

**MOHANLAL SUKHADIA UNIVERSITY
UDAIPUR, RAJASTHAN**



**AEDP BBA TOURISM & HOSPITALITY
MANAGEMENT(As Per NEP 2020)**

2025-2028

SCHEME OF EXAMINATION

- Medium of Examination can be English or Hindi, however the medium of instructions shall be English.
- A candidate admitted to Aedp Bba Tourism & Hospitality Management programme may be allowed to take the examination after completing the regular course of studies i.e. six semesters (three year) duration.

EVALUATION

- Each paper, theory and practical, separately, will carry 100 marks.
- The External examination (theory) will be for 80 marks. The duration of written examination for each paper shall be three hours.
- The remaining 20 marks will be for internal assessment. The Guidelines for Internal Assessment are as under-.
- Theory Test (Internal) – 10 MM. There will be one test of each subject. The student, who wishes to seek another chance for defaulter/ improvement tests, may request with a deposit of Rs. 150 (One Hundred Fifty) for each paper. The duration of the Test for each paper shall be one hour.
- 05 Marks would be for Attendance. 05 Marks would be for the Assignment

RULES FOR PASS / PROMOTION

- The span period of the programme is six semester (three year) from the date of registration in this programme.
- The minimum marks for passing the examination shall be 36 % in each paper and 40% in aggregate for each semester.
- To be eligible for promotion to the next semester of the programme a student must clear at least 70% papers (Practical & Theory) separately offered during semester of the programme.
- Division in the Degree shall be awarded on the basis of the aggregate mark on consolidated basis of all semesters after passing 6th Semester.
- First Division: 60 percent or above of the aggregate marks
- Second Division: 48 percent or above of the aggregate marks
- Third Division: 40 percent or above of the aggregate marks
- No Division will be awarded before the completion of last semester.
- In order to clear a Semester Examination, a candidate is required to pass in all theory & practical papers/project component of the said semester separately.

- A student to be eligible for award of degree has to clear all the papers offered during three-year program within the period of 5 years. The total span for clearing three years degree course shall be five years.
- A student who has secured minimum marks to pass in each paper but has not secured the minimum marks for the aggregate (40%) for the annual examination may take Re-examination in not more than two papers including practical papers to obtain the aggregate percentage required to pass annual examination.

ATTENDANCE

- A candidate shall be considered to take the examinations who have pursued a regular course of study and have attended the three- fourth of the total number of classroom session conducted in each semester during his/ her course of study. Any student not complying with this requirement will not be allowed to appear in the examination.
- However, a maximum of 25% absence for the attendance may be condoned only on valid grounds such as illness, death in family or other emergency beyond student's control, but should be permitted by the Head of the Department / Course Director.
- The condoned attendance needs to be covered up in form of equivalent hours assignments, training, library study etc.
- For Students participating in Sports / Cultural event/NCC camps during a semester, the maximum number of days of absence shall not exceed 8 days. Any waiver in this context shall be on the recommendation of the Dean - Student Welfare and the student will be required to apply in advance for the leave to the Head/Course Director through Faculty Advisor /Course Coordinator.

AEDP BBA TOURISM & HOSPITALITY MANAGEMENT

SEMESTER I

Course Code	Course Title	L-T-P	Credits	Type of Course	Remarks
BTH-101T	Accommodation Operations – I	2-0-0	3	DCC	Theory
BTH-101P	Accommodation Operations – I	0-0-2	1	DCC	Practical
BTH-102T	Food & Beverage Operations – I	2-0-0	3	DCC	Theory
BTH-102P	Food & Beverage Operations – I	0-0-2	1	DCC	Practical
BTH-103T	Principles of Management in Tourism & Hospitality	4-0-0	4	DCC	Theory
BTH-104T	Introduction to Tourism	3-0-0	3	DCC	Theory
BTH-105T	Computer Applications in Tourism & Hospitality	2-0-0	3	DCC	Theory
AECC -1	English Communication – I	2-0-0	2	AECC	Theory
Total Credits			20		

SEMESTER 2

Course Code	Course Title	L-T-P	Credits	Type of Course	Remarks
BTH-201T	Front Office – I	2-0-0	3	DCC	Theory
BTH-201P	Front Office – I	0-0-2	1	DCC	Practical
BTH-202T	Food Production – I	2-0-0	3	DCC	Theory
BTH-202P	Food Production – I	0-0-2	1	DCC	Practical
BTH-203T	Travel Agency & Tour Operations	4-0-0	4	DCC	Theory
BTH-204T	Hotel Accounting	3-0-0	3	DCC	Theory
BTH-205T	Tourism Geography	2-0-0	3	DCC	Theory
AECC-2	Hindi	2-0-0	2	AECC	Theory
Total			20		

EXIT Semester II (40 Credits) → Certificate in Tourism & Hospitality Management

SEMESTER 3

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-301T	Accommodation Operations – II	DCC	2-0-0	3
BTH-301P	Accommodation Operations – II (Practical)	DCC	0-0-2	1
BTH-302T	Food & Beverage Operations – II	DCC	2-0-0	3
BTH-302P	Food & Beverage Operations – II (Practical)	DCC	0-0-2	1
BTH-303T	Natural Tourism Products of India	DCC	4-0-0	4
BTH-304T	Tourism Marketing	DCC	3-0-0	3
BTH-305T	Airport Operations	DCC	2-0-0	3
BTH-306T	French	AECC	2-0-0	2
Total Credits				20

SEMESTER 4

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-401T	Front Office II	DCC	2-0-0	3
BTH-401P	Front Office II (Practical)	DCC	0-0-2	1
BTH-402T	Food Production II	DCC	2-0-0	3
BTH-402P	Food Production II (Practical)	DCC	0-0-2	1
BTH-403T	Cultural & Heritage Tourism of India	DCC	4-0-0	4
BTH-404T	Itinerary Preparation and Tour Packaging	DCC	3-0-0	3
BTH-405T	Research Methods in Tourism & Hospitality	DCC	2-0-0	3
BTH-406T	Food, Nutrition, and Safety	AECC	2-0-0	2
Total Credits				20

Semester IV (80 Credits) → Diploma in Tourism & Hospitality Management

SEMESTER 5

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-501	Apprenticeship half yearly assessment of log book	DCC	Full-time	12
BTH-502	MOOC (SWAYAM) Course in Tourism / Hospitality / Aviation – I	DSE	Self-paced	8
	Total Credits			20

SEMESTER 6

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-601	Apprenticeship Project Report assessment – II and Viva voce	DCC	Full-time	16
BTH-602	Seminar on Contemporary Issues in the field	DCC	0-0-2	4
	Total Credits			20

Semester VI (120 credits): BBA Degree in Tourism & Hospitality Management

BTH-502 – MOOC (SWAYAM) Course in Tourism / Hospitality / Aviation – I
Choose any one of the following courses:

Course Title	Direct Link
1. Management in Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge44/preview
2. Management in Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge44/preview
3. Ecology, Environment and Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge58/preview
4. Tourism Marketing	https://onlinecourses.swayam2.ac.in/nou25_ge45/preview
5. Indian Culture: Perspective for Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge57/preview

SEMESTER I

Course Code	Course Title	L-T-P	Credits	Type of Course	Remarks
BTH-101T	Accommodation Operations – I (Theory)	2-0-0	3	DCC	Theory
BTH-101P	Accommodation Operations – I (Practical)	0-0-2	1	DCC	Practical
BTH-102T	Food & Beverage Operations – I (Theory)	2-0-0	3	DCC	Theory
BTH-102P	Food & Beverage Operations – I (Practical)	0-0-2	1	DCC	Practical
BTH-103	Principles of Management in Tourism & Hospitality	4-0-0	4	DCC	Theory
BTH-104	Introduction to Tourism	3-0-0	3	DCC	Theory
BTH-105	Computer Applications in Tourism & Hospitality	2-0-0	3	DCC	Theory
AECC 1	English Communication – I	2-0-0	2	AECC	Theory
Total Credits			20		

Course Code: BTH-101T	
1 Semester	
Subject: Accommodation Operations – I	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide an overview of the hotel industry and classification systems. • To introduce the role and importance of the housekeeping department in hotels and institutions. • To equip students with knowledge of planning, organizing, and managing housekeeping operations. • To develop an understanding of front office fundamentals and guestroom management.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Explain the organizational structure and functions of housekeeping. • Identify responsibilities and attributes of housekeeping personnel. • Manage housekeeping operations including planning, staffing, and documentation. • Understand hotel organization, front office operations, inventories, and guestroom management.
SYLLABUS	
<p>Unit 1: <i>The Hotel Industry & Housekeeping Basics</i> – Overview of the hotel industry; Classification of hotels; Star rating systems; Major hotel departments; The housekeeping department – importance, responsibilities, organizational structure; Housekeeping personnel and their attributes; Layout of the department; Coordination with other departments; Role of a professional housekeeper; Housekeeping in other institutions (hospitals, hostels, offices).</p> <p>Unit 2: <i>Managing Housekeeping Personnel</i> – Staff strength; Recruitment, selection, and hiring procedures; Orientation and training of housekeeping staff; Scheduling and duty rosters; Employee welfare, motivation, and discipline; Documentation in housekeeping; Contracts and outsourcing in housekeeping operations.</p> <p>Unit 3: <i>Planning Housekeeping Operations</i> – Planning process; Housekeeping routines and systems; The housekeeping day; Daily, weekly, and deep-cleaning schedules; Leave application procedures; Gate pass procedures; Standard operating procedures (SOPs) in housekeeping.</p> <p>Unit 4: <i>Housekeeping Operations & Maintenance</i> – Housekeeping control desk; Lost & found procedures; Key control; Handling of guest complaints; Pest control; Maintenance of public areas; Coordination with engineering and maintenance</p>	

department.

Unit 5: *Housekeeping Inventories & Guestrooms* – Housekeeping inventories: cleaning equipment, cleaning agents, guest supplies, linen, uniforms; Composition, care, and cleaning of different surfaces (metals, glass, ceramics, wood, stone, leather, rubber); Hotel guestrooms – importance, types, guestroom status codes; Guest floor rules and procedures.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- Andrews, S. (2013). Hotel Housekeeping: Training Manual. Tata McGraw-Hill Education.
- Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management (3rd ed.). Oxford University Press.
- Branson, J.C., & Lennox, M.A. (2016). Hotel, Hostel and Hospital Housekeeping (6th ed.). Hodder Education.
- Malini Singh & S. Andrews. (2011). Textbook of Hotel Housekeeping. Tata McGraw-Hill.
- Jones, N. (2008). Professional Management of Housekeeping Operations. John Wiley & Sons.

Course Code: BTH-101P	
1 Semester	
Subject: Accommodation Operations – I (Practical)	
Qualification Level of the course	5
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide an overview of the hotel industry and classification systems. • To introduce the role and importance of the housekeeping department in hotels and institutions. • To equip students with knowledge of planning, organizing, and managing housekeeping operations. • To develop an understanding of front office fundamentals and guestroom management.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Explain the organizational structure and functions of housekeeping. • Identify responsibilities and attributes of housekeeping personnel. • Manage housekeeping operations, including planning, staffing, and documentation. • Understand hotel organization, front office operations, inventories, and guestroom management.
SYLLABUS	
<p>Unit 1: Sample layout of guest rooms; guest room supplies and their correct positioning; cleaning equipment – manual and mechanical.</p> <p>Unit 2: Cleaning agents; public area cleaning; cleaning of different surfaces including wood, silver/EPNS, brass, glass, floor, and wall.</p> <p>Unit 3: Maid’s trolley; familiarization with different types of rooms, their facilities, and surfaces.</p> <p>Unit 4: Servicing guest rooms – checkout, occupied, and vacant; bathroom cleaning; bed making with supplies for day bed and night bed.</p> <p>Unit 5: Records maintenance; guest room inspection; handling of room linen and guest supplies; guest handling techniques.</p>	
Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by the faculty	
<p>Reference Books:</p> <ul style="list-style-type: none"> • Andrews, S. (2013). Hotel Housekeeping: Operations and Management. McGraw-Hill Education. 	

- Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. Oxford University Press.
- Malini Singh & Arora, Jaya B. (2008). Housekeeping Operations, Design and Management. Jaico Publishing House.
- Branson, Joan C. & Lennox, Margaret. Hotel, Hostel, and Hospital Housekeeping. Edward Arnold Ltd.

