

SYLLABUS FOR M.COM (F&C)

FOR ADMISSION BATCH-2017



**B.J.B. AUTONOMOUS COLLEGE
BHUBANESWAR - 751014
ODISHA**



M.A. in TOURISM & HOSPITALITY MANAGEMENT

COURSE STRUCTURE

SEMESTER-I		
<i>Paper Code</i>	<i>Subject</i>	<i>Marks</i>
1.1	Tourism Concepts & Practices (TCP)	80+20
1.2	World Travel Geography (WTG)	80+20
1.3	Management Concepts & OB (MCOB)	80+20
1.4	Leisure, Recreation & Hospitality Management (LRHM)	80+20
1.5	Cultural Heritage & Odisha Tourism (CHOT)	80+20
1.6	Fundamentals of Computer & MIS (FCM)	80+20

SEMESTER-II		
<i>Paper Code</i>	<i>Subject</i>	<i>Marks</i>
2.1	Tourism & Heritage Products of India (THPI)	80+20
2.2	Hospitality Marketing & Public Relations (HMPR)	80+20
2.3	Destination Development & Management (DDM)	80+20
2.4	Communication Skill & Personality Development (CSPD)	80+20
2.5	Entrepreneurship Development in Tourism (EDT)	80+20
2.6	Internship & Project Report	75+25

SEMESTER-III		
<i>Paper Code</i>	<i>Subject</i>	<i>Marks</i>
3.1	Tourism Ethics & Legislation (TEL)	80+20
3.2	Event Management (EM)	80+20
3.3	Travel Agency Management (TAM)	80+20
3.4	Food Service Operations (FSO)	80+20
3.5	Tour Operations Management (TOM)	80+20
3.6	Seminar Presentation & Viva Voce	50+50

SEMESTER-IV		
<i>Paper Code</i>	<i>Subject</i>	<i>Marks</i>
4.1	Sustainability & Eco-Tourism (SET)	80+20
4.2	Front Office Management (FOM)	80+20
4.3	Aviation Management (AM)	80+20
4.4	Tour Packaging Management (TPM)	80+20
4.5	Accommodation Operations Management (AOM)	80+20
4.6	Dissertation & Viva Voce	75+25

Summer Training:

After completion of Semester-II, students have to undergo 4-6 weeks Summer Training Programme in Corporate or related service organizations. They are supposed to submit a training report for valuation.

Annual Project Work:

During Semester-IV, all the students are required to undertake Annual Project Work on a topic relevant to Tourism & Hospitality Management. The topic is decided in consultation with project guides.

Attendance:

A minimum of 75% attendance is essential for a student to be eligible for appearing at the University examination.

Regulations for Semester Examination System:

1. The course contains 4 (four) Semesters. Each Semester is having 6 (six) Papers each. Each Paper is of 100 marks
2. The distribution of marks is as follows:
 - i) There will be one Mid-term examination of 20 marks to be conducted by respective teachers
 - ii) End-term examination will carry 80 marks per Paper

Pass Marks for the MA-THM shall be as per the other PG courses of this college. A student has to pass in all subjects in Mid-term and End-term examinations separately in each semester. A student can repeat the subject, if failed; provided he/she secures minimum 40% marks in aggregate in the semester. Such repetition is allowed for once within two subsequent academic years.

A student can improve "division" by re-appearing for an examination. Such reappearance is restricted to two subjects only. In case of such reappearance, the marks obtained are lower than the earlier; the higher marks would be considered as final marks. This type of reappearance is for one time only and can be allowed within two academic years from the year of regular appearance.

A student can not repeat in practical, dissertation, etc. which he/she has to appear at his/her regular session.

A student has to undergo summer training and project work which are compulsory and part of course curriculum. The students are required to submit reports after each industrial tour. This may be followed by Seminars.

Each student has to present a seminar paper on any topic during each semester in presence of all faculty members and fellow students in consultation with a faculty member as guide.

In the fourth semester, the group seminars are compulsory which will be conducted in presence of all faculty members and an external. In the dissertation viva-voce, two externals (one from academics and another from industry) will be present.

