



Bachelor of Vocation in Tourism and Hospitality

B.Voc in Tourism and Hospitality

Duration: Six Semesters (Three Years), Full Time Course.

As per the directives of Ministry of Higher Education & Ministry of Labour, Government of India, every University must offer at least two Vocational degree programmes to fulfill the skill gap in education, employment and entrepreneurship. To fulfill the requirement and demand of skill based degrees offering 100% employment to youth, the Department of Tourism & Hotel Management, B N University has taken the initiative to introduce **B.Voc in Tourism and Hospitality (B.Voc T&H)** with dual scope for students to join either Tourism or Hospitality services.

B.Voc in Tourism and Hospitality (B.Voc T&H) has unique feature of multiple exit points, as explained in Table 1. A student who completes two semesters and exit will be awarded a Diploma, one who completes four semesters and exit will be awarded an Advanced Diploma, and the ones who complete six semesters, will be awarded the Bachelor of Vocation in Tourism and Hospitality Degree.

TABLE - 1

NSQF Level	Skill Component Credits	General Education Credits	Total Credits for Award	Normal Duration	Exit Points / Awards
5	36	24	60	Two Sem.	Diploma
6	72	48	120	Four Sem.	Advanced Diploma
7	108	72	180	Six Sem.	B.Voc (T&H) Degree

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Course Structure: The List of Papers offered during the programme shall be as under :-

Note: The student has to select one specialization as a major course, out of Tourism and Hospitality, to be studied in the final year (5th & 6th semesters).

B.Voc. in Tourism & Hospitality

COURSE CURRICULUM

Semester 1

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
BTH 101	Fundamentals of Tourism	GC	3	1	-	4	4	30	70	-	100
BTH 102	Tourism Products	GC	5	1	-	6	6	30	70	-	100
BTH 103	Fundamentals of Food Production	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 104	Fundamentals of Food & Beverage Service	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 105	General English – 1	SC	2	-	-	2	2	20	30	-	50
BTH 106	Food Safety & Hygiene	GC	2	-	-	2	2	30	70	-	100
BTH 107	Industry Visits	SC	-	-	-	-	4	-	-	50	50
Total							30				600

Semester 2

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
BTH 201	Travel Agency & Tour Operations	GC	3	1	-	4	4	30	70	-	100
BTH 202	Tour Guiding	GC	4	-	1	6	6	30	70	-	100
BTH 203	Fundamentals of Front Office	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 204	Fundamentals of Housekeeping	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 205	General English – 2	SC	2	-	-	2	2	20	30	-	50
BTH 206	Computer Applications	GC	1	-	1	2	2	30	50	20	100
BTH 207	OJT / ODC	SC	-	-	-	-	4	-	-	50	50
Total							30				600

Semester 3

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
BTH 301	Tourism Geography	GC	4	-	-	4	4	30	70	-	100
BTH 302	Destinations of India	GC	5	1	-	6	6	30	70	-	100
BTH 303	Indian Cookery	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 304	Bar Operations	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 305	French Language – 1	SC	2	-	-	2	2	30	70	-	100
BTH 306	Seminar – 1	GC	-	-	1	2	2	-	-	50	50
BTH 307	OJT / ODC	SC	-	-	-	-	4	-	-	50	50
Total							30				600

Semester 4

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
			4	-	-	4	4	30	70	-	100
BTH 401	Tourism Marketing	GC	4	-	-	4	4	30	70	-	100
BTH 402	Destinations of World	GC	5	1	-	6	6	30	70	-	100
BTH 403	Front Office Operations	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 404	Accommodation Operations	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 405	French Language – 2	SC	2	-	-	2	2	30	70	-	100
BTH 406	Fundamentals of Management	GC	2	-	-	2	2	20	30	-	50
BTH 407	Study Tour	SC	-	-	-	-	4	-	-	50	50
	Total						30				600

Semester 5 – Tourism (Major)

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
GROUP 1											
*											100
BTH 501T	Airport Operations	GC	3	1	-	4	4	30	70	-	100
BTH 502T	Tourism Transportation	GC	5	1		6	6	30	70	-	100
GROUP 2											
*											100
BTH 501T	E - Tourism	GC	3	1	-	4	4	30	50	20	100
BTH 502T	Destination Planning and Development	GC	5	1		6	6	30	50	20	100
COMPULSORY SUBJECTS											
BTH 503T	Tourism in Rajasthan	SC	-	-	3	6	6	30	-	70	100
BTH 504T	GDS	SC	-	-	4	8	6	-	-	100	100
BTH 505T	Tourism Legislation	GC	2	-	-	2	2	30	-	70	100
BTH 506T	Seminar – 2	SC	-	-	1	2	2	-	-	50	50
BTH 507T	Viva Voce	SC	-	-	-	-	4	-	-	50	50
	Total						30				600

*The students need to select any one of the specialization core groups. An Elective Course would be offered with the minimum intake of 10 students.

Semester 6 – Tourism (Major)

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
BTH 601T	Industry Internship (4 months)	SC	-	-	2	-	9	-	-	-	200
BTH 602T	On Job Training (2 months)	SC	-	-	-	-	9	-	-	-	200
BTH 603T	Training Report & Presentation	GC	-	-	-	-	6	-	-	50+50	100
BTH 604T	Comprehensive Viva Voce	GC	-	-	-	-	6	-	-	100	100
	Total						30				600

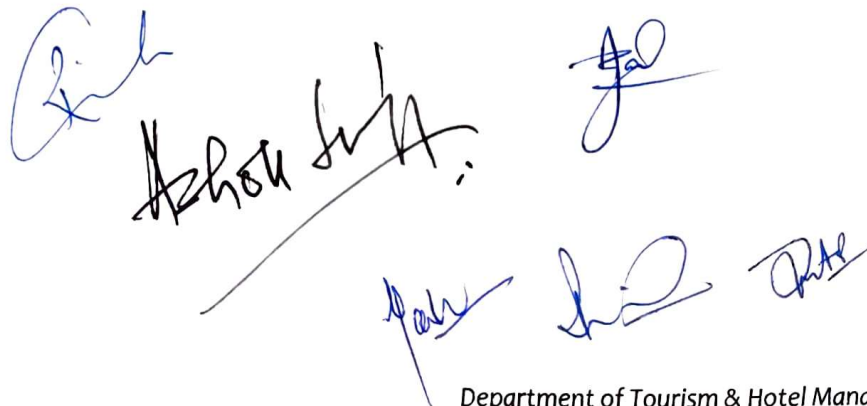
Semester 5 – Hospitality (Major)

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
* GROUP 1: Food & Beverage Management											
BTH 501H	Advanced Food Production Operations & Management	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 502H	Advanced Food & Beverage Service Operations and Management	SC	3	1	2	8	6(4+2)	20	50	30	100
* GROUP 2: Rooms Division Management											
BTH 501H	Advanced Front Office Management	SC	3	1	2	8	6(4+2)	20	50	30	100
BTH 502H	Advanced Accommodation Management	SC	3	1	2	8	6(4+2)	20	50	30	100
Compulsory Subjects											
BTH 503H	Facility Planning	GC	4	-	-	4	4	30	70	-	100
BTH 504H	Health and Nutrition	GC	4	2	-	6	6	30	70	-	100
BTH 505H	Hospitality Laws	GC	2	-	-	2	2	30	-	70	100
BTH 506H	Seminar – 2	SC	-	-	1	2	2	-	-	50	50
BTH 507H	Viva Voce	SC	-	-	-	-	4	-	-	50	50
Total							30				600

*The students need to select any one of the specialization core groups. An Elective Course would be offered with the minimum intake of 10 students.

Semester 6 – Hospitality (Major)

Module No.	Title	SC/GC	L	T	P	Hours Per Week	Credit	MT	ET	EP	Total
BTH 601H	Industry Internship 4 months	SC	-	-	2	-	9	-	-	-	200
BTH 602H	On Job Training 2 months	SC	-	-	-	-	9	-	-	-	200
BTH 603H	Training Report & Presentation	GC	-	-	-	-	6	-	-	50+50	100
BTH 604H	Comprehensive Viva Voce	GC	-	-	-	-	6	-	-	100	100
Total							30				600





SEMESTER 1



COURSE CODE:	BTH 101	Credit Score - 4
COURSE TITLE:	Fundamentals of Tourism	
COURSE OBJECTIVE:	To comprehend the conceptual dimensions of tourism industry. To understand the dynamics of tourism businesses and its impacts and to elucidate the application of tourism theories to the pragmatic developmental agenda.	
UNIT-1	Basic concepts & development of tourism: Tourism, excursion, leisure and recreation; tourist, visitor, traveller; History and evolution of tourism, Roman Empire and early travel, trade routes, concept of annual holiday, social(paid)Tourism; Grand Tour, dark age, renaissance in Tourism; Thomas cook & early organised travel; Modern day Mass Tourism.	
UNIT-2	Typology and forms of tourism: International Tourism, Inbound, Outbound, inter regional, intra regional, domestic, internal, National Tourism; Types of Tourism, contemporary trends in Indian Tourism.	
UNIT-3	Tourism System and Linkages of tourism with other subjects like history, sociology, geography etc. Tourism as an industry. Explaining terms- Day trip, travel, Tourist, Visitor, Traveler, Excursionists, Leisure, facilitators of tourism, Problems and prospects of tourism.	
UNIT-4	Tourism Organizations: Origin and functions of UNWTO, IATA as International organizations.	
UNIT-5	Domestic Organization: Origin and functions of DOT, TAAI, IATO, ITDC and FHRAI.	
REFERENCES:	<ol style="list-style-type: none"> 1. Seth: Tourism Management: New Delhi, Sterling 2. Kshitiz Sharma: Introduction to Tourism Management; Mcgraw Hill Education (India) Pvt. Ltd., New Delhi 3. P.C. Sinha: Tourism Management: Anmol Publication. 4. P.C. Sinha: Tourism Evolution Scope Nature & Organization: Anmol Publication. 5. Burkart, A.J & Heinemann Medlik, Tourism: Past. Present and Future, Professional Publishing, London, 1986 reprint. 6. Mill, Robert, The Tourism System: An Introductory Text, Hall International, London, 1992. 7. Kamra, Krishan, Basics of Tourism: Theory, Operation, Kanishka Publishers, New Delhi, 2002. 8. Bhatia, A.K. International Tourism Marketing, Sterling, New Delhi, 2008 9. Dr. S.K. Kabia- Tourism and Environment 10. Wahab, S.E. Tourism Management, Tourism International Press, London, 1986. 	





