

महाराष्ट्र राज्य माध्यमिक व उच्च माध्यमिक शिक्षण मंडळ, पुणे ४  
सर्व्हे नं. ८३२ अ, फायनल प्लॉट क्र. १७८/१७९, बी.एम.सी.सी.रोड,  
बालचित्रवाणी शेजारी, भांबुर्डा, शिवाजीनगर, पुणे - ४११००४

फोन नं. ०२०-०२५७०५०००

फॅक्स नं ०२५७०५१२२/२५६६५८०७

क्र.रा.मं/पापुई/६७४१  
पुणे-४११ ००४  
दि. २९/११/२०२१

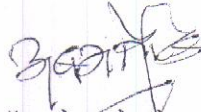
प्रति,

विभागीय सचिव,  
सर्व विभागीय मंडळे,

विषय :- (NSQF) अंतर्गत व्यवसाय शिक्षण अभ्यासक्रमाबाबत.

संदर्भ :- पत्र क्र.पा.क्र समग्र शिक्षा/व्यवसाय शिक्षण ७९/२०२१/३२३९  
दि. २९/१०/२०२१ चे पत्र,

उपरोक्त विषयाच्या संदर्भात आपणास कळविण्यात येते की, इयत्ता १० वी फ्लंबर जनरल(९८) सुधारीत आराखडे व इयत्ता १२ वी (१) टुरीझम हॉस्पिलीटी (G 9) (२) इलेक्ट्रॉनिक्स (F 6) या विषयाचे आराखडे तयार करून घेण्यात आलेले आहेत. सदर आराखडे आपल्या माहितीसाठी तथा पुढील कार्यवाहीसाठी सोबत पाठविले आहेत. तसेच सदर आराखडे आपल्या कार्यक्षेत्रातील सर्व उच्च माध्यमिक शाळा / कनिष्ठ महाविद्यालय यांना माहितीस्तव तथा कार्यवाहीस्तव पाठवावेत. सदर आराखडे मंडळाच्या [www.mahasscboard.in](http://www.mahasscboard.in) या संकेत स्थळावर उपलब्ध करून देण्यात आलेले आहेत सदर प्रकरणी आपण केलेल्या कार्यवाहीचा अहवाल या कार्यालयास पाठवावा.

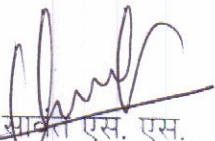
  
(डॉ. अशोक भोसले)  
सचिव  
राज्यमंडळ, पुणे

क्र.कोविमं/उ.मा.गोपनीय/ 2018  
कोल्हापूर-४१६ ००४  
दिनांक - १४/१२/२०२१

प्रति,

मुख्याध्यापक / प्राचार्य,  
सर्व मान्यताप्राप्त माध्यमिक शाळा व  
कनिष्ठ महाविद्यालये,  
सातारा / सांगली / कोल्हापूर.

उपरोक्त परिपत्रक आपल्या माहितीस्तव तथा कार्यवाहीस्तव पाठविण्यात येत आहे. सदर परिपत्रकाप्रमाणे योग्य ती कार्यवाही करावी.

  
श्रीमती सावंत एस. एस.  
प्र.विभागीय सचिव  
कोल्हापूर विभागीय मंडळ, कोल्हापूर

**EVALUATION SCHEME**  
 For March-2022 and on words Examination  
 STD-X  
**Plumber (98)**

**Scheme of Examination:**

Sr. No.	Method of Assessment	Weightage of Marks	Evaluator
1	Theory Paper (Written)	30 Marks (80 Marks converted 30 Marks)	School / State Board
2	Practical Exam	30 Marks	Certified Assessor/State Board
3	Term Work (Journal)	10 Mark	School Instructor / Trainer
4	Project Work	10 Mark	School Instructor / Trainer
5	Oral / Viva Vocu	10 Mark	School Instructor / Certified Assessor
6	Direct Observation	10 Mark	School Instructor / Certified Assessor
	<b>Total Marks</b>	<b>100 Marks</b>	