Course Code: BTH-102T	
1 Semester	
Subject: Food & Beverage Operations – I	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide practical knowledge of guest room layouts, supplies, and cleaning operations. • To train students in the use of cleaning equipment, agents, and bed-making techniques. • To develop professional skills in room servicing, inspection, and guest handling.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate correct placement of guest supplies and effective use of cleaning tools. • Perform bed-making, room servicing, and inspection procedures as per hotel standards. • Apply guest handling skills with professionalism, courtesy, and efficiency
SYLLABUS	
<p>Unit 1: Food Service Industry; sectors of food service industry; types of restaurants; external and internal factors; food and beverage staff of hotel; functions of food and beverage department; organization of food and beverage department; intra and inter-departmental relationships.</p> <p>Unit 2: Food service equipment; purchase considerations for food service; storage of service equipment; ancillary sections; dispense bar; styles of food service; factors influencing style of service.</p> <p>Unit 3: Menu; origin of menu; functions of menu; types of menu; other types of menus; menu of institutional catering – cyclic menu; French classical courses – appetizer, soup, eggs, fish, entrée, joint, sorbet, roast, vegetables, sweets, cheese, fruits, coffee; A la Carte sequence – order of category of continental dishes in A la Carte menu, order of category of Indian dishes in A la Carte menu; menu knowledge; compound butter; examples of dishes and their descriptions for French classical courses.</p> <p>Unit 4: Cover and accompaniments for selected dishes; Indian Table d'hôte menu; add-on menu; menu compiling for existing operations; KOT (Kitchen Order Ticket); guests' feedback.</p> <p>Unit 5: French and culinary terms; French names and writing the menu in French; menu planning – points considered while planning the menu, competition, policy of the establishment, customer, operational aspects, gastronomic standpoint, nutritional aspects, government regulations; compiling A la Carte menu – extensive choice, pricing, waiting time,</p>	

Indian A la Carte menu; compiling continental Table d'hôte menu – compiling menu with choice amongst courses and/or within courses, compiling menu with set number of dishes, one

from each course, Indian Table d'hôte menu, add-on menu; menu compiling for existing operations – KOT, guest feedback, kitchen and service staff's feedback, purchase in-charge's feedback; various types of menus found in hotels; menu as a sales tool.

Assignment: Prepare a presentation/project (specified by the faculty) on any topic suggested by the faculty

Reference Books:

- Lillicrap, D. R. & Cousins, J. A. (2014). *Food and Beverage Service* (9th ed.). Hodder Education.
- Andrews, S. (2013). *Food and Beverage Service: A Training Manual*. Tata McGraw-Hill.
- Singaravelavan, R. (2011). *Food and Beverage Service*. Oxford University Press.
- Cousins, J., Foskett, D., & Gillespie, C. (2019). *Food and Beverage Management* (9th ed.). Pearson.
- Brown, G. (2015). *Food and Beverage Service Manual*. Global Books Organisation.
- Fuller, J. (2017). *Modern Restaurant Service*. Stanley Thornes.

Course Code: BTH-102P	
1 Semester	
Subject: Food & Beverage Operations – I	
Qualification Level of the course	5
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide practical knowledge of guest room layouts, supplies, and cleaning operations. • To train students in the use of cleaning equipment, agents, and bed-making techniques. • To develop professional skills in room servicing, inspection, and guest handling.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate correct placement of guest supplies and effective use of cleaning tools. • Perform bed-making, room servicing, and inspection procedures as per hotel standards. • Apply guest handling skills with professionalism, courtesy, and efficiency
SYLLABUS	
<p>Unit 1 Food service areas; ancillary F&B service areas; familiarization with F&B service equipment; care and maintenance of F&B service equipment; cleaning and polishing of EPNS items; basic technical skills – holding service spoon and fork, carrying a tray/salver, laying and changing tablecloth during service, placing meal plates and clearing soiled plates.</p> <p>Unit 2 Stocking sideboard; service of water; using service plate and crumbing down; napkin folds; changing dirty ashtrays; cleaning and polishing glassware; preparation and service of tea, coffee, juices, soft drinks, mocktails, mineral water, tonic water, cocoa and malted beverages.</p> <p>Unit 3 Table lay-up and service – a la carte cover, table d’hôte cover, English breakfast cover, American breakfast cover, Continental breakfast cover, Indian breakfast cover, afternoon tea cover, high tea cover; tray and trolley set-up and service – room service tray set-up, room service trolley set-up.</p> <p>Unit 4 Preparation for service (restaurant) – organizing mise en scène, organizing mise en place, opening, operating and closing duties; procedure for service of a meal – guest reservations, receiving and seating guests, order taking and recording, order processing, sequence of service, presentation and encashing the bill, presenting and collecting guest comment cards, seeing off the guests.</p> <p>Unit 5 Social skills – handling guest complaints, telephone manners, dining and service etiquettes; special food service (cover, accompaniments and service) – classical hors d’oeuvre, oysters, caviar, smoked salmon, pâté de foie gras, snails, melon, grapefruit, asparagus, cheese,</p>	

dessert (fresh fruit and nuts); service of tobacco – cigarettes and cigars; restaurant French – vocabulary (English and French), French classical menu planning, French for receiving, greeting and seating guests, taking orders and describing dishes.

Assignment: Prepare a presentation/project (specified by the faculty) on any topic suggested by the faculty

Reference Books:

- Lillicrap, D. R. & Cousins, J. A. (2014). *Food and Beverage Service* (9th ed.). Hodder Education.
- Andrews, S. (2013). *Food and Beverage Service: A Training Manual*. Tata McGraw-Hill.
- Singaravelavan, R. (2011). *Food and Beverage Service*. Oxford University Press.
- Cousins, J., Foskett, D., & Gillespie, C. (2019). *Food and Beverage Management* (9th ed.). Pearson.
- Brown, G. (2015). *Food and Beverage Service Manual*. Global Books Organisation.
- Fuller, J. (2017). *Modern Restaurant Service*. Stanley Thornes.

Course Code: BTH-103T	
1 Semester	
Principles of Management in Tourism & Hospitality	
Qualification Level of the course	5
Credit of the Course	4
Type of Course	Discipline Centric Compulsory (DCC)
Delivery type of the Course and Hours	Lecture 60 Hours
Objectives of the course	To provide students with a comprehensive understanding of the foundational principles, concepts, and dynamics of the tourism industry and to explore its economic, cultural, and environmental impacts globally
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • To get an overview of the history and concepts of tourism • To understand the various components of tourism • To identify the emerging trends in the tourism industry • To grasp the various forms and types of tourism
SYLLABUS	
<p>Unit 1: History and Concepts of Tourism: Meaning and Definition, Objectives, Historical Development of Tourism, Concept of Tourism, Typologies of Tourism, Characteristics & Significance of Tourism Industry. Concept of Tourist/ Visitor/ Traveller/ Excursionist. Forms of Tourism- Outbound, Inbound, Domestic, and Internal Tourism. Types of Tours-Free Individual Tour, Group Inclusive Tour.</p> <p>Unit 2: Components of the tourism industry: Five A's Framework of Tourism - Major Components- Accessibility- Types of Transportation and their significance, Air Transportation, Water Transportation, Rail Transportation, Road Transportation. Accommodation- Primary Accommodation- Secondary Accommodation. Attractions- Nature-based, man-made, symbiotic. Minor Components- Activities-Air-based activities, Water-based activities, Land-based activities. Amenities- Ancillary services.</p> <p>Unit 3: Impacts of Tourism: Positive and Negative Impacts of the Tourism Industry - Economic impacts, Environmental impacts, Socio-Cultural impacts, Political Impacts. Emerging trends in the Tourism industry, The role of Technology in the Tourism industry</p> <p>Unit 4: Butler's tourism area life cycle (TALC), Stanely Plog's Model, Crompton's Push and Pull Theory of tourism, new issues and challenges in the Tourism industry, Future of Tourism in India.</p> <p>Unit 5: MOT, ITDC and RTDC, Incredible India Campaign, Tourism Slogans and Punch lines of Indian states, Tourism development schemes in India and Rajasthan. Latest tourism policy of Rajasthan.</p>	
Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty	
Skill Development Activities: <ul style="list-style-type: none"> • Maintain a database of top Airlines, Tour Operators, Hotels, Cruise Operators in India 	

- Analyse the effectiveness of the Incredible India campaign and Athithi Devo bhava campaign. Identify the motivations for a tourist to undertake a leisure vacation.
- Assess the potential of rural tourism destinations in India.
- Draft different types of tourism and allied industries

Reference Books:

- Goeldner, C., & Ritchie, J.R. (2011). Tourism, Principles, Practices, Philosophies. New Jersey: John Wiley.
- Gee, Chuck Y., James C. Makens, and Dexter J.L. Choy. (1997). The Travel Industry, Van Nostrand Reinhold, New York.
- Roday. S, Biwal. A & Joshi. V. (2009). Tourism Operations and Management, Oxford University Press, New Delhi.
- Andrews, S. (2007). Introduction to the tourism and hospitality industry. Tata McGraw-Hill. ·Pran Seth- Successful Tourism Management

Course Code: BTH-104T	
1 Semester	
Subject: Introduction To Tourism	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of course	To provide students with a comprehensive understanding of the foundational principles, concepts, and dynamics of the tourism industry and to explore its economic, cultural, and environmental impacts globally.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • To get an overview of the history and concepts of tourism • To understand the various components of tourism • To identify the emerging trends in the tourism industry • To grasp the various forms and types of tourism
SYLLABUS	
<p>Unit 1: History and Concepts of Tourism: Meaning and Definition, Objectives, Historical Development of Tourism, Concept of Tourism, Typologies of Tourism, Characteristics & Significance of Tourism Industry. Concept of Tourist/ Visitor/ Traveller/ Excursionist. Forms of Tourism- Outbound, Inbound, Domestic, and Internal Tourism. Types of Tours-Free Individual Tour, Group Inclusive Tour.</p> <p>Unit 2: Components of the tourism industry: Five A's Framework of Tourism - Major Components- Accessibility- Types of Transportation and their significance, Air Transportation, Water Transportation, Rail Transportation, Road Transportation. Accommodation- Primary Accommodation- Secondary Accommodation. Attractions- Nature-based, man-made, symbiotic. Minor Components- Activities- Air-based activities, Water-based activities, Land-based activities. Amenities- Ancillary services.</p> <p>Unit 3: Impacts of Tourism: Positive and Negative Impacts of the Tourism Industry - Economic impacts, Environmental impacts, Socio-Cultural impacts, Political Impacts. Emerging trends in the Tourism industry, The role of Technology in the Tourism industry</p> <p>Unit 4: Butler's tourism area life cycle (TALC), Stanely Plog's Model, Crompton's Push and Pull Theory of tourism, new issues and challenges in the Tourism industry, Future of Tourism in India.</p> <p>Unit 5: MOT, ITDC and RTDC, Incredible India Campaign, Tourism Slogans and Punch</p>	

lines of Indian states, Tourism development schemes in India and Rajasthan. Latest tourism policy of Rajasthan.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Skill Development Activities:

- Maintain a database of top Airlines, Tour Operators, Hotels, and Cruise Operators in India
- Analyse the effectiveness of the Incredible India campaign and Athithi Devo Bhava campaign. Identify the motivations for a tourist to undertake a leisure vacation.
- Assess the potential of rural tourism destinations in India.
- Draft different types of tourism and allied industries

Reference Books:

- Goeldner, C., & Ritchie, J.R. (2011). Tourism, Principles, Practices, Philosophies. New Jersey: John Wiley.
- Gee, Chuck Y., James C. Makens, and Dexter J.L. Choy. (1997). The Travel Industry, Van Nostrand Reinhold, New York.
- Roday, S, Biwal. A & Joshi. V. (2009). Tourism Operations and Management, Oxford University Press, New Delhi.
- Andrews, S. (2007). Introduction to the tourism and hospitality industry. Tata McGraw-Hill. ·Pran Seth- Successful Tourism Management

