

Uttarakhand Residential University, Almora



Syllabus

B.Voc. (Tourism and Resort Management)

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Programme Structure

Semester 1

1. Introduction to Hospitality and Tourism Management
2. Basic Food Production - I
3. Foundation course in front office operations – I
4. Foundation course in housekeeping – I
5. Food and Beverage Service – I

Semester 2

1. Business Communication
2. Hotel Housekeeping -II
3. Food and beverage production - II
4. Food and beverage service -II
5. Front Office -II

Semester 3

1. Travel Agency & Tour Operations
2. Bakery and Confectionary
3. Food and beverage service -III
4. Front Office –III
5. Computer Skills in Hotels

Semester 4

1. Advance Housekeeping
2. Advance Food and beverage production
3. Wines and Spirits
4. Office Management
5. Food Science and Nutrition

Semester 5

1. Tourism Marketing & Management Skills
2. Human Resources Management
3. Tourisms Products of India
4. Event Management & Entrepreneurship development
5. Resort Management

Semester 6

1. Industrial Training & Report presentation.

Semester 1

Paper 1- Introduction to Hospitality and Tourism Management

OBJECTIVE: - The objective of this course is: To impart a systematic and fundamental knowledge about growth and functions of hospitality industry. To explain the hospitality distribution channels. To establish significance, processes involved in the Industry

UNIT - 1

HOSPITALITY INDUSTRY A PROFILE: Meaning & Definition, Historical Evolution & Development of Hospitality Industry, Hotel Guest, Type of hotel guest, types of hotel rooms, hotel banquets and ball rooms ,major contributors to hospitality industry ,Hotel organization :-

- 1) Hotel revenue center
- 2) Hotel cost center
- 3) Organizational structures –Small, Medium, Large ,Very Large Hotels

UNIT – 2

THE LODGING INDUSTRY : Introduction, Concept, and its importance; definition of the hotel Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt.

UNIT - 3

INTRODUCTION TO TRAVEL AND TOURISM INDUSTRY: Over view of Travel & Tourism Industry, Interrelationships within Travel, Tourism & Hospitality Industry, Components of Travel & travel trends. Role of Tour operators & Travel agents. Major Players of Travel & Tour Operations.

Paper 2- Basic Food Production – I

OBJECTIVE:- At the end of the course the students should: Know the history of cooking, its modern developments and develop brief idea of Professional Cookery; Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene; Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and Kitchen equipments; Have through knowledge of methods of cooking and understanding raw materials. Know in detail about Indian cuisine.

UNIT – 1

Professional Kitchen & Cooking: -Culinary history and origin of modern cookery Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments

UNIT – 2

KITCHEN EQUIPMENTS: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures

UNIT – 3

BASIC METHODS OF COOKERY: Modes of Heat Transfer, Various methods of Cooking: Definition, Rules, Associated Terms and Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, and Baking. Modern Methods

UNIT – 4

UNDERSTANDING RAW MATERIALS: Understanding of common ingredients classification and available forms, Uses and storage Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents. Thickening and binding agents, Flavorings and seasoning. STOCKS & SAUCES : Stocks: Introduction, Classification, Usage, Preparation Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce .

Paper 3- Foundation course in front office operations – I

OBJECTIVE: - The Student will be aware and get knowledge about: Classification and categorization of Hotels and its Evolution. - With Diagrams Duties & responsibilities of the staff in the different sections. Identify Market segment. Types of rooms, food plan, Tariff and room rent. Importance, Modes, Tools of reservation.

UNIT - 1

INTRODUCTION TO FRONT OFFICE: Introduction to front office as an department. Importance and role of front office. Functions of front office, Types of hotel rooms ,Attributes of front office staff members .Duties and Responsibilities of front office staff

UNIT – 2

LAYOUT OF FRONT OFFICE DAPARTMENT: Front Office Layout -Sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Equipments and front office systems,

UNIT – 3

FRONT OFFICE ORGANIZATION AND OPERATIONS: Organization structure of Front Office of small /medium and large hotels. Front desk operations & functions, Equipments handling at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle,

UNIT - 4

RESERVATION OPERATIONS: Meaning of reservation, Importance of reservation section, Types of reservation, Modes and sources of reservation. Different channels of reservation .Tools of reservation .Systems of reservation-Hotel diary system, Whitney system, computerized system .reservation amendment and cancellation procedure. Group reservation

Paper 4- Foundation course in housekeeping – I

OBJECTIVE:- The students will get knowledge about Organization, function of Housekeeping department and its Different sections. Housekeeping coordination with different departments, Procedure of cleaning different status of room. Cleaning equipments and cleaning agent. Lost and found procedure in the control.