**1] Unit wise Marks Distribution of written test paper:**

Paper Time: 3 hours

Marks: -80

Sr. No	Unit (Contains)	Mark	Mark With option
1	Communication Skills	05	08
2	Self-Management Skills	03	03
3	Information and Communication Technology Skills	05	08
4	Entrepreneurial Skills	04	08
5	Green Skills	03	03
6	Pipes-Cutting, Threading, Joining and Testing of Pipelines	14	20
7	Plumbing and Sanitary Fixtures	08	11
8	Basic Building Construction	08	12
9	Pumps And Their Installation	10	16
10	Performing Various Plumbing Related Operations And Procedures	12	16
11	Maintaining A Healthy Safe And Secure Work Environment	08	15
	<b>Total</b>	<b>80</b>	<b>120</b>

*Sagar A. Helode*  
 Sagar A. Helode  
 17/11/2021

*Shri B. Chavhan*

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*Mr. Sagar H. Jadhav*  
 2021+22



## 2] Practical Exam:

• Practical Time	• 3 Hours
• Practical Subject	• As per Plumber (General) book
• Any one practical should be given from the text book by lot system to each group / individual.	
• Total Marks of Practical	• 30 Marks

## 3] Term Work (Journal):

• Term Work (Journal)	• Journal maintained by the students during the academic year.
• Term Work (Journal) Subject	• Plumber (General)
• Total Marks	• 10 Marks

## 4] Project Work:

<ul style="list-style-type: none"> <li>• The project work given in syllabus is only for guideline.</li> <li>• Candidate, with approval from the Instructor / Trainer, may choose any one project and prepare it.</li> <li>• He has full liberty to prepare any useful project other than the mentioned projects.</li> <li>• He may write a visit report about any nearest Industry and their product.</li> <li>• One project should be compulsory for each student or a group of maximum 4 students.</li> </ul>	
• Total Marks	• 10 Marks

*Sagar A. Helode*  
Sagar A. Helode

*B. Ghule*  
B. Ghule

*Mr. Sagar H. Jadhav*  
Mr. Sagar H. Jadhav

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5] Oral/Viva vocu:	10 Marks
6] Direct Observation:	10 Marks

Written Test Paper - STD-X

Plumber (98)

Question Wise Distribution of Marks.

Sr. No	Types of Questions	Marks	Marks with option
1	Objectives (1 Mark)	20	20
2	Short Answer Type (3 Marks)	24	36
3	Long Answer Type (4 Marks)	24	40
4	Long Answer Type (6 Marks)	12	24
	<b>Total Marks</b>	<b>80</b>	<b>120</b>

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*Mr. Sagar H. Jadhav*  
 2021-22



# Pattern of Question Paper STD- X Plumber (98)

Time: 3 hrs.

Marks: 80

- Notes:
1. All questions are compulsory.
  2. Draw diagrams wherever necessary.

Q. No. 1.A) Select the correct alternative and rewrite the sentence

5

1. ....  
a) ..... b) ..... c) ..... d).....
2. ....  
a) ..... b) ..... c) ..... d).....
3. ....  
a) ..... b) ..... c) ..... d).....
4. ....  
a) ..... b) ..... c) ..... d).....
5. ....  
a) ..... b) ..... c) ..... d).....

B) Match the following pairs.

5

- | Column 'A' | Column 'B' |
|------------|------------|
| 1.         | a)         |
| 2.         | b)         |
| 3.         | c)         |
| 4.         | d)         |
| 5.         | e)         |

C) State the following statement is true or false and rewrites the correct statements.5

- 1.
- 2.
- 3.
- 4.
- 5.

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Mr. Sagar H. Jadhav  
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D) Answer the following questions in ONE sentence.

5

- 1.
- 2.
- 3.
- 4.
- 5.

Q. No. 2) Answer the following questions in short. (Any four)

12

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Q. No. 3) Answer the following questions in short. (Any four)

12

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Q. No. 4) Answer the following questions in brief. (Any three)

12

- 1.
- 2.
- 3.
- 4.
- 5.

Q. No. 5) Answer the following questions in brief. (Any three)

12

- 1.
- 2.
- 3.
- 4.
- 5.

Q. No. 6) Answer the following questions in brief. (Any two)

12

- 1.
- 2.
- 3.
- 4.

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Mr. Sagar H. Jadhav  
2021-22



(6) (3) 26

# Pattern of Question Paper STD- X Plumber (98)

Marks: 80

Time: 3 hrs.

- Notes:**
1. All questions are compulsory.
  2. Draw diagrams wherever necessary.

