

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

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 the 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 the given answer and even if the reply is not from the 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 the answer is correct. For wrong answers 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 the 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, the 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	<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 the 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 answers.) • Half or a part of the answer was marked correct and the rest was wrong, but no marks were 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 a 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.

MARKING SCHEME
INTRODUCTION TO TOURISM (Subject Code-406)
(PAPER CODE : 93) (M930406)

SECTION A
OBJECTIVE TYPE QUESTIONS

Q. No.	Question	Source Material (NCERT/ PSSCIVE/ CBSE Study Material)	Unit / Chapter No.	Page No.of Source Material	Marks
Q1.	Answer any 4 out of the given 6 questions on Employability Skills (1x4=4 marks)				
(i)	(A) Specific feedback	NCERT Textbook	Unit 1	Pg. 18	1
(ii)	(B) Realistic	NCERT Textbook	Unit 2	Pg. 56	1
(iii)	(B) Ability	NCERT Textbook	Unit 2	Pg. 48	1
(iv)	(D) Check for expiry of antivirus software and renew	NCERT Textbook	Unit 3	Pg. 77	1
(v)	(D) Fostering innovation and economic growth	NCERT Textbook	Unit 3	Pg. 93	1
(vi)	(D) Space Research	NCERT Textbook	Unit 5	Pg. 106	1
Q2.	Answer any 5 out of the given 6 questions (1x5=5 marks)				
(i)	(C) Hold back anger	CBSE Study Material - (Student Handbook)	Unit 1	Pg. 21-22	1
(ii)	(B) Taking personal calls while with guest	CBSE Study Material - (Student Handbook)	Unit 1	Pg. 18	1
(iii)	(B) Something more important than other things	CBSE Study Material - (Student Handbook)	Unit 1	Pg. 09	1
(iv)	Personality development is a continuous and multi-faceted process which requires a set of skills that need to be learned and at times unlearned to align with personal and professional requirements.	CBSE Study Material - (Student Handbook)	Unit 1	Pg. 05	1
(v)	(B) Equality	CBSE Study	Unit 1	Pg. 21	1

		Material - (Student Handbook)			
(vi)	(B) Personal grooming	CBSE Study Material - (Student Handbook)	Unit 1	Pg. 16	1
Q3.	Answer any 5 out of the given 6 questions (1x5=5 marks)				
(i)	(C) It can damage the community's aesthetic appearance.	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 31	1
(ii)	(B) A trip from Delhi to Mumbai. •	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 25	1
(iii)	(C) Preservation of archaeological sites.	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 30	1
(iv)	(C) It is equal to or even surpasses oil exports, food products and automobiles.	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 26	1
(v)	(D) By increasing sales and lodging tax revenue.	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 31	1
(vi)	(B) By employing sales representatives.	CBSE Study Material - (Student Handbook)	Unit 2	Pg. 32	1
Q4.	Answer any 5 out of the given 6 questions (1x5=5 marks)				
(i)	(B) 10 years	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 48	1
(ii)	(C) Andaman and Nicobar Islands	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 48	1
(iii)	(A) Car rentals and guide services	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 46	1
(iv)	(B) The inclusion of cooked food	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 43	1

(v)	(B) International travel	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 47	1
(vi)	(A) A guest is always a customer, but a customer may not always be a guest.	CBSE Study Material - (Student Handbook)	Unit 3	Pg. 42	1
Q5. Answer any 5 out of the given 6 questions (1x5=5 marks)					
(i)	(C) Desert festival – Jaisalmer	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 60	1
(ii)	(A) Rani-ki-Vav (Queen's Stepwell)	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 62	1
(iii)	<ul style="list-style-type: none"> • Olympics • Football World Cup • Formula One Race • Carnival in Rio de Janeiro • Mardi Gras • Kite flying in Ahmadabad • Snake Boat Race in Kerala • Pushkar Fair • Desert Festival Jaisalmer • Taj Mahotsav • Hornbill Festival. (Any two)	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 57	1 (0.5x2)
(iv)	(B) Chaar Dham Yatra	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 55	1
(v)	(B) Street stalls and food market	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 56	1
(vi)	(C) Snow	CBSE Study Material - (Student Handbook)	Unit 4	Pg. 53	1

**SECTION B :
SUBJECTIVE TYPE QUESTIONS**

Q. No.	Question	Marks
	Answer any three out of the given 5 questions on Employability Skills (2x3=6 marks) Answer each question in 20-30 words.	