UNIT - 1

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

UNIT – 2

The Guest ROOM SERVICING: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

UNIT – 3

ROUTINE SERVICES: Cleaning of Check out room ,Cleaning of Occupied Room, Cleaning of Vacant Room., Evening service

UNIT - 4

CLEANING EQUIPMENT: General considerations & selections ,Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. Method of use & mechanism for each type ,Care & maintenance. CLEANING AGENTS: General criteria for selection ,Classification.

Paper 5- Food and Beverage Service – I

OBJECTIVE:- By the end of the semester the students should be able to: Develop an insight into the growth of catering Industry. In the world from medieval period till recent times. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities. Understand the role of F & B department its functions and staffing. Understand different non-alcoholic beverages with their preparation and services.

UNIT - 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

UNIT – 2

Food Service Equipments : Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures Table Crockery, Cutlery, Glassware (Bar Glassware not included) care and maintenance of equipments.

UNIT – 3

MENU – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests. Ancillary department –Pantry, still room, plate room, hot plate, wash kitchen stewarding

UNIT – 4

Food Service- : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, , Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Semester 2

Paper 1- Business Communication

OBJECTIVE:- By the end of the course the students should: Understand constituents of technical written communication. Understand the Value of Communication for better human relations in day to day life. Understand the Importance and observance of social skills and Etiquettes in various occasions Understand the various forms of verbal and Nonverbal, Formal and Informal communications. Build and use Business Vocabulary.

UNIT - 1

COMMUNICATION:- Nature of communication, Process of communication, Types of communication(verbal and non verbal),Importance of communication, Different forms of communication ,Barriers to communication causes , Linguistic Barriers, Psychological Barriers , Interpersonal Barriers, Cultural Barriers , Physical Barriers , Organizational Barriers.

UNIT – 2

CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION Word & Phrases, Word formation, synonyms & Antonyms, Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development, Techniques & Method- Inductive, Deductive, Spatial, Linear, Chronological etc, The art of Conversation- Various Steps.

UNIT – 3

FORMAL VERBAL COMMUNICATION: Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling, Business presentation ,Oral Presentation, Power point Presentation

UNIT - 4

SOCIAL SKILLS FOR MANAGERS: Update of Etiquettes a Manager should observe in various formal and informal Situations; The Knowledge of Body language. BUSINESS VOCABULARY BUILDING AND USAGE Essay Writing Comprehensions Précis , Writing Elocution ,Telephone Etiquettes.

Paper 2- Hotel Housekeeping- II

OBJECTIVE:-

- a. To complete the student experience of all housekeeping routines including:
 - a. Students will get the knowledge about the public area cleaning task.
 - b. Floors – types of floor finishes, methods of cleaning.
 - c. Knowledge about wall finishes, their types, uses and cleaning wall covering.
 - d. Daily routine of the housekeeping department including clerical job of the Housekeeping.
 - e. Learn about inspection of guest room. Cleaning and care of metals: Brass, silver etc. and their compositions

UNIT – 1

Cleaning of Public Areas: Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor),

UNIT – 2

Pest Control: Types of pests, Control procedures, methods Safeguarding Assets: Concerns for safety and security in Housekeeping operations.

UNIT – 3

DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT: Control Desk Activities. Staff Allocation, Duty Roasters. Key Co-ordination areas RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.

UNIT – 4

GUEST ROOM INSPECTION – CHECK-LIST COMPOSITION,

Paper 3- Food and beverage production - II

OBJECTIVE:- During the course the students should: Learn about the various commodities required for food production, their market forms, selection, storage and use. Understand the fundamentals of menu planning & standard recipes. Enhance the basic culinary skills.

UNIT – 1

MENU PLANNING & RECIPE FORMULATION: Menu Planning: Factors affecting menu planning , Standard Recipes: Definition, Format, writing and costing.

