

CBSE | DEPARTMENT OF SKILL EDUCATION

BEAUTY AND WELLNESS (SUBJECT CODE - 807)

Marking Scheme for Sample Question Paper Class XII (Session 2023-2024)

Max. Time: 3Hours

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 (30MARKS):**
 - 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 (30MARKS):**
 - 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.	QUESTIONS	Source Material (NCERT/PSSCIV E/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x4=4 marks)				
i.	Declarative	Employability skills textbook Class XII	1 Communication skills	Pg.20	1
ii.	Goal setting helps us to understand what we want, how to achieve it and how do we measure our success. (Writing a goal requires that we should understand its purpose and objective.) optional info in bracket	Employability skills textbook Class XII	2 Self management Skills	Pg.29	1
iii.	A cell is formed by the intersection of a row and a column. Each cell has a unique address which is formed by the intersection of row number and column letter. For example, a cell formed by intersection of column F and row 5 will have address F5.	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.16	1

iv.	Interpersonal Skills: For smooth functioning of a team, each member must be consistent and clear in their communications and interpersonal skills. Clear communication helps everyone in the team to understand what's expected and how it's measured. It must also be ensured that no member offends the other.	Employability skills combined book/Study material Class XII	4 Entrepreneurship Skills	Pg.46	1
v.	National Action Plan on Climate Change	Employability skills textbook Class XII	5 Green Skills	Pg.121	1
vi.	<ul style="list-style-type: none"> • Using the mouse • Using the keyboard 	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.18	1

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIV E/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 2	Answer any 5 out of the given 7 questions (1x5= 5 marks)				
i.	Electrical facial treatment is also called_____ <ul style="list-style-type: none"> a) Facial Cleaning brush b) Galvanic Electro facial treatment c) Cosmetic Electrotherapy d) High frequency treatment Answer: c) Cosmetic Electrotherapy	CBSE Study Material	Unit 2, Session 2	47	1
ii.	A quality of a salon receptionist. <ul style="list-style-type: none"> a) Serious Face b) Smiling face c) Non-friendly d) Worried Answer: Smiling Face	CBSE Study Material	Unit 3, Session 2	61	1
iii.	_____ Is not a type of payment. <ul style="list-style-type: none"> a) Credit card b) Loyalty Card c) Gift Voucher d) Bill Answer: d) bill	CBSE Study Material	Unit 3, Session 3	67	1

iv.	The process of electrical facial skin treatment involves the use of _____ _____ Poles or both together required end results. a) High, low b) Positive, negative c) North, south d) Large, small Answer: b) Positive, negative	CBSE Study Material	Unit 2, Session 2	48	1
v.	The area where a client gets the first impression of the salon. a) Retail Area b) Storage Area c) Front Desk d) Lounge area Answer: c) Front Desk	CBSE Study Material	Unit 3, Session 2	65	1
vi.	The second largest cause of death in the world. a) Alcohol b) Ghutka c) Tobacco d) Cancer Answer: c) Tobacco	CBSE Study Material	Unit 4, Session 1	83	1
vii.	The process or activity of sharing or conveying information through the help of messages using methods like speech, writing, visuals, signals or behavior. a) Gestures b) Communication c) Both(a)and(b) d) None of the above Answer: b) Communication	CBSE Study Material	Unit 4, Session 1	79	1

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE / CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 3	Answer any 6 out of the given 7 questions (1x6= 6 marks)				

