

Tourism and Hospitality Management (TA,TB,TC)

Practical Examination

Instructions to the Head of Institute

Following material should be provided to conduct examination

List of apparatus

- 1) Service Tables (At least 01 No.)
- 2) Chairs (At least 04 Nos.)
- 3) Crockery set (At least 01 No.)
- 4) Glass and Jugs (At least 01 each.)
- 5) Table linen (As required)
- 6) Side Board (At least 01)
- 7) Storage cupboards (At least 01)
- 8) Coffee pots, Tea pots, Sugar pots & milk jugs(Silver Types) (At least 01 set each).
- 9) Tea Urn (5 lit. capacity) (At least 01)
- 10) Cutlery set as per eleven course menu (Silver Type) (At least 01 set each).
- 11) Silver Service trays/ salvers etc. (At least 02)
- 12) Sundry equipment (As required)

Soft broom, hard broom, dustpan, bucket, mug, mops, dusters, glass cloth , feather duster.
- 13) Furniture & furnishings (As required)
- 14) Towels (01)
- 15) Bed Sheets (03)
- 16) Blankets (01)

- 17) Night Spread (01)
- 18) Bed Covers (01)
- 19) Pillow Covers (02)
- 20) Hand Towels (01)
- 21) Hand Napkins (01)
- 22) Mattress Protector (01)
- 23) Bath Mats (01)
- 24) Door Mats (02)
- 25) Curtains (As required)
- 26) Flower Vase (01)
- 27) Flower Pots (01)
- 28) Carpet (01)
- 29) Vacuum Cleaner wet & dry (01)
- 30) Writing cum dressing table (01)
- 31) Beds (01)
- 32) Mattress (01)
- 33) Pillows (02)
- 34) Bed side tables (02)
- 35) Sofa Chairs (03)
- 36) Coffee Table (01)
- 37) Computer with internet connection (01)
- 38) LCD Projector (01)
- 39) Reception counter (01)
- 40) Dummy EPABX board with telephone (01)

- 41) CSR -----
- 42) Various charts (As per need)
- 43) Maps-World, India, States (As per need)
- 44) Chart Papers
- 45) Colour pencils
- 46) Crayons
- 47) Gum / Fevicol
- 48) Scale
- 49) Satin ribbon
- 50) Decoration material such as beads / laces / stars etc.
- 51) Guest Registration formats
- 52) Railway Reservation forms
- 53) Trains at a glance (05 nos.)
- 54) Pravasi Diary
- 55) Menu cards (of any multi-cuisine restaurant)

Tourism and Hospitality Management (TA,TB,TC)

Instructions to the Examiners

- 1) The Question Paper for viva should be set jointly by external & internal examiner.
- 2) The total marks for the practical examination of three hours duration will be of 120 (80+40) marks for TA, TB and TC.
- 3) The external examiner should check that all required apparatus are provided to the students.
- 4) In case of any dispute between the two examiners the decision of the external examiner will be final.
- 5) The external examiner should report to the head of the Institution one day prior to the examination. If not the head of the Institution will make alternative arrangements after consulting the Board Office.
- 6) The external examiner should collect information about airlines, railways, places of tourist interest, travel agencies, hotels, restaurants, different types of events conducted in that city/place, etc. where the examination to be conducted.
- 7) Both the examiners will jointly assess the journals, project and practical papers. The mark sheets will be filled and signed by both and handed over to the head of the Institution.
- 8) At least 50% marks are essential for passing in each part of the Practical Examination (Q-1-at least 20 marks out of 40 and for Q 2, 3, 4 and 5 at least 5 marks out of 10 each).

Tourism and Hospitality Management (TA,TB,TC)

Instructions to the candidates

- 1) Students should come 30 minutes before the commencement of the examination.
- 2) Term work should be completed and signed by the Head of the Institution.
- 3) Hall ticket must be brought and kept with them.
- 4) All necessary instruments should be brought (e.g. Pen, Pencil, ruler)
- 5) Students should bring the project report and journal with them.
- 6) Use of calculator is strictly prohibited.
- 7) Talking and consulting is strictly Prohibited.