Course Code: BTH-105T	
I Semester	
Subject: Computer Applications in Tourism and Hospitality	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	Skills Enhancement Courses (SEC)
Delivery type of the Course and Hours	Training 45 Hours
Objectives of the course	Equip students with the knowledge and strategies to effectively market tourism products and services in a competitive global landscape.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Understand the Fundamentals of Computer • Work in a Microsoft Word document effectively • Effectively communicate through email
<p>Unit 1: Fundamentals of Computer Introduction – Objectives - Computer, Mobile/ Tablet and their application - Components of a Computer System - Central Processing Unit- Common Input & Output devices - USB ports and Pen Drive - Connecting Power cord, Keyboard, Mouse, Monitor and Printer to CPU</p> <p>Unit 2: Word Processor: Introduction – Objective -Word Processing Basic - Opening Word Processing Package - Title Bar, Menu Bar, - Toolbars & Sidebar - Creating a New Document - Opening and Closing Documents Opening Documents - Save and Save As - Closing Document - Using The Help - Page Setup - Print Preview - Printing of Documents - PDF file and Saving a Document as PDF file - Document manipulation & Formatting - Text Selection - Cut, Copy and Paste - Font, Color, Style and Size selection - Alignment of Text - Undo & Redo - Spelling & Grammar - Shortcut Keys</p> <p>Unit 3: Internet: Introduction – Objectives – Internet - protocols: HTTP, HTTPS, FTP - Concept of Internet & WWW - Website Address and URL - Applications of Internet - Modes of Connecting Internet (Hotspot, Wi-Fi, LAN Cable, Broadband, USB Tethering) - Popular Web Browsers (Internet Explorer/Edge, Chrome, Mozilla Firefox,) - Exploring the Internet - Surfing the web - Popular Search Engines - Searching on Internet</p> <p>Unit 4: E-mail: Introduction -Objectives - Structure - protocols: SMTP, IMAP, POP3 - Opening Email account - Mailbox: Inbox and Outbox - Creating and Sending a new E-mail - CC – BCC- Replying -Mail Merge Forwarding - attachments – Scheduling – Password Protect – Delete.</p> <p>Unit 5: Skill Developments Activities: Use Word document to prepare Resume Draft a Covering letter using Word Processor</p>	
**Assignment: prepare a project on any topic suggested by respective faculty	

Course Code: AECC 1	
I Semester	
Subject: English	
Qualification Level of the course	5
Credit of the Course	2
Type of Course	Ability Enhancement Compulsory Courses (AECC)
Delivery type of the Course and Hours	Lecture 30 Hours
Objectives of the course	To develop students' foundational English language skills, including understanding and constructing basic sentence patterns, using various tenses, converting between direct and indirect speech, transforming active and passive voice, identifying synonyms and antonyms, and employing prefixes and suffixes while enhancing their ability to comprehend and summarize unseen passages
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Improved communication skills: These courses typically focus on developing core reading, writing, speaking, and listening skills. • Stronger critical thinking: English courses often involve analysing texts, evaluating arguments, and forming your own opinions.
SYLLABUS	
UNIT-I Basic Sentence Patterns	
UNIT-II Tenses	
UNIT-III Direct-Indirect Speech Active Passive Voice	
UNIT-IV Synonyms- Antonyms	
Word Formation: Prefix, Suffix, Conversion and Compounding	
UNIT-V Comprehension of an Unseen Passage	
Précis Writing	
Suggested reading: <ul style="list-style-type: none"> • Allen, S. Living English Structure. Pearson India, 2009. • Bright, J.S. Improve Your Idioms and Phrases. Goodwill Publishing House, 2013. • Hornby, A.S. Practical English Grammar - Vols. I & II (E.L.B.S.). OUP, 1997. 	

SEMESTER 2

Course Code	Course Title	L-T-P	Credits	Type of Course	Remarks
BTH-201T	Front Office – I	2-0-0	3	DCC	Theory
BTH-201P	Front Office – I	0-0-2	1	DCC	Practical
BTH-202T	Food Production – I	2-0-0	3	DCC	Theory
BTH-202P	Food Production – I	0-0-2	1	DCC	Practical
BTH-203T	Travel Agency & Tour Operations	4-0-0	4	DCC	Theory
BTH-204T	Hotel Accounting	3-0-0	3	DCC	Theory
BTH-205T	Tourism Geography	2-0-0	3	DCC	Theory
BTH-206T	English	2-0-0	2	AECC	Theory
Total			20		

Course Code: BTH-201T	
II Semester	
Subject: Front Office – I	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide students with a comprehensive understanding of front office operations in the hospitality industry. • To develop professional skills in guest handling, communication, service procedures, and use of equipment. • To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate operational knowledge of housekeeping, front office, and food & beverage service procedures. • Apply problem-solving, teamwork, and customer service skills in real hospitality situations. • Analyze and manage resources, staff, and service styles effectively to ensure guest satisfaction.
SYLLABUS	
<p>Unit 1: Introduction to the Hospitality Industry – Hospitality and tourism industry; Core areas of a hotel; Classification of hotels; Hotel tariff plans; Types of guest rooms.</p> <p>Unit 2: Hotel Organization and Front Office – Hotel organization; Major departments of a hotel; Front office organization; Functional areas, sections, and layout; Organization of front office staff; Duties and responsibilities of front office personnel; Qualities of front office personnel.</p> <p>Unit 3: Front Office Communication – Communication process; The seven C's of communication; Importance of communication; Types of communication: oral, written, non-verbal; Flow of communication: downward, upward, lateral, diagonal; Barriers of communication: semantic, psychological, personal; Interdepartmental communication with housekeeping, food & beverage, sales & marketing, engineering, security, finance, HR, and banquets; Room tariff: room rate designations, meal plans, tariff card, room tariff fixation (cost-based and market-based pricing).</p> <p>Unit 4: Guest Cycle and Reservations – Guest cycle: pre-arrival, arrival, stay, departure, post-departure; Types of reservations: tentative, waitlisted, confirmed; Modes of reservation: written, verbal; Sources of reservation; Manual and automatic systems; Processing reservation requests: inquiry, room availability, acceptance/denial, amendments, cancellations; Reservation reports; Importance of reservations for guests and hotels.</p>	

Unit 5: Registration and Check-in Procedures – Pre-registration and registration; Registration records and process; Check-in procedures in manual, semi-automated, and fully automated hotels.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- Hotel Front Office (Third Edition) - OUP India. (2025, July 22). OUP India. <https://india.oup.com/product/hotel-front-office-9789354978531/>
- Kasavana, M. L., & Brooks, R. M. (2018). *Managing Front Office Operations* (9th ed.). AHLEI.
- Baker, S., Bradley, P., & Huyton, J. (2010). *Principles of Hotel Front Office Operations*. Cengage Learning.
- Bardi, J. A. (2011). *Hotel Front Office Management* (5th ed.). Wiley.
- Negi, J. (2014). *Hotel for Tourism and Hotel Management*. Frank Bros & Co.
- Walker, J. R. (2016). *Introduction to Hospitality* (7th ed.). Pearson.

Course Code: BTH-201P	
II Semester	
Subject: Front Office – I	
Qualification Level of the course	5
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Pre-requisites	12 th
Co-requisites	None
Objectives of the course	<ul style="list-style-type: none"> • To provide students with a comprehensive understanding of front office operations in the hospitality industry. • To develop professional skills in guest handling, communication, service procedures, and use of equipment. • To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate operational knowledge of housekeeping, front office, and food & beverage service procedures. • Apply problem-solving, teamwork, and customer service skills in real hospitality situations. • Analyze and manage resources, staff, and service styles effectively to ensure guest satisfaction.
SYLLABUS	
<p>Unit 1: Appraisal of Front Office Equipment and Furniture – Rack; Front desk counter and bell desk; Filling up of various proforma.</p> <p>Unit 2: Guest Handling Procedures – Welcoming of guests; Telephone handling; Role plays; Reservation procedures; Arrivals and luggage handling; Message and mail handling; Paging.</p> <p>Unit 3: Guest Relations and Reservations – Handling guest complaints; Creating and updating guest profiles; FIT reservation; Drafting welcome letters; Reception and call handling; Sending confirmation letters; Printing registration cards; Add-on reservations; Amending reservations; Cancelling reservations (with deposit and without deposit); Logging onto cashier code.</p> <p>Unit 4: Guest Check-in and Pre-registration – Processing reservation deposits; Pre-registering guests; Entering messages and locators; Placing traces for guests; Check-in procedures for reserved guests, day-use guests, and walk-in guests.</p> <p>Unit 5: Key Control and Guest History – Maintaining guest history; Issuing, verifying, cancelling, and extending keys; Issuing duplicate keys; Programming keys continuously; Re-programming keys; Programming one key for two rooms.</p>	

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- Hotel Front Office (Third Edition) - OUP India. (2025, July 22). OUP India. <https://india.oup.com/product/hotel-front-office-9789354978531/>
- Kasavana, M. L., & Brooks, R. M. (2018). *Managing Front Office Operations* (9th ed.). AHLEI.
- Baker, S., Bradley, P., & Huyton, J. (2010). *Principles of Hotel Front Office Operations*. Cengage Learning.
- Bardi, J. A. (2011). *Hotel Front Office Management* (5th ed.). Wiley.
- Negi, J. (2014). *Hotel for Tourism and Hotel Management*. Frank Bros & Co.
- Walker, J. R. (2016). *Introduction to Hospitality* (7th ed.). Pearson.

Course Code: BTH-202T	
II Semester	
Subject: Food Production – I	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide students with a comprehensive understanding of front office operations in the hospitality industry. • To develop professional skills in guest handling, communication, service procedures, and use of equipment. • To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate operational knowledge of housekeeping, front office, and food & beverage service procedures. • Apply problem-solving, teamwork, and customer service skills in real hospitality situations. • Analyze and manage resources, staff, and service styles effectively to ensure guest satisfaction.
SYLLABUS	
<p>Unit 1: Kitchen Fundamentals – Kitchen equipment; Hygiene, safety, and security in kitchen; Vegetables (classification and cuts); Preparation of salad dressings; Identification and selection of ingredients; Basic cooking methods and pre-preparations.</p> <p>Unit 2: Stocks, Sauces, and Egg Cookery – Types of stocks; Types of sauces; Egg cookery (methods and applications); Demonstration and preparation of simple menus.</p> <p>Unit 3: Soups, Salads, and Basic Preparations – Types of simple salads; Types of soups; Simple egg preparations; Simple potato preparations; Vegetable preparations.</p> <p>Unit 4: Bakery and Confectionery</p> <ul style="list-style-type: none"> • <i>Basic Commodities:</i> Structure of wheat grain; Types of flour; Gluten-free flour; Raising agents; Fats and oils (usage, rendering, clarifying); Milk and dairy products; Cream; Sweeteners. • <i>Bread Fabrication:</i> Principles and ingredients of bread making; Basic faults in bread making; Bread-making equipment; Breads of the world. • <i>Sponges and Cakes:</i> Pastry techniques and principles (sifting, creaming, whisking, rubbing in, folding in, docking, blind baking, rolling, piping, laminating, icing); Ingredients and principles of sponge making; Baking and cooling; Faults and precautions; Equipment used in sponge and cake making. 	

- *Pastes, Creams, Fillings, and Sauces:* Types of pastes (short crust, sweet, choux, marzipan, almond, tuile, puff pastry); Pastry creams and fillings (pastry cream, crème chantilly, butter cream, lemon cream, ganache, etc.); Pastry sauces and flavoring; Faults in sauce making.
- *Laminated Pastries:* Puff pastry and its methods (including inverted puff pastry); Danish pastry, croissant, strudel, phyllo pastry; Preparation and uses; Common faults in laminated pastries.

Unit 5: Indian Cuisine

- *Introduction:* Philosophy of Indian food; Influence of invaders, travelers, regional and religious traditions; Equipment and techniques in Indian cooking; Concepts of slow food and organic food.
- *Condiments, Herbs, and Spices:* Types of spices used; Methods of using spices; Storage and usage tips.
- *Masalas and Pastes:* Blending of spices; Concept of masalas; Pastes used in Indian cuisine.
- *Commodities in Indian Cooking:* Souring, coloring, thickening, tenderizing, flavoring, and aromatic agents.
- *Indian Gravies:* Concepts of gravies and curries; Regional variations; Preparation of basic gravies.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- **Arora, K. (2012).** *Theory of Cookery*. Frank Bros & Co.
- **Philip, T. (2010).** *Modern Cookery for Teaching and Trade*. Orient Blackswan.
- **Gisslen, W. (2018).** *Professional Cooking* (9th ed.). Wiley.
- **Ceserani, V., Foskett, D., & Campbell, J. (2008).** *Practical Cookery* (12th ed.). Hodder Education.
- **Cracknell, H., & Kaufmann, R. (2011).** *Practical Professional Cookery*. Cengage.
- **Raina, U., Varma, S., & Chopra, S. (2015).** *Basic Food Preparation: A Complete Manual*. Orient Blackswan