i.	<p>Ritu is a beauty therapist in a salon. She diagnosed that her client who wanted to undergo 'Ultrasonic Exfoliation' is suffering from 'neuralgia eye and trigeminal nerves'. How should she handle the situation to avoid any embarrassment to her client?</p> <p>a) Avoid Speaking loudly b) Being intolerant c) Giving Ultrasonic Exfoliation secretly d) Maintain Social Distancing</p> <p>Answer: a) Avoid speaking loudly</p>	CBSE Study Material	Unit 2, Session 2	51	1
ii.	<p>_____ Describes the shade of the skin.</p> <p>a) Up tone b) Complexion c) Skin tone d) None of the above</p> <p>Answer: c) Skin Tone</p>	CBSE Study Material	Unit 1, Session 1	8	1
iii.	<p>Priya is a receptionist in a salon. She gets lot of telephonic calls for queries and appointments for various services. Identify the problem she faces during telephonic communication.</p> <p>a) Noise b) Website issues c) Both(a)and(b) d) None of the above</p> <p>Answer: a) Noise</p>	CBSE Study Material	Unit 3, Session 2	65	1
iv.	<p>Foundation best suited for people interested in natural makeup.</p> <p>a) Sheer b) Mousse c) Compact d) Mineral</p> <p>Answer: d) Mineral</p>	CBSE Study Material	Unit 1, Session 2	10	1
v.	<p>Dry skin is due to lack of lubrication from the_____</p> <p>a) Oily b) Lubricating c) Sebaceous d) Thyroid</p> <p>Answer: c) Sebaceous</p>	CBSE Study Material	Unit 1, Session 1	7	1

vi.	Which tool is best suited for deep cleansing? a) Foundation brush b) Electric brush c) Cotton wool d) None of the above Answer: b) Electric brush	CBSE Study Material	Unit 2, Introduction	44	1
vii.	Neha has thin and sparse eyelashes. Which kind of mascara should be used by her to provide volume to her thin eyelashes and to add depth to her eyes? a) Powder Mascara b) Cream Mascara c) Liquid Mascara d) No mascara Answer: b) Cream mascara	CBSE Study Material	Unit 1, Session 2	13	1

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE / CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 4	Answer any 5 out of the given 6 questions (1x5= 5 marks)				
i.	Shanaya is an air hostess. She has to apply makeup on a daily basis. Her job involves lot of travelling. Which technique of make-up removal is convenient to her for cleansing and maintaining a fresh face? a) Using a toner b) Using Cleansing oil c) Using Micellar water d) Wipes or towelettes Answer: d) Wipes or towelettes	CBSE Study Material	Unit 1, Session 7	30	1
ii.	_____are really important to provide a light glow over your face. a) Mascara b) Foundation c) Concealer d) Shimmers Answer: d) Shimmers	CBSE Study Material	Unit 1, Session 2	11	1

iii.	_____ the face is also a method of relaxing as it improves the circulation and opens the pores for further cleansing. a) Rubbing b) Steaming c) Cleaning d) Washing Answer: b) Steaming	CBSE Study Material	Unit 1, Session 2	45	1
iv.	A _____ is the first point of contact when a customer enters in a salon. a) Salon receptionist b) Beauty Therapist c) Massager d) Client Answer: a) Salon Receptionist	CBSE Study Material	Unit 3, Introduction	61	1
v.	Base of a matte foundation is _____. a) Water b) Oil c) Both(a)and(b) d) None of the above Answer: a) Water	CBSE Study Material	Unit 1, Session 2	10	1
vi.	Which is the most commonly used cosmetic facial therapy? a) Galvanic Electro facial treatment b) Facial Cleaning brush c) Ultrasonic Exfoliation d) Micro dermabrasion Answer: a) Galvanic Electro facial treatment	CBSE Study Material	Unit 2, Session 2	49	1

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE / CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Q. 5	Answer any 5 out of the given 6 questions (1x5= 5 marks)				
i.	Diya went to a salon for getting an electrical facial treatment but she is suffering from sinusitis. Which electrical facial treatment should she avoid? a) Vacuum suction b) Galvanic Electro facial treatment c) Ultrasonic Exfoliation d) High frequency treatment Answer: b) Galvanic Electro facial treatment	CBSE Study Material	Unit 2, Session 2	49	1