Q6.	<ul style="list-style-type: none"> ● Clear and concise communication prevents misunderstandings, saves time, builds trust, and improves efficiency in a business environment. ● It ensures that instructions and feedback are accurately understood, leading to better teamwork and customer satisfaction. 	2
Q7.	<ul style="list-style-type: none"> ● Self-Awareness ● Responsibility ● Time Management ● Adaptability <p style="text-align: right;">(NCERT Textbook, Unit – 2, Page No. 40)</p>	2 (0.5x4)
Q8.	<ul style="list-style-type: none"> ● Roll over or Hover ● Point and click ● Drag and drop ● Double-click <p style="text-align: right;">(NCERT Textbook, Unit – 3, Page No. 67 & 68)</p>	2 (0.5x4)
Q9.	<p>(a) A career is a line of work that a person takes for life. There are two ways a person can earn a living.</p> <p>(b) Two ways are :-</p> <ol style="list-style-type: none"> 1. Self employment (running one's own business). 2. Wage employment (working for an employer). <p style="text-align: right;">(NCERT Textbook, Unit – 4, Page No.- 100)</p>	1+1 = 2
Q10.	<p>To reduce in equalities we can :-</p> <ul style="list-style-type: none"> ● be helpful to one another ● be friendly with everyone ● include everyone while working or playing ● Help others by including everyone whether they are small or big, boy or girl, belong to any class or caste. <p style="text-align: right;">(NCERT Textbook, Unit – 5, Page No.- 111)</p>	2
Answer any 4 out of the 6 questions in 20-30 words each (2x4=8 marks)		
Q11.	<p>The following general grooming tips help you to be professionally groomed</p> <ul style="list-style-type: none"> ● Hair : Clean and neatly styled, no wet hair, no over the top colours or hairstyles. For Men go for shorter haircut, and trim chest hair (no hair visible at the neckline!) ● Shoes : Polished and in good condition. ● Nails : Clean, trimmed, neatly manicured. For women no extreme colours or length. ● Cosmetics : Makeup should be conservative, aim for a natural, polished look. ● Perfume /Cologne : Use very little or not at all, clothes should be odor free (no smoke smell!) ● Facial hair : Clean shaven or trimmed very short and neat. ● Tattoos : Cover all tattoos if possible. No tattoo should be visible. ● Piercings : Remove all facial and body piercings. For women one earring per ear and for Men no earrings allowed. ● Back-packs : Do not take a back-pack to an on-site interview. 	1+1 = 2

	<ul style="list-style-type: none"> ● Purse : A small, conservative handbag or business tote bag is acceptable. The bag should coordinate with the shoe colour. <p style="text-align: right;">(ANY 2 POINTS)</p> <p style="text-align: center;">(CBSE Study Material - Student Handbook, Unit-1, Page No.14 & 15)</p>	
Q12.	<p>SOCIAL IMPACT</p> <ul style="list-style-type: none"> ● The quality of life of a community can be enhanced by economic diversification through tourism. ● Recreational and cultural facilities created for tourism can be used by local communities as well as domestic/international visitors. ● Public spaces may be developed and enhanced through tourism activity. ● Tourism enhances the local community's esteem and provides an opportunity for greater understanding and communication among peoples of diverse backgrounds. <p>CULTURAL IMPACT</p> <ul style="list-style-type: none"> ● Tourism can enhance local cultural awareness. ● Tourism can generate revenue to help pay for the preservation of archaeological sites, historic buildings and districts. ● Despite criticism about the alteration of cultures to unacceptable levels, the sharing of cultural knowledge and experience can be beneficial for hosts and guests at tourism destinations and can result in the revival of local traditions and crafts. <p style="text-align: right;">(CBSE Study Material - Student Handbook, Unit-2, Page No. 30)</p>	2
Q13.	<ul style="list-style-type: none"> ● Experiencing different cultural practices enriches experiences, broadens horizons and increases insight and appreciation for different approaches to living. ● Often, dwindling interest in host cultures is revived by reawakening cultural heritage as part of tourism development, which increases demand for historical and cultural exhibits. ● This interest by tourists in local culture and history provides opportunities to support preservation of historical artefacts and architecture. ● By learning more about others, their differences become less threatening and more interesting. ● Preservation of National Heritage and Environment: Tourism helps preserve several places which are of historical importance by declaring them as heritage sites. For instance, the Taj Mahal, the Qutab Minar, Ajanta and Ellora temples, etc., would have decayed and been destroyed had it not been for the efforts taken by the Tourism Department to preserve them. Likewise, tourism also helps in conserving the natural habitats of many endangered species. <p style="text-align: right;">(CBSE Study Material - Student Handbook, Unit-2, Page No. 26 & 28)</p>	2
Q14.	<p>TIM – Travel Information Manual</p> <ul style="list-style-type: none"> ● Documents are very important for a traveller, and hence it is important to look into TIM Manual and also contact the country of visit when in doubt. 	1+1=2

