

WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION
SYLLABUS FOR CLASSES XI AND XII
SECTOR: TRAVEL, TOURISM AND HOSPITALITY
JOB ROLE: CUSTOMER SERVICE EXECUTIVE (MEET AND GREET)

COURSE OVERVIEW:

The **Travel, Tourism and hospitality** is one of the largest service industries in India as well as in the world that includes transportation, accommodation, places of tourist interests, planning of events, etc. And largest foreign exchange earner among provides employment of many people directly and indirectly through many associated service industries. It is a very wide industry; it includes government tourism departments, immigration and custom services, travel agencies, airlines, tour operator, hotels etc. And many associated service industries such as airline catering or laundry services, guides, interpreters, tourism promotion and sales etc.

Amongst several jobs which are available in the travel, tourism and hospitality industry, the “meet and greet officer” job is an important one in hotels and travel companies. A **Customer Service Executive (Meet and Greet)** performs the basic functions related to tour operation at work and prepares for providing meet and greet services to the customers or guests at the terminal or designated places i.e. hotel front office. As the guests arrive, he/ she must extend a warm welcome and greetings to them and provide other services and assistance such as asking for comfort, make travel arrangements, handling guest’s queries and assist them to transfer luggage on arrival and departure. Meet and Greet Officers provide customers all the information regarding their trip and hand over necessary documents as tour itinerary, hotel vouchers, booked tickets and agency manuals etc. to the tourists or guests.

After successfully completing class 9th and 10th students will be able to perform job role of **Customer Service Executive (Meet and Greet)** in travel, tourism and hospitality sector and will also be able to pursue higher level certificate diploma/degree courses in / travel and tourism/Hospitality field.

COURSE OUTCOME: On completion of the course, student should be able to:

- Apply effective oral and written communication skills to interact with people and customers;
- Identify the principal components of a computer system;
- Demonstrate the basic skills of using computer;
- Demonstrate self-management skills;
- Demonstrate the ability to provide a self-analysis in context of entrepreneurial skills and abilities;
- Demonstrate the knowledge of the importance of green skills in meeting the challenges of sustainable development and environment protection;
- Develop vocational knowledge and skills for working in tourism and hospitality sector.

- Enhance organizational skills to work in hospitality establishments and deliver the product and services competently.
- Identify the various components and segments of travel and tourism industry;
- Develop professional skills and competence to deliver greeting services to the customers/guests.
- Demonstrate the procedure of booking for tourist travel and transportation;
- Perform the various functions of travel agency and tour operations;
- Offer meet and greet services to the customers/ guests;
- Perform the best practices of tourism and hospitality services to the guests and maintain standard of service etiquettes.
- Identify and maintain Code of conduct for gender, age and safety issues in tourism and hospitality industry;
- Demonstrate employability skills for the tourism industry.

COURSE STRUCTURE

JOB ROLE: CUSTOMER SERVICE EXECUTIVE (MEET AND GREET) SECTOR: TRAVEL, TOURISM AND HOSPITALITY										
Class	Semester	Contact Hours						Marks		
		Employability Skills	Domain Theory	Domain Practical	Practical Exam/Written Test/ Viva	Project (Practical File/Student Portfolio/ Viva Voce)	Total	Theory		Practical
XI	I	70	45	25	-	-	140	25	Sum of Sem I & Sem II = 50	NIL
	II	40	65	30	10	15	160	25		50
XII	III	70	63	25	-	-	158	25	Sum of Sem III & Sem IV = 50	NIL
	IV	40	60	17	10	15	142	25		50

JOB ROLE: CUSTOMER SERVICE EXECUTIVE (MEET AND GREET)**Class XI [Total Theory Marks 25]****Class XI SEMESTER I TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Tuition Hours	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skill	25	2
2	Unit 2: Self-management Skill	25	2
3	Unit 3: ICT Skill	20	2
	Part B: Vocational Skills	70	
4	Unit 1: Introduction to Tourism and Hospitality Industry	25	6
5	Unit 2: Meeting and Greeting to the customers	45	13
Total		140	25

Class XI SEMESTER II TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 4: Entrepreneurial Skill	25	1	2	3
2	Unit 5: Green Skill	15	1	2	3
	Part B: Vocational Skills	95			
3	Unit 3: Prepare for providing meet and greet services	25	2	3	5
4	Unit 4: Arrange for the guest transfer	25	2	3	5
5	Unit 5: Handle guest queries and complaints	20	1	3	4
6	Unit 6: Communication with customers colleagues	25	1	4	5
	Part C: Practical Work	10			
7	Practical Examination	06			
8	Written Test	01			
9	Viva Voce	03			
	Part D: Project Work/ Field Visit	15			
10	Practical File / Student Portfolio	10			
11	Viva Voce	05			
TOTAL		160	8	17	25

JOB ROLE: CUSTOMER SERVICE EXECUTIVE (MEET AND GREET)**Class XII [Total Theory Marks 25]****Class XII SEMESTER III TOPICS: (MCQ) MARKS: 25 [1 MARK PER QUESTION]**

SL No.	Topic	Tuition Hours	Marks Allotted
	Part A: Employability Skills	70	
1	Unit 1: Communication Skill	25	2
2	Unit 2: Self-management Skill	25	2
3	Unit 3: ICT Skill	20	2
	Part B: Vocational Skills	88	
4	Unit 1: Etiquette and Hospitable Conduct	30	6
5	Unit 2: Gender and Age Sensitive Service Practices	25	6
6	Unit 3: Health and Hygiene	33	7
Total		158	25

Class XII SEMESTER IV TOPICS: [Short Answer Question, Descriptive Question] MARKS: 25