Admission Procedure:

1. Any graduate securing 40% marks in aggregate in +3 examinations shall be eligible for admission into M.A. in Tourism & Hospitality Management.
 2. The admission will be on career-cum-entrance test basis. Career marking will be based on division secured in HSC, +2 and +3 examinations.
 - i) Career marks will be of 75 marks
 - ii) Entrance marks will be of 75 marks
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SEMESTER-I

Paper-1.1: Tourism Concepts & Practices (TCP)

80+20=100

- UNIT-1** Tourism: An overview - Definition, Nature and Characteristics Typology of Tourism–Classification of Tourists Tourism network Interdisciplinary approaches to tourism Historical Development of Tourism Major motivations and deterrents to travel.
- UNIT 2** Tourism Industry; Structure and Components: Attractions – Accommodation – Activities – Transportation F&B – Shopping Entertainment Infrastructure and Hospitality – Emerging areas of tourism Rural, Eco, Medical, MICE, etc., – Responsible Tourism Alternate Tourism Case Studies.
- UNIT 3** Tourist Transportation: Air transportation: The airline industry-present policies, and practices. Surface Transport: Rent a car Scheme and Coach Bus Tour, Rail Transport: Major Railway Systems of World- Rail tourism in India, Water Transport: cruise ships, ferries, etc.
- UNIT 4** Tourism in India: Five Year Plans and tourism development – SWOT analysis of India Tourism Present trends in Domestic and Global tourism – India's position.
- UNIT 5** Tourism Organizations: Role and Functions of World Tourism Organization (WTO), World Travel & Tourism Council (WTTC) Ministry of Tourism, Govt. of India, ITDC, IHA, PATA, IATA, ICAO, TAAI, IATO and FHRAI.

REFERENCES:

- Burkart A.J., Medlik S. : Tourism Past, Present and Future
- Chuck Y. Gee, James C. Makens et al : The Travel Industry
- Ghosh Bishwanath : Tourism and Travel Management
- Holloway, J. C. : The Business of Tourism
- Medlik, S. : Understanding Tourism
- Michael M. Coltman : Introduction to Travel and Tourism

Paper-1.2: World Travel Geography (WTG)

80+20=100

- UNIT 1** Importance of Geography in Tourism - Natural and climatic regions of the world in brief - Factors affecting global and regional tourist movements - Impact of weather and climate on tourist destinations.
- UNIT 2** Factors which makes Europe a leading Continent in terms of Tourist Arrivals & Tourism Receipts - France, Spain, Italy, United Kingdom, Moscow, Germany, Austria, Greece Switzerland and The Netherlands.

- UNIT 3** Destinations in North America: United States of America: New York, Washington, Los Angeles, San Francisco, Orlando, Dallas - Canada: Ottawa, Montreal, Vancouver and Mexico.
- UNIT 4** Asia: The main tourism resources – Factors affecting the growth and development in Asian region - Major Tourist Circuits - A Case Study of Kerala.
- UNIT 5** Latitude, Longitude - International Date Line - time zones and calculation of time - Time differences, GMT variations -.

REFERENCES:

- Boniface, B.G. and Chris Cooper : The Geography of Travel and Tourism
- Hall C.M. and Stephen, J. Page : The Geography of Tourism and Recreation
- Pearce Douglas : Tourism Today: A Geographical Analysis
- Singh R.L : India A Regional Geography
- Rosemary Burton : The Geography of Travel & Tourism
- Quereshi, Imtiaz (ed) : World Geography

Paper-1.3: Management Concepts & Organizational Behaviour (MCOB)

80+20=100

- UNIT 1** Management: Meaning, nature, scope and importance of Management. Functions of Management - Management roles, Levels of Management and Management skills, Corporate Social Responsibility (CSR), Ethics and values in Management. Entrepreneurship and Small business.
- UNIT 2** Planning: Meaning, nature and importance, Planning process, types of planning, Measures of effective planning barriers of effective planning, Management by Objectives (MBO). Decision making: meaning, types and process. Organizing, Staffing: Directing: and Controlling.
- UNIT 3** Concept and importance of Organizational Behaviour; Models of OB; Challenges and Opportunities for OB; Diversity in organizations.
- UNIT 4** Main components of attitudes, major job attitudes, Personality and its models, personality trait relevance to OB. Importance of values, perception and factors influencing perception, link between perception and individual decision making.
- UNIT 5** Defining and classifying groups, Stages of group development, group decision making. HRM : The Evolving Role of HRM in the tourism industry, Human Resource Planning (HRP), Job/Role Analysis, Recruitment & Selection, Orientation & Placement, Conflict and Stress management, Importance of Discipline and Counseling in Tourism.