TOURISM AND HOSPITALITY MANAGEMENT (TA, TB, TC)

PRACTICAL EXAMINATION SCHEME

FOR TA, TB, TC

PART 1	Practical Exam. (written) (Answer any four question out of eight) (Ten Marks for each question)	40 Marks
PART 2	Collection	10 Marks
PART 3	Report on Interviews Taken	10 Marks
PART 4	Reports on working in the adverse Situations.	10 Marks
PART 5	Viva	10 Marks
	Total of 1- 5	80 Marks
	Term Work	10 Marks
	Project Work	10 Marks
	O.J.T	10 Marks
	Industrial Visit Reports	10 Marks
		40 Marks
	Total..	80 +40 <hr/> 120 Marks

TOURISM AND HOSPITALITY MANAGEMENT [TA/TB/TC]

PROJECTS

- * List of subject related projects should be prepared by the subjects teacher.
- * Depending on the size of the project and number of students in the class, projects can be allotted individually or to groups of students.
- * Projects should be based on activities relevant to the vocational subjects selected by the students.
- * Evaluation of the project should be for each student on the basis of criteria noted below.
- * The project should contain all aspects relevant to the subject covered in that particular course e.g : TA/TB/TC

Marks Allotted - [for each subject]

[Projects should be checked by subject teacher prior to the annual examination]

TA- Event Management	- 10 marks
TB- Travel Agency Operations	- 10 marks
TC- Advanced Hospitality Management	- 10 marks

Suggested Activities

1. Cultural events
2. Sports events
3. Food festival
4. Music or Dance festival
5. Exhibitions

6. Seminars
7. Advertisements of events
8. Different airlines and their services
9. Toy trains in India
10. Palace on wheels
11. Deccan Odessey
12. Services provided by travel agencies
13. Various famous travel agencies
14. Passport & related documents
15. Hill stations in India / Abroad
16. Beaches in India / Abroad
17. Famous places of tourist interest in India / Abroad
18. Famous hotel chains in India / Abroad
19. Hospitality related documents
20. Questionnaires and Guest feedback forms

PROJECT REPORT-

The Project report should be submitted individually or by the group leader [as the case may be] In case of group project , the group leader should give a separate note including contribution of each group member in project work.

The Project report should have following information

- * Objective/purpose of the project
- * Sources of information [Reference points]
- * Detailed information to explain the project
- * Diagrams ,graphs, pictures, figures, etc.
- * Limitations/constraints
- * Conclusion

TOURISM AND HOSPITALITY MANAGEMENT [TA, TB, TC]

Criteria for Evaluation of Project

Particulars	Marks
1. Selection of the subject	01
2. Procedure used for collecting information	02
3. Presentation of the project	01
4. Use of diagrams, figures, pictures, etc.	02
5. Use of supporting details such as news, reference websites, etc.	02
6. Costing, etc.[if required]	01
7. Conclusion and suggestions, if any	01

Total --	10 marks

Note - Marks should be given for TA, TB and TC separately based on the above criteria.

Tourism and Hospitality Management (TA,TB,TC)

Practical Examination XIIth

Explanation of Paper Pattern

Part 1-Written Exam.

40 marks.

Students should answer any four questions out of the eight questions given to him / her .

The students have to complete the entire practical examination within the period of three hours.

Part 2-Collection

10 Marks

During the academic years (11th and 12th) each student has to collect various subject related material such as literature, brochures, advertisements, pamphlets, print outs, photographs, news, tickets, entry pass, formats, coupons, vouchers, menu cards, e-tickets, i-tickets, boarding pass, CDs, checklists, formats of various permission letters, etc. Students should present the collected material in a file, with a proper list or Index, in an attractive manner.

Part 3-Interview Report

10 Marks

During the academic years each student has to take interviews of Tourism and Hospitality business related professionals such as travel agents, tour operators, tour guides, tourists, event organisers, event planners, decorators, musicians, security agencies, programme conductors / anchors, Restaurant and Banquet managers, housekeeping service providers, etc.

Each student has to visit these institutes, conduct interviews and submit a detailed report or PPT for the same.

Part 4-Report on Adverse Situation

10 Marks

The students should collect information about various adverse situations that may occur or happen in Tourism and Hospitality business. They should list out various adverse situations, their causes and best possible solution for each adverse situation.

Each student should prepare a detailed report on adverse situations.

Part 5- Viva

Oral Exam

10 marks

* Practicals	=	80 marks
+ Term work	=	10 marks
Project work	=	10 marks
O J T	=	10 marks
I. V. Report	=	10 marks
Total	=	40 marks
* Total Practical	80 + 40 =	120 marks

Tourism and Hospitality Management (TA,TB,TC)

Points to be considered while preparing question paper and Exam. Scheme

1) Subject wise marks

- | | | |
|------------------------------------|------|---------------------|
| a) Event Management | - TA | - 120 marks (80+40) |
| b) Travel Agency Operations | - TB | - 120 marks (80+40) |
| c) Advanced Hospitality Management | - TC | - 120 marks (80+40) |

2) Subject wise Duration of the Practical Exam.

