

**शालेय वर्ष २०२०-२१ करिता मूल्यमापन /परीक्षा यातून वगळण्यात आलेल्या पाठ्य घटकांची यादी**

**विषय: TOURISM & HOSPITALITY(MEET & GREET)**

**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	UNIT 1	COMMUNICATION SKILL -3	1	Types of communication	NA	Self Study
२	UNIT 2	SELF MANAGEMENT SKILL-3	1,2,1	Impressive appearance & grooming 2.1 Important factors that influence in team building	NA	Self Study
३	UNIT 3	INFORMATION & COMMUNICATION TECHNOLOGY -3	1	Create a documents on word processor	NA	Self Study
४	UNIT 4	ENTREPRENEURIAL SKILL-3	2	Demonstrate the knowledge of attitudinal changes required to become an entrepreneur	NA	Self Study
५	UNIT 5	GREEN SKILL-3	1	Describe importance of main sector of green economy	NA	Self Study
<b>Part- 'B' Vocational skills</b>						
१	UNIT 1	INTRODUCTION TO TOURISM & HOSPITALITY INDUSTRY	1,2,3	1.Identify the tourism phenomenon and its components. 2. Classify different types and forms of tourism. 3.Identify the various components constituents of Tourism		Self Study
२	UNIT 2	MEETING AND GREETING TO THE CUSTOMERS	1.1,1.2,1.3	1.Understand meet and Greet to the customer and service providin		Self Study
३	UNIT 3	PREPARE FOR PROVIDING MEET AND GREET SERVICES	1,2	Understand meet and Greet services for customers/guests on arrival. 2Preparin for meeting customer		Self Study
४	UNIT 4	ARRANGE FOR THE GUEST TRANSFERS	2	Understand the Importance of managain transfer of customers between arrival and departure point		Self Study
५	UNIT 5	HANDLE GUEST QUERIES AND COMPLAINTS	1	Discuss the importance of addressing the customer queries		Self Study
६	UNIT 6	COMMUNICATION WITH CUSTOMERS AND COLLEAGUES	1,2	1.Describe the importance of communication (Upword Communication) 2. Describe the importance of communication (Horizontal Communication)		Self Study

**शालेय वर्ष २०२०-२१ करिता मूल्यमापन /परीक्षा यातून वगळण्यात आलेल्या पाठ्य घटकांची यादी**

**विषय: TOURISM & HOSPITALITY(MEET & GREET)**

**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
<b>Part- 'A' Employability skills</b>						
1	UNIT 1	COMMUNICATION SKILL -3	1,2	1.1 Listing do's and don'ts for avoiding common body language ,2.1 observing and sharing communication styles of friends ,Teachers And Family Memberand adapting the best practices. 2.2 Role plays of communication styles.		Self Study
2	UNIT 2	SELF MANAGEMENT SKILL-3	1.2,2.2.,3.1	1.2 Demonstration of the ability to self explore. 2.2 Group discussion on strategies that are adopted for learn work. 3.1 Game on time management		Self Study
3	UNIT 3	INFORMATION & COMMUNICATION TECHNOLOGY -3	1.1,2.1	1.1 Create a document on word processor. 2.Edit and print document in word processor.		Self Study
4	UNIT 4	ENTREPRENEURIAL SKILL-3	1.1,2.1,2.2	1.1 Listing of entrepreneurial values by the students . 2.1 Preparing a list of factors that influence attitude in general and entrepreneurial attitude.		Self Study
५	UNIT 5	GREEN SKILL-3	1,2	1.Describe importance of main sector of green economy 2.Describe the major green sectors/Areas and the role of various stakenholder in green economy. 2 Preparing posters on any one of the sectors /Areas: cities,buildings,tourism,industry transport,renewable energy waste managment,agriculture,water,forests and fisheries.		Self Study
१	UNIT 1	INTRODUCTION TO TOURISM & HOSPITALITY INDUSTRY	1,2	1.1 Visit any 2 or tourist places of yourcity and prepare a report on various types of tourists andtheir purpose of traval. 1.2. Prepare a chart showing the picture cutting different types of tourist,traveller and visitors travelling different destinations with different purpose. 1. 3.List the different types of travelers,visitors and Excursionist on a chart paper. 2 Prepare a chart showin different types of adventure sports.	५ ते ६	self study
२	UNIT 2	MEETING AND GREETING TO THE CUSTOMERS	1	Understand the meet and greet services for customers /Guests on arrival.		self study
३	UNIT 3	PREPARE FOR PROVIDING MEET AND GREET SERVICES	1,2	1.Understanding the meeting and Greeting to the customer and service providing. 2. Preparing for meeting customers.		self study
४	UNIT 4	ARRANGE FOR THE GUEST TRANSFERS	1	Understand the Importance of managain transfer of customers between arrival and departure point		self study
५	UNIT 5	HANDLE GUEST QUERIES AND COMPLAINTS	1.1 2.1	1.1 Visit to any hotel or Hospitality organization and meet the front office assistant and get the knowledge how they deliver the emergency services information to the customers. 2.1 Prepare a chart paper activity showing the origin of complaint in guest dealings and presenting the best solutions.		self study
६	UNIT 6	COMMUNICATION WITH CUSTOMERS AND COLLEAGUES	1,2,3	1.Describe the importance of communication (Upword Communication) 2. Describe the importance of communication (Horizontal Communication) 3.Explain the importance of communication with customers.		self study

टीप- १) शालेय वर्ष २०२०-२१ करिता प्राप्त होणाऱ्या मूल्यामापनातून दूरीकरण आणि हॉस्पिटॅलिटी इयत्ता ९वी करिता वरील पाठ्यघटक वगळण्यात आले आहेत. अंतर्गत मूल्यमापन तसेच वार्षिक परीक्षामध्ये या घटकावर आधारित प्रश्न विचारले जाऊ नयेत.

२) सदर मजकूर पायाभूत पाठ्यपुस्तकत अंतर्भूत आहे. म्हणजे तो त्या विषयाचा अभ्यासासाठी उपयोगी आहेच.पण शिकवण्यास पुरेसा वेळ नाही म्हणून तो विद्यार्थाना स्वयंअध्यानासाठी सोडला आहे. २०२०-२१ या वर्षाच्या परीक्षासाठी त्यावर प्रश्न येणार नाहीत. पुढील वर्षाच्या अभ्यासासाठी स्वयंअध्यानासाठी सोडलेला मजकूर उपयोगी असू शकेल विद्यार्थ्यांनी त्याचा त्यांच्या सवडोने अभ्यास करावा आहे.