SL No.	Topic & Sub-Topics	Tuition Hours	Short Answer Type Question (8 Marks)	Descriptive Type Question (17 Marks)	Total
	Part A: Employability Skills	40			
1	Unit 3: Entrepreneurial Skill	25	1	2	3
2	Unit 4: Green Skill	15	1	2	3
	Part B: Vocational Skills	77			
3	Unit 4: Safety at Workplace	30	2	5	7
4	Unit 5: Learn a foreign or local language(s) including English	22	2	4	6
5	Unit 6: Customer-centric Services	25	2	4	6
	Part C: Practical Work	10			
6	Practical Examination	06			
7	Written Test	01			
8	Viva Voce	03			
	Part D: Project Work/ Field Visit	15			
9	Practical File / Student Portfolio	10			
10	Viva Voce	05			
Total		142	8	17	25

DETAIL SYLLABUS**CLASS - XI****SEMESTER – I**

Part A: Employability Skills			
Unit 1: Communication Skills-III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 hrs)
1. Demonstrate knowledge of communication	1. Introduction to communication 2. Importance of communication 3. Elements of communication 4. Perspectives in communication 5. Effective communication	1. Role-play on communication process 2. Group exercise on factors affecting perspectives in communication 3. Classroom discussion on 7Cs of effective communication 4. Chart making on elements of communication	03
2. Demonstrate verbal communication	1. Verbal communication 2. Public Speaking	1. Observing and sharing communication styles of friends, teachers and family members and adapting the best practices 2. Role-play of a phone conversation. 3. Group exercise on public speaking	02
3. Demonstrate non-verbal communication	1. Importance of non- verbal communication 2. Types of non-verbal communication 3. Visual communication	1. Role-play on non-verbal communication 2. Group exercise on body language 3. Group activity on methods of communication	02
4. Speak using correct pronunciation	1. Pronunciation basics 2. Speaking properly 3. Phonetics 4. Types of sounds	1. Group activities on practicing pronunciation	01
5. Apply assertive communication style	1. Important communication styles 2. Assertive communication 3. Advantages of assertive communication 4. Practicing assertive communication	1. Group discussion on communication styles 2. Observing and sharing communication styles	03
6. Demonstrate the knowledge of saying No	1. Steps for saying 'No' Connecting words	1. Group discussion on how to respond 2. Group activity on saying 'No'	02
7. Identify and use parts of speech in writing	1. Capitalization 2. Punctuation 3. Basic parts of speech	1. Group activity on identifying parts of speech 2. Writing paragraph with	03

	4. Supporting parts of speech	punctuation marks 3. Group activity on constructing sentences 4. Group activity on identifying parts of speech	
8. Write correct sentences and paragraphs	1. Parts of a sentence 2. Types of object 3. Types of sentences 4. Paragraph	1. Activity on writing sentences 2. Activity on active and passive voice 3. Assignment on types of sentences	02
9. Communicate with people	1. Greetings 2. Introducing self and others	1. Role-play on formal and informal greetings 2. Role-play on introducing someone 3. Practice greetings	02
10. Introduce self to others and write about one self.	1. Talking about self 2. Filling a form	1. Practice self- introduction and filling up forms 2. Practice self- introduction to others	01
11. Develop questioning skill	1. Main types of questions 2. Forming close and open-ended questions	1. Practice framing questions 2. Group activity on framing questions	01
12. Communicate information about family to others	1. Names of relatives 2. Relations	1. Practice talking about family 2. Role-play on relations	01
13. Describe habits and routines	1. Concept of habits and routines	1. Discuss habits and routines 2. Group activity on describing routines	01
14. Ask or give directions to others	1. Asking directions 2. Using landmarks	1. Role-play on asking and giving directions 2. Identifying symbols	01
Unit 2: Self-Management - III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Identify and analyse own strengths and weaknesses	1. Understanding self 2. Techniques for identifying strengths and weaknesses 3. Difference between interests and abilities	1. Activity on writing aims in life 2. Prepare worksheet on interests and abilities	03
2. Demonstrate personal grooming skills	1. Guidelines for dressing and grooming 2. Preparing a personal grooming checklist 3. Techniques of self-exploration	1. Activity on dressing and grooming standards 2. Self-reflection on dressing and grooming	04
3. Maintain personal hygiene	1. Importance of personal hygiene 2. Three steps to personal hygiene 3. Essential steps of hand	1. Role-play on personal hygiene 2. Assignment on personal hygiene	03

	washing		
4. Demonstrate the knowledge of working in a team and participating in group activities	1. Describe the benefits of team work 2. Working in a team	1. Assignment on working in a team 2. Self-reflection on team work	03
5. Develop networking skills	1. Benefits of networking skills 2. Steps to build networking skills	1. Activity on networking 2. Assignment on networking skills	03
6. Describe the meaning and importance of self-motivation	1. Meaning of self- motivation 2. Types of motivation 3. Steps to building self-motivation	1. Activity on staying motivated 2. Assignment on reasons hindering motivation	03
7. Set goals	1. Meaning of goals and purpose of goal-setting 2. Setting SMART goals	1. Assignment on setting goals 2. Activity on developing long-term and short-term goals	03
8. Apply time management strategies and techniques	1. Meaning and importance of time management 2. Steps for effective time management	1. Checklist for making preparation on daily activities 2. Preparing To-do-list	03