- a) TA - Three Hours
- b) TB - Three Hours
- c) TC - Three Hours

3) The Practical exam will be conducted for 5 parts only Part 1 - is written exam.

Paper setter will prepare question paper for Part 1 of each subject TA, TB, TC accordingly.

The exam of remaining parts will be based on students work during the academic years.

(Read Explanation of paper pattern)

4) Equipments, Materials, literature, etc. required for the practical exam.

- 1) Service Tables (At least 01 No.)
- 2) Chairs (At least 04 Nos.)
- 3) Crockery set (At least 01 No.)
- 4) Glass and Jugs (including different types of wine glasses) (At least 01 of each type.)
- 5) Table line (As required)
- 6) Side Board (At least 01)
- 7) Storage cupboards (At least 01)

8) Coffee pots, Tea pots, Sugar pots & milk jugs (At least 01 set each).

9) Tea Urn (5 lit. capacity) (At least 01)

10) Cutlery set as per eleven course menu (At least 01 set each).

11) Silver Service trays/ salver, etc. (At least 02)

12) Sundry equipment (As required)

(Soft broom, hard broom, dustpan, bucket, mug, mops, dusters, glass cloth , feather duster, floor cleaner, etc. at least 1 no. each)

13) Furniture & furnishings (As required)

14) Towels (01)

15) Bed Sheets (03)

16) Blankets (01)

17) Night spread (01)

18) Bed Covers (01)

19) Pillow Covers (02)

20) Hand Towels (01)

21) Hand Napkins (01)

22) Mattress Protector (01)

23) Bath Mats (01)

24) Door Mats (02)

25) Curtains (As required)

26) Flower Vase (01)

27) Flower Pots (01)

28) Carpet (01)

29) Vacuum Cleaner wet & dry (01)

30) Writing cum dressing table (01)

- 31) Beds (01)
- 32) Mattress (01)
- 33) Pillows (02)
- 34) Bed side tables (02)
- 35) Sofa Chairs (03)
- 36) Coffee Table (01)
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- 41) CSR -----
- 42) Various charts (As per need)
- 43) Maps-World, India, States (As per need)
- 44) Chart Papers
- 45) Colour pencils
- 46) Crayons
- 47) Gum / Fevicol
- 48) Scales
- 49) Pencils
- 50) Satin ribbon
- 51) Decoration material such as beads / laces / stars etc.
- 52) Guest Registration formats
- 53) Railway Reservation forms
- 54) Trains at a glance (05 nos.)
- 55) Pravasi Diary 56) Menu cards (of any multi-cuisine restaurant)

Event Management-TA

Practical Questions.

- 1) Prepare an organisation chart of a small / medium / large event management company.
- 2) List the duties & responsibilities of the following staff members working in an event management company (any two)
 - a) Event organiser
 - b) Event planner
 - c) Event escort
 - d) Anchor
 - e) Sound and light technician
 - f) Hostess
 - g) Decorators - i.e. floor decorator & stage decorators
 - h) Designers - web designers, stage designers, layout designers
 - i) Security & bouncers.
- 3) Prepare an advertisement for any one of the following events-
* Cultural event *Sports * Theme event * Food festival
*Music concert *Quiz contest * Fashion show * Classical dance
- 4) Prepare a questionnaire about questions to be asked to the person who wants to plan an event / function (min.10 questions)
- 5) Prepare a checklist for jobs to be carried out before the event.
- 6) Prepare a checklist for jobs to be carried out during the event.
- 7) Prepare a checklist for jobs to be carried out after the event.

- 8) Prepare a format of letter for police permission to conduct an event.
- 9) Write a report about any event that was organised in your institute.
- 10) Prepare a format for Guests registration at any seminar or conference - fill up mock details of 5 guests (minimum)
- 11) List out the preparations to be done for organising guest lecture.
- 12) List out the preparations to be done for organising seminars.
- 13) List out the preparations to be done for organising exhibitions.
- 14) List out the preparations to be done for organising food festivals.
- 15) List out the preparations to be done for organising cultural programme.
- 16) Write in detail about safety & security measures required for different types of event.
- 17) Write a detailed report about any local cultural event celebrated in your city.
- 18) Prepare a press - note for any event organised by your institute.
- 19) List the emergencies that can take place during the event.
- 20) Write measures to be adopted to deal with emergencies during the event.

