

# CBSE | DEPARTMENT OF SKILL EDUCATION

## TOURISM (SUBJECT CODE-806)

### MARKING SCHEME FOR CLASS XI (SESSION 2022-2023)

Max. Time: 3 Hours

Max. Marks: 60

#### General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section has 06 questions.
  - ii. There is no negative marking.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section contains 18 questions.
  - ii. A candidate has to do 11 questions.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.

### SECTION A: OBJECTIVE TYPE QUESTIONS

Q. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap . No.	Page no. of source material	Marks
<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>				
i.	Passive and Assertive	NCERT	U-1	1	1
ii.	D) Maintaining health by using good posture	NCERT	U-2	20	1
iii.	Minimize	NCERT	U-3	29	1
iv.	Core Value	NCERT	U-4	54	1
v.	Yes	NCERT	U-5	63	1
vi.	a. Physiological	CBSE STUDY MATERIAL	U-2	9	1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>				
i.	United Nations World Tourism Organisation	NCERT	U-1	3	1
ii.	A) England	NCERT	U-2	23	1
iii.	Root Tourism	NCERT	U-3	45	1
iv.	1951	NCERT	U-8	123	1
v.	Visa, Passport, Travel insurance, Air ticket, Foreign exchange	NCERT	U-5	81	1
vi.	“Map” means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner.	NCERT	U-5	77	1
vii.	Culinary tour and international tour	NCERT	U-8	129	1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>				
i.	The time available to an individual when work, sleep and other basic needs have been met.	NCERT	U-1	7	1
ii.	24 member	NCERT	U-2	22	1

iii.	d) Mental	NCERT	U-3	51	1
iv.	Palace on wheels, Rajdhani Express, Shatabdi Express, Fairy Queen	NCERT	U-4	62	1
v.	D) Agra fort	NCERT	U-7	108	1
vi.	c) Interpersonal motivators	NCERT	U-8	127	1
vii.	It refers to the study of maps and the process of map making.	NCERT	U-6	95	1
<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	Patrimony is the synonym of attraction.	NCERT	U-1	14	1
ii.	Initially for ordinary people any time off from work was meant for religious purposes, therefore they were HOLY DAYS, hence the word HOLIDAY being used for day offs.	NCERT	U-2	26	1
iii.	A) Visitor Interpretation Centre	NCERT	U-7	103	1
iv.	A) Surface	NCERT	U-4	61	1
v.	A) Commercial Hotel	NCERT	U-5	72	1
vi.	A) 7 <sup>th</sup>	NCERT	U-6	95	1
<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	Time	NCERT	U-1	4	1
ii.	C) Delhi-Jaipur-Agra	NCERT	U-2	32	1
iii.	Greenwich Mean Time	NCERT	U-6	89	1
iv.	Yes	NCERT	U-8	125	1
v.	A) India	NCERT	U-4	62	1
vi.	A) Sir William Jones	NCERT	U-1	105	1
<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	Meeting , Incentive , Conference and Expositions	NCERT	U-3	45	1
ii.	B) Individual tour	NCERT	U-3	50	1
iii.	Regulate all archaeological activities	NCERT	U-7	103	1
iv.	A) 1932	NCERT	U-4	64	1
v.	Switzerland and Netherlands	NCERT	U-5	70	1
vi.	C) Rejections and Unawareness of local people on the specific feature	NCERT	U-6	92	1

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

Q. No.	QUESTION	Source Material (NCERT/PSS CIVE/ CBSE Study Material)	Unit / Chap. No.	Page no. of source material	Marks
<b>Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)</b>					
Q. 7	<p>I) Self-reflection/Inquiry: This is a thoughtful process where people discover themselves through reflection on past experiences and patterns of their own behaviour. (1 marks)</p> <p>II) Feedback: Peers, Family and mentors provide us with genuine feedback which help us identify our hidden talents and strengths. (1 marks)</p>	NCERT	U-2	20	2