Course Code: BTH-202P	
II Semester	
Subject: Food Production – I	
Qualification Level of the course	5
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> To provide students with a comprehensive understanding of front office operations in the hospitality industry. To develop professional skills in guest handling, communication, service procedures, and use of equipment. To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> Demonstrate operational knowledge of housekeeping, front office, and food & beverage service procedures. Apply problem-solving, teamwork, and customer service skills in real hospitality situations. Analyze and manage resources, staff, and service styles effectively to ensure guest satisfaction.
SYLLABUS	
<p>Unit 1: Kitchen Fundamentals – Kitchen equipment; Hygiene, safety and security in kitchen; Vegetables – classification and cuts; Preparation of salad dressings; Identification and selection of ingredients; Basic cooking methods and pre-preparations.</p> <p>Unit 2: Stocks, Sauces, and Egg Cookery – Types of stocks; Types of sauces; Egg cookery (methods and applications); Demonstration and preparation of simple menus.</p> <p>Unit 3: Salads, Soups, and Basic Preparations – Types of simple salads; Types of simple soups; Simple egg preparations; Simple potato preparations; Simple vegetable preparations.</p> <p>Unit 4: Meat, Poultry, Fish, and Menu Preparations – Identification of meat cuts; Carcass demonstration; Preparation of basic cuts (lamb and pork chops, tornado, fillet, steaks, escalope); Fish – identification, classification and cuts; Selection and processing of meat, fish and poultry; Slaughtering and dressing; Menu preparation; Salads (Waldorf, fruit, Russian, Niçoise); Soups – cream soups (spinach, vegetable, tomato), purée soups (lentil, peas, carrot), international soups; Fish preparations (Orly, à la anglaise, Colbert, meunière, poached, baked); Entrées (lamb stew, hot pot, shepherd's pie, grilled steaks, lamb/pork chops, roast chicken, grilled chicken, leg of lamb, beef); Simple potato dishes; Simple vegetable dishes; Indian cookery (rice dishes, breads, main courses, vegetable and paneer preparations); Pastry – demonstration and preparation; Cold sweets (honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé); Hot sweets (bread and butter pudding, caramel custard, Albert pudding, Christmas pudding); Indian sweets (gajar ka halwa, kheer).</p>	

Unit 5: Bakery and Confectionery – Bakery equipment; Principles and methods of bread making; Preparation of simple cakes; Preparation of simple cookies; Hot and cold desserts.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by the faculty

Reference Books:

- **Arora, K. (2012).** *Theory of Cookery*. Frank Bros & Co.
- **Philip, T. (2010).** *Modern Cookery for Teaching and Trade*. Orient Blackswan.
- **Gisslen, W. (2018).** *Professional Cooking* (9th ed.). Wiley.
- **Ceserani, V., Foskett, D., & Campbell, J. (2008).** *Practical Cookery* (12th ed.). Hodder Education.
- **Cracknell, H., & Kaufmann, R. (2011).** *Practical Professional Cookery*. Cengage.
- **Raina, U., Varma, S., & Chopra, S. (2015).** *Basic Food Preparation: A Complete Manual*. Orient Blackswan

Course Code: BTH-203T	
II Semester	
Subject: Travel Agency & Tour Operations	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of course	By successfully completing these units, students will gain a solid foundation in hospitality accounting principles and practices. They will be equipped to interpret financial statements, record transactions accurately, and contribute to cost control measures within the hotel environment.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Foundational understanding of hospitality accounting principles and gain practical skills in recording transactions, preparing basic financial statements. • Utilizing subsidiary books. This knowledge base will equip them to contribute to the financial management of a hospitality business.
SYLLABUS	
<p>Unit –I Hospitality accounting – Meaning of Book- keeping and Accounting, Basic Accounting Terminology, Objectives, Users of Accounting Information, Accounting Concepts and Conventions, Advantage and Limitations of Accounting.</p> <p>Unit -2 Accounting Transactions – Accounting Equation, Journal meaning and Step of Journal Entry, classification of Accounts, Rules of Journal Entries, Ledger Posting- Guest Billing, Vouchers, Trial balance.</p> <p>Unit -3 Final Accounts- Trading Account, Profit and Loss account and Balance Sheet with Numerical Problems.</p> <p>Unit -4 Subsidiary Books- Types of Subsidiary books, Advantages, Cash book – Single and Double column, Purchase book, Sales book.</p> <p>Unit -5 Cost Concept and Cost Sheet, Material Control- Store Purchase Order – Stores requisition, Stores ledger- LIFO and FIFO.</p> <p>**Assignment: Prepare a presentation/project as suggested by faculty.</p>	
<p>Books for Reference</p> <ul style="list-style-type: none"> • 1.Financial Accounting - Jain, Khandelwal, Pareek. • 2.Accounting Volume-I – Rawat. • 3.An Introduction to Accounting- S.k. Maheshwari. 4.Cost Accounting- M.L. Agrawal. • 5. Accounting Principles – Shakshi Gupta. • Note: Any other Latest Edition of reference/text books can be included 	

Course Code: BTH-204T	
II Semester	
Subject: Hotel Accounting	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of course	By successfully completing these units, students will gain a solid foundation in hospitality accounting principles and practices. They will be equipped to interpret financial statements, record transactions accurately, and contribute to cost control measures within the hotel environment. This knowledge will be valuable for pursuing careers in various hotel departments, including finance, accounting, and revenue management.
Learning Outcomes	By successfully completing this course, students will develop a foundational understanding of hospitality accounting principles and gain practical skills in recording transactions, preparing basic financial statements, and utilizing subsidiary books. This knowledge base will equip them to contribute to the financial management of a hospitality business.
SYLLABUS	
<p>Unit –I Hospitality accounting – Meaning of Book- keeping and Accounting, Basic Accounting Terminology, Objectives, Users of Accounting Information, Accounting Concepts and Conventions, Advantage and Limitations of Accounting.</p> <p>Unit -2 Accounting Transactions – Accounting Equation, Journal meaning and Step of Journal Entry, classification of Accounts, Rules of Journal Entries, Ledger Posting- Guest Billing, Vouchers, Trial balance.</p> <p>Unit -3 Final Accounts- Trading Account, Profit and Loss account and Balance Sheet with Numerical Problems.</p> <p>Unit -4 Subsidiary Books- Types of Subsidiary books, Advantages, Cash book – Single and Double column, Purchase book, Sales book.</p> <p>Unit -5 Cost Concept and Cost Sheet, Material Control- Store Purchase Order – Stores requisition, Stores ledger- LIFO and FIFO.</p>	
Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty	
Reference Books: <ul style="list-style-type: none"> 1.Financial Accounting - Jain, Khandelwal, Pareek. 2.Accounting Volume-I – Rawat. 3.An Introduction to Accounting- S.k. Maheshwari. 4.Cost Accounting- M.L. Agrawal. Accounting Principles – Shakshi Gupta. Note: Any other Latest Edition of reference/text books can be included 	

Course Code: BTH-205T	
II Semester	
Subject: Geography For Tourism	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of course	To provide students with a comprehensive understanding of the geographical principles essential to tourism, including the study of physical and cultural geography, climatic zones, and their impacts on travel, as well as practical skills in map reading, understanding IATA codes, and the geographical resources that drive tourist attractions.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • To understand and to be familiar with the global geography concerning budding tourism professionals • To know about geography and its relationship with various disciplines • Branches of Geography, Understand IATA
SYLLABUS	
<p>Unit 1 Introduction to Geography: Elements of Geography, Branches of Geography (based on systematic approach- Physical, Human & Biogeography) Importance of Geography in Tourism, World's Climatic Zones, Latitude & Longitude</p> <p>Unit 2 An Introduction to Geographical Components of Tourism: Resources of Geography as a Tourist Attraction, Glimpses of Geographical Resources - Tourism Models (Leiper's & Gunn's model), Significance of Geography in Tourism</p> <p>Unit 3 IATA Areas, Code and GMT Time: Areas, Sub Areas and Sub-Regions As per International Air Transport Organization (IATA), IATA Three Letter City Code, Two Letter Airlines and Airport Code, International Date Line, Time Zones, Greenwich Mean Time, Calculation of Local Time, Flying Time, Grounding Time, Elapsed Time, Daylight Saving Time</p> <p>Unit 4 Defining Location and its Connection with Tourism: An Introduction to Maps and Their Types, Representation of Maps, Map Reading Procedure, Significance of Map Reading in Tourism</p> <p>Unit 5 Introduction to Relief & Physiographic Divisions of India: Himalayan Region, Plains of India, Peninsular Plateau, Island Territories of India</p>	
Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty	
Reference Books: <ul style="list-style-type: none"> • Strahler A.N. (1969), Physical Geography, Third Edition, Willey International. • Ahmed. E. (1985). Geomorphology. Kalyani Publisher, New Delhi • Singh, S. (2008). Physical Geography. Prayag Pustak Bhawan. • Burton, R. (1995). Travel Geography. Pitman Publishing, Marlow Essex. • C. Michael Hall & Stephen J. Page (2006). The Geography of Tourism and Recreation- Environment, Place and Space. Third Edition, Routledge, London. 	

पाठ्यक्रम कोड: AECC 2	
द्वितीय सेमेस्टर	
विषय हिन्दी	
पाठ्यक्रम कोड	AECC 1
विषय	हिन्दी
पाठ्यक्रम का योग्यता स्तर	5
पाठ्यक्रम का श्रेय	2
पाठ्यक्रम का प्रकार	योग्यता संवर्धन अनिवार्य पाठ्यक्रम (AECC 1)
पाठ्यक्रम का वितरण प्रकार और घंटे	व्याख्यान 30 घंटे
आवश्यक शर्तें	12 th
सह आवश्यक वस्तुएँ	कोई नहीं
बेशक उद्देश्य	विद्यार्थियों को हिंदी भाषा के विकास और संरचना की व्यापक समझ प्रदान करना, जिसमें इसके ऐतिहासिक विकास, शब्दों का वर्गीकरण, व्याकरणिक श्रेणियाँ, और भाषाई विशेषताएँ जैसे विलोम शब्द, पर्यायवाची शब्द, और समास शामिल हैं
सीखने के परिणाम	<p>पाठ्यक्रम के सफल समापन पर, छात्र सक्षम होंगे</p> <ul style="list-style-type: none"> हिंदी भाषा के विकास का विश्लेषण करना, इसकी ऐतिहासिक जड़ों की खोज करना, बोलियों और उप-बोलियों का वर्गीकरण, और इसके गठन पर अन्य भाषाओं का प्रभाव। छात्रों को हिंदी भाषा, भाषा विज्ञान या दक्षिण में आगे के अध्ययन के लिए एक आधार तैयार करेंगे। एशियाई इतिहास। भाषा के विकास और इसे प्रभावित करने वाले कारकों का विश्लेषण करेंगे तो उनमें आलोचनात्मक सोच कौशल भी विकसित होगा
पाठ्यक्रम	
<p>इकाई - I हिंदी भाषा का विकास : भाषा की परिभाषा एवं विशेषताएँ, प्राचीन भारतीय आर्यभाषा, मध्यकालीन आर्यभाषा काल और आधुनिक आर्यभाषा का विकास और विशेषताएँ, हिंदी की उपभाषाएँ एवं बोलियाँ।</p> <p>इकाई - II शब्द भेद: विकारी शब्द: संज्ञा, सर्वनाम, विशेषण, क्रिया। अधिकारी शब्द : क्रिया विशेषण, संबंधबोधक, समुच्चयबोधक, विस्मयादिबोधक और निपात।</p> <p>इकाई - III लिंग, वचन, कारक, काल।</p> <p>इकाई - IV संधि, समास, उपसर्ग, प्रत्यय ।</p> <p>इकाई - V विलोम शब्द. पर्यायवाची शब्द, वाक्यांशों के लिए एक शब्द, शब्द-युग्म, अनेकार्थक शब्द।</p>	

SEMESTER 3

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-301T	Accommodation Operations – II	DCC	2-0-0	3
BTH-301P	Accommodation Operations – II	DCC	0-0-2	1
BTH-302T	Food & Beverage Operations – II	DCC	2-0-0	3
BTH-302P	Food & Beverage Operations – II	DCC	0-0-2	1
BTH-303T	Natural Tourism Products of India	DCC	4-0-0	4
BTH-304T	Tourism Marketing	DCC	3-0-0	3
BTH-305T	Airport Operations	DCC	2-0-0	3
BTH-306T	French	AECC	2-0-0	2
Total Credits				20

Course Code: BTH-301T	
III Semester	
Subject: Accommodation Operations – II	
Qualification Level of the course	5
Credit of the Course	3

Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> To develop a comprehensive understanding of housekeeping operations, supervision, and coordination with other hotel departments. To enable students to gain knowledge of budgeting, textiles, linen, laundry, and uniform management in the hospitality industry. To train students in safety, security, ergonomics, pest control, waste management, and sustainable
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> Demonstrate effective housekeeping supervision, staff coordination, and problem-handling skills in hospitality settings. Apply practical knowledge of budgeting, linen and laundry operations, textiles, and uniform management for efficient resource utilization. Implement safety measures, ergonomics, pest control, waste management, and eco-friendly housekeeping practices in hotel operations.
SYLLABUS	
<p>Unit 1: Supervision in Housekeeping; Role of a Supervisor; Specific functions of Supervisor; Housekeeping Control Desk; Forms, Formats, Records and Registers; Coordination with other departments; Handling Telephone calls; Handling difficult situations; Handling Room transfers; Housekeeping Control Desk; Forms, Formats, Records and Registers; Coordination with other departments.</p> <p>Unit 2: Budgeting for Housekeeping Expenses; Types of Budgets; Housekeeping expenses; Budget Planning process; Income statements of the Room Division; Controlling expenses; Textiles – Terminology, Classification and Identification; Textile fibres, yarn, fabric construction.</p> <p>Unit 3: Linen and Laundry Operations; The Linen and Uniform Rooms; Storage of Linen; Linen Exchange; Par Stock; Linen Quality and Linen Control; The Laundry process; Dry Cleaning; Stain Removals; Uniforms – Selection and Design; Establishing Par level for Uniforms; Storage of Uniforms.</p> <p>Unit 4: Sewing Room; Safety and Security; Work Environment Safety; Job Safety Analysis; Potential Hazards in Housekeeping; Safety Awareness and Accident Prevention; Fire Prevention; Dealing with Emergencies; Ergonomics in Housekeeping.</p> <p>Unit 5: Pest Control and Waste Management; Internal Environment; Interior Designing; Hotels Contract Services; Energy and Water Conservation in Housekeeping Operations; First Aid.</p>	
Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty	
Reference Books: <ul style="list-style-type: none"> Andrews, S. (2013). Hotel Housekeeping: Training Manual. Tata McGraw-Hill 	

Education.

- Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management (3rd ed.). Oxford University Press.
- Branson, J.C., & Lennox, M.A. (2016). Hotel, Hostel and Hospital Housekeeping (6th ed.). Hodder Education.
- Malini Singh & S. Andrews. (2011). Textbook of Hotel Housekeeping. Tata McGraw-Hill.
- Jones, N. (2008). Professional Management of Housekeeping Operations. John Wiley & Sons.

Course Code: BTH-301P	
III Semester	
Subject: Accommodation Operations – II	
Qualification Level of the course	5

Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> • To develop a comprehensive understanding of housekeeping operations, supervision, and coordination with other hotel departments. • To enable students to gain knowledge of budgeting, textiles, linen, laundry, and uniform management in the hospitality industry. • To train students in safety, security, ergonomics, pest control, waste management, and sustainable
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate effective housekeeping supervision, staff coordination, and problem-handling skills in hospitality settings. • Apply practical knowledge of budgeting, linen and laundry operations, textiles, and uniform management for efficient resource utilization. • Implement safety measures, ergonomics, pest control, waste management, and eco-friendly housekeeping practices in hotel operations.
SYLLABUS	
<p>Unit 1: Linen and Laundry Layout – Layout of linen room; Layout of uniform room; Layout of laundry.</p> <p>Unit 2: Laundry Operations – Laundry machinery and equipment; Stain removal techniques.</p> <p>Unit 3: Uniforms and Floral Decoration – Flower arrangement (types, styles, and principles); Selection and designing of uniforms.</p> <p>Unit 4: Cleaning and Supervision Techniques – Team cleaning; Inspection checklist; Time and motion study in housekeeping operations.</p> <p>Unit 5: Training and Development – Devising and designing training modules for housekeeping staff.</p>	
<p>Assignment: Prepare a presentation/project (specified by faculty) on any topic Suggested by the faculty</p>	
<p>Reference Books:</p> <ul style="list-style-type: none"> • Andrews, S. (2013). Hotel Housekeeping: Training Manual. Tata McGraw-Hill Education. • Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management (3rd ed.). Oxford University Press. • Branson, J.C., & Lennox, M.A. (2016). Hotel, Hostel and Hospital Housekeeping (6th ed.). Hodder Education. • Malini Singh & S. Andrews. (2011). Textbook of Hotel Housekeeping. Tata McGraw-Hill. 	

- Jones, N. (2008). Professional Management of Housekeeping Operations. John Wiley & Sons.

Course Code: BTH-302T	
III Semester	
Subject: Food & Beverage Operations – II	
Qualification Level of the course	5
Credit of the Course	3

Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To develop professional knowledge and technical skills in food and beverage service operations including restaurant, room service, and specialized service styles. • To enable students to gain a comprehensive understanding of non-alcoholic and alcoholic beverages, their preparation, classification, and service techniques. • To familiarize learners with international beverage culture, wine laws, and food & beverage pairing to enhance guest experience.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate competence in preparing restaurants before and after service, including cover laying, mise en place, and sequence of service. • Apply appropriate techniques for room service operations, gueridon service, order taking, billing systems, and guest handling situations. • Differentiate between various non-alcoholic and alcoholic beverages, explain their production processes, and apply correct methods of service.
SYLLABUS	
<p>Unit 1: Preparing the Restaurant – Before and After Service; Mise en scène; Mise en place; Points to be observed while laying covers; Cover laying procedure; Prior to guest arrival; Cover laying procedure during service; Types of cover – À la carte cover, Table d’hôte cover; Activities after service; Service procedure – meals and snacks; Flow of work; Service procedure for À la carte, lunch and dinner; Breakfast, Brunch and Afternoon Tea; Menu and covers for various breakfast types; Breakfast service in restaurants.</p> <p>Unit 2: Room Service – Location and equipment; Room service equipment; Order taking for room service; Methods of collecting breakfast orders; Gueridon service; Types of trolley and equipment; Maintenance of trolley equipment; Order taking and billing methods; Check-in system in food service operations; Methods of taking food and alcoholic beverage orders; Billing; Handling situations; Billing in different guest dining situations.</p> <p>Unit 3: Non-Alcoholic Beverages – Coffee, faults in coffee; Tea; Milk-based drinks; Aerated drinks; Squashes. Alcoholic Beverages – Methods of preparation; Fermentation and distillation; Classification of alcoholic beverages; Alcoholic strength. Wines – Classification; Grapes and factors influencing wine character; Wine tasting – steps; Winemaking and naming of wines; Fortified wines – types; Vermouth and bitters.</p> <p>Unit 4: Wines of France – French wine laws and classification; Wine-producing regions. Wines of Italy – Italian wine law and classification; Italian wine regions. Wines of Germany, Spain, Portugal, USA, Australia and other countries; Food and wine combinations.</p> <p>Unit 5: Beer – Ingredients and production; Terms used in beer manufacturing; Types of beer. Cider and Perry. Spirits – Whisky, Brandy, Gin, Rum, Vodka, Tequila, Mezcal and other spirits. Liqueurs and Eaux-de-Vie. Service of alcoholic beverages. Cocktails and mocktails. Tobacco.</p>	

Assignment: Prepare a presentation/project (specified by the faculty) on any topic suggested by the faculty
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Reference Books:

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| <ul style="list-style-type: none">• Lillicrap, D. R. & Cousins, J. A. (2014). <i>Food and Beverage Service</i> (9th ed.). Hodder Education.• Andrews, S. (2013). <i>Food and Beverage Service: A Training Manual</i>. Tata McGraw-Hill.• Singaravelavan, R. (2011). <i>Food and Beverage Service</i>. Oxford University Press.• Cousins, J., Foskett, D., & Gillespie, C. (2019). <i>Food and Beverage Management</i> (9th ed.). Pearson.• Brown, G. (2015). <i>Food and Beverage Service Manual</i>. Global Books Organisation.• Fuller, J. (2017). <i>Modern Restaurant Service</i>. Stanley Thornes. |
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Course Code: BTH-302P

III Semester

Subject: Food & Beverage Operations – II

Qualification Level of the course	5
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> • To develop professional knowledge and technical skills in food and beverage service operations including restaurant, room service, and specialized service styles. • To enable students to gain a comprehensive understanding of non-alcoholic and alcoholic beverages, their preparation, classification, and service techniques. • To familiarize learners with international beverage culture, wine laws, and food & beverage pairing to enhance guest experience.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Demonstrate competence in preparing restaurants before and after service, including cover laying, mise en place, and sequence of service. • Apply appropriate techniques for room service operations, gueridon service, order taking, billing systems, and guest handling situations. • Differentiate between various non-alcoholic and alcoholic beverages, explain their production processes, and apply correct methods of service.
SYLLABUS	
<p>Unit 1: Dispense Bar Operations – Organizing mise-en-place; Service of wines; Service of aperitifs; Service of beer; Service of spirits; Service of liqueurs.</p> <p>Unit 2: Wines and Beverages – Wine and drinks list; Matching wines with food.</p> <p>Unit 3: Food & Beverage Outlets – Planning and operating food and beverage outlets.</p> <p>Unit 4: Function Catering – Banquet service; Buffet service.</p> <p>Unit 5: Specialized Services – Gueridon service; Kitchen stewarding.</p>	
Assignment: Prepare a presentation/project (specified by the faculty) on any topic suggested by the faculty	
<p>Reference Books:</p> <ul style="list-style-type: none"> • Lillicrap, D. R. & Cousins, J. A. (2014). <i>Food and Beverage Service</i> (9th ed.). Hodder Education. • Andrews, S. (2013). <i>Food and Beverage Service: A Training Manual</i>. Tata McGraw-Hill. • Singaravelavan, R. (2011). <i>Food and Beverage Service</i>. Oxford University Press. • Cousins, J., Foscett, D., & Gillespie, C. (2019). <i>Food and Beverage Management</i> (9th ed.). Pearson. 	

- Brown, G. (2015). *Food and Beverage Service Manual*. Global Books Organisation.
- Fuller, J. (2017). *Modern Restaurant Service*. Stanley Thornes.

Course Code: BTH-303T	
III Semester	
Subject: Natural Tourism Products of India	
Qualification Level of the course	5
Credit of the Course	4

Type of Course	DCC
Delivery type of the Course and Hours	60
Objectives of course	This course aims to provide a comprehensive understanding of the diverse natural tourism products in India, including the definition, concept, and classification of tourism products. Students will explore the country's rich natural resources, such as islands, beaches, deserts, mountain ranges, and hill stations. The course also covers the significance of national parks, wildlife sanctuaries, biosphere reserves, and UNESCO World Heritage Sites, highlighting their roles in promoting sustainable tourism.
Learning Outcomes	On successful completion of the course, the students will be able to: <ul style="list-style-type: none"> • Identify and Classify Tourism Products: Students will categorize and recognize key tourism attractions in India, including islands, beaches, deserts, mountains, hill stations, national parks, and UNESCO World Heritage Sites. • Understand Tourism Significance: Gain insight into the characteristics and importance of these attractions for tourism development and sustainability. • Apply Knowledge: Apply learned concepts to analyze and assess the tourism potential of diverse regions in India, considering ecological, cultural, and economic factors.

SYLLABUS

Unit 1: Tourism Product Definition, Concept & Classifications, Nature & Characteristics of Tourism Products

Unit 2: Islands and major beaches: Gujarat, Maharashtra, Goa, Karnataka, Kerala, Tamil Nadu, Puducherry, Andhra Pradesh, Odisha, West Bengal, Lakshadweep, Andaman & Nicobar Islands

Deserts: Thar Desert (Great Indian Desert), White Desert (Rann of Kutch), Cold Desert (Ladakh), Spiti Valley

Unit 3: Mountain Ranges:

Himalayas, Western Ghats (Sahyadri Hills), Eastern Ghats, Aravalli Range, Vindhya Range, Satpura Range, Nilgiri Hills, Pir Panjal Range, Dhauladhar Range, Zaskar Range

Major Passes:

Rohtang Pass (Himachal Pradesh), Khardung La (Ladakh, Jammu & Kashmir), Nathu La (Sikkim), Zoji La (Jammu & Kashmir), Baralacha La (Himachal Pradesh–Ladakh)

Major Mountain peaks:

K2, Kangchenjunga Peak, Nanda Devi Peak, Kamet Peak, Saltoro Kangri Peak, Saser kangri Peak, Mamostong Kangri Peak, and Trisul peak.

Hill stations: Gulmarg, Kullu & Manali, Shimla, Mussoorie, Nainital, Panchmarahi, Mahabaleswar, Chikmangulaur, Coorg, Wayanad, Munnar, Ooty, Kodaikanal, Darjeeling, Gangtok, Shillong

Unit 4: Definition and Features of National Parks, Wildlife Sanctuaries and Biosphere Reserves – National Parks are protected areas established to conserve biodiversity, natural landscapes, and wildlife in their natural habitats. Major National Parks in India include Jim Corbett National Park in Uttarakhand, Kaziranga National Park in Assam, Ranthambore National

Park in Rajasthan, Sundarbans National Park in West Bengal, Gir National Park in Gujarat, Bandhavgarh and Kanha National Parks in Madhya Pradesh, Periyar National Park in Kerala, Bandipur National Park in Karnataka, Hemis National Park in Ladakh, and Manas National Park in Assam.

