

शालेय वर्ष २०२०-२१ करिता मूल्यमापन /परीक्षा यातून वगळण्यात आलेल्या पाठ्य घटकांची यादी  
विषय: कस्टमर सर्व्हिस एव्हिकेटिव्ह -मीट अँड ग्रीट (G-9)  
थेअरी अभ्यासक्रम

अनु.क्र	युनिट कोड	युनिटचे नाव	उपघटक क्रमांक	वगळण्यात आलेल्या उपघटकाचे नाव	विद्यार्थी /शिक्षक हस्तपुस्तिका पान क्रमांक	वगळलेल्या आशयाबद्दल अभिप्राय/सूचना
<b>Part- 'A' Employability skills</b>						
१	Unit1	Communication Skills-IV	<b>2.Demonstrate basic writing skills</b>	1. Writing skills to the following:• Sentence,• Phrase,• Kinds of Sentences,• Kinds of Sentences,• Parts of Sentence.	20	Self Study
२	Unit2	Self-management -IV	<b>3.Describe the basic personality traits, types and disorders</b>	1. Describe the meaning of personality,2. Describe how personality influence others,3. Describe basic personality traits.	21	Self Study
३	Unit3	Information & Communication Technology - IV	<b>2. Prepare presentation using presentation application</b>	1. Adding a slide,5. Deleting a slide,10. Saving a presentation	22	Self Study
४	Unit4	Entrepreneurship Development - IV	<b>1. Describe the general and entrepreneurial behavioural competencies</b>	1. Barriers to becoming entrepreneur	22	Self Study
५	Unit5	Green Skills - IV	<b>1. Describe the role of green jobs</b>	1. Role of green jobs in toxin-free homes,8. Role of green jobs in Improving energy and raw materials use,12. Role of green jobs in support adaptation to the effects of climate change	23-24	Self Study
<b>Part- 'B' Vocational skills</b>						

1	Unit-1	Etiquette and Hospitable Conduct	2. Describe the Importance of Behavioral, Personal and Hospitality Etiquette.3.Learn high degree professional communication and respect for professional dealing.	1. Telephone Etiquettes, Language, Positive Body Language and good hospitable, Dressing and Uniform sense.5. Special Attention Guest.	25	Self Study
2	Unit-2	Gender and Age Sensitive Service Practices	1. Describe facilities and services available for females at workplace.2. Narrate different age and gender specific customer services.3. Explain the importance of following standard etiquette with women at workplace.	1. Facilities related to female traveller safety and security.5. Importance and need of medical facility and doctor.3. Avoid specific discrimination and give women their due respect.	26	Self Study
3	Unit-3	Health and Hygiene	1. Ensure cleanliness around workplace.2. Identify different types of wastes and the procedure of handling waste.7. Enumerate the Importance of Taking precautionary health measures.	1. Regular cleaning of work area.2. Handling waste waste/trash can.10. Importance of identification and reporting of poor organizational practices.1. Segregation of waste.1. Importance of reporting personal health issues.	27-28	Self Study
4	Unit-4	Safety at Workplace	1. Appreciate the measures of taking precautions to avoid F&B department hazards.Comprehend the Standard Safety Procedure near service area.4. Achieve Safety Standards.	4. Hazard analysis,Safety.2.2Handling, Storage & Stacking of F&B service Material.2. List the safety procedure/ safety standards.	28-29	Self Study

५	Unit-5	Learn a foreign or local language(s) including English	1. Use language in effective communication.2. Demonstrate clear and concise communication	1. Communication with colleagues.1. Speaking without hesitation and fear of being incorrect.	29-30	Self Study
६	Unit-6	Customer-centric Services	2. Working towards the achievement of customer satisfaction.3. Fulfilling the customer needs and requirements	1. Providing honesty and transparency to customer while dealing.3. Feedback cycle and dealing with the negative feedback.	30-31	Self Study

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विषय: कस्टमर सर्व्हिस एव्हिजकेटिव्ह -मीट अँड ग्रीट (G-9)

