

FACULTY OF VOCATIONAL STUDIES

SYLLABUS

of

Bachelor of Vocation (Hospitality and Tourism)

Batch: 2026–29

(SEMESTER I-VI)



Session: 2026-2027

The Heritage Institution

KANYA MAHA VIDYALAYA JALANDHAR

(Autonomous)

PROGRAMME SPECIFIC OUTCOMES FOR BACHELOR OF VOCATION (HOSPITALITY AND TOURISM)

Upon successful completion of this Programme, students will be able to:

PSO (1) - To develop holistic understanding about various fields of Hospitality and tourism including Food Production, Food and Beverage Service, Accommodation operations, Front office and Tourism

PSO (2) - To understand the fundamentals of Food Production, Kitchen hygiene and layout, duties and responsibility and various ingredients used in cooking

PSO (3) - To develop the understanding about catering establishment and its important, personal hygiene and grooming and various service methods

PSO (4) - To gain knowledge about different food and beverage services and information about different type of fuel and its use

PSO (5) - To develop deep understanding of accommodation and hotel front office, various type of hotel and its basis

PSO (6) – To develop understanding about basic methods of cooking and ingredients used in different cuisine

PSO (7) – Comprehend an overall understanding of the inter-componential relationships that exist between tourism, aviation and hospitality components of the global tourism industry.

PSO (8) - Demonstrate clear understanding and develop personality so as to become a responsible citizen with greater awareness and sensitivity about the Indian and global destinations.

PSO (9) - Develop clear understanding about the impacts of tourism, airline and hospitality industry in societal and environmental context and demonstrate the knowledge needed for sustainable development in general and sustainable tourism development in particular.

PSO (10) - Execute basic skills and aptitude useful in taking up any activity in tourism, aviation and hospitality industry. Implement knowledge, skill and attitude to set up tourism related establishments.

**SCHEME AND CURRICULUM OF EXAMINATIONS
OF
THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System**

Semester I										
Sr. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		C A	
							L	P		
1	BVHL -1421 BVHL -1031 BVHL -1431	C	Punjabi Compulsory/ ¹ Basic Punjabi/ ² Punjab History and Culture	4-0-0	4-0-0	100	70	-	30	3
2	BVHL -1102	AEC	Communication Skills in English -I	3-0-2	3-0-1	100	50	20	30	3
3	BVHL -1663	S	Introduction to Tourism, Hospitality and Aviation Industry	2-0-0	2-0-0	50	35	-	15	3
4	BVHL -1664	S	Tourism Geography	4-0-0	4-0-0	100	70	-	30	3
5	BVHM -1665	S	Food Production-I	2-0-4	2-0-2	100	35	35	30	3+3
6	BVHM-1666	S	Food and Beverage Services – I	2-0-4	2-0-2	100	35	35	30	3+3
7	USEP-0001	SEC	Entrepreneurship Mindset Level - I	0-0-4	0-0-2	50	-	50	-	3
8	VACF-1491	VAAC	*Foundation Course	2-0-0	2-0-0	50	35	-	15	3
	Total				24					

Note: C – Compulsory, S – Skill Enhancement, VAC-Audit Course, VAAC- Value Added Audit Course

1. Special paper on lieu of Punjabi(Compulsory)

2. Special paper in lieu of Punjabi(Compulsory) for those students who are not domicile of Punjab

***Credits/Grade points or grades of these courses will not be included in SGPA/CGPA of the Semester/ Programme.**

**SCHEME AND CURRICULUM OF EXAMINATIONS
OF
THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System**

Semester II										
Sr. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		C A	
							L	P		
1	BVHL-2421 BVHL-2031 BVHL-2431	C	Punjabi Compulsory/ Basic Punjabi/ Punjab History and Culture	4-0-0	4-0-0	100	70	-	30	3
2	BVHM-2102	C	Communication Skills in English - II	2-0-4	2-0-2	100	50	20	30	3
3	BVHL-2663	S	Fundamentals of Management	4-0-0	4-0-0	100	70	-	30	3
4	BVHM-2664	S	Food Production-II	2-0-4	2-0-2	100	35	35	30	3+3
5	BVHM-2665	S	Food and Beverage Services – II	2-0-4	2-0-2	100	35	35	30	3+3
6	BVHM-2126	S	Applications of Computer in Hospitality and Tourism	1-0-2	1-0-1	50	20	15	15	3
7	USEP-0002	S	Entrepreneurship Mindset Level-II	0-0-4	0-0-2	50	-	50	-	3
8	VAC D-2161	VAC	*Drug Abuse and Ethical Education	4-0-0	4-0-0	100	70	-	30	3
Total					28					

Note: C – Compulsory, S – Skill Enhancement, AC-Audit Course

1. Special paper on lieu of Punjabi(Compulsory)

2. Special paper in lieu of Punjabi(Compulsory) for those students who are not domicile of Punjab

***Credits/Grade points or grades of these courses will not be included in SGPA/CGPA of the Semester/ Programme.**

SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE YEAR DEGREE PROGRAMME

Bachelor of Vocation (Hospitality and Tourism)

Session: 2026-2027

Credit Based Continuous Evaluation Grading System

Semester III										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BVHL-3661	C	Tourism Products	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-3662	C	Travel Agency and Tour Operation Business	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-3663	S	Tour Guiding and Leading	4-0-0	4-0-0	100	70	-	30	3
4	BVHM-3664	S	Front Office Operations- I	2-0-4	2-0-2	100	35	35	30	3
5	BVHM-3665	S	Housekeeping Operations- I	2-0-4	2-0-2	100	35	35	30	3
6	BVHF-3666	S	Destination Visit and Report	0-0-8	0-0-4	100	-	100	-	3
7	USEP-0003	S	Entrepreneurship Mindset Level - III	0-0-4	0-0-2	50	-	50	-	3
8	VACE-3221	VAC	Environmental Studies	2-0-0	2-0-0	50	35	-	15	3
			TOTAL		28	700				

C- Compulsory

S-Skill Enhancement

VAC- Audit Course

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme

Aligned with level 5 of Sector Skill Council- Qualification Pack- Front office Executive.

**SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE YEAR DEGREE
PROGRAMME**

Bachelor of Vocation (Hospitality and Tourism)

Session: 2026-2027

Credit Based Continuous Evaluation Grading System

Semester IV										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BVHL-4661	C	Human Resource Management	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-4662	C	Tourism and Hospitality Marketing	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-4663	C	Customer Relationship Management	4-0-0	4-0-0	100	70	-	30	3
4	BVHL-4664	S	Event Management	4-0-0	4-0-0	100	70	-	30	3
5	BVHL-4665	S	Foreign Language (French)	2-0-0	2-0-0	50	35	-	15	3
6	BVHM-4666	S	Front Office Operations-II	2-0-4	2-0-2	100	35	35	30	3
7	BVHM-4667	S	Housekeeping Operations-II	2-0-4	2-0-2	100	35	35	30	3
8	VACP-4511	VAAC	Personality Development and Gender Sensitization	2-0-0	2-0-0	50	35	-	15	3
			TOTAL		28					

C- Compulsory

S-Skill Enhancement

VAC- Audit Course

VAAC- Value Added Audit Course

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme

Aligned with level 7 of Sector Skill Council- Qualification Pack- Duty Manager

**SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE-YEAR DEGREE
PROGRAMME**

Bachelor of Vocation (Hospitality and Tourism)

(Session 2026-2027)

Credit Based Continuous Evaluation Grading System

Semester-V										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
L	P									
1	BVHL-5661	C	Tourism Policy in India	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-5662	S	Public Relations and Tourism Journalism	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-5663	S	Basic Research Methodology	4-0-0	4-0-0	100	70	-	30	3
4	BVHL-5664	S	Food and Beverage Service Management	4-0-0	4-0-0	100	70	-	30	3
5	BVHL-5105	S	Soft Skills and Communication	4-0-0	4-0-0	100	70	-	30	3
6	BVHM-5666	C	International Cuisines	2-0-4	2-0-2	100	35	35	30	3+3
7	BVHM-5667	C	E-Tourism	2-0-4	2-0-2	100	35	35	30	3+3
8	CCFC-5522	CCFR	Community Outreach - I	0-0-2	0-0-2	50	–	35	15	
			TOTAL		30					

C- Compulsory

S-Skill Enhancement

CCFR- Co-curricular Field Work and Report Writing

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme.

SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE-YEAR DEGREE

Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System
Credits: 30

Contents:

In this semester the student shall be sent for industrial training for a period of 22 Weeks, where she/he would work in all departments of Classified star Hotels of the level of three star and above category or in Travel Agencies, Tour Operation companies, Event Management companies.

- At the end of the industrial training the student shall submit a training report along with the logbook maintained on a daily basis during the period of training and the performance appraisal from each department.
- The training report is to be prepared by the student in two typed copies and to be submitted to the Head of faculty within the stipulated time for assessment.
- The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce.
- The training report will be assessed by a panel of examiners comprising two external examiners (the external would include preferably one from the Tourism and Hospitality Industry of the level of Head of the Department and above) and one internal examiner.

Semester-VI									
S. No.	Course Code	Course Type	Course Titles	Credits L-T-P	Max Marks				Examination time (in Hours)
					Total	Ext.		CA	
						L	P		
1.	BVHI -6661	S	Practice School Program	30	500	-	500	-	3
			TOTAL	30	500				

*22 weeks Industrial training & its evaluation, Log book, Project report, Appraisals & Viva voce.

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF EXAMINATIONS
OF
THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System

Semester I										
Sr. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		C A	
							L	P		
1	BVHL -1421 BVHL -1031 BVHL -1431	C	Punjabi Compulsory/ ¹ Basic Punjabi/ ² Punjab History and Culture	4-0-0	4-0-0	100	70	-	30	3
2	BVHL -1102	AEC	Communication Skills in English -I	3-0-2	3-0-1	100	50	20	30	3
3	BVHL -1663	S	Introduction to Tourism, Hospitality and Aviation Industry	2-0-0	2-0-0	50	35	-	15	3
4	BVHL -1664	S	Tourism Geography	4-0-0	4-0-0	100	70	-	30	3
5	BVHM -1665	S	Food Production-I	2-0-4	2-0-2	100	35	35	30	3+3
6	BVHM-1666	S	Food and Beverage Services – I	2-0-4	2-0-2	100	35	35	30	3+3
7	USEP-0001	SEC	Entrepreneurship Mindset Level - I	0-0-4	0-0-2	50	-	50	-	3
8	VACF-1491	VAAC	*Foundation Course	2-0-0	2-0-0	50	35	-	15	3
	Total				24	600				

Note: C – Compulsory, S – Skill Enhancement, VAC-Audit Course

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**Bachelor of Vocation (Hospitality and Tourism) Semester I
(Session 2026-2027)**

**Course Title: Introduction to Tourism, Hospitality and Aviation Industry
Course Code: BVHL-1663**

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 50
Theory Marks: 35
CA-15

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Analyse the key factors responsible for the growth and development of the hospitality and aviation industry.