ii.	_____ is a medium of recording the booking of appointments. a) Computer b) English c) Both(a)and(b) d) None of the above Answer: a) Computer	CBSE Study Material	Unit 3, Session 1	63	1
iii.	_____ are used to enhance the cheeks area of the face. a) Foundation b) Lipstick c) Blusher d) Eye-shadow Answer: c) Blusher	CBSE Study Material	Unit 1, Session 2	11	1
iv.	Ill- effect of alcoholism are _____ a) Risk of heart diseases b) Liver infection c) Degradation in social and economic status d) All of above Answer: All of above	CBSE Study Material	Unit 4, Session 1	82	1
v.	_____ is the tendency in which one consumes alcohol to cope with difficulties or to avoid the feeling of sadness? a) Depression b) Alcoholism c) Both(a)and(b) d) None of the above Answer: b) Alcoholism	CBSE Study Material	Unit 4, Session 1	83	1
vi.	An emulsion of mineral oil, water and wax and acts as a moisturizer. a) Cold Wax b) Sunscreen c) Cold Cream d) Body lotion Answer: c) Cold Cream	CBSE Study Material	Unit 1, Session 7	31	1

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE / CBSE Study	Unit/ Chap. No.	Page no. of source material	Marks
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		Material)			
Q. 6	Answer any 5 out of the given 6 questions (1x5= 5 marks)				
i.	Bindi is a symbol of _____and style. a) Tradition b) Amaze c) Creativity d) None of the above Answer: a) Tradition	CBSE Study Material	Unit 1, Session 5	23	1
ii.	Which kind of skin is very similar to dry skin but characterized by deep lines and looseness? a) Oily skin b) Matured skin c) Allergic Skin d) Combination skin Answer: b) Matured skin	CBSE Study Material	Unit 1, Session 1	7	1
iii.	_____is important for a positive self-image to maintain a pleasing and attractive appearance. a) Being hardworking b) Grooming c) Communication d) None of the above Answer: b) Grooming	CBSE Study Material	Unit 4, Introduction	80	1
iv.	Foundation that contains SPF40, and is useful in providing sun protection. a) Cream b) Matte c) Sheer d) Waterproof Answer: c) Sheer	CBSE Study Material	Unit 1, Session 2	10	1
v.	The process of communication has_____ a) Two b) Three c) Four d) Five Answer: c) Four	CBSE Study Material	Unit 4, Session 1	78	1
vi.	Analogous colors are also known as_____ a) Similar b) Contrasting c) Opposite d) Hue Answer: a) Similar	CBSE Study Material	Unit 1, Session 4	22	1

SECTIONB: SUBJECTIVE TYPE QUESTIONS

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIV E/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
<p>Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)</p> <p>Answer each question in 20–30 words.</p>					
Q. 7	<p>The object in a sentence can be either direct or indirect.</p> <p>A direct object answers the question ‘what?’.</p> <p>An indirect object answers the questions, such as “to whom” and “for whom”.</p>	Employability skills textbook Class XII	1 Communicatio n skills	Pg.17	2
Q. 8	<ul style="list-style-type: none"> • Antisocial personality disorder: People with antisocial personality disorder disregard social rules and obligations. They are irritating and aggressive, and act impulsively. They tend to lack guilt and fail to learn from experience. They may lie, steal or abuse, and may also get addicted to alcohol or drugs. • Borderline personality disorder: People with borderline personality disorder essentially lack a sense of self-worth, and thus, experience feelings of emptiness and fears of abandonment. There is a Notes 2020-21 36 Employability Skills – Class XII pattern of emotional instability, violent outbursts and impulsive behaviour. Suicidal threats and acts of self harm are common in people with such a personality disorder. They may have difficulty in dealing with stressful events. • Histrionic personality disorder: People with histrionic personality disorder frequently try to gain more attention by being overly dramatic. They are extremely sensitive to criticism or disapproval, and can be easily influenced by others. • Narcissistic personality disorder: People with narcissistic personality disorder believe that they are more important than others. They lack empathy for other people and tend to exaggerate their own achievements. <p>Any 2</p>	Employability skills textbook Class XII	2 Self management Skills	Pg.35,36	2

