CBSE | DEPARTMENT OF SKILL EDUCATION

BEAUTY AND WELLNESS (SUBJECT CODE 807)

Max. Time Allowed: 1½ Hours (90 min)   **Max. Marks: 30**

PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS - SA (2 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
4	Entrepreneurial Skills	2	1	-	3
5	Green Skills -IV	2	1	-	3
TOTAL QUESTIONS		**4**	**2**	**-**	**06**
NO. OF QUESTIONS TO BE ANSWERED		**Any 3**	**Any 1**	**-**	**04**
TOTAL MARKS		**3 x 1 = 3 Marks**	**1 x 2 = 2 Marks**	**-**	**05 Marks**

PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS – SA - I (2 MARKS EACH)	NO. OF QUESTIONS – SA - II (3 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
2.	Facial Beauty Services	-	-	1	-	1
3	Salon Reception Duties	2	3	1	2	8
4	Creating Positive Impression at Work Place	5	2	2	1	10
TOTAL QUESTIONS		**07**	**05**	**04**	**03**	**19**
NO. OF QUESTIONS TO BE ANSWERED		**05**	**03**	**02**	**02**	**12**
TOTAL		**5 x 1= 05**	**3 x 2 = 06**	**2 x 3 = 06**	**2 x 4 = 08**	**25**
TOTAL MARKS		**5 + 25 = 30 MARKS**				

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BEAUTY AND WELLNESS (SUBJECT CODE 807)

CLASS XII (SESSION 2021-2022)
SAMPLE QUESTION PAPER FOR TERM - II

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.	**1**
Q.2	Seema has two children and frequently falls sick due to cough and cold. What would you suggest?	**1**
Q.3	What is the quality of a successful entrepreneur to work in adverse conditions?	**1**
Q.4	What do you understand by '*waste exchange*'?	**1**
Answer any 01 question out of the given 02 questions		2 x 1 = 2
Q.5	Describe "the attitude of a successful entrepreneur"?	**2**
Q.6	What steps have been adopted to the effects of climate change by the Indian Govt.?	**2**

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.	1
Q.8	Write the meaning of a loyalty card.	1
Q.9	What do you understand by the term alcoholism?	1
Q.10	Define the Front Desk.	1
Q.11	What causes "one death in every sixth second" all over the world?	1
Q.12	Identify certain habits that have an ill effect on the health.	1
Q.13	Who provides details of the services at the reception area?	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.	2
Q.15	What is the importance of communication to provide a positive impression at a workplace?	2
Q.16	What do you understand about the caring environment at your workplace?	2
Q.17	How would you organize the reception area to create a positive impression in your salon?	2
Q.18	How can team spirit be lost?	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.	3
Q.20	On the sensitive and thicker skin of the client, after investigating, what would you recommend for her?	3
Q.21	What are the types of payment processing in a work area?	3
Q.22	How to be an effective team member at the workplace?	3

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

Two questions to be attempted out of three.

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 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.
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? Discuss in detail?	4
Q.24	Analyze "Salon Software System is useful in maintaining the record of the attendance and staff performance." What is the meaning of the term "roaster"?	4
Q.25	Write the full form of SSS. Explain how you would maintain inventory records in salon business.	4