Unit 3: Information & Communication Technology - III

Learning Outcome	Theory (08 hrs)	Practical (12 hrs)	Duration (20 hrs)
1. Create a document on word processor	1. Introduction to ICT 2. Advantages of using a word processor. 3. Work with LibreOffice Writer	1. Demonstration and practice of the following: ● Create a new document ● Typing text ● Saving the text ● Open and save file on Microsoft word.	02
2. Identify icons on toolbar	1. Status bar 2. Menu bar 3. Icons on menu bar 4. Multiple ways to perform a function	1. Work with basic user interface of Libre Office writer 2. Work on Microsoft Word	02
3. Save, close, open and print document	1. Save a word document 2. Close 3. Open an existing document Print	1. Perform the functions on Libre Office Writer 2. Perform the functions on Microsoft Word	02
4. Format text in word document	1. Change style and size of text 2. Align text 3. Cut, Copy, Paste 4. Find and replace	1. Perform the functions on Libre Office Writer 2. Perform the functions on Microsoft Word	02
5. Check spelling and grammar in a word document	1. Use of spell checker 2. Autocorrect	1. Perform the functions on Libre Office Writer 2. Perform the functions on Microsoft Word	02
6. Insert lists, tables, pictures, and shapes in a word document	1. Insert bullet list 2. Number list 3. Tables 4. Pictures 5. Shapes	1. Perform the functions on Libre Office Writer	03

7. Insert header, footer and page number in a word document	1. Insert header 2. Insert footer 3. Insert page number 4. Page count	1. Perform the functions on Libre Office Writer 2. Perform the functions on Microsoft Word	03
8. Make changes in a track mode in a word document	1. Tracking option 2. Manage option 3. Compare documents	1. Perform the functions on Libre Office Writer 2. Perform the functions on Microsoft Word	04

Part B: Vocational Skills**Unit 1: Introduction to Tourism and Hospitality Industry**

Learning Outcome	Theory (15 Hrs)	Practical (10 Hrs)	Duration (25 Hrs)
1. Identify the tourism phenomenon and its components	1. Definition of Tourism, Purpose of Travel, 2.. Basic tourism terminologies i.e. – Tourist, Excursionist, Traveller, Visitor, Tourist Origin and Destination, Recreation and Leisure etc.	1. Visit any 2 or 3 tourist places of your city and prepare a report on various types of tourists and their purpose of travel. 2. Prepare a chart showing the picture cutting of different types of tourist traveler and visitors travelling different destinations with different purpose. 3. List the different types of travellers, visitors and Excursionist on a chart paper.	
2. Classify different types and forms of tourism	1. Various types and forms of tourism. 2. Categories of tourism- Domestic International, Internal (Inbound and Outbound Tourism). 3. Types of Tourism-Mass Tourism, Alternative Tourism, Eco Tourism, MICE Tourism, Rural Tourism, Heritage Tourism, Cultural Tourism, Adventure Tourism, Wildlife Tourism, Medical Tourism and Culinary Tourism	1. Prepare a chart showing different types of adventure sports. 2. List the state wise at least 04 major destinations/place of tourist interest and make a report. 3. List the names of 05 National parks and 05 wildlife sanctuaries in India with their location and present one of them. 4. List 10 cultural and historical monuments and their locations in India and explain in detail.	
3. Identify the various components, constituents of Tourism.	1. Basic Components of tourism i.e. Transportation, Accommodation and Locale/Attractions 2. 5 A's (Attraction, Accessibility, Amenities, Accommodation, Activities) of tourism Industry. 3. Primary Constituents and Secondary Constituents.	1. Collect the information's of the major tourism components i.e. Local tourist transportation, attractions and accommodations of nearby your city. 2. Visit any attractive tourist place close to your vicinity, Collect the information's of 5A's.	

4. Enumerate the Tourist attractions of India, Resources and Recent trends of travel and tourism industry	1. Evaluation of Current tourism activities undertaken like: ● Shopping, Souvenirs and entertainments. ● Heritage walks ● Gardens and parks ● Roadside attractions ● Spas ● Amusement parks ● Restaurants ● Art museums ● Castle and forts ● Nature Reserves ● Casinos etc. 2. Brief Introduction of tourist attractions of India: ● Historical Monuments ● Heritage Sites ● Temples, mosques ● tombs, Gurudwaras etc. ● Museums & Art Galleries Indian Music & Dances: ● folk, tribal and classical ● Fair & Festivals etc ● Wild life attractions of India ● Hill stations of India ● National Parks and Wildlife Sanctuaries. ● Biosphere Reserves.	1. Make a project file of state-wise cultural tourism attractions with their pictures (Any 5 States). 2. Visit any museum close to your vicinity, and evaluate the tourism activities offered by the place. 3. Visit a tourist destination in your city and make a collage on various attractions present at the tourist destination. 4. Prepare a Project report on any 5 “Tourist Attractions of your city”. 5. Write name of the classical dances with their state of origin in the boxes of the Pictures. 6. List the name and location of 05 heritage sites of India. 7. List name, area and location of 05 Temples of local place. 8. List the names of popular hill stations of India. 9. Visit a famous hill station or a nature-based tourist destination located nearby you and prepare a report on it. 10. List the name of all the Indian states, their capitals and famous airport located there	
5. Identify the significance of tourism industry in economic development of nation.	1. Current scenario of Tourism industry in India. 2. Significance of travel and tourism in economic and socio-economic development. 3. Environmental significance of tourism.	1. List the tourist inflow and out flow state wise in India.	
6. Identify the needs and importance of various types of accommodation in tourism and hospitality industry	1. Definition of Accommodation and hotel establishment. 2. Primary and Supplementary Accommodation. 3. Types of Primary accommodations such as- ● Hotel- International Hotels, Floating Hotels, Commercial hotels etc. ● Heritage Hotels – Heritage Classic and Heritage Grand	1. Visit the luxury or star category hotels and study comparatively the facilities and services amongst them. (5* Hotel, 4* Hotel & 3* Hotels etc.) 2. Find- out and list the 5 Luxury hotels located at the following tourist destinations in India.	