REFERENCES:

- Aswathapa.K : Organizational Behaviour
- Kuntz : The Essentials of Management
- L.M.Prasad : Principles and Practices of Management
- Robbins, et al : Organizational Behaviour
- Slocum /Hellriegel : Fundamentals of OB
- UdaiPareek : Understanding Organizational Behaviour

Paper-1.4: Leisure, Recreation & Hospitality Management (LRHM)**80+20=100**

- UNIT 1** Definition of Leisure - Growth and Development of the Tourism & Leisure Industry - Impacts of Tourism & Leisure on environment - The relationship between tourism, leisure and recreation - Understanding tourist behaviour.
- UNIT 2** Recreation: an overview Range of Recreation Businesses: Adventure travel, Winter sports, historic sites, camping sites and resorts.
- UNIT 3** Recreation Management: Impact of recreation on tourism Tourists and recreational demand, National Parks and natural areas Environmental perspectives on coastal recreation and tourism.
- UNIT 4** Introduction to Hospitality industry and its distinctive characteristics. Types of accommodation and their Classification, Categorization and forms of Ownership Hotel Organization: Organizational charts - Major departments of a Hotel.
- UNIT 5** Managerial issues: Trends, Problems and Successfactors; Case study of the selected Hotel/Motel/Restaurant. Future trends in Hospitality Industry - Role of Associations in hospitality management Functions and operations.

REFERENCES:

- George Torkildsen : Leisure and Recreation Management
- Gray and Ligouri : Hotel and motel management and operations
- JagmohanNegi : Professional Hotel Management
- Michael Hall & Stephen J. Page : The Geography of Tourism and Recreation Environment, Place and Space

Paper-1.5: Cultural Heritage & Odisha Tourism (CHOT)**80+20=100**

- UNIT-1** Brief outline of History of Odisha — The Kalinga War & its impact on Buddhism – Kharavela and his contribution to Jainism – Contributions of important ruling dynasties & their development of art and architecture in Odisha – Features of Kalinga School of Temple Architecture.
- UNIT-2** Religious tourism in Odisha – Buddhism, Jainism, Saivism, Vaishnavism, Hinduism and Saktism – The Jagannath Cult.
- UNIT-3** The Golden Triangle of Odisha – Diamond Triangle of Odisha: Lalitgiri, Ratnagiri & Udaygiri – Konark: The World Heritage Site — National Parks & Wildlife Sanctuaries – Potential of emerging areas: Rural Tourism - Eco Tourism – Beach Tourism – Adventure Tourism – Health & Ayurveda Tourism – Tribal Tourism – Textile Tourism – Issues, challenges, prospects & strategies.
- UNIT-4** Fairs & Festivals – Music & Dance (Classical & Folk) – Odissi, Gotipua, Chhau – Music & Dance Festivals of Odisha – Beach Festivals of Odisha – Handcrafts & Handlooms.
- UNIT-5** Role of the Dept. of Tourism, Govt. of Odisha for promotion & development of Tourism – State Tourism Policy – OTDC: its role - infrastructure development and amenities - Human resource development in Odisha Tourism.

REFERENCES:

A.N.Tiwari	: Reference Orissa
BimalenduMohanty	: Land Beautiful
DebalaMitra	: Bhubaneswar
DebalaMitra	: Puri&Konark
DinanathPathy	: Paintings of Orissa
K.C.Panigrahi	: Orissa Tourism

Paper-1.6: Fundamentals of Computer & MIS (FCM)**80+20=100**

UNIT-1 Introduction to computer & information technology: Functions, characteristics, components of:Hardware: - Storage Devices, Input-Output Devices, Printing Devices - Software: - Types of software, operating systems and types

Role of computer in Management - Computer networking: Data communication, LAN, MAN, WAN - Introduction to Internet, E-mail, www, Internet security, etc.

UNIT-2 Introduction to MIS (Management Information System) and organization information need: Information requirement at various levels of management – Functional and integrated information system – Analysis and design of information system.

UNIT-3 Computerization in Tourism – IT for achieving competitive edge in tourism industry – Skill up-gradation and re-deployment of staff as a result of computerization – Successful online tourism business models: an overview of Tourism websites – online tourism services and benefits. Case Studies of IRCTC, MakeMytrip.com, Yatra.com, Travelguru, Expedia.co.in, Tripadvisor, Amadeus, Galileo, etc.E-Tourism, E-Marketing and E-Commerce.

UNIT-4 Introduction to DOS (Internal and External Command), MS Office: Word, Excel and Power point - Windows (Standard operations).

UNIT-5 Security and Internet Firewalls, Electronic Payment Systems (EPS), Electronic Fund Transfers (EFT), Electronic Data Interchange (EDI), IT outsourcing, Cyber Crimes, Cyber Laws, Computer Viruses, Digital Signatures, Cryptography.

