CBSE | DEPARTMENT OF SKILL EDUCATION

BEAUTY AND WELLNESS (SUBJECT CODE 807)

CLASS XII (SESSION 2021-2022)
Marking Scheme

Max. Time Allowed: 1 ½ Hours (90 min)　　　　　　　　　　　**Max. Marks: 30**

General Instructions:

1. Please read the instructions carefully

2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.

3. Section A is of 05 marks and has 06 questions on Employability Skills.

    a) Questions numbers 1 to 4 are one mark questions. Attempt any three questions.

    b) Questions numbers 05 and 06 are two mark questions. Attempt any one question.

4. Section B is of 17 marks and has 16 questions on Subject specific Skills.

    a) Questions numbers 7 to 13 are one mark questions. Attempt any five questions.

    b) Questions numbers 14 to 18 are two mark questions. Attempt any three questions.

    c) Questions numbers 19 to 22 are three mark questions. Attempt any two questions

5. Section C is of 08 marks and has 03 competency-based questions.

    a) Questions numbers 19 to 21 are four mark questions. Attempt any two questions.

6. Do as per the instructions given in the respective sections.

7. Marks allotted are mentioned against each section/question.

SECTION A　　　　　　　　　　　(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	What is the full form of U N E P. Ans. United Nations Environment Programme.	1
Q.2	Seema has two children and frequently they fall sick due to cough and cold. What would you suggest? Ans. Use air purifiers with HEPA filters.	1
Q.3	What is the quality of a successful entrepreneur to work in adverse conditions? Ans. Perseverance.	1
Q.4	What do you understand by '*waste exchange*'? Ans. It is a process in which waste product is reusable as a raw material to be used in some other process, called a 'waste exchange'.	1
Answer any 01 question out of the given 02 question		2 x 1 = 2
Q.5	Describe "the attitude of a successful entrepreneur"? Ans. Decisiveness, taking initiatives, organizational and interpersonal skills.	2
Q.6	What steps have been adopted to the effects of climate change by the Indian Govt.? Ans. Under N A P C C for regulation and management of ground water by adapting various techniques to help farmers and clean the environment.	2

SECTION B   (5 + 6 + 6 = 17 marks)

	Answer any 05 questions out of the given 07 questions	1 x 5 = 5
Q.7	List out the type of resources that are required for scheduling an appointment? Ans. 1.Appointment book 2. Telephone	1
Q.8	Write the meaning of a loyalty card? Ans. It is an effective way by awarding gift vouchers after the services by the client and can be redeemed against future services or treatments.	1
Q.9	What do you understand by the term alcoholism? Ans. The tendency one consumes alcohol to cope with difficulties or to avoid feeling sadness.	1
Q.10	Define the front desk. Ans. It is the first area where a client gets the first impression of the salon.	1
Q.11	What causes "one death in every sixth second" all over the world? Ans. Due to chewing of Tobacco.	1
Q.12	Identify certain habits that have an ill-effects on health? Ans. Alcoholism and Tobacco	1
Q.13	Who provides details of the services at the reception area? Ans. Receptionist.	1
	Answer any 03 questions out of the given 05 questions	2 x 3 = 6

Q.14	List out the Code of Conduct for a salon staff.
	 Ans. 1. Show respect and courtesy to others.
	     2. Be honest and always keep your word.
	     3. Behave in a professional manner.
	     4. Do not criticize other staff at the workplace.
		2

Q.15	What is the importance of communication to provide a positive impression at a workplace? Ans. It is the process of sharing information through the help of messages using methods like speech, writing, visual, signals or behavior.	2

Q.16	What do you understand about the caring environment at your workplace?
	 Ans. 1. Demonstrate a positive attitude towards work and other people.
	     2. Have a clean and neat appearance.
	     3. Show a friendly, polite and courteous attitude towards others.
	     4. Maintain high personal standards of behavior and conduct.
		2

Q.17	How would you organize the reception area to create a positive impression in your salon?
	 Ans. 1. Reception Desk should always be tidy.
	     2. Flowers are replaced at least once a week.
	     3. Display current magazines.
	     4. Empty cups/cutlery should be removed as soon as possible.
		2

Q.18	How can team spirit be lost?
	 Ans. 1. Lack of coordination among staff members.
	     2. Overload on Staff at the workplace.
	     3. Staff members criticize each other on performance of work.
	     4. Poor Communication.
		2

