

Marking Scheme
Strictly Confidential
(For Internal and Restricted use only)
Senior Secondary School Examination, 2025
SUBJECT NAME -HOME SCIENCE (SUBJECT CODE -064) (PAPER CODE-69)

General Instructions: -

1.	You are aware that evaluation is the most important process in the actual and correct assessment of the candidates. A small mistake in evaluation may lead to serious problems which may affect the future of the candidates, education system and teaching profession. To avoid mistakes, it is requested that before starting evaluation, you must read and understand the spot evaluation guidelines carefully.
2.	“Evaluation policy is a confidential policy as it is related to the confidentiality of the examinations conducted, evaluation done and several other aspects. Its’ leakage to public in any manner could lead to derailment of the examination system and affect the life and future of millions of candidates. Sharing this policy/document to anyone, publishing in any magazine and printing in News Paper/Website, etc. may invite action under various rules of the Board and IPC.”
3.	Evaluation is to be done as per instructions provided in the Marking Scheme. It should not be done according to one’s own interpretation or any other consideration. Marking Scheme should be strictly adhered to and religiously followed. However, while evaluating, answers which are based on latest information or knowledge and/or are innovative, they may be assessed for their correctness otherwise and due marks be awarded to them. In class-X, while evaluating two competency-based questions, please try to understand given answer and even if reply is not from marking scheme but correct competency is enumerated by the candidate, due marks should be awarded.
4.	The Marking scheme carries only suggested value points for the answers These are in the nature of Guidelines only and do not constitute the complete answer. The students can have their own expression and if the expression is correct, the due marks should be awarded accordingly.
5.	The Head-Examiner must go through the first five answer books evaluated by each evaluator on the first day, to ensure that evaluation has been carried out as per the instructions given in the Marking Scheme. If there is any variation, the same should be zero after deliberation and discussion. The remaining answer books meant for evaluation shall be given only after ensuring that there is no significant variation in the marking of individual evaluators.
6.	Evaluators will mark (✓) wherever answer is correct. For wrong answer CROSS ‘X’ be marked. Evaluators will not put right (✓) while evaluating which gives an impression that answer is correct and no marks are awarded. This is most common mistake which evaluators are committing.
7.	If a question has parts, please award marks on the right-hand side for each part. Marks awarded for different parts of the question should then be totaled up and written in the left-hand margin and encircled. This may be followed strictly.
8.	If a question does not have any parts, marks must be awarded in the left-hand margin and encircled. This may also be followed strictly.
9.	If a student has attempted an extra question, answer of the question deserving more marks should be retained and the other answer scored out with a note “Extra Question” .
10.	No marks to be deducted for the cumulative effect of an error. It should be penalized only once.

11.	A full scale of marks 70 (example 0 to 80/70/60/50/40/30 marks as given in Question Paper) has to be used. Please do not hesitate to award full marks if the answer deserves it.
12.	Every examiner has to necessarily do evaluation work for full working hours i.e., 8 hours every day and evaluate 20 answer books per day in main subjects and 25 answer books per day in other subjects (Details are given in Spot Guidelines). This is in view of the reduced syllabus and number of questions in question paper.
13.	<p>Ensure that you do not make the following common types of errors committed by the Examiner in the past: -</p> <ul style="list-style-type: none"> ● Leaving answer or part there of unassessed in an answer book. ● Giving more marks for an answer than assigned to it. ● Wrong totaling of marks awarded on an answer. ● Wrong transfer of marks from the inside pages of the answer book to the title page. ● Wrong question wise totaling on the title page. ● Wrong totaling of marks of the two columns on the title page. ● Wrong grand total. ● Marks in words and figures not tallying/not same. ● Wrong transfer of marks from the answer book to online award list. ● Answers marked as correct, but marks not awarded. (Ensure that the right tick mark is correctly and clearly indicated. It should merely be a line. Same is with the X for incorrect answer.) ● Half or a part of answer marked correct and the rest as wrong, but no marks awarded.
14.	While evaluating the answer books if the answer is found to be totally incorrect, it should be marked as cross (X) and awarded zero (0) Marks.
15.	Any un assessed portion, non-carrying over of marks to the title page, or totaling error detected by the candidate shall damage the prestige of all the personnel engaged in the evaluation work as also of the Board. Hence, in order to uphold the prestige of all concerned, it is again reiterated that the instructions be followed meticulously and judiciously.
16.	The Examiners should acquaint themselves with the guidelines given in the “Guidelines for spot Evaluation” before starting the actual evaluation.
17.	Every Examiner shall also ensure that all the answers are evaluated, marks carried over to the title page, correctly totaled and written in figures and words.
18.	The candidates are entitled to obtain photocopy of the Answer Book on request on payment of the prescribed processing fee. All Examiners/Additional Head Examiners/Head Examiners are once again reminded that they must ensure that evaluation is carried out strictly as per value points for each answer as given in the Marking Scheme.