<b>Q. 8</b>	Text wrapping is a feature that automatically starts a new line when a word in a sequence reaches the border of a picture , a text box, or the margin.	NCERT	U-3	33	<b>2</b>				
<b>Q. 9</b>	<table border="1"> <thead> <tr> <th>Professional values</th> <th>Social Values</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Professional values correspond how an entrepreneur conducts himself or herself in the professional business and workplace environment.</li> <li>Ethics in the business world are also the domain of professional values.</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Social Values are values that make entrepreneur look beyond the core business and have a bigger purpose.</li> <li>These values are what drive entrepreneur to make the business socially acceptable.</li> </ul> </td> </tr> </tbody> </table>	Professional values	Social Values	<ul style="list-style-type: none"> <li>Professional values correspond how an entrepreneur conducts himself or herself in the professional business and workplace environment.</li> <li>Ethics in the business world are also the domain of professional values.</li> </ul>	<ul style="list-style-type: none"> <li>Social Values are values that make entrepreneur look beyond the core business and have a bigger purpose.</li> <li>These values are what drive entrepreneur to make the business socially acceptable.</li> </ul>	NCERT	U-4	57	<b>2</b>
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<b>Q. 10</b>	The Forest Conservation Act, 1980 an act of the parliament of India to provide for the conservation of forests and for matters connected therewith or ancillary or incidental thereto. It was further amended in 1988. This law extends to the whole of India. It was enacted by Parliament of India to control further deforestation of Forest Areas in India.	NCERT	U-5	66	<b>2</b>				
<b>Q. 11</b>	Persuasion is the process of convincing someone else to carry out an action or agree with an idea. In the workplace, persuasion is used to sell products, recruit team members and increase productivity. An employee with strong persuasion skills can influence others to perform well and succeed.	NCERT	U-1	15	<b>2</b>				
<b>Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)</b>									
<b>Q. 12</b>	Seasonality - Tourism is seasonal in nature. One destination is not popular in similar manner all through the year. There are periods when the destination is more popular than other time, also known as peak period. There are lean periods when the destination does not see as many tourists as usual. For example, India see an influx of foreign tourists mainly from autumn through winter till spring.	NCERT	U-1	13	<b>2</b>				
<b>Q. 13</b>	Familiarization tours is a complimentary or reduced- rate travel program for travel agents, tour operators or other travel buyers, designed to acquaint participants with specific destinations or suppliers such as accommodation and transport, so as to stimulate the sale of travel to the destination.	NCERT	U-3	50	<b>2</b>				
<b>Q. 14</b>	It is also known a Universal Time Coordinated (UTC). Certain countries modify their standard time during the summer by advancing one hour or a fraction of an hour in some areas. This is known as Day Light Saving Time.	NCERT	U-6	90	<b>2</b>				
<b>Q. 15</b>	Some common broad areas of operation of STDCs are : <ol style="list-style-type: none"> <li>1. Managing accommodation units</li> <li>2. Transport facilities</li> <li>3. Catering services</li> <li>4. Package tours</li> <li>5. Cafeteria (any four)</li> </ol>	NCERT	U-8	116	<b>2</b>				