REFERENCES:

C.M.Pai	: Quantitative Methods & Managerial Decisions
D. H. Sanders	: Computers Today
E.M. Scott	: Principles of Management Information Systems
G.B. Davis and M.H. Olson	: Management Information Systems
Gary Inkpen	: Information Technology for Tourism
J. Kanter	: Management Information Systems
Murdick& Ross	: Information System for Modern Management
Murdick, Ross and Claggett	: Information Systems for Modern Management
S.K.Basandra	: Computers Today

SEMESTER-II

Paper-2.1: Tourism & Heritage Products of India (THPI)

80+20=100

- UNIT 1** Cultural and heritage tourism, its manifestations, characteristics and commonalities between cultural and heritage tourism - Characteristics of tourism products.
- UNIT 2** Meaning and concept of Heritage - Criteria for selection as heritage sites, monuments and zones by UNESCO - Types of heritage property. World Heritage Sites and monuments in India.
- UNIT 3** Heritage Management: Objectives and strategies - Protection, Conservation and Preservation - Architectural heritage of India - Heritage Hotels and their classification.
- UNIT 4** Indian Culture: General Features, Sources, Components and Evolution - Structure of Indian Society, Rites and Rituals - Elements of Indian Art, Literature, Cinema, Handicrafts, etc. - Important temples of India-East, West, North & South.
- UNIT 5** National and International Organizations engaged in Heritage Management (UNESCO, ASI, INTACH and NGOs); Museums concept and classifications and Art Galleries of India.

REFERENCES:

- Agrawal V.S. : The Heritage of Indian Art
- Allchin, B., Allchin et al. : Conservation of Indian Heritage.
- Ashworth, G. J. : The Tourist Historic City
- Christopher Tadgell : The History of Architecture in India.
- Dalmia Yashodhra : Contemporary Indian Art: Other Remedies.
- Luniya B.N : Ancient Indian Culture.
- Timothy Dallen J. : Cultural Heritage and Tourism: An Introduction.
- Venkataraman Leela : Indian Classical Dance

Paper-2.2: Hospitality Marketing & Public Relations (HMPR)

80+20=100

- UNIT-1** Marketing Concepts, Nature and Scope of Marketing, Marketing Mix, Strategic Planning and Marketing Process - Marketing Environment - Uniqueness of Hospitality Marketing.
- UNIT-2** Services Marketing: Concepts, Definition, Characteristics, Services Marketing Mix. Targeting - Segmentation and Tourism Market. Identifying Market Segments and Selecting Target Market. Marketing mix for travel and tourism.
- UNIT-3** Managing the Product / Service, Product Decisions-Product Line, Product Mix, Product Life Cycle, New Product Development, Branding and Packaging Decisions.

UNIT-4 Pricing Tourism Products: Pricing Considerations and Approaches, Pricing Strategies and Methods. Distribution Channel in Travel and Tourism. Promotion Decision – Promotion Mix: Advertising, Sales Promotion and Personal Selling.

UNIT-5 Public Relations – Role of public relations – The PR process – Tools of public relations – Publicity – Institutional advertising – Responsibility of PR – The PR department – PR role in corporate communication.

REFERENCES:

- J. Christopher Holloway & Chris Robinson : Marketing for Tourism
 Kotler Philip and Armstrong, G : Principles of Marketing
 Les Lumsdon : Tourism Marketing
 Philip Kotler, Jon Bower, James Maken : Marketing for Hospitality and Tourism
 Stanton, William J : Fundamentals of Marketing
 Stephen F. Wilt and Luiz Mountinho : Tourism Marketing & Management Handbook
 Victor T.C. Middleton : Marketing in Travel and Tourism

Paper-2.3: Destination Development & Management (DDM)

80+20=100

UNIT-1 Development of destination - Principles of destination development - Concerns for destination planning - Stages in destination designing and management.

UNIT-2 Tourist behaviour - Destination Life Cycle - Destination Management Planning (DMP)–Destination Management Organizations (DMOs) - roles, importance, types.

UNIT-3 Impacts of tourism destination– Environmental impacts, environmental protection measures – Socio-cultural impacts and carrying capacity – factors affecting carrying capacity - Planning for sustainable development.

UNIT-4 Tourism Distribution Strategy – Choice of Distribution Channel – Developing a Destination Promotional Strategy – Evaluation & Control of the Promotional Programme – Tourism Organizations – Role in Destination Development and Promotion – Cases.

UNIT-5 Destination positioning, image and branding (cases of Incredible India, The Soul of Incredible India, God's Own Country, Go Goa, etc.) - Promotion of destination through special events - Success factors of destination management organizations - the future of tourism destinations.

