FEDERAL BOARD OF INTERMEDIATE AND SECONDARY EDUCATION

H-8/4, ISLAMABAD

MATRIC-TECH

ASSESSMENT MANUAL FOR PRACTICAL OF HOSPITALITY MANAGEMENT SSC-II

Hospitality & Tourism Management
Scheme of Studies 2024

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HOSPITALITY MANAGEMENT
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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% — 30 Marks)

Component	Criteria	Max Marks	Marks Obtained
MCQs (20%)	Knowledge recall, basic concepts	06	
Short Answer Questions (50%)	Comprehension, application, clarity	16	
Long Essay / Analytical-based (30%)	Depth of understanding, analysis, clarity of subject	08	
Total Theory		**30**	

Section II — Practical Assessment (60% — 45 Marks)

A. Year's Work / Projects (27% — 20 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 Trends Scan	Collect examples of three current trends (technology, guest preferences, travel patterns) and note how each affects hotels and the skills they need.	HM-10-B-01, HM-10-B-02	2
2	Hotel IT Systems Demonstration	Short video or screenshots showing how a hotel uses IT (online booking, PMS, digital check-in) to serve guests.	HM-10-C-01, HM-10-C-02	3
3	Security Features Walkthrough	Observe a hotel (or school building) and record its security features (CCTV, key-card access, alarms, fire exits) on a checklist.	HM-10-C-04, HM-10-C-05	2
4	Customer Journey Map	Draw a guest's journey from searching online to the post-stay review, marking each touchpoint.	HM-10-C-07	3

S#	Practical Task	Description (Student-Friendly & Hands-on)	SLO Reference	Marks
5	Social Media Post for a Hotel	Design a social media post or advert for a hotel aimed at a chosen B2C or B2B customer segment.	HM-10-C-06, HM-10-C-08	2
6	Spa & Wellness Brochure	Prepare a brochure listing the health club, spa and gym facilities and services of a hotel.	HM-10-D-04, HM-10-D-05	3
7	Green Hotel Audit	Check water use, waste segregation and recycling in a hotel or school canteen and suggest two improvements.	HM-10-E-01, HM-10-E-02	3
8	Final Portfolio Compilation & Presentation	Compile all practical work in a file and give a short oral presentation using good communication skills.	HM-10-D-06	2
	Total Marks			**20**

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

B. Viva Voce (7% — 05 Marks)

Criteria	Max Marks	Marks Obtained
Theory-based questions (knowledge of tools and techniques used in Hospitality Management)	05 x 1 = 05	
Total marks	**05**	

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

C. Hands-on Practical Skills (27% — 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	30	
Section II: Year's Work/Projects	20	
Section II: Viva Voce	05	
Section II: Hands-on Practical Skills	20	
Grand Total	**75**	

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	Hospitality Trends Chart	Prepare a chart of current and emerging trends in hospitality (technology, changing consumer preferences, global travel patterns).	HM-10-B-01
2	Skills in Demand Table	Identify roles and skills growing in demand because of these trends and present them in a table.	HM-10-B-02
3	Employee Challenges Case	Interview a hospitality worker (or use a case) on challenges such as long shifts and guest pressure, and suggest solutions.	HM-10-B-03
4	Hotel IT Systems Diagram	Draw and label the IT systems used in a hotel (PMS, POS, booking engine, guest Wi-Fi) and their basic functions.	HM-10-C-01
5	Digital Guest Experience Demo	Demonstrate a mock online booking, digital check-in or mobile key process.	HM-10-C-02
6	Cyber Security Checklist	Prepare a checklist for protecting guest data (passwords, secure Wi-Fi, card data handling).	HM-10-C-03
7	Hotel Security Risk Assessment	Identify threats in one hotel area, rate the risk and list control measures.	HM-10-C-04
8	Security Systems Layout	Draw a floor plan showing CCTV cameras, access control points, alarms and fire exits, and explain their purpose.	HM-10-C-05
9	B2B vs B2C Customer Comparison	Compare B2B and B2C customers for rooms and events with examples.	HM-10-C-06
10	STP & Value Proposition Sheet	Segment the market, choose a target segment, position a hotel and write its value proposition.	HM-10-C-07
11	Customer Journey Mapping	Map a guest's journey from search to post-stay review with all touchpoints.	HM-10-C-07
12	Digital Marketing Post/Campaign	Design a social media post or mini campaign for a hotel.	HM-10-C-08
13	Health Club, Spa & Gym Facilities List	Prepare an illustrated list of the health, spa and gym facilities of a hotel.	HM-10-D-04
14	Spa Services Menu	Design a spa service menu describing the different services offered.	HM-10-D-05
15	Guest Communication Role Play	Role-play greeting a guest and answering an inquiry using good communication skills.	HM-10-D-06

S#	Title	Details	LO Reference
16	Water Management & Recycling Plan	Prepare a water-saving and recycling plan for a hotel.	HM-10-E-01
17	Sustainable Plantation Plan	Design a herb garden or plantation plan for a hotel's grounds.	HM-10-E-02
18	Innovative F&B Concept	Create a new food and beverage concept (themed café or menu) and explain how it differentiates the hotel.	HM-10-E-03, HM-10-E-04
19	Guest Data Analysis	Analyse simple guest feedback or occupancy data using a table or chart and draw conclusions.	HM-10-E-05

HOSPITALITY MANAGEMENT
PRACTICAL MODEL PAPER
SSC-II

Time allowed: 3:00 Hours Total Marks: 20

Note: Attempt the following Question

Q1. Prepare a Security Systems Layout for a Hotel (10 Marks)

Draw a simple floor plan of a hotel lobby or guest floor showing CCTV cameras, access control points, alarms and fire exits, and explain how each protects guests, staff and property.

i. Identification of key security points and risks (02 Marks)

ii. Accurate floor plan with security systems correctly placed (03 Marks)

iii. Explanation of how each system safeguards guests, staff and property (03 Marks)

iv. Labeling, neatness and overall presentation (02 Marks)

Q2. Design a Digital Marketing Post for a Hotel (10 Marks)

Design a social media post or mini campaign promoting a hotel to a chosen target segment, and explain the value proposition it communicates.

i. Identification of the target segment and value proposition (02 Marks)

ii. Design, layout and creativity of the post/campaign (03 Marks)

iii. Use of a suitable platform, message and call-to-action (03 Marks)

iv. Explanation and overall 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.