FEDERAL BOARD OF INTERMEDIATE AND SECONDARY EDUCATION

H-8/4, ISLAMABAD

INTER-TECH

ASSESSMENT MANUAL FOR PRACTICAL OF HOSPITALITY MANAGEMENT HSSC-II

Hospitality & Tourism Management
Scheme of Studies 2024

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ASSESSMENT MANUAL FOR PRACTICAL OF

HOSPITALITY MANAGEMENT

HSSC-II

Scheme of Studies 2024

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	Guest Room Maintenance Inspection	Inspect a guest room (or model room) with a maintenance checklist (lights, fixtures, plumbing, AC) and record faults found.	HM-12-A-01	2
2	Banquet Setup Demonstration Video	Short video showing a buffet, plated or cocktail banquet setup with correct layout and covers.	HM-12-C-02, HM-12-C-03	4
3	Front Desk Role Play (Audio/Video)	Record a guest check-in or check-out following the correct procedure and polite communication.	HM-12-E-04, HM-12-E-06	2
4	Housekeeping SOP Writing	Write a simple SOP for room make-up or turn-down service, including amenities and minibar check.	HM-12-E-01, HM-12-E-02	4
5	Fire Evacuation Flow Diagram	Draw a flowchart of the fire evacuation procedure staff must follow (alarm → evacuation → assembly → headcount).	HM-12-B-05, HM-12-B-09	2
6	Guest Satisfaction Survey	Survey guests or customers about service quality, analyse the results and suggest improvements.	HM-12-E-05, HM-12-G-09	6
7	Food Safety (HACCP & 4Cs) Audit	Inspect a kitchen or canteen (receiving, storage, preparation) using a HACCP/4Cs checklist and suggest corrective actions.	HM-12-G-05, HM-12-G-07	6
8	Final Portfolio	Compile all practical work in a file and give a	HM-12-E-	4

S#	Practical Task	Description (Student-Friendly & Hands-on)	SLO Reference	Marks
	Compilation & Presentation	short oral presentation explaining learning outcomes.	04	
	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 Practicals

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	Guest Room Maintenance Checklist	Demonstrate routine maintenance checks of a guest room using a checklist.	HM-12-A-01
2	Building Exterior Inspection Report	Inspect and report on the condition of roof, windows and doors of a building.	HM-12-A-02
3	Facility Systems Maintenance Log	Prepare a maintenance log for lighting, generator/UPS, HVAC and plumbing systems.	HM-12-A-03
4	Access Control & Surveillance Plan	Plan surveillance and access control for public areas, entrances and exits, including security patrol routes.	HM-12-B-01, HM-12-B-02
5	CCTV Monitoring & Incident Review	Review mock CCTV footage or a scenario and complete an incident report.	HM-12-B-03, HM-12-B-04
6	Hotel Emergency Response Plan	Prepare an emergency response plan including coordination with local authorities.	HM-12-B-05, HM-12-B-06
7	Fire Risk Assessment & Equipment Check	Assess fire risks in a hotel area and check fire safety equipment.	HM-12-B-07, HM-12-B-08
8	Fire Evacuation Staff Briefing	Prepare and deliver a staff briefing on fire evacuation procedures.	HM-12-B-09
9	Parking Security Plan	Plan monitoring and security measures for a hotel parking area.	HM-12-B-10, HM-12-B-11
10	Event Types Classification Chart	Classify corporate events, social events, conferences, weddings and exhibitions with their requirements.	HM-12-C-01
11	Event Setup Plan	Plan an event setup: space layout, logistics and resource allocation.	HM-12-C-02
12	Banquet Setup Types	Demonstrate buffet, plated, family-style and cocktail setups using layout diagrams.	HM-12-C-03
13	Event Sales Pitch & Negotiation Role Play	Present an event proposal to a client and negotiate to close the deal.	HM-12-C-04, HM-12-C-05
14	Hotel Marketing Plan (STP & 7Ps)	Prepare a simple marketing plan for a hotel using STP and the 7Ps, for a B2B or B2C market.	HM-12-D-01, HM-12-D-02
15	Customer Journey Map & Value Proposition	Map a guest's journey and write a value proposition for a hotel.	HM-12-D-03
16	CRM Guest Profile & Loyalty Plan	Create guest profiles and a simple loyalty/CRM plan.	HM-12-D-04
17	Event Marketing & Press Release	Prepare an event promotion plan and a short press release.	HM-12-D-05
18	Online Presence & OTA Listing Review	Evaluate a hotel's website, social media and OTA listing and suggest improvements.	HM-12-D-06, HM-12-D-07
19	Room Make-up & Turn-down Demo	Demonstrate room make-up/turn-down to housekeeping service standards, including amenities.	HM-12-E-01, HM-12-E-02
20	Housekeeping Audit	Carry out a housekeeping audit of a room or public area and propose improvements.	HM-12-E-03
21	Guest Complaint & Service Recovery Role Play	Handle a guest complaint and apply service recovery; record feedback.	HM-12-E-04, HM-12-E-05
22	Front Desk Check-in/Check-out &	Demonstrate check-in/check-out and resolve an overbooking or no-show case.	HM-12-E-06