CO2: Identify various career segments in the hospitality and aviation industry.

CO3: Summarise emerging and future trends of the hospitality and aviation industry.

CO4: State the organisation of the hospitality and aviation industry sectors.

Contents:

Unit-I

Tourism: Meaning and Scope, Introduction to the terms; Tourist, Travellers, Visitor, Transit Visitor and Excursionist.

Historical Dimensions of Tourism: Travel and Tourism through the Ages: Early Travels, Renaissance and Age of Grand Tours, Emergence of modern tourism, concept of “Paid holiday”.

Components and Elements: Introduction to Components and elements of Tourism, Intermediaries and Suppliers, Introduction to types and Forms of Tourism.

Unit-II

Hospitality industry: Hotels - Introduction and definition, brief about classification & categorization of Hotels. Emerging trends in Accommodation: Time-share, Condominium, Home Stays, Tree Huts, Houseboats, Capsule hotels etc. Major Hotel chains in India and Worldwide. Introduction to FHRAI, HRACC and other classification bodies.

Unit-III

Aviation Industry/Air Transportation Industry- Introduction, International Organizations, ICAO, IATA, Evolution of Hub & Spokes, Phonetic Alphabets, City, Airport and Carrier Codes of IATA, Facilities to the passengers, Procedure at airport: - policies- practices and rules.

Unit-IV

Value Chain: Relationship/Interdependence between Hospitality, Travel and Tourism industry, Travellers at rest, Home away from Home, Hospitality culture, Atithi devo Bhava, Expectations of the guest.

Text Books:

- IATA Manual on Diploma in Travel & Tourism Management
- ICAO Manuals.
- Air Travel: A Social History – Hudson, Kenneth.
- Tourism development – Principles and practices – AR Bhatia.
- Tourism in India – V.K. Goswami.
- Swain, S. K. and Mishra, K. (2017). Tourism Principles and Practices (3rd ed.). New Delhi, India: Oxford University Press.
- Roday, S., Biwal, A. and Joshi, V. (2015). Tourism Operations and Management (8th ed.). New Delhi, India: Oxford University Press.
- Passenger Charter by Ministry of Civil Aviation, Govt. of India.

Web links:

- https://epgp.inflibnet.ac.in/view_f.php?category=1850

**Bachelor of Vocation (Hospitality and Tourism) Semester I
(Session 2026-2027)**

**Course Title: Tourism Geography
(Theory)**

Course Code: BVHL-1664

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Create awareness about the various natural, architectural heritage, culture and handicrafts of India.

CO2: Describe the major tourist attractions and cultural destinations of India.

CO3: Conceptualize and prepare a tour itinerary based on a variety of themes.

CO4: Identify geographical locations of various tourist destinations.

Course Content:

Unit I

Introduction to Geography – Definition, scope of geography, Tourism Geography, Physical Geography; Major landforms – Mountains, Plains, Plateaus; Natural regions of the World.

Unit II

Geographical determinants – diversities and disparities – typology and areas of linkages flow and orientation – Impact of weather and climate on tourism, seasonal rhythm; Geographical components and tourism development – Linkages; seasonality and destinations – seasons and climate seasonality in tourism.

Unit III

Tourism and Geography: Role of Geography in tourism map reading; Maps; Types of maps – Scale; Topo sheets; Signs and symbols; use of technology in geography.

Unit IV

Tourist Destination and attractions of major countries (in brief): Asia, Africa, Australia, Americas and Europe.

Suggested Readings

1. Burkhardt and Madik "Tourist Past and Present and Future" Butterworth Heinemann Several Editions

2. Gilbert Sigeaux "History of Tourism"
3. Herbert "Heritage Tourism and Society"
4. Maisels "Early civilization of the old world"-Business Books communica1978
5. Nisbet "Social change and History "Oxford University press 1972
6. Roger Housden "Sacred Journeys in a modern World "-Simon and Schuster. New York 1979
7. T Walter Wallbank "Civilization past and Present"-Scott Foresman .London 1978

**Bachelor of Vocation (Hospitality and Tourism) Semester I
(Session 2026-2027)**

**Course Title: Food Production-I
(Theory + Practical)**

Course Code: BVHM-1665

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Explore the classical & modern brigade of the kitchen with their duties and responsibilities and learn the basics of facility planning.

CO2: Identify the aims, objectives of cooking and classify the vegetables and learn about making stocks and sauces.

CO3: Enhance the learning of uses of fuels and basics of the culinary industry including preparation of soups, salads, eggs etc.

CO4: Commodities used in the Catering Industry and Hygiene and cleaning.

Course Content:

Unit I

Introduction to Cookery and Bakery, Hierarchy and Layout of the kitchen Department:

Introduction, Levels of skills and experiences, Attitude and behaviour in the kitchen, Personal hygiene and food safety, contamination of food. History of cooking - Classical and modern kitchen brigade, Organisational structure of the kitchen, Cooperation with other departments, Duties and responsibilities of kitchen staff, Layout of kitchen (Main kitchen, Commissary, Garde Manger, Butchery and Bakery and confectionery). Basics of Bakery.

Unit II

Aims, Objectives and Methods of Cooking and Vegetable classification: Effects of cooking, Characteristics of Raw materials (Salt, Liquids, Sweetening, Fats and Oils, Raising Agents, Thickening Agents), Preparation of Ingredients, Texture, Cooking techniques methods of heat transfer, Basic methods of cooking, special methods of cooking foods (infrared cooking, microwave, réchauffé), cuts of vegetables, pigments and colour changes, effect of heat on vegetables, stocks, sauces.

Unit III

Equipment and Fuels used in kitchen & Kitchen Communication and Basics of Culinary Industry : Introduction, fuel used in the kitchen, Equipment used in the kitchen, parts of knife, commonly used equipment, largest equipment used and their operating

procedures. Common Terminology used in kitchen, Techniques used in pre-preparation, Techniques used in preparation, Forms and formats used in kitchen, Coordination of kitchen with other departments. Classification of Salads, Soups, Potato preparations.

Unit IV

Commodities used in the Catering Industry and Hygiene and cleaning- Basic understanding of the commodities (Composition, uses, types or varieties) shortenings (fats and oils) role, varieties, uses, fats and oils - types and varieties, raising agents- classification, role and actions, thickening agents - classification and role, Sugar - importance, types, cooking stages. Introduction, Cleaning and sanitising, Food hazards and contamination, prevention and causes, HACCP, FSSAI, Food laws and standard, FPO, PFA, AGMARK, BIS, GRAS, Recent concerns in food safety: New and Emerging Pathogens. Genetically modified food, transgenic and Organic foods. Newer approaches to food safety.

List of Experiments for Practicals:
Experiment 1: Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices & knife handling, Chopping boards uses and keeping, Safety and security in kitchen
Experiment 2: Cuts of Vegetables, Measurements (Quantitative and Qualitative)
Experiment 3: Methods of Cooking (including heat level differentiation on food) Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables.
Experiment 4: Stock making and types of stocks
Experiment 5: Mother sauces- Basic mother sauces, Béchamel, Espagnole, Veloute, Hollandaise, Mayonnaise, Tomato and classification of the sauces.
Experiment 6: Gravies and sauces difference and preparations.
Experiment 7: Simple salads, dressings and vinaigrettes.
Experiment 8: Soups and classification.
Experiment 9: Simple potato preparations- Baked potatoes, Mashed potatoes, French fries, Roasted potatoes, Boiled potatoes, Lyonnaise potatoes, Allumettes
Experiment 10: Basics of Bakery - Bread Making, types of bread, Bread Loaf (White and Brown) Bread Rolls (Various shapes) French Bread, Brioche
Experiment 11: Cookies, types and methods, Jeera cookies, Choc Chip cookies, Coconut cookies, Marble cookies, melting moments.
Experiment 12: Sponges - vanilla and chocolate genoise sponges.

Textbook:

- Parvinder S. Bali, (2014) *Food production operations*, 2nd edition Oxford University Press

Suggested Readings:

- Krishna Arora, (2013) *Theory of Cookery*, Frank Bros & Co.
- Foskett&Paskins, (2016) *Theory of hospitality & Catering*, 13TH edition (Hodder Education)

- Thangam E. Philip, (2014) *Modern Cookery* for Teaching and Trade Vol-1, (6th Edition), Orient Black Swan

Web Links:

<https://www.slideshare.net/Senthil13k/bsc-food-production-1st-year-notes>
https://www.tutorialspoint.com/food_production_operations/food_production_operations_tutorial.pdf
<https://www.bngkolkata.com/web/kitchen-organization-structure/>
<https://www.slideshare.net/HarshalKamble3/fuels-used-in-kitchen>

Bachelor of Vocation (Hospitality and Tourism)
Semester I (Session 2026-2027)
Course Title: Food and Beverage Services – I
(Theory + Practical)
Course Code: BVHM-1666

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Expand their knowledge about food and beverage service.

CO2: Organisational hierarchy, terms related to F&B.

CO3: Identify the different types of outlets and ancillary departments.

CO4: To understand the classification of non alcoholic beverages.

Course Content:

Unit I

Food Service Industry: Introduction to Food Service Industry, History, and Sectors of Food service Industry, Types of Restaurants and their characteristics, Personal Hygiene, Uniform & Grooming Standards, Career Opportunities, organising F&B department of hotel, classification of commercial, residential/non residential, welfare catering, structure of catering industry.

Unit II

Departmental Organization & Staffing: Organization of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff and operations, Duties & responsibilities of F&B staff, Inter departmental relationships, attributes of waiter. French terms associated from above.

Unit III

Food Service Areas and Equipment: Specialty Restaurants, Coffee Shop, Banquets, cafeteria, fast food, grill room, bar, vending machines and discotheque. Furniture, Classification of - Linen, Glassware, Tableware, Special and Miscellaneous Equipment and their Usage, Care & Maintenance, Side Station and its importance. Ancillary departments - pantry, food pick up areas, stores and kitchen stewarding.

Unit IV

Non- Alcoholic Beverages-

Classification (Nourishing, Stimulating and refreshing beverages), Tea- origin and manufacture, types and brands, Coffee- origin, Juices and soft drinks , Cocoa and malted Beverages - origin and manufacture.