COURSE CODE:	BTH 102	Credit Score - 6
COURSE TITLE:	Tourism Products	
COURSE OBJECTIVE:	A thorough knowledge about the various product offered in tourism is a must for a tourism professional who shall be, in the future involved in the sales & marketing of the tourism product.	
UNIT-1	Tourism products & attractions – Meanings, Characteristics, Components of tourism product, Tourism Product Life Cycle, Typology of tourism product.	
UNIT-2	Cultural Tourism Fairs & Festivals, Classical Dances, Music Forms. Food festivals- Cuisines, Handicrafts Paintings & Sculptures.	
UNIT-3	World heritage monuments in India, Concept of Museums & Classification (National Museum , Archaeological Museum, Bharat Kala Bhawan, etc).	
UNIT-4	National & International Organization engaged in heritage management like UNESCO, ASI, INTACH.	
UNIT-5	National Parks, Wildlife Sanctuaries and Biosphere Reserves. Case studies of Ranthambore, Keoladeo, Sariska, Kaziranga, Jim Corbett and Valley of Flowers. Tourism & conservation related issues.	
REFERENCES:	<ol style="list-style-type: none">1. Gupta, SP, Lal, K, Bhattacharya, M.: Cultural Tourism in India: DK Print 20022. Brown Percy, Indian Architecture (Buddhist and Hindu), Bombay.3. Jacob : Tourism Products Of India: Abhijeet Publication (2011)4. Deva, B.C. : Musical Instruments: National Book Trust5. Dixit Manoj & Charusheela : Tourism Products: New Royal Book Company, 2008	

Dr. Ashu Singh

Dr. J. K. Singh

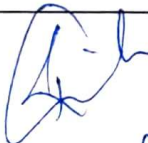
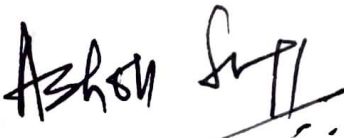


Dr. Manoj Dixit

Dr. R. K. Singh

Dr. Anil Kumar

COURSE CODE:	BTH 103	Credit Score – 6
COURSE TITLE:	Fundamentals of Food Production	
COURSE OBJECTIVE:	To empower the students to become industry-ready baseline commercial kitchen professionals.	
UNIT-1	INTRODUCTION TO COOKERY: Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment. Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, American and Indian. Classical Brigade, Modern staffing in various category hotels, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen. List of culinary (common and basic) terms.	
UNIT-2	METHODS OF COOKING FOOD: Aims and objectives of cooking food, Various textures, Various consistencies. Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling etc. Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.	
UNIT-3	BASIC PRINCIPLES OF FOOD PRODUCTION Vegetable & Fruit Cookery: Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery. Stocks: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions Sauces: Classification of sauces, Recipes for mother sauces, Storage & precautions Soups: Classification with examples, Basic recipes of Consommé with 5 Garnishes and other soups. Egg Cookery: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery Salads & Sandwiches: Salads & its compositions, Types of Dressing, Emerging trends in salad making, Sandwiches – Parts of sandwich and its Different types.	
UNIT-4	FUELS USED IN CATERING INDUSTRY: Types of fuel used in catering industry; Methods of transfer of heat, LPG and its properties; precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location.	
UNIT-5	FIRE AND FIRE SAFETY: Classes of fire, methods of extinguishing fires, Smoke detectors, Static & Portable fire extinguishers, Legal requirements.	
REFERENCES:	1. The Professional Chef (4th Edition) By Le Rol A.Polsom 2. Theory of Catering By Kinton & Cessarani 3. Theory of Cookery By K Arora, Publisher: Frank Brothers 4. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman 5. Practical Cookery By Kinton & Cessarani	

PRACTICAL:	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen iv) Vegetables classification v) Vegetable cuts vi) Preparation of basic salad dressings
	Basic Cooking methods and pre-preparations i) Blanching of Tomatoes and Capsicum ii) Preparation of concasse iii) Boiling (potatoes, Beans, Cauliflower, etc) iv) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. v) Braising - Onions, Leeks, Cabbage vi) Starch cooking (Rice, Pasta, Potatoes)
	Stocks - Types of stocks (White and Brown stock), Fish stock, Emergency stock, Fungi stock
	Sauces - Basic mother sauces – Béchamel, Espagnole, Veloute, Hollandaise, Mayonnaise, Tomato
	Egg cookery - Boiled (Half, Soft & Hard), Fried (Sunny side up/Single fried/Bull's Eye, Double fried), Poached, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict)
	Simple Salads - Cole slaw, Potato salad, Fruit salad. Simple Egg preparations - Oeuf Florentine, Oeuf Farci, Oeuf Mimosa. Soups Preparations - Cream Soups, Puree Soups, Consommé Simple potato preparations - Baked potatoes, Mashed potatoes, French fries. Vegetable preparations - Glazed vegetables, Fried vegetables, Stewed vegetables. Sandwiches – Open, Closed, Canapé



COURSE CODE:	BTH 104	Credit Score - 6
COURSE TITLE:	Fundamentals of Food & Beverage Service	
COURSE OBJECTIVE:	To empower the students to become industry-ready baseline F&B Service professionals.	
UNIT-1	INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:- Introduction to Food & Beverage Service Industry, Types of catering operations– commercial, welfare, transport, others. Role of catering establishment in the hospitality industry. Food Service Areas (F&B Outlets): Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque Ancillary Departments: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding	
UNIT-2	DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.	
UNIT-3	F & B SERVICE EQUIPMENT:-Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service, French terms related to the above	
UNIT-4	PREPARATION FOR SERVICE: Mise-en-scene, Mise-en-place	
UNIT-5	BEVERAGES: Non-Alcoholic - Classification (Nourishing, Stimulating and Refreshing); Tea - Origin, Manufacture, Types & Brands; Coffee- Origin, Manufacture, Types & Brands; Juices and Soft Drinks. Alcoholic – Introduction, Types, Popular brands	
REFERENCES:	1. Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. 2. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS 3. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill. 4. The Waiter Handbook By Graham Brown, Publisher: Global Books, New Delhi.	
PRACTICAL:	Familiarization of F&B Service equipment – Crockery, Cutlery, Glassware, Hollowware & special F&B tools.	
	Stocking sideboard and correctly using it	
	Misc-en-scene and Misc-en-place activity	
	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Tea & Coffee Service	
	Briefing/debriefing; Opening, Operating & Closing duties	

COURSE CODE:	BTH 105	Credit Score - 2
COURSE TITLE:	General English – 1	
COURSE OBJECTIVE:	To improve the language skills of students.	
UNIT-1	Basics of Grammar: Tenses, Auxiliary verb/ modals, verbs. Prepositions, Conjunctions (parts of speech). Articles. Determiners	
UNIT-2	Sentence formation Difference between simple, compound and complex sentences, Basic sentence patterns	
UNIT-3	English Grammar Usage: phrase, phrasal verbs, idiomatic expressions, Clauses(Nominal, Adjective, and Adverbial), Use of Non-finites Verbs (Gerunds, Participles& Infinitives)	
UNIT-4	Letter writing Formal. Informal, official and business letter writing, layout of a formal letter, application (Types of applications, job application, covering letter, forwarding letter)	
UNIT-5	Writing skills Reading comprehension. Précis writing. Paragraph writing, paragraph completion, and summarizing	
REFERENCES:	<ol style="list-style-type: none"> 1. Rajinder Pal and PremLata. English Grammer and Composition, Sultan Chand Publication. 2. Vibrant English. Hyderabad: Orient BlackSwan. 3. Leech, Geoffery and Jan Svartivik. A Communicative Grammar of English, New Delhi: Pearson 	













COURSE CODE:	BTH 106	Credit Score - 2
COURSE TITLE:	Food Safety & Hygiene	
COURSE OBJECTIVE:	To inculcate hygiene and food safety practices among students in the working environment	
UNIT - 1	Hygiene and Sanitation – Personal hygiene, hand washing procedure, personal appearance, good habits, protective clothing & Uniform	
UNIT - 2	Safety at workplace – Sanitation training, Accidents – types and their effects, First Aid	
UNIT - 3	Food Microbiology – Common food borne micro-organisms, Favourable conditions for microbial growth, Food borne diseases, food spoilage and contamination	
UNIT - 4	Hygienic food handling – Food storage, general guidelines for storage, sanitary practices while preparing, holding and serving food, TQM, HACCP, FSSAI – introduction and role	
UNIT - 5	Sanitation at workplace – Pest control practices, types of cleaning equipments in food production areas, disposal of food waste and <i>swatch abhiyan</i>	
REFERENCES:	1. Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher. 2. Food Hygiene & Sanitation, Sunetra Roday, Tata McGraw Hill. 3. Hygiene for Food Handlers Book, FSSAI, New Delhi. 4. Safe Food Handling, Jacob J., Tata McGraw Hill. 5. Food Microbiology, Frazier, Tata McGraw Hill	

COURSE CODE:	BTH 107	Credit Score – 4
COURSE TITLE:	Industry Visits	
COURSE OBJECTIVE:	To familiarize the students with the industry and its practices	
EVALUATION:	The detailed visit report will be evaluated internally by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

SEMESTER 2



COURSE CODE:	BTH 201	Credit Score – 4
COURSE TITLE:	Travel Agency & Tour Operations	
COURSE OBJECTIVE:	To understand the significance of travel agency and tour operation business. To know the current trends and practices in the tourism and travel trade sector and to develop adequate knowledge and skills applicable to travel industry.	
UNIT-1	Introduction to Travel Agencies and Tour Operators: Travel Agencies and Tour Operators- meaning, concept, types and importance. Historical growth and development of travel agency and tour operation business. Difference between travel agency and tour operator. Linkages and integrations in travel agency and tour operation.	
UNIT-2	Travel Agency and Tour Operation Business: Organizational Structure/Chart of travel agency and tour operator and its different sections. Functions of Travel agency and Tour Operator. Setting up a full- fledged Travel Agency- Travel Agency approval by MOT and IATA. Equipments and Infra structural requirements.	
UNIT-3	Itinerary Planning and Development: Meaning, Importance and Types of Itinerary - Resources and Steps for Itinerary Planning- Do's and Don'ts of Itinerary preparation- Tour Formulation and Designing Process. Procedure for effective itinerary designing and development.	
UNIT-4	Tour Packaging and Costing: Introduction-Types of Package Tour, Components of a Standard Package Tour, Tour Formulation- Factors affecting, Tour design and Selection process, Significance of Package Tours. Tour Cost-Components of tour cost, Factors affecting the tour cost- Costing a Tour Package.	
UNIT-5	Government and Professional Bodies: Department of Tourism, Government of India and respective state government's role in uplifting travel and tour business. Role and responsibility of Travel Trade Associations: Objectives, Roles and Functions of UFTAA, PATA, IATA, IATO, WTO, TAAI, ATAIOI, WATA	
REFERENCES:	<ol style="list-style-type: none"> 1. Chand.M, <i>Travel Agency Management, an Introductory Text</i>. Anmol Publications Pvt. Ltd, New Delhi. 2. Foster D.L, <i>The Business of Travel Agency Operations and Administration</i>. McGraw Hill, Singapore 3. Frenmount. P, <i>How to open and Run a Money Making Travel Agency</i>. John Wiley and Sons, New York 4. Holloway J.E, . <i>The Business of Tourism</i>. Pitman publishers. 5. Laurence.S, <i>Guide to Starting and Operating Successful Travel Agency</i>. Delmar Publishers Inc., New York. 6. Singh.L.K , <i>Management of Travel Agency</i>. Gyan Publishing House 	