UNIT – 2

BREAKFAST COOKERY: English, American, Indian -regional Breakfast , Eggs, cereals, rolls and other breakfast varieties

UNIT – 3

COMMODITIES MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd **CHEESE** Production of cheese, types of cheese, Cheese varieties from different countries. **VEGETABLES:** Classification, selection , **FRUITS:** Classification, selection

UNIT – 4

SOUPS AND SALADS:- Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings,

Paper 4- Food and beverage service –II

OBJECTIVE:- By the end of the semester the students should be able to: Understand various restaurant services. Understand type of meal and menu. Develop knowledge of the restaurant control system. Understand the processing manufacturing and service of cigar and cigarettes. Acquire the requisite technical skills for competent service of Food & Beverage.

UNIT – 1

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts,

UNIT – 2

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast- Concept, Types & classification, Breakfast services in Hotels,

UNIT – 3

Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Their Salient Features,

UNIT - 4

Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques.

Paper 5- Front Office – II

OBJECTIVE:- The objective is to make students aware of: a. Registration, its types, importance and aspect. b. The components of registration process for individual guest, foreigners and VIP's. c. A proper systematic way of sorting a shift and hand over a night audit.

UNIT - 1

GUEST REGISTRATION AND CHECK IN PROCEDURE Meaning of registration. Importance of registration ,The check in procedure for individuals ,Pre arrival activities ,On arrival and post arrival . Guest registration documents. Luggage handling at the time of arrival. Room selling techniques

UNIT – 2

HANDLING GROUP ARRIVALS: Meaning of a group and Types of groups. Group check in procedure. Pre arrival procedures. Welcoming and handling of check-in at the time of actual check-in. Post arrival activities will reference to group types.

UNIT – 3

THE CHECKOUT PROCEDURES :The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, express check out, early and late check outs, group departures

UNIT - 4

FRONT OFFICE SHIFT OPERATIONS: Starting of work shift and regular task during the shift, VIP movement in hotel shift Ending work shift and shift handover procedure General assistance and concierge service

Semester 3

Paper 1- Travel Agency & Tour Operations

Course Objectives: To study the roles of travel agents and tour operators.

UNIT I

Travel Agency and Tour Operation Business: Definition , Concept of Travel Agents & Tour Operators, Linkages, Origin and Growth of Travel Agency and Tour Operations Sector -Role and contribution of travel agency and tour operations sector in the development of Tourism Industry.

UNIT II

Functions of a Standard Travel Agency- Travel Information, Documentation, Tour Counseling, Ticketing, Reservation and Itinerary Immigration related services etc.- Source of Income: Commission, Service Charges ,Organizational Structure in a standard Travel Agency

UNIT III

Functions of Tour Operators, Tour package formulation, pre-tour arrangements, tour operations and post-tour management.-Tour operators' role as whole seller and retailer- Tour Operators' role and functions in Event Management, Approval from IATA & DOT.

UNIT IV

Procedure for setting up Travel Agency and Tour Operating Enterprises; type of organization to be incepted i.e., proprietorship, partnership, private or public limited, etc.

UNIT V

Introduction to airlines, basic terms used in aviation, technical details of an aircraft, passengers needing special attention, growth in aviation industry

Paper 2- Bakery and Confectionary

UNIT-1

Introduction and Scope of Bakery & Confectionery, Bakery terms, Organization chart of Bakery, Wheat and Flour, Different types of flours available, Raw material required for bread making: - Role of flour, water, yeast, salt - Sugar, milk and ,

UNIT-2

Ingredient used in Cake Making Types & Shortening – Fats and oil, Egg, Moistening agent, Leavening Agents, Cake Making Methods, Sugar butter process, Flour butter process, Basic Pastries Pastry making.

UNIT -3

Sugar Identify and describe the different stages of cooking sugar Caramelized Sugar preparations Sugar for desserts and presentations, Types of icing, Preparation of cookies and biscuits. Factors affecting the quality of biscuits / cookies, Various types ice creams and bombs. Storage of confectionery product.

Paper 3- Food and beverage service –III

OBJECTIVE:- By the end of the semester the students should be able to: Understand various restaurant services. Understand type of meal and menu. Develop knowledge of the restaurant control system. Understand the processing manufacturing and service of cigar and cigarettes. Acquire the requisite technical skills for competent service of Food & Beverage.

UNIT – 1

Introduction of menu, menu planning, factor affecting menu planning, French classical menu with examples.

UNIT – 2

Introduction to Buffet, type of buffet, introduction to banquet, various layout and setup in banquets, banquets menu, inventory control in banquet.

UNIT – 3

New trends in food and beverage service industry, use of PMS in various service outlets, types of trolley, new equipments in service industry.

