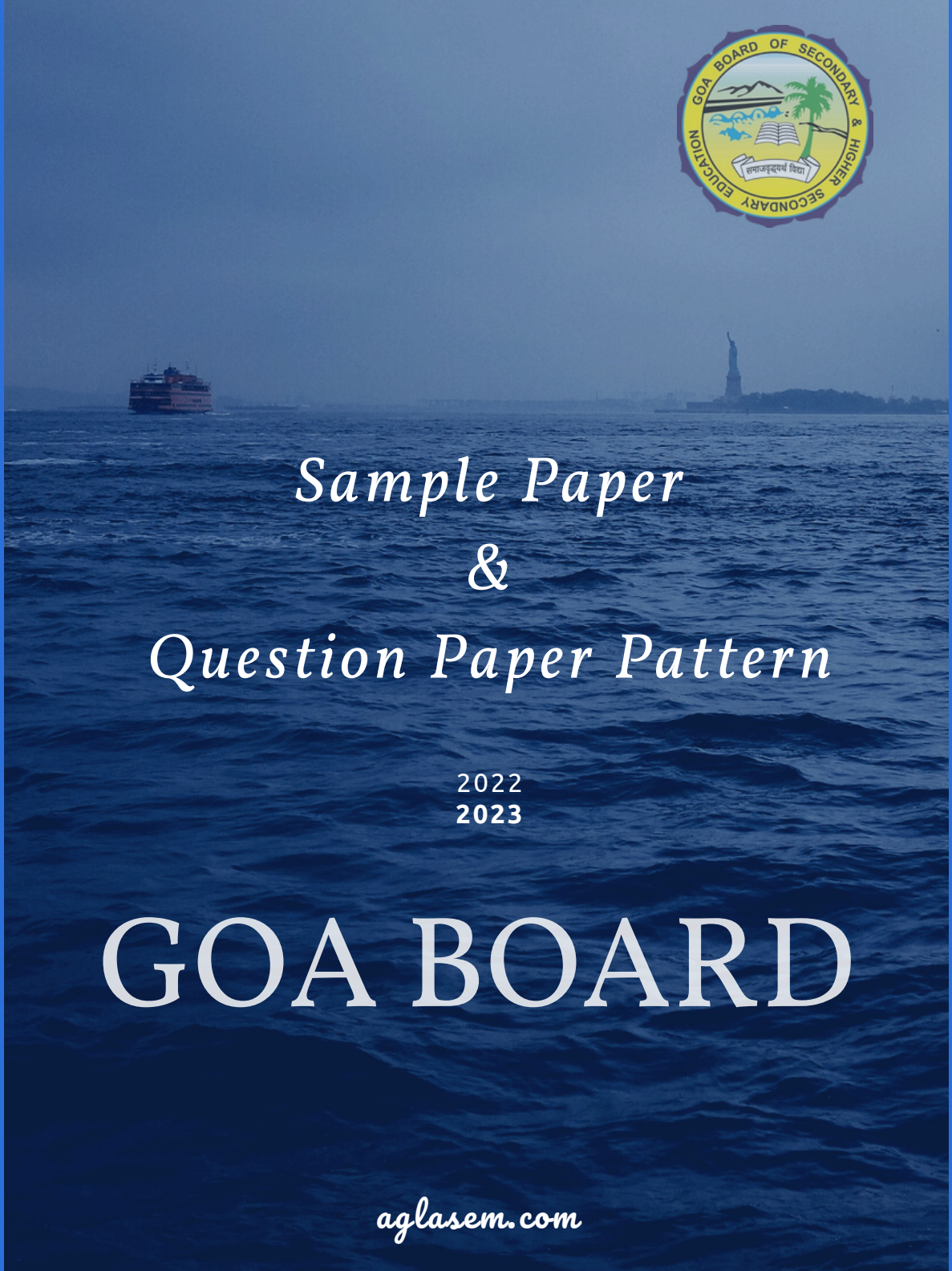


Sample Paper
&
Question Paper Pattern

2022
2023

GOA BOARD

aglasem.com

EVALUATION SCHEME FOR ACADEMIC YEAR 2022-2023

XII VOCATIONAL: TOURISM AND TRAVEL TECHNIQUES

EVALUATION SCHEME FOR THEORY

INTERNAL ASSESSMENT

1. 2 PERIODIC TEST IN THE FIRST TERM OF 20 MARKS EACH

2. 1 PERIODIC INNOVATIVE TEST IN THE SECOND TERM OF 20 MARKS

3. TOTAL 3 PERIODIC TEST 20+20+20=60marks/6=10 marks- Internal Weightage

EXTERNAL ASSESSMENT

1. FIRST TERM BOARD EXAM-20 MARKS

2. SECOND TERM BOARD EXAM-20 MARKS

TOTAL= INTERNAL:10+EXTERNAL : 20+20= 50 MARKS

PRACTICALS-100 MARKS REMAINS UNCHANGED

TOTAL= THEORY 50 MARKS AND PRACTICALS 100 MARKS =150MARKS

docs.aglasem.com

aglasem.com

TERM -WISE DISTRIBUTION OF PORTION FOR STD XII (BOARD EXAM)

SUBJECT : INTRODUCTION TO THE HOSPITALITY INDUSTRY (THEORY)

FIRST TERM EXAM 50% Portion

CHAPTER I: BASICS OF FRONT OFFICE 15 MARKS

- **Definition of front office**
- **Qualities of front office staff**
- **Layout of front office**
- **Organization of front office**
- **Functions of front office:**
  - **Reservation: meaning, advantages, features, types and sources**
  - **Registration: meaning, type and process**
  - **Arrival notification slip**
  - **Arrival departure register**
  - **Guest folio**
  - **Information department**
  - **Message slip**
  - **Guest History Record**
  - **Left luggage**
  - **Keys**
  - **Paging :meaning & types**
  - **Telephones; types & qualities**
  - **Complain handling**

docs.aglasem.com

aglasem.com

