

EVALUATION SCHEME
STD-12
CUSTOMER SERVICE EXECUTIVE(MEET & GREET) (F5)

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	04	07
2	Self Management Skill	04	07
3	Basic ICT Skill	04	08
4	Entrepreneurial Skill	04	04
5	Green Skill	04	04
Unit (Contains)B			
6	Etiquette & Hospitable conduct	10	16
7	Gender & Age sensitive Service practices	10	14
8	Health & Hygiene	12	18
9	Safety at Workplace	10	16
10	Learn a Foreign or local Language including English	08	12
11	Customer Centric Services	10	14
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:

<ul style="list-style-type: none"> 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
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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. Learn a Foreign or local Language including English
a)..... b) c) d).....
2. Self Management skill
a)..... b) c) d).....
3. Customer Centric Service
a)..... b) c) d).....
4. Etiquette & Hospitable Conduct
a)..... b) c) d).....
5. Health & Hygeine
a)..... b) c) d).....

B) Match the following pairs. 5

Coloumn A

Coloumn B

- | | |
|--|----|
| 1. Etiquette & Hospitable Conduct | A) |
| 2. Health & Hygeine | B) |
| 3. Safety at Workplace | C) |
| 4. Learn a Foreign or local Language including English | D) |
| 5. Customer Centric Service | E) |

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

1. Health & Hygeine
2. Safety at Workplace
3. Learn a Foreign or local Language including English

4. Learn a Foreign or local Language including English
5. Customer Centric Service

D) Answer the following questions in ONE sentence. 5

1. Safety at Workplace
- 2 Communication Skills
- 3 Learn a Foreign or local Language including English
- 4 Customer Centric Service
- 5 Basic ICT Skill

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

1. Self Management Skill
2. Communication skill
3. Communication skill
4. Gender & Age sensitive service practices
5. Health & Hygiene
6. Learn a Foreign or local Language including English

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

1. Basic ICT Skill
2. Self Management Skill
3. Gender & Age sensitive service practices
4. Health & Hygiene
5. Health & Hygiene
6. Safety at Workplace

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

1. Basic ICT Skill
2. Enterprenurial skill
3. Etiquette & Hospitable Conduct
4. Gender & Age sensitive service practices
5. Learn a Foreign or local language including English

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

1. Etiquette & Hospitable Conduct
2. Gender & Age sensitive service practices
3. Safety at Workplace
4. Customer Centric Service
5. Green Skill

Q. No. 6) A. Answer the following question in brief (Any One) 06

1. Etiquete & Hospitable conduct
- 2.Safety at Workplace

Q. No. 6) B. Answer the following question in brief (Any One) 06

- 1.Health & hygiene
- 2.Customer Centric Service

**STD-12 TRAVEL, CUSTOMER SERVICE EXECUTIVE(MEET & GREET)(F5)
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	1	1	-	-	-	-	-	-	3	1	-	-	-	-	3	1	-	-	4	7
2	Self Management Skill	1	1	3	1	-	-	-	-	3	1	-	-	-	-	-	-	-	-	4	7
3	Basic ICT Skill	1	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	4	1	4	8
4	Enterpreneurial Skills	-	-	-	-	-	-	-	-	-	-	4	1	-	-	-	-	-	-	4	4
5	Green Skills	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1	4	4
6	Etiquette & Hospitable conduct	1	1	-	-	4	1	1	1	-	-	4	1	-	-	-	-	6	1	10	16
7	Gender & Age sensitive Service practices	-	-	3	1	-	-	-	-	3	1	4	1	-	-	-	-	4	1	10	14
8	Health & Hygiene	1	1	3	1	-	-	1	2	3	1	-	-	-	-	3	1	6	1	12	18
9	Safety at Workplace	-	-	-	-	-	-	1	1	-	-	6	1	1	2	3	1	4	1	10	16
10	Learn a Foreign or local Language including English	1	2	-	-	-	-	1	2	3	1	4	1	1	1	-	-	-	-	08	12
11	Customer Centric Services	1	1	-	-	-	-	1	1	-	-	4	1	1	2	-	-	6	1	10	14
	Total	1	8	3	4	4	1	1	7	3	5	4	5	1	5	3	3	4	4	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.