



Indian School Al Wadi Al Kabir

Mid-term Examination (2026-2027)

Sub: Skill Education

Introduction To Tourism (Sub.Code.406)

Class: X

Date: 24/09/2026

Set-I

Max. Marks: 50

Time: 2 Hours

MARKING SCHEME

SECTION A -OBJECTIVE TYPE QUESTIONS-EMPLOYABILITY & SPECIFIC SKILLS	
Q.1	Answer any 4 out of the given 6 objective type questions. (1x4=4 marks)
i.	(b)Exchange of information
ii.	(a) Divya drinks milk every day.
iii.	(d) Specific
iv.	(c) Time management and relaxation
v.	(b) CTRL + Y
vi.	(c) The device can over-heat, leading to potential hardware failure or data corruption.
Q.2	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	(a) Understanding another person's feelings
ii.	(c) Listen carefully and acknowledge the concern
iii.	(b) Respecting the differences and behaving appropriately
iv.	(a) Communication and positive body language
v.	(d) A is false, but R is true.
Vi	(c) "Certainly, I will assist you."
Q.3	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	(c) Show empathy and adjust the plan where reasonably possible
ii.	(a) Active listening
iii.	(a) Both A and R are true, and R correctly explains A.
iv.	(a) A response to a message or performance

v.	(a) They help professionals interact effectively with customers and colleagues.
vi.	(c) a mask
Q.4	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	(d) All of the above
ii.	(a) Ministry of Tourism
iii.	(a) To promote tourism in a state
iv.	(b) Check reliable and official tourism sources
v.	(a) Tourism can have negative environmental impacts if poorly managed
vi.	(d) All of the above
Q.5	Answer any 5 out of the given 6 questions. (1x5=5 Marks)
i.	(d) All of the above
ii.	(a) Tourists interact with local communities.
iii.	(c) Pollution and waste generation
iv.	(b) Typology of tourism impacts
v.	(a) International tourism and cultural interaction
vi.	(c) Conservation of natural resources

SECTION-B-SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills. (2 x 3 = 6 Marks)

Answer each question in 20-30 words.

Q.6	Importance of Non-verbal Communication In our day-to-day communication • 55% communication is done using body movements, face, arms, etc.
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	• 38% communication is done using voice, tone, pauses, etc. • only 7% communication is done using words						
Q.7	Stress is our emotional, mental, physical and social reaction to any perceived demands or threats. For example, you are too close to the exams but feel unprepared. Stress Management is about planning to be able to cope effectively with daily pressures. You have to make a suitable plan for your daily life routines so that it would not put hard pressure on you. If you are not able to manage yourself to the increasing pressure this will lead to stress. Our main goal is to maintain a balance between life, work, relationships, relaxation and fun. By doing this, you are able to manage stress-related problems in your daily life.						
Q.8	The stress management techniques are: • Time Management - One of the important stress management techniques is Time Management. If we are able to manage time properly then there will be no pressure of pending work on us. • Physical exercise and fresh air - Doing yoga, meditation and deep breathing exercises help in proper blood circulation and relaxes the body. Which will help us to become more active. • Healthy diet - Eating a balanced diet, such as Dal, Roti, vegetables and fruits will give the strength to do daily work efficiently. • Sleep - A good night's sleep for at least 7 hours helps the brain and body get recharged to function better the next day.						
Q.9	<u>Ans.</u> <table border="1"> <tr> <td>File</td><td>Folder</td></tr> <tr> <td>A place where information is stored in computer.</td><td>A location where a group of files can be stored.</td></tr> <tr> <td>It has a name and extension both</td><td>It has only name.</td></tr> </table>	File	Folder	A place where information is stored in computer.	A location where a group of files can be stored.	It has a name and extension both	It has only name.
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A place where information is stored in computer.	A location where a group of files can be stored.						
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Q.10	(a) Use passwords to login to your computer: Use passwords that are difficult to guess. Passwords are difficult to hack if they are a mix of small (For example 'a b c d') and capital letters (For example, 'H J E R'), numbers (For example '8 7 6 5') and special characters (For example, '% ^ # \$'). This would prevent unauthorized people from using your computer. (b) Install Anti-virus and Firewall: Anti-viruses and Firewall monitor the data coming in and out of a computer and prevent and viruses from entering. Anti-viruses can also detect and clean viruses that may have entered a computer.						