CLASS XII HOME SCIENCE (2024-2025)

MARKING SCHEME

Q. No.	EXPECTED ANSWERS / VALUE POINTS	Marks
	SECTION A (Multiple Choice Questions)	
1.	(C) Diet consultant	1
2.	(B) Shola craft	1
3.	(A) 5 – 60° C	1
4.	(C) Tamil Nadu	1
5. (a)	(D) Food Security Programmes	1
	OR	OR
(b)	(A) Vitamin A	1
6.	(B) India	1
7.	(C) The Factories Act	1
8.	(D) Physical hazard: Hair	1
9.	(B) Tertiary	1
10.	(A) Tumbling	1
11.	(C) i – 2, ii – 1, iii – 4, iv – 3	1
12.	(D) i – 3, ii – 4, iii – 1, iv – 2	1
13.	(A) (i) and (iv)	1
14. (a)	(B) (i) and (ii)	1
	OR	OR
(b)	(C) (iii) and (iv)	1
	SECTION B (Case Study-Based Questions)	
15.	(C) Observation Home: A kind of home for Children	1
16.	(A) i – 4, ii – 3, iii – 2, iv – 1	1
17.	(A) Both (A) and (R) are true and (R) is the correct explanation of (A).	1
18.	(C) (A) is true, but (R) is false.	1
	SECTION C (Short Answer Questions)	
19. (a)	<p>‘Poshan Abhiyaan monitors and reviews the implementation of strategies to address the nutritional problems’. Justify this statement by giving any two short term interventions.</p> <p>Short term interventions of Poshan Abhiyaan-</p> <ol style="list-style-type: none"> 1. Integrated Child Development Services (ICDS) to cover all vulnerable children in the age group of 0-6 years and all pregnant and lactating mothers 2. Fortification of essential foods (salt fortified with iodine) 3. Production and popularisation of low-cost nutritious foods 4. Control of micronutrient deficiencies among vulnerable groups, namely deficiencies of iron, vitamin A, folic acid and iodine by supplementing these nutrients, distributing free tablets etc. <p>Any other, Any two</p>	1X2=2
	OR	OR
(b)	<p>A doctor has diagnosed a fall in haemoglobin levels of an adolescent girl. Which nutritional deficiency disorder does it indicate? List any two other symptoms which may be seen in her in this disorder.</p>	

	Nutritional deficiency disorder- Iron Deficiency Anemia / IDA / Anemia Symptoms- 1.Shortness of breath / breathlessness 2.Fatigue 3.Lethargy 4.General pallor 5.Paleness of conjunctiva of eyes / tongue / nail beds / soft palate 6.Cognitive functions (attention span / memory / concentration) are adversely affected Any other, Any two	1 $\frac{1}{2} \times 2 = 1$
20.	Few children of a village have become victims of a natural calamity and are without home. Besides these, which other four types of vulnerable children need care and protection? Vulnerable children who need care and protection - 1.Abandoned children 2.Street children 3.Runaway children 4.Missing children 5.Abused or neglected by the guardian 6.Mentally or physically challenged / Children with special needs 7.Children suffering from terminal illness / incurable disease 8.Physically or sexually abused children 9.Children who are tortured or exploited or engaged in illegal acts 10.Victims of drug abuse 11.Trafficked children 12.Victims of armed conflict, civil commotion 13.Orphan children 14.Children rescued from red light areas 15.Child labourers 16.Children of prisoners Any other, Any four	$\frac{1}{2} \times 4 = 2$
21.	What is meant by food fortification? Give its two examples. Food fortification- It is an industrial process of adding the essential nutrient/s that is lacking in the food stuffs or condiments to ensure that minimum dietary requirements are met. Any other Examples- 1. Iodised salt / Salt double fortified with Iodine and Iron 2. Folic acid added to flour	1 $\frac{1}{2} \times 2 = 1$