REFERENCES:

- David Pike : Destination Marketing
 Ernie Heath and Geoffrey Wall : Marketing Tourism Destinations
 Frank Howie : Managing the Tourist Destination

Paper-2.4: Communication Skill & Personality Development (CSPD)**80+20=100**

- UNIT 1** Communication Fundamentals: Business Communication in today's world, The Communication Process & Communication Channels, Barriers to Communication, Verbal & non verbal communication.
- UNIT 2** Oral Communication: Elements of Good Oral Communication, Speaking and Listening Skills, Professional use of the telephone, Effective presentation skills.
- UNIT 3** Written communication: Report writing and presentation, Business Letters – and types, Preparing resume Application letters, Memo, Proposals, Legal aspects.
- UNIT 4** Customer care: Effective customer care, managing customer complaints & negotiating with the customer, Handling Interpersonal Conflict, Counseling skills.
- UNIT 5** Personality Development: Basic traits of personality dress, address, gestures and manners, Self-evaluation and development identification of strengths and weaknesses, Overcoming hesitation and fear of facing the public, Corrective and developmental exercises confidence building, role plays.

REFERENCES:

- Jon & Lisa Burton : Interpersonal Skills for Travel and Tourism
- Lynn Vander Wagen : Communication in Tourism and Hospitality
- Murphy, H.A. and Peck, C.E. : Effective Business Communications
- Patricia Andrews and R.Herschel : Organizational Communication
- Pearre, C.G : Principles of Business Communications
- Sharma R.C. and Mohan K : Business Report Writing and correspondence

Paper-2.5: Entrepreneurship Development in Tourism (EDT)**80+20=100**

- UNIT-1** Entrepreneurship: definitions and concept – Theories & Approaches –Types of Entrepreneurs– Entrepreneurial Motivation – Role of Entrepreneurship in economic development Entrepreneurial skill for travel, tourism and hospitality trade - Issues and challenges of entrepreneurship in travel trade.
- UNIT-2** Entrepreneurship in Tourism – Opportunity scanning and identification – Business Plan Feasibility Report – Funding options Organizational framework for promotion and development of Tourism and Travel business.
- UNIT-3** Conceptualizing a business; business model; business strategy Understanding customers and analyzing competition - Form of organization and legal considerations - Networking and collaboration - Good business practices.
- UNIT-4** Setting up a Tourism enterprise: steps, procedures, licenses, registration, etc. - Institutional support for MSMEs - Management performance, assessment and control - Managing family enterprises.
- UNIT-5** Management Issues in Tourism & Hospitality Industry - Entrepreneurial case studies of major MNCs and National tourism and travel firms MakeMyTrip, Thomas Cook, Cox and Kings, Kuoni, Taj Hotel, Radisson Hotel, Welcome Group, etc.

REFERENCES:

- Chowdhary, N and Prakash, M : Managing a Small Tourism Business
Desai, Vasant : Small Scale Industries and Entrepreneurship
Kaulgud, Aruna : Entrepreneurship Management
Mohanty and SangramKeshari : Fundamentals of entrepreneurship

Paper-2.6: Internship & Project Report**75+25=100**

Internship Project Report - 75 marks

Presentation Viva Voce - 25 marks

(For at least 15 minutes each in the presence of all faculty members and an external)

SEMESTER-III

Paper-3.1: Tourism Ethics & Legislation (TEL)

80+20=100

- UNIT-1** Tourism Ethics -Tourism Bill of Rights - Laws relating to accommodation – Rules & regulations for travel agencies, tour operation & hospitality sector.
- UNIT-2** Laws and regulations related to airlines and airways - -Safety and security of tourists - Tourism Police - Need for tourism legislation – Constitutional Provisions – Manila Declaration.
- UNIT-3** Special permits to restricted areas for foreign tourists in India - Restricted areas in India for foreign tourists and related authorities at these places to obtain permits - Permits related to various monasteries and wild life areas and their procedures.
- UNIT-4** Tourism Policy of India and Odisha – Tourism Planning process including Development Schemes – Circuit Development – Destination Development – Rural Tourism –World Tourism Day themes.
- UNIT-5** Travel Insurance – Passport, Visa & Health Regulations – Customs & Currency Regulations – Foreign Exchange Regulations Act, 1973 (FEMA, 2000) -Laws related to environment and wildlife – Wildlife Protection Act, 1972.