List of Experiments for Practicals:
Experiment 1 - Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
Experiment 2 - Food Service areas – Induction & Profile of the areas, Ancillary F&B Service areas – Induction & Profile of the areas.
Experiment 3 - Familiarisation of F&B Service equipment
Experiment 4 - Care & Maintenance of F&B Service equipment
Experiment 5 - Holding Service Spoon & Fork, Carrying a Tray / Salver
Experiment 6 - Laying a Table Cloth Task, Changing a Table Cloth during service
Experiment 7 - Placing meal plates & Clearing soiled plates, Stocking Sideboard, Service of Water, Using Service Plate & Crumbing Down
Experiment 8 - Napkin Folding, Cleaning & polishing glassware
Experiment 9 - Service of Tea
Experiment 10 - Service of Coffee
Experiment 11- Laying a cover and types
Experiment 12- Proper table setting with Indian cover

Textbook:

- R. Singaravelavan (2016), Food and Beverage Service, (2nd Edition), Oxford University Press
- Dr. Jay Prakash Kant (2019), Restaurant Service Basics, Aman Publications.

Suggested Readings:

- Sudhir Andrews (2013), Food & Beverage Service Training Manual, (3rd Edition), Tata McGraw Hill.
- John Cousins, Dennis Lillicrap, Suzanne Weekes (2014), Food and Beverage Service, (9th Edition), Hodder

Web Links:

- <https://www.slideshare.net/SunilKumar148/food-beverage-service-basic-notes>
- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf
- <https://setupmyhotel.com/...hotels/food-and-beverage.../493-f-and-b-organization.htm...>

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF EXAMINATIONS
OF
THREE YEAR DEGREE PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System

Semester II										
Sr. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		C A	
							L	P		
1	BVHL-2421 BVHL-2031 BVHL-2431	C	Punjabi Compulsory/ Basic Punjabi/ Punjab History and Culture	4-0-0	4-0-0	100	70	-	30	3
2	BVHM-2102	C	Communication Skills in English - II	2-0-4	2-0-2	100	50	20	30	3
3	BVHL-2663	S	Fundamentals of Management	4-0-0	4-0-0	100	70	-	30	3
4	BVHM – 2664	S	Food Production-II	2-0-4	2-0-2	100	35	35	30	3+3
5	BVHM - 2665	S	Food and Beverage Services – II	2-0-4	2-0-2	100	35	35	30	3+3
6	BVHM - 2126	S	Applications of Computer in Hospitality and Tourism	1-0-2	1-0-1	50	20	15	15	3
7	USEP -0002	S	Entrepreneurship Mindset Level-II	0-0-4	0-0-2	50	-	50	-	3
8	VACD -2161	VAC	*Drug Abuse and Ethical Education	4-0-0	4-0-0	100	70	-	30	3
	Total				28					

Note: C – Compulsory, S – Skill Enhancement, AC-Audit Course

1. Special paper on lieu of Punjabi(Compulsory)
 2. Special paper in lieu of Punjabi(Compulsory) for those students who are not domicile of Punjab
- *Credits/Grade points or grades of these courses will not be included in SGPA/CGPA of the Semester/ Programme**

Bachelor of Vocation (Hospitality and Tourism)
Semester II (Session 2026-2027)
Course Title: Fundamentals of Management
(Theory)
Course Code: BVHL-2663

Time: 3 Hours
L-T-P: 4-0-0

Maximum Marks: 100
Theory Marks: 70
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Practise the process of management's four functions" planning, organising, leading and controlling.

CO2: They will be able to bring effectiveness in an organisation by making different plans and strategies.

CO3: Evaluate leadership styles to anticipate the consequences of each leadership style.

CO4: Gather and analyse both qualitative and quantitative information to isolate issues and formulate best control methods.

Contents:

UNIT – I

Nature of Management: Meaning & Definition, Characteristics, Importance, And Management: A Science or Art, Principles & Levels of Management, Management Functions & Development of Management

Unit II

Planning & Organizing: Meaning, Definitions, features, Types of Plans & Planning Force, Importance of planning, Decision Making process, Concept, Rationality in decision making, Forecasting and its importance, Delegation of Authority its meaning and importance, Coordination – Definition need and importance.

Unit III

Staffing & Directing: Meaning, Recruitment its sources & Selection its STEPS, Training Need and Methods, Directing: Meaning elements and importance.

Unit IV

Leadership & Managerial Control: Leadership: Meaning, definitions, importance and qualities.

Controlling – Meaning, definition, importance and Process.

Books/ References

- Harold Koontz and Heinz Weihrich, Essentials of Management: An International and Leadership Perspective, McGraw Hill Education
- Stephen P Robbins and Madhushree Nanda Agrawal, Fundamentals of Management: Essential Concepts and Applications, Pearson Education
- George Terry, Principles of Management, Richard D. Irwin
- Newman, Summer, and Gilbert, Management, PHI
- James H. Donnelly, Fundamentals of Management, Pearson Education.
- B.P. Singh and A.K.Singh, Essentials of Management, Excel Books
- Griffin, Management Principles and Application, Cengage Learning
- Robert Kreitner, Management Theory and Application, Cengage Learning
- TN Chhabra, Management Concepts and Practice, DhanpatRai& Co. (Pvt. Ltd.), New Delhi
- Peter F Drucker, Practice of Management, Mercury Books, London

Bachelor of Vocation (Hospitality and Tourism)
Semester II (Session 2026-2027)
Course Title: Food Production-II
(Theory + Practical)
Course Code: BVHM-2664

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

- CO1: Learn about egg cookery, cereals and pulses.
- CO2: Identify different cuts of meat and learn about fish cookery.
- CO3: Learn about the Pastry and simple ingredients of bakery.
- CO4: Understand the importance of milk and commodities.

Course Content:

Unit I

Egg Cookery and Rice, Cereals and Pulses: Structure of egg, types, uses, storage, checking of good egg vs stale and preparations of variety of egg dishes Boiled (Soft & Hard) Fried (Sunny side up, Single fried, Bull's Eye, Double fried) Poached egg Scrambled Omelette (Plain, Stuffed, Spanish), Scotch eggs, Scrambled egg. Introduction to rice, cereals and Pulses, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals.

Unit II

Meat & Fish Cookery: Introduction to meat cookery, Slaughtering techniques and procedures, Cuts of lamb/mutton, Cuts of pork, Variety meats (offals) Poultry (With menu examples of each), Introduction to fish cookery, Classification of fish with examples Cuts of fish with menu examples, Selection of fish and shellfish, Cooking of fish (effects of heat).

Unit III

Pastry- Shortcrust, Laminated, Choux, Hot water/Rough puff Recipes and methods of preparation Differences Uses of each pastry Care to be taken while preparing pastry Role of each ingredient Temperature of baking pastry ii) Flour Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch), **SIMPLE BREADS**, Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance.

Unit IV

Dairy Commodities: Milk Introduction, Processing of Milk, types of milk, Nutritive value/composition, Pasteurization, Homogenization, Types of Milk – Skimmed, Powdered, Flavoured and Condensed, Nutritive Value Cream: - Introduction, Processing of Cream,

Types of Cream, Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter- Introduction, Processing of Butter, Types of Butter.

List of Experiments:
Experiment 1: Preparation of egg dishes: Boiled (Soft, Semi hard & Hard), Sunny side up, Single fried, Bull's Eye
Experiment 2: Poached egg, Scrambled Omelette (Plain, Stuffed, Spanish), Scotch eggs, Scrambled egg.
Experiment 3 : Chicken and cuts of chicken, identification and Carcass demonstration
Experiment 4: Identification of cuts of lamb and mutton.
Experiment 5: Fish and cuts of fish and preparations of dishes
Experiment 6: Preparation of Shortcrust pastry and dishes like tarts and pies.
Experiment 7: Preparation of phyllo pastry and dishes like baklava
Experiment 8: Preparation of Choux pastry and dishes like churros
Experiment 9: Preparation of Puff pastry
Experiment 10: Preparation of bread - milk
Experiment 11: Preparation of bread - brown
Experiment 12: Preparation of Cheeses - Mozzarella, Cream cheese, Burrata.

Textbook:

- 1 Parvinder S. Bali (2014), Food production operations 2nd edition, Oxford University press

Suggested Readings:

- Krishna Arora, (2013) Theory of Cookery, Frank Bros & Co.
- David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education
- Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Web Links:

1. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf
2. <http://www.kerryabetutors.ie/wp-content/uploads/9.-Stocks-Soups-and-Sauces.pdf>
3. <http://web.uvic.ca/~ccgarden/wp-content/uploads/2015/10/Soups-Stocks-Stews.pdf>
4. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf

Bachelor of Vocation (Hospitality and Tourism)
Semester II (Session 2026-2027)
Course Title: Food and Beverage Services – II
(Theory + Practical)
Course Code: BVHM-2665

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Learn about the menu and its types.

CO2: Identify types of food service.

CO3: Deliver perfect service to guests.

CO4: Receive guests and take orders in the restaurants and cost controls.

Course Content:

Unit I

Menu Planning and types of menu, Preparing the Restaurant–Before and After the Service: Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu Sequence Examples from each course ,Cover of each course Accompaniments, French Names of dishes.

Unit II

Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper. Mise-en-place, Mise-en-Scene, Restaurant, Types of Covers, Points to be observed while laying the cover, Physical inventory, Service Procedure: Rules to be Observed While Waiting at the Table, Service Procedure for A 'la carte menu, Table d'hôte menu, Different Breakfasts (Indian, English, American and Continental) Lunch or Dinner, Menu, Menu and Covers for various types of Breakfast.

Unit III

TYPES OF FOOD SERVICE- Silver service, Pre-plated service, Cafeteria service, Room service, Buffet service, Gueridon service, Lounge service **SALE CONTROL SYSTEM,** KOT/Bill Control System (Manual) Triplicate Checking System Duplicate Checking System Single Order Sheet Quick Service Menu & Customer Bill, Making bill ,Cash handling equipment, Record keeping (Restaurant Cashier), **Service -** Silver service,

Pre-plated service, Cafeteria service, Room service, Buffet service, Gueridon service ,Lounge service

Unit IV

Order Taking and Billing Methods: Introduction, Methods of taking food order, K.O.T, Different types of K.O.T, Computerised billing system. Different types of billing. Different modes of payment.