	3.Vitamin A and D added to milk 4.Vitamin A and D added to oils / fats 5.Iron,Vitamin B ₁₂ and Folic Acid added to wheat / rice Any other, Any two													
22.	By using different types of lines in various combinations on fabrics, name four basic groups of shapes which can be formed? Four basic groups of shapes- 1.Natural shapes 2.Stylised shapes 3.Geometric shapes 4.Abstract shapes	$\frac{1}{2} \times 4 = 2$												
23.	How is ironing different from hot pressing of clothes? Give any two differences. <table border="1"><thead><tr><th>S.No.</th><th>Ironing</th><th>Hot Pressing</th></tr></thead><tbody><tr><td>1.</td><td>It is the process of smoothening out wrinkles created with use or during washing.</td><td>It is a process which helps to put creases in sleeves, trousers, pleated skirts, curtains etc. with heat and pressure.</td></tr><tr><td>2.</td><td>It is done on light clothes.</td><td>It is done on both light and heavy clothes.</td></tr><tr><td>3.</td><td>It is done by back-and-forth motion.</td><td>It applies a downward pressure by lifting up-and-down motion.</td></tr></tbody></table> Any other, Any two differences	S.No.	Ironing	Hot Pressing	1.	It is the process of smoothening out wrinkles created with use or during washing.	It is a process which helps to put creases in sleeves, trousers, pleated skirts, curtains etc. with heat and pressure.	2.	It is done on light clothes.	It is done on both light and heavy clothes.	3.	It is done by back-and-forth motion.	It applies a downward pressure by lifting up-and-down motion.	$1 + 1 = 2$
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24.	A student is curious to learn about the major developments in food processing and technology that occurred before the 20th century. In this context, name two researchers who made a significant contribution in those times. Also name the process developed by each one of them. <table border="1"><thead><tr><th>Researcher</th><th>Process Developed</th></tr></thead><tbody><tr><td>Nicolas Appert</td><td>Canning</td></tr><tr><td>Louis Pasteur</td><td>Pasteurization</td></tr></tbody></table> Any two researchers with the process they developed	Researcher	Process Developed	Nicolas Appert	Canning	Louis Pasteur	Pasteurization	$1 + 1 = 2$						
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25.(a)	Differentiate between underweight and wasting. <table border="1"><thead><tr><th>Underweight</th><th>Wasting</th></tr></thead><tbody><tr><td>A person is said to be underweight when his / her body weight is less than adequate for his / her age.</td><td>When weight is not adequate relative to height, it is termed wasting.</td></tr></tbody></table> One difference OR	Underweight	Wasting	A person is said to be underweight when his / her body weight is less than adequate for his / her age.	When weight is not adequate relative to height, it is termed wasting.	$1 + 1 = 2$ OR								
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(b)	<p>Write the full form of PEM and describe it briefly.</p> <p>Full form of PEM-</p> <p>Protein Energy Malnutrition</p> <p>Description of PEM-</p> <p>1.Caused by inadequate food intake vis-a-vis the requirements i.e., insufficient intake of the macronutrients (energy and protein) / poverty / infections / chronic illnesses</p> <p>2.Types- Marasmus, Kwashiorkor</p> <p>3.Severe undernutrition due to deficiency of food and energy is termed as Marasmus and that caused by protein deficiency is termed as Kwashiorkor</p> <p>4.Symptoms - Underweight, Wasting, Stunting</p> <p>5.Children are at greatest risk but it can occur in adults, especially elderly and in some diseases e.g. T.B., AIDS etc.</p> <p>6.It is assessed by evaluating the anthropometric measurements (weight, height, head-chest circumference, etc.)</p> <p>7.Treatment - through balanced nutrition</p> <p>Any other, Any one</p>	<p>1</p> <p>1</p>
26.(a)	<p>Sumera lived in a remote village and was never sent to school. Now her parents want to admit her in a residential school. Suggest the name of the scheme by the Government of India meant for such girls. Explain any two other features of this scheme.</p> <p>Name of the scheme-</p> <p>Kasturba Gandhi Balika Vidyalaya / KGBV</p> <p>Features-</p> <p>1.Scheme of Government of India under Sarva Shiksha Abhiyaan (SSA), now Samagra Shiksha</p> <p>2.Provide free school education to dropout girls from rural and disadvantaged sections of the society</p> <p>3.Enrolls girls in class VI (upper primary) and is till class XII (Senior Secondary)</p> <p>4.All the girls study the Bridge Course for preparing them for the entry level</p> <p>5.Schools have been opened in backward blocks of each district</p> <p>6.Helps in the implementation of 'Right to Education Act' (RTE), Government of India</p> <p>7.Aims to enhance literacy rate, empower girls, bridge gender gap, provide quality and equity in education</p> <p>Any other, Any two</p> <p style="text-align: center;">OR</p> <p>(b) Jacob wants to set up a suitable workplace for his employees in his own manufacturing company. Advise him to use ergonomics in designing workplaces by giving the definition of ergonomics and its two benefits.</p>	<p>1</p> <p>1X2=2</p> <p>OR</p>