REFERENCES:

- | | |
|-------------------------------------|--|
| Govt. of India, Dept. of Tourism | : Tourism Guidelines |
| Govt. of India, Ministry of Tourism | : Tourism Guidelines |
| J.Corke | : Tourism Laws |
| Manohar Sajnani | : Indian Tourism Business- A Legal Perspective |
| R.K.Malhotra | : Environmental & Legal Issues in Tourism |
| S.K.Gupta | : Foreign Exchange Laws & Practice |

Paper-3.2:Event Management (EM)

80+20=100

- UNIT 1** Introduction: Meaning, characteristics and types of events; Event Infrastructure – Target Audience – Venue – Understanding the Event Market.
- UNIT 2** Dynamics of Event Management: Event Planning and organizing; Event preparation, logistics and support services; Marketing of events, Risk management and emergency services.
- UNIT 3** Introduction to MICE (Meetings, Incentives, Conferences and Exhibitions): Components of MICE, Economic and Social significance of MICE, Introduction to professional meeting planning definition, types and roles - TA's and TO's as meeting planner; Convention Visitor Bureaus functions, structure and funding sources.
- UNIT 4** Event Marketing: Customer care; Marketing equipment and tools – Promotion, Media Relations and Publicity ; Event Co ordination Visual and Electronic Communication ; Event Presentation; Event Evaluation; Case Studies of events of National and International importance.

UNIT 5 Travel Industry Fairs: Benefits of Fairs ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII Events, PATA Travel Mart.

REFERENCES:

- Anton Shone & Bryn Parry : Successful Event Management
 Bhatia A.K : Event Management
 David C. Watt : Event Management in Leisure and Tourism
 Leonard H. Hoyle : Event Marketing
 S.S.Gaur & S.V. Saggere : Event Marketing & Management

Paper-3.3: Travel Agency Management (TAM)

80+20=100

UNIT-1 History & Growth – Emergence of Thomas Cook and American Express – Types of Travel Agencies & Tour Operations – Distinction between Wholesale & Retail Travel Agency – Integration & Linkages – Business Problems & Prospects.

UNIT-2 Setting up Travel Agency Units – Government Rules for getting Approval – IATA Rules & Regulations for Accreditation – Documentation – Entrepreneurial Skills for running Travel agency business – FIT & GIT – Liaison & Selling Package Tours – Commission – Service Charges – CRS concept.

UNIT-3 IATA, PATA, TAAI & IATO – Functions & Responsibilities – Travel Formalities – Health & Currency Regulations – Documentation & Guidelines.

UNIT-4 Importance of Transport in Tourism: Air, Rail, Water and Road Transport – Patterns of Demand for Tourist Transportation – Airlines, Car Hiring companies, Cruise Ships, Indian Railways - IRCTC – Types of Tours – Special Schemes & Packages.

UNIT-5 Itinerary preparation, important considerations for preparing itinerary, costing, packaging and promotion.

REFERENCES:

- C. Holloway : The Business of Tourism
 Chuck Y.Gee : Professional Travel Agency Management
 J.M.S. Negi : Travel Agency & Tour Operation
 Mohinder Chand : Management of Travel Agency & Tour Operation
 P. Yale : The Business of Tour Operations
 P.N.Seth : Successful Tourism Management

Paper-3.4: Food Service Operations (FSO)

80+20=100

UNIT-1 Food service industry: Food production system – types of food service - classification of restaurant and its types – future of the industry.

Food service operation in hotels and restaurants, Food service department in hotels, Food service operation, Restaurant operation, Lounge & Room service and Banqueting.

UNIT-2 Restaurant: Operational features, Specialty Restaurant, Catering, Franchising, Licensed trade catering and Fast food: Reason for growth of fast food, operational features and fast food trends, Wine bars.

UNIT-3 Industrial Catering & Transport Catering – Industrial catering management – scope of industrial catering and industrial food service system – Railway catering, Airline catering and marine catering.

UNIT-4 Outside catering operations – Fast food, Street food – Welfare catering – Planning and designing of food service – Layout of seating arrangements – Furniture – Interior design – Maintenance and cleaning – Food service equipment – Menu planning.

UNIT-5 Staffing & Training: Source of staff, staffing levels and productivity, Staff turnovers, Staff training, Setting standards, Food & Beverage (F&B) control, Sales transaction, Pricing and sales analysis.

REFERENCES:

- P.Jones&P.Merriurs : Management of Food Services Operations
 P.Jones : Management of Hotel Operations
 P.Jones : Food Services Operations

Paper-3.5: Tour Operations Management (TOM)

80+20=100

UNIT-1 Emergence of Travel Intermediaries - Indian travel agents and tour operators: an overview – differentiation & inter-relationship of TA/TO - Present business trends and future prospects, problems and issues.

UNIT 2 Setting up tour operation business: Product Knowledge – Managing linkages with service suppliers - Itinerary preparation – Costing a tour package – Planning and scheduling pick-ups and transfers.

UNIT 3 Developing and managing linkages with Principal Suppliers – Managing recruitment and trained manpower – Operations department: Inbound & Outbound – Marketing of tour packages.