	Answer any 02 questions out of the given 04 questions	3 x 2 = 6

Q.19	Mention the various telephonic communication difficulties at the workplace.
	 Ans. 1. Not seeing the other person.
	     2. Noise in the background or on the line
	     3. Distractions by others while on the phone.
	     4. Language problems or unfamiliar accent.
		3

Q.20	On the sensitive and thicker skin of the client, after investigating, what would you recommend for her?
	 Ans. It is advised to give microdermabrasion or ultrasonic exfoliation treatment on sensitive and thicker skin to remove dead skin cells to even out the skin tone. This helps to stimulate circulation of the blood and make the skin smooth.
	 Procedure:
	 1. Apply water solution on the skin to loosen surface dead skin cells.
	 2.Use an ultrasonically activated spatula, lift dead cells of the skin and infuse water solution deep into the skin and hydrate new cells.
	 Contra Indication:
	    1. Skin diseases
	    2. Acute infectious diseases
	    3. Pregnancy
		3

Q.21	What are the types of payment processing in a work area?
	 Ans. 1. Cash transaction
	    2. Debit card
	    3. Credit card
	    4.Loyalty card
	    5.Gift voucher
	    6. Part cash and Part debit card
		3

Q.22	How to be an effective team member at the workplace?
	 Ans. 1. Clear objectives and a sense of direction.
	    2. Good balance of planning and action.
	    3. Good communication.
	    4. Flexibility and tolerance.
	    5. Good listening skills and exchange of ideas.
	    6. Enthusiastic and committed team member.
		3

SECTION C   (2 x 4 = 8 marks)
(COMPETENCY BASED QUESTIONS)

Answer any 02 questions out of the given 03 questions
Read the passage and answer the following question: **A successful Salon business is all about providing excellent customer experience to the customers. For Salon management, a centralized data-base system has great features. Cloud based salon software systems automatically collect data and store it electronically. A good business strategy is to collect as much information as you can about your business and customers to serve them better.**   **Earlier salon centers used to either write down details in a diary or on excel sheets to store essential business data, This method was not only time consuming but also prone to various errors, Centralized data-base keep the record of client personal details, such as their birth dates, phone number, address, their services and personal history, any transaction records in a proper manner, helping to build personal relations with client and make smarter business decisions.**   **A SSS can keep track and maintain records of all inventory. This helps to update on the stock level of the products for sale and the products are used for various salon services. This helps to know that there is enough stock of products and not over stocking products, which can cause cash flow to take a hit. As manual inventory audits can be time consuming and quite frustrating.**   **Similarly in employment management, SSS helps in keeping track of staff performance and attendance record. It helps to manage the rosters of employees and track their attendance by the employer. This system also helps to identify top, average and poor performers to manage their performance accordingly.**   **A SSS can help to run business in an organized manner. It can help to serve customers better and keep them coming back for more. So what are you waiting for? Give your salon a technological make-over today.**

Q.23	Why would you recommend technological make over for a successful salon business and compare the difference between electronic data and manual data collection. Discuss in detail ? Ans. As per latest technological make-over, ***Cloud based Salon Software System*** automatically collects data and stores it electronically. A good business strategy is to collect as much information as you can about your business and customers to serve them better. Earlier salon centers used to either write down details in a diary or on excel sheets to store essential business data, This method was not only time consuming but also prone to various errors, Centralized data-base keep the record of client personal details, such as their birth dates, phone number, address, their services and personal history, any transaction records in a proper manner, helping to build personal relations with client and make smarter business decisions.	**4**
Q.24	Analyze "Salon Software System (SSS) is useful in maintaining the attendance record and staff performance". What is the meaning of term "Roaster". Ans. A Salon Software System can keep track and maintain records of all inventory. This helps to update on the stock level of the products for sale and the products are used for various salon services. This helps to know that there is enough stock of products and not over stocking products, which can cause cash flow to take a hit. As manual inventory audits can be time consuming and quite frustrating. Similarly in employment management, SSS helps in keeping track of staff performance and attendance record. It helps to manage the rosters of employees and track their attendance by the employer. This system also helps to identify top, average and poor performers to manage their performance accordingly.	**4**
Q.25	Write the full form of SSS .Explain how you would maintain inventory records in salon business. Ans. A SSS can keep track and maintain records of all inventory. This helps to update on the stock level of the products for sale and the products are used for various salon services. This helps to know that there is enough stock of products and not over stocking products, which can cause cash flow to take a hit. As manual inventory audits can be time consuming and quite frustrating.	**4**