List of Experiments:
Experiment 1- Laying of a la carte cover and table d' hote.
Experiment 2 - English and American Breakfast Cover.
Experiment 3 - Continental Breakfast Cover Task and Indian Breakfast Cover.
Experiment 4 - Afternoon Tea Cover Task and High Tea Cover.
Experiment 5 - Organizing Mise-en-scene.
Experiment 6 - Organizing Mise-en-Place.
Experiment 7 - Opening, Operating & Closing duties, setup of restaurant.
Experiment 8 - Taking Guest Reservations, Receiving & Seating of Guests, Order taking & Recording.
Experiment 9 - Sequence of service and Presentation & Encashing the Bill.
Experiment 10 - Presenting & collecting Guest comment cards and Seeing off the Guests.
Experiment 11- Handling Guest Complaints, Telephone manners, Dining & Service etiquettes.
Experiment 12 - Run through the entire service in the restaurant.

Textbook:

- Singaravelavan R, Food and Beverage Service, 2nd Edition 2016, Oxford University Press

Suggested Readings:

- Sudhir Andrews, Food & Beverage Service Training Manual, 3rd Edition 2017, Tata McGraw Hill.
- John Cousins, Dennis Lillicrap, Suzanne Weekes, Food and Beverage Service, 9th Edition, Hodder Education.

Web Links:

- https://www.jetro.go.jp/ext_images/en/reports/survey/pdf/2015_03_biz4.pdf
- https://www.ggra.org/wp-content/uploads/2014/11/pre_opening_checklist.pdf
- <https://www.worldskills.org> › ... › Skills Explained › Social and Personal Services
- <https://www.hospitality-school.com/how-to-take-food-order-in-restaurant-sop>

Bachelor of Vocation (Hospitality and Tourism)
Semester-II (Session 2026-2027)
Course Title: Applications of Computer in Hospitality and Tourism
(Theory + Practical)
Course Code: BVHM-2126

Time: 3 Hours
L-T-P: 1-0-1

Maximum Marks: 50
Theory Marks: 20
Practical Marks: 15
CA-15

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Manage files by using tools such as archiving, storage folders and message rules.

CO2: Create a word document and excel workbook and navigate your way around the basic applications.

CO3: Create and present a basic PowerPoint presentation complete with headings, bullet points and pictures.

CO4: Recognize basic application of computers in the tourism field.

Contents:

UNIT – I

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of Desktop publishing software for .docx - .xlsx - .pptx file types.

Unit III

Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email

Unit IV

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

List of Experiments:

WINDOWS OPERATIONS

Creating Folders, Creating Shortcuts, Copying Files/Folders, Renaming Files/Folders, Deleting Files, Exploring Windows, Quick Menus

DOCUMENT FILES OPERATIONS

CREATING A DOCUMENT, Entering Text, Saving the Document, Editing a Document already saved to Disk, Getting around the Document, Find and Replace Operations, Printing the Document

SPECIAL EFFECTS

Print Special Effects e.g. Bold, Underline, Superscripts, Subscript, Changing Fonts, Changing Case

CUT, COPY AND PASTE OPERATION

Marking Blocks, Copying and Pasting a Block, Cutting and Pasting a Block, Deleting a Block, Formatting a Block, Using Find and Replace in a Block.

USING TOOLS IN DOCUMENTS

Spelling and Grammar, Printing Envelopes and Labels, TABLES-Create, Delete, Format

PRINT OPTIONS

Previewing the Document, Printing a whole Document, Printing a Specific Page, Printing a selected set, Printing Several Documents, Printing More than one Copy.

SPREADSHEETS

How to use Excel, Starting Excel, Parts of the Excel Screen, parts of the Worksheet, Navigating in a Worksheet, and Getting to know mouse pointer shapes.

PRESENTATIONS

Making a simple presentation, Using Auto content Wizards and Templates, Slides-Creating Slides, Re-arranging, modifying, Inserting pictures, objects, setting up a Slide Show.

References:

Text Books

- Alexis Leon & Mathews Leon, Vikas Introduction to Computers - Leon, 1/e Publishing.

Suggested Books

- Pradeep K. Sinha, PritiSinha Computer Fundamentals (Sixth Edition), , Published by BPB Publications, 2007
- Sanjay Saxena, introduction to Computers & MS Office, Vikas Publishing.
- Pradeep K. Sinha, PritiSinha Computer Fundamentals (Sixth Edition), , Published by BPB Publications, 2007
- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Data Communications & Computer Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press
- Gini Courter & Annette Marquis Ms-Office 2007 by BPB Publications

Web Links:

- [https:// entrancegeek.com/five-generation-of-computer/](https://entrancegeek.com/five-generation-of-computer/)
- <https://products.office.com/en-in/powerpoint>
- [https:// www.businessdictionary.com/definition/internet.html](https://www.businessdictionary.com/definition/internet.html)

SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE YEAR DEGREE PROGRAMME

Bachelor of Vocation (Hospitality and Tourism)

Session: 2026-2027

Credit Based Continuous Evaluation Grading System

Semester III										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BVHL-3661	C	Tourism Products	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-3662	C	Travel Agency and Tour Operation Business	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-3663	S	Tour Guiding and Leading	4-0-0	4-0-0	100	70	-	30	3
4	BVHM-3664	S	Front Office Operations- I	2-0-4	2-0-2	100	35	35	30	3
5	BVHM-3665	S	Housekeeping Operations- I	2-0-4	2-0-2	100	35	35	30	3
6	BVHF-3666	S	Destination Visit and Report	0-0-8	0-0-4	100	-	100	-	3
7	USEP-0003	S	Entrepreneurship Mindset Level - III	0-0-4	0-0-2	50	-	50	-	3
8	VACE-3221	VAC	Environmental Studies	2-0-0	2-0-0	50	35	-	15	3
			TOTAL		28					

C- Compulsory

S-Skill Enhancement

VAC- Audit Course

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme

Aligned with level 5 of Sector Skill Council- Qualification Pack- Front office Executive.

**Bachelor of Vocation (Hospitality and Tourism) Semester III
(Session 2026-2027)**

**Course Title: Tourism Products
(Theory)**

Course Code: BVHL-3661

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Create awareness about the various natural, architectural heritage, culture and handicrafts of India.

CO2: Describe the major tourist attractions and cultural destinations of India.

CO3: Conceptualize and prepare a tour itinerary based on a variety of themes.

CO4: Identify geographical locations of various tourist destinations.

Course Content:

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

Cultural Resources

Performing Arts of India- Classical Dances and Dance Styles- Indian Folk Dances-Music and Musical Instruments- Handicrafts of India- Craftsmanship-Indian Painting-Fairs and Festivals - Cuisines and specialty dishes.

Unit-III

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-IV

Nature based Tourism

Wild life Sanctuaries- National Parks- Botanical gardens- Zoological parks- Biosphere reserves; Mountain Tourism with special reference to Himalayas.

Hill Side Tourism- Adventure tourism – Classification of Adventure Tourism – Land Based, Water Based, Aero Based with suitable examples.

Suggestive Readings

1. Robinet Jacob et al (2012), Tourism Products of India, Abhijeeth publications, New Delhi.
2. L Basham (2003), 'The Wonder that was India', Oxford University Press.
3. L.Basham (1998), 'A Cultural History of India', Oxford University Press.
4. Sarina Singh (2007), India, Lonely Planet Publication.
5. H.K.Kaul, 'Travelers India', Oxford University Press.
6. Manoj Dixit, Charu Sheela (2006), Tourism Products, New Royal Books.
7. Negi, Jagmohan (2001), Adventure Tourism and sports, Kanishka Publishers.
8. Jacob, Robinet et al , Indian Tourism Products, Abijeeth Publications, New Delhi
9. Acharya Ram, Tourism and Cultural Heritage of India: ROSA Publication,
10. Basham.A.L., The Wonder that was India: Rupa and Company, Delhi.

**Bachelor of Vocation (Hospitality and Tourism) Semester III
(Session 2026-2027)**

**Course Title: Travel Agency and Tour Operation Business
(Theory)**

Course Code: BVHL-3662

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Design tour package and itineraries.

CO2: Establish and operate travel agencies.

CO3: Explain about to organization structure and source of income of a travel agency

CO4: Familiar with visa formalities and other documentation

Course Content:

Unit I

Tour Operations/travel Agency Business.

Difference between agent and tour operation, Various departments of a Travel agency and its functions, How to setup a travel agency and tour operator-IATA rules and regulations for travel agency approval, DOT rules and regulations for travel agent approval, Types of organization: Proprietorship, Partnership, Corporate.

Unit II

Itinerary Planning

Itinerary and its importance, Types of Itineraries, Factors to keep in mind while designing an Itinerary.

Itineraries of Golden Triangle- Buddhist Circuit, Beach destinations, Popular Outbound Itineraries of Singapore, Malaysia and Thailand.

Unit III

Visas- Visa and its types, Preparing Visa cases, Formalities required for various Visas like Schengen, UK. Us, Dubai and Far East, Verification of Endorsed Visa on the Passport.

Unit IV

Package Tours- Package tour and its components, Practical components of a standard package tour (Inbound, Outbound and domestic), Types of package tours; Use of CRS in travel agencies.

Suggested Readings:

1. Chand Mohinder (2007), Travel Agency Management: An Introductory Text (2nd revised and enlarged edition), Anmol Publications.
2. Prem Nath Seth (1992) Successful Tourism Management vol.1&2, Sterling Publications, Delhi.
3. Stevens Laurence (1990) Guide to starting and operating a successful Travel Agency. Delmar Publishers Inc., New York.
4. JagmohanNegi (2008) Travel Agency and Tour Operation-Concepts & Principles, Kanishka Publishers.
5. Armin Dieter Lehmann, 'Travel & Tourism: An Introduction to Travel Agency Operations, McMillan Publishing Company.

**Bachelor of Vocation (Hospitality and Tourism) Semester III
(Session 2026-2027)**

**Course Title: Tour Guiding and Leading
(Theory)**

Course Code: BVHL-3663

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Design tour package and itineraries.

CO2: Establish and operate travel agencies.

CO3: Explain the organization structure and source of income of a travel agency.

CO4: Familiar with visa formalities and other documentation.

Contents:-

Unit I

The tour guide- meaning and classification qualities of an ideal tour guide various role of tour guide the business of guiding and organizing a guiding business.

Unit II

The guiding techniques- leadership and social skill presentation and speaking skills tour escorting ethics; The guides personality, moments of truth the seven sins of guide the service cycle. working with different age groups working under different circumstances.

Unit III

The role of guide and interpreter: creating, memorable interpretations, interpreting different themes nature art architecture and incidental interpretations responsibilities to local and society tour guide code of conduct

Unit IV

Conducting tours: pre-tour plans, mode of transportation, types of tours, traveler with special needs, guidelines for working with disabled persons, relationship with fellow guide's, motor/car operators and companies, dealing with emergencies, accidents, law and order, general procedures, evaluation and solution, complaint handling.