	<p>Definition-</p> <ol style="list-style-type: none"> 1.Human Factors Engineering 2.Adjustment of Human and Machine 3.Involves application of human biological sciences combined with engineering science to achieve optimum mutual adjustment of human work, with the benefit being measured in terms of human efficiency and well-being 4.Study of humans at work, in order to understand the complex interrelationships of people with their job requirements, methods of working, tools / equipment used and the environment 5.Derived from two Greek words — ‘ergon’ (work) and ‘nomics’ (natural laws) 6.Study of work with the primary goal being to adapt the work environment to the worker <p>Any other, Any one</p> <p>Benefits of Ergonomics-</p> <ol style="list-style-type: none"> 1.Reduces risk of injury and accidents 2.Increases productivity 3.Reduces mistakes and need to do the work again 4.Increases efficiency 5.Decreases absenteeism due to ill health / accidents / stress 6.Improves morale of workers 7.Increases job satisfaction through comfortable working conditions <p>Any other, Any two</p>	<p>1</p> <p>1X2=2</p>
27.	<p>Provide six reasons how a pre-school environment is beneficial for young children’s development.</p> <p>Pre-school environment is beneficial due to following reasons-</p> <ol style="list-style-type: none"> 1.Child centered approach 2.Play way method which makes learning enjoyable 3.Children enjoy the company of others / socialization with peers 4.Facilitates quick learning due to peers / stimulating environment 5.Makes children independent and do their work on their own like eating on their own 6.Beneficial for children who live in difficult circumstances or who need additional support for learning / Children with special needs (CWSN) 7.Enhances child’s exploration to other adults and other environments and materials / enhances creativity and curiosity 8.Prepare children for formal schooling 9.Provides a good learning environment 10.Facilitates sharing, cooperation, empathy 11.Develops self-confidence and self-awareness 12.Develops communication skills / language skills 13.Helps to manage emotions 14.Aids in holistic development of the child 15.Improves concentration, memory and attention span 16.Assists in growth and development of children outside the home 17.Teaches self-care, healthy habits and disciplined routine <p>Any other, Any six</p>	<p>½X6=3</p>

