

Class 12 — Employability Skills

Unit 2: Self-Management Skills & Unit 3: ICT Skills

UNIT 2: SELF-MANAGEMENT SKILLS

1. What is Self-Management?

Self-management (self-control) is the ability to regulate one's emotions, thoughts, and behaviour effectively in different situations. It helps a person stay organised, punctual, disciplined, focused, and respectful — qualities every employer looks for.

Key components of self-management:

- Self-awareness
- Self-motivation
- Self-regulation (emotional control)
- Stress management
- Time management
- Positive attitude / positive thinking

2. Self-Awareness

Self-awareness means understanding one's own needs, desires, habits, traits, behaviours, and feelings — knowing your strengths, weaknesses, values, and how you react in different situations.

Why it matters: It helps you make the best use of your strengths, work on your weaknesses, and build better relationships with colleagues and customers.

3. Self-Motivation

Motivation comes from the word "motive" — it means directing one's behaviour toward a specific goal.

Types of motivation:

Type	Meaning / Example
Intrinsic Motivation	Doing something for internal satisfaction/enjoyment, with no visible external reward — e.g. helping a lost tourist because it feels good.
Extrinsic Motivation	Doing something because of external rewards or incentives — e.g. working hard to earn a bonus or promotion.

4. Stress Management

Stress is the body's reaction to pressure from a situation or event. In a job like Meet & Greet (dealing with impatient/anxious travellers, flight delays, lost luggage), stress is common.

Ways to manage stress:

- Deep breathing / relaxation techniques
- Time management and prioritising tasks
- Regular exercise and adequate sleep
- Talking to someone / seeking support

- Maintaining a positive attitude
- Taking short breaks to avoid burnout

5. Time Management

The ability to plan and control how much time to spend on activities, in order to work efficiently.

Tips for good time management:

- Set clear goals (short-term and long-term)
- Prioritise tasks (urgent vs important — e.g. Eisenhower Matrix)
- Make a daily/weekly schedule or to-do list
- Avoid procrastination and distractions
- Delegate when possible

6. Positive Thinking / Attitude

Positive thinking means believing in one's ability to get things done and remain happy, even in difficult situations.

Benefits: Better problem-solving, improved relationships with guests/colleagues, less stress, more confidence, better customer service.

7. Working in an Organised Manner

Being organised means keeping work, documents (tickets, vouchers, itineraries), and time well-structured — essential for a Meet & Greet Executive who handles multiple guests and documents at once.

Important Questions & Answers — Self-Management Skills

Q1. What is self-management? (2 marks)

A. Self-management is the ability to regulate one's emotions, thoughts, and behaviour effectively in different situations. It helps a person become punctual, disciplined, focused, and organised in their work.

Q2. Define self-awareness. (1 mark)

A. Self-awareness is the understanding of one's own needs, desires, habits, traits, behaviours, and feelings.

Q3. Differentiate between intrinsic and extrinsic motivation. (3 marks)

A. Intrinsic motivation refers to actions performed for internal enjoyment or satisfaction with no visible external reward (e.g., helping a guest because it feels rewarding). Extrinsic motivation refers to actions performed to gain an external reward or incentive, such as money, praise, or promotion (e.g., working harder to earn an appraisal).

Q4. Why is stress management important for a Meet and Greet Executive? (3 marks)

A. A Meet and Greet Executive deals with anxious travellers, delays, lost baggage, and demanding schedules. Without stress management, this pressure can affect judgement, patience, and service quality. Managing stress through breathing exercises, prioritising tasks, and staying positive helps the executive remain calm, think clearly, and provide better service to guests.

Q5. List any four time-management techniques. (2 marks)

A. (i) Setting clear goals, (ii) Prioritising tasks, (iii) Making a to-do list/schedule, (iv) Avoiding procrastination.

Q6. How does a positive attitude help in the tourism and hospitality industry? (3 marks)

A. A positive attitude helps an employee handle difficult guests calmly, solve problems creatively, build trust with customers, and create a pleasant experience for tourists — which is central to guest satisfaction in this industry.