	<ul style="list-style-type: none"> It is the duty and responsibility of the travel facilitator to ensure that a tourist is travelling with proper, valid documents or else a visitor can face many problems like detention, deportation, and can end up wasting his/her time and money. <p>(CBSE Study Material - Student Handbook, Unit-3, Page No. 48)</p>	
Q15.	<p>Activities in a Travel Agency</p> <p>Travel agencies play a pivotal role in the business of tourism. Although with time and changes in technology, the face of travel agency is changing, yet it still remains an important point of connection between the tourist and other service providers such as hotels, cars on hire, airlines, and so on. The varied functions of the travel agency are taken up by the many departments which work together and necessitate the travel schedules of a tourist. The various activities taken up in a travel agency are as below :</p> <ol style="list-style-type: none"> Information Provider : Travel agencies act as a source of information for the tourists. The information can be regarding a destination to aid the customer in choosing a tour or about airline timings for choosing a flight of convenience. They suggest customers about the activities that they can indulge in at the destination, the accommodation and transportation facilities, etc keeping in mind the budget, age group and interest of the customer. All in all they help them to make up their mind on a destination of their choice by giving them information through brochures, pamphlets or by showing them visuals of a place. They also help the customers with special requests such as information regarding weather or if the customer has other preferences such as twin rooms instead of double rooms, and so on. This is the most important aspect of a travel agents' job as correct information will ease the customer's and help him/her in taking a decision; thus ensuring business and revenue generation for the travel agency. Ticketing : Ticketing is one of the primary activities of the Travel agency. Ticketing refers to both airline and railway ticketing. Air tickets both domestic and international are provided by travel agencies and the travel agent will also give choices to the customer by suggesting them different airfares and services provided by different airlines. E.g. low cost airlines like indigo will offer cheap priced tickets but do not provide meals, entertainment inclusive of airfare and also offers less baggage facility. Railway tickets are also provided for domestic and international travel. For example, a customer travelling to Europe might request for tickets or passes for the Euro rail (Eurail), the agent will coordinate with partners abroad for providing the same to the customers. Tour Packages : A travel agent also acts as a bridge between tour operator and the tourists. A tour package of any major tour operator can be bought from a travel agent. At times a travel agent can also help design a customised tour package as a tourist can get all services – airport pick and drop, sightseeing, hotel accommodation, bus, train, and air travel, documentation etc. under one roof; though the rates may not be as attractive as one given by a tour operator. 	2

	<p>Tour packages no longer means only land base tours, nowadays cruises packages are also available with the travel agent and it is one of the activities of the travel agent to make a customer understand about the difference between different types of cruises and the facilities provided by each.</p> <ol style="list-style-type: none"> 4. Documentations : The travel documents required for both Domestic & International travel are also provided by the travel agent. The various documents handled by this department are Passport, VISA, Health certificate etc. This is discussed in detail in the next section. 5. Foreign Exchange : The currency of the country of travel is required by a tourist to visit the country. Some travel agents also double up as foreign exchange providers as they have permission from the RBI and issue travel cheques and cash as per the requirement and convenience of the customer. 6. Insurance : Few travel agencies also provide comprehensive policies of insurance in conjunction with listed Insurance companies (Government or Private) to the travellers. This is discussed in the section. 7. M.I.C.E. : Meetings, Incentives, Conferences and Expositions (M.I.C.E.) is one of the prominent activities of a travel agency as it is a great revenue generator for the company. 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. 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. <p>Other than the above, a travel agent also helps in car rentals, arranging for guides and other needs of tourists as per the requests from tourists. The activities of the travel agent are primarily that of facilitator who ensures that customer and a guest enjoy hassle free travel.</p> <p>(CBSE Study Material - Student Handbook, Unit-3, Page No. 45 & 46)</p>	
Q16.	<p>People who travel in relation to their work come under the category of business tourism.</p> <ul style="list-style-type: none"> • A business traveller is important to the tourism industry as it involves the usage of all the components of tourism like accommodation, transportation, attractions and entertainment. • Business tourists travel for different business reasons- attending conventions, conferences, meetings, workshops etc. • Business tourists link their business trips to leisure activities like visiting places of tourist attraction at the destination, sightseeing and excursion trips. <p>(CBSE Study Material - Student Handbook, Unit-4, Page No. 57)</p>	2
Answer any 3 out of the given 5 questions in 50-80 words each (4x3=12 marks)		
Q17.	<p>Myrna Hoover in her work Using Proper Etiquette can be utilized by office employees to show proper etiquette; they include all aspects of the work environment.</p>	4