CHAPTER II: BASICS OF HOUSEKEEPING 10 MARKS

- **Definition of housekeeping and importance**
- **Qualities of housekeeping staff**
- **Layout of housekeeping**
- **Units and functions of the housekeeping department**
- **Organization of the housekeeping department**
- **Coordination with different departments**

SECOND TERM 50% Portion

CHAPTER III: BASICS OF FOOD AND BEVERAGE SERVICE 15 MARKS

- **Meaning of food and beverage**
- **Qualities of food and beverage service personnel**
- **Restaurants :meaning and types**
- **Service:types**
- **Room service**
- **Types of catering establishments: sea, rail, air**
- **Banqueting: meaning and types**
- **Bar: meaning & types**
- **Bartender: Task**
- **Mocktails and cocktails:meaning and types**

CHAPTER IV: BASICS OF FOOD PRODUCTION 10 MARKS

- **Culinary terms**
- **Departments of a large kitchen**
- **Hierarchy of a kitchen**
- **Role of the kitchen staff personnel**
- **Types of cuisine**
- **Menu ; meaning and types**

docs.aglasem.com

aglasem.com

TERM -WISE DISTRIBUTION OF PORTION FOR STD XII (BOARD EXAM)

SUBJECT : INTRODUCTION TO THE HOSPITALITY INDUSTRY (Practicals)

FIRST TERM -50 MARKS

UNIT I: FRONT OFFICE; 15 MARKS

Filling up forms used at the Front Office Department

- Reservation form
- Registration card/C form
- Arrival Departure Register
- Arrival Notification Slip
- Ammenities voucher
- Paid out voucher
- Guest Folio
- Guest History Record

Unit II: 10 marks

- Role Play
- Telephone Etiquettes
- Oral examination on General Awareness and Hospitality Industry