UNIT 4 Selling Tourism services through Distribution Chains – Logistics in Tour Operations - Managing Distribution System in Tourism Operation Management.

UNIT 5 Managerial Responsibilities - Managing Escort Services – Use of Technology – Promotional issues – Marketing communications – Public Relations.

REFERENCES:

- Chunk, James, Dexter &Boberg : Professional Travel Agency Management
 Fay Betsy : Essentials of Tour Management
 Mohinder Chand : Travel Agency Management
 Negi J.M : Travel Agency and Tour Operation

Paper-3.6: Seminar Presentation & Viva Voce

50+50=100

- A. Seminar Presentation (Group) 50 marks
 (In presence of all faculty members and two externals)
 B. Comprehensive Viva Voce 50 marks

SEMESTER-IV

Paper-4.1: Sustainability & Eco-Tourism (SET)

80+20=100

- UNIT- 1** Definition & Meaning of Sustainable Tourism – Concept, Principles and Components of Eco-Tourism – Nature of Eco-Tourism – Eco-Tourism Planning and Development.
- UNIT-2** Community Benefits - Marketing Eco-Tourism – Meeting & shaping Expectations and Demands – Climate Change: Issues & Implications for Tourism - Carrying Capacity Analysis; Zoning System.
- UNIT-3** Government Organizations and Eco-Tourism – Role & Importance – Different International Organizations working for Eco-Tourism Planning and Development – NGOs and their involvement for the promotion of Eco-Tourism.
- UNIT-4** Eco-Tourism and Protected Areas – Visitor Management for Sustainability- Study of Selected National Parks – Wildlife Sanctuaries – Bird Sanctuaries – Crocodile Projects – Tiger Projects – Endangered Species – Marine Environment and Ecology.
- UNIT-5** Global Initiatives: Global Observatory on Sustainable Tourism (GOST); Global Sustainable Tourism Criteria & Council (GSTC), International Task Force on Sustainable Tourism Development, Global Partnership for Sustainable Tourism.

REFERENCES:

- Inskeep, E : Tourism Planning
- Middleton and Hawkins : Sustainable Tourism: A Marketing Perspective
- Mowforth, M. and Munt, I. : Tourism and Sustainability Development and New Tourism in the Third World
- Ritchie, J.R. & Crouch, I.G : The Competitive Destination –A Sustainable Tourism Perspective
- Wahab & Pigram : Tourism - Development and Growth
- Weaver, D. : The Encyclopedia of Ecotourism

Paper-4.2: Front Office Management (FOM)

80+20=100

- UNIT-1** Importance of Front Office in a Hotel – Organization structure – Job specification and description.
- UNIT-2** Reservation – Source of reservation systems – Types and procedures – Glossary of terms.
- UNIT-3** Guest reception and registration (domestic & foreign) - Room allocation and allotment – Check-in & check-out.
- UNIT-4** Hotel Accounting - Settlement of bill – Room charge procedure – Night audit – office accounting system (Cash Bill, Credit Card, Travellers'Cheques, etc.)
- UNIT-5** Bell desk service – Information service for guest mail and message – Telephone courtesy and manners – Guest history record.

REFERENCES:

- P.Mohanty, Agarwal&J.Nellthorp : Hotel Industry & Tourism in India
- Paul B.White& Helen Beckley : Hotel Reception
- Sudhir Andrews : Hotel Front Office Training Manual
- Zulfikar Mohammed : Introduction to Tourism & Hotel Industry

Paper-4.3: Aviation Management (AM)

80+20=100

- UNIT-1** Evolution of aviation industry; International Conventions Warsaw Convention, Chicago Convention; Functions and role of ICAO, IATA, DGCA and AAI. Understanding IATA codes - Decoding of cities, countries, airports, airlines; GMT, Time difference, Flying time, Elapsed time.

- UNIT 2** Airport Management: Travel Documentation; Airport Facilities, Check in formalities, in flight services, Classes of service and comfort, special passengers, Baggage handling procedures and practices.
- UNIT 3** Airlines & Tourism: History of airlines in India. Role and contribution of Air India, private airlines & helicopter services. Infrastructural basis of airlines in India. Role of airlines in tourism promotion. Recent policies regarding airlines, issues and challenges of airlines business.
- UNIT 4** Computer and IT in Airline Reservation: Major online reservation packages; CRS/GDS Meaning and characteristics of packages such as Amadeus/Galileo - Planning itinerary by air.
- UNIT 5** Air Cargo: Meaning, Cargo rates Baggage Allowance, Weight and piece concept; Dangerous goods; Airway Bill; Consignment; Case study of Cargo operating airlines.