UNIT – 4

Introduction to cigarettes and cigars, their production, silent features and brand names, service of cigars and cigarettes, and their storage.

Paper 4- Front Office –III

OBJECTIVE:- The objective is to make students aware of: a. Registration, its types, importance and aspect. b. The components of registration process for individual guest, foreigners and VIP's. c. A proper systematic way of sorting a shift and hand over a night audit.

UNIT – 1

Front office accounting, guest and non guest account, accounting system: non automated, semi automated, fully automated

UNIT – 2

Control of cash and credit in hotel industry and their importance.

UNIT – 3

Introduction to Night auditing in front office, their function and audit procedure.

UNIT – 4

Importance of security system in front office, safe deposit, key control, emergency situations like accidents, illness, theft, fire, bomb.

Paper 5- Computer Skills in hotels

Role of information technology in the hospitality industry, factors for need of a PMS in the hotel, factors for purchase of PMS by the hotel, Introduction to various software system used in hotel industry, use of computer in various departments of hotel industry and their coordination's, use of EPBAX machine, use of IP phones, role of online guest comment card/feedback form, New technology used in hotel industry.

Semester 4

Paper 1- Advance Housekeeping

• Energy conservation methods & eco-friendly concepts in Housekeeping • Study on cases & situations energy conservation. • Trends in the operations in the hotel industry • New hotel chains and concepts world wide • The changing trends in Housekeeping operations • The changing trends in Housekeeping Management • Concept of recruitment, selection and training • Training & Selection methods • Employee separation / employee counseling • Performance appraisals techniques • Principles of Human relations • PMS handling related to Housekeeping • Glossary of terms in Housekeeping

Paper2- Advance Food and beverage production

Food production cost control: a. Standard purchase specification. b. Dealing with suppliers c. Store organization. d. Stock control .

Establishing and evaluation of standard recipe: a. Developing, assessing and testing new recipes. b. Sales monitoring c. Flash food cost control d. Stock taking methods.

Food cost Reconciliation sheets: a. Food cost percentage b. Analysis of results with study of cause and remedies.

Paper 3- Wines and Spirits

ALCOHOLIC BEVERAGE

- A. Introduction and definition
- B. Classification

WINES

- A. Definition
- B. Classification with examples
 - Table/Still/Natural
 - Sparkling
 - Fortified
 - Aromatized
- C. Production of each classification
- D. Principal wine regions and wines of

- France
 - Germany
 - Italy
- F. Food & Wine Harmony
- G. Storage of wines

BEER

- A. Introduction & Definition
- B. Types of Beer
- C. Production of Beer
- D. Storage

SPIRITS

- A. Introduction & Definition
- B. Production of Spirit
 - Pot-still method
 - Patent still method
- E. Production of
 - Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequilla

Paper 4- Office Management

Introduction: Meaning, functions and importance of office management; office management and organization. Principles of office management and organization. Principal departments of modern office. Centralization vs. decentralization of office services. Office Manager: Qualifications and qualities of office manager. The status of office manager in total organization. The authorities and responsibilities of an office manager. Office accommodation: Selection of site. Office layout. Environment and working conditions. Office Communication: Various means of communication- Their use, merits and limitations. Selection of means of communication. Correspondence through Internet.

Paper 5- Food Science and Nutrition

OBJECTIVE: - This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about Food & its preparations. By the end of the semester the students should be able to: Know the importance of food and nutrition. Understand the role of various nutrients in our body. Conceptualize the fundamental of balance diet. Know the effect of storage, pre-preparation and cooking on nutrients. Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

UNIT – 1

INTRODUCTION TO NUTRITION: Definition of Nutrition; Importance and scope; the various nutrients. FOOD AND OUR BODY: Role of food in our life; recommended dietary intakes (RDI), Calorific value of food; the five food groups;

UNIT – 2

ROLE OF NUTRIENTS IN OUR BODY-I: a. Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, sources. b. Fats: Classification of Fats, Functions, deficiency & excess of Fat; sources. Proteins: essential amino acids, classification of protein, functions of proteins, systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein.

UNIT – 3

ROLE OF NUTRIENTS IN OUR BODY – II: Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins ROLE OF NUTRIENTS IN OUR BODY – III: a. Minerals: Classification, Sources and functions & deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only). Water: Functions, sources & diseases.

UNIT – 4

BALANCED DIET: Concept of balanced diet Menu planning-Definition, aim & importance Menu planning for specific requirements viz. infants, children, adolescent, adult man & women; nutritional requirements during specific conditions viz, pregnancy, lactation & old age.

