

Class:-12th
Syllabus(2024-25)
Trade:- Travel, Tourism and Hospitality
Job Role:-: Customer Service Executive (Meet and Greet)(THC/Q0101)

Part- A (Employability Skills)

Marks-10

Unit 1: Communication Skills-IV

Unit 2: Self-management Skills-IV

Unit 3: Information and Communication Technology Skills-IV

Unit 4: Entrepreneurial Skills-IV

Unit 5: Green Skills-IV

Part- (Vocational Skills)

Marks-30

Unit 1: Etiquette and Hospitable Conduct

Unit 2: Gender and Age Sensitive Service Practices

Unit 3: Health and Hygiene

Unit 4: Safety at Workplace

Unit 5: Learn a foreign or local language(s) including English

Unit 6: Customer-centric Services

Note:-Employability skills ਅਤੇ Vocational skills ਲਈ ਦਿੱਤੇ ਯੂਨਿਟਾਂ ਅਧੀਨ Topics ਦੇਖਣ ਲਈ ਪੰਜਾਬ ਸਕੂਲ ਸਿੱਖਿਆ ਬੋਰਡ/ ਪੈਸਿਵ ਭੋਪਾਲ ਦੀ ਵੈਬਸਾਈਟ ਤੇ ਉਪਲਬਧ ਇਸ ਟਰੇਡ ਅਤੇ ਜੋਬ ਰੋਲ ਲਈ ਕਰੀਕੁਲਮ ਨੂੰ ਦੇਖਿਆ ਜਾਵੇ।