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		Credit Score - 6
COURSE CODE:	BTH 202	
COURSE TITLE:	Tour Guiding	
COURSE OBJECTIVE:	To gain a thorough insight into various operations of guiding a tour. To explain the nitty-gritty's of tour leader's profession and to impart knowledge on professional tour guidance & operational skills.	
UNIT-1	Tour guiding: Introduction to tour guiding and tour escorting; difference between tour guiding and tour escorting; role of a tour guide; Tour guiding in India; characteristics of a tour guide steps to becoming a tour guide.	
UNIT-2	Guiding Techniques: Understanding the dynamics of tour guiding; practical tips, mechanics of tour guiding; tools of the trade.	
UNIT-3	Practical guiding: Guiding at a monument; guiding at a religious site; guiding at a museum, guiding on a coach.	
UNIT-4	Situation Handling: Handling difficult tourists; handling questions; handling emergencies.	
UNIT-5	Managing guiding business: How to plan an itinerary; setting up a tour guiding business, Code of Conduct for tour guides in India (MoT).	
REFERENCES:	<ol style="list-style-type: none">1. Chowdhary, Nimit (2013). <i>Handbook for Tour Guides</i>. New Delhi: Matrix Publishers. (L)2. Mitchell, G.E. (2005). <i>How to Start a Tour Guiding Business</i>. Charleston: The GEM Group Ltd.3. Pond, K.L. (1993). <i>The Professional Guide</i>. New York: Van Nostrand Reinhold. (L)	

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COURSE CODE:	BTH 203	Credit Score - 6
COURSE TITLE:	Fundamentals of Front Office	
COURSE OBJECTIVE:	To empower the students to become industry-ready baseline Front Office professionals.	
UNIT-1	INTRODUCTION TO HOSPITALITY INDUSTRY: Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry, Technological Innovation in Front office.	
UNIT-2	CLASSIFICATION OF HOTELS: A brief introduction to hotel core areas. Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest, Ownership basis :- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept, Star Classification Of Hotels - Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Other Concepts - Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc. Supplementary/Alternative Accommodations - Types and category.	
UNIT-3	FRONT OFFICE ORGANIZATION: Introduction to Front Office in Hotels, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Types of Rooms.	
UNIT-4	FRONT OFFICE PERSONNEL: Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa. Co-ordination of Front office with other departments of hotel.	
UNIT-5	FRONT OFFICE LAYOUT & EQUIPMENT: Front Office layout and Equipment:- Layout of Front Office Department, Automated, semi automated, non automated. Hospitality Distribution Channels: Meaning and definition, Functions and Levels of Distribution Channels, Major Hospitality Distribution Channels-Travel Agents, tour Operators, Consortia and Reservation System	
REFERENCES:	<ol style="list-style-type: none"> 1. Front Office training manual- Sudhir Andrews 2. Front office operations and management – Jatashankar R. Tewari 3. Front Office Operations – Colin Dix, Chris Baird 4. Hotel Front Office Management – James. A. Bardi 5. Front Office Operation Management – S. K. Bhatnagar 6. Managing Front Office Operations – Micheal Kasavana and brooks 7. Principles of Front Office Operations – Sue Baker & Jeremy Huyton 	
PRACTICAL:	<ul style="list-style-type: none"> - Grooming and Hospitality etiquettes. - Personality traits of front office personnel - Countries, their capitals, currencies, airlines and their flags, 	
	<ul style="list-style-type: none"> - Identification of equipments and furniture used in Front Office Department - Front Desk Counter and Bell Desk 	
	Role Play :- <ol style="list-style-type: none"> 1. Reservations: FIT, Corporate guest and group. 2. Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group 3. Receiving and selling a room to a walk-in guest 	



COURSE CODE:	BTH 204	Credit Score - 6
COURSE TITLE:	Fundamentals of Housekeeping	
COURSE OBJECTIVES:	To empower the students to become industry-ready baseline housekeeping professionals.	
UNIT-1	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of Housekeeping Personnel, Layout of the Housekeeping Department overview of sub-section of housekeeping department, Role of housekeeping in other institutes – hospitals, hostels, malls etc.	
UNIT-2	ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chain hotels, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room. INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department	
UNIT-3	CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment Cleaning of Guest Room - type of soil, nature of soil, standard of cleaning. Cleaning of Public Areas – Lobby, Corridors and Stairways etc. Housekeeping Inventories - equipments, cleaning agents, supplies, linen, uniform	
UNIT-4	PEST CONTROL: Areas of infestation, Preventive measures and Control measure.	
UNIT-5	WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements	
REFERENCES:	<ol style="list-style-type: none"> 1. Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd. 2. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill, New Delhi. 3. Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. 4. Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher. 5. Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones 6. The Professional Housekeeper by Tucker Schneider, Wiley Publications 7. Professional management of Housekeeping by Manoj Madhukar, Rajat Publications 	
PRACTICAL:	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function 	

	<ul style="list-style-type: none"> • Care and maintenance
	<p>Cleaning Agent</p> <ul style="list-style-type: none"> • Familiarization according to classification • Function
	<p>Maid's trolley</p> <ul style="list-style-type: none"> • Contents • Trolley setup
	<p>Sample Layouts of Guest Rooms</p> <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite
	<p>Guest Room Supplies and Position</p> <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities
	<p>Public Area Cleaning Procedure</p> <p>SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (Brasso) <p>GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado

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COURSE CODE:	BTH 205	Credit Score - 2
COURSE TITLE:	General English – 2	
COURSE OBJECTIVE:	To improve the language skills of students.	
UNIT-1	Aspects of English Grammar: Tenses, Error detection, synonyms, antonyms, homonyms, acronyms. Homophones. vocabulary building, one word substitution	
UNIT-2	English Usage common problems with verbs, adjectives, adverbs, pronouns, conjunctions, Punctuation, Prefix, suffix, Sentence correction, sentence completion, transformation or sentences	
UNIT-3	Functional English Active and passive voice, Direct and indirect speech, Narration of an incident, story	
UNIT-4	Writing skills : Application (types, form and content of an application), Academic essay writing, and passage completion by filling in the suitable words/s	
UNIT-5	Report writing: Report writing (types of report, formal and informal report, drafting of a report, layout of a report, short report and essential requirement of a good report)	
REFERENCES:	1. Rajinder Pal and Prem Lata. English Grammar and Composition, Sultan Chand Publication 2. Vibrant English. Hyderabad: Orient Blackswan, 2013 3. Leech, Geoffrey and Jan Svartvik. A Communicative Grammar of English. New Delhi: Pearson, 2009	

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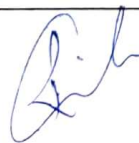





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COURSE CODE:	BTH 206	Credit Score - 2
COURSE TITLE:	Computer Applications	
COURSE OBJECTIVE:	To develop basic computing skills among the students	
UNIT-1	Basic Computer concepts: Introduction, Evolution, Different generations of computer hardware, hardware & Software, Basic computer applications.	
UNIT-2	Computer Hardware: Input & output devices, memory (storage), devices, central processing. Computer software: types, system & application.	
UNIT-3	Introduction to MS-Office: MS-Word: Introduction, Starting Ms-word, screen and its components, elementary working with MS-word, excel: introduction, basic of spreadsheets, ms-excel screen & its component, elementary working with ms-excel, ms-PowerPoint: introduction basics of PowerPoint its components elementary working with PowerPoint.	
UNIT-4	Computer networks: Basic concepts of computer networks, LAN, WAN, Switches, Routers, Hubs. Internet: Introduction, working of internet, use of internet, overview of World Wide Web.	
UNIT-5	Internet Applications: Introduction to search engine. Introduction to web browsers, working with email, website layouts and navigations. Technologies: electronic payment system, DBMS, Google Business.	
REFERENCES:	<ol style="list-style-type: none"> 1. Bharihoke, Deepak (2013) Fundamentals of Information technology(3rd edition), New Delhi by Excel books. 2. RajaRaman. V and adabala, N.(2014) Fundamentals of computers. PHI learning private limited. 3. Basandra, S. K, Computers today. Galgotia Publications Pvt. Ltd. 	

COURSE CODE:	BTH 207	Credit Score - 4
COURSE TITLE:	OJT / ODC (On Job Training/ Out Door Catering)	
COURSE OBJECTIVE:	To familiarize the students with the industry and its working	
EVALUATION:	At least five OJT/ ODC are required to be attended for the end term credits. The certificates will be evaluated internally by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

SEMESTER 3



COURSE CODE:	BTH 301	Credit Score - 4
COURSE TITLE:	Tourism Geography	
COURSE OBJECTIVE:	This course explores the basic components of geography in relation with tourism. Knowledge of geography shall also give an extra edge to the students in designing the itineraries for the Travellers, suggesting them various destinations.	
UNIT-1	Meaning, Scope and contents of Geography. Importance of Geography in tourism, Climatic variations, climatic regions of world, study of maps- traditional and online approach, longitude & latitude, international date line, Standard time and Day -light saving time.	
UNIT-2	Physical and political features of India. Climatic conditions prevailing in India. Impact of weather and climate on tourist destinations. Tourism attractions in different states and territories of India.	
UNIT-3	Indian Climate- Rain and Monsoon - The Seasonal Incidents: Floods, Drought, Famines-Causes and Effects- Seasons for Travel to different centers. Preparation of brochure of a native tourist destination or a poster of a theme event and a festival calendar of the locality/ area. Assessment of tourism facilities and services at local level and preparation of a report thereof.	
UNIT-4	Tourism and Environmental Change: Biodiversity, Erosion & Physical Damage. Nature Tourism & Eco-tourism- Characteristics of Eco-tourism, Eco-tourism in India. Potential benefits from alternative tourism. Sustainable Tourism- the Rationale for sustainable tourism. Geographical Determinants: Diversities & disparities.	
UNIT-5	Eco-Tourism Resources in India: National Parks, Wild life sanctuaries, Tiger Reserves, Biosphere reserves & Wetlands. Tourist map design: maps showing national parks and wildlife sanctuaries; cultural, historical and religious tourist spots. Eco- Tourism Development- A Case Study on Kaziranga National Park, Jim Corbet National Park and Ranthambore National Park.	
REFERENCES:	<ol style="list-style-type: none"> 1. Crowther.G .India -A Travel Survival Kit .Lonely Planet Publication 2. Dixit, M. Tourism Geography and Trends, Royal Publication 3. Geetanjali. Tourism Geography. Centrum Press, New Delhi. 4. Hall, C.M and Page, S.J. The Geography of Tourism and Recreation. Routledge Publishers. 5. Hussain.M. The Geography of India. Mc Graw-Hill Publishers 6. Singh.S.Tourism Geography. Random Publications, New Delhi. 7. William.S.Tourism Geography: A New Synthesis. Routledge Publisher 	