Suggested Readings:

1. Jagmohan Negi —Travel agency and tour operations

2. Mohinder Chand —Travel agency and tour operations an introductory text
3. Dennis I Foster —Introduction to travel agency Management
4. Pat Yale-Business of tour operations

**Bachelor of Vocation (Hospitality and Tourism) Semester III
(Session 2026-2027)**

**Course Title: Front Office Operations - I
(Theory + Practical)**

Course Code: BVHM-3664

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Explain the roles, responsibilities, and organizational structure of the front office department.

CO2: Demonstrate coordination between front office staff and other hotel departments.

CO3: Handle guest interactions professionally, including VVIPs and emergency situations.

CO4: Operate front office equipment, manage key controls, and implement tariff plans effectively.

Course Content:

Unit I

Introduction to Front Office, Role and responsibilities of front office staff (reception, concierge, bell desk, etc.).

- Coordination with housekeeping, F&B, and maintenance departments.
- Organizational hierarchy of the front office department.
- Essential attitudes, attributes, and salesmanship skills for front office personnel.

Unit II

Job descriptions and specifications for front office staff, Layout design and equipment used in the front office PBX, PMS, key card systems, Duty rota and work schedules for efficient staffing.

Unit III

Protocols for handling VVIPs and special guests, Uniformed services: Bell desk, concierge, and valet, Types of guest rooms (suites, deluxe, adjoining) and status terminology (occupied, vacant, DND), Key control systems and security measures.

Unit IV

Types of tariff plans (AP, MAP, EP) and pricing strategies, Emergency handling, Fire safety, medical emergencies, and accidents, Processing vouchers, cashier reports, and paid-out vouchers.

List of Practical Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Front Office Layout Familiarization	Understand the physical layout and sections of a front office.	Tour a mock front office setup, identifying key areas (e.g., reception, concierge, bell desk) and their functions. Sketch the layout and document its components in a practical journal.	Recognize and describe the layout and functionality of front office sections.
2	Front Office Equipment Familiarization	Familiarize with equipment used in front office operations.	Inspect and document the use of front office equipment (e.g., PBX, PMS, key card encoders) in a mock setup, practicing basic operations like initiating a PMS query or encoding a key card.	Understand and operate key front office equipment effectively.
3	Front Office Role Simulation	Practice roles of reception, concierge, and bell desk staff.	In a mock front office, role-play tasks such as greeting guests, answering inquiries, and escorting guests to rooms, documenting duties in a journal.	Execute reception, concierge, and bell desk roles with professionalism.
4	Interdepartmental Coordination Practice	Coordinate with housekeeping, F&B, and maintenance departments.	Simulate scenarios requiring front office staff to request room cleaning, meal delivery, or maintenance fixes, recording interactions in a journal.	Demonstrate effective interdepartmental communication for guest satisfaction.
5	Organizational Hierarchy Design	Create an organizational chart for the front office department.	Design organizational charts for front office departments in small, medium, and large hotels using diagramming software or paper, noting roles and reporting lines.	Visualize and understand front office department structures.
6	Salesmanship Skills Role-Play	Develop professional attributes and salesmanship for guest interactions.	Role-play upselling a room upgrade or additional service in a mock front office, focusing on courtesy,	Enhance salesmanship and guest interaction skills.

			confidence, and persuasive communication.	
7	Guest Cycle Activity Mapping	Understand the stages of the guest cycle and related front office functions.	In a mock front office setup, map the guest cycle stages (pre-arrival, arrival, stay, departure) to specific front office tasks (e.g., reservation, check-in, billing). Document activities in a journal.	Identify and describe front office functions across the guest cycle.
8	Classifying Reservation Types	Classify different types of reservations.	Analyze scenarios to categorize reservations as FIT, DFIT, FFIT, group, or VIP in a mock front office, documenting characteristics and examples in a journal.	Accurately classify various reservation types with clear distinctions.
9	Reservation Procedure Simulation	Execute reservation procedures for FIT, DFIT, FFIT, group, and VIP guests.	Role-play taking reservations for FIT, DFIT, FFIT, group, and VIP guests using a mock Property Management System (PMS) or reservation form, ensuring correct data entry.	Master reservation procedures for different guest categories.
10	Exploring Reservation Sources	Identify and utilize various sources of reservations.	Simulate booking reservations through direct requests, Central Reservation Systems (CRS), Global Distribution Systems (GDS), and intersell agencies in a mock front office, documenting each source's process.	Understand and apply different reservation sources effectively.
11	Modes of Reservation Practice	Practice verbal and written modes of reservation.	Handle a verbal reservation via a mock phone call and a written reservation via email or form in a mock front office, ensuring accurate recording of guest details.	Execute verbal and written reservation modes with accuracy.
12	Amendment and Cancellation Processing	Manage amendment and cancellation procedures.	Simulate amending a reservation (e.g., changing dates) and processing a cancellation in a mock PMS, following standard protocols and notifying	Process amendments and cancellations efficiently and professionally.

			guests. Document steps in a journal.	
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Suggested Readings:

1. Andrews, Sudhir – *Front Office Training Manual* (Tata McGraw-Hill).
2. Kasavana & Brooks – *Managing Front Office Operations* (6th Ed., AHLA).
3. Ismail, Ahmed – *Front Office Operations and Management* (Thomson Delmar).
4. Kasavana, Michael & Cahill – *Managing Computers in Hospitality*.

**Bachelor of Vocation (Hospitality and Tourism) Semester III
(Session 2026-2027)**

Course Code: BVHM-3665

(Theory + Practical)

Housekeeping Operations - I

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Understand the role and importance of the housekeeping department in hospitality operations.

CO2: Demonstrate knowledge of cleaning techniques, equipment, and agents used in housekeeping.

CO3: Organize and manage guest rooms, public areas, and back-of-house areas efficiently,

CO4: Follow safety, hygiene, and sustainability practices in housekeeping operations.

Course Content:

Unit I

Definition, scope, and importance of housekeeping in hotels and other hospitality sectors, Roles and responsibilities of housekeeping staff (executive housekeeper, supervisors, room attendants, etc.), Coordination with front office, maintenance, and F&B departments, Organizational structure of the housekeeping department.

Unit II

Types of cleaning (daily, deep, spring cleaning), Cleaning equipment (vacuum cleaners, floor polishers, steam cleaners), Cleaning agents (detergents, disinfectants, polishes) and their safe usage, Waste management and eco-friendly practices.

Unit III

Room status terminology (occupied, vacant, on-change, DND), Procedures for cleaning and servicing guest rooms (checklist approach), Cleaning and maintenance of public areas (lobbies, corridors, restrooms), Linen and laundry management (types of fabrics, stain removal, inventory control).

Unit IV

Occupational hazards and safety measures in housekeeping, Personal hygiene standards for housekeeping staff, Handling lost & found items, guest requests, and complaints. Pest control methods and preventive measures.

List of Practical Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Role-Play of Housekeeping Staff Responsibilities	To understand the roles and responsibilities of housekeeping staff.	Divide students into groups to role-play as executive housekeeper, supervisor, and room attendant. Simulate a scenario addressing a guest complaint about room cleanliness. Discuss coordination with front office and maintenance departments.	Students demonstrate understanding of job roles and effective interdepartmental coordination.
2	Cleaning Equipment Identification and Usage	To identify and demonstrate the use of cleaning equipment.	Provide cleaning equipment (e.g., vacuum cleaner, floor polisher, steam cleaner). Demonstrate operation, safety precautions, and maintenance. Students practice using each tool on a designated surface.	Students gain hands-on experience with equipment functionality and safety protocols.
3	Selection and Application of Cleaning Agents	To understand the types and safe usage of cleaning agents.	Present cleaning agents (detergents, disinfectants, polishes). Students select appropriate agents for surfaces (wood, glass, tiles) and demonstrate application. Discuss eco-friendly alternatives.	Students learn to choose and apply cleaning agents safely and sustainably.
4	Daily Cleaning of a Guest Room	To demonstrate the procedure for daily guest room cleaning.	Provide a mock guest room setup. Students follow a checklist for daily cleaning tasks (bed-making, dusting, bathroom cleaning). Evaluate based on speed, thoroughness, and checklist adherence.	Students master daily room cleaning techniques and checklist usage.
5	Deep Cleaning Simulation	To perform deep cleaning tasks for a guest room.	Assign a mock guest room for deep cleaning (carpet shampooing, upholstery cleaning). Use appropriate equipment and agents. Document the process and compare with daily cleaning.	Students understand the differences between daily and deep cleaning processes.

6	Public Area Cleaning	To clean and maintain a public area efficiently.	Assign a mock public area (lobby or corridor). Demonstrate cleaning tasks (sweeping, mopping, dusting). Students perform tasks while maintaining guest-facing professionalism.	Students develop skills in public area maintenance and professional guest interaction.
7	Linen Inventory and Stain Removal	To manage linen inventory and perform stain removal.	Provide linens (bedsheets, towels) with common stains (coffee, ink). Students practice stain removal techniques and maintain an inventory log. Discuss fabric types and care.	Students learn linen management and effective stain removal methods.
8	Laundry Equipment Operation	To operate laundry equipment and manage laundry processes.	Demonstrate washing machines and dryers. Students wash, dry, and fold linens, following laundry protocols. Discuss water temperature settings and detergent use.	Students gain proficiency in laundry operations and equipment handling.
9	Safety and Hazard Identification	To identify occupational hazards and apply safety measures.	Set up a mock scenario with hazards (wet floor, exposed wires). Students identify hazards and implement safety measures (signage, PPE usage). Discuss injury prevention.	Students develop awareness of workplace safety and hazard mitigation.
10	Personal Hygiene and Grooming Standards	To demonstrate personal hygiene standards for housekeeping staff.	Students dress in housekeeping uniforms and follow grooming protocols. Conduct a mock inspection to evaluate hygiene (hair, nails, uniform cleanliness). Discuss hygiene in guest interactions.	Students understand and adhere to personal hygiene standards.
11	Handling Lost & Found Items	To follow procedures for handling lost and found items.	Simulate a scenario where a guest leaves an item. Students follow lost and found protocol (logging, storing, reporting). Discuss ethical handling and guest communication.	Students learn proper procedures for managing lost and found items.
12	Pest Control Simulation	To apply pest control methods and preventive measures.	Set up a mock room with signs of pest infestation (droppings, nesting). Students identify signs, select pest control methods (traps, repellents), and suggest preventive measures.	Students understand pest identification and control techniques.

Suggested Readings:

1. Madelin Schneider & Georgina Tucker – *Hotel Housekeeping: A Training Manual* (McGraw-Hill).
2. Raghubalan & Smritee Raghubalan – *Hotel Housekeeping Operations and Management* (Oxford University Press).
3. Thomas J. A. Jones – *Professional Management of Housekeeping Operations* (Wiley).
4. Sudhir Andrews – *Hotel Housekeeping Training Manual* (Tata McGraw-Hill).