Wildlife Sanctuaries focus on protecting specific species and their habitats while permitting regulated human activities. Prominent examples include Bharatpur Bird Sanctuary (Keoladeo National Park) in Rajasthan, Chinnar Wildlife Sanctuary in Kerala, Indian Wild Ass Sanctuary in Gujarat, Periyar Wildlife Sanctuary in Kerala, Bhadra Wildlife Sanctuary in Karnataka, Jawai Bandh Leopard Conservation Reserve in Rajasthan, Chilika Lake Bird Sanctuary in Odisha, Kutch Desert Wildlife Sanctuary and Kutch Bustard Sanctuary in Gujarat, and Kumarakom Bird Sanctuary in Kerala.

Biosphere Reserves are larger ecologically significant regions aimed at conserving biodiversity along with sustainable use of natural resources, often recognized under UNESCO's Man and Biosphere Programme. Important Biosphere Reserves in India include Nilgiri Biosphere Reserve (Tamil Nadu, Kerala, Karnataka), Gulf of Mannar Biosphere Reserve (Tamil Nadu), Great Nicobar Biosphere Reserve (Andaman and Nicobar Islands), Achanakmar–Amarkantak Biosphere Reserve (Madhya Pradesh, Chhattisgarh), Cold Desert Biosphere Reserve (Himachal Pradesh), Dehang–Dibang Biosphere Reserve (Arunachal Pradesh), Khangchendzonga Biosphere Reserve (Sikkim), Pachmarhi Biosphere Reserve (Madhya Pradesh), Seshachalam Biosphere Reserve (Andhra Pradesh), and Simlipal Biosphere Reserve (Odisha).

Unit 5: Natural UNESCO Sites in India

Note: Visit any museum and report writing on the topic suggested by faculty (handwritten/typed as suggested by faculty)

The report writing structure shall consist of:

- 1. Front page with department and university name with logo, faculty name, and student name with semester and session mentioned)**
- 2. Acknowledgment**
- 3. Index Page**
- 4. Content around 8-10 pages**
- 5. References**

Course Code: BTH-304T	
III Semester	
Subject: Tourism Marketing	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of course	Equip students with the knowledge and strategies to effectively market tourism products and services in a competitive global landscape.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> Marketing is the core of any business activity today. It is therefore important for a manager to understand the concepts of marketing and refer to same in managing, planning and controlling. The objective of this course is to acquaint the participants with concepts and techniques used in marketing both at micro and macro levels.
<p>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.</p> <p>Unit 2: Market targeting: Concept of market segmentation; targeting and positioning. Types of segmentation; Marketing mix.</p> <p>Unit 3: Product issues: Types of products; product mix dimensions; product strategies, product life cycle.</p> <p>Unit 4: Pricing: Concept of price, factor influencing tourism pricing, method of price fixation; pricing strategies. Distribution channels- Nature importance distribution system. Marketing intermediaries.</p> <p>Unit 5: Promotion: Concept of Promotion and Communication; objectives and importance of marketing promotion and communication; promotion mix; components of promotion mix; factor affecting promotion mix, types of marketing promotion and communication tools.</p> <p>** Assignment: Prepare a project on a topic suggested by the faculty.</p>	

Course Code: BTH-305T	
III Semester	
Subject: Airport Operations	
Qualification Level of the course	5
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45
Objectives of the course	aims to provide students with a comprehensive understanding of aviation management, covering its history, regulatory bodies, air journey principles, airport management, computer reservation systems, and practical knowledge of Amadeus software for efficient airline operations
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Comprehend Aviation Evolution: Understand aviation history, regulatory bodies, and major conventions. • Master Air Journey Principles: Grasp international sale indicators, airfares, and airport codes. • Handle Airport Operations: Learn travel documentation, check-in formalities, and baggage handling. • Utilize Amadeus Software: Gain practical skills in reservation systems, PNR creation, and fare display.
SYLLABUS	
<p>Unit 1: Evolution and Introduction: Aviation History-Open Sky Policy - Freedoms of Air - Functions and Roles of ICAO, IATA, DGCA and Airport Authority of India - Types of Airlines - Types of Aircrafts-Manufacturing Companies: Boeing, Air Bus; International Conventions: The Chicago Convention -The Warsaw Convention - The Montreal Convention; Licensing of Air Carriers - Limitations of Weights and Capacities.</p> <p>Unit 2: Anatomy of Air Journey: International Sale Indicators - Global Indicators - Types of Air Fares - Three Letter City and Airport Code - Airline Designated Code - Mileage Principles - MPM, TPM, EMA, EMS, HIP - Currency Regulation - Special Fares</p> <p>Unit 3: Airport Management: Travel Documentations – Types of Airports - Airport Facilities - Check-in Formalities - In-flight Services - Classes of Service and Comfort - Special Passengers - Baggage Handling – Procedures and Practices.</p> <p>Unit 4: Computer Reservation System: Ticketing – GSAs - Online Booking System – Web - Checking Machine Readable Travel Documents - Frequent Flyers - Miscellaneous Charges Order (MCO) - Multiple Purpose Document (MPD) - Billing and Settlement Plan</p> <p>Unit 5: Amadeus Software – Encoding and decoding - Flight availability - Alternative Availability Entry - Selling from Availability - Selling or Waitlist by Flight Number - PNR Creation Editing and Retrieval of PNR - Fare Display - Seat assignment – Advance Seating Request Queue Functions - Miscellaneous Entries</p> <p>**Visit the Airport and report writing on topic suggested by faculty (handwritten/typed as suggested by faculty. The report writing structure shall consist of:</p> <ol style="list-style-type: none"> 1. Front page with department and university name with logo, faculty name, and 	

<p>student name with semester and session mentioned)</p> <p>2.Acknowledgement</p> <p>3. Index Page</p> <p>4. Content around 8-10 pages</p> <p>5. References</p>
<p>Reference Books:</p> <ul style="list-style-type: none"> • Rodwell. J.F. (2010). Essentials of Aviation Management: A Guide for Aviation Service Businesses. United States: Kendall Hunt Publishing Company. • Negi. J. (2005). Air Travel Ticketing and Fare Construction. New Delhi: Kanishka. • Cook. G. N., & Billig. B. G. (2017). Airline Operations and Management. London: Routledge. • Singh. R. (2008), Handbook of Global Aviation Industry and Hospitality Services. New Delhi: Kanishka Publishers. • E - Pathshala. (2018). Retrieved from E - Pathshala an MHRD Project Website: http://epgp.inflibnet.ac.in/ahl.php?csrno=1827 Select – P-03. • IATA Training Manual

Course Code: AECC 3	
III Semester	
Subject: French	
Qualification Level of the course	5
Credit of the Course	2
Type of Course	AECC
Delivery type of the Course and Hours	30
Objectives of course	Master verb conjugation in the present tense (regular, irregular, reflexive) for all three forms (affirmative, negative, interrogative). Develop basic conversational skills by introducing oneself, others, hobbies, and daily life details (days, months, numbers, time, countries, monuments).
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Understand basic of French language • Learn basic vocabulary and grammar in French • Able to introduce themselves in French
SYLLABUS	
<p>Unit 1:- Understanding the verbal system - The three groups of verbs and the three forms -affirmative, negative and interrogative in the present tense.</p> <p>Unit 2:- Salutation, Professions, Nationalities, Presentation of oneself Introducing others Loisirs (Hobbies) Classroom Description, Les Jours de la semaine (the days of the week), Les mois de L'annee (The months of the year), Nombres - 1 to 100, Regarder L'heure et les années (Seeing Times & Years), Les pays et les monuments (Countries and monuments)</p> <p>Unit 3:- Understanding the three groups of verbs and the three forms – affirmative, negative and interrogative in Future Tense. Family Description Maison (House) Meals & Beverages (4 meals) Vegetables, fruits & Drinks, Passport Letter writing - general Bio-Data Paris & the tourist attractions</p> <p>Unit 4:- Grammaire, Article Defini, Article Indefini Prepositions ,Contracts, Adjectif Qualificatif, Singulier Pluriel, Pronominal, Negation, Contaires, Question Formation & Exercices</p> <p>Unit 5: Imperatif Negation Adjectifs Masculin-Feminin prepositions, Conjugaisons, Adjectifs demonstratifs, Pronoms Personnelles & Exercices</p>	
**Assignment: Prepare topic to speak in classroom suggested by faculty	
<p>Suggested Readings:</p> <ol style="list-style-type: none"> 1. Bienvenue En France, Tome I by A. Monnerie. Chapters 8-13 Course De Langue Dt De 2. Civilisation Francaises. Book I. by G. Mauger. Chapters 15-22. 	

SEMESTER 4

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-401T	Front Office II	DCC	2-0-0	3
BTH-401P	Front Office II (Practical)	DCC	0-0-2	1
BTH-402T	Food Production II	DCC	2-0-0	3
BTH-402P	Food Production II (Practical)	DCC	0-0-2	1
BTH-403T	Cultural & Heritage Tourism of India	DCC	4-0-0	4
BTH-404	Itinerary Preparation and Tour Packaging	DCC	3-0-0	3
BTH-405	Research Methods in Tourism & Hospitality	DCC	2-0-0	3
BTH-406	Food, Nutrition, and Safety	AECC	2-0-0	2
Total Credits				20

Course Code: BTH-401T	
IV Semester	
Subject: Front Office – II	
Qualification Level of the course	6
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> • To familiarize students with the fundamental concepts, procedures, and practices related to the concerned department of hotel operations. • To provide knowledge of tools, equipment, and techniques essential for professional hospitality services. • To develop practical skills through demonstrations, simulations, and hands-on training. • To enable students to understand the importance of guest satisfaction, service standards, and operational efficiency.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Operate and maintain relevant equipment, tools, and software used in hotel operations. • Analyze and evaluate departmental processes to ensure efficiency, accuracy, and guest satisfaction. • Exhibit teamwork, professional etiquette, and managerial responsibility in hospitality environments. • Design and prepare documents, checklists, and records required for smooth functioning of the department.
SYLLABUS	
<p>Unit 1: Guest Services – Various guest services; Handling guest mails; Custody and control of keys; Guest paging; Safe deposit lockers; Guest room change; Left luggage handling; Types of guest complaints; Handling guest complaints; Check-out and settlement; Departure procedure (fully automated system); Modes of settlement of bills; Foreign exchange; Cash settlement; Potential check-out problems and solutions.</p> <p>Unit 2: Front Office Accounting – Types of accounts; Vouchers; Folios; Ledgers; Front Office accounting cycle; Creation of accounts; Maintenance of accounts; Settlement of accounts; Night auditing; Night auditor duties and responsibilities; Night audit process; Verifying no-shows; Preparing reports.</p> <p>Unit 3: Safety and Security – Hotel security staff and system; Role of front office in security; Control of room keys; Emergency procedures and guest safety measures.</p> <p>Unit 4: Computer Applications in Front Office – Property Management System (PMS); Applications of PMS in front office; Different types of PMS; Role of technology in guest services; Methods of measuring hotel performance.</p> <p>Unit 5: Evaluating Hotel Performance – Key performance indicators (KPIs); Occupancy percentage; Average Daily Rate (ADR); Revenue per Available Room</p>	

(RevPAR); Market share index; Forecasting and performance analysis.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- Hotel Front Office (Third Edition) - OUP India. (2025, July 22). OUP India. <https://india.oup.com/product/hotel-front-office-9789354978531/>
- Kasavana, M. L., & Brooks, R. M. (2018). *Managing Front Office Operations* (9th ed.). AHLEI.
- Baker, S., Bradley, P., & Huyton, J. (2010). *Principles of Hotel Front Office Operations*. Cengage Learning.
- Bardi, J. A. (2011). *Hotel Front Office Management* (5th ed.). Wiley.
- Negi, J. (2014). *Hotel for Tourism and Hotel Management*. Frank Bros & Co.
- Walker, J. R. (2016). *Introduction to Hospitality* (7th ed.). Pearson.

