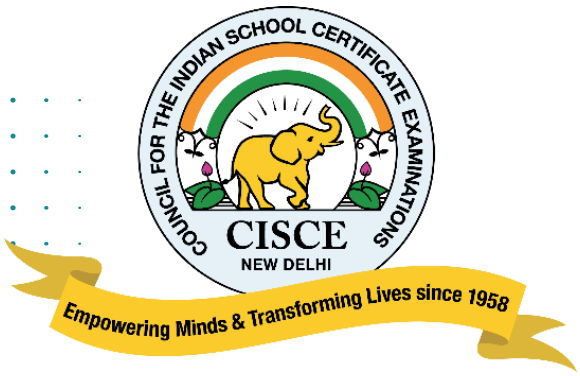
ICSE

INDIAN CERTIFICATE OF SECONDARY EDUCATION EXAMINATION

YEAR 2028



HOSPITALITY MANAGEMENT (73)

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 X

*There will be one written paper of **two** hours duration carrying 100 marks and Internal Assessment of 100 marks.*

THEORY- 100 Marks

1. Soft Skills

Hospitality English, Grooming basics, Etiquette.

Basic terms – meeting and greeting guests, common phrases used in operational areas, polite speech.

Introduction to personal grooming, positive body language, attitude and confidence building – brief details of requirements of hospitality personnel.

Importance of Etiquette for hospitality; guidelines for everyday living, important manners for every day; importance of personal image – being friendly, courteous, knowledgeable, giving professional service.

2. Tourism Products

Components of Tourism, Types of tourism.

Tourism Products and Services – Definition and features.

Components of Tourism – the four 'A's – attraction, accessibility, accommodation, amenities - meaning of each term with one example related to a specific place of tourism.

Types of tourism - An understanding of Leisure, medical, education, religion, sports, business, and eco-tourism with examples.

3. Hotels

Accommodation, Departmental areas in hotels.

Unclassified (no star category) hotels, budget hotels, ecotels, heritage hotels, boutique hotels, star category hotels - general information with examples.

Departmental areas in hotels – Definition of each department; Operational levels FP, F&B, FO, AO, HR, Sales and marketing – brief overview of function of each department.

4. Operational Departments of Hotels

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

Food hygiene (brief explanations of Food Safety and Standards Authority of India (FSSAI), Hazard Analysis and Critical Control Points (HACCP)) and food groups, label reading, basic meal planning, identification of ten common kitchen equipment and brief discussion about the uses of each.

Food and Beverage service - Attributes and behaviour of F&B personnel, familiarization and uses of basic cutlery, crockery and glassware, common types of napkin folding (any five each for formal and informal occasions) and their uses to be discussed in brief, both for theory and practical. Discussion about formal and informal occasions with colour and material.

Front Office – Any five types of hotel rooms (for example, single occupancy, double occupancy, suites in different categories of hotels): currencies and capitals (China, Canada, Bangladesh, India, Bhutan, Japan, Nepal, Pakistan, Sri Lanka, USA, UK, France, Germany, Italy, Russia, Australia, Singapore, Brazil, Malaysia, Thailand).

Accommodation Operations - Care of clothing and brief descriptions of laundry services, safety and security (comparison between home and hotels with regards to fire, electricity and precautions to be taken based on SOPs and precautionary measures only).

INTERNAL ASSESSMENT- 100 Marks

A minimum of **four** assignments to be completed during the year, as assigned by the teacher.

Suggested list of assignments:

1. Choose two famous tourist areas in the State or city – give brief details about the history, significance, type of tourism and how they fulfill the 4 'A's of tourism.
2. Select five famous street foods of your State – discuss why are they popular and what is special about them.
3. Find out about four 5-star hotels in your city – brand, logo, number of rooms, location, outlets, etc.
4. Demonstrate five different types of napkin folds with their purpose and suggest on which occasions they can be used.
5. Plan and develop menus for three different occasions along with a suitable location and table set up.
6. Identify kitchen and Food and Beverage (F&B) equipment and explain their uses.
7. For three countries, discuss the three most famous tourist attractions (with explanations of why they are tourist destinations), the capital, currency, airline code and logo.
8. Compare the safety and security at home with that in hotels.
9. Choose three tourist destinations and briefly describe how they maintain geographical, historical, cultural and environmental sustainability.
10. Discuss the differences in maintaining hygiene standards between home and hotels.
11. Role play on grooming and self-presentation – to include the use of hospitality English phrases and appropriate etiquette.
12. Compare and contrast four different types of hotels - discussing their similarities and differences.

EVALUATION

The project work is to be evaluated by the subject teacher and by an External Examiner. The External Examiner shall be nominated by the Head of the school and may be a teacher from the faculty, **but not teaching the subject in the relevant section/class.** For example, a teacher of Home Science of Class IX may be deputed to be the External Examiner for Class X Hospitality Management project work.

The Internal Examiner and the External Examiner will assess the candidate's work independently.

Award of Marks: **(100 Marks)**

Subject Teacher (Internal Examiner): 50 marks

External Examiner : 50 marks

The total marks obtained out of 100 are to be sent to CISCE by the Head of the School.

The Head of the school will be responsible for the online entry of marks on CISCE's CAREERS portal by the due date.