Q. 16	<p>Sightseeing and sharing for souvenir are two activities involved in tourism :</p> <ul style="list-style-type: none"> <li>• Sightseeing: A visit to a destination usually involves Sightseeing. This could visit to the local monuments and historical places, national park or just a museum.</li> <li>• Sharing for souvenir : Souvenir business people operate mostly from open air or make -shift stalls.</li> </ul>	NCERT	U-5	79	2				
<b>Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)</b>									
Q. 17	<p>India has extended informally since ancient times and was indulged in by all classes of people. “In “Aitareya Brahmanam of the Rigveda” written about 3000 years ago, the prime dictum is to be like the SUN and keep on travelling tirelessly; travel and move on. In Sanskrit literature there are three terms for tourism derived from the root word “atna”, wherein “atna” which means “going or leaving home for some other place for a short period”. The three words are:</p> <ol style="list-style-type: none"> <li>1) Tirthatan meaning going out to places of religious merits.</li> <li>2) Deshtatan meaning going out of the country, primarily for economic gains.</li> <li>3) Paryatan meaning going for pleasure and knowledge.</li> </ol>	NCERT	U-2	29	3				
Q. 18	<p>Built or Manmade Attractions are any object that a person might travel to see which exists because a human being created it, such as the Taj Mahal , India is truly a land of monuments. In whatever part of the country one moves, one finds numerous structures of temples, mosques, archaeological and historical sites. This is an enormous wealth and undoubtedly contains great tourism potential. Similarly the sculptural wealth and other objects of culture such as coins, paintings, handicrafts etc make India a veritable tourist attraction. Some part of this treasure has been successfully housed and displayed in the museums. These man made attractions had become the flag-bearer of india’s cultural heritage and the primary tourist attractions.</p>	NCERT	U-4	58	3				
Q. 19	<table border="1" data-bbox="225 1626 1010 2143"> <thead> <tr> <th data-bbox="225 1626 616 1664">Heritage Sites</th> <th data-bbox="616 1626 1010 1664">Historical Sites</th> </tr> </thead> <tbody> <tr> <td data-bbox="225 1664 616 2143"> <ol style="list-style-type: none"> <li>1. Heritage sites are all those sites which are important in terms of historical and archaeological.</li> <li>2. UNESCO declares a site city/ natu site in its list based on fulfilling certain criterion.</li> <li>3. Examples- Ajanta cave Qutub Minar etc</li> </ol> </td> <td data-bbox="616 1664 1010 2143"> <ol style="list-style-type: none"> <li>1. Historical sites related to events.</li> <li>2. World Religious Congress held at Chicago, personalities and their Belongings.</li> <li>3. Examples- Ashram of Mahatma Gandhi in Sabarmati, Incidences, Battles, Inventions, laboratories and Factories of historical importance.</li> </ol> </td> </tr> </tbody> </table>	Heritage Sites	Historical Sites	<ol style="list-style-type: none"> <li>1. Heritage sites are all those sites which are important in terms of historical and archaeological.</li> <li>2. UNESCO declares a site city/ natu site in its list based on fulfilling certain criterion.</li> <li>3. Examples- Ajanta cave Qutub Minar etc</li> </ol>	<ol style="list-style-type: none"> <li>1. Historical sites related to events.</li> <li>2. World Religious Congress held at Chicago, personalities and their Belongings.</li> <li>3. Examples- Ashram of Mahatma Gandhi in Sabarmati, Incidences, Battles, Inventions, laboratories and Factories of historical importance.</li> </ol>	NCERT	U-7	102	3
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**Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)**