REFERENCES:

- A.Graham : Managing Airports: An International Perspective
- A.T.Wells&J.G.Wensveen : Air Transportation: A Management Perspective
- A.T.Wells&S.Young : Airport Planning and Management
- P S Senguttuvan : Fundamentals of Air Transport Management
- P S Senguttuvan : Principles of Airport Economics
- T. Alexander Wells & Young : Principles of Airport Management

Paper-4.4: Tour Packaging Management (TPM)

80+20=100

- UNIT-1** Outbound tourism and its challenges, Top outbound tourism markets of India, Factors affecting Outbound and regional tourist movements - Inbound tourism scenario in India, Challenges and opportunities in Inbound Tourism, Importance of Inbound Tourism to India.
- UNIT-2** Planning and Programme of Package Holidays – Accommodation – Airlines – Cruise – Car Hiring – Role of Ground Handling Agents – Overseas Agents – Tour Operators of the World – Legislation Governing Package Tour Operations.
- UNIT-3** Understanding Tour Motivations – Travel Decision – Mode Selection – Destination Selection – Tour Package – Types & Forms – Domestic & International requirements of Itinerary Preparation – Special Requirements for Outbound Packages – Merits & Demerits of Package Tours to the Supplier & Buyer.
- UNIT-4** Specific Packages: Health / Yoga & Meditation / Beach Holidays / MICE / Leisure / Wildlife / Rural Tourism - Mega inbound tourism circuits : Golden Triangle of India, Golden Triangle of Odisha, Buddhist Circuits of India, Char Dhams of India etc.
- UNIT-5** Itinerary Costing – Quotation – Tariff – Commission – Mark up – Service Charges – Other Remuneration for Tour Operators.Procedure of introducing new itineraries and problems involved in it, Knowledge of seasonality, special rates, price undercutting in tourism and its remedies for successful business exchange programs, decision of percentage mark ups, costing as the marketing tool.

REFERENCES:

- D.L.Foster : Business of Travel Agency Operation & Tour Administration
- J.M.S. Negi : Travel Agency & Tour Operation
- P Horner : Travel Agency Practice
- P.N.Seth : Successful Tourism Management
- P.Yale : The Business of Tour Operations
- Susan Webster : Group Travel Operating Procedure

Paper-4.5: Accommodation Operations Management (AOM)**80+20=100****UNIT-1** Role of House Keeping in the Hotel – Guest satisfaction and repeat business.**UNIT-2** Organization of House Keeping department in small, medium and large Hotel – Duties and responsibilities of the Executive House Keeper – Deputy House Keeper – Floor Supervisor – Chambermaid – Houseman and other staff – Function of the House Keeping department – Areas of cleaning – Management of staff – Selection and purchase of cleaning equipment, agents and supplies – Supply of linen and staff uniforms – Security controlling costs – Budgeting – Inventories and record keeping – Dealing with guests – Lost and found.**UNIT-3** Cleaning equipment – Cleaning agents – Methods of cleaning – Cleaning public areas and standard supplies – Daily cleaning – Keys – Check out room – Occupied room – Vacant room – Evening service – Spring cleaning - Keys: computerized key cards – Control of keys.**UNIT-4** Linen – Function of linen room – Kinds of linen – Uniforms – Storage and linen handling – Laundry and dry cleaning – Layout- Flow process – Hand wash equipment (washer, hydro-extractors, etc.) – Laundry chemicals and detergents.**UNIT-5** Interior decoration – Flower arrangement – Floor covering – Furniture arrangement – Wall covering – Colour and lighting – Types of carpet – Maintenance of carpet.**REFERENCES:**

Colin Dix	: Accommodation Operations
Jane Fellows	: Housekeeping Supervision
Peter Jones & Abraham Pizam	: The International Hospitality Industry
Zulfikar Mohammed	: Introduction to Tourism & Hotel Industry

Paper-4.6: Dissertation and Viva Voce**75+25=100****Course Objectives:**

The objectives of this course are to enable students to

- develop and relate theory to practice
- help them in making an informed career choice after exposure to the actual work environment
- observing the systems, processes, interactions and human relations in the organization
- get an opportunity to understand the expectations of industry
- prepare themselves for final placements.

Evaluation:

Based on feedback, students would submit a final Dissertation/Project Report which would be evaluated by an external/internal examiner, nominated by the Institute, out of 75 marks.

Student presentations (Viva Voce) would be organized based on their on the job training reports. Presentations would be organized according to a predetermined schedule. A panel of faculty members along with two externals (one each from academics and industry) would evaluate out of 25 marks.

A.	Dissertation/ Project Report	: 75 marks
B.	Viva Voce	: 25 marks

*****END*****