Q. No. 1.A) Select the correct alternative and rewrite the sentence

5

1. Communication Skills  
a) ..... b) ..... c) ..... d).....
2. Basic ICT Skills  
a) ..... b) ..... c) ..... d).....
3. Pipes-Cutting, Threading, Joining And Testing of Pipelines  
a) ..... b) ..... c) ..... d).....
4. Plumbing and Sanitary Fixtures  
a) ..... b) ..... c) ..... d).....
5. Basic Building Construction  
a) ..... b) ..... c) ..... d).....

B) Match the following pairs.

5

Column 'A'

Column 'B'

- |  |    |
|--|----|
| 1 Plumbing and Sanitary Fixtures                             | a) |
| 2 Basic Building Construction                                | b) |
| 3 Pumps and Their Installation                               | c) |
| 4 Maintaining A Healthy Safe Secure Work Environment         | d) |
| 5 Pipes-Cutting, Threading, Joining And Testing of Pipelines | e) |

C) State the following statement is true or false and rewrite the Correct statements:

5

- 1 Pipes-Cutting, Threading, Joining And Testing of Pipelines
- 2 Pumps and Their Installation
- 3 Plumbing and Sanitary Fixtures
- 4 Basic Building Construction
- 5 Maintaining A Healthy Safe Secure Work Environment

D) Answer the following questions in ONE sentence.

5

- 1 Basic Building Construction
- 2 Pipes-Cutting, Threading, Joining And Testing of Pipelines
- 3 Basic Building Construction
- 4 Plumbing and Sanitary Fixtures
- 5 Pipes-Cutting, Threading, Joining And Testing of Pipeline

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2021-22



Q. No. 2) Answer the following questions in short. (Any four) 12

1. Communication Skills
2. Basic ICT Skills
3. Self Management Skills
4. Pipes- Cutting, Threading, Joining and Testing of Pipeline
5. Basic Building Construction
6. Performing Various Plumbing Related Operations and Procedure

Q. No. 3) Answer the following questions in short. (Any four) 12

1. Pipes- Cutting, Threading, Joining and Testing of Pipeline
2. Green Skills
3. Performing Various Plumbing Related Operations and Procedure
4. Plumbing and Sanitary Fixtures
5. Pipes- Cutting, Threading, Joining and Testing of Pipeline
6. Maintaining A Healthy Safe Secure Work Environment

Q. No. 4) Answer the following questions in brief. (Any three) 12


1. Basic ICT Skills
2. Communication Skills
3. Entrepreneurial Skills
4. Pumps and Their Installation
5. Maintaining A Healthy Safe Secure Work Environment

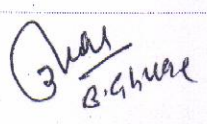
Q. No. 5) Answer the following questions in brief. (Any three) 12

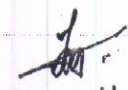
1. Entrepreneurial Skills
2. Pumps and Their Installation
3. Performing Various Plumbing Related Operations and Procedure
4. Plumbing and Sanitary Fixtures
5. Basic Building Construction

Q. No. 6) Answer the following questions in brief. (Any two) 12

1. Pipes-Cutting, Threading, Joining and Testing of Pipelines
2. Performing Various Plumbing Related Operations and Procedure
3. Pumps and Their Installation
4. Maintaining A Healthy Safe Secure Work Environment

  
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2021-22



## STD-X: Blue Print of Unit wise Marks Distribution Plumber (98)

SR.NO	Units	Knowledge						Understanding						Application						Total Marks	Total Marks with option
		OB		SA		LA		OB		SA		LA		OB		SA		LA			
		Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions		
1	Communication Skills	1	1							3	1	4	1							05	08
2	Self Management Skills															3	1			03	03
3	Basic ICT Skills	1	1	3	1							4	1							05	08
4	Entrepreneurial Skills											4	1					4	1	04	08
5	Green Skills									3	1									03	03
6	Pipes-Cutting, Threading, Joining and Testing of Pipelines	1	3	3	1			1	1					1	1	3	2	6	1	14	20
7	Plumbing and Sanitary Fixtures	1	1			4	1	1	2	3	1			1	1					08	11
8	Basic Building Construction	1	2					1	2			4	1	1	1	3	1			08	12
9	Pumps and their Installation	1	1									4	2	1	1			6	1	10	16
10	Performing Various Plumbing Related Operations and Procedure					4	1			3	1					3	1	6	1	12	16
11	Maintaining A Healthy Safe Secure Work Environment	1	1							3	1	4	1	1	1			6	1	08	15
		1	10	3	2	4	2	1	5	3	5	4	7	1	5	3	5	4	1	80	120
																		6	4		