Course Code: BTH-401P	
IV Semester	
Subject: Front Office – II	
Qualification Level of the course	6
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> • To provide students with in-depth knowledge of larder and cold kitchen operations. • To familiarize students with charcuterie, appetizers, garnishes, and sandwich preparations. • To explore the diversity of regional Indian cuisines, traditional cooking methods such as dum and tandoor, and their cultural significance. • To study the preparation, history, and regional variations of Indian sweets and home-style cooking.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> • Explain the layout, functions, and operations of a larder kitchen. • Identify and prepare charcuterie products, appetizers, and sandwiches with appropriate garnishes. • Demonstrate knowledge of popular herbs and wines and their application in cooking. • Recognize regional Indian cuisines and practice traditional cooking methods such as dum and tandoor. • Prepare Indian sweets and home-style dishes, adapting them for modern hospitality operations. •
SYLLABUS	
<p>Unit 1: Reservation and Guest Handling – Hot function keys; Create and update guest profiles; Send confirmation letters; Print registration cards; Make FIT and group reservations; Make add-on reservations; Amend reservations; Cancel reservations (with and without deposit); Log onto cashier code; Process reservation deposits; Pre-register a guest; Put message and locator for a guest; Put trace for guest; Check-in procedures (reserved guest, day-use, walk-in); Maintain guest history.</p> <p>Unit 2: Guest Folios and Financial Transactions – Make sharer reservation; Add a sharer to a reservation; Make A/R accounts; Reservations via travel agent/company/individual; Check and update guest folios; Process charges for in-house and non-resident guests; Handle allowances, discounts, and packages; Process advance payments; Put routing instructions; Print guest folios during stay; Foreign currency and cheque exchange; Guest check-out by cash and credit card; Check-out without closing folio (skipper accounts); Check-out using city ledger;</p>	

Print folios during check-out; Close bank at shift end; Check room rate and variance report; Tally allowances, paid outs, forex at night; Generate credit check report.

Unit 3: HMS Training – Key Operations – Hot function keys; Enter messages; Enter locators; Check-in procedures (first-time guest, existing reservation, day-use); Issue, verify, cancel, duplicate, and extend keys; Print and prepare registration cards; Programme keys continuously; Programme one key for two rooms; Re-programme keys.

Unit 4: Reservation and Front Office System Operations – Make reservations; Create and update guest profiles; Update and print guest folios; Make sharer reservations; Feed remarks in guest history; Add a sharer; Make add-on and group reservations; Amend reservations; Room changes on the system; Log onto cashier code; Close bank at shift end; Routing instructions; Process charges; Guest check-out and folio closing; Process deposits (arriving and in-house guests); Room rate variance reports; Process part settlements; Night audit procedures – tally allowances, paid outs, forex; Pre-register a guest.

Unit 5: Advanced Front Office Operations – Handle extension of guest stay; Handle deposits and check-ins with vouchers; Post payments; Print checked-out guest folios; Check-out using foreign currency; Settle city ledger balances; Payments for room only to travel agents; Handle banquet event deposits; Prepare for sudden system shutdowns; Check-out standing batch totals; Generate credit check reports; Process late charges (third party and credit card); System shutdown check-out procedures; Handle part settlements for long-staying guests; Manage paymaster folios; Handle bills on hold.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- Hotel Front Office (Third Edition) - OUP India. (2025, July 22). OUP India. <https://india.oup.com/product/hotel-front-office-9789354978531/>
- Kasavana, M. L., & Brooks, R. M. (2018). *Managing Front Office Operations* (9th ed.). AHLEI.
- Baker, S., Bradley, P., & Huyton, J. (2010). *Principles of Hotel Front Office Operations*. Cengage Learning.
- Bardi, J. A. (2011). *Hotel Front Office Management* (5th ed.). Wiley.
- Negi, J. (2014). *Hotel for Tourism and Hotel Management*. Frank Bros & Co.
- Walker, J. R. (2016). *Introduction to Hospitality* (7th ed.). Pearson.

Course Code: BTH-402T	
IV Semester	
Subject: Food Production – II	
Qualification Level of the course	6
Credit of the Course	3
Type of Course	DCC
Delivery type of the Course and Hours	45 Hours
Objectives of the course	<ul style="list-style-type: none"> To provide students with a comprehensive understanding of front office operations in the hospitality industry. To develop professional skills in guest handling, communication, service procedures, and use of equipment. To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> Operate and maintain relevant equipment, tools, and software used in hotel operations. Analyze and evaluate departmental processes to ensure efficiency, accuracy, and guest satisfaction. Exhibit teamwork, professional etiquette, and managerial responsibility in hospitality environments. Design and prepare documents, checklists, and records required for smooth functioning of the department.
SYLLABUS	
<p>Unit 1: Larder and Cold Kitchen Section & Function of Larder Kitchen – Definition; Role in a Hotel; Storage of Perishable Foods.</p> <ul style="list-style-type: none"> Layout of Larder – Cold Room, Freezers, Work Tables, Cutting Area. Charcuterie Products – Ham; Bacon; Gammon; Galantines; Ballotines; Dodines; Pâtés; Terrine. Appetizers & Garnishes – Classification of Appetizers; Garnishing of Hors d'Oeuvres. Sandwiches – Types of Sandwiches; Parts of a Sandwich; Uses in Catering. Herbs & Wines in Cooking – Popular Herbs (Parsley, Basil, Thyme, Rosemary, Mint, Coriander); Wines in Cooking (Red, White, Fortified Wines and Uses). <p>Unit 2: Western & Oriental Cuisines Western Cuisines – Italian; Mediterranean; Mexican; European; French; UK; Scandinavian; German.</p> <ul style="list-style-type: none"> Western Plated Food & Presentation – Concept of Plate Presentation; Merging of Flavours; Shapes & Textures on the Plate. Health Food – Concept & Importance; Types of Nutrients; Balanced Diet & Nutritional Analysis. Oriental Cuisines – Chinese; Japanese; Thai. <p>Unit 3: Volume Cookery & Catering Equipment in Volume Cookery – Selection; Care</p>	

& Maintenance.

- Types of Volume Catering Establishments – Institutional Catering; Industrial Catering; Army Mess; Hospital Catering; Off-premise Catering; Theme Banquet.
- Specialized Catering Units – Central Processing Units; Airline Catering; Railway Catering; Marine Catering.
- Purchasing & Indenting – Principles of Indenting for Volume Feeding; Planning for Volume Catering.
- Design & Space Utilization – Basic Stages of Designing; Optimum Utilization of Space; Selection of Equipment.
- Staffing & Resourcing – Planning Manpower for Large-scale Catering.

Unit 4: Regional Cuisines of India State-wise Regional Cuisines – North, South, East, West & Central Indian Cuisines.

- Dum Cooking – Origin & History; Special Equipment (Handi, Sealed Lids); Classical Dishes.
- Tandoor Cooking – Origin & History; Types of Tandoors (Clay, Electric, Gas); Uses in Indian Cuisine.
- Meat Processing & Kebabs – Basic Marinating Techniques; Role of Ingredients in Kebabs; Types of Kebabs.
- Rice Cooking in India – Regional Cultivation & History; Types of Rice; Basic Preparation Methods; Common Indian Rice Preparations (Pulao, Biryani, Khichdi, Curd Rice).

Unit 5: Indian Sweets & Traditional Home-Style Cooking Indian Sweets – Kongeh Phiran (Sooji Phirni with Saffron); Aatte Phirin (Wheat Flour Phirni); Halwa (Sooji, Atta, Moong Dal); Chutneys.

- Origin & History of Indian Sweets – Regional Influences; Ingredients Used (Milk, Ghee, Sugar, Dry Fruits).
- Equipment for Preparation – Kadai, Tandoor, Grinder, Chakla-Belan.
- Traditional Home-Style Cooking – Concept of Ghar ka Khana; Demand in Five-Star Hotels; Adaptation of Home-Style Dishes in Hotel Menus.
- Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by faculty

Reference Books:

- **Arora, K. (2012).** *Theory of Cookery*. Frank Bros & Co.
- **Philip, T. (2010).** *Modern Cookery for Teaching and Trade*. Orient Blackswan.
- **Gisslen, W. (2018).** *Professional Cooking* (9th ed.). Wiley.
- **Ceserani, V., Foskett, D., & Campbell, J. (2008).** *Practical Cookery* (12th ed.). Hodder Education.
- **Cracknell, H., & Kaufmann, R. (2011).** *Practical Professional Cookery*. Cengage.
- **Raina, U., Varma, S., & Chopra, S. (2015).** *Basic Food Preparation: A Complete Manual*. Orient Blackswan

Course Code: BTH-402P	
IV Semester	
Subject: Food Production – II	
Qualification Level of the course	6
Credit of the Course	1
Type of Course	DCC
Delivery type of the Course and Hours	30 Hours
Objectives of the course	<ul style="list-style-type: none"> To provide students with a comprehensive understanding of front office operations in the hospitality industry. To develop professional skills in guest handling, communication, service procedures, and use of equipment. To prepare students for supervisory and managerial responsibilities in hotel operations through practical and theoretical knowledge.
Learning Outcomes	<p>On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> Demonstrate operational knowledge of housekeeping, front office, and food & beverage service procedures. Apply problem-solving, teamwork, and customer service skills in real hospitality situations. Analyze and manage resources, staff, and service styles effectively to ensure guest satisfaction.
SYLLABUS	
<p>Unit 1: Kitchen Fundamentals – Kitchen equipment; Hygiene, safety and security in kitchen; Vegetables – classification and cuts; Preparation of salad dressings; Identification and selection of ingredients; Basic cooking methods and pre-preparations.</p> <p>Unit 2: Stocks, Sauces, and Egg Cookery – Types of stocks; Types of sauces; Egg cookery (methods and applications); Demonstration and preparation of simple menus.</p> <p>Unit 3: Salads, Soups, and Basic Preparations – Types of simple salads; Types of simple soups; Simple egg preparations; Simple potato preparations; Simple vegetable preparations.</p> <p>Unit 4: Meat, Poultry, Fish, and Menu Preparations – Identification of meat cuts; Carcass demonstration; Preparation of basic cuts (lamb and pork chops, tornado, fillet, steaks, escalope); Fish – identification, classification and cuts; Selection and processing of meat, fish and poultry; Slaughtering and dressing; Menu preparation; Salads (Waldorf, fruit, Russian, Niçoise); Soups – cream soups (spinach, vegetable, tomato), purée soups (lentil, peas, carrot), international soups; Fish preparations (Orly, à la anglaise, Colbert, meunière, poached, baked); Entrées (lamb stew, hot pot, shepherd's pie, grilled steaks, lamb/pork chops, roast chicken, grilled chicken, leg of lamb, beef); Simple potato dishes; Simple vegetable dishes; Indian cookery (rice dishes, breads, main courses, vegetable and paneer preparations); Pastry – demonstration and preparation; Cold sweets (honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé); Hot sweets (bread and butter pudding, caramel custard, Albert pudding, Christmas pudding); Indian sweets (gajar ka halwa, kheer).</p>	

Unit 5: Bakery and Confectionery – Bakery equipment; Principles and methods of bread making; Preparation of simple cakes; Preparation of simple cookies; Hot and cold desserts.

Assignment: Prepare a presentation/project (specified by faculty) on any topic suggested by the faculty

Reference Books:

- **Arora, K. (2012).** *Theory of Cookery*. Frank Bros & Co.
- **Philip, T. (2010).** *Modern Cookery for Teaching and Trade*. Orient Blackswan.
- **Gisslen, W. (2018).** *Professional Cooking* (9th ed.). Wiley.
- **Ceserani, V., Foskett, D., & Campbell, J. (2008).** *Practical Cookery* (12th ed.). Hodder Education.
- **Cracknell, H., & Kaufmann, R. (2011).** *Practical Professional Cookery*. Cengage.
- **Raina, U., Varma, S., & Chopra, S. (2015).** *Basic Food Preparation: A Complete Manual*. Orient Blackswan

Course Code: BTH-403T	
IV Semester	
Subject: Cultural & Heritage Tourism Products of India	
Qualification Level of the course	6
Credit of the Course	4
Type of Course	DCC
Delivery type of the Course and Hours	60
Pre-requisites	12 th
Co-requisites	None
Objectives of course	To provide a comprehensive understanding of Indian culture, major architectural monuments, classical arts, and key tourism circuits, highlighting their significance and relationship with tourism.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Understand Indian Culture: Comprehend the fundamentals of Indian culture and its relationship with tourism. • Identify Key Monuments: Recognize major Buddhist, Jain, Hindu, and Indo-Islamic monuments and religious pilgrimage centres. • Appreciate Indian Arts: Gain knowledge of classical dances, music, and folk traditions of India. • Explore Tourism Circuits: Identify and understand major tourism circuits in India, including cultural and geographical highlights.
SYLLABUS	
<p>Unit 1 Introduction: Concept & definition of Culture & Heritage, Types of Cultural Heritage Tourism, Characteristics of Indian Culture, Significance of Cultural Heritage Tourism in India</p> <p>Unit 2 Major Architecture Monuments – Phases Indian Architecture – Ancient, Medieval & Modern Different Styles of Architecture: Nagara Style, Dravidian Style, Vesara Style</p> <p>Unit 3 Classical Dances of India, Classical Music of India, Folk Dances of India, Folk Instruments of India</p> <p>Unit 4 Major Festivals of India: National Festivals- Republic Day & Independence Day Religious Festivals- Hindu Festivals: Diwali or Deepawali, Holi, Janmashtami, Makar Sankranti and Ganesh Chaturthi Muslim Festivals: Ramdan, Eid-ul-Fitr, Milad-Un-Nabi and Muharram Sikh Festivals: Gurupurab, Maghi and Vaisakhi Christian Festivals: Christmas and Easter Buddhist Festivals: Buddha Purnima and Losar Festival Jain Festivals: Mahavir Jayanti and Mahamastakabhisheka Sindhi Festivals: Cheti Chand and Chaliho Sahib Parsi Festivals: Navruz and Zartosht No- Diso Major Fairs of India:</p>	

