

Marking Scheme
Strictly Confidential
(For Internal and Restricted use only)
Secondary School Examination, 2026 (2nd Board Examination)
SUBJECT NAME : Introduction to Tourism
(Q.P. CODE / Set No. 406/93)

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 Newspaper/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 _____ (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	Ensure that you do not make the following common types of errors committed by the Examiner in the past :- • Leaving answer or part thereof 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 unassessed 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.
19	If a candidate attempts both alternatives/options in a question where only one option/alternative is required to be attempted, the Evaluator shall award marks in both the options. The system will take the higher of two scores and disregard the other response.
20	In a question having two options/alternatives, if a candidate has attempted only one, then the evaluator shall mark “NA” (Not attempted) against the option that has not been attempted by the candidate.

MARKING SCHEME
Introduction to Tourism (Subject Code - 406)
(PAPER CODE : 93) (M930406)

Q. No.	EXPECTED OUTCOMES/VALUE POINTS				Marks
SECTION - A : OBJECTIVE TYPES					
Q 1.	Answer any 4 out of the given 6 questions on Employability Skills (1x4=4 marks)	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
i.	(C) Message	NCERT	1	3	1
ii.	(C) Negative Thinking	NCERT	2	41	1
iii.	Self motivation is the ability to do the things that need to be done without someone or something influencing us.	NCERT	2	51	1
iv.	(C) BIOS	NCERT	3	65	1
v.	(A) Every business idea needs to be unique or special	NCERT	4	94	1
vi.	(C) By planting more trees	NCERT	5	112	1
Q 2.	Answer any 5 out of the given 6 questions (1x5=5 marks)	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
i.	(B) Thinking, feeling and behaving	Introduction to Tourism II Student Handbook	1	3	1
ii.	(B) Wearing a strong perfume	Introduction to Tourism II Student Handbook	1	15	1
iii.	(B) Parent’s background and education	Introduction to Tourism II Student Handbook	1	4	1
iv.	(B) Examine your attitude regularly	Introduction to Tourism II Student Handbook	1	8	1

v.	(B) It reflects the company's image and service quality	Introduction to Tourism II Student Handbook	1	12	1
vi.	(A) To avoid misunderstandings from other sources	Introduction to Tourism II Student Handbook	1	17	1
Q 3.	Answer any 5 out of the given 6 questions (1x5=5 marks)	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
i.	(C) It encourages locals to value their own culture more	Introduction to Tourism II Student Handbook	2	28	1
ii.	(B) Timatic on CRS	Introduction to Tourism II Student Handbook	2	34	1
iii.	(B) Formulating national policies for tourism and coordinating tourism activities	Introduction to Tourism II Student Handbook	2	35	1
iv.	(B) To become one of the finest and leading service providers in the Hospitality Sector	Introduction to Tourism II Student Handbook	2	37	1
v.	(C) Revival of local traditions and crafts	Introduction to Tourism II Student Handbook	2	30	1
vi.	(B) Nature Parks and Protected Areas	Introduction to Tourism II Student Handbook	2	30	1

Q 4.	Answer any 5 out of the given 6 questions (1x5=5 marks)	Source Material	Unit/Chap ter No.	Page No. of Source Material	Marks
i.	(B) It ensures clear communication across different tourism businesses and understanding their operations	Introducti on to Tourism II Student Handbook	3	42	1
ii.	(B) MakeMyTrip	Introducti on to Tourism II Student Handbook	3	41	1
iii.	(C) Group travellers booking a package tour	Introducti on to Tourism II Student Handbook	3	42	1
iv.	(C) Walk-in-Guest	Introducti on to Tourism II Student Handbook	3	44	1
v.	(B) No rooms are available in the hotel	Introducti on to Tourism II Student Handbook	3	44	1
vi.	(C) When they possess a valid passport	Introducti on to Tourism II Student Handbook	3	47	1
Q 5.	Answer any 5 out of the given 6 questions (1x5=5 marks)	Source Material	Unit/Chap ter No.	Page No. of Source Material	Marks
i.	(B) Custom refers to practices and culture refers to ideas or a group of customs.	Introducti on to Tourism II Student Handbook	4	55	1
ii.	(C) Islam	Introducti on to Tourism II Student Handbook	4	55	1

iii.	(C) Camels	Introduction to Tourism II Student Handbook	4	55-56	1
iv.	(B) Gujarat	Introduction to Tourism II Student Handbook	4	61	1
v.	(D) Konkan Railway	Introduction to Tourism II Student Handbook	4	62	1
vi.	(B) Skiing	Introduction to Tourism II Student Handbook	4	58	1