Note: O.B - Objective.  
S.A.- Short answer type (3marks)  
L.A.- Long answer type (4 marks & 6 marks)

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*Mr. Sagar Jadhav*

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(20) (1)

## EVALUATION SCHEME STD-12 CUSTOMER SERVICE EXECUTIVE(MEET & GREET) (G9)

### Scheme of Examination

Sr. No.	Method of Assessment	Waightage of Marks	Evaluator
1	Theory Paper (Written)	30 Marks (80 Marks converted 30 Marks)	School / State Board
2	Practical Exam	30 Marks	Certified Assessor
3	Term Work (Journal)	10 Mark	School Instructor / Trainer
4	Project Work	10 Mark	School Instructor / Trainer
5	Oral / Viva Vocu	10 Mark	Certified Assessor
6	Direct Observation	10 Mark	Certified Assessor
<b>Total Marks</b>		<b>100 Marks</b>	

### 1] Unit wise Marks Distribution of written test paper:

Paper Time: -3 hours, Marks: -80

Sr. No.	Unit (Contains) A	Mark	Mark With option
1	Communication Skill	04	07
2	Self Management Skill	04	07
3	Information and Communication Technology	04	08
4	Entrepreneurial Skill	04	04
5	Green Skill	04	04
<b>Unit (Contains)B</b>			
6	Etiquette & Hospitable conduct	10	16
7	Gender & Age sensitive Service practices	10	14
8	Health & Hygiene	12	18
9	Safety at Workplace	10	16
10	Learn a Foreign or local Language including English	08	12
11	Customer Centric Services	10	14
<b>Total</b>		<b>80</b>	<b>120</b>

### 2] Practical Exam:

• Practical Time	• 3 Hours
• Practical Subject	• Tourism and Travel
• Any one practical should be given from the text book by lot system to each group / individual.	
• Total Marks of Practical	• 30 Marks

### 3] Term Work (Journal):

• Term Work (Journal)	• Journal maintained by the students during the year.
• Term Work (Journal) Subject	• Tourism and Travel
• Total Marks	• 10 Marks

### 4] Project Work:

• The project work given in syllabus is only for guideline.
• Candidate, with approval from the Instructor / Trainer, may choose any one project and prepare it.
• He has full liberty to prepare any useful project other than the mentioned projects.
• He may write a visit report about any nearest Industry and their product.
• One project should be compulsory for each student or a group of maximum 4 students.
<b>Total: 10 Marks</b>

### Written Test Paper Question Wise Distribution of Marks.

Sr. No	Types of Questions	Marks	Marks with option
1	Objectives (1 Mark)	20	20
2	Short Answer Type (3 Marks)	24	36
3	Long Answer Type (4 Marks)	24	40
4	Long Answer Type (6 Marks)	12	24

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*Tejendra*

*B. Ghate*

1 | Page

Pooja Sanjay Deshmukh

17/11/2021



(18) (1)

**EVALUATION SCHEME**  
For March-2022 and on words Examination  
STD-XII

**Electronics-Field Technician Wireman Control Panel (F6)**

**Scheme of Examination:**

Sr. No.	Method of Assessment	Weight age of Marks	Evaluator
1	Theory Paper (Written)	30 Marks (80 Marks converted 30 Marks)	School / State Board
2	Practical Exam	30 Marks	Certified Assessor/State Board
3	Term Work (Journal)	10 Mark	School Instructor / Trainer
4	Project Work	10 Mark	School Instructor / Trainer
5	Oral / Viva Vocu	10 Mark	School Instructor / Certified Assessor
6	Direct Observation	10 Mark	School Instructor / Certified Assessor
	<b>Total Marks</b>	<b>100 Marks</b>	

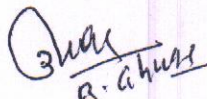
**1] Unit wise Marks Distribution of written test paper:**

Marks: -80

Paper Time: 3 hours

Sr. No	Unit (Contains)	Mark	Mark With option
1	Communication Skills-IV	04	07
2	Self Management Skills-IV	04	07
3	Basic ICT Skills-IV	04	08
4	Entrepreneurial Skills-IV	04	04
5	Green Skills-IV	04	04
6	Generation ,Transmission and distribution of Electrical Power	12	22
7	Installation and Troubleshooting Electrical Control Panel	16	24
8	AC Drive, PLC and Switchboard in Control Panel	14	20
9	Testing and Measurement in Electrical Panel	12	18
10	Safety Measures and Hazard	06	06
	<b>Total</b>	<b>80</b>	<b>120</b>