Bachelor of Vocation (Hospitality and Tourism)
Semester-III
(Session 2026-2027)
Course Title: Destination Visit and Report
Course Code: BVHF-3666

Time: 3 Hours
L-T-P: 0-0-4

Maximum Marks: 100
Practical Marks: 100

INSTRUCTIONS FOR THE PAPER SETTER:

- Viva-voce should be conducted for the evaluation of the detailed report / case study prepared on the educational visit to major tourist destinations.
- Questions can be asked on the tourism importance and potential; problems or challenges faced; prospects for future development of the destination visited.

Course Outcomes: Upon the successful completion of the course, students will be able to

CO1: Develop critical and reflective thinking abilities.

CO2: Exhibit responsible decision-making and personal accountability.

CO3: Demonstrate an understanding of group dynamics and effective teamwork.

CO4: Develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, and motivating others.

Course Content:

Students have to visit two major tourism destinations in the neighborhood or vicinity of the institution for a case study and prepare a detailed report on the destination; its tourism importance and potential; problems or challenges faced; prospects for future development etc. A seminar / workshop can also be arranged.

Note: Lectures can be scheduled in guiding students about various components of reports and essentials of report writing.

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE YEAR DEGREE
PROGRAMME

Bachelor of Vocation (Hospitality and Tourism)

Session: 2026-2027

Credit Based Continuous Evaluation Grading System

Semester IV										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BVHL-4661	C	Human Resource Management	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-4662	C	Tourism and Hospitality Marketing	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-4663	C	Customer Relationship Management	4-0-0	4-0-0	100	70	-	30	3
4	BVHL-4664	S	Event Management	4-0-0	4-0-0	100	70	-	30	3
5	BVHL-4665	S	Foreign Language (French)	2-0-0	2-0-0	50	35	-	15	3
6	BVHM-4666	S	Front Office Operations-II	2-0-4	2-0-2	100	35	35	30	3
7	BVHM-4667	S	Housekeeping Operations-II	2-0-4	2-0-2	100	35	35	30	3
8	USEP-0004	S	Entrepreneurship Mindset Level-IV	0-0-4	0-0-2	50	-	50	-	3
9	VACP-4511	VAAC	Personality Development and Gender Sensitization	2-0-0	2-0-0	50	35	-	15	3
			TOTAL		28					

C- Compulsory

S-Skill Enhancement

VAC- Audit Course

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme

Aligned with level 7 of Sector Skill Council- Qualification Pack- Duty Manager

**Bachelor of Vocation (Hospitality and Tourism) Semester IV
(Session 2026-2027)**

**Course Title: Human Resource Management
(Theory)**

Course Code: BVHL-4661

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Evaluate concept of Human resource management, Performance Appraisal, Job Analysis, Job Design & Scheduling.

CO2: Identify the source of Recruitment, concept of Human resource management development.

CO3: Figure out Qualities Required for Tourism Professionals, Techniques for Motivating Retaining Human Resources.

CO4: Explain the importance of service labor relations.

Course Content:

Unit I

Human Resource Management: Meaning, Definition, Features, Scope, Functions, Background to Human Resource Management, Orientation and socialization, Human Resource Planning, Human Resource in Hospitality and Tourism: Need & Importance of HR in Tourism & Hospitality Industry, Tourism Manpower Planning, Performance Appraisal, Job Analysis, Job Design & Work Scheduling.

Unit II

Employee Selection, Concept of Recruitment & Selection: Meaning, Definition, Difference between Recruitment and Selection, Selection & Recruitment Process Applicable to Tourism & Hospitality Industry, Sources of Recruitment, **Human Resource Development:** Placement, Induction, Need for Training & Managerial Development, Types of Training, Internal Mobility, Seasonality Nature of Tourism Industry

Unit III

Skills Required for Human Resource: In Hotels, Resorts, Home Stays, Tour Operations, Travel Agency, Airlines and Theme Parks. Leadership, Theories of Leadership & Decision Making, Qualities Required for Tourism Professionals, Techniques for Motivating & Retaining Human Resources

Unit IV

Service Labor Relations: Compensation Management, Methods for Determining Compensation, & Remuneration Packages offered, Employees Welfare, Fringe Benefits, Other Benefits, Strikes, Layoff & Lockouts, Grievances Handling, Trade Unions & their Activities - Functions, Collective Bargaining, Ethics & HR Management, Major Challenges Faced by HR Managers Of 21st Century.

Text books/Suggested Readings

1. Aswathappa K, Human Resource Management, 8th Edition, 2017, Mc Graw Hill India
2. Management Principles and Practices - L M Prasad
3. Dessler Gary, Fundamentals of Human Resource Management, 4th Edition, 2017, Pearson

**Bachelor of Vocation (Hospitality and Tourism) Semester IV
(Session 2026-2027)**

**Course Title: Tourism and Hospitality Marketing
(Theory)**

Course Code: BVHL-4662

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Identify unique marketing challenges due to the nature of the tourism and hospitality industry structure and its diverse products

CO2: Develop strategies and tactics that may be used to avoid challenges and turn them into opportunities

CO3: Analyze behavior in tourism consumption for segmentation and target marketing

CO4: Develop and manage tourism and hospitality products for diverse consumers

Contents:-

Unit I

Introduction- Definition, Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange & Transaction, Market), Difference between marketing and Selling, Marketing Orientation (Product concept, Production concept, Selling concept, Marketing concept, Societal marketing concept). Challenges to hospitality and tourism marketing.

Unit II

Tourism Marketing system and Marketing Mix Elements- Tourism marketing system: internal environment, external environment, micro environment; Marketing mix: Product, Place, Price, Promotion, (Meaning, Concept, Elements and Importance in context of Tourism and Hospitality).

Unit III

Expanded Marketing Mix and Modern Marketing: People, Process and Physical evidence (Meaning, Concept, Elements and Importance in context of Tourism and Hospitality); Modern marketing concepts: Green marketing, Mobile marketing, Cross-cultural marketing, Web marketing, Tele marketing, Relationship marketing, Buzz marketing.

Unit IV

Technology in Tourism Marketing- Introduction, technology in tourism marketing, multimedia, virtual reality and virtual tour, online travel or electronic tourism, using website for tourism marketing, impact of online business on existing intermediaries.

Suggested Readings:

1. Chaudhary, M. (2010). Tourism Marketing (1st ed.). New Delhi, India: Oxford University Press.

Recommended Books / Suggested Readings:

1. Philip, K., John, T. & James M,(2016). Marketing for hospitality and tourism (6TH ed.). New Delhi, India: Pearson India education.
2. Prasana, K. (2016). Marketing of hospitality and tourism services (2nd ed). New Delhi, India: Mc Graw Hill education India.
3. Devashish, D. (2011). Tourism marketing (1st ed). New Delhi, India: Pearson India education service.

**Bachelor of Vocation (Hospitality and Tourism) Semester IV
(Session 2026-2027)**

**Course Title: Customer Relationship Management
(Theory)**

Course Code: BVHL-4663

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Become good retail planners and decision makers

CO2: Identify and understand basic theories, principles, practices and terminology related to each functional area of business

CO3: Describe merchandising, the entities involved, and the impact of decisions on a retail business

CO4: Recognize retail operating skills and career opportunities available in the retail businesses.

Course Content:

Unit I

Introduction to CRM: conceptual framework of customer relationship and its management evolution. Customer relationship marketing, types of CRM-win back prospecting, Loyalty, cross sell and up sell, significance of CRM in modern business management

Unit II

CRM strategy: Introduction to CRM, Planning, strategy for CRM, process of segmentation , choice of technology , choice of organizational structure for CRM, understanding the market intelligent enterprise

Unit III

CRM implementation: implementation of CRM: business-oriented solutions, Project management, CRM in service, CRM in financial services

Unit IV

E-commerce in CRM: use of e-commerce in CRM, CEM and data mining, information required for effective CRM

Customer loyalty and CRM: concept of loyalty at CRM: definition of loyalty, customer loyalty and customer decency, process of developing customer loyalty status of CRM in India.

Text books/Suggested Readings

1. Kotler P Marketing management , Pearson Education

2. Saxena R marketing management Tata Mcgraw Hill
3. Ramana V Somayagulu GH customer relationship management .Excel books
4. Govinda K Bhat Customer relation management, Himalaya

**Bachelor of Vocation (Hospitality and Tourism) Semester IV
(Session 2026-2027)**

**Course Title: Event Management
(Theory)**

Course Code: BVHL-4664

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Exhibit the management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events

CO2: Develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict during the management of different events.

CO3: Demonstrate professional behavior and competencies in customer service

CO4: Analyze the challenges and opportunities of working effectively with people in a diverse environment.

Course Content:

Unit I

Introduction to Event Management- Nature and Importance; Types of Events; Meaning and definition of event management; Five C's of Event Management; Role of events for promotion of tourism; Roles and Functions of Event Manager; Need for event management; Key steps to a successful event.

Unit II

Concept and Design-Developing the concept; Theme of the event; Major considerations in developing venues of the event, Analysis of concept, Designing the event: Theme, Layout, Décor and supplies, Technical requirement, Catering; Logistics of the concept.

Unit III

Event Planning, Budgeting and Marketing - Event Planning: Meaning, Importance of event planning, Steps in event planning; Event Budgeting: meaning and importance; Sponsorship: meaning and sponsorship benefits for events and sponsors; Event Marketing: Marketing equipment and tools – Promotion, Media Relations and Publicity.

Unit IV

Human resource management and events: Human resource planning process for events; Event evaluation: meaning and importance; Safety and Security Considerations in events: Occupational Safety and Health, Major Risks, Incident Reporting; Crowd Management and Evacuation: The Crowd Management Plan. Case Study: History, function and of ICCA; Roles and function of ICPB. Case study on Kumbh Mela.

Text Books:

1. Lynn, V. and Brenda, R. (2004), *Event Management (2nd ed.)*, New Delhi, India: Pearson Publication

Recommended Books / Suggested Readings:

1. Bowdin, J. G., Allen, J., O'Toole, W. and Robert, H. (2006). *Event Management (2nd ed.)*. Great Britain: Elsevier.
2. Bladen, C., Kennell, J., Nick, E. A. (2017). *Events Management: An Introduction (2nd ed.)*. New Dehi, India: Routledge.