SECTION - B : SUBJECTIVE TYPE QUESTIONS

	Answer any 3 out of the given 5 questions on Employability skills (2x3=6 Marks). Answer each question in 20-30 words.	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
Q 6.	These can be abbreviated as 7 Cs i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.	NCERT	1	20	2 (0.5x4=2) (Any 4 to be Considered)
Q 7.	(1) Time management is the ability to plan and control how you spend the hours of your day well and do all that you want to do. (2) Step 1 - Organise Step 2 - Prioritise Step 3 - Control Step 4 - Track	NCERT	2	59 & 60	2 (1+1) (0.25x4=1)
Q 8.	Navigation keys : Keys, such as the arrow keys, HOME, END, PAGE UP, and PAGE DOWN are navigation keys.	NCERT	3	67	2 (0.5x4=2)

Q 9.	Some examples of qualities in people are (i) hardworking, (ii) nice, (iii) creative, (iv) patient, (v) do not give up attitude, (vi) take responsibility for actions, (vii) trying new ideas etc. (Any 4 to be Considered)	NCERT	4	89-90	2 (0.5x4=2)
Q 10.	Importance of Sustainable Development (1) Sustainable development is essential to ensure that the needs of the present generation are met without compromising the ability of future generations to meet their own needs. (2) Rapid economic growth and rising consumption have led to excessive use of natural resources, causing serious environmental problems. (3) As population and income levels increase, the demand for goods also rises, putting further pressure on the environment. (4) To prevent the depletion of scarce natural resources, society must adopt a development strategy that promotes both economic growth and environmental protection. (5) Sustainable development encourages individuals to practice a sustainable lifestyle, emphasizing the careful and responsible use of natural resources. (6) By doing so, we can maintain ecological balance, reduce pollution and secure a healthier and safer environment for future generations.	NCERT	5	104	2 (0.5x4) (Any 4)

	Answer any 4 out of the given 6 questions in 20-30 words each (2x4=8 marks)	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
Q 11.	Legs : Legs again convey a lot about our inner feelings as these are farthest point from brain and difficult to control consciously. The way our leg moves convey our state of mind. When we are nervous, stressed or being deceptive our legs tend to move around a lot more than normal. Also the way we cross our legs and where we cross it at the knees or ankles. Crossing of legs shows that the person is defensive. Also on the legs depend the angle of your body in relation to others. It gives an indication of your attitude and feelings towards them. We angle inward toward people we find attractive, friendly and interesting. Hand gesture : With hands we make numerous gestures and each conveys definitive meaning. Some are : - Palms slightly up and outward is seen as open and friendly. - Palm down gestures are generally seen as dominant, emphasizing and possibly aggressive. This palm up, palm down is very important when it comes to handshaking and where appropriate we suggest you always offer a handshake upright and vertical, which should convey equality.	Introduction to Tourism II Student Handbook	1	21	2 (0.5x4) Any 4 (2 from each)
Q 12.	(1) Domestic Tourism : Domestic tourism involves trips made by local residents within their own countries. Example : An American, who lives in New York, takes a business trip to Los Angeles. (2) International Tourism : International Tourism involves trips between 2 countries. To a certain country, a visit by residents of that country to another country is an outbound tourism; a visit to that country by residents of another country is an inbound tourism. Example : Trips between Hong Kong and Japan. Hong Kong as the point of origin/point of destinations : Visits made by Hong Kong residents to Japan are Hong Kong's outbound tourism	Introduction to Tourism II Student Handbook	2	25	2 (1x2)

Q 13.	(1) Today, the business volume of tourism equals or even surpasses that of oil exports, food products or automobiles. Tourism has become one of the major players in international commerce and represents at the same time one of the main income sources for many developing countries. (2) This growth goes hand in hand with an increasing diversification and competition among destinations. This global spread of tourism in industrialized and developed states has produced economic and employment benefits in many related sectors - from construction to agriculture or telecommunications.	Introduction to Tourism II Student Handbook	3	26	2 (1x2)
Q 14.	Medical Requirements (1) Medical emergencies can cause serious havoc with one's travel plans. The case of Ebola Virus in present time or SARS virus few years back is testimony to the fact that medical emergencies can change one's travel plans. (2) For a few countries, it is mandatory to meet certain medical requirements before travelling to their country. These medical requirements mostly refer to vaccines against certain diseases and a tourist will have to submit a health certificate by a recognised medical practitioner while applying for VISA.	Introduction to Tourism II Student Handbook	3	48	2 (1x2)
Q 15.	IBT - Inbound Tours (Department) / Tourists. OBT - Outbound Tours (Department) / Tourists.	Introduction to Tourism II Student Handbook	3	44	2 (1x2) (with explanation)