28.	<p>(a) Why is it important for DCJ professionals to be well versed in computer skills?</p> <p>DCJ professionals should be well versed in computer skills to –</p> <ol style="list-style-type: none"> 1.write and present technical reports and documents / prepare presentations / analyse data etc. 2.operate the video production station or radio station and related suitable softwares 3.design graphics 4.edit using multimedia 5.write emails or creative briefs for effective communication 6.use Microsoft Office / Google / AI applications 7.increase work efficiency 8.use social media platforms for creating impact on masses 9.saves time / resources <p>Any other, Any one</p> <p>(b) In which two areas can a Development Journalist work?</p> <p>Areas in which Development Journalist can work -</p> <ol style="list-style-type: none"> 1.Traditional Media - Print / TV / Radio etc. 2.Community Media - Radio jockey / Anchor etc. 3.Digital Media - Online news / Blog writing / Social media / Podcast etc. 4.Teaching / Academics / Training 5.Research 6.International agencies / Government agencies / NGOs 7.Freelancing / Consultancy 8.Government / Corporate sector <p>Any other, Any two</p> <p>(c) Name the umbrella term that includes computer hardware and software, digital broadcast, etc.</p> <p>Information and Communication Technologies / ICT</p>	<p>1</p> <p>$\frac{1}{2} \times 2 = 1$</p> <p>1</p>
29.(a)	<p>Enlist six features of Hospital laundry.</p> <p>Features of Hospital laundry-</p> <ol style="list-style-type: none"> 1.Takes care of hygiene, cleanliness and disinfection / sterilization 2.Most of the articles are of cotton, only the blankets are woollen 3.Articles are dyed (in colours specific to the hospital and department) with dyes which have excellent wash-fastness 4.Stubborn stains may not be taken notice of 5.Finishing like starching and whitening is not included 6.Ironing and pressing may not be done to perfection 7.Repair, mending and condemnation of unusable material may or may not form a part of the services required 8.Some hospitals have started using disposables where there is a threat of infection, which are then destroyed by burning 	<p>$\frac{1}{2} \times 6 = 3$</p>

	<p>9.Large amount of work 10.Eco friendly detergents may be used 11.High-capacity washers and hydroextractors are used</p> <p>Any other, Any six</p> <p style="text-align: center;">OR</p> <p>(b) Mention six work operations which are performed by an automatic washing machine.</p> <p>Six work operations performed by automatic washing machine-</p> <p>1.Filling up water 2.Water Level Control 3.Regulation of Temperature of Water 4.Washing 5.Rinsing 6.Water Extraction</p>	<p>OR</p> <p>$\frac{1}{2} \times 6 = 3$</p>
	SECTION D (Long Answer Questions)	
30.	<p>(a) Which type of diet should be given to a person who has dentures? Give any two examples of this diet.</p> <p>Type of diet-</p> <p>Mechanical soft diet</p> <p>Examples-</p> <p>1. Mashed fruits / vegetables 2. Pureed fruits / vegetables 3. Peeled and Grated fruits / vegetables 4. Boiled / Stewed fruits / vegetables 5. Well-cooked dal / rice / khichri / dalia 6. Smoothies / Curd / Custard / Pudding / Kheer 7.Boiled / Scrambled eggs / Tender meat / Minced meat</p> <p>Any other, Any two</p> <p>(b) Describe any two ways of feeding a patient.</p> <p>Ways of feeding a patient -</p> <p>1.Oral feeding / Feeding by mouth - i. Best / most preferred way ii. Nutritionally adequate</p> <p>2.Tube feeding - i. Introduced through nose or stomach etc. ii. Preferred as long as gastrointestinal tract is functional iii. Can be given when the person is able to digest and absorb</p>	<p>1</p> <p>$\frac{1}{2} \times 2 = 1$</p> <p>$1 \times 2 = 2$</p>