Bachelor of Vocation (Hospitality and Tourism)
Semester IV (Session 2026-2027)
Course Title: Foreign Language (French)
(Theory)
Course Code: BVHL-4665

Time: 3 Hours
L-T-P: 2-0-0

Maximum Marks: 50
Theory Marks: 35
CA-15

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of 8 marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Use French vocabulary

CO2: Start Basic conversation (French English –English-French)

CO3: Recognize spelling Error and alphabets

CO4: Eligible to handle query about guest if guest is speaking French

Contents:-

Unit I

France: Basic introduction about France, Geographical location of France -Important facts of France related hospitality.

Unit II

Introduction of language: Alphabets and pronunciation of the words- Accents used in French

Unit III

Basics of the language: Days and months Name- Greetings- Numbers 1 to 100- Time - Personal Introduction-Basic conversation -vocabulary.

Unit IV

French in hotel industry: Role of French language in hospitality and Tourism industry- Name of vegetables- Fruits, Spices and meats- Name of sea foods- Name of Kitchen Professional- French Menu Terminology- Utensils and family Members- Conversation at the restaurant, Front desk

Textbook:

1. Rosemary, S, (2018), Learn French-for Beginners, Manu graphic publisher

Suggested Readings:

2. Bhavna. C, (2013). Learn French in 30 Days through English (1ST ed.). Diamond Pocket Books publisher.

**Bachelor of Vocation (Hospitality and Tourism) Semester IV
(Session 2026-2027)**

**Course Title: Front Office Operations -II
(Theory + Practical)**

Course Code: BVHM-4666

Time: 3 Hours

L-T-P: 2-0-2

Maximum Marks: 100

Theory Marks: 35

Practical Marks: 35

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Manage advanced front office functions like night auditing, revenue management, and PMS operations.

CO2: Handle complex guest interactions, including complaints, group check-ins, and loyalty programs.

CO3: Implement technology-driven solutions (e.g., CRM, channel managers) in front office operations.

CO4: Analyze financial reports and optimize front office performance metrics.

Course Content:

Unit I

Advanced Front Office Systems

- Property Management Systems (PMS): Opera, Fidelio, or Cloud-based systems.
- Night auditing procedures: Balancing accounts, generating reports.
- Revenue management: Dynamic pricing, occupancy strategies.

Unit II

Guest Relationship Management

- Handling escalated complaints and service recovery.
- Group reservations and event coordination.
- Loyalty programs and guest retention strategies.

Unit III

Technology in Front Office

- Integration of CRM tools and channel managers.
- Online booking engines and global distribution systems (GDS).
- Data security and privacy compliance (GDPR, PCI-DSS).

Unit IV

Financial & Performance Analysis

- Key performance indicators (KPIs): ADR, RevPAR, occupancy rates.
- Cashiering: Foreign exchange, credit limits, and fraud prevention.
- Budgeting and forecasting for front office operations.

List of Practical Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Property Management System (PMS) Operation	To operate a PMS for front office tasks.	Use a PMS demo (e.g., Opera or Fidelio). Students perform check-in, check-out, and room assignment tasks for a mock guest. Update guest profiles and generate invoices.	Students gain proficiency in using PMS for front office operations.
2	Night Audit Simulation	To perform night audit procedures and balance accounts.	Set up a mock front office with daily transactions. Students reconcile accounts, verify room charges, and generate night audit reports using a spreadsheet or PMS.	Students understand night auditing processes and report generation.
3	Dynamic Pricing Strategy Development	To apply dynamic pricing for revenue optimization.	Provide mock occupancy and demand data. Students analyze data and propose pricing adjustments for different seasons or events. Discuss impact on revenue.	Students learn to implement dynamic pricing strategies effectively.
4	Handling Escalated Guest Complaints	To resolve escalated guest complaints professionally.	Role-play a scenario with an upset guest (e.g., billing error or service failure). Students use service recovery techniques to address the issue and offer solutions.	Students develop skills in complaint resolution and service recovery.
5	Group Reservation Coordination	To manage group reservations and event coordination.	Simulate a group booking (e.g., conference or wedding). Students create a group reservation in a PMS, allocate rooms, and coordinate with other departments (e.g., F&B).	Students master group reservation processes and interdepartmental coordination.
6	Loyalty Program Implementation	To design and apply a guest loyalty program.	Students create a mock loyalty program with tiers and benefits. Simulate enrolling guests, tracking points, and offering rewards based on guest history.	Students understand guest retention strategies through loyalty programs.
7	CRM Tool Integration	To integrate and use CRM tools for guest management.	Use a demo CRM tool to input guest data, track preferences, and generate personalized offers. Students simulate follow-up communication with guests.	Students learn to leverage CRM tools for enhanced guest relationships.

8	Online Booking Engine Management	To manage bookings through an online booking engine.	Set up a mock booking engine interface. Students process online reservations, update availability, and handle cancellations or modifications.	Students gain proficiency in managing online booking systems.
9	Data Security Compliance Check	To ensure compliance with data security and privacy standards.	Provide a mock guest database. Students review data handling practices against GDPR/PCI-DSS checklists and suggest improvements to protect guest information.	Students understand data security protocols and compliance requirements.
10	KPI Analysis for Front Office	To analyze key performance indicators (KPIs) for front office performance.	Provide mock data for ADR, RevPAR, and occupancy rates. Students calculate KPIs using spreadsheets and interpret results to suggest improvements.	Students learn to evaluate front office performance using KPIs.
11	Cashiering and Fraud Prevention	To perform cashiering tasks and identify fraud risks.	Simulate cashiering tasks (e.g., foreign exchange, credit card transactions). Students process payments and identify potential fraud indicators (e.g., suspicious transactions).	Students master cashiering procedures and fraud prevention techniques.
12	Budgeting and Forecasting Exercise	To create a front office budget and forecast.	Provide historical revenue and expense data. Students prepare a mock front office budget and forecast for the next quarter, considering staffing and operational costs.	Students develop skills in budgeting and forecasting for front office operations.

Suggested Readings:

1. Abbott & Lewry – *Front Office: Procedures, Social Skills, and Management* (Butterworth-Heinemann).
2. Jatashankar R. Tewari – *Hotel Front Office Operations & Management* (Oxford).
3. Michael L. Kasavana – *Managing Front Office Technology* (AHLEI).

Bachelor of Vocation (Hospitality and Tourism)
Semester-IV (Session 2026-2027)
Course Title: Housekeeping Operations II
(Theory + Practical)
Course Code: BVHM-4667

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Supervise housekeeping teams and manage departmental budgets.

CO2: Implement advanced cleaning protocols for specialized areas (e.g., spas, pools).

CO3: Apply sustainability practices and green housekeeping standards.

CO4: Handle inventory control, outsourcing, and pest management effectively.

Course Content:

Unit I

Supervisory Skills & Budgeting

- Staff scheduling, training, and performance evaluation.
- Budget preparation and cost-control measures.
- Outsourcing housekeeping services: Pros and cons.

Unit II

Specialized Cleaning

- Deep cleaning for high-traffic areas (lobbies, elevators).
- Hygiene standards for spas, gyms, and swimming pools.
- Infection control in healthcare/hospitality settings.

Unit III

Sustainability in Housekeeping

- Green certifications (LEED, Green Key).
- Eco-friendly cleaning products and waste reduction techniques.
- Energy and water conservation practices.

Unit IV

Inventory & Pest Management

- Linen/laundry inventory control systems.
- Preventive pest control: Bed bugs, rodents, etc.
- Handling hazardous materials (chemical spills, sharps).

List of Practical Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Staff Scheduling and Training Simulation	To create a staff schedule and conduct a training session.	Students design a weekly housekeeping staff schedule for a mock hotel, considering peak hours and staff availability. Conduct a mock training session on cleaning protocols for new hires.	Students develop skills in staff scheduling and effective training delivery.
2	Budget Preparation for Housekeeping	To prepare a housekeeping department budget.	Provide mock expense data (labor, supplies, equipment). Students create a budget, incorporating cost-control measures, and present cost-saving strategies.	Students learn to create and manage a housekeeping budget effectively.
3	Outsourcing Decision Analysis	To evaluate the pros and cons of outsourcing housekeeping services.	Students analyze a case study comparing in-house vs. outsourced housekeeping. Present findings in a group discussion, weighing cost, quality, and control factors.	Students understand the implications of outsourcing housekeeping services.
4	Deep Cleaning of High-Traffic Areas	To perform deep cleaning in high-traffic public areas.	Set up a mock lobby or elevator area. Students use specialized equipment (e.g., floor scrubbers) for deep cleaning and document the process.	Students master deep cleaning techniques for high-traffic areas.
5	Hygiene Standards for Spa and Gym Facilities	To apply hygiene standards for spa and gym cleaning.	Provide a mock spa/gym setup. Students follow a hygiene checklist to clean equipment, surfaces, and changing areas, ensuring compliance with standards.	Students learn to maintain hygiene in specialized facilities like spas and gyms.
6	Infection Control in Healthcare Settings	To implement infection control measures in a hospitality setting.	Simulate a healthcare-like room setup. Students disinfect surfaces, handle linens, and follow infection control protocols (e.g., PPE usage, sanitization).	Students understand infection control practices for safe housekeeping.
7	Green Certification Compliance Check	To assess compliance with green certification standards.	Provide a mock hotel setup and a LEED/Green Key checklist. Students evaluate housekeeping practices (e.g., cleaning products, waste management) and suggest improvements.	Students learn to align housekeeping operations with green certification standards.
8	Eco-Friendly Cleaning Product Application	To use eco-friendly cleaning products effectively.	Provide eco-friendly cleaning agents. Students clean a mock guest room or public area, comparing results with traditional products and	Students gain proficiency in using eco-friendly cleaning products.

			documenting sustainability benefits.	
9	Energy and Water Conservation Practice	To implement energy and water conservation techniques.	Students analyze a mock housekeeping operation for energy (e.g., lighting) and water usage (e.g., laundry). Propose and demonstrate conservation measures.	Students develop skills in energy and water conservation for housekeeping.
10	Linen and Laundry Inventory Management	To manage linen and laundry inventory efficiently.	Provide a mock linen inventory. Students track linen usage, perform stock checks, and update an inventory control system. Simulate laundry cycle planning.	Students learn effective linen and laundry inventory management techniques.
11	Preventive Pest Control Simulation	To apply preventive pest control measures.	Set up a mock room with signs of pest activity (e.g., bed bugs, rodent droppings). Students identify signs, apply preventive measures (e.g., traps, sealing entry points), and document findings.	Students understand pest identification and preventive control methods.
12	Handling Hazardous Materials	To safely handle hazardous materials like chemical spills or sharps.	Simulate a chemical spill or sharps disposal scenario. Students follow safety protocols (e.g., PPE, spill kits) to clean and dispose of hazardous materials safely.	Students master safe handling and disposal of hazardous materials.