<b>Q. 20</b>	<p>Characteristics mean the basic features or qualities that give anything an Identity.</p> <p><b>1) Intangibility</b> - Intangibility is the most unique characteristic of Service Industry. Things you can see, touch and feel are known as tangible like the consumer goods. Intangible, on the other hand, means that things cannot be seen, tasted, felt/touched, heard or smelled before purchase but they can only be felt and experienced during consumption.</p> <p><b>2) Perishability</b> is considered to be the feature of product when the product is lost very quickly.all tourism products are perishable and have very short window of time frame in which they need to be sold or else they are lost forever. The product cannot be stored for use or sale later. For example, a hotel room if not sold and occupied today cannot be sold tomorrow for today.</p> <p><b>3) Inseparability-</b> A tourism product is often referred to as being inseparable. This means that the product cannot be separated from the service provider as often the product is being produced and consumed simultaneously. In tourism industry, often the participation of the consumer along with the service provider simultaneously is necessary for its consumption. For example, the experience of visiting Taj Mahal in the moonlight or climbing the Eiffel Tower cannot be experienced sitting in a room.</p> <p><b>4) Lack of ownership</b> is a typical service characteristic also seen in tourism industry. One can go to a restaurant to enjoy a meal but it does not mean that the consumer is the owner of the restaurant or the table used for meal or the cutlery. The consumer only pays for the meal and the service that accompanies the meal and has no ownership rights.</p>	NCERT	U-1	9	4
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Q. 21	<p>1. Lack of Leisure Time: Many a times people cannot leave their business, jobs, profession, educational or other commitments for taking a vacation. Women have less leisure time than men because more of their time is spent in and around their families.</p> <p>2. Space/Distance: Proximity of the destination from the tourist's originating region affects travel choice. If there is no proper connectivity, tourist may opt out of long haul travel, irrespective of the attractions of the destination and settle for a more accessible destination.</p> <p>3. Safety and Security: Political unrest, wars, governmental advisories and negative publicity about a destination creates doubt and fear in the mind of the prospective visitor. In the modern world, post 9/11, terrorism has turned out to be the major deterrent to travel.</p> <p>4. Political: Government policies can also act as barrier to tourism. These government policies can be related to :</p> <p>a) Government tax policies</p> <p>b) Restriction on the entry of charter flights</p> <p>c) Hassle at customs and immigration</p> <p>d) Government regulations through visa restrictions, both at the country origin or at the destination</p>	NCERT	U-3	40	4
Q. 22	<p>Public Private Partnership as a mechanism to develop infrastructure in service sectors are aimed at achieving further development by maximum utilisation of resources. This option is particularly explored especially when a State is not in a condition to take up big infrastructure development and maintenance project due to financial constraints. There are several states in India which had introduced tourism projects with the help of Public Private Partnership. State government allows private parties to invest in tourism projects with certain contributions from the state government, or aid from central bodies. Airports, Express ways, Hotels and restaurants, parks development, shopping malls, convention centres etc. are some attractive investment options where PPP model is successfully implemented.</p>	NCERT	U-8	117	4
Q. 23	<p>1. Guides: A person who guides visitors in the language of their choice and interprets the cultural and natural heritage of an area, which person normally possesses an area-specific qualification usually issued and/or recognized by the appropriate authority. They are often called "tourism ambassadors" of their destinations.</p>	NCERT	U-5	80	4

	<p><b>2. Escorts:</b> The tour escort is a qualified person who accompanies people travelling through different destinations, countries and abroad to assure the regular running of the planned trips. He provides the necessary support services for its entire duration, giving significant information of the site.</p> <p><b>3. Health Services:</b> Health facilities are places that provide health care. They include hospitals, clinics, outpatient care centres and specialized care centres. Access to comprehensive, quality health care services is important for the achievement of health equity and for increasing the quality of a healthy life for everyone.</p> <p><b>4. Documentation:</b> A tourist for travel and during travel needs various documents such as, passport, visa, ticket, health documents and insurance etc. A tourist is governed by the law and regulations in force in the country which he visits. A tourism professional dealing with outbound and inbound tourists should be well versed with the information about what travel documentation. The various travel documents required for international travel include:</p> <p><b>A) Passport</b>  <b>B) Visa</b>  <b>C) Air Ticket</b>  <b>D) Travel Insurance</b>  <b>E) Telecommunication</b>  <b>F) Foreign Exchange</b></p>				
<b>Q. 24</b>	<p>Geographical features have a significant role in tourism. Travel pattern, destination development, destination management, visitors' profile, structure of tourism industry etc. Are influenced by a number of geographical factors as explained below :</p> <p><b>1) Core factors influence destination selection (directly related to Geography)</b>  <b>A) Scenic beauty of a place (Hill station , trees and greener, beaches, and so on)</b>  <b>B) Unique geographical features of a place (volcanic site, crater, etc.)</b>  <b>C) Distance (to reach/to complete to tour)</b>  <b>D) Demographic features ( in the destination or around the destination. For eg. National Parks)</b></p> <p><b>2) Others factors (indirectly related to geography)</b>  <b>A) Political environment</b>  <b>B) Social development</b>  <b>C) Development of tourism related infrastructure (hotels, resorts, rail line etc)</b>  <b>D) Popularity of the destination (awareness about the destination)</b>  <b>E) Availability of services (tour operators, transporters etc)</b>  <b>F) . Visitor's patterns etc. (preferences of visitors)</b>  <b>G) Costs (to visit, to stay and to move around)</b></p>	NCERT	U-6	86	<b>4</b>