



आधिकारिक पाठ्यक्रम 2025-26

OFFICIAL SYLLABUS 2025-26

(पर्यटन एवं आतिथ्य) / Tourism & Hospitality

कोड: I-5083

कक्षा : बारहवीं / Class-12th

विषय का नाम Subject Name	कोड Code	अवधि अंक Duration/Marks	परीक्षा चक्र Exam Cycle
Tourism & Hospitality	I-5083	3 Hrs / 100 Marks	(On-Demand) ,April And October
विषय सूची \ Table of Contents			
क्र.सं. Sr No.	विषय Topic	विवरण Details	
भाग 1: बुनियादी जानकारी Part :1 Basic Information			
1.1	सीखने के मकसद Learning Objectives	विषय का नाम, कोड Subject Name, Code	
1.4	पाठ्यक्रम संरचना और अंकों का वितरण Course Structure & Marks Distribution	100 अंकों का विभाजन Division of 100 Marks	
भाग - 2: पाठ्यक्रम का विवरण Part -2: Syllabus Detail			
60 Marks			
2.1	पर्यटन और आतिथ्य उद्योग का परिचय Introduction to Tourism & Hospitality Industry	10	
2.2	ट्रैवल एजेंसी और टूर संचालन Travel Agency and Tour Operations	10	

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2.3	होटल संचालन और प्रबंधन Hotel Operations and Management	12
2.4	पर्यटन और आतिथ्य में ग्राहक सेवा Customer Service in Tourism & Hospitality	14
2.5	पर्यटन विपणन और प्रौद्योगिकी Tourism Marketing and Technology	14
भाग-3: शिक्षक अंकित असाइनमेंट Part-3: Tutor Marked Assignment		20 Marks

1. Learning Object 2020 NEP

The curriculum for Tourism & Hospitality at the Senior Secondary level aims to ensure that students are able to:
Understanding Industry Structure: Gain comprehensive knowledge of the tourism and hospitality industry structure, evolution, and components.
Tour Planning Skills: Develop proficiency in itinerary planning, ticketing, documentation, and travel agency operations.
Hotel Operations: Understand hotel classification, front office procedures, housekeeping functions, and guest service management.
Customer Service Excellence: Master communication skills, etiquette, cultural sensitivity, and handling difficult situations effectively.
Marketing & Technology: Demonstrate proficiency in tourism marketing, digital promotion, online booking platforms, and emerging technologies.
Professional Conduct: Apply industry best practices, professional ethics, and sustainable tourism principles in real-world scenarios.

3. DETAILED THEORY SYLLABUS (60 MARKS)

Unit 1: Introduction to Tourism & Hospitality Industry	10 Marks
<ul style="list-style-type: none"> • Evolution of tourism and hospitality. • Types of tourism (Domestic, International, Medical, Adventure, Eco-tourism). • Components of tourism industry. • Career opportunities in tourism sector. • Sustainable tourism practices. 	
Unit 2: Travel Agency and Tour Operations	10 Marks
<ul style="list-style-type: none"> • Role and functions of travel agencies. • Tour planning and itinerary preparation. • Ticketing and reservation systems. • Travel documentation (Passport, Visa, Travel Insurance). • GDS (Global Distribution Systems) basics. 	

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Unit 3: Hotel Operations and Management	12 Marks
<ul style="list-style-type: none"> • Types and classification of hotels. • Front office operations (Check-in, Check-out, Room assignment). • Housekeeping department functions. • Food and Beverage service basics. • Hotel guest services. 	
Unit 4: Customer Service in Tourism & Hospitality	14 Marks
<ul style="list-style-type: none"> • Understanding customer expectations. • Communication skills and etiquette. • Handling complaints and difficult situations. • Cultural sensitivity and diversity. • Service quality standards. 	
Unit 5: Tourism Marketing and Technology	14 Marks
<ul style="list-style-type: none"> • Tourism marketing fundamentals. • Digital marketing in tourism. • Online booking platforms. • Social media for tourism promotion. • Emerging trends (Smart tourism, VR experiences). 	

4. PRACTICAL WORK (20 MARKS)

Objectives: To provide students with hands-on experience in itinerary planning, hotel operations, customer service role-plays, and usage of travel technology tools.

Practical Examination	05 Marks
Practical File/Portfolio	05 Marks
Project Work	05 Marks
Viva Voce	05 Marks
Total	20 Marks

Practical Components & Requirements:

- **Software Requirements:** MS Office (Word, Excel, PowerPoint), Reservation Software (Demo), Tourism websites, Google Maps, Presentation tools.
- **Practical File:** At least 15 activities covering itinerary planning, hotel booking scenarios, front office simulations, customer service role plays, tourism marketing presentations, and tour package designs.
- **Project Work:** Comprehensive tourism project such as tour package development, hotel service plan, destination marketing strategy, or sustainable tourism initiative proposal.

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5. CAREER OPPORTUNITIES & SKILLS

Key Concepts & Skills

- **Core Concepts:** Tourism Components, Hospitality Management, Itinerary Planning, Customer Relations, Marketing.
- **Practical Skills:** Tour Operations, Front Office Management, Digital Marketing, GDS Usage, Communication Etiquette.

Career Roles & Average Monthly Income

Role	Income Range (INR)
Travel Consultant	₹18,000 - ₹65,000
Tour Manager	₹22,000 - ₹75,000
Hotel Manager	₹25,000 - ₹1,00,000
Front Office Executive	₹18,000 - ₹55,000
Guest Relations Officer	₹20,000 - ₹70,000
Tourism Marketing Executive	₹22,000 - ₹80,000
Event Coordinator	₹20,000 - ₹75,000
Airline Customer Service Agent	₹18,000 - ₹60,000

6. STUDY MATERIAL & RESOURCES

Resource Type	Details
Prescribed Textbooks	1. <i>Tourism & Hospitality</i> (Class XII) - CBSE/NCERT Publication
Self-Learning Material	CBSE SLM for Tourism & Hospitality (Code 826)
Reference Books	- <i>Tourism Operations and Management</i> by various authors - Hotel Front Office Management guides <i>Tourism Operations and Management</i> by various authors - Hotel Front Office Management guides - Customer Service Excellence in Hospitality
Online Resources	- Ministry of Tourism (India) - UNWTO, Tourism portals - Hotel management resources
Software Tools	- MS Office Suite, Online booking platforms - Google Maps - Canva for marketing materials

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अंक विश्लेषण / Marks Analysis

Component	Details	Marks
Theory	Written Examination	80 Marks
TMA	Periodic Test + Multi Assessment + Enrichment + Portfolio	20 Marks
	Total	100 Marks

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