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COURSE CODE:	BTH 302	Credit Score - 6
COURSE TITLE:	Destinations of India	
COURSE OBJECTIVE:	The course gives an insight about the holistic picture of India with the categorisation of important destinations to cover all the aspects of types of destinations or forms of tourism.	
UNIT-1	Urban Destinations: Delhi Kolkata, Chennai, Bangalore, Mumbai.	
UNIT-2	Heritage Destinations: Khajuraho, Lucknow, Jaipur, Jodhpur, Jaisalmer, Agra, Hampi, Maharashtra (Ajanta & Ellora), Konark. Cultural Destinations: Udaipur, Varanasi, Kanyakumari, Madurai, Bhubaneshwar.	
UNIT-3	Religious Destinations: Badrinath, Dwarka, Puri, Amritsar, Nathwara, Ajmer, Pushkar, Ranakpur, Ujjain, Mathura, Rameshwaram.	
UNIT-4	Beach & Island Destinations: Goa, Andaman & Nicobar, Lakshadweep, Kerala.	
UNIT-5	Mountain Destinations: Munnar, Ooty, Nainital, Shillong, Gangtok, Mussoorie, Manali.	
REFERENCES:	1. William, Crook, Travels in India, Oriental Publishers, New Delhi. 2. Pilgrimage in India, R.N. Pillai. 3. Kaul, R N, Dynamics of Tourism – A Trilogy, Sterling Publishers, New Delhi. 4. Managing Tourist Destinations: Krishnan k. Kamra. Negi, Jagmohan, 5. Tourism and Travel, Concept and Principles, Gitanjali Publishing House, New Delhi.	

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COURSE CODE:	BTH 303	Credit Score - 6
COURSE TITLE:	Indian Cookery	
COURSE OBJECTIVE:	To empower the students with diverse Indian cookery. Enable them to prepare food from various regional cuisines of India.	
UNIT-1	Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).	
UNIT-2	Condiments, Herbs and Spices Used in India Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.	
UNIT-3	Commodities and their usage in Indian Kitchens: Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens.	
UNIT-4	Masalas, Pastes and Gravies in Indian cooking: Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations.	
UNIT-5	Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.	
REFERENCES:	<ol style="list-style-type: none"> 1. Food Production Operations: Parvinder S Bali, Oxford University Press 2. Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman 3. Practical Cookery By Kinton & Cessarani 4. Theory of Catering By Kinton & Cessarani 5. Theory of Cookery By K Arora, Publisher: Frank Brothers 	
PRACTICAL:	Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).	
	Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's	
	Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of: <ol style="list-style-type: none"> (i) Makhni Gravy (ii) Green Gravy (iii) White Gravy (iv) Lababdar Gravy (v) Kadhai Gravy (vi) Achari Gravy (vii) Malai Kofta Gravy (viii) Yakhni Gravy (ix) Yellow Gravy (x) Korma Gravy 	
	Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.	

COURSE CODE:	BTH 304	Credit Score - 6
COURSE TITLE:	Bar Operations	
COURSE OBJECTIVE:	To empower the students with advance bar operations. To introduce them to the management of an ideal bar.	
UNIT-1	Wine - Definition, making and classifications of wines, wine quality and labeling. Wine trade terms – main wine producing countries, wine brand names. Service of red, white and sparkling wines, fortified wines, Aperitifs and Digestifs.	
UNIT-2	Beer – Manufacture, service, storage, types and brands of beer.	
UNIT-3	Spirits – Manufacture of Whiskey, Rum, Brandy, Gin, Vodka, Sake and their famous brands.	
UNIT-4	Cocktails - Classification, rules of making cocktail and recipe of popular cocktails. Liqueurs - Different types with their predominant flavourings and famous ten brands.	
UNIT-5	Tobacco - Cigars, Cigarettes, their parts, their brands and strengths.	
REFERENCES:	<ol style="list-style-type: none"> 1. Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. 2. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS 3. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. 4. The Waiter Handbook By Graham Brown, Publisher: Global Books, New Delhi. 	
PRACTICAL:	Bar layout familiarization. Identification of various types of bar glasses, tools and usage	
	Wine service – Taking the order, presenting the bottle, opening of cork and service of red, rose, white and sparkling wines.	
	Service of spirits – whiskey, rum, gin, brandy and vodka.	
	Making virgin cocktails. Service of cocktails and liqueurs.	
	Service of different types of beer.	
	Service of cigars and cigarettes.	










COURSE CODE:	BTH 305	Credit Score - 2
COURSE TITLE:	French Language – I	
COURSE OBJECTIVES:	To acquaint the students with a foreign language, this will help them to enhance their global reach.	
UNITÉ-1	Introduction (la pronociation et la phonétique) Les accents Les alphabets	
UNITÉ-2	Cardinaux, la semaine, le mois Vocabulaire simple Les signes orthographique	
UNITÉ-3	Salutations Presentations La saison, la direction. Les couleurs	
UNITÉ-4	Les sujets et les verbs auxiliaries (être et avoir) Grammaire simple (les articles – défines et indéfinis)	
UNITÉ-5	Les adjectives, les adverbs, les prépositions Les verbs réguliers et irréguliers Présent (formation des phrases)	
REFERENCES:	1. Cours de langue civilisation francaises – G mauger 2. Le francais de l’hotellerie et du tourisme industrie – Max Dany and Jean Robert Lalay 3. Larousse dictionaire	

COURSE CODE:	BTH 306	Credit Score - 2
COURSE TITLE:	Seminar - 1	
COURSE OBJECTIVES:	The main objective of this course is to develop some specific skills among students like product knowledge, development of itineraries, and personality development through public speaking. This seminar will encourage students to have an in-depth knowledge of their state and the current events which will help students in their professional career development.	
Evaluation:	This course will have continuous internal assessment by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

COURSE CODE:	BTH 307	Credit Score - 4
COURSE TITLE:	OJT / ODC (On Job Training/ Out Door Catering)	
COURSE OBJECTIVE:	To familiarize the students with the industry and its working	
EVALUATION:	At least five OJT/ ODC are required to be attended for the end term credits. The certificates will be evaluated internally by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

SEMESTER 4

COURSE CODE:	BTH 401	Credit Score - 4
COURSE TITLE:	Tourism Marketing	
COURSE OBJECTIVE:	To expose the students to concepts and components of marketing. To acquaint them with tourism specific marketing skills and to familiarize them with the contemporary marketing practices.	
UNIT-1	Marketing: Introduction to tourism marketing: Definition, nature & scope of tourism marketing; process growth of tourism marketing. Understanding the needs, want, demands, value and satisfaction, evolution of marketing.	
UNIT-2	Market targeting: Concept of market segmentation; targeting and positioning. Types of segmentation; Marketing Mix.	
UNIT-3	Product Issues: Types of products; product mix dimensions; product strategies; product life cycle.	
UNIT-4	Pricing: Concept of price; factor influencing tourism pricing; method of price fixation, pricing strategies.	
UNIT-5	Promotion: Concept of promotion and communication; objectives and importance of marketing promotion and communication; promotion mix; components of promotion mix; factors affecting promotion mix; types of marketing promotion and communication tools.	
REFERENCES:	<ol style="list-style-type: none"> 1. Chaudhary Manjula, <i>Tourism Marketing</i>, Oxford Publishing 2. Dalrymple, J.D. and Parson, J.L., <i>Marketing Management Strategy and Cases</i>, John Wiley and Sons. 3. Enis, B M. <i>Marketing Classics: A Selection of Influential Articles</i>. New York: McGraw Hill 4. Philip Kotler, Kevin Keller, Abraham Koshey and MithileshwarJha. <i>Marketing Management: South Asian Perspective</i>, New Delhi: Pearson Education 5. Ramaswamy, V.S. and Namakumari, S. <i>Marketing Management: Planning, Control</i>. New Delhi: MacMillian 6. William D. Perreault, Jr. & E. Jerome McCarthy, <i>Basic Marketing: A Global Managerial Approach</i>, New Delhi: Tata McGraw-Hill 7. Chowdhary, Nimit and Prakash, Monika. A textbook of Marketing of services. New Delgi: Macmillan India Ltd. 8. Middleton, Victor. <i>Marketing in Travel and Tourism</i>, 3/e. New Delhi: Butterworth-Heinemann 9. Dasgupta, Devashish. <i>Tourism Marketing</i>. New Delhi: Pearson Education.(L) 	

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COURSE CODE:	BTH 402	Credit Score - 6
COURSE TITLE:	Destinations of the World	
COURSE OBJECTIVE:	This paper aims at providing an overview of global tourism trends along with major places of tourist importance in different continents.	
UNIT-1	Global Tourism: Past, Present and Future Trends: Global Tourism Trends, Tourist Arrivals, Receipts & GDP of First Ten Leading Countries, India's Position in Global Tourism, Factors Contributing to Growth of Global Tourism, Global Tourism by 2020, Diversification of Emerging Tourism Products, New Competitive Global Emerging Tourism Destinations, Changing Dimensions of Tourism Products.	
UNIT-2	Tourism places of Asia: Major Tourism Places of Interest in Nepal, Sri Lanka, Maldives, UAE, Singapore, Thailand, Malaysia, Hong Kong, China, Japan, Cambodia, Philippines, Indonesia and Russia.	
UNIT-3	Tourism places of Europe: Major Tourism Places of Interest in UK, France, Germany, Spain, Portugal, Belgium, Austria, Switzerland, Greece, and Italy.	
UNIT-4	Tourism places in North and South America: Major Tourism Places of Interest in USA, Canada, Mexico, Cuba, Brazil, Argentina, Peru, and Chile.	
UNIT-5	Tourism places of Africa and Australasia: Egypt, South Africa, Zimbabwe, Kenya, Mauritius, Seychelles, Madagascar and Australia, New Zealand.	
REFERENCES:	<ol style="list-style-type: none"> 1. Reisinger Y, (2009), International Tourism – Cultures and Behaviour, Butterworth-Heinemann, Oxford, UK. 2. William F. Theobald, W.F. (2013) Global Tourism, Elsevier Science, London. 3. Cochrane, J. (2008) Asian Tourism Growth and Change, Elsevier, London. 4. UN World Tourism Organization (2002). Performance Indicators for Tourism Destinations in Asia and the Pacific Region, Business & Economics. 	