2. Project on Cuisine-10 marks

Attendance-5marks

Grooming-5marks

Journal-5 marks

Second Term 50 marks

Unit III Housekeeping -10 marks

Filling up forms used in the housekeeping department

- Room Occupancy status report
- Housekeeping Requisition slip
- Linen Exchange Procedure

docs.aglasem.com

aglasem.com

- Lost and Found Procedure
- Cleaning Procedure
- Bed Making
- Housekeeping equipments

Unit IV Food and Beverage Service -15 marks

- Identification of Food and Beverage Equipments
- Laying of table cloth and relaying of table cloth
- Napkin folding
- A la carte and table d'hote set up
- Order taking and writing of B.O.T and K.O.T

Project and Presentation on Mocktail 10 marks

Attendance-5marks

Grooming-5 marks

Journal- 5 marks

docs.aglasem.com

aglasem.com

DESIGN OF QUESTION PAPER

FIRST TERM-BOARD EXAM

Class :- XII

Subject:-INTRODUCTION TO THE HOSPITALITY INDUSTRY

Duration:-01Hours

Max. Marks:-20

The weightage or the distribution of marks over different dimension of the question paper shall be as follows:

1. Weightage to Learning Outcomes:

Sr. No.	Learning Outcomes	Marks	Percentage Of Marks
1	Knowledge	06	30%
2	Understanding	10	50%
3	Application	04	20%
Total		20	100%

2. Weightage To Content / Subject Units:

Sr. No.	UNITS	MARKS
1	CHAPTER I: BASICS OF FRONT OFFICE	10 MARKS
2	CHAPTER II: BASICS OF HOUSEKEEPING	10 MARKS
TOTAL		20MARKS

3.Weightage to form of Questions :

Sr. No.	Form Of Questions	Marks for each Question	Number of Questions	Total Marks
1	Multiple choice question (MCQ)	01	20	20
		Total	20	20

docs.aglasem.com

aglasem.com

4. The expected time for different types of question would be as follows:

Sr. No.	Form of Questions	Approx.time for each question in mins.(t)	Number of questions (n)	Approx.time for each form of question in mins.(nxt)
1	Multiple choice question (MCQ)	03	20	03
		TOTAL	20	60

As the total time is calculated on the basis of number of questions required to be answered and the length of their anticipated answer, it would therefore, be advisable for the candidates to budgets their time properly by cutting out the superfluous words and be within the expected time limits.

5. Scheme of option :

There will be no overall choice

6.Weightage to difficulty level of questions:

Sr. No.	Estimated difficulty level of Question	Marks	Percentage
1	Easy	06	30%
2	Average	10	50%
3	Difficult	04	20%
	Total	20	100%

A question may vary in difficulty level from individual to individual. As such the assessment in respect of each question will be made by paper setter, on the basis of general anticipation from the group as a whole, taking the examination. This provision is only to make the paper balanced in weightage, rather to determine the pattern of marking at any stage

7. Number of main questions. 20

Question No 1-20 contains 20 MCQ questions of 1 mark each.

docs.aglasem.com

aglasem.com

GOA BOARD OF SECONDARY AND HIGHER SECONDARY EDUCATION ALTO BETIM

MODEL QUESTION PAPER -2022-2023

SUBJECT: INTRODUCTION TO THE HOSPITALITY INDUSTRY

FIRST TERM (BOARD EXAM)

Duration: 1hrs

Total No. of Questions: 20 Marks Allotted: 20

Instructions:

I. All questions are compulsory
II. This question papers has 20 MCQ questions
III. Figures to the right indicate marks allotted to each question.