प्रात्यक्षिक अभ्यासक्रम

अनु.क्र	युनिट कोड	घटकाचे नाव	प्रात्यक्षिक क्रमांक	वगळण्यात आलेला आशय तपशील/ प्रात्यक्षिकाचे नाव	विद्यार्थी /शिक्षक हस्तपुस्तिका पान क्रमांक	वगळलेल्या आशयाबद्दल अभिप्राय/सूचना
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Part- 'A' Employability skills

1	Unit-1	Communication Skills-IV	2.Demonstrate basic writing skills	1.Demonstration and practice of writing sentences and paragraphs on topics related to the subject	20	Self Study
2	Unit-2	Self-management -IV	2.Describe the various factors influencing self-motivation	2.Discussion on sources of motivation and inspiration	21	Self Study
3	Unit-3	Information & Communication Technology - IV	1.Perform tabulation using spreadsheet application	1. Demonstration and practice on the following:	21	Self Study

4	Unit-4	Entrepreneurship Development - IV	1. Describe the general and entrepreneurial behavioural competencies	1. Administering self-rating questionnaire and score responses on each of the competencies. 2. Collect small story/ anecdote of prominent successful entrepreneurs. 3. Identify entrepreneurial competencies reflected in each story and connect it to the definition of behavioural competencies. 4. Preparation of competencies profile of students	22	Self Study
5	Unit-5	Green Skills - IV	1. Describe the role of green jobs	1. Listing of green jobs and preparation of posters on green job profiles. 2. Prepare posters on green jobs.	23	Self Study
Part- 'B' Vocational skills						
1	Unit 1	Etiquette and Hospitable Conduct	Understand the Meaning, Components and Goal of Hospitality. 2. Describe the Importance of Behavioral, Personal and Hospitality Etiquette.	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. Visit any Food and Beverage Service outlet, and see how trained F& B Personnel deal with the guest and note down the following points: Prepare a chart showing/paste the	24	Self Study

2	Unit 2	Gender and Age Sensitive Service Practices	1. Describe facilities and services available for females at workplace.2. Narrate different age and gender specific customer services.	1. Visit a hotel near you and study the policies & procedures the hotel follows to prevent sexual harassment,4. Visit a nearby hotel and in a tabular format note down the various facilities available in the hotel for each gender.	26	Self Study
3	Unit 3	Health and Hygiene	1. Ensure cleanliness around workplace.3.Gain insights into personal hygiene practices,4. Achieve Safety Standards.	1. Demonstrate regular cleaning activities performed at workplace,2. Demonstrate handling waste in trash can.3.Gain insights into personal hygiene practices.1.Demonstrate hand washing Procedure.1. Discuss and demonstrate safety standard.	27-28	Self Study
4	Unit 4	Safety at Workplace	1. Appreciate the measures of taking precautions to avoid F&B department hazards, 2. Comprehend the Standard Safety Procedure near service area,3. Use First aid and personal protective equipments while doing hazardous work.	2. Demonstrate safety work procedures with example,2. Identify the equipments while doing hazardous work, 1. Prepare a first aid Box for your class room.	28-29	Self Study
5	Unit 5	Learn a foreign or local language(s) including English	1. Use language in effective communication,2. Demonstrate clear and concise communication	1. Make a chart for common vocabulary used in restaurant,Development of confidence and communication	29-30	Self Study

6	Unit 6	Customer-centric Services	1. Dealing with customer and assessment of quality of service,3.Fulfilling the customer needs and requirements	1. Draw a Guest comment card form of a small size restaurant.1. Draw a flowchart of need and supply.	30-31	Self Study
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टीप- १) शालेय वर्षे २०२०-२१ करिता प्राप्त होणाऱ्या मूल्यामापनातून टूरीझम आणि हॉस्पिट्यलिटी इयत्ता १२ वी करिता वरील पाठ्याघटक  
२) सदर मजकूर पायाभूत पाठ्यपुस्तकात अंतर्भूत आहे. म्हणजे तो त्या विषयाचा अभ्यासासाठी उपयोगी आहेच.पण शिकवण्यास पुरेसा वेळ नाही  
म्हणून तो विद्यार्थ्यांना स्वतःअभ्यासासाठी घेवढ्या आढे. २०२०-२१ या वर्षाच्या परीक्षेसाठी त्यावर पथन रोणात नाहीत. परीक्षे वर्षाच्या

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