Q7. What is meant by "working in an organised manner"? Why is it important for this job role? (3 marks)

A. It means keeping one's tasks, time, and documents systematically arranged. For a Meet and Greet Executive, who handles tickets, vouchers, itineraries, and multiple guests simultaneously, being organised ensures no document or task is missed and guests are served efficiently.

UNIT 3: INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SKILLS

1. What is ICT?

Information and Communication Technology (ICT) refers to all technologies used to handle telecommunications, computers, and information systems — used for communicating, storing, creating, and managing information (computers, internet, email, mobile devices, software).

2. Basics of Computers

- Hardware: Physical parts of a computer (CPU, monitor, keyboard, mouse, printer).
- Software: Programs/instructions that run on hardware (System software – e.g. Operating System; Application software – e.g. MS Word).
- Operating System (OS): Manages computer hardware and software resources (e.g., Windows, Linux).

3. MS Office Applications (used in Meet & Greet / travel desk work)

Application	Use in Tourism/Hospitality Job
MS Word	Preparing itineraries, letters, guest communication
MS Excel	Maintaining guest lists, booking records, expense sheets
MS PowerPoint	Preparing presentations for tour packages/briefings

4. Internet and Online Tools

Internet: A global network connecting computers to share information.

Uses in this job: Checking flight status, hotel bookings, email correspondence with guests/agencies, online ticketing, GPS/maps for guiding tourists, video calls.

Email etiquette: Clear subject line, polite language, correct attachments, proofreading before sending.

5. Digital/Online Safety and Cyber Security

Cybersecurity: Protecting computers, networks, and data from unauthorised access, theft, or damage.

Safe practices:

- Use strong, unique passwords
- Never share OTPs/passwords with anyone
- Avoid clicking unknown links or attachments (phishing)
- Keep antivirus and software updated
- Log out of shared/public computers
- Be careful while sharing guest/customer data (data privacy)

6. Digital Footprint and Online Etiquette (Netiquette)

- Digital footprint: The trail of data a person leaves while using the internet.

- Netiquette: Rules of polite behaviour while communicating online — being respectful, avoiding ALL CAPS (shouting), not spamming, respecting privacy.

Important Questions & Answers — ICT Skills

Q1. What is ICT? (1 mark)

A. ICT (Information and Communication Technology) refers to technologies — computers, internet, mobile devices, and software — used to create, store, manage, and communicate information.

Q2. Differentiate between hardware and software. (2 marks)

A. Hardware refers to the physical, touchable parts of a computer such as the CPU, monitor, and keyboard. Software refers to the set of programs and instructions that run on the hardware, such as an operating system or application program.

Q3. Name any three MS Office applications and their use in a travel/hospitality job. (3 marks)

A. (i) MS Word – for preparing itineraries and guest letters, (ii) MS Excel – for maintaining booking records and guest lists, (iii) MS PowerPoint – for preparing tour package presentations.

Q4. What is cybersecurity? Mention any three online safety practices. (3 marks)

A. Cybersecurity means protecting computers, networks, and data from unauthorised access, damage, or theft. Safety practices include: using strong passwords, not sharing OTPs/passwords with anyone, and avoiding suspicious links or email attachments.

Q5. What is a digital footprint? (2 marks)

A. A digital footprint is the trail of data and information a person leaves behind while using the internet, such as browsing history, social media activity, and online transactions.

Q6. Why are ICT skills important for a Customer Service Executive (Meet and Greet)? (3 marks)

A. ICT skills allow the executive to check flight/hotel status online, communicate with guests and agencies via email, maintain digital booking records, use GPS/maps to guide tourists, and prepare documents like itineraries and vouchers — making service faster, accurate, and professional.

Q7. What is netiquette? Give any two examples. (2 marks)

A. Netiquette refers to the accepted rules of polite behaviour while communicating online. Examples: using respectful language in emails, and not writing in all capital letters (which is seen as "shouting").