	● Resorts: Winter resorts, Hill resorts, Seaside Resorts, all-season Resorts etc. 4. Types of Supplementary accommodations such as- Motel, Bed & Breakfast Establishment, Home stays, Carvan and Camping sites, Youth hostel, Forest Lodges, Circuit houses etc. 5. Other types of accommodations i.e. Pension, Inns, Capsule Hotels, Chalets, Time-share etc.		
7. Differentiate between the categories of hotels and their services.	1. Categorizations of Hotels such as: Star categorization, Luxury and budget category hotels. 2. Differentiate between the following: ● Hotel v/s Motel; ● Luxury hotels v/s budget Hotels	1. List the category-wise hotel (at least 5 names of each category) names and their location at different tourist destinations in India, collect the pictures, and prepare a file. Do Comparative study with the hotels located in your city. 2. Prepare a report on various facilities offered by star category hotels. 3. Perform a chart paper activity showing various paper cutting of Hotel, Motel, Luxury Hotel and budget hotel.	
8. Illustrate various types of rooms and guest services in a luxury hotel.	1. Type of rooms i.e. single, double, executive, suites etc. and types of beds i.e. King size, Queen size etc. in a large-scale hotel, facilities inside the room. 2. F& B Services in hotels – F & B restaurant, Types of services, Different types of menus, service and table layouts, Room service etc. 3. Different types of Food Plans viz. European, Continental, Modified American, American and Bermuda etc.	1. Visit and collect the tariff brochures of luxury hotels located in your city and compare the rates and services offered to their guests. 2. Collect and compare Menus of the restaurants near your home.	
9. Demonstrate the functions and services of front office division in a luxury hotel.	1. Front Office Department in a luxury hotel. 2. Sections of front office in a luxury hotel and their functions - Reservation, Reception, Registration, Bell desk, Lobby area, Concierge (information desk), Front office cashier,	1. Visit a hotel nearby and demonstrate the front office functions. 2. Demonstrate and perform all the functions of concierge of the hotels and handle the guest transfer. Write steps to perform the duties.	

	telephone operator, Business centre, Parking area, lift attendant. 3. Information of hotel rooms status: Occupied, vacant and ready, vacant but not ready etc. 4. Procedures for booking hotel rooms. 5. Duties and responsibilities of front office assistance i.e. check-in and checkout procedures etc.		
10. Identify the role of travel desk and its functions	1. Functions of Travel Desk at the hotel- travel assistance, ticket bookings, local sightseeing arrangements and other travel related services to the guests. Meet and Greet to a Tourist at the Airport/Railway/Bus Station 2. Personality Traits of Front Office Staff of any Hotel or Travel Company	1. Role play on the Meet and Greet services offer to the foreign tourist group at the airport by the representative. 2. Visit a hotel or a travel company front office in your city and demonstrate the meet and greet services performed by the desk.	

Unit 2: Meeting and Greeting to the customers			
Learning Outcome	Theory (30 Hrs)	Practical (15 Hrs)	Duration (45 Hrs)
1. Understand meet and Greet Services for customers/ guests on arrival.	1. Meaning of Meet and greet service. 2. Meeting customers in professional manners as per the company's policies: a) Airport Meet & Greet Services b) Procedures of meet and greet services c) Job area for meet and greet officer in tourism and hospitality industry: a) At Airport b) At Railway Station/Bus Terminals c) At Travel Agency d) At Hotels 3. Attending the customers and management of customers. a) Procedure of greetings to the guests' and check-in at the hotel. b) Procedure of meet and greet a customer/guest or tourist.	1. Demonstrate the Procedure of meet and greet a customer/guest or tourist. 2. Perform a role play activity for Customer pick and drop and special requirements if any.	

	c) Greeting customers effectively 4. Importance of Clear concise communication with customers, need anticipation of customers and their fulfillment. 5. Importance of providing Meet and greet service (Arrival, Departure and Transit/Transfer).		
2. Describe the Importance of establishing communication and rapport with customers.	1. Use of soft skills during communication with customers. 2. Role of body language and gestures in customer communication. 3. Promptness in customer service and role in repeat business. 4. Record keeping of customer related documents and following of SOP's in customer management and positive relationships with customers.	1. Perform a role play activity for using soft skills during communication with customers 2. Visit any hotel or hospitality organization of your nearby area and discuss the point with the front office manager to get knowledge about: A) Body language during the guest attending. B) Anticipating the customer needs	

CLASS - XI
SEMESTER – II

Part A: Employability Skills			
Unit 4: Entrepreneurship Development - III			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 hrs)
1. Differentiate between different kinds of businesses	1. Introduction to entrepreneurship 2. Types of business activities	1. Role-play on different kinds of businesses	03
2. Describe the significance of entrepreneurial values	1. Meaning of value 2. Values of an Entrepreneur 3. Case study on qualities of an entrepreneur	1. Role-play on qualities of an entrepreneur	03
3. Demonstrate the attitudinal changes required to become an entrepreneur	1. General and entrepreneurial attitudes 2. Difference between entrepreneur and employee	1. Interviewing employees and entrepreneurs	03
4. Develop thinking skills like an entrepreneur	1. Problems of entrepreneurs 2. Problem solving 3. Ways to think like an entrepreneur	1. Group activity on identifying and solving problems	04
5. Generate business ideas	1. The business cycle 2. Principles of idea creation 3. Generating a business idea 4. Case studies	1. Group activity to create business ideas	04
6. Describe customer needs and the importance of conducting customer survey	1. Understanding customer needs 2. Customer survey 3. Knowing competitors for understanding supply	1. Conducting a customer survey	04
7. Create business plan	1. Importance of planning 2. Preparing a business plan 3. Principles to follow for growing a business 4. Case studies	1. Activity on pitching a business plan	04
Unit 5: Green Skills - III			
Learning Outcome	Theory (07 hrs)	Practical (08 hrs)	Duration (15 hrs)
1. Describe importance of main sector of green economy	1. Meaning of ecosystem, food chain and sustainable development 2. Main sectors of green economy - E-waste management, green transportation, renewal energy, green construction, water management, etc.	1. Discussion on sectors of green economy 2. Preparing posters on various sectors for promoting green economy	06
2. Describe the main	1. Policies for a green economy	1. Discussion on Initiatives for	03

recommendations of policies for green economy		promoting green economy	
3. Describe the major green sectors/areas and the role of various stakeholders in green economy	1. Stakeholders in green economy	1. Group discussion on the role of stakeholders in green economy	03
4. Identify the role of government and private agencies in green economy	1. Role of the Government in promoting green economy 2. Role of private agencies in promoting green economy	1. Discussion on role of Government and Private Agencies in promoting green economy	03