Kumbh Mela, Pushkar Fair, Desert Festival, Surajkund Mela, Goa Carnival, Hemis Gompa Mela, Ambubasi Fair and Ganga Sagar Mela

Unit 5 Important Tourism Circuits: Golden Triangle - Delhi, Agra and Jaipur,
Southern triangle: Mahabalipuram - Kanchipuram and Madurai,
Buddhist circuit - Lumbini, Bodhgaya, Sarnath and Kushinagpur
Green triangle - Guwahati, Shillong and Kaziranga
Desert Circuit: Jodhpur, Jaisalmer, Bikaner
Char Dham Circuit- (Badrinath-Kedarnath-Gangotri-Yamunotri)

****Assignment: Prepare a presentation/project as suggested by faculty.**

Suggested Readings:

- Acharya, R. (1986): Tourism & Cultural Heritage of India, ROSA Publication, Jaipur.
- Harle, J.C. (1994): The Art and Architecture of Indian Sub-Continent
- Hussain, A.A. (1987): The national culture of India, National Book Trust, New Delhi
- Jacob, R., Joseph, S., Philip, A. (2007): Indian Tourism Practices, Abhijit Publications
- Percy, B. (1940): Indian Architecture - Hindu and Buddhist Period
- Mukerjee, R.K. (1984): The Culture and Art of India
- Raina, A.K. Raina, C.L. (2005): Fundamentals of Tourism and Indian Religion, Principles and Practices, Kanishka Publishers, Distributors, New Delhi-02
- Sharma, U. (2008): Festivals in Indian Society, Mittal Publication, New Delhi -02
- Singh, A: Cultural Tourism in India
- Annamalai Murugan, Tourism and Hospitality Management ND Publishers
- Singh R : Dynamics of Historical Cultural & Heritage Tourism
- Rai. H.C. (1998) : Hill Tourism Planning & Development
- Dr. VBT Sundari – Bharatiya Sanskruthi Paryataka Rangam, 2012

Course Code: BTH-404T	
IV Semester	
Subject: Itinerary & Package Preparation	
Qualification Level of the course	6
Credit of the Course	3
Type of Course	Skill Enhancement Course (SEC)
Delivery type of the Course and Hours	Lecture 45 Hours
Objectives of course	Equip students with the knowledge and strategies to effectively market tourism products and services in a competitive global landscape.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Understand complexities of itinerary making • Essential components for itinerary making • Make itinerary of as per demand
<p>Unit 1: Itinerary Planning & Development: Meaning, Importance and Types of Itineraries -Resources and Steps for Itinerary Planning - Do's and Don'ts of Itinerary Preparation</p> <p>Unit 2: Developing & Innovating Package Tour: Tour Formulation and Designing Process- FITs & Group- Special Interest Tours (SITs), Tour Packaging: Importance of Tour Packaging – Classifications of Tour Packages - Components of Package Tours, Pre-Tour Management, Tour Operation, Post Tour Management</p> <p>Unit 3: The concept of Costing: Types of Costs, Components of Tour Cost - Preparation of Cost Sheet - Tour Pricing - Calculation of Tour Price – Pricing Strategies</p> <p>Unit 4: Operation of Package Tour: Confirmation of Tour, Creation of Docket/ File, Issue of Tour Vouchers, Reconfirmation with Airlines, Hotel & Ground Service Providers, Distributing Customized Itinerary to Tour Leader, Guide, Driver & Transporter, Standard Procedures for Pickup and Drop, Check-in and Check-out in the Hotel, Sightseeing, Do's and Don'ts of Sightseeing, Crisis Management in tour, Preparation of Feedback or Guest Comment Sheet, Filling the Guest Comment Sheet, Analysis of Comments of Guest, Service providers, Tour Escorts.</p> <p>Unit 5: Travel Documentation: Familiarisation with TIM (Travel Information Manual), Passport & VISA- Meaning, Types, Validity, Necessary Information to fill the Passport and VISA Form for Issuance, Health Certificates, Currency, Travel Insurance, Credit & Debit Card.</p>	
<p>**Assignment: Prepare a project on an any topic allotted by faculty, including itinerary making of any destination as per details suggested by the respective faculty.</p>	
<p>Suggested Readings:</p> <ul style="list-style-type: none"> • Swain, S.K. & Mishra, J.M. (2012). Tourism Principles & Practices, Oxford University Press, New Delhi. • Chand, M. (2002), Travel Agency Management: An Introductory Text, Anmol Publications Pvt. Ltd., New Delhi. • Negi. J (2005), Travel Agency Operations: Concepts and Principles, Kanishka, New Delhi. Roday S., Biwal A.& Joshi. V. (2009), Tourism Operations and Management, Oxford University Press, New Delhi, pp-164-296. 	

Course Code: BTH-405T	
IV Semester	
Subject: Research Methods in Tourism & Hospitality	
Qualification Level of the course	6
Credit of the Course	3
Type of Course	Skill Enhancement Course (SEC)
Delivery type of the Course and Hours	Lecture 45 Hours
Objectives of course	To introduce students to the basics of research in tourism and hospitality. To develop skills in collecting, analyzing, and interpreting data. To enable students to write research reports following ethical standards.
Learning Outcomes	On successful completion of the course, the students will be able to <ul style="list-style-type: none"> • Understand key concepts of research, types, and processes. • Collect data using questionnaires, interviews, and secondary sources. • Analyze data using basic statistical tools and software. • Prepare structured research reports with proper referencing. • Apply ethical practices in conducting and reporting research.
<p>Unit 1: Basics of Research This unit introduces students to the concept of research, its importance in tourism and hospitality, and the main types of research, including qualitative and quantitative. Students will also learn the basic steps of the research process from identifying a problem to writing a report.</p> <p>Unit 2: Research Design & Sampling In this unit, students will study different research designs such as exploratory, descriptive, and experimental. They will also learn about populations and samples, and simple sampling techniques like random and convenience sampling, along with how to determine sample size.</p> <p>Unit 3: Data Collection This unit covers methods for collecting data. Students will learn how to gather primary data using questionnaires, interviews, and observations, and how to use secondary data from books, reports, and online sources. They will also understand the basics of designing an effective questionnaire.</p> <p>Unit 4: Data Analysis Students will be introduced to simple data analysis methods, including mean, median, and mode. They will also learn the basic idea of correlation and chi-square tests and will get a brief introduction to using software like Excel or SPSS for analyzing research data.</p> <p>Unit 5: Report Writing & Research Ethics This unit teaches students how to structure a research report, including introduction, methodology, findings, and conclusion. Students will also learn basic referencing (APA style) and understand the importance of research ethics, such as honesty, accuracy, and avoiding plagiarism.</p> <p>**Assignment: Prepare a project on an any topic allotted by faculty, including itinerary making of any destination as per details suggested by the respective faculty.</p>	
<p>Suggested Readings:</p> <ul style="list-style-type: none"> • Kothari, C. R. (2022). Research Methodology: Methods & Techniques. New Age International. • Sekaran, U., & Bougie, R. (2021). Research Methods for Business: A Skill-Building Approach. Wiley. • Saunders, M., Lewis, P., & Thornhill, A. (2021). Research Methods for Business Students. Pearson. 	

Course Code: BTH-406T	
IV Semester	
Subject: Food, Nutrition, and Safety	
Qualification Level of the course	6
Credit of the Course	3
Type of Course	Skill Enhancement Course (SEC)
Delivery type of the Course and Hours	Lecture 45 Hours
Objectives of course	To understand the basics of nutrition and its role in health; To learn food safety, hygiene, and safe food handling practices; To apply nutritional knowledge in hospitality and tourism operations.
Learning Outcomes	Understand essential nutrients and their functions in the body; Plan balanced diets for different age groups and special needs; Apply food safety and hygiene practices in kitchen and food service operations; Identify and prevent common foodborne illnesses; Follow food safety regulations and standards in professional settings.
<p>Unit 1: Introduction to Nutrition – Definition and importance of nutrition; Nutrients – carbohydrates, proteins, fats, vitamins, minerals, water; Functions of nutrients and their sources.</p> <p>Unit 2: Food and Health – Balanced diet and its importance; Energy requirements and calculation; Diet planning for different age groups and special needs.</p> <p>Unit 3: Food Safety and Hygiene – Personal hygiene for food handlers; Cleanliness in kitchen and storage areas; Safe food handling practices.</p> <p>Unit 4: Food Preservation and Storage – Methods of food preservation (refrigeration, freezing, canning, drying, pasteurization); Storage of perishable and non-perishable foods; Shelf life and food spoilage.</p> <p>Unit 5: Foodborne Illnesses and Safety Regulations – Common foodborne pathogens and their effects; Symptoms and prevention of foodborne diseases; Food safety laws, standards, and regulatory agencies (FSSAI, WHO).</p> <p>**Assignment: Prepare a project on an any topic allotted by faculty, including itinerary making of any destination as per details suggested by the respective faculty.</p>	
<p>Suggested Readings:</p> <ul style="list-style-type: none"> • Wardlaw, G. M., & Insel, P. M. – Perspectives in Nutrition, McGraw-Hill. • Whitney, E., & Rolfes, S. R. – Understanding Nutrition, Cengage Learning. • FSSAI – Guidelines and Manuals on Food Safety. • Potter, N. N., & Hotchkiss, J. H. – Food Science, Springer. • Swaminathan, M. – Essentials of Food and Nutrition, Bappco Publications. 	

SEMESTER 5

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-501	Apprenticeship half yearly assessment of log book	DCC	Full-time	12
BTH-502	MOOC (SWAYAM) Course in Tourism / Hospitality / Aviation – I	DSE	Self-paced	8
	Total Credits			20

BTH-501 Apprenticeship half yearly assessment of log book 12 Credits = 200 Marks

BTH-502 – MOOC (SWAYAM) Course in Tourism / Hospitality / Aviation – I
Choose any one of the following courses:

Course Title	Direct Link
1. Management in Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge44/preview
2. Management in Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge44/preview
3. Ecology, Environment and Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge58/preview
4. Tourism Marketing	https://onlinecourses.swayam2.ac.in/nou25_ge45/preview
5. Indian Culture: Perspective for Tourism	https://onlinecourses.swayam2.ac.in/nou25_ge57/preview

SEMESTER 6

Paper Code	Course Title	Type of Course	L-T-P	Credits
BTH-601	Apprenticeship Project Report assessment – II and Viva voce	DCC	Full-time	16
BTH-602	Seminar on Contemporary Issues in the field	DCC	0-0-2	4
	Total Credits			20

Semester VI (120 credits): BBA Degree in Tourism & Hospitality Management

BTH-601

Apprenticeship Project Report assessment – II and Viva voce

Internship Evaluation Scheme

Training Guidelines for Students Training must be undertaken only with government organizations, recognized institutions, or agencies approved by competent authorities in the field of tourism and hospitality.

Eligible training establishments include:

- Approved travel agencies and tour operators
- 4-star, or 5-star hotels and resorts or any reputable hotel
- Domestic or international airports

Students are required to maintain a Training Log Book, provided by the college, and ensure it is duly filled, signed, and authenticated by the concerned organization during the training period.

The completed Log Book must be submitted to the department for evaluation as per university norms.

Total: 16 Credits = 300 Marks

- Internship Project Report – **8 Credits (200 marks)**
- Viva-Voce – **4 Credits (100 marks)**

A) Internship Project Report – 200 Marks (8 Credits)

Criterion	Marks
Clarity of objectives & scope	50
Methodology & execution (tasks, data, evidence)	50
Analysis, findings & recommendations	50
Structure, formatting & originality	50
Total	200

B) Viva-Voce – 100 Marks (4 Credits)

Criterion	Marks
Understanding of internship tasks/domain	50
Justification of methods & decisions	25
Reflection & learning outcomes	25
Total	100

BTH-602**Seminar on Contemporary Issues in the field**

In the 6th Semester, each student shall be required to deliver a seminar on a contemporary issue in the field of Tourism and Hospitality. The seminar carries 4 credits and will be evaluated on the basis of their presentation. Students may, if they choose, use visual aids or presentations (e.g., PowerPoint, charts, handouts) to support their talk.

BTH-602 Seminar on Contemporary Issues in the field – 100 Marks

AEDP BBA TOURISM & HOSPITALITY MANAGEMENT(As Per NEP 2020)