Travel Agency Operations -TB

(Practical Question)

1. Prepare an organisation chart of a small / medium / large travel agency.
2. Write the duties & responsibilities of the following staff members working in a travel agency (any two)
 - a) Receptionist
 - b) PRO / GRE
 - c) Finance Manager
 - d) Sales Manager
 - e) Ticketing
 - f) Domestic tours
 - g) International tours
 - h) Documentation
 - i) Currency exchange / forex
 - j) Tour escorts
 - k) Tour designer
3. List the details required to be filled in on a passport application form.
4. Write the information about various documents needed to get a passport.
5. Give a brief information about different types of passports.
6. List any 10 countries with their respective currencies.
7. Draw a Rail Reservation form & fill up mock details on it.
8. Give information about various finance schemes in travel agencies for tour promotion.

9. Write about travel insurance.
10. List out the facilities available on railway platform for passengers.
11. List the facilities available on airport for air travellers.
12. Draw the formats of the following
 - a) Boarding pass
 - b) Reservation form
 - c) 'C' form
 - d) Payment voucher
13. List the documents necessary to start a travel agency.
14. Prepare a chart showing different types of visas, with their duration and required documents.
15. List names of any 10 international airline with their countries.
16. List 10 international airports in India with their destination and show it on India's map.
17. Prepare an itinerary for weekend domestic tour with costing.
18. Prepare an itinerary for 1 week domestic tour with costing.
19. Prepare an itinerary for 2 weeks domestic tour with costing.
20. Prepare an itinerary for Dubai shopping festival with costing.
21. Prepare an itinerary for 1 week international tour with costing.
22. Prepare an itinerary for 2 weeks international tour with costing.
23. Ashtavinayak- Prepare an itinerary tour with costing.
24. Jyotirlinga in Maharashtra - Prepare an itinerary tour with costing.
25. Give information about 'Palace on Wheels'
26. Give daily tour programme / itinerary of Palace on Wheels.

27. Give information about 'Deccan Odessey'.
28. Give tour programme details of 'Deccan Odessey'
29. Show hills stations on map of India (min 10)
30. Show beaches on map of India (min 10)
31. Show wild Life sanctuaries on map of India (min 10)
32. Show 10 famous places of tourist interest on the map of Maharashtra.
33. Describe rules & regulations for reservation & cancellation of railway ticket.
34. Show 10 important international tourist destinations on world map
35. Describe the passenger check - in procedure at the airport.
36. Write any 10 countries with their respective 2 letter airline codes.
37. Write any 10 countries with their respective International three letter codes.

Advanced Hospitality Management- TC

(Practical Questions)

1. Prepare an organisation chart of food and beverage service department of a small or medium or big hotel.
2. Prepare an organisation chart of housekeeping department of a small or medium or big hotel.(any one)
3. Prepare an organisation chart of a big five star hotel (including all departments of a hotel)
4. Write duties and responsibilities of the following staff members in a hotel (any one)
 - a) Food and Beverage Service Manager
 - b) Restaurant Hostess
 - c) Restaurant Steward
 - d) Waiters
 - e) PRO / GRE (Public Relation Officer / Guest Relation Executive)
 - f) Executive Housekeeper
 - g) Floor Supervisor
 - i) Room boy / room maid
 - j) Public area supervisor
 - k) Public area room boy / room maid
 - l) Sweeper.
5. Describe the procedure holding service spoon and fork while serving food in a restaurant.
6. Explain procedure of carrying different types of glasses in a restaurant.
7. Describe the process of carrying clean cutlery, crockery and flatwares in a restaurant.

8. Explain the procedure of clearing side plates, knife and accompaniments from a table in a restaurant.
9. Describe the procedure of laying a table cloth and cover in a restaurant.
10. Write step by step procedure of relaying a table cloth and cover in a restaurant.
11. Write the detailed procedure of waiting at the table (presenting the menu card and taking down an order)
12. Explain any two types of lunch napkin folds with their respective diagrams.
13. Explain any two types of dinner napkin folds with their respective diagrams
14. Explain any two types of food and beverage service methods of the following.
 - * English Service
 - * Silver Service
 - * American Service
 - * French Service
 - * Russian Service
 - * Banquet Service
 - * Buffet Service
 - * Cafeteria Service
15. Explain method of carrying a tray / salver in a restaurant.
16. Draw a format of K O T (Kitchen Order Ticket) and fill up Mock details on it and Explain K O T in brief .
17. Write a step by step procedure of cleaning an occupied room a check-out room.
18. Write the step by step procedure of cleaning a check-out room.
19. Write the procedure of cleaning a vacant room.
20. Draw the design of chambermaid's trolley and explain the contents in detail.