Part B: Vocational Skills**Unit 3: Prepare for providing meet and greet services**

Learning Outcome	Theory (15 Hrs)	Practical (10 Hrs)	Duration (25 Hrs)
1. Understand the meeting and greeting to the customer and service providing	1. Importance of Travel Booking	Visit any tour operator agency of your nearby area or city and note down the procedure of travel booking.	
2. Preparing for meeting customers	1. Importance of checking duties as per duty roaster. 2. Protocol for special types of customers and their special needs. 3. Document required for travelling and hotel booking and confirmation. 4. Vehicle Availability, Information, Booking and scheduling. 5. Special requirements of customers on arrival and simple communication during the process.	Visit any tour operator agency of your nearby area and note down the important point of meeting and greeting to the customer and discuss about A) Vehicle availability and confirmation B) Hotel Booking C) Possible communication in their language and assistance	
3. Appreciate the importance of communication, tourist documents and accessories.	1. Communication with customers and asking for requirements. 2. Documents and accessories required for tourists for example, Tour guide information, travel details, map of the local area and mobile batteries.	Plan an activity to visit any tourist office of your nearby area and discuss with any trained tourist guide, how they communicate with the different types of customers in their language.	
4. Understand the duties and follow the SOPs	1. Meeting and greeting to customers, receiving complaints and reporting to senior. 2. Preparations and follow	1. Visit tourist office of your nearby area and note down the duties and responsibilities of train tourist guide or meet and greet officer.	

	of checklist or SOP's during guest receiving and receiving complaints.		
Unit 4: Arrange for the guest transfers			
Learning Outcome	Theory (15 Hrs)	Practical (10 Hrs)	Duration (25Hrs)
1. Understand the importance of managing transfer of customers between arrival and departure point.	1. Customer Assistance in baggage transfer from destination to hotel and collection of journey details. 2. Communication to customers regarding booking, ticket and other permissions. 3. Communication to customer regarding problem, solution and reporting to customer. 4. Follow of SOP's regarding baggage upkeep.	1. Demonstrate the Procedure of meet and greet a customer/guest or tourist. 2. Visit any hotel or hospitality organization of your nearby area or airport and collect the knowledge about: 1) Loading and unloading a baggage. 2) Communication with the customers.	
2. Enumerate the 10 Practical Importance of Understanding customer check - in and checkout	1. Assistance to the customer in Check-In and Check-out and documentation required. 2. Making available accommodation to the customer or arranging alternate accommodation. 3. Follow SOP's and building the image.	1. Perform a chart paper activity showing the SOP's of Check-In and Check-out and booking schedule	
Unit 5: Handle guest queries and complaints			
Learning Outcome	Theory (15 Hrs)	Practical (5 Hrs)	Duration (20Hrs)
1. Discuss the Importance of addressing the customer queries	1. Providence of information about emergency services like doctor, chemist and police and other tourist related information. 2. Listening customer complaints and giving suitable solutions as per the company's policies.	1. Visit to any hotel or Hospitality organization and meet the front office assistant and get the knowledge how they deliver the emergency services information to the customers.	
2. Understand the complaints and resolve the customer problems.	1. Identification, investigation of problem. 2. Discussion and apology for problem. 3. Suggesting the best option of problem. 4. Customer satisfaction, repeat business and keeping the promises.	1. Prepare a chart paper activity showing the origin of complaint in guest dealings and presenting the best solutions.	
Unit 6: Communication with customers and colleagues			
Learning Outcome	Theory (20 Hrs)	Practical (5 Hrs)	Duration (25 Hrs)

1. Describe the importance of communication (Upward communication).	1. Instruction and job orders. 2. Work target, output and performance. 3. Reports, delay, complaint, repair and AMC schedule. 4. Feedback on work standard and work schedule.	1. As part of your study, visit any hotel in your nearby area and note down how Supervisor communicates with their junior for work completion and note down following points.	
2. Describe the importance of communication (horizontal communication).	1. Importance of work behaviour in hotel organization. 2. Work flow and productivity. 3. Communication with colleagues, sharing, and assistance and conflict. 4. Etiquette and behaviour’. 5. Division of work. 6. Multitasking and individual goal setting. 7. Cooperation and coordination, communication with colleague and avoiding error.	1. Visit a hotel near you and study the Etiquette and behaviour’ of hotel staff.	
3. Explain the importance of communication with customer	1. Product knowledge and anticipation of customer needs. Briefing the customer about products 2. Etiquette and manners while talking to the customer. 3. Two-way communication, importance of gender and culture in communication. 4. Satisfaction and dissatisfaction of customer. 5. Importance of body language, dress code. 6. Importance of maintaining positive behavior in communication.	1. As part of your study, visit any hotel in your nearby area and note down how Supervisor/ manager keep good product knowledge.	
4. Describe interruption and negativity in communication	1. Communication problems and complaints. 2. Importance of reports and feedback. 3. Points to be considered for communication at work as “meet and greet officer” 4. Develop good rapport with customer for product promotion and feedback	1. As part of your study, visit any hotel in your nearby area and note down how supervisor manager listens and solve problems. 2. Plan an activity to know about problems in hospitality organization and collect feedback from guests and employees.	