Q. 9	Steps 1. Click on the Export Directly as PDF icon on the Standard bar. This will export the entire document using the default PDF settings. 2. The Export dialog box appears. 3. Select the drive and the folder where you want to save the file. 4. Type the file name and click OK button.	Employability skills combined book/Study material Class XII	3 ICT Skills	Pg.39	2
Q.10	Standard of excellence Uniqueness Focus on long-term goals Need to influence Identifying opportunities and risk taking Explain any 2	Employability skills textbook Class XII	4 Entrepreneurship Skills	Pg.86	2
Q.11	Urban growers Clean car engineers Bio fuel jobs Solar cell technician Water energy producers.... Etc Explain any 2	Employability skills combined book/Study material Class XII	5 Green Skills	Pg.64	2

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE / CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Answer any 3 out of the given 5 questions in 20–30 words each (2 x3 =6marks)					
Q.12	Give a brief note on maintenance of 'lounge area/waiting area' in a salon. Answer: Lounge area should be clean and without any unpleasant odours. Magazines and newspapers should be kept neatly. Make sure the coffee machines are operational and clean. Offer water to the client and make them comfortable.	CBSE Study Material	Unit 3, Section 3	66	2
Q.13	Define the following: a) Cool colors b) True tone Answer: a) Colors with blue or red undertones are called cool colors. They are soothing and tend to recede more. b) The 'True tone' is the combination of any hue with the addition of pure grey.	CBSE Study Material	Unit 1, Section 4	21-22	2

Q.14	Suggest some ways to reduce telephonic communication difficulties. Answer: 1. Listen actively. 2. Turn your back on any distraction. 3. Keep noise around you to a minimum. 4. Focus solely on the phone call. 5. Speak clearly. 6. Check for understanding. (any4)	CBSE Study Material	Unit 4, Section 1	78	2
Q.15	Distinguish between a 'sunstyle' and 'flower style' bindi. Answer: Sun style bindi style represents the divine form of energy, the Sun. Flower style bindi is a simple bindi design. It looks beautiful when worn with embroidered kurtis and Salwars.	CBSE Study Material	Unit 1, Section 5	23	2
Q.16	Mention any four contra indications of 'Ultrasonic Exfoliation'. Answer: 1. Skin diseases 2. Neuralgia eye and trigeminal nerves 3. Acute infectious diseases 4. Dilated capillaries 5. Tumors and post operative period 6. Recently made chemical peeling 7. Pregnancy 8. Tuberculosis	CBSE Study Material	Unit 2, Section 2	51	2

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
Answer any 2 out of the given 3 questions in 30–50 words each (3x2=6marks)					
Q.17	<p>What kind of voice, words and body language should be used while dealing with the calls of customers?</p> <p>Answer: <u>Voice:</u></p> <ol style="list-style-type: none"> 1. Speak clearly 2. Speak directly into the mouth piece 3. If you are sitting, don't slump, your posture can affect your voice 4. Be efficient but friendly and smile <p><u>Words:</u></p> <ol style="list-style-type: none"> 1. Choose your words carefully because the listener cannot see you. 2. Repeat and check names, times, dates and phone numbers. <p><u>Body language</u></p> <p>Even when the phone is answered with Hello? You can tell if that person is happy, boredom hassled. Smiling when you announce yourself can help to make you sound, please to receive the call.</p> <ol style="list-style-type: none"> 1. Use body language even though it can't be seen, otherwise your voice may sound stilted. 2. Smile even though it can't be seen, it will be heard. 3. Focus your eyes on something that will help you concentrate on your communication. 4. Listen for body language, e.g., pauses and breathing patterns. (2 points from each) 	CBSE Study Material	Unit 3, Section 1	61	3
Q.18	<p>Renu works in a reputed salon. List the code of conduct for her.</p> <p>Answer:</p> <ol style="list-style-type: none"> 1. Show respect and be fair and courteous to others. 2. Do not criticize other staff or salons. 3. Be honest and always keep your word. 4. Behave in a professional manner. 5. Unlawful discrimination or harassment should not be tolerated and should be reported immediately. 6. It is inappropriate to speak about religion, politics, another person's sex life, 	CBSE Study Material	Unit 4, Section 1	81	3