	<p>3. Intravenous feeding -</p> <p>i. Patient is nourished with special solutions which are given through a drip in a vein</p> <p>ii. Can be used to provide nutrition to unconscious patients</p> <p>Any two ways with any one point of description for each</p>	
31.	<p>Your grandmother has purchased apples from a street vendor, who cheated her by weighing less.</p> <p>(a) By which four ways can a fruit and vegetable vendor deceive his customers using defective weights and measures?</p> <p>Fruits and vegetable vendor can deceive customers by-</p> <ol style="list-style-type: none"> 1. not using -standardized weights / weights and measures with seal / weights with genuine verification stamp 2. using weights which are hollow from below / tempering with weights 3. using stones for weighing instead of standard weights 4. not mentioning correct weight on packaged fruits and vegetables 5. sticking magnet on the bottom of the pan of the weighing scale 6. using the weighing scale where the pointer is not in the centre or missing 7. using defective and unverified electronic weighing machines / beam scales / platform scales / non calibrated weighing machine 8. putting additional rings on one side of the manual weighing balance 9. weighing machine kept on the uneven / slant surface <p>Any other, Any four</p> <p>(b) As an alert consumer, what are her two responsibilities in this context.</p> <p>Responsibilities of consumer-</p> <ol style="list-style-type: none"> 1. Should purchase good quality products weighed by verified scale weights 2. Be vigilant and watch carefully how the vendors are weighing goods 3. If vendors are using defective weights and measures, tell them not to do so 4. If vendors do not listen, inform others not to purchase from them / restrict their entry in the area 5. Take vendors' photo or video and report to concerned authorities 6. Insist for digital / electronic weighing scales than manual 7. Insist for weighing prepackaged goods 8. Participate in consumer forums 9. Be aware of National Consumer Helpline 10. Be aware of latest consumer laws and consumer rights <p>Any other, Any two</p>	<p>$\frac{1}{2} \times 4 = 2$</p> <p>$1 \times 2 = 2$</p>
32.(a)	<p>(i) "Food safety challenges have changed globally as well as in India, and Food Quality and Food Safety have gained tremendous importance". In this context, highlight two significant reasons of importance of Food Quality and Safety.</p>	

	<p>Systems for ensuring food safety and quality-</p> <p>1. Good Manufacturing Practices (GMP) –</p> <ul style="list-style-type: none"> i. Part of quality assurance to ensure products are safe ii. Enables to minimise or eliminate contamination and false labelling iii. Helps to refine compliance and performance by manufacturers / producers iv. Ensures that manufacturers / processors take proactive steps to make products safe v. Good business tool for food operations <p>2. Good Handling Practices (GHP) -</p> <ul style="list-style-type: none"> i. A comprehensive approach from the farm to the store / consumer ii. Identifies potential sources of risk iii. Indicates what steps and procedures are taken to minimize the risk of contamination iv. Ensures that all persons who handle food have good hygiene practices v. Reduces the risk of cross-contamination during food handling <p>3. Hazard Analysis Critical Control Points (HACCP) -</p> <ul style="list-style-type: none"> i. It is a preventive approach to ensure food safety ii. Identifies critical control points in the production process to prevent, eliminate or reduce food safety hazards iii. Assesses chances of occurrence of hazards during each step / stage in the food chain – raw material procurement, manufacturing, distribution, usage of food products and defining measures for hazard control iv. Ensures good quality end product v. Utilises resources efficiently and in a cost-effective manner vi. Important for consumer protection and international food trade <p>Any two systems with any one point of description for each</p>	1X2=2
33.	<p>(a) A fashion design team has been tasked with creating a new apparel collection inspired by the Golden Mean. Describe any three ways how they would integrate the principles of proportion into their design process, with a focus on Golden Mean.</p> <p>Ways of integrating proportion in the dress-</p> <p>1. Garment Proportion-</p> <ul style="list-style-type: none"> i. Proportion of golden mean which is represented by ratios like 3:5:8, 5:8:13 and so on. ii. In a skirt and blouse, the blouse should represent 3 parts, the skirt should represent 5 parts and combined effect represents 8. iii. In a shirt-pant, the shirt should represent 5 parts and pant should represent 8 parts and combined effect represents 13. <p>2. Proportion of Colour-</p> <ul style="list-style-type: none"> i. By using golden mean, different colours can be used to create proportion of colour in apparel. ii. Different colour proportions can be created for saree and blouse / shirt and pant / skirt and blouse etc. 	1X3=3