1. A document sent to the General Manager when the guest checks-in the hotel. 1mk

A. Guest Folio
B. Arrival Notification slip
C. Message slip
D. None of the above

2. Which of the following function is performed by the Chamber maid in the hotel. 1mk

A. To supervise public areas
B. To clean the corridors
C. To clean the kitchen
D. To clean guest room and bathroom

docs.aglasem.com

aglasem.com

3. A registration form used for foreign tourist. 1mk

A. B form
B. D form
C. C form
D. None of the above

4. A department in the hotel which cleans, maintains and looks after the room. 1mk

A. Front office
B. Housekeeping
C. Food and Beverage
D. Food production

5. A staff in the housekeeping department handling heavy duty work in the hotel 1mk

A. Executive housekeeper
B. Hat checker
C. Housemen
D. Helpers

6. Which of the following is not a section in the front office department. 1mk

A. Cash section
B. Bill section
C. Check-in section
D. Lost and found section

7. In which section of the housekeeping department all lost articles of guest is stored. 1mk

A. Linen and Uniform section
B. Laundry section
C. Desk control section
D. Floor Pantry section

8. Which department in the hotel coordinates with the housekeeping department for room sales. 1mk

docs.aglasem.com

aglasem.com

A. Maintenance
B. Front office
C. Food and Beverage
D. Human Resource

9. Which of the following is the main administrative center of the housekeeping department 1mk

A. Housekeepers office
B. Laundry
C. Desk control room
D. Linen room

10. Which of the following is not the function performed by the information department. 1mk

A. To receive messages for the guest
B. To provide information to the guest
C. To handle paging
D. To clean and maintain the rooms

11. Which of the following advantage of the reservation form is correct? 1mk

A. Acts as a prompt sheet
B. Maintains guest alphabetical index rack
C. Provides information to the guest
D. Handles paging

12. A master bill which records all cash and credit transactions of each resident guest in the hotel. 1mk

A. Arrival departure register
B. Arrival notification slip
C. Guest folio
D. Registration card

13. Which of the following is an attribute of the front office staff. 1mk

A. Patience
B. Diplomacy

docs.aglasem.com

aglasem.com

C. Punctuality
D. All of the above

14. Which of the following quality a telephone operator must possess in the hotel. 1mk

A. Good Memory
B. Honesty
C. Diplomacy
D. Good Posture

15. You are in-charge of supervising the cleanliness and maintenance on every floor of the hotel. You are given which role. 1mk

A. Floor supervisor
B. Desk control supervisor
C. Executive Housekeeper
D. Linen room supervisor

16. If a guest is involved in any illegal activities in the hotel the housekeeping staff should immediately coordinate with which of the following departments. 1mk

A. Personal
B. Security
C. Front office
D. Stores

17. A type of registration of guest done in hotels using manual workers and office equipments. 1mk

A. Semi automatic
B. Automatic
C. Manual
D. None of the above

18. As a housekeeping staff which quality will enable you to handle difficult situation and difficult guest? 1mk

A. Tact and diplomacy

docs.aglasem.com
aglasem.com

B. Personal hygiene
C. Grooming
D. Honesty

19. You are working as a receptionist at the front office of a hotel. A guest complains of staff being rude. we would refer to which type of complain. 1mk

A. Unusual complain
B. Staff attitude complain
C. Mechanical complain
D. Service complain

20. If a guest, Mr. Mario has come to meet an in-house guest, Mr. Mark, who is not in his room, as a receptionist, you could page for him using which of the following process. 1mk

A. Telephone
B. Public Address system
C. Bell Desk
D. PABX

****

docs.aglasem.com

aglasem.com

DESIGN OF THE QUESTION PAPER

SECOND TERM- (BOARD EXAM)

Class :- XII

Subject:-INTRODUCTION TO THE HOSPITALITY INDUSTRY

Duration:-01Hours

Max. Marks:-20

The weightage or the distribution of marks over different dimension of the question paper shall be as follows:

1. Weightage to Learning Outcomes:

Sr. No.	Learning Outcomes	Marks	Percentage Of Marks
1	Knowledge	06	30%
2	Understanding	10	50%
3	Application	04	20%
Total		20	100%

2. Weightage To Content / Subject Units:

Sr. No.	UNITS	MARKS
1	CHAPTER III: BASICS OF FOOD AND BEVERAGE SERVICE	10
2	CHAPTER IV: BASICS OF FOOD PRODUCTION	10
TOTAL		20