  
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### 2] Practical Exam:

• Practical Time	• 3 Hours
• Practical Subject	• As per Electronics-Field Technician-Wireman Control Panel practical book
• Any one practical should be given from the text book by lot system to each group / individual.	
• Total Marks of Practical	• 30 Marks

### 3] Term Work (Journal):

• Term Work (Journal)	• Journal maintained by the students during the academic year.
• Term Work (Journal) Subject	• Electronics-Field Technician- Wireman Control Panel
• Total Marks	• 10 Marks

### 4] Project Work:

<ul style="list-style-type: none"> <li>• The project work given in syllabus is only for guideline.</li> <li>• Candidate, with approval from the Instructor / Trainer, may choose any one project and prepare it.</li> <li>• He has full liberty to prepare any useful project other than the mentioned projects.</li> <li>• He may write a visit report about any nearest Industry and their product.</li> <li>• One project should be compulsory for each student or a group of maximum 4 students.</li> </ul>	
• Total Marks	• 10 Marks

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5] Oral/Viva vocu:	10 Marks
6] Direct Observation:	10 Marks

Written Test Paper - STD-XII


Electronics & Hardware

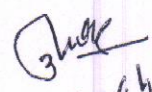
Field Technician

Wireman Control Panel (F6)

Question Wise Distribution of Marks.

Sr. No	Types of Questions	Marks	Marks with option
1	Objectives (1 Mark)	20	20
2	Short Answer Type (3 Marks)	24	36
3	Long Answer Type (4 Marks)	24	40
4	Long Answer Type (6 Marks)	12	24
Total Marks		80	120

  
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# Pattern of Question Paper STD- XII

## Electronics & Hardware Field Technician Wireman

4

### Control Panel (F6)

Marks: 80

Time: 3 hrs.

Notes: 1. All questions are compulsory.  
2. Draw diagrams wherever necessary. 5


Q. No. 1.A) Select the correct alternative and rewrite the sentence 5

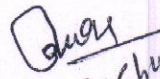
1. Communication Skills-IV  
a) ..... b) ..... c) ..... d).....
2. Entrepreneurial Skills-IV  
a) ..... b) ..... c) ..... d).....
3. Generation ,Transmission and distribution of Electrical Power  
a) ..... b) ..... c) ..... d).....
4. Installation and Troubleshooting Electrical Control Panel  
a) ..... b) ..... c) ..... d).....
5. Safety Measures and Hazard  
a) ..... b) ..... c) ..... d).....

- B) Match the following pairs. 5  
Column 'A' Column 'B'
- |   |    |
|---|----|
| 1 Entrepreneurial Skills-IV                                     | a) |
| 2 Installation and Troubleshooting Electrical Control Panel     | b) |
| 3 Communication Skills-IV                                       | c) |
| 4 Testing and Measurement in Electrical Panel                   | d) |
| 5 Generation ,Transmission and distribution of Electrical Power | e) |

- C) State the following statement is true or false and rewrite the correct statements. 5
- 1 Communication Skills-IV
  - 2 Entrepreneurial Skills -IV
  - 3 Installation and Troubleshooting Electrical Control Panel
  - 4 AC Drive, PLC and Switchboard in Control Panel
  - 5 Safety Measures and Hazard

- D) Answer the following questions in ONE sentence. 5
- 1 AC Drive, PLC and Switchboard in Control Panel
  - 2 Entrepreneurial Skills -IV

  
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- 3 Communication Skills -IV
- 4 Safety Measures and Hazard
- 5 Testing and Measurement in Electrical Panel

Q. No. 2) Answer the following questions in short. (Any four) 12

- 1. Self Management Skills-IV
- 2. Communication Skill-IV
- 3. Generation ,Transmission and distribution of Electrical Power
- 4. AC Drive, PLC and Switchboard in Control Panel
- 5. Testing and Measurement in Electrical Panel
- 6. AC Drive, PLC and Switchboard in Control Panel