Q 16.	Event-based Tourism products (1) Where an event is an attraction, it is event based tourism product. An event is a thing that happens or takes place, especially one of importance. It is a planned public or social occasion. Events attract tourists as spectators or as participants in the events, sometimes it can be both. (2) Sporting events like Olympics, Football World Cup, Formula One Race; cultural events like Carnival in Rio de Janeiro, Mardi Gras in New Orleans are event based tourism products. Kite flying in Ahmadabad attracts tourists both as participants and spectators. In case of Snake Boat Race in Kerala one can enjoy witnessing it and can be participants also.	Introducti on to Tourism II Student Handbook	4	57	2 (1x2)
	Answer any 3 out of the given 5 questions in 50-80 words each (4x3=12 marks)	Source Material	Unit/Chapter No.	Page No. of Source Material	Marks
Q 17.	(1) It is more relevant in Tourism Industry where a well developed personality having high social attractiveness is more imperative and demanded than any other skill set. Tourism is a people-to-people industry where the service provider is an integral part of the tourism product. For Example : the comfort of five-star hotel room like high quality bed and linen, best of antiques in room, international quality good food, costly furniture etc. are useless if the people serving in hotel lack professional serving attitude, manners, communication skills and have poor hygiene sense etc. (2) Thus essentially we can say that to have a happy customer (tourist) at the end of the day the people serving in tourism industry should have : 1. Positive Attitude to work 2. Well Well-groomed personality to create first impression 3. Social Etiquettes & Telephonic Etiquettes 4. Professional Body Language	Introducti on to Tourism II Student Handbook	1	6	4 (2+2)

Q 18.	Economic Impact : Positive Impacts : (1) Tourism increases employment opportunities. Additional jobs, ranging from low-wage entry-level to high-paying professional positions in management and technical fields, generate income and raises standard of living. (2) As tourism grows, additional opportunities are created for investment, development and infrastructure spending. (3) Tourism often induces improvements in public utilities such as water, sewer, sidewalks, lighting, parking, public restrooms, litter control and landscaping. Such improvements benefit tourists and residents alike. (4) Likewise, tourism encourages improvements in transport infrastructure resulting in upgraded roads, airports, public transportation and non-traditional transportation (e.g., trails). (5) Tourism encourages new elements to join the retail mix, increasing opportunities for shopping and adding healthy competitiveness. (6) It often increases a community's tax revenues. Lodging and sales taxes most notably increase but additional tax revenues include air travel and other transportation taxes, business taxes and fuel taxes. New jobs generate more income tax revenues. Negative Impacts of Tourism : When considering the economic impacts of tourism, it is essential to understand that : (1) Tourism businesses often include a significant number of low-paying job's, often at minimum wage or less. These jobs are often seasonal causing under-employment or unemployment during off-seasons. (2) Labour may be imported, rather than hired locally, especially if particular skills or expertise is required, or if local labour is unavailable. (3) Some tourism-related businesses are volatile and high-risk ventures that are unsustainable. (4) Greater demand for goods, services, land and housing may increase prices that in turn will increase the cost of living. (5) Tourism businesses may claim land that could have higher-value or other uses. Additionally, non-local owners and corporations may export profits out of the community. (6) The community may have to generate funds (possibly through increased taxes) to maintain roads and transportation systems that have become more heavily used. Similarly, if additional infrastructure (water, sewer, power, fuel, medical, etc.) is required, additional taxes may also be needed to pay for them.	Introducti on to Tourism II Student Handbook	2	27-28	4 (2+2) Any 2 Positive + Any 2 Negative Impacts.
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Q 19.	(1) Documentations : The travel documents required for International travel are - Passport, VISA, Health certificate, Travel Insurance, Permits to travel in certain parts in India. Passport is an official document issued by the government of a country to its citizens as a proof that one is a resident of the country. Similarly to enter any country other than one's own, one must have a VISA from the foreign country. (2) Travel insurance is one such insurance that provides risk cover to both international and domestic traveller against medical expenses, trip cancellation, accident, financial default of travel suppliers, loss of baggage or any other losses incurred during the travel. (3) Permit - restricted, protected and inner line permits - to visit some areas. There are still certain areas in India which can be accessed only with permits. For e.g. even for an Indian, to visit few islands in Andaman & Nicobar Islands, a permit is required from competent authority. (4) These medical requirements mostly refer to vaccines against certain diseases and a tourist will have to submit a health certificate by a recognised medical practitioner while applying for VISA.	Introducti on to Tourism II Student Handbook	3	47-49	4 (1 mark each)
Q 20.	(1) M.I.C.E. : Meetings, Incentives, Conferences and Expositions (M.I.C.E.) (2) Is one of the prominent activities of a travel agency as it is a great revenue generator for the company. (3) Travel agents liaison with the hotels & other service providers and arrange for the facilities and services needed to organise large scale conferences as well as meetings for corporate houses and associations. (4) Another activity of the travel agents is to coordinate with corporate houses seeking incentive tours for their high performing agents or organising expositions to reach out to the product market.	Introducti on to Tourism II Student Handbook	3	46	4 (1 mark each)

Q 21.	 Classification of Tourism Products	Introducti on to Tourism II Student Handbook	4	51	4 (1 mark each) Explanation with example of any 4 Tourism products.
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