



**FEDERAL BOARD OF INTERMEDIATE AND
SECONDARY EDUCATION**

H-8/4, ISLAMABAD



INTER-TECH

**ASSESSMENT MANUAL FOR PRACTICAL OF
HOSPITALITY MANAGEMENT
HSSC-I**

**Hospitality & Tourism Management
Scheme of Studies 2024**

HOSPITALITY MANAGEMENT

HSSC-I

Purpose

- This rubric ensures standardized marking for all students.
- Faculty can simply tick/check and assign marks during exams.
- Students know exactly what is expected from them.
- This format provides clarity, fairness, and transparency for both faculty and students.

Section I — Theory Assessment (40% — 40 Marks)

Component	Criteria	Max Marks	Marks Obtained
MCQs (20%)	Knowledge recall, basic concepts	08	
Short Answer Questions (50%)	Comprehension, application, clarity	20	
Long Essay / Analytical-based (30%)	Depth of understanding, analysis, clarity of subject	12	
Total Theory		40	

Section II — Practical Assessment (60% — 60 Marks)

A. Year's Work / Projects (30% — 30 Marks)

Students are required to complete the 8 practical tasks below during the academic session. Each task represents a separate Hospitality Management activity.

S#	Practical Task	Description (Student-Friendly & Hands-on)	SLO Reference	Marks
1	Hospitality Workplace Observation	Student observes a hotel/restaurant/event setup and notes basic departments, services, and guest handling practices.	HM-11-A-01, HM-11-A-06	2
2	Service Demonstration Video	Short video showing table setting, room setup, guest greeting, or food service etiquette.	HM-11-F-03, HM-11-F-05	4
3	Customer Interaction Role Play (Audio)	Audio recording demonstrating polite communication, complaint handling, or guest inquiry response.	HM-11-F-02, HM-12-E-04	2
4	Basic SOP / Script Writing	Write a simple SOP or script for guest check-in, order taking, or service recovery.	HM-11-A-10, HM-11-B-05	4
5	Workflow / Service Flow Diagram	Draw a simple flowchart showing the guest journey (arrival → service → feedback).	HM-11-A-08, HM-12-D-03	2
6	Interview / Survey Task	Conduct a short interview with a hospitality worker or survey guests about service quality and satisfaction.	HM-11-B-18, HM-12-G-09	6
7	Service Evaluation & Improvement Task	Identify one service problem (hygiene, sustainability, delay, complaint) and suggest practical improvements.	HM-11-A-14, HM-11-A-15, HM-11-G-01	6
8	Final Portfolio Compilation & Presentation	Compile all practical work in a file and give a short oral presentation explaining learning outcomes.	HM-11-A-12, HM-11-A-13	4

S#	Practical Task	Description (Student-Friendly & Hands-on)	SLO Reference	Marks
	Total Marks			30

Verification Level: Subject Teacher/Instructor and HOD/Principal with Name, Signature & Stamp. Countersigned by the External Examiner.

B. Viva Voce (10% — 10 Marks)

Criteria	Max Marks	Marks Obtained
Theory-based questions (knowledge of tools and techniques used in Hospitality Management)	05 x 2 = 10	
Total marks	10	

Note: Only 5 Questions will be asked. No extra questions are allowed.

C. Hands-on Practical Skills (30% — 20 Marks)

Note: hands on practical skill will be assessed from the list of practicals given below: Any two questions from list of practical will be assigned by the external examiner. Each question having ten (10) marks and each question having parts in it.

(See the accompanying Practical Model Paper for the exact question format and part-wise breakdown.)

Criteria	Max Marks	Marks Obtained
Understanding of Task (4 Marks)	5	
Technical Execution (6 Marks)	5	
Creativity & Presentation (6 Marks)	5	
Time Management & Discipline (4 Marks)	5	
Total Hands-on Skills	20	

Note: Only two questions will be asked from students as practicals. Each question having 10 marks.

Time Duration for Practical: 03 Hours

Final Assessment Summary

Component	Max Marks	Marks Obtained
Section I: Theory Assessment	40	
Section II: Year's Work/Projects	30	
Section II: Viva Voce	10	
Section II: Hands-on Practical Skills	20	
Grand Total	100	

External Examiner

Role: To ensure transparency, reliability and validity. Students will be evaluated by a single qualified external examiner.

Responsibilities

- Oversees the entire practical exam process.
- Ensures exams are conducted according to policy.
- Countersigns the assessment record.
- Evaluates hands-on practical skills.

- Signs off on the final mark sheets.
- Maintains fairness and addresses student/examiner issues if they arise.
- Asks viva voce questions as per the policy above.
- Gives special attention to the availability of lab equipment relevant to the practicals.

Supporting Staff (Internal)

Lab Assistant and Attendant

- Prepares the lab and equipment.
- Assists examiners in maintaining Projects/Portfolio folders.

Lab Attendant

- Serves external examiners.
- Assists the lab assistant in preparing labs.

List of Practical

Master reference pool of practical tasks (SLO-mapped), used to populate Year's Work tasks and the Hands-on Practical Skills paper.