Q. No. 3) Answer the following questions in short. (Any four) 12

- 1. Generation ,Transmission and distribution of Electrical Power
- 2. AC Drive, PLC and Switchboard in Control Panel
- 3. Testing and Measurement in Electrical Panel
- 4. Safety Measures and Hazard
- 5. AC Drive, PLC and Switchboard in Control Panel
- 6. Installation and Troubleshooting Electrical Control Panel

Q. No. 4) Answer the following questions in brief. (Any three) 12

- 1. Self Management Skills-IV
- 2. Testing and Measurement in Electrical Panel
- 3. Installation and Troubleshooting Electrical Control Panel
- 4. Basic ICT Skills-IV
- 5. Generation Transmission and distribution of Electrical Power

Q. No. 5) Answer the following questions in brief. (Any three) 12

- 1. Installation and Troubleshooting Electrical Control Panel
- 2. Basic ICT Skills-IV
- 3. Green Skills-IV
- 4. Installation and Troubleshooting Electrical Control Panel
- 5. Generation Transmission and distribution of Electrical Power

Q. No. 6 A) Answer any ONE questions in brief. 06

- 1. Generation Transmission and distribution of Electrical Power
- 2. Installation and Troubleshooting Electrical Control Panel

Q. No. 6 B) Answer any ONE questions in brief. 06

- 1. Testing and Measurement in Electrical Panel
- 2. AC Drive, PLC and Switchboard in Control Panel

Mr. Vasant Warghade



**STD-XII**  
**Blue Print of Unit wise Marks Distribution**  
**Electronics & Hardware**  
**Field Technician Wireman Control Panel (F6)**

SR.NO	Units	Knowledge						Understanding						Application						Total Marks	Total Marks with option	
		OB		SA		LA		OB		SA		LA		OB		SA		LA				
		Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions			
1	Communication Skills-IV	1	1					1	1	<u>3</u>	<u>1</u>			1	2					04	07	
2	Self Management Skills-IV												4	1			<u>3</u>	<u>1</u>			04	07
3	Basic ICT Skills -IV					<u>4</u>	<u>1</u>												4	1	04	08
4	Entrepreneurial Skills-IV	1	1					1	2					1	1						04	04
5	Green Skills-IV											4	1								04	04
6	Generation, Transmission and distribution of Electrical Power	1	1	<u>3</u>	<u>1</u>					<u>3</u>	<u>1</u>	4	1	1	1				$\frac{4}{6}$	$\frac{1}{1}$	12	22
7	Installation and Troubleshooting Electrical Control Panel	1	1	3	1	<u>4</u>	<u>1</u>					$\frac{4}{6}$	$\frac{1}{1}$	1	2				4	1	16	24
8	AC Drive, PLC and Switchboard in Control Panel	1	1							3	2	<u>6</u>	<u>1</u>	1	1	3	2				14	20
9	Testing and Measurement in Electrical Panel	1	1	3	1			1	1	3	1								<u>4</u>	<u>1</u>	12	18
10	Safety Measures and Hazard	1	1					1	2							3	1				06	06
		1	7	3	3	4	2	1	6	3	5	$\frac{4}{6}$	$\frac{4}{2}$	1	7	3	4	$\frac{4}{6}$	$\frac{4}{2}$	80	120	

Note: O.B – Objective.  
S.A.- Short answer type (3marks)  
L.A.- Long answer type (4 marks & 6 marks)  
Underlined marks are used for option.

*[Signature]*

Mr. Vasant Warghade

*[Signature]*  
B. Ghule

17/11/2021



Pattern of Question Paper

STD- 12th

Subject: "CUSTOMER SERVICE EXECUTIVE(MEET & GREET)" (G9)

Time: 3 hrs.

Marks: 80

Date: / /21

- Notes: 1. All questions are compulsory.
- 2. Draw diagrams wherever necessary.

Q. No. 1.

A) Select the correct alternative and rewrite the sentence / Fill in the Blanks. 5.

- 1. Learn a Foreign or local Language including English  
a)..... b) ..... c) ..... d).....
- 2. Self Management skill  
a)..... b) ..... c) ..... d).....
- 3. Customer Centric Service  
a)..... b) ..... c) ..... d).....
- 4. Etiquette & Hospitable Conduct  
a)..... b) ..... c) ..... d).....
- 5. Health & Hygeine  
a)..... b) ..... c) ..... d).....