DETAIL SYLLABUS**CLASS - XII****SEMESTER – III**

Part A: Employability Skill			
Unit 1: Communication Skills – IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Describe the steps to active listening skills	1. Active listening - listening skill, stages of active listening 2. Overcoming barriers to active listening	1. Demonstration of the factors affecting active listening 2. Preparing posters of steps for active listening 3. Role-play on negative effects of not listening	10
2. Identify the parts of speech	1. Parts of speech – using capitals, punctuation, basic parts of speech, supporting parts of speech	1. Group practice on identifying parts of speech 2. Group practice on constructing sentences	10
3. Write sentences	1. Writing skills to the following: ● Simple sentence ● Complex sentence ● Types of object 2. Types of sentences - Active and Passive sentences - Statement/ Declarative sentence - Question/ Interrogative sentence - Emotion/ Reaction or - Exclamatory sentence - Order or Imperative sentence 3. Paragraph	1. Group work on writing sentences and paragraphs 2. Practice on writing sentences in active or passive voice 3. Writing different types of sentences	5
Unit 2: Self-management Skills –IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Describe the various factors influencing motivation and positive attitude	1. Motivation and positive attitude 2. Intrinsic and extrinsic motivation 3. Positive attitude – ways to maintain positive attitude 4. Stress and stress management - ways to manage stress	1. Role-play on avoiding stressful situations 2. Activity on self-reflection	10
2. Describe how to become result oriented	1. How to become result oriented? 2. Goal setting – examples of result- oriented goals	1. Pair and share activity on aim in life	05

3. Describe the importance of self-awareness and the basic personality traits, types and disorders	1. Steps towards self-awareness 2. Personality and basic personality traits 3. Common personality disorders ● Suspicious ● Emotional and impulsive ● Anxious 4. Steps to overcome personality disorders	1. Group discussion on self-awareness	10
Unit 3: Information & Communication Technology Skills - IV			
Learning Outcome	Theory (06 hrs)	Practical (14 hrs)	Duration (20 Hrs)
1. Identify the components of a spreadsheet application	1. Introduction to spreadsheet application - types of spreadsheets, creating a new worksheet, components of a worksheet.	1. Group practice on working with LibreOffice	02
2. Perform basic operations in spreadsheet	1. Opening work book and entering data types of data, steps to enter data, editing and deleting data in a cell 2. Selecting multiple cells 3. Saving the spreadsheet in various formats 4. Closing the spreadsheet 5. Opening the spreadsheet. 6. Printing the spreadsheet	1. Group practice on working with data on LibreOffice Calc	03
3. Demonstrate the knowledge of working with data and formatting text	1. Using spreadsheet for addition – adding value directly, adding by using cell address, using mouse to select values in a formula, using sum function, copying and moving formula 2. Need to format cell and content 3. Changing text style and font size 4. Align text in a cell 5. Highlight text	1. Group practice on formatting spreadsheet in Libre Office	02
4. Demonstrate the knowledge of using advanced features in spreadsheet	1. Sorting data 2. Filtering data 3. Protecting spreadsheet with password	1. Group practice on sorting data in Libre Office Calc	03

5. Identify the software used for making slide and open, close, save and print a presentation using the software	1. Available software presentation 2. Steps to start Libre Office Impress 3. Adding text to a presentation 4. Opening, Closing, Saving and Printing a presentation steps to save a presentation, steps to close a presentation, steps to open a presentation, steps to save a presentation	1. Group practice on working with Libre Office Impress tools 2. Group practice on creating presentation in Libre Office Impress	03
6. Demonstrate the operations related to slides and texts in the presentation	1. Working with slides and text in a presentation adding slides to a presentation, deleting slides, Adding and Formatting text, Highlighting text, Aligning text, changing text colour	1. Group practice on working with font styles and types in Libre Office Impress	04
7. Demonstrate the use of advance features in presentation	1. Advance features used in presentation 2. Inserting shapes in presentation 3. Inserting clipart and images in presentation 4. Changing slide layout	1. Group practice on working with slides in Libre Office Impress	03

Part B: Vocational Skills

Unit 1: Etiquette and Hospitable Conduct

Learning Outcome	Theory (20 Hrs)	Practical (10 Hrs)	Duration (30 Hrs)
1. Understand the Meaning, Components and Goal of Hospitality	1. Hospitality 2. Need of Hospitable Conduct and hospitable conduct 3. Goal of Hospitality 4. Components of Hospitality 5. Guest as a Customer 6. Customer Centricity 7. Role of Food and Beverage Service in a hospitable conduct.	1. Visit a hotel in your vicinity, discuss with the staff and prepare a report on Types of Customer. 2. Draw a chart showing role of Food and Beverage staff in Hospitable Conduct.	20 Hrs Theory + 10 Hrs Practical

2. Describe the Importance of Behavioral, Personal and Hospitality Etiquette.	1. Define, need and necessities of Etiquettes and Manners 2. Telephone Etiquettes, Language, Positive Body Language and good hospitable Dressing and Uniform sense 3. Precautions to be taken while Dealing with the Guest.	1. Visit any Food and Beverage Service outlet, and see how trained F& B Personnel deal with the guest and note down the following points: ● Dress code of F&B Personal ● Etiquette followed during communication. ● Uses of magic word to create good relationship with the guests. 2. Prepare a chart showing/paste the picture on a plain paper showing different parts of the uniform use by F&B Personnel.	
3. Learn high degree professional communication and respect for professional dealing.	1. Importance of Formalities 2. Use of Proper Language and politeness in customer dealing 3. Customer Grievances and complaints 4. Customer Assistance with special needs 5. Special Attention Guest.	1. Visit any hotel in your area and observe how the staff follows Proper Language and Politeness in Customer Dealing. 2. Visit a 3-star Hotel to understand the system of Guest complaint handling procedure	
4. Provide Insight to Customer Satisfaction and loyalty.	1. How to Measure Customer satisfaction 2. Customer Contribution to the Brand Value	1. Visit any call center to learn about the communication with different customers and how feedback is collected from the customer and satisfaction evaluated. 2. Visit any consumer usable item showroom and observe the customer how they demand any items by name and collect the view about the particular item brand value.	
Unit 2: Gender and Age Sensitive Service Practices			
Learning Outcome	Theory (20 Hrs)	Practical (05 Hrs)	Duration (25 Hrs)