	<p>3. Proportion of Texture-</p> <p>i. This is achieved when different textures of the material used to make the garment increase or decrease the size of the person wearing the garment.</p> <p>ii. Heavy and bulky textures should be avoided for a thin and short person.</p> <p>iii. Clinging textures should be avoided for a stout person.</p> <p>4. Proportion of Shape and Form-</p> <p>i. The size and positioning of motifs or prints in a dress are in proportion to the size of the wearer.</p> <p>ii. Small child's dress should have small prints whereas adults' dress may have big prints.</p> <p>iii. A high waist bodice used in maternity clothes camouflages the fullness of the abdomen.</p> <p>iv. Equal divisions make a person look shorter and wider, whereas unequal horizontal divisions make a person look slimmer.</p> <p>Any three ways with one point of description for each</p> <p>(b) They have been asked to use colour value 0 and 10 from a Grey Scale. What do these equivalent values represent?</p> <p>When using the Grey Scale, the values 0 and 10 represent-</p> <p>Value 0- Black Value 10- White</p>	<p>$\frac{1}{2} \times 2 = 1$</p>
34.(a)	<p>Kartik's family has reserved a 3-night stay at a resort for their vacation. As the Front Office Manager, list down the actions to be taken during each stage of 'Guest cycle' to ensure good hospitality services for Kartik's family. Which two staff members / personnel would assist the Front Office Manager in this work?</p> <p>Actions to be taken during each stage of 'Guest cycle'-</p> <p>1.Pre-arrival Stage-</p> <p>i. Quoting room rates to guest</p> <p>ii. Checking room availability</p> <p>iii. Reserving a room</p> <p>iv. Providing information regarding the resort</p> <p>2.Arrival Stage-</p> <p>i. Registering guests on arrival / check-in</p> <p>ii. Welcoming guests</p> <p>iii. Allocating rooms and handing over keys</p> <p>iv. Maintaining record of check- in</p> <p>v. Handling luggage / providing porter services</p> <p>3.Occupancy -</p> <p>i. Providing various services as per the guest's requirements</p> <p>ii. Ensuring security of the guest</p> <p>iii. Coordination of various guest services</p> <p>iv. Ensuring guest satisfaction and retaining customer loyalty</p>	<p>$1 \times 4 = 4$</p>

	<p>4. Departure -</p> <ol style="list-style-type: none"> Check-out from the resort Clearance of bill Handing over the resort room key Handling baggage Maintaining up-to-date record of the room occupancy Maintaining guest history Taking feedback from the guest <p>Four stages with any one action for each</p> <p>Staff members / personnel who would assist the Front Office Manager-</p> <ol style="list-style-type: none"> Front Office Supervisor Front Office Cashier Telephone Operator / Information Assistant Assistant Manager- Front Office Lobby Manager Receptionist (Front Office Agent) Bell Captain Bellboy Doorman <p>Any other, Any two</p>	<p>$\frac{1}{2} \times 2 = 1$</p>
(b)	<p>‘Fresh Cake and Cafe’, a new bakery and coffee shop is opened in your city. Its Food and Beverage Department has the responsibility for the sale of food and beverages.</p> <p>Name any two service departments related to it. Describe four functions / roles of any one of these service departments.</p> <p>Various service departments-</p> <ol style="list-style-type: none"> Kitchen Restaurant Kitchen Stewarding Coffee shop Online order / Take away <p>Any other, Any two</p> <p>Functions of these service departments-</p> <ol style="list-style-type: none"> Kitchen- <ol style="list-style-type: none"> Place where food is prepared Kitchen may be divided into various sections for food preparations, such as bakery and confectionery, hot beverages etc. Following staff in the kitchen perform different roles: <ul style="list-style-type: none"> ❖ Executive Chef (Chef-de-cuisine) is the head of the kitchen- Planning, organising and controlling the kitchen operations ❖ Deputy Chef - Supports Executive Chef ❖ Chef-de-partie - Supervises some sections of the kitchen 	<p>OR</p> <p>$\frac{1}{2} \times 2 = 1$</p> <p>1X4=4</p>