21. Write the detailed procedure of making the bed.
22. Explain the evening service of an occupied room.
23. List the dirty dozens in a guest room.
24. Give the detailed procedure of cleaning a guest bath room.
25. Explain the procedure of handling various situations during servicing the room such as -
 - * D N D room
 - * Valuables found in a guestroom
 - * Guest's entry during servicing a room, etc.
26. Write the procedure of replenishing amenities in a guest room-
 - * Ordinary guest room
 - * VIP room
27. Explain the procedure of weekly cleaning a guest room
28. Explain the procedure of spring cleaning a guest room
29. Describe various areas which come under Public Area of a hotel and explain public area cleaning procedure in detail (any two of the following)
 - * Lobby
 - * Reception Counter
 - * Public Area Toilets
 - * Back office
 - * Executive offices
 - * Poolside
 - * Health club
 - * Banquet Halls

- * Coffee shop
- * Bar
- * Restaurants
- * Parking Area
- * Main Entrance Door & area
- * Guest Lifts
- * Guest floor corridors

30. Explain the procedure of weekly or special cleaning in public area
31. List down the safety precautions to be taken while cleaning public area (Dos & Don'ts)
32. Draw a format of public area cleaning schedule in a hotel
33. Prepare a questionnaire for market research related to hospitality industry.
34. Draw a format of a guest feedback form for a hotel
35. Draw a format of 'C' form used in a hotel
36. Draw a format of Guest Registration form used in a hotel
37. Prepare a questionnaire for tourists staying in a hotel (any one)
 - * Business tourist
 - * Family tourist
 - * Group tourist
 - * Foreign tourist
 - * Medical tourist

TOURISM AND HOSPITALITY MANAGEMENT [TA/TB/TC]

ON THE JOB TRAINING

Each student must complete on the job training for the period of minimum 30 days. It is compulsory that each student must undergo a training in tourism or hospitality related institutes , during the course of academic year.

Any of the following tourism or hospitality related institutes can be considered for students **‘On the Job Training’**

- * Event management company
- * Travel Agency
- * Hotels
- * Guest house
- * Airline office
- * Tour operator
- * Restaurant
- * Food and Beverage outlets

Each student has to submit a report on completion of training . The report should be checked and certified by concerned Head of Department at the On the Job Training institute as well as by subject teacher.

Evaluation for On the Job Training should be based on-

1) General information about the institute, type of services given by them, location, clientele, etc.	2 Marks
2) Actual participation of student in various activities & his/her learning abilities. (should be checked by departmental head)	5 Marks
3) Daily diary (noting down each & every important details, for future reference)	3 Marks
	<hr/>
	Total <u>10 Marks</u>

The performance review should be obtained in the prescribed format (given overleaf) by the Institute/School/College from the training organisation.

The daily diary should be maintained and signed by the supervisor periodically.

- Format of Performance Review is given on the next page

TOURISM AND HOSPITALITY MANAGEMENT (TA/TB/TC)

PERFORMANCE REVIEW

Name of the Organisation -

Name of the Trainee -

Period of Training -

Manager/Head of Department's -

Particulars	Superior	Satisfactory	Unsatisfactory
I) ATTENDANCE • Regular • Notified about absentee/ Not notified			
II) APPEARANCE			
III) COURTESY			
IV) ABILITY •Rate of Learning •Initiative •Judgement •Job knowledge •Follows instructions			
V) ATTITUDE TOWARD JOB • Interest •Co-operation • Work habits • Responsibility •Dependability			
VI) JOB PERFORMANCE •Accuracy •Neatness •Productivity •Amount of supervision required			
Manager's Signature- Date: Stamp of the Institute			
Manager's Remarks/Suggestions (if any)			

TOURISM AND HOSPITALITY MANAGEMENT (TA/TB/TC)

INDUSTRIAL VISITS & VISIT REPORTS

Suggested list of industrial visits for Tourism and Hospitality Management-

1. Hotels
2. Restaurants
3. Travel Agencies
4. Railway station
5. Airport
6. Event Management Company
7. Exhibitions
8. Seminar/ Conferences Centres
9. Cultural/ Sports events
10. Music or dance programmes, etc.

* Each student has to prepare a visit Report and submit to the subject teacher. The subject teacher should check each visit report and give marks as follows-

- | | |
|---|-----------------|
| • Purpose of the visit | 1 Mark |
| • Location of the institute | 1 Mark |
| • Information about the organisation,
its main activities & facilities available | 2 Marks |
| • Organisation chart | 2 Marks |
| • Detailed information about services given
or functions performed by the organisation | 2 Marks |
| • Presentation of the report with relevant diagrams
photographs, etc. | <u>2 Marks</u> |
| Total.. | <u>10 Marks</u> |