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COURSE CODE:	BTH 403	Credit Score - 6
COURSE TITLE:	Front Office Operations	
COURSE OBJECTIVE:	To empower the students to become skilled Front Office professionals.	
UNIT-1	BELL DESK: Function and importance, staffing and layout, paging, handling guest baggage, errand card V.P.O., Miscellaneous service, booking tickets, records and forms used by the bell desk.	
UNIT-2	TELEPHONE: Handling of telephones, telephone numbers, reading of directories, knowledge of PBX, PABX, EPABX, Phonograms.	
UNIT-3	INFORMATION: Concierge, Knowledge of Hotels and restaurants, city, mode of travel and allied information, postal regulations, wild life, shopping, places of interest, monuments, festivals of India, Travel agents, Airlines, Railways and their schedules.	
UNIT-4	MAIL: Postal and messenger services, courier services, Fax, Speed Post, E-Mail, Handling of incoming and outgoing mail, maintenance of various registers received, dispatch register and messengers book.	
UNIT-5	GENERAL OFFICE SERVICES: Clerical contribution to productivity. Communication-menus. Written communication, letter head and its parts. Letters – Structure, Classification, Parts of a letter. Importance. Quotations, Applications, Business letters, Personal letters, D.O. letters, Office memorandum, Reports, Circular, Office order. Placement of an order, Execution of an order, Letters to confirmation, cancellations, and complaints. Meeting, Notice, Agenda, Minutes, Resolutions, Abbreviations.	
REFERENCES:	<ol style="list-style-type: none"> 1. Front Office training manual- Sudhir Andrews 2. Front office operations and management – Jatashankar R. Tewari 3. Front Office Operations – Colin Dix, Chris Baird 4. Hotel Front Office Management – James. A. Bardi 5. Front Office Operation Management – S. K. Bhatnagar 6. Managing Front Office Operations – Micheal Kasavana and brooks 7. Principles of Front Office Operations – Sue Baker & Jeremy Huyton 	










COURSE CODE:	BTH 404	Credit Score - 6
COURSE TITLE:	Accommodation Operations	
COURSE OBJECTIVES:	To empower the students to become skilled housekeeping professionals.	
UNIT-1	CLEANING AGENTS: General criteria for selection of cleaning agents, Classification – polishes, floorings. Use, care & storage of cleaning agents, Distribution & control, Use of eco-friendly products in housekeeping	
UNIT-2	ROUTINE SYSTEM AND RECORDS: Reporting staff placement, Occupancy report, Briefing & de-briefing, Guestroom inspection, Entering checklists, Floor register, Work order, Lost & found procedure, Enquiry file, Maid's record, Housekeeper's report, Handover records, Record of special cleaning, Call register, VIP list, Log book, Master key register	
UNIT-3	HOUSEKEEPING SUPERVISION: Importance of inspection, Checklist for inspection, typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff	
UNIT-4	SPECIAL CLEANING PROGRAMMES: Daily, Weekly, Fortnightly and Monthly cleaning, routine cleaning, spring cleaning, deep cleaning CARE AND CLEANING OF METAL: Brass, Copper, Silver, EPNS, Gun metal, SS, Cleaning agents & methods used.	
UNIT-5	SPECIAL PROVISION FOR HANDICAPPED GUESTS: Guestroom added features & modifications – public area washroom, restaurant, main entrance etc.	
REFERENCES:	<ol style="list-style-type: none"> 1. Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd. 2. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill, New Delhi. 3. Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. 4. Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher. 5. Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones 6. The Professional Housekeeper by Tucker Schneider, Wiley Publications 7. Professional management of Housekeeping by Manoj Madhukar, Rajat Publications 	
PRACTICAL:	<ol style="list-style-type: none"> 1. Forms and formats use in housekeeping department 2. Special cleaning programs 3. Brass polishing / silver polishing 4. Scrubbing – polishing – wiping – washing – rinsing – sweeping – mopping – brushing -buffing 5. Cleaning of public area 	



COURSE CODE:	BTH 405	Credit Score - 2
COURSE TITLE:	French Language –II	
COURSE OBJECTIVES:	To acquaint the students with a foreign language, this will help them to enhance their global reach.	
UNITÉ-1	Les vocabularies avancés Passé recent Future proche	
UNITÉ-2	L'articles demonstratif L'adjectif contracté L'adjectif possessif	
UNITÉ-3	Le comparative Le superlatif Les verbs pronominales	
UNITÉ-4	Le pluriel des adjectives Le pluriel des noms Le feminine des adjectives	
UNITÉ-5	Les phrases en negations Les verbs irréguliers Passé composé et passé imparfait Les pronoms interrogatifs	
REFERENCES:	1. Cours de langue civilisation francaises – G mauger 2. Le francais de l'hotellerie et du tourisme industrie – Max Dany and Jean Robert Lalay 3. Larousse dictionaire	

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COURSE CODE:	BTH 406	Credit Score - 2
COURSE TITLE:	Fundamentals of Management	
COURSE OBJECTIVES:	To acquaint the students with the fundamentals of managing business and to understand individual and group behavior at work place so as to improve the effectiveness of an organization.	
UNIT-1	Nature, Scope and Importance of Management. School of Management Thought. Social Responsibility of Management.	
UNIT-2	Functions of Management, Planning- nature, purpose, types and process. M.B.O- importance and process. Decision making process- tools, techniques and models.	
UNIT-3	Organizing- concept of organizing, Line and staff, Authority and Responsibility, span of control, Delegation, Decentralization, Management of change and Conflict.	
UNIT-4	Directing- meeting and process, motivation- theories and importance. Leadership- concept, theories and styles.	
UNIT-5	Controlling- process methods and techniques. Coordinating- nature and principles.	
REFERENCES:	<ol style="list-style-type: none"> 1. Koontz & Weirich, Management, McGrawHill. 2. Richard.MHodgets, Management, Academic press 3. Hampton, Management, McGraw Hill. International edition. 4. Stonner&Wankel, Management, Prentice Hall India. 5. Peter F Drucker, Practice of Management, Pan Books. 6. Peter F Drucker, Innovation & Entrepreneurship. 7. Virmani .V.R, The Challenges of Indian Management, Response books. 8. VenkataRao Y, Management Process & Organisational Behavior, Akansha Publications. 9. Important Business Magazines like Business India, Business World & Fortune International 	

COURSE CODE:	BTH 407	Credit Score - 4
COURSE TITLE:	Study Tour	
COURSE OBJECTIVES:	To acquaint the students with the tourism know-how of destinations.	
TOUR OUTLINE:	<p>Every student of the programme must undertake a one-week study tour. Normally, the tour will be organised in consultation with students. The students must bear the cost of the tour. The study tour can be organised as per the tourist destinations / tourism products available there/ SWOT analysis of that destination/ Impact study of the destination/ etc.</p> <p>In case a student misses a tour</p> <ol style="list-style-type: none"> A. The student not going a study tour may do so only in case of a medical exigency where a doctor certifies that the concerned student may not travel. Such student may not only submit a medical certificate to this effect but also a detailed medical report. B. Such a student will however have to go on a study tour on his/ her own costs and submit a report. The duration of such a tour will be at least one -week and not less than 150 kms away from Udaipur. C. The student must contact the Programme Advisor before proceeding on tour and get approved the objectives of study for the tour. D. Student is also expected to produce evidence of tour like photographs/ tickets/stay vouchers/ etc. 	
EVALUATION:	The tour report will be evaluated internally by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

SEMESTER 5

Tourism (Major)

COURSE CODE:	BTH 501T	Credit Score - 4
COURSE TITLE:	Airport Operations	
COURSE OBJECTIVE:	To familiarize students with the functioning and operations at Airport and their handling from tourism point of view.	
UNIT-1	Air Geography- IATA areas, sub areas, sub regions. Time calculation- GMT variation, concept of standard time and daylight saving time, calculation of elapsed time, flying time and ground time,	
UNIT-2	Aviation organization: AAI, IATA and ICAO: Functions, Role, relevance in Aviation sector	
UNIT-3	Familiarization with OAG- 3 letters city code and airport code, airline designated code, minimum connecting time, global indicator, familiarization with air tariff: currency regulations.	
UNIT-4	Familiarization with TIM, Passport, Visa, Custom Regulations, Health Regulations and Airport Tax, Passengers needing special attention.	
UNIT-5	Credit Cards- Concept, types, benefits and different types of credit cards Fare construction – Passenger Ticket, Embarkation and Disembarkation Process. Mixed class journey, around the world fares (RTW) special fairs.	
REFERENCES:	<ol style="list-style-type: none"> 1. JagmohanNegi, 'Air travel Ticketing and Fare construction', Kanishka, NewDelhi, 2. OAG, Consultant, IATA, Geneva 3. Air Tariff Book 4. Stephen Shaw, 'Airlines in Shifts &Mgt', Ashgate Pub, USA 5. R. Doganis, 'Airport Business' 6. K.Sikdar, All you wanted to know about airlines functions 7. Journal of Air Transport Management by Elsevier Science 8. Joel Lech, 'Airfare secrets exposed', Powell Books, London, 2002 	









COURSE CODE:	BTH 502T	Credit Score – 6
COURSE TITLE:	Tourism Transportation	
COURSE OBJECTIVES:	The course attempts to provide an insight into different types of transportation, the ongoing changes, growth, present status, government policies, problems and management of air and surface transport, in the context of tourism industry.	
UNIT-1	Introduction of Tourist Transport System: Evolution of tourist transport system, Nature and Scope of Transport in Tourism, Different modes and choice of selection, Landmarks in the development of transport sector and the consequent socio-economic, Cultural and environmental implications. Importance of transport in tourism. Transportation Laws and regulations (Contract Carriage, Tourist permits, All India Permit & State Carriage)	
UNIT-2	International Air Transport Regulations: Major milestones in Aviation Industry–,Open sky policy- Freedoms of Air ;International Conventions – Bermuda Convention, Chicago Convention, Warsaw Convention, Air Corporation Act, Role of airlines in tourism promotion, Baggage handling – Procedures and Practices. Scheduled and non-scheduled Airlines services , Three letter city and airport code , Airline designated code , Calculation of Flying Time, Problems in Airline Business, Functions of ICAO, IATA, DGCA and AAI	
UNIT-3	Surface Transport System: Growth and Development of Road Transport System in India, Concept of Rent-a-Cab- its Marketing and different Car rental Agencies in India, Role of Regional Transport Authority. Road Transport documentation & Insurance, Problems faced by surface transport sector. Rail transport system: Major Railways of the World (British Rail, Euro Rail, Bullet Train, Amtrack and Orient Express); Introduction to Indian Railways: Past, Present & Future, Major Tourist Trains of India(Palace On Wheels, Royal Orient, Fairy Queen, Deccan Odyssey & Toy trains, Special Tourist Packages in India(Indrail Pass, Tatkal Bookings), IRCTC Services	
UNIT-4	Water Transport System An Overview(Historical breakthrough's), Cruise ships, ferries, hovercraft and boats, Marketing & Pricing strategies of leading players of Cruise industry(Carnival Cruise Lines, Royal Caribbean International & Star Cruise), Inland waterways of India, Tourist attractions along Waterways, Major & Minor Ports of India, Future of Water Transport in India	
UNIT-5	Transport Business Government policies regarding Tourist transport business and support. Public Private partnerships case studies.	
REFERENCES:	<ol style="list-style-type: none"> 1. Choy J. L., James C, Makes and Dexter. Travel Industry, Wiley Pub. 2. Duval David Timothy. Tourism and Transport: Modes, Networks and flows. Channel view Publications. 3. J. Page, S. Transport and Tourism: Global Perspective, Pearson Edu. Ltd. 4. Stephen Page. Tourism Management, Routledge. 	