	Gossip wear. (Any 3 points)				
Q.19	State the benefits of using an electric brush. Answer: 1. Gently massage the skin to stimulate blood circulation 2. Removes dead skin cells 3. Skin can better absorb nutrients in any cream 4. Better and deeper cleansing (Any 3 points)	CBSE Study Material	Unit 2, Section 2	48	3

Q. No.	QUESTIONS	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
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Answer any 3 out of the given 5 questions in 50–80 words each (4x3=12 marks)

Q.20	What are the steps involved in the application of 'blusher'? Answer: Step 1: Use a spatula to remove the blusher from the container. Step2: Apply shade or darker blusher, always start with a minimum amount and then add to it. Step 3: Apply the blusher using a clean brush along the cheekbones; never take the blusher in towards the nose. Step 4: Place the brush in the middle of the area that you are going to cover and blend back and forth.	CBSE Study Material	Unit 1, Section 3	17	4
Q.21	a) Which type of electric current is used in Galvanic Electro-Facial Skin? b) Discuss the stepwise procedure of 'Galvanic Electro-Facial Skin Treatment'. Answer: a) Direct Current (DC) b) Step1: Apply acidic solution on the skin. This is done to open up the skin pores, soften tissues and increase the blood circulation. The acidic solution breaks down the skin oil stuck in the pores, clears the follicles and extracts any skin Step 2: Apply an alkaline solution to the skin. This step closes the pores and reduces blood circulation in that area. This also soothes the nerves. Step 3: Use a galvanic positive probe to improve the penetration of skin care products. This step is also called as	CBSE Study Material	Unit 2, Section 2	49	4

	'iontophoresis'.				
Q.22	<p>Discuss the steps involved in scheduling an appointment with the client.</p> <p>Answer: Step 1: The first thing to be noted is customer name and contact details followed by service or treatment required, time and date of appointment, name of the person providing the service.</p> <p>Step2: Note the details accurately and promptly in a suitable medium.</p> <p>Step3: Schedule the bookings after estimating timings of the services.</p> <p>Step4: Politely decline the timings if the asked slots are unavailable and offer the closest solution possible keeping in mind the need and preference of the client.</p>	CBSE Study Material	Unit 3, Section 1	64	4
Q.23	<p>How can you provide a caring environment to a client?</p> <p>Answer: To provide a caring environment you must:</p> <ol style="list-style-type: none"> 1. Demonstrate a positive attitude towards work and other people. 2. Have a clean and neat appearance. 3. Show a friendly and courteous attitude to each other and to the clients. Always acknowledge the client, even if you are on the phone or with someone else. 4. Have high personal standards of behavior and conduct. 5. Be punctual, reliable and efficient. If you are running late for work, call the salon immediately. If you are running behind schedule, explain the delay to your client; most will understand. Apologize for the inconvenience and do not blame anyone. 6. Be reassuring to your client and put 	CBSE Study Material	Unit 4, Section 1	71	4

	<p>them at ease by your behavior. This includes devoting your full attention to the client. It is rude to chat with other staff while attending to your client, however professional discussion with co-workers is permissible.</p>				
Q.24	<p>Reema is a makeup artist. She has to do a party makeup on a client and has to identify the skin tone of the client to apply the right colour make-up and lipstick. In which ways can she determine the undertone of her skin? Explain.</p> <p>Answer: She can use either of the following methods to identify the undertone of her client.</p> <p>1. Vein Test: Observe for the vein colours under the wrist. If the vein appears blue in colour, then the undertone is categorized under warm undertone. Warm colours should be used for makeup. If the vein appears green, then it is to be interpreted as a cool undertone. A makeup artist should use cool colours for the makeup.</p> <p>2. The Old Jewelry Trick: The undertone can also be determined whether the client looks good in gold or silver. If the client looks good in gold ornaments, then the undertone is warm. If silver ornaments are suitable for the client, the undertone is cool. The colour wheel helps in identifying the suitable colour for the foundation, conceal, blush, eyeliner and lipstick. The basic rule is to stick to cool colours for cool undertone and warm colours for warm undertone.</p>	CBSE Study Material	Unit 1, Section 1	7	4