3.Weightage to form of Questions :

Sr. No.	Form Of Questions	Marks for each Question	Number of Questions	Total Marks
1	Short answer type (SA-II)	03	02+1choice	06
2	Short answer type (SA-I)	02	05	10
3	Very short answer type (VSA)	01	04	04
		Total	12	20

4. The expected time for different types of question would be as follows:

docs.aglasem.com

aglasem.com

Sr. No.	Form of Questions	Approx.time for each question in mins.(t)	Number of questions (n)	Approx.time for each form of question in mins.(nxt)
1	Short answer type (SA-I)	20	02+1 choice	20
2	Short answer type (SA-II)	30	05	30
3	Very short answer type (VSA)	10	04	10
		TOTAL	12	60

As the total time is calculated on the basis of number of questions required to be answered to be answered and the length of their anticipated answer, it would therefore, be advisable for the candidates to budgets their time properly by cutting out the superfluous words and be within the expected time limits.

5. Scheme of option :

There will be 01overall choice in Section C

6.Weightage to difficulty level of questions:

Sr. No.	Estimated difficulty level of Question	Marks	Percentage
1	Easy	04	40%
2	Average	10	50%
3	Difficult	06	10%
	Total	20	100%

A question may vary in difficulty level from individual to individual. As such the assessment in respect of each question will be made by paper setter, on the basis of general anticipation from the group as a whole, taking the examination. This provision is only to make the paper balanced in weightage, rather to determine the pattern of marking at any stage

7. Number of main questions. 12

Question No. 1-4 contains 04 VSA questions of 1 marks each.
Question No. 5-9 contains 05 SAI questions of 2 marks each
Question No 10-12 contains 03 SAII questions of 3 marks (answer any 2)

docs.aglasem.com

aglasem.com

GOA BOARD OF SECONDARY AND HIGHER SECONDARY EDUCATION ALTO- BETIM

MODEL QUESTION PAPER -2022-2023

SUBJECT: INTRODUCTION TO THE HOSPITALITY INDUSTRY

SECOND TERM (BOARD EXAM)

Duration: 1hrs

Total No. of Questions: 12 Marks Allotted: 20

Instructions:

I. All questions are compulsory
II. This question papers has 3 Sections (A,B,C) with 12 questions
III. Write the number of each question clearly.
IV. Figures to the right indicate marks allotted to each question.

SECTION A : Question number 1-2Answer in a word, phrase or figure and question number 3-4 is to be answered in one sentence each.

SECTION B : Question number 5-9: Answer in about 30-40 words

SECTION C: Question number 10-12: Answer <u>any 2</u> in about 50-60 words

docs.aglasem.com

aglasem.com

SECTION A

Answer the following in a word, phrase or figure.

1. A pre-plated service offered to guest in the restaurant 1mk

2. A dish covered with sauce, bread crumbs or cheese and baked.

1mk

Answer the following in one sentence each:

3. What is the function of the pantry in the kitchen? 1mk

4. Define an Ala carte menu. 1mk

SECTION B

Answer the following in about 30-40 words

5. Distinguish between public bars and service bars 2mk

6. What are satellite kitchens? 2mk

7. State the duties performed by chef Tournant and chef de Partie 2mk

8. List any 4 names of mocktail, you would like to suggest to your guest? 2mk

9. While serving a guest, how will you describe an appetizer to the guest? 2mk

SECTION C

Answer any two of the following in about 50-60 words

10. Explain the following sections of a large hotel kitchen 3mk

a. Hot Range

docs.aglasem.com

aglasem.com

b. Still room

c. Pantry

11. Explain the role of the following personnel in the kitchen stewarding department of the hotel. 3mks.

a. Executive kitchen steward

b. Utility workers

c. Pot washers

12. As a bartender, State any 6 steps you should follow before opening the bar for the public. 3mk

docs.aglasem.com

aglasem.com