1. Describe facilities and services available for females at workplace.	1. Women’s rights and respect at workplace. 2. Company’s policies to prevent sexual harassment. 3. Facilities available at work for female colleagues such as transport, night drop, night shifts, reporting abuse, maternity leaves and other grievances. 4. Facilities related to female traveler safety and security. 5. Procedure for handling guest during terrorist attack	1. Visit a hotel near you and study the policies & procedures the hotel follows to prevent sexual harassment. 2. Prepare a flow chart depicting handling procedure of a drunk guest	20 Hrs Theory + 10 Hrs Practical
2. Narrate different age and gender specific customer services.	1. Quality of service and facilities for each age and gender. 2. Customer unique need and wants. 3. Recreational facilities for children tourist. 4. Education of parents and attendants of senior citizens for procedure for handling emergency situations. 5. Importance and need of medical facility and doctor	1. Visit a nearby hotel and in a tabular format note down the various facilities available in the hotel for each gender. 2. Give suggestion for various recreational activities that could be arranged for children tourists in a hotel.	
3. Explain the importance of following standard etiquette with women at workplace.	1. Equality of work for women at workplace. 2. Motivating women at workplace to utilize their skills such as involvement in decision making process. 3. Avoid specific discrimination and give women their due respect. 4. Behavioural etiquettes while dealing with female colleagues and guests.	1. Visit a hotel in your area and observe the various standard etiquette practices followed while dealing with females. On the basis of your observation prepare a report on “Standard etiquette while dealing with women colleagues and guests”	
Unit 3: Health and Hygiene			
Learning Outcome	Theory (23 Hrs)	Practical (10 Hrs)	Duration (33 Hrs)

1. Ensure cleanliness around workplace.	1. Regular cleaning of work area. 2. Handling waste waste/trash can. 3. Handling pest control activities at work place. 4. Maintenance of cleanliness and maintenance of records. 5. Proper ventilation of area. 6. Regular maintenance of air conditioner and other mechanical system. 7. Importance of lighting in an area 8. Cleaning of food storage, prepared displayed and serving area 9. Standard Operating Procedure for: ● Safe and clean handling and disposal of linen and laundry area ● Safe and clean handling of storage area ● Safe and clean handling of accommodation area ● Safe and clean handling of public area ● Safe and clean handling of garbage area 10. Importance of identification and reporting of poor organizational practices. 11. Importance of food sanitation and cross contamination of food and precaution during the food production and food service 12. Importance of ensuring adequate supply of cleaning consumables.	1. Demonstrate regular cleaning activities performed at workplace. 2. Demonstrate handling waste in trash can. 3. Demonstrate handling pest control activities. Demonstrate Safe and clean handling of storage area	20 Hrs Theory + 10 Hrs Practical
2. Gain insights into personal hygiene practices.	1. Regular hand washing procedure. 2. Thumb rule for regular personal hygiene. 3. Maintain personal hygiene, grooming, dental care,	1. Demonstrate hand washing Procedure. 2. Demonstration on Personal and dental hygiene.	
3. Enumerate the importance of taking precautionary health measures.	1. Importance of reporting personal health issues. 2. Thumb rule for taking precautionary health measures.	1. Prepare a flow chart for taking precautionary health measures.	

DETAIL SYLLABUS**CLASS - XII****SEMESTER – IV**

Part A: Employability Skill			
Unit 4: Entrepreneurial Skills – IV			
Learning Outcome	Theory (10 hrs)	Practical (15 hrs)	Duration (25 Hrs)
1. Describe the concept of entrepreneurship and the types and role and functions entrepreneur	1. Entrepreneurship and entrepreneur 2. Characteristics of entrepreneurship 3. Entrepreneurship-art and science 4. Qualities of a successful entrepreneur 5. Types of entrepreneurs 6. Roles and functions of an entrepreneur 7. What motivates an entrepreneur 8. Identifying opportunities and risk taking 9. Startups	1. Group discussion on the topic 'An entrepreneur is not born but created'	10
2. Identify the Barriers to entrepreneurship	1. Barriers to entrepreneurship 2. Environmental barriers 3. No or faulty business plan 4. Personal barriers	1. Fishbowl of fears- group discussion about what we fear about entrepreneurship	5
3. Demonstrate the entrepreneurial attitude and competencies	1. Entrepreneurial attitude 2. Entrepreneurial competencies 3. Decisiveness, 4. Initiative 5. Interpersonal skills- positive attitude, stress management 6. Perseverance 7. Organizational Skills- time management, goal setting, efficiency, managing quality	1. Group discussion on business ideas 2. Group practice on best out of waste 3. Group discussion on the topic of let's grow together 4. Group practice on snowball fight 5. Activity on rating friend and self for entrepreneurial qualities	10
Unit 5: Green Skills – IV			
Learning Outcome	Theory (05 hrs)	Practical (10 hrs)	Duration (15 Hrs)
1. Identify the benefits of the green jobs	1. Green jobs 2. Benefits of green jobs 3. Green jobs in different sectors: ● Agriculture ● Transportation ● Water conservation ● Solar and wind energy ● Eco-tourism ● Building and construction ● Solid waste management ● Appropriate technology	1. Group discussion on the importance of green job.	8