B) Match the following pairs. 5

Coloumn A

Coloumn B

- |  |    |
|--|----|
| 1. Etiquette & Hospitable Conduct                      | A) |
| 2. Health & Hygeine                                    | B) |
| 3. Safety at Workplace                                 | C) |
| 4. Learn a Foreign or local Language including English | D) |
| 5. Customer Centric Service                            | E) |

C) State the following statement is true or false. 5

- 1. Health & Hygeine
- 2. Safety at Workplace
- 3. Learn a Foreign or local Language including English

*Handwritten signature and initials*

4. Learn a Foreign or local Language including English  
5. Customer Centric Service

04  
3

**D) Answer the following questions in ONE sentence.**

5

1. Safety at Workplace
2. Communication Skills
3. Learn a Foreign or local Language including English
4. Customer Centric Service
5. Information and Communication Technology

**Q. No. 2) Answer the following questions in short. (Any Four)**

12

1. Self Management Skill
2. Communication skill
3. Communication skill
4. Gender & Age sensitive service practices
5. Health & Hygiene
6. Learn a Foreign or local Language including English

**Q. No. 3) Answer the following questions in short. (Any Four)**

12

1. Information and Communication Technology
2. Self Management Skill
3. Gender & Age sensitive service practices
4. Health & Hygiene
5. Health & Hygiene
6. Safety at Workplace

**Q. No. 4) Answer the following questions in brief. (Any Three)**

12

1. Information and Communication Technology
2. Enterprenurial skill
3. Etiquette & Hospitable Conduct
4. Gender & Age sensitive service practices
5. Learn a Foreign or local language including English

**Q. No. 5) Answer the following questions in brief. (Any Three)**

12

1. Etiquette & Hospitable Conduct
2. Gender & Age sensitive service practices
3. Safety at Workplace
4. Customer Centric Service
5. Green Skill

**Q. No. 6) A. Answer the following question in brief (Any One)**

06

1. Etiquete & Hospitable conduct
2. Safety at Workplace

**Q. No. 6) B. Answer the following question in brief (Any One)**

06

1. Health & hygiene
2. Customer Centric Service

*Febrely* *Shree B. Ghose*

3 | Page

Pooja sanjay Deshmukh

12/11/2021



**STD-12 TRAVEL, CUSTOMER SERVICE EXECUTIVE(MEET & GREET)(G9)  
BLUE PRINT OF UNIT WISE MARKS DISTRIBUTION**

S.N.	UNIT	Knowledge						Understanding						Applications						Total Marks with Option	
		O.B.		S.A.		L.A.		O.B.		S.A.		L.A.		O.B.		S.A.		L.A.			Total Marks
		Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions	Marks	Questions		
1	Communication Skill	1	1	-	-	-	-	3	1	-	-	-	-	-	-	3	1	-	-	4	7
2	Self Management Skill	1	1	3	1	-	-	3	1	-	-	-	-	-	-	-	-	-	-	4	7
3	Information & Communication Technology	1	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	4	1	4	8
4	Entrepreneurial Skills	-	-	-	-	-	-	-	-	4	1	-	-	-	-	-	-	-	-	4	4
5	Green Skills	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1	4	4
6	Etiquette & Hospitable conduct	1	1	-	-	4	1	1	1	-	4	1	-	-	-	-	-	6	1	10	16
7	Gender & Age sensitive Service practices	-	-	3	1	-	-	-	-	3	1	4	1	-	-	-	-	4	1	10	14
8	Health & Hygiene	1	1	3	1	-	-	1	2	3	1	-	-	-	-	3	1	6	1	12	18
9	Safety at Workplace	-	-	-	-	-	-	1	1	-	6	1	1	2	3	1	1	4	1	10	16
10	Learn a Foreign or local Language including English	1	2	-	-	-	-	1	2	3	1	4	1	1	1	-	-	-	-	08	12
11	Customer Centric Services	1	1	-	-	-	-	1	1	-	4	1	1	2	-	-	-	6	1	10	14
	<b>Total</b>	1	8	3	4	4	1	1	7	3	5	4	5	1	5	3	3	4	4	80	120

**Note- O.B.-Objective**

**S.A.-Short Answer Type (3 Marks)**

**L.A.-Long Answer type-(4 Marks and 6 Marks)**

All the paper setters are expected to change the blue print every time.

*(Signature)*  
B. Chaturvedi

Pooja Sanjay Deshmukh.

17/11/2024

02