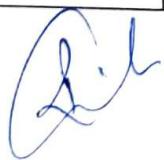
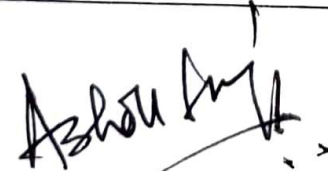
COURSE CODE:	BTH 501T	Credit Score – 4
COURSE TITLE:	E - Tourism	
COURSE OBJECTIVES:	To make the students familiar with the basics of the computer skills and the application of travel and Hotel soft-wares in the tourism and travel industry.	
UNIT-1	Introduction to E-tourism, Historical development, Electronic technology for data processing & communication – Strategic, Tactical & operational use of IT in tourism.	
UNIT-2	Global Distribution system : History & Evolution- GDS & CRS- Levels of CRS participation – Hotel Distribution system, cases of Amadeus- Galileo, world span , Sabre, Abacus- changing business models of GDS.	
UNIT-3	Typologies of E-tourism : Business models, Business to business (B2B) , Business to Consumer(B2C), Consumer to Business(C2B), Consumer to Consumer(C2C), Business to Employee(B2E), Business to Government(B2G).	
UNIT-4	Payment system in E-Tourism- Payment Gateway, Billing and Settlement Plan (BSP), Security Issues and Certification, Future of E-Tourism, Travel Blogs, E-Marketing and Promotion of Products- Challenges for conventional business models and comparative strategies.	
UNIT-5	Galileo Practical: Hands on Amadeus Software, Searching, Building, Retrieval, Display & Cancel of PNR, Fare Display, Itinerary pricing, Issuance of Ticket	
REFERENCES:	<ol style="list-style-type: none"> 1. Buhalis D. (2004), Etourism: Information Technology for Strategic Tourism Management, Prentice Hall India. 2. Christ Doolar Cassel. Applying Numbers in I.T. in Leisure and Tourism. 3. David, V. (1992). Foundations of Business Systems, Dryden Press, Fort Worth. 4. Dixit Saurabh (2012) Information Technology in Tourism ,APH Publishing corporation 5. Gordan B Davis-Management Information Systems, Mc Graw Hill International 6. Laudon and Laudon -Management Information Systems, Prentice Hall of India, New Delhi. 7. Martin J -Management Information Systems, Prentice Hall of India 8. O' Brien James A Management Information Systems, Tata Mc Graw Hill, New Delhi. 9. Poon A. (1998), Tourism, Technology and Competitive Strategies, CABI. 10. Rayport J.F. & Jaworski B.J. (2002), Introduction to Ecommerce, McGrawHill 11. Sadagopan S Management Information Systems, Prentice Hall of India 12. Sheldon P. (2002), Tourism Information Technology, CABI.Management, New Age International Publishers, New Delhi. 13. Jaggi V P and Jain Sushma, Computers for Everyone, Academic India, New Delhi Publishers. 14. Simpson Alan, Your First Computers (2nd Edition), BPB Publications. New Delhi 15. Saxena S and Prabhpreet Chopra, Computer Applications in Management, Vikas Publishing House Pvt. Ltd. New Delhi. 	







COURSE CODE:	BTH 502T	Credit Score – 6
COURSE TITLE:	Destination Planning and Development	
COURSE OBJECTIVES:	To acquaint students with the theory of destination planning and management and to motivate them in making a project report on the critical success factors and management of a destination by using their insights of all the previous learning and practical inputs.	
UNIT-1	Destination - Meaning and Concept, Components of Destination, Concepts and importance of Tourist Destinations and Resorts. The dynamics of Destination Development. The elements of Tourist Destination. Patterns of Tourist activity and the factors influencing such activities. Destination Systems.	
UNIT-2	Tourists' destination choices, Restrictions and considerations in destination choice, Joint holiday decisions, Tourists' satisfaction with destination service. Service characteristics of tourist destinations, Positive and Negative Effects of Tourism	
UNIT-3	Destination marketing planning. SWOT analysis, Segmenting the market for destinations. Destination imagery. The effects of destination promotion. Package, holidays and destination marketing, features and advantages of package holidays. Destination quality control.	
UNIT-4	Destination Management - Destination Management Organisations- Categorization, Destination Management Process, DMO's / Stakeholders, Coordination Process. Critical Success Factors of Destination Management Organisations	
UNIT-5	National Action Plan – Aims, objective and critical analysis of National Action Plan – 1992. Resort and Heritage Planning, Planning and Policies in India: New initiatives by State & Central Govt. Policies for niche area like adventure, eco tourism etc	
REFERENCES:	<p>1. Bulent I. Kastarlak (2011) fundamentals of Planning and developing tourism Pearson publication Edward Inskeep (2012): Tourism Planning: An Inter VNR Publications.</p> <p>2. C. Michael Hall (2012): Tourism Planning: Policies Process and Relationship (2012), 2nd edition Pearson Edu</p> <p>3. Canada. Tugut Var (2013): Tourism Planning: Basics concepts and cases 4th edition, Routledge Publication</p> <p>4. E-Pathshala. (2018). Retrieved from E-Pathshala an MHRD Project Website: http://epgp.inflibnet.ac.in/ahl.php?csrno=1827, P-13, M-37</p>	

COURSE CODE:	BTH 503T	Credit Score – 6
COURSE TITLE:	Tourism in Rajasthan	
COURSE OBJECTIVES AND OUTLINE:	<p>The objective of this course is to enable the students to develop and relate theory to practice, to help them in getting practical exposure in organizing a tour, which will further help them to:</p> <ol style="list-style-type: none"> 1. Develop knowledge and understanding of different stakeholders of tourism industry. 2. Analyze and appraise a particular form of tourism and tourism business at a specific destination. 3. Develop the ability and expertise from where to conduct a review/situational/observational analysis of the tourism industry at the National/regional level. 	
EVALUATION:	<p>The students will be required to submit their written reports about the tourism destination/organizations based on their inter-actions and observations during the visit to the destinations. This report would be evaluated by external/internal examiners, nominated by the University.</p>	

COURSE CODE:	BTH 504T	Credit Score – 6
COURSE TITLE:	GDS (Global Distribution System)	
COURSE OBJECTIVES AND OUTLINE:	To provide hands on skill to students to work on Galileo software to practice and learn E- Ticketing.	
EVALUATION:	<p>This is 100% practical skill course which has tie up with one of the leading private learning provider who will be providing training and kit to students and a separate online evaluation of students will be done by the provider. The successful students will be certified by the learning provider which will help them in procuring jobs in ticketing in travel agencies and hospitality industry. Every week four hours will be dedicated for the learning. Evaluation for grading will be done on successful completion of online examination by the students.</p>	

COURSE CODE:	BTH 505T	Credit Score - 2
COURSE TITLE:	Tourism Legislation	
OBJECTIVE:	This paper will help students to understand the legal and regulatory framework in the travel and Tourism sector.	
EXAMINATION GUIDELINES	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.	
UNIT-1	Introduction to Legislation: Concept; principles and role of legislation in tourism; National Tourism Policy - objectives and consistency.	
UNIT-2	Legal and regulatory framework in travel and tourism: Relating to consumer protection; health; safety and security of travel and tourism customers.	
UNIT-3	Transport Legislation: Surface; sea and air transport laws in relation to carriage of passengers.	
UNIT-4	Contract Legislation in relation to Travel and Tourism customers.	
UNIT-5	Business Ethics in travel and tourism sector; CSR policy for travel and tourism businesses.	
REFERENCES:	<ol style="list-style-type: none"> 1. Mill, Robert C.& Morrison Alastair(2013). <i>The Tourism System</i>. 6th ed. Kendall Hunt Publishing Co. 2. Downes, John, P. & Tricia (2011). <i>Travel and Tourism Law</i>. 5th ed. Huntington: ELM publications. 3. Grant, David, M. M. & Stephen (2012). <i>Holiday Law</i>. 5th ed. London: Sweet and Maxwell. 4. Singh, A. (2008). <i>Contract and Specific Relief</i>. 5. Williams, G. L., & Smith, A. T. H. (2002). <i>Glanville Williams: learning the law</i>. Sweet & Maxwell 	













COURSE CODE:	BTH 506	Credit Score - 2
COURSE TITLE:	Seminar - 2	
COURSE OBJECTIVES:	The main objective of this course is to develop some specific skills among students like product knowledge, development of itineraries, and personality development through public speaking. This seminar will encourage students to have an in-depth knowledge of their state and the current events which will help students in their professional career development.	
Evaluation:	This course will have continuous internal assessment by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

COURSE CODE:	BTH 507T	Credit Score - 4
COURSE TITLE:	Viva Voce	
COURSE OUTLINE:	Herein the student would be evaluated for knowledge acquired through out the semester and to assess his/ her analytical abilities to synthesize learning and application.	
EVALUATION:	A student will be evaluated out of 50 points by a panel comprising of an Internal and an External member.	

SEMESTER 6

Tourism (Major)

COURSE CODE:	BTH 601T	Credit Score – 9
COURSE TITLE:	Industry Internship	
COURSE OBJECTIVE:	This course is about sharing learning during the internship. Students would be expected to make a presentation of their work and learning during the internship.	
INTERNSHIP OUTLINE:	Students must earn a feel of real life working in business enterprises so that they may appreciate class room business discourses. Therefore, students must undertake a 16 weeks internship project with some reputed tourism business organisation and learn the business nuances. Students must try to learn how businesses organize themselves, relate to their business contexts, and structure themselves. Students must participate and experience work cultures/ environments. Students must work on projects assigned to them as part of their internships. Students must prepare at least three copies of internship report and submit one to the concerned organisation, one to the institute (on dates specified by HoD) and keep one for self. Details of the internship are available separately with the Department.	
EVALUATION:	The Internship will be evaluated internally by the mentor for 200 points based on the successful completion with certificate and attendance proof and the marks would be submitted at the time of end term practical examination.	