Paper 1- Tourism Marketing & Management Skills

Course Objectives: To familiarize with the concepts and practices of tourism marketing.

UNIT I

Marketing: Concept and definition and its significance in tourism industry . Basic concept of need and want; demand, product, service, market and sales. Significance of service and characteristics of service marketing, differentiation of product marketing and service marketing. Defining marketing mix, the 8 P's of marketing mix

UNIT II

Market Research Understanding of marketing research, Concept of primary data, secondary data, qualitative and quantitative data and marketing information system (MIS) and its functions. Consumer and consumer behaviour, Factors influencing the buying behaviour of consumers . Market segmentation and bases for segmenting consumers markets, targeting and positioning and market strategies

UNIT III

Destination Marketing. Necessary attributes for a ideal tourist destination, Destination life cycle, Marketing strategy for promotion and development of a tourist destination

UNIT IV

Nature and Process of Management – Introduction to Management, Management Process and its nature, Human Behavioural, Planning, Organising, Staffing, Directing, Controlling in the management.

Paper 2- Human Resources Management

Course Objectives: To give a conceptual understanding of human resource practices in business organizations.

UNIT I

Introduction to Human Resource Management—Importance--scope and objectives of HRM. Evolution of the concept of HRM- Approaches to HRM

UNIT II

Human resource planning, Recruitment and selection—Job analysis--- process of job analysis- job discretion- job specification

UNIT III

Placement, Induction and Internal mobility of human resource. Training of employees—need for training-objectives- approaches --methods-training environment- areas of training- Training evaluation.

UNIT IV

Performance appraisal and career planning. Need and importance-objectives process- methods and problems of performance appraisal- . Concept of career planning –features- methods –uses career development.

UNIT V

Discipline- approaches- punishment-essentials of a good discipline system. Labor participation in management.

Paper 3- Tourisms Products of India

Course Objectives: To study the tourism products and potential of India.

UNIT – I

Tourism Product- Definition and Differentiation, - Tourism Products & Attraction: Elements and characteristics of tourism products- typology of tourism products- Unique features of Tourism Products in India; Geography of India –Physical and Political features

UNIT – II

Architectural Heritage of India – India's Architectural Styles- Historic Monuments of Tourist significance (ancient medieval and modern)- Important Historic / Archaeological sites, Museums, Art Galleries, Libraries their location and assets- Religious Shrines / Centers –Hindu, Buddhist, Jain, Sikh, Muslim, Christian and others- World Heritage sites in India

UNIT – III

Nature based Tourism: Wild life Sanctuaries, National Parks, Botanical gardens, Zoological parks, Biosphere reserves; Mountain Tourism with special reference to Himalayas

UNIT –IV

Desert Tourism with special reference to Rajasthan, Tourism in Coastal areas- Beaches, Islands, Adventure tourism – Classification of Adventure Tourism – Land Based –Water Based –Aero Based with suitable examples

Paper 4- Event Management & Entrepreneurship Development

Course Objectives: To familiarize with basic concepts and practices in event management

UNIT I

Event Management – Definition – Meaning and scope – Role of events in promotion of tourism. Types of events – Cultural - festival, religious, business etc. - need of event management. Key factors for best Event Management.

UNIT II

Aim of event, Develop a mission, Establish Objectives, Preparing event proposal, Use of Planning tools.

UNIT III

Protocols, Dress codes, staging, staffing, Leadership, Traits and characteristics.

UNIT IV

Entrepreneurship, Definition role and expectation. Entrepreneurial motivations, types. Entrepreneurship opportunities in tourism. Entrepreneurial skill for travel, tourism and hospitality trade; problems of entrepreneurship in travel trade.

Paper 5- Resort Management

Course Objectives:. To familiarize students with the concept of resort management.

UNIT I

Resort Management- Introduction, basic characteristics, phases of resort planning and development, Upcoming trends in Resort Management

UNIT II

Basic element of a resort management- Lodging facilities, land escaping, Dining and Drinking facilities, Family oriented services, shops and entertainment services

UNIT III

External challenges for resort management: Changing market and competitive conditions - global demand trends, market competition

UNIT IV

Internal challenges for resort management: Planning and financial management – planning process– phases of resort development – functional tools of Resort development.

Semester 6

1. Industrial Training and Report Presentation