	<ol style="list-style-type: none"> 1. Be timely: To be punctual at work and meetings is an important attribute of one's personality. It shows that you value other's time. Also one should complete work assignments on time. 2. Be polite, pleasant and courteous: Treat others the way you want to be treated. 3. Learn office politics: One should understand the story of the office and the role played by different employees. Utilize effective listening skills to discover appropriate office behaviour. Pay attention to the way things are done. 4. Understand the four unwritten rules of business: <ol style="list-style-type: none"> a. The Boss is the Boss: right or wrong, the boss always has the last word. b. Keep the boss informed. Good or bad, you don't want the boss to listen to information mentioned from an inappropriate source. c. Never go over the boss' head without telling him or her first. d. Make your boss look good. Promotion and opportunities arise when you help. Make your boss look good. Promotion and opportunities arise when you help the organization reach its goals. 5. Adopt a can-do attitude: This highlights the positivity of your personality. Those who accept challenges as opportunities can display creativity and become valuable. 6. Be flexible: Not necessary that everything that happens in the office is liked and accepted by you. Sometimes you can have a difference of opinion about a change but at that time it should have flexibility. By remaining flexible and implementing change, you gain a reputation as a cooperative employee. 7. Give credit to everyone who made a contribution to a project or event. In this way you earn a good reputation and at the same time you will also enjoy credit by others. 8. Do not differentiate people by position or standing in a company. Thus, by following more and more business etiquette you will be able to create a good impression about your <p>(CBSE Study Material - Student Handbook, Unit-1, Page No. 16 & 17)</p>	
Q18.	<p>The United Nations World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.</p> <ul style="list-style-type: none"> • It is the leading international organization in the field of tourism, which promotes tourism, as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. • It encourages the implementation of the Global Code of Ethics for Tourism to maximize the contribution of tourism to socio-economic development, while minimizing its possible negative impacts, and is committed to promoting tourism as an instrument in achieving the United Nations Millennium Development Goals (MDGs), geared towards reducing poverty and fostering sustainable development. <p>(CBSE Study Material - Student Handbook, Unit-2, Page No. 37 & 38)</p>	1+3=4

Q19.	<p>Tour Packages</p> <ul style="list-style-type: none"> • A travel agent also acts as a bridge between tour operators and the tourists. • A tour package of any major tour operator can be bought from a travel agent. • At times a travel agent can also help design a customised tour package as a tourist can get all the services – airport pick & drop, sightseeing, hotel accommodation, bus, train & air travel, documentation etc. under one roof; though the rates may not be as attractive as one given by a tour operator. • Tour packages no longer means only land base 46 tours, nowadays cruise packages are also available with the travel agent and it is one of the activities of the travel agent to make a customer understand about the difference between different types of cruises and the facilities provided by each. <p>(CBSE Study Material - Student Handbook, Unit-3, Page No. 45 & 46)</p>	4
Q20.	<p>Terminologies to Identify the Type of Rooms to be booked</p> <ul style="list-style-type: none"> • Single Room – Single bed for one person is available in the room. • Double Room – Double bed for 2 people. The rooms come with an option of a king size or twin bed. • Twin Bedded Room/Twin Room – Two single beds. • Cabana Room – A room adjacent to the swimming pool. • Lanai Room – An outdoor room with an open-air patio preferably with a hanging garden or garden view. • Efficiency Room – A room with a kitchen. • Penthouse – A set of rooms on the terrace or top of the hotel, part of which is open to the sky. • Suite – A suite is a set of at least two rooms consisting of bedrooms and living area. Usually suites are known by their décor – Presidential suite, Mughal Suite and others. • Junior Suite – It is usually a long room with a partition, mostly wooden. The room has two different sections due to the partition. <p>(CBSE Study Material - Student Handbook, Unit-3, Page No. 42 & 43)</p>	4
Q21.	<ul style="list-style-type: none"> • Food plays a significant role in the overall experience of tourists. • Food tourism shapes gastro destinations such as France, Italy and California. • Now-a-days there is cuisine from all areas of the world which is found at most tourist destinations. • Specialty restaurants serve Indian, Continental, Chinese, Italian, Japanese, Thai, Indonesian, Fast food, Mexican, Mediterranean, and Arabic and so on. However tourists usually like to eat the local food of the areas they visit. <p>(CBSE Study Material - Student Handbook, Unit-4, Page No. 56 & 57)</p>	4