COURSE CODE:	BTH 602T	Credit Score - 9
COURSE TITLE:	On The Job Training and Report	
COURSE OBJECTIVE:	This course is about sharing learning during the on-the-job training. Students would be expected to make a presentation of their work and learning during the on-the- job training.	
INTERNSHIP OUTLINE:	Students must earn a feel of real life working in business enterprises so that they may appreciate class room business discourses. Therefore, students must undertake at least 6 - 8 weeks on-the-job training project with some reputed tourism business organisation and learn the business nuances. Students must try to learn how businesses organize themselves, relate to their business contexts, and structure themselves. Students must participate and experience work cultures/ environments. Students must work on projects assigned to them as part of their internships. Students must prepare at least three copies of On-the-Job Training report and submit one to the concerned organisation, one to the institute (on dates specified by HOD) and keep one for self.	
EVALUATION:	The On-the-Job Training will be evaluated internally by the mentor for 200 points based on the successful completion with certificate and attendance proof and the marks would be submitted at the time of end term practical examination.	



COURSE CODE:	BTH 603T	Credit Score - 6
COURSE TITLE:	Training Report & Presentation	
COURSE OBJECTIVE:	To assess the Internship and On-the-Job Training of students.	
COURSE OUTLINE:	The students are required to prepare, submit and present a detailed report on both Internship of four months and On-the-Job Training of two months which should include the description of the industry, project undertaken, job description and the skills acquired during the training period.	
EVALUATION:	A student will be evaluated out of 100 points by a panel comprising of an Internal and an External member. The marks will be bifurcated as 50 for reports for both Trainings and 50 for both presentations.	

COURSE CODE:	BTH 604T	Credit Score – 6
COURSE TITLE:	Comprehensive Viva Voce	
COURSE OBJECTIVE:	This is the last part of the programme where learner would be evaluated for knowledge acquired and his/ her analytical abilities to synthesize learning and apply to real world situations.	
EVALUATION:	This course aims at testing the understanding of student of the course learnt throughout the programme with emphasis on evaluating his development of skills in analysing and interpreting practical business problems through the application of theory, concepts and techniques of management. The student will be evaluated out of 100 points by a panel of two teachers – one internal and the other external who will be nominated by the university.	

SEMESTER 5

Hospitality (Major)



COURSE CODE:	BTH 501H	Credit Score - 6
COURSE TITLE:	Advanced Food Production Operations & Management	
COURSE OBJECTIVE:	To empower the students with advance culinary techniques and patisserie. To introduce them to the management of an ideal commercial kitchen.	
UNIT-1	INTERNATIONAL CUISINES: A brief about various international cuisines like French, Middle Eastern, Spanish and Portuguese, Italian, Mexican, Oriental, Chinese etc.	
UNIT-2	LARDER: Charcuterie, Sausages, Forcemeats, Galantines, Pates, etc. - Introduction to various meat products and their preparation.	
UNIT-3	BAKERY & CONFECTIONARY: Classification of various desserts, Cake making and role of ingredients in cake making, Icings and Toppings,	
UNIT-4	CHOCOLATE: History and manufacturing and processing of chocolate. Cold Desserts and sorbets.	
UNIT-5	KITCHEN MANAGEMENT: Layout and Design of a commercial kitchen, A brief about kitchen design its principles and equipment with kitchen work flow in addition to its various standards used in purchasing and dealing with the suppliers, Store Management	
REFERENCES:	<ol style="list-style-type: none"> 1. Food Production Operations: Parvinder S Bali, Oxford University Press 2. Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman 3. Practical Cookery By Kinton & Cessarani 4. Theory of Catering By Kinton & Cessarani 5. Theory of Cookery By K Arora, Publisher: Frank Brothers 	
PRACTICAL:	FRENCH MENUS <ul style="list-style-type: none"> - Crème de tomat, Tomates en quartiers, Herbed broiled chicken, Haricot beans, Garlic toast - Consomme brunnoise, Oeufs Farcis, Lamb stew, Saute vegetables, French loaf - Poulet veloute, Champignons epinard quiche, Fish provinciale, Aubergines a'la turque, Brown bread toasted. - French onion soup, Vegetable tofu barquettes, Coq en vin, Saute florentine, Pomme chateaux, Cheese loaf. 	
	ORIENTAL MENUS <ul style="list-style-type: none"> - Sweet corn Soup, Sweet-n-sour chicken, Stir-fried vegetables, Chopsuey - Hot & sour Soup, Szechuan lamb, Tapura vegetable, Egg fried rice - Wonton soup, Chicken in garlic sauce, Vegetable manchurian, Chowchow - Vegetable noodle soup, Chilly chicken, Tofu in almond sauce, Haka noodle 	
	INTERNATIONAL MENUS <ul style="list-style-type: none"> - Minestrone soup, Tzaziki, Lamb strognoff, Stuffed dolmas, Sesame roll - Gazpacho soup, Sheperd pie, Potato croquettes, Pasta in Arabiata sauce - Cabbage chowder, Waldorf Salad, Fried chicken American-style, Boston baked beans, Egg pilaf - Chicken veloute, Salad de Russe, Fish poupiette in saffron sauce, Carrot vischy, Multi-grain bread. 	
	INDIAN MENUS <ul style="list-style-type: none"> - Paya Ka Shorba, Mutton Rogajosh, Nadur yakhani, Paneer olav, Kashmiri Pulao - Dal ka shorba, Gobi Matar Adraki, Kadhai Chicken, Dal Makhani, Jeera Rice - Mulligatwany soup, Chicken Pepper Fry, Vegetable Avial, Sambar, Tamarind Rice - Makkai Ki Raab, Laal Maas, Dal Kalia, Ker Sangri, Besan Gatta Curry, Leelva Pulao - From The Tandoor – Paneer Tikka, Chicken Malai Tikka, Tandoori Chicken, Mutton Seekh Kebab, Fish Tikka Achari - From The Clay – Nan, Roti, Parantha, Missi Roti , Khasta Roti, Laacha Parantha, Makkai Roti, Bajra Roti, Warki Parantha 	



COURSE CODE:	BTH 502H	Credit Score - 6
COURSE TITLE:	Advanced Food & Beverage Service Operations & Management	
COURSE OBJECTIVE:	To develop a thorough knowledge of all food and beverage operations with special emphasis on international cuisines offered in the five star establishments, to ensure thorough grounding in the principle of food and beverage service and its related activities at supervisory level.	
UNIT-1	RESTAURANT PLANNING AND OTHER CATERING OPERATIONS: Introduction, Planning & operating various F & B outlets and support / ancillary area. Factor – concept, Menu, Space & Lighting, Colors and Menu merchandising. Hospital Catering, Industrial & Institutional Catering. Airline & Railway Catering, Home Delivery, Take Away.	
UNIT-2	TABLE CHEESES, AFTERNOON TEA & HIGH TEA: Introduction to table cheese, Types & Production, Brands, Service & Storage. Introduction to high/afternoon teas, Menu, Cover & Service.	
UNIT-3	BUFFET AND FUNCTION CATERING: Introduction, Types, Equipments Used, Space requirement, Buffet Presentation, Menu Planning, Staff requirement. Buffet Management. Introduction, Types of Functions. Function Administration & Organization – Booking Procedure, Menus, Function Contracts, and Seating Arrangements.	
UNIT-4	TRADITIONAL INDIAN SERVICE: Thali service (Layout & sequence) and other regional cuisines for special occasions.	
UNIT-5	KITCHEN STEWARDING AND ANCILLARY AREAS: Introduction, Kitchen Stewarding Department. Staffing, Equipment & Layout. Inventory / Records maintenance	
REFERENCES:	<ol style="list-style-type: none"> 1. Theory of Catering By Kinton & Cessarani 2. Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. 3. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS 4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. 5. The Waiter Handbook By Graham Brown, Publisher: Global Books, New Delhi. 	
PRACTICAL:	Restaurant set up of different types Service of afternoon & high teas\ Buffet layup theme Buffet setup Service of cheese Taking Banquet Booking Formal Banquet Service Bar set up and operation Guerdon Service –Basic preparation , Classical Dishes Indian Themes and food festival	

COURSE CODE:	BTH 501H	Credit Score - 6
COURSE TITLE:	Advanced Front Office Management	
COURSE OBJECTIVE:	To acquaint the students about the various office procedures, formalities, devices used. To give the students an overall knowledge of the various statistics maintained by the Front Office and to give some knowledge about Hotel Accounts.	
UNIT-1	ACCOUNTING IN HOTELS: Accounting system in Hotels. Revenue and non-revenue producing departments of a Hotel. Fixing of room rates and basis of charging room rates. Types of ledgers – Debtors/Sales Ledger. Creditor/Sales Ledger. General or nominal ledger. Visitor’s Tabular ledger and Guest weekly bill. NCR billing. Machine and its uses.	
UNIT-2	NIGHT AUDITOR: Night auditor and his duties. Daily Business/ Revenue report.	
UNIT-3	RATIOS: Operating ratio – Room occupancy, Bed occupancy, Double occupancy, Daily occupancy percentages. Accounting Ratios – Balance sheet ratios, Current ratios, Acid test ratios, Proprietary Ratio, Revenue statement ratio, Gross Profit ratio, Stock Turn Over Ratio	
UNIT-4	CREDIT CONTROL: Meaning, Objective, Hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users, credit policy of some leading hotels, Control measures at the time of .- reservation, check-in, during stay, check-out, after departure, Prevention of Skippers : on arrival/during stay/on departure day	
UNIT-5	YIELD MANAGEMENT: Introduction and concept, Concept and usage of revenue management, Differential rates, Forecasting bookings, Reacting variations in demand in order to maximize yield.	
REFERENCES:	<ol style="list-style-type: none"> 1. Front Office training manual- Sudhir Andrews 2. Front office operations and management – Jatashankar R. Tewari 3. Front Office Operations – Colin Dix, Chris Baird 4. Hotel Front Office Management – James. A. Bardi 5. Front Office Operation Management – S. K. Bhatnagar 6. Managing Front Office Operations – Micheal Kasavana and brooks 7. Principles of Front Office Operations – Sue Baker & Jeremy Huyton 	
PRACTICAL:	<p>Recapitulation of the practical learnt in the First and the Second Year.</p> <p>Posting of different outlet bills on the Master bill – Calculation of the different taxes, closing of the master bill and tabulating in the Visitors Tabular Ledger.</p> <p>Closing of the various Front Office records, for the night.</p> <p>Preparation of the Night Reports.</p> <p>Calculation of Hubbart Formula</p> <p>Working on Yield Management Formulae</p>	



