ISC

INDIAN SCHOOL CERTIFICATE EXAMINATION

YEAR 2028



HOSPITALITY MANAGEMENT (880)

Developed by:
Research, Development and Curriculum Division (RDCD)
CISCE

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Council for the Indian School Certificate Examinations (CISCE)

MISSION STATEMENT

The Council for the Indian School Certificate Examinations is committed to serving the nation's children, through high quality educational endeavours, empowering them to contribute towards a humane, just and pluralistic society, promoting introspective living, by creating exciting learning opportunities, with a commitment to excellence.

ETHOS OF CISCE

- Trust and fair play.
- Minimum monitoring.
- Allowing schools to evolve their own niche.
- Catering to the needs of the children.
- Giving freedom to experiment with new ideas and practices.
- Diversity and plurality - the basic strength for evolution of ideas.
- Schools to motivate pupils towards the cultivation of:
  Excellence - The Indian and Global experience.
  Values - Spiritual and cultural - to be the bedrock of the educational experience.
- Schools to have an 'Indian Ethos', strong roots in the national psyche and be sensitive to national aspirations.

CLASS XII

*There will be **two** papers in the subject:*

***Paper I:** Theory - 3 hours…70 marks*

***Paper II**: Practical Work- ... 30 marks*

Practical: 3 hours… 20 marks

Project Work….7 marks

Practical File…3 marks

PAPER I (THEORY) : 70 MARKS

1. Managerial Skills in Hospitality

A brief understanding of conceptual skills (planning and organising), interpersonal skills (communication and rapport building), operational/technical skills (knowledge) and leadership skills in relation to Hospitality - using appropriate hospitality phrases and language skills.

2. Hospitality: reach, growth and emerging trends

Increase in Tourism over the last few years, Current issues/emerging trends in hospitality.

Tourism Statistics from domestic and international travel to show where and how tourism has increased over the last few years.

Trends, technology (e.g. hospitality technology for energy conservation, cloud-based services, instant check-in and check-out), guest experiences, sustainability, security, use of social media.

3. Customer care in Hospitality

Meaning and importance of customer care in the Hospitality industry.

General definitions and examples of customer satisfaction (meeting customer expectations), customer delight (the 'wow' factor – surpassing customer expectations and providing a pleasant experience which is unexpected).

4. Classification of Hotels

Criteria for classification of Hotels.

Different criteria for classification with explanations and examples - classifications from regulatory bodies by the Ministry of Tourism, Government of India and one international body United Nations World Tourism Organization (UNWTO).

5. Operational Areas of Hotels

Food Production, Food and Beverage service, Front Office, Accommodation Operations.

Food Production - Basic inputs on stocks, soups and sauces (theory only and demo through videos) – these form the basics of different cuisines, allergens, nutritional values – their importance and how to calculate them using a simple software), menu planning and food cost; importance of safety and hygiene.

Food and Beverage service- Types of meals, various meal periods (breakfast, lunch, high tea, supper, dinner) – timing and type of food served (with respect to the Indian scenario) menus and covers (Hors d'oeuvre varies, Parathas, Indian curries, Soups like Minestrone, Roast meat like chicken, Fruits and nuts (Dessert), different types of service, welcoming and seating guests (concept of meet, greet, seat), discussion of standard operating procedures (SOPs) : Greeting upon arrival, Restaurant Service Sequence, Table setups, Handling guest complaints, Mise en place.

Front Office - Guest cycle, introduction to the property management systems and their uses (relationship between different departments).

Accommodation Operations - Attributes of AO personnel, planning and control desk, classification of guest rooms, public area cleaning and maintenance (e.g. common to in-house and non-resident guests), decor (including four different types of flower arrangements), appropriate wall and floor coverings for guest rooms and public areas.

PAPER II (PRACTICAL) : 20 MARKS

Candidates will be expected to complete the practical work listed below and maintain a **File** for the same.

List of Practical Work to be done throughout the year:

(i) Food Production – knife skills, cuts of vegetables (classical cuts like Julienne, Jardiniere, Macedoine, Chiffonade), nutritional knowledge and calculation of nutritional values, menu planning and food cost, pre-preparation of food such as cold cooking, salads, *chaats*, sandwiches, induction cooking.

(ii) Food and Beverage Service – service sequence, restaurant mise-en-place, table layout sequence for different meals (breakfast, lunch and dinner), table layouts sequence setup of major meals (breakfast lunch and dinner), service conventions (do's and don'ts during the service) and standard operating procedures (Greeting upon arrival, Restaurant Service Sequence, Table Setup, Handling Guest complaint) and phrases used related to the F & B Department of the hotel, at various times.

The Practical Work will be evaluated by a Visiting Examiner appointed locally and approved by CISCE.

Distribution of Marks:

Cuts of Vegetables	4 Marks
Cold Cooking	8 Marks
Table Layout	8 Marks
TOTAL	**20 MARKS**

The practical examination will be of 3 hours duration. Practical examination will consist of questions based on the following:

1. **Cuts of Vegetables:**

   Candidates will be required to display any two cuts of vegetables (Julienne, Jardiniere, Macedoine, Chiffonade) and list their uses.

2. **Cold Cooking:**

   Candidates will be required to prepare a salad/ chaat/ sandwich for a given number of people and display the same with proper presentation (garnish and plating).

   They will also be required to list down the ingredients used (based on the standard recipe) with correct quantities.

3. Table Layout

Candidates will be required to prepare a table layout for two people for an à la carte/table d'hôte restaurant for an Indian meal. The layout will need to be according to the occasion specified. Candidates will be required to display the following:

- the correct placement of cutlery, glassware, crockery;
- napkin folding, specially keeping in mind the occasion (rose napkin fold, heart napkin fold, pocket fold), colours of the napkins used (according to occasion).

They will also be required to draw and label the table layout prepared.

PROJECT WORK AND PRACTICAL FILE (10 Marks)

Project Work – 7 Marks

The candidate is to creatively execute **ONE** project/assignment on any aspect of Hospitality Management. Teachers may assign or students may choose any **one** project of their choice.

The project work is to be assessed by a Visiting Examiner appointed locally and approved by CISCE.

Practical File – 3 Marks

The Visiting Examiner is required to assess candidates on the basis of the Practical file maintained by them during the academic year.

NOTE: No question paper for Project Work will be set by CISCE.