S#	Title	Details	LO Reference
1	Hospitality Industry Mapping	Prepare a visual map/chart showing scope, segments (hotels, F&B, travel, events) and economic importance of hospitality.	HM-11-A-01
2	Hospitality Sector Interrelationship Diagram	Draw and explain a linkage diagram showing how hotels, restaurants, spas, and tourism depend on each other.	HM-11-A-02
3	Evolution of Hotels Timeline	Create a timeline highlighting key milestones in hotel development (inns → modern hotels → smart hotels).	HM-11-A-03
4	Factors Affecting Hotel Evolution	Identify one historical factor (technology/culture/economy) and explain its impact on modern hotels.	HM-11-A-04
5	Hotel Facilities Identification	Label and explain hotel facilities using pictures/models (rooms, banquets, spa, transport).	HM-11-A-05
6	Hotel Department Role Play	Perform a short role play representing front office, housekeeping, F&B, HR, engineering.	HM-11-A-06
7	Shift System Chart	Prepare a shift roster chart (morning, evening, night, flexi).	HM-11-A-07
8	Hospitality–Tourism Relationship Chart	Explain tourism growth's effects on hotel demand using a cause-effect chart.	HM-11-A-08, HM-11-A-09
9	Tourist-Focused Service Plan	Design a basic service plan for tourists considering culture and sustainability.	HM-11-A-10, HM-11-A-11
10	Career Planning Portfolio	Prepare a personal career roadmap in hospitality.	HM-11-A-12, HM-11-A-13
11	Industry Challenges & Solutions Case	Identify one industry challenge and propose an ethical solution.	HM-11-A-14, HM-11-A-15
12	Hotel HR Hierarchy Chart	Create a hotel HR hierarchy chart with roles.	HM-11-B-01, HM-11-B-02
13	Recruitment Method Comparison	Compare two recruitment methods with pros/cons.	HM-11-B-03, HM-11-B-04
14	Job Description & Interview Simulation	Write a simple job description and conduct a mock interview.	HM-11-B-05

S#	Title	Details	LO Reference
15	Workforce Planning Case	Plan staffing for a seasonal hotel scenario.	HM-11-B-06, HM-11-B-07
16	Motivation & Retention Strategy	Identify motivation factors and propose retention strategies.	HM-11-B-18 → HM-11-B-21
17	Simple Hotel Budget	Prepare a basic monthly hotel budget.	HM-11-C-01
18	Revenue Stream Identification	Identify multiple hotel revenue sources.	HM-11-C-17
19	Inventory Control Sheet	Prepare a simple stock register.	HM-11-C-19
20	Reservation System Demonstration	Demonstrate mock online booking & billing.	HM-11-D-01, HM-11-D-02
21	Smart Room Presentation	Explain IoT-based smart room features.	HM-11-D-03, HM-11-D-04
22	Kitchen Hierarchy & Knife Skills	Identify kitchen roles and demonstrate knife handling.	HM-11-E-01, HM-11-E-05
23	Basic Cooking & Safety Demo	Demonstrate a basic cooking method with hygiene.	HM-11-E-07, HM-11-E-13
24	Table Setting & Menu Presentation	Perform table setting and present a menu.	HM-11-F-01, HM-11-F-03
25	Complaint Handling Role Play	Perform a customer complaint role play.	HM-11-F-02
26	Green Hotel Practices Chart	List green practices & certifications.	HM-11-G-01, HM-11-G-03
27	Guest Room Maintenance Checklist	Demonstrate basic guest room maintenance checklist.	HM-12-A-01
28	Hotel Emergency Response Plan	Prepare and explain a hotel emergency response plan.	HM-12-B-05
29	Banquet Setup Types	Demonstrate banquet setup types using layout diagrams.	HM-12-C-03

HOSPITALITY MANAGEMENT PRACTICAL MODEL PAPER HSSC-I

Time allowed: 3:00 Hours

Total Marks: 20

Note: Attempt the following Question

Q1. Design a Visual Map of the Hospitality Industry (10 Marks)

Prepare a visual map or chart showing the scope, major segments (hotels, food & beverage, travel, and events), and economic importance of the hospitality industry.

- i. Selection of hospitality segments and understanding of scope (02 Marks)
- ii. Visual design, layout, and creativity of the map/chart (04 Marks)
- iii. Accurate representation of segments and their economic importance (02 Marks)
- iv. Overall presentation and explanation (02 Marks)

Q2. Analyze and Resolve a Customer Complaint (10 Marks)

Select a common guest complaint scenario in a hospitality establishment. Analyze the issue, then role-play an effective resolution using appropriate communication and problem-solving techniques.

- i. Identification and analysis of the complaint/service issue (02 Marks)
- ii. Application of complaint-handling techniques (patience, active listening, problem-solving) (03 Marks)
- iii. Role-play demonstration of complaint resolution (03 Marks)
- iv. Documentation and presentation (02 Marks)

Note: In view of attached portfolio, the two questions will be assigned from the List of Practicals given in the Assessment Manual for Hospitality Management, and each question carries 10 Marks.