

Syllabus for Higher Secondary First Year Course
Subject/Sector - TOURISM AND HOSPITALITY
Job Role - Customer Service Executive Meet & Greet

CONTENTS	Marks	No. of Hours
Theory Part		
Part - A (Vocational Skills)		
UNIT 1: Introduction to Tourism and Hospitality Industry	4	25
UNIT 2: Meeting and Greeting to the Customers	4	45
UNIT 3: Prepare for Providing Meet and Greet Services	3	25
UNIT 4: Arrange for the Guest Transfers	3	25
UNIT 5: Handle Guest Queries and Complaints	3	20
UNIT 6: Communication with Customers and Colleagues	3	25
Total	20	165
Part - B (Employability Skills)		
Unit 1: Communication Skills	2	25
Unit 2: Self-management Skills	2	25
Unit 3: Information and Communication Technology Skills	2	20
Unit 4: Entrepreneurship Skills	2	25
Unit 5: Green Skills	2	15
Total	10	110
Practical Part		
Part - C (Practical Work)		
Practical Examination	25	6
Written Test	10	1
Viva Voce	10	3
Total	45	10
Part - D (Project Work/Field Visit/Internal Assessment)		
Practical File/Students Portfolio	20	10
Viva Voce	5	5
Total	25	15
Grand Total	100	300

Tourism And Hospitality - Theory
 Weightage to Questions

Type of Questions	Pattern of Questions	Distribution of Marks & No. of question	Marks
LA Type	Descriptive	3 Marks X 2	6
SA Type	Descriptive	2 Marks X 6	12
VSA Type	Fill in the Blanks	1 Mark X 12	12
	True-False		
	MCQ		