	<p>❖ Cook - Prepares the common food items</p> <p>2. Restaurant / Coffee shop-</p> <p>i. A commercial facility that provides food and beverages to the customers</p> <p>ii. Equipped with dining tables, chairs and other required furniture with crockery, cutlery, linen and décor, varying in quality as suited to the objectives, concept and standards of the establishment</p> <p>iii. Restaurant personnel coordinate closely with the kitchen for the supply of food orders to guests</p> <p>iv. Standard of cleanliness, hygiene and service to be maintained</p> <p>v. Staff has to be smiling, courteous to the guests and possess good manners and etiquette</p> <p>vi. Staff should have thorough knowledge of the ways of serving the food</p> <p>vi. Following staff in the restaurant perform different roles:</p> <ul style="list-style-type: none"> ❖ Restaurant Manager - Responsible for overall functioning of the restaurant. ❖ Senior Restaurant Supervisor-Supervises functioning of restaurant ❖ Head Waiter-Lead a team of waiters / stewards who actually serve the food ❖ Assistant Waiter - Clears the table <p>3. Kitchen Stewarding-</p> <p>i. Concerned with the storage, maintenance, cleanliness and issue of cutlery, crockery and glassware to the restaurant and kitchen</p> <p>ii. Maintain cleanliness in the kitchen and to wash used pots and pans</p> <p>iii. Following staff in the stewarding perform different roles:</p> <ul style="list-style-type: none"> ❖ Executive Kitchen Steward ❖ Kitchen Steward ❖ Dishwasher ❖ Pot washer ❖ Utility workers to clean the kitchen <p>4. Online order / Take away-</p> <p>i. Allows customers to order food and beverage online</p> <p>ii. Allows food and beverages to be delivered to customers residence / office etc.</p> <p>iii. May offer schemes / discounts etc.</p> <p>Any other, Any four functions / roles of any one service department</p>	
35.	<p>Blazer jackets, hot pants, polo shirts and baggy pants are displayed in a fashion store for sale.</p> <p>(a) Classify and differentiate them as per fashion terms used in the fashion industry.</p> <p>Classification as per fashion terms-</p> <p>1. Classic / Style</p> <p>2. Fads</p>	<p>$\frac{1}{2} \times 2 = 1$</p>

Differentiation-							
<table border="1"> <thead> <tr> <th data-bbox="215 109 782 138">Classic / Style</th><th data-bbox="782 109 1385 138">Fads</th></tr> </thead> <tbody> <tr> <td data-bbox="215 138 782 215">A timeless style that never becomes completely obsolete, but instead remains more or less accepted for an extended period.</td><td data-bbox="782 138 1385 215">Temporary fashions that are short lived and go in a single season.</td></tr> <tr> <td data-bbox="215 215 782 291">It is characterised by simplicity of design, which keeps it ever lasting.</td><td data-bbox="782 215 1385 291">They lack the design strength to hold consumer attention for long.</td></tr> </tbody> </table>	Classic / Style	Fads	A timeless style that never becomes completely obsolete, but instead remains more or less accepted for an extended period.	Temporary fashions that are short lived and go in a single season.	It is characterised by simplicity of design, which keeps it ever lasting.	They lack the design strength to hold consumer attention for long.	
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(b) Which three career opportunities will be available to fashion design professionals in this fashion store? Mention any one role for each of them.							
Career opportunities available to fashion design professionals-							
1.Visual Merchandise Designer-							
i. Designing window / in-store displays							
ii. Arranging store merchandise							
iii. Creating props and accents							
iv. Organising clothing placement							
v. Styling mannequins							
vi. Spearheading marketing campaigns							
2.Fashion Designer-							
i. Create designs for clothing and apparel							
ii. Working with popular fashion designers / manufacturers							
iii. Managing own fashion labels							
iv. Fashion forecasting							
v. Fashion stylists							
3.Interior Designer-							
i. Combining form with function							
ii. Introducing interior concepts that will increase the beauty, safety and functionality of a particular space or area							
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