12th

Subject: "CUSTOMER SERVICE EXECUTIVE (MEET & GREET)" (F5)

Time: 3 hrs.

Marks: 80

Date: / / 20

Notes: 1. All questions are compulsory.
2. Draw diagrams wherever necessary.

Q. No. 1.

A) Select the correct alternative and rewrite the sentence / Fill in the Blanks. 5.

1. Communication Skill-2

a)..... b) c) d).....

2. information and communication Technology -2

a)..... b) c).....d).....

3. Green Skill -2

a)..... b) c)d).....

4. Customer -centric service

a)..... b) c) d).....

5. Etiquette and hospitable conduct

a)..... b) c)d).....

B) Match the following pairs. 5

Coloumn A

Coloumn B

- | | |
|--|---|
| 1. Communication Skill | a |
| 2. information and communication Technology | b |
| 3. Customer -centric service | c |
| 4. Etiquette & Hospitable Conduct | d |
| 5. Gender and age sensitive services practices | e |

C) State the following statement is true or false. 5

1. Green Skill 2
2. Customer -centric service
3. Etiquette & Hospitable Conduct
4. Safety at Workplace
5. Safety at Workplace

D) Answer the following questions in ONE sentence. 5

1. Green Skill 2
2. Customer -centric service
3. Customer -centric service
4. Safety at Workplace
5. Safety at Workplace

Q. No. 2) Answer the following questions in short. (Any Four) 12

1. Self Management Skill 2
2. Communication skill 2
3. Communication skill 2
4. information and communication Technology
5. Customer -centric service
6. Etiquette & Hospitable Conduct

Q. No. 3) Answer the following questions in short. (Any Four) 12

1. Information and communication Technology
2. Customer -centric service
3. Etiquette & Hospitable Conduct
4. Gender & Age sensitive service practices
5. Safety at Workplace
6. Learn a Foreign or local language including English

Q. No. 4) Answer the following questions in brief. (Any Three) 12

1. Entrepreneurial Skill 2
2. Customer -centric service
3. Gender & Age sensitive service practices
4. IPR of Organization and Customer
5. Health and hygiene

Q. No. 5) Answer the following questions in brief. (Any Three) 12

1. Entrepreneurial Skill 2
2. IPR of Organization and Customer
3. Health and hygiene
4. Safety at Workplace
5. Safety at Workplace

Q. No. 6)A. Answer the following question in brief (Any One) 12

1. Etiquette & Hospitable conduct
2. IPR of Organization and Customer
3. Health & hygiene
4. Learn a Foreign or local language including English

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BLUE PRINT OF UNIT WISE MARKS DISTRIBUTION

S.N.	UNIT	Knowledge						Understanding						Applications						Total Marks	Total Marks with Option
		O.B.		S.A.		L.A.		O.B.		S.A.		L.A.		O.B.		S.A.		L.A.			
		Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions		
1	Communication Skill-2	1	1	-	-	-	-	-	-	3	1	-	-	1	1	3	1	-	-	5	8
2	Self Management Skill-2	-	-	-	-	-	-	-	-	3	1	-	-	-	-	-	-	-	-	3	3
3	Information and communication Technology Skill-2	1	1	3	1	-	-	1	1	-	-	-	-	-	-	3	1	-	-	5	8
4	Entrepreneurial Skill-2	-	-	-	-	-	-	-	-	-	-	4	1	-	-	-	4	1	-	4	8
5	Green Skill -2	1	1	-	-	-	-	1	1	-	-	-	-	1	1	-	-	-	-	3	3
6	Customer care Service	1	2	-	-	-	-	1	1	-	-	6 4	1 1	1	2	-	-	-	-	9	15
7	Etiquette Hospitable Services Practices	1	1	-	-	-	-	1	1	3	1	6	1	1	1	3	1	-	-	9	15
8	Gender and age sensitive services practices	-	-	3	1	4	1	-	-	-	-	-	-	1	1	-	-	-	-	4	8
9	IPR of Organization and Customer	-	-	-	-	-	-	-	-	3	1	4	1	-	-	3	1	4	1	10	14
10	Health and hygiene	-	-	-	-	-	-	-	-	-	-	4	1	-	-	-	-	6 4	1 1	10	14
11	Safety at workplace	1	1	-	-	4	1	1	1	3	1	-	-	1	2	-	-	4	1	12	15
12	Learn a Foreign or local language including English	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	6	1	6	9
		1	7	3	3	4	2	1	5	3	5	4 6	4 2	1	8	3	4	4 6	4 2	80	120

Note-O.B.-Objective

S.A.-Short Answer Type (3 Marks)

L.A.-Long Answer type-(4 Marks and 6 Marks)

All the paper setters are expected to change the blue print every time.