COURSE CODE:	BTH 502H	Credit Score - 6
COURSE TITLE:	Advanced Accommodation Management	
COURSE OBJECTIVE:	To empower the students with the knowledge of infrastructural need of the hotel and how to prepare budgets for operations and capital investment.	
UNIT-1	FLOOR & FLOOR FINISHES: Choosing floorings, Sub floors, General care, Cleaning of flooring, Classification of floor finishes.	
UNIT-2	CARPETS: Selection points of carpets, Classification of carpets, Choice of carpet, Carpet laying, Protection of carpets, Cleaning of carpets, Advantages and disadvantages of carpet.	
UNIT-3	LINEN / UNIFORM / TAILOR ROOM: Layout, Types of linen, Sizes, Linen exchange, Selection of linen, Storage facilities & conditions, Par stock – factors affecting, calculation of par stock, Discard management, Linen inventory system, Functions of tailor room, Managing inventories. Uniform design – importance, types, characteristics, selection, par stock. Indenting for stores.	
UNIT-4	LAUNDRY: Commercial & On-premises laundry, Flow process of industrial laundering – OPL, Stages in the wash cycle, Laundry equipment and machines, Layout of the laundry, Laundry agents, Dry cleaning, Guest laundry / valet service, Stain removal.	
UNIT-5	HOUSEKEEPING BUDGETING: Concept & importance of budgeting, Budget process, Operational & capital budget, Housekeeping room cost, Housekeeping expenses.	
REFERENCES:	<ol style="list-style-type: none"> 1. Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd. 2. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill, New Delhi. 3. Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. 4. Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher. 5. Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones 6. The Professional Housekeeper by Tucker Schneider, Wiley Publications 7. Professional management of Housekeeping by Manoj Madhukar, Rajat Publications 	
PRACTICAL:	Identification of Equipment used in laundry Laundry chemicals use and MSDS Stain removal Flower arrangement Calculation of Housekeeping operating budget	

COURSE CODE:	BTH 503H	Credit Score - 4
COURSE TITLE:	Facility Planning	
COURSE OBJECTIVE:	To give the students enough knowledge of the engineering department so that they can understand building & construction, facility systems, energy and their management.	
UNIT-1	INTRODUCTION: Role of facilities in the hospitality industry, types of constructions, cost of development & construction, renovation & upgradation, Impact of facility design.	
UNIT-2	MAINTENANCE: Types of maintenance, maintenance management systems	
UNIT-3	FACILITY SYSTEMS: Water & Waste water systems, Electrical systems, Heating / ventilation & AC systems, Lighting systems, Safety & security systems.	
UNIT-4	ENERGY MANAGEMENT: Energy, Energy pricing, Energy cost control, Energy management & conservation systems.	
UNIT-5	HOTEL PLANNING & DESIGN: Development process, Feasibility studies, Space allocation, Site design (lodging & F&B outlets, function areas, production, stores, back areas, office space, parking etc.), Sample blue prints, Budget, Preliminary schedule.	
REFERENCES:	<ol style="list-style-type: none"> 1. Facilities Design, Sunderesh S. Heragu, Sterling Publishers Pvt. Ltd. Delhi. 2. Facilities Planning & Design, J. MacGregor Smith, ELBS. 3. Manufacturing Facilities, 3rd Edition, Dileep R. Sule, Frank Bros. 4. Facility Planning, Clark, Publisher-John Willy & Sons, NY, USA. 	







COURSE CODE:	BTH 504H	Credit Score - 6
COURSE TITLE:	Health and Nutrition	
COURSE OBJECTIVE:	To inculcate knowledge about health and nutrition among students for providing better services at workplace.	
UNIT – 1	Introduction to Food and Health – Definition and importance of food, definition of health, types of health, definition of Nutrition and nutrients	
UNIT – 2	Classification of nutrients–Role and importance of Energy, Protein, Carbohydrates, Water and Fibre, Importance of Vitamins and Minerals	
UNIT – 3	Balanced Diet – Definition, importance, Recommended Dietary Allowances, Concept of energy balance – underweight and overweight	
UNIT – 4	Menu Planning – Factors effecting menu planning, planning of a day’s balanced menu, definition and hazards of fast food	
UNIT – 5	Evaluation of food – Sensory assessment of food including different attributes, importance of sensory assessment, Hedonic scale for assessment, other assessment techniques	
REFERENCES:	<ol style="list-style-type: none"> 1. Handbook of social and preventive medicine, Bedi, Yashpal, and SM Marwah, Anand Publishing company 2. Food Science, B. Srilakshmi, New Age International Publishers. 3. Food and nutrition, Dr.M. Swaminathan. 4. Dietary Guidelines for Indians, NIN, Hyderabad 	










COURSE CODE:	BTH 505H	Credit Score - 2
COURSE TITLE:	Hospitality Laws	
COURSE OBJECTIVE:	This paper will help students to understand the legal and regulatory framework in the travel and Tourism sector.	
UNIT - 1	Introduction to Indian Hospitality & Related Laws in India Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.	
UNIT - 2	Laws Related to Hotel Operations in India: Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance	
UNIT - 3	Laws Related to Employees, Guests, Public Health & Safety: Introduction and Overview of Labour Laws, Hospitality Laws	
UNIT - 4	Laws Related to Public Health & Environment: Public Health and Environmental issues and Laws	
UNIT - 5	Laws Related to Food & Beverage Services: Food Legislation and Liquor Licensing	
REFERENCES:	1. Hotel Law by Amitabh Devendra , Oxford University Press 2. Hotel & Tourism Laws by Jagmohan Negi 3. Related Guidelines & Reports from Ministry of Tourism, Govt of India	



COURSE CODE:	BTH 506H	Credit Score - 2
COURSE TITLE:	Seminar - 2	
COURSE OBJECTIVES:	The main objective of this course is to develop some specific skills among students like product knowledge, development of itineraries, and personality development through public speaking. This seminar will encourage students to have an in-depth knowledge of their state and the current events which will help students in their professional career development.	
EVALUATION:	This course will have continuous internal assessment by the mentor for 50 points and the marks would be submitted at the time of end term practical examination.	

COURSE CODE:	BTH 507H	Credit Score – 4
COURSE TITLE:	Viva Voce	
DESCRIPTION OF COURSE:	This is the last part of the first half of the programme where learner would be evaluated for knowledge acquired and his/ her analytical abilities to synthesize learning and apply to real world situations.	
EVALUATION:	This course aims at testing the understanding of student of the course learnt throughout the first two semesters of the programme with emphasis on evaluating their development of skills in analyzing and interpreting practical business problems through the application of theory, concepts and techniques of management. A student will be evaluated out of 50 points by a panel comprising of an Internal and an External member.	








SEMESTER 6

Hospitality (Major)



COURSE CODE:	BTH 601H	Credit Score – 9
COURSE TITLE:	Industry Internship	
DESCRIPTION OF COURSE:	This course is about sharing learning during the summer internship. Learners would be expected to make a presentation of their work and learning during the summer internship. They would be partially evaluated on this.	
INTERNSHIP OUTLINE:	Students must earn a feel of real life working in business enterprises so that they may appreciate class room business discourses. Therefore, students must undertake a 16 weeks internship project with some reputed tourism business organisation and learn the business nuances. Students must try to learn how businesses organize themselves, relate to their business contexts, and structure themselves. Students must participate and experience work cultures/ environments. Students must work on projects assigned to them as part of their internships. Students must prepare at least three copies of internship report and submit one to the concerned organisation, one to the institute (on dates specified by HoD) and keep one for self. Details of the internship are available separately with the Department.	
EVALUATION:	The Internship will be evaluated internally by the mentor for 200 points based on the successful completion with certificate and attendance proof and the marks would be submitted at the time of end term practical examination.	

Handwritten signatures and initials:
A large signature: **Ashon (M)**
Other signatures: **Arjun**, **Pank**, **Prateek**, **Prateek**

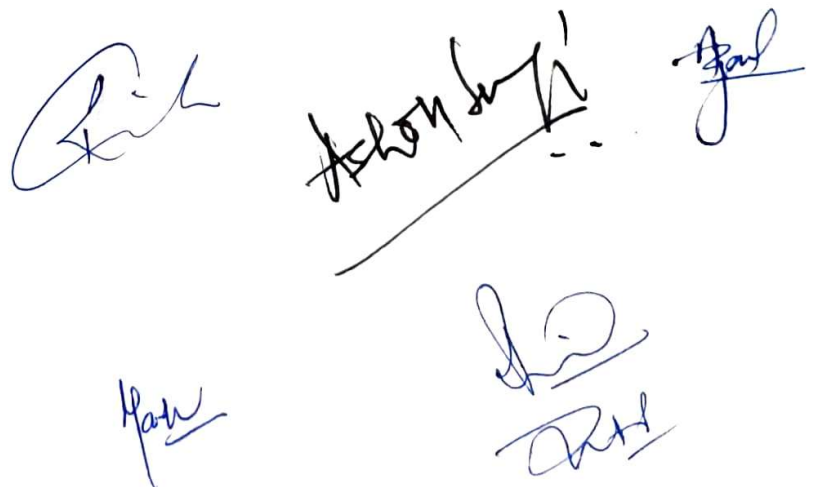


COURSE CODE:	BTH 602H	Credit Score – 9
COURSE TITLE:	ON THE JOB TRAINING AND REPORT	
DESCRIPTION OF COURSE:	This course is about sharing learning during the on-the-job training at the end of third semester. Learners would be expected to make a presentation of their work and learning during the on-the- job training. They would be partially evaluated on this.	
INTERNSHIP OUTLINE:	Students must earn a feel of real life working in business enterprises so that they may appreciate class room business discourses. Therefore, students must undertake at least 6 - 8 weeks on-the-job training project with some reputed tourism business organisation and learn the business nuances. Students must try to learn how businesses organize themselves, relate to their business contexts, and structure themselves. Students must participate and experience work cultures/ environments. Students must work on projects assigned to them as part of their internships. Students must prepare at least three copies of On-the-Job Training report and submit one to the concerned organisation, one to the institute (on dates specified by HOD) and keep one for self.	
EVALUATION	The On-the-Job Training will be evaluated internally by the mentor for 200 points based on the successful completion with certificate and attendance proof and the marks would be submitted at the time of end term practical examination.	



COURSE CODE:	BTH 603H	Credit Score – 6
COURSE TITLE:	Training Report & Presentation	
COURSE OBJECTIVE:	To assess the Internship and On-the-Job Training of students.	
COURSE OUTLINE:	The students are required to prepare, submit and present a detailed report on both Internship of four months and On-the-Job Training of two months which should include the description of the industry, project undertaken, job description and the skills acquired during the training period.	
EVALUATION:	A student will be evaluated out of 100 points by a panel comprising of an Internal and an External member. The marks will be bifurcated as 50 for reports for both Trainings and 50 for both presentations.	

COURSE CODE:	BTH 604H	Credit Score – 6
COURSE TITLE:	COMPREHENSIVE VIVA VOCE	
COURSE OBJECTIVE:	This is the last part of the programme where learner would be evaluated for knowledge acquired and his/ her analytical abilities to synthesize learning and apply to real world situations.	
EVALUATION:	This course aims at testing the understanding of student of the course learnt throughout the programme with emphasis on evaluating his development of skills in analysing and interpreting practical business problems through the application of theory, concepts and techniques of management. The student will be evaluated out of 100 points by a panel of two teachers – one internal and the other external who will be nominated by the university.	



Handwritten signatures of faculty members, including a large signature in the center and several smaller ones below and to the right.