

**FRONT OFFICE OPERATION (CODE NO. 410)**  
**CLASS IX (SESSION 2019-2020)**

FRONT OFFICE OPERATION (Code no. 410) Class IX (Session 2019-2020)	
Theory	50 marks
Practical	50 marks
<b>Total Marks</b>	<b>100 marks</b>

❖ **PART A: EMPLOYABILITY SKILLS**

- Unit 1: Communication Skills
- Unit 2: Self-Management Skills
- Unit 3: Basic ICT Skills
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ **PART B:**

- Unit 1: Introduction to Tourism
- Unit 2: Major Tourist Destinations of India
- Unit 3: Impacts of Tourism
- Unit 4: Hotels
- Unit 5: Classification of Hotels

❖ **PART C: PRACTICAL WORK**

- Practical Examination
- Written Test
- Viva Voce

❖ **PART D: PROJECT WORK / FIELD VISIT**

- Practical File / Student Portfolio
- Viva Voce