S#	Title	Details	LO Reference
	Overbooking Case		
23	Laundry Operations Flowchart	Draw the laundry cycle: receiving, tagging, washing, ironing and delivery.	HM-12-E-07
24	Pool & Gym Safety Checklist	Prepare a safety and cleanliness checklist for a hotel pool or gym.	HM-12-F-01
25	Energy, Water & Waste Audit	Audit energy, water and waste use and propose conservation measures.	HM-12-G-01
26	Workplace Hazard Risk Assessment	Identify workplace hazards (electrical, fire, ergonomics, work at height) and complete an OHS risk assessment.	HM-12-G-03
27	Fire Extinguisher & First Aid Demo	Demonstrate use of a fire extinguisher and basic first aid response.	HM-12-G-02, HM-12-G-04
28	HACCP & 4Cs Food Safety Audit	Audit food receiving, storage and preparation areas against HACCP and the 4Cs.	HM-12-G-05 to HM-12-G-07
29	Service Quality Inspection	Inspect table layout, buffet setup and room service against standards and record findings.	HM-12-G-08, HM-12-G-09
30	Guest Privacy & Data Protection Policy	Draft a short guest privacy and data protection policy in line with relevant laws.	HM-12-H-01 to HM-12-H-03
31	Ethical Dilemma Case Study	Analyse an ethical dilemma in a hotel and propose a responsible decision.	HM-12-H-04
32	Future Hospitality Concept	Design a wellness or innovative F&B concept reflecting global trends and cultural sensitivity.	HM-12-I-01 to HM-12-I-06
33	Smart Room & Data Analytics Proposal	Propose IoT smart-room features and show how guest data can personalise services.	HM-12-I-07, HM-12-I-08

HOSPITALITY MANAGEMENT
PRACTICAL MODEL PAPER
HSSC-II

Time allowed: 3:00 Hours Total Marks: 20

Note: Attempt the following Question

Q1. Demonstrate a Banquet Setup for an Event (10 Marks)

For a given event (e.g. a corporate dinner or a wedding reception), select a suitable banquet style (buffet, plated, family-style or cocktail), draw the layout and demonstrate or explain the setup.

i. Selection of a suitable banquet style with justification (02 Marks)

ii. Layout diagram showing tables, service stations and guest flow (03 Marks)

iii. Demonstration/explanation of covers, setup and resources (03 Marks)

iv. Overall presentation (02 Marks)

Q2. Conduct a Food Safety (HACCP & 4Cs) Audit (10 Marks)

Using a checklist, audit the receiving, storage and preparation areas of a kitchen (or a given scenario), identify food safety risks and propose corrective actions.

i. Preparation of an audit checklist based on HACCP and the 4Cs (02 Marks)

ii. Identification of hazards and critical control points (03 Marks)

iii. Corrective actions proposed for each risk (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.