2. State the importance of green jobs	1. Importance of green jobs in ● Limiting greenhouse gas emissions ● Minimizing waste and pollution ● Protecting and restoring ecosystems ● Adapting to the effects of climate change	1. Preparing posters on green jobs.	7
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Part B: Vocational Skills**Unit 4: Safety at Workplace**

Learning Outcome	Theory (23 Hrs)	Practical (07 Hrs)	Duration (30 Hrs)
1. Appreciate the precautions to be taken to avoid F&B department hazards	1. Assessing F&B workplace Hazards 2. Minimization of food service place hazards. 3. Important of Work hazards and their preventive measures 4. Hazard analysis, Safety work procedures.	1. Demonstrate various preventive measures of Service area hazards normally followed in hotels. 2. Demonstrate safety work procedures with example.	23 Hrs Theory + 07 Hrs Practical
2. Comprehend the Standard Safety Procedure near service area.	1. Hotel evacuation procedures for fire, bomb threats, and mass destruction. 2. Knowledge of storage Area: ● Storage area Inspection checklist ● Handling, Storage & Stacking of F&B service Material. ● Safe Lifting Techniques in Banquets. ● Storage of acids & chemicals ● Labeling and Warning Signs Used for Chemical Storage. 3. Safety techniques for Handling, lifting and moving furniture and fixtures in Restaurants and in food service area. 4. Standard Safety Procedure for Handling Electrical tools. 5. Standard Safety Procedure for Handling floors 6. Standard Safety Procedure for handling sharp Tools.	1. Demonstrate the use of Fire extinguishers. 2. Identify the equipment's while doing hazardous work. 3. Demonstrate handling Electric and sharp tools.	

3. Use First aid and personal protective equipment's while doing hazardous work.	1. First aid kits in the work place. 2. Documentation of first aid treatments. 3. Handling of Personal Protective Equipment's 4. Safety use of P.P.E for specific task on service area and display safety signs where necessary.	1. Prepare a first aid Box for your class room. 2. Make a Chart of Safety signs. 3. Demonstrate safety use of P.P.E for specific task on work area 4. Demonstrate handling of Personal Protective Equipment's	
4. Achieve Safety Standards.	1. Safety measures undertaken while inspection. 2. List the safety procedure/ safety standards. 3. Ensuring zero accident at Food and Beverage service area.	1. Discuss and demonstrate safety standard. 2. Demonstrate some important safety procedures/ safety standards followed in a hotel	

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

Learning Outcome	Theory (17 Hrs)	Practical (05 Hrs)	Duration (22 Hrs)
1. Use language in effective communication	1. Role of English in hospitality industry 2. Role of foreign language in hospitality industry 3. Development of short communication sentences. 4. Communication with colleagues. 5. Listening and understanding the foreign language words.	1. Make a chart for common vocabulary used in restaurant. 2. Make a chart for common sentences used when customers arrive at restaurant.	17 Hrs Theory + 05 Hrs Practical
2. Demonstrate clear and concise communication	1. Speaking without hesitation and fear of being incorrect. 2. Sharing and solving of complaints. 3. Vocabulary and expressions. 4. Language proficiency to working knowledge' level.	1. Formation of small sentences without hesitation 2. Development of confidence and communication	

Unit 6: Customer-centric Services

Learning Outcome	Theory (20 Hrs)	Practical (05 Hrs)	Duration (25Hrs)
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1. Dealing with customer and assessment of quality of service	1. Definition, type of customer and customer profile. 2. Customer interaction and feedback. 3. Target customer and their needs. 4. Customer relation and complaints. 5. Customer views, reviews on product and services and expectations. 6. Use of customer feedback, complaints & rating for improvements. 7. Customer behaviour, loyalty and dealing with customer without disturbing his privacy.	1. Draw a Guest comment card/ form of a small size restaurant. 2. Prepare a chart showing various customers who come to hospitality organization to avail product and services	20 Hrs Theory + 05 Hrs Practical
2. Working towards the achievement of customer satisfaction.	1. Providing honesty and transparency to customer while dealing. 2. Treating customer with due respect and fairly. 3. Implementation of market strategy for market development. 4. Making and enhancement of brand value.	1. Prepare a list of the basic human needs. 2. On a chart paper note down the attributes of a good service personnel.	
3. Fulfilling the customer needs and requirements	1. Customer needs wants, expectations and their fulfilments. 2. Introduction of new product and service and customer satisfaction. 3. Feedback cycle and dealing with the negative feedback. 4. Customer retention and offer promotion to improve customer satisfaction.	1. Draw a flowchart of need and supply. 2. Visit any food service outlet to learn about how to deal with the guest having negative mood.	

ORGANISATION OF FIELD VISITS

In a year, at least 3 field visits/educational tours should be organized for the students to expose them to the activities in the workplace.

Visit a Luxury hotel, travel agency and airport and observe the following: Location, Site, Functioning departments, Office building, Store, Documents and Travel Manuals, Office files, Reservation sheets/ Register for hotel guests etc. During the visit, students should obtain the following information from the Travel, tourism and hospitality professionals or expert from the organizations:

1. Hotel and Tour Company's profile.
2. Travel, Tourism and hospitality services of agency or hotel
3. Types of rooms available in the hotels
4. Organizational structure of travel agency and hotel visited

5. Code of conduct and guest handling practices.
6. Recognitions and approval for standardization from Government or any other authority
7. Agency manuals and travel documents
8. Booking status of the hotel
9. Marketing and Sale procedure
10. Travel agency and hotel brochures for tariffs and packages
11. Manpower engaged (male/ female/ disables or children if any) in the hotel/travel agency
12. Tourist inflow/outlaw status
13. Type of rooms available and average occupancy in the hotel
14. VIPs visit information
15. Feedback from customers
16. Total expenditure of the company
17. Total annual income
18. Profit/Loss (Annual)
19. Any other information