Answer any 4 out of the given 6 questions on Specific Skills in 20-30 words each (2 x 4 = 8 Mar

Q.11	Empathy means understanding another person's feelings and situation. In tourism, empathy helps employees understand customers who may be tired, worried, confused, or unhappy. Self-confidence means believing in one's own abilities. A confident employee can communicate clearly, make decisions, and handle customers professionally. Both skills are important because they help tourism professionals:
Q.12	• Cooperation: Helping team members when required. • Communication: Sharing information clearly. • Respect: Valuing the ideas and opinions of others. • Responsibility: Completing assigned tasks properly. • Trust: Having confidence in other team members. • Flexibility: Adjusting to changing situations. • Problem-solving: Working together to find solutions.
Q.13	Heredity – Physical characteristics, intelligence and certain behavioural tendencies inherited from parents. Environment – The surroundings in which a person grows up, including family, school and society. Family – Family values, parenting style, relationships and upbringing strongly influence personality. Education – Education develops knowledge, attitudes, confidence and social behaviour. Culture – Customs, traditions, beliefs and values shape a person's behaviour and attitudes. Social experiences – Interaction with friends, teachers, colleagues and society influences personality. Life experiences – Successes, failures, challenges and other experiences contribute to personality development.
Q.14	Tourism provides several benefits: Employment: It creates jobs in hotels, restaurants, transport, travel agencies and tourist attractions. Income generation: Tourism brings income to businesses and local communities. Infrastructure development: Tourism can encourage development of roads, airports, public facilities and other infrastructure.

Q.15	Tourism is a blessing because it creates employment, generates income, supports local businesses, develops infrastructure and promotes cultural exchange. At the same time, it can become a challenge when it causes pollution, overcrowding, environmental damage and excessive commercialisation of local culture. Therefore, proper planning and sustainable tourism practices are necessary to gain the benefits of tourism while reducing its negative effects.
Q.16	A travel guidebook can provide information about: • Tourist attractions • Historical and cultural sites • Accommodation • Restaurants • Transportation • Local customs • Maps and suggested itineraries

Answer any 3 out of the given 5 questions on Specific Skills in 70-80 words each (4 x 3 = 12 Marks)

Q.17	A positive attitude means approaching people and situations with optimism, patience, confidence, and willingness to help. Tourism professionals may sometimes face difficult customers, complaints, delays, or unexpected problems. A positive attitude helps them remain calm and professional. A positive attitude: • Creates a friendly environment. • Improves customer relationships. • Helps in solving problems. • Reduces workplace conflicts. • Increases confidence. • Creates a good impression of the organisation.
Q.18	Active listening means giving complete attention to the person who is speaking and trying to understand their message. It is important in tourism because customers may ask questions, make requests, or report problems. A tourism professional who listens carefully can understand the customer's exact needs. Active listening involves: 1. Paying attention to the speaker.

	2. Maintaining appropriate eye contact. 3. Avoiding unnecessary interruptions. 4. Asking questions when something is unclear. 5. Showing that you understand the message. 6. Responding politely and appropriately. Good listening helps reduce misunderstandings and increases customer satisfaction.
Q.19	Tourism can be made sustainable by balancing the needs of tourists, local communities, businesses and the environment. Some measures include: 1. Reducing waste and pollution. 2. Conserving water and energy. 3. Protecting wildlife and natural habitats. 4. Respecting local culture and traditions. 5. Supporting local businesses and communities. 6. Avoiding overcrowding at sensitive destinations. 7. Educating tourists about responsible behaviour. 8. Protecting historical and cultural heritage. Sustainable tourism ensures that destinations can continue to benefit from tourism without damaging resources for future generations.
Q.20	Tourists can obtain information from many sources. 1. Official tourism websites: Government and tourism-board websites provide reliable information about destinations, attractions, rules and facilities. 2. Travel agencies: Travel agents can provide advice about transportation, accommodation, packages and itineraries. 3. Guidebooks: Guidebooks provide detailed information about tourist attractions, local culture, accommodation and transportation. 4. Brochures and leaflets: These provide concise information about destinations, attractions, hotels and activities. 5. Online travel platforms: Websites and applications provide information such as reviews, prices, photographs, maps and booking options. 6. Personal recommendations: Friends, family and previous travellers can provide useful information based on their experiences. However, such information should be cross-checked with reliable sources.

Q.21	The impacts of tourism can be classified into different categories. This classification is called the typology of tourism impacts. The main categories include: 1. Economic impacts – Effects on employment, income, businesses, investment and local economic development. 2. Social impacts – Effects on the quality of life, interaction between visitors and residents and community development. 3. Cultural impacts – Effects on traditions, customs, festivals, arts, crafts, language and heritage. 4. Environmental impacts – Effects on land, water, air, wildlife, natural resources and ecosystems. Each impact may be positive or negative depending on how tourism is planned and managed.