Suggested Readings:

1. Mattila & Raghubalan – *Hotel Housekeeping: Operations and Management* (Oxford).
2. Aleta Nitschke & William D. Frye – *Housekeeping Management* (AHLEI).

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE-YEAR DEGREE
PROGRAMME
Bachelor of Vocation (Hospitality and Tourism)
(Session 2026-2027)
Credit Based Continuous Evaluation Grading System

Semester-V										
S. No.	Course Code	Course Type	Course Titles	Hours per week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
L	P									
1	BVHL-5661	C	Tourism Policy in India	4-0-0	4-0-0	100	70	-	30	3
2	BVHL-5662	S	Public Relations and Tourism Journalism	4-0-0	4-0-0	100	70	-	30	3
3	BVHL-5663	S	Basic Research Methodology	4-0-0	4-0-0	100	70	-	30	3
4	BVHL-5664	S	Food and Beverage Service Management	4-0-0	4-0-0	100	70	-	30	3
5	BVHL-5105	S	Soft Skills and Communication	4-0-0	4-0-0	100	70	-	30	3
6	BVHM-5666	C	International Cuisines	2-0-4	2-0-2	100	35	35	30	3+3
7	BVHM-5667	C	E-Tourism	2-0-4	2-0-2	100	35	35	30	3+3
8	CCFC-5522	CCFR	Community Outreach - I	0-0-2	0-0-2	50	–	35	15	
			TOTAL		30					

C- Compulsory

S-Skill Enhancement

AC- Audit Course

*- Grade points or grades of these courses will not be included in the SGPA/CGPA of the semester/Programme.

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: Tourism Policy in India (Theory)
Course Code: BVHL-5661

Time: 3 Hours
L-T-P: 4-0-0

Maximum Marks: 100
Theory Marks: 70
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

- CO1: Discuss the different phases of Indian tourism policy making journey.
- CO2: Demonstrate superior skills to appropriately locate and evaluate tourism policy, planning information, sustainable tourism practices.
- CO3: Apply analytical skills and critical thinking for creative and thoughtful problem-solving in sustainable tourism policy and planning
- CO4: Analyze the significance of international tourism agreements.

Course Content

Unit I

Tourism Planning in India- Concept, Need, Objective of tourism planning, Steps in Tourism Planning Process; Levels Tourism Planning; Urban and rural tourism planning; Indian tourism planning in context of International Agreements: Open Sky Policy, GATS agreement, Sustainable Development Goals (SDGs).

Unit II

Policy Formulation in India- Concept of Policy, Types of Policy, Process of formulating tourism policy. India's National Tourism Policy: 1982, 2002 and draft of 2015. National Tourism Action Plan, 1992 Tourism organizations involved in tourism planning and their role.

Unit III

Tourism and Five-Year Plans in India- Tourism in context of five-year plans of Government of India; Status of Tourism as an industry in India; Tourism and NITI Aayog; Tourism investors meet.

TFCI: Tourism Finance Corporation of India (TFCI)-Aims, Objectives, Organization and Functions; FICCI; CII and ASSOCHAM.

Unit IV

Case Study- Tourism Planning and Policy: Rajasthan Tourism Development Corporation, Kerala, Madhya Pradesh, Gujarat and Assam.

Text Books:

1. Bhandari, A. K. (2013). *Tourism in India: An economic activity* (1st ed.). New Delhi, India: Har-Anand Publications.

Recommended Books / Suggested Readings:

1. Sharma, J. K. (2004). *Tourism Planning and Development* (13th ed.). New Delhi, India: Kanishka Publishers.
2. Sharma, P. (2013). *Tourism Policy and Planning* (1st edition). New Delhi, India: Random Publications;

Weblinks:

1. <http://tourism.gov.in/tourism-policy>
2. <http://pib.nic.in/newsite/PrintRelease.aspx?relid=169063>
3. <https://destinationreporterindia.com/2018/01/30/key-pillars-of-indias-futuristic-tourism-policy/>

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: Public Relations & Tourism Journalism
(Theory)
Course Code: BVHL-5662

Time: 3 Hours
L-T-P: 4-0-0

Maximum Marks: 100
Theory Marks: 70
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes:

Upon successful completion of the course, the students should be able to:

CO1: Demonstrate the functions of public relations in a Tourism sector.

CO2: Identify Public relations and Travel Journalism as a career option.

CO3: Apply appropriate public relation strategy.

CO4: Demonstrate the importance of public relations work in the tourism industry.

Course Content

Unit I

Meaning and concepts of Public Relations- Introduction, Definition of Public Relations, Objectives and functions of PR, Growth and Development of Public Relations, Target Audience and public in PR.

Unit II

Principles of PR- PR Ethics, Mass Communication, Knowledge Organization, Communication skills, Image building, Goodwill, Feedback, Role of PR in Organization, PR in Tourism Industry.

Unit III

Meaning and scope of Journalism- Meaning and Scope of Journalism, Types of Journalism, Roles and functions of Journalism, Ethics and law, Principles of Journalism, Editing, Tourism press in India, Print media, Radio & TV Media

Unit IV

Qualities required as a reporter- House Journal, Design and Make-up, Picture Editing and Caption, Man Media policies, Media representation in tourism.

Text Books:

1. Deuschl, D. E. (2005). *Travel and Tourism Public Relations: An Introductory Guide for Hospitality Managers (1st edition)*. Butterworth-Heinemann;

Recommended Books / Suggested Readings:

1. Neilson C (2001). *Tourism and the Media: Tourist Decision Making (5th ed.)*. Hospitality Press, Melbourne.
2. Michael Riley, Roy C. Wood, Mona A Clark, Eleanor Wilkie, Edith Szivas (1998). *Researching and Writing Dissertations in Hospitality and Tourism (1st ed.)*. Engage Learning EMEA.

Weblinks:

1. <https://www.grin.com/document/85740>
2. https://link.springer.com/chapter/10.1007/978-3-642-17767-5_18

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: Basic Research Methodology (Theory)
Course Code: BVHL-5663

Time: 3 Hours
L-T-P: 4-0-0

Maximum Marks: 100
Theory Marks: 70
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes:

Upon successful completion of the course, the students should be able to:

CO1: Select and define appropriate research problems and parameters in order to organize and conduct research.

CO2: Formulate and evaluate research questions and objectives.

CO3: Identify various sources of information for literature review and gain experience with various methods of data collection.

CO4: Exhibit the methods of presenting research results in written and oral form.

Course Content

Unit I

Introduction- Research: Meaning, concept and significance; Types of Research; Characteristics of research; Criteria of a good research; Research ethics; Overview of Tourism Research.

Unit II

Research Process- Identifying research problem: importance, sources and steps; Literature Review; Variables: meaning and types; Hypothesis: meaning, function, characteristics and types; Research Design: meaning, functions and types.

Unit III

Sampling and Data Collection- Sampling: concept, principles, criteria for good sampling and types of sampling methods; Data collection: types, methods and ethical issues; Techniques of questionnaire designing.

Unit IV

Report Writing- Meaning, significance, types and steps in report writing; Art of Citing References, Written & Oral Presentation

Text Books:

1. Kumar, K. (2009). *Research Methodology (2nd ed.)*. New Delhi, India: Pearson.

Recommended Books / Suggested Readings:

1. Majhi, P. R., and Khatua, P. K. (2013). *Research Methodology (2nd ed.)*. Mumbai, India: Himalaya Publishing House.
2. Kothari, C. R. and Garg, G. (2016). *Research Methodology: Methods and Techniques (4th ed.)*. New Delhi, India: New Age International Publishers.

Weblinks:

1. www.youtube.com/watch?v=Pztlk97hf0o
2. <https://epgp.inflibnet.ac.in/loaddata.php?action=loadpaperlist1&maincat=1827>

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: Food & Beverage Service Management (Theory)
Course Code: BVHL-5664

Time: 3 Hours
L-T-P: 4-0-0

Maximum Marks: 100
Theory Marks: 70
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes: Upon successful completion of the course, the students should be able to:

CO1: Calculate the food & beverage cost for various F&B service outlets.

CO2: Maintain proper store cycle in the hotels with proper hygiene standards.

CO3: Use different beverage cost control procedures in the food industry.

CO4: Calculate break even analysis of food outlets.

Course Content:

Unit I

Food and Beverage: Cost Control Management: Introduction Causes of high food cost, Food and Beverage cost control, Principles and objectives of Food and Beverage Control system (Planning Phase, Operational Phase, Management Control Phase).

Unit II

Purchasing, Receiving, Storing and issuing Management: Purchase procedure and standard purchase specification, Proper receiving procedures and control, storing control of food, Storing practices, Issuing control management.

Unit III

Beverage Cost Control Procedures: Sources of supply, Beverage purchase, receiving and storing specifications, The Cellar, Cellar issuing and Records maintenance, Refrigeration & Storage Conditions, Menu & menu planning.

Unit IV

Break-even Analysis: Cost Volume Profit Relationship. Introduction, Classification of cost (Fixed cost, Variable cost, Semi-variable cost, Unit variable cost) Changes in Break-even Sales, Inventory and Inventory control, Preparation of food & beverage food cost and sales reports.

Textbook;

1. Sudhir Andrews (2007), Food and Beverage Management, (1st edition), McGraw Hill Education

Suggested Readings:

2. Jay Prakash Kant (2015), Food and Beverage Management and Cost Control, (1st Edition), Aman Publications.

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: Soft Skills and Communication
(Theory)
Course Code: BVHL-5105

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 70

CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes: Upon successful completion of the course, the students should be able to:

CO1: Develop soft skills and communication skills in english.

CO2: Demonstrate the ability to work in a professional Environment.

CO3: Applying the comprehensive set of skills and knowledge for life success.

CO4: Evaluate and apply communication to gain efficiency.

Unit I

1. Telephone etiquette
2. E-mail etiquette

Unit II

3. Overcoming barriers in communication
4. Situational dialogues

Unit III

5. Body language:Non-verbal communication
6. Leadership and Communication

Unit IV

7. Handling Social Media
8. Evaluate and apply communication to gain efficiency

Prescribed readings:

1. **Business Communication**, by Sinha, K.K. Galgotia Publishers, 2003.

Bachelor of Vocation (Hospitality and Tourism)
Semester - V (Session 2026-2027)
Course Title: International Cuisines (Theory + Practical)
Course Code: BVHM-5666

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes: Upon successful completion of the course, the students should be able to:

CO1: Recognize various cuisines of the world.

CO2: Develop & demonstrate unique cooking techniques that are used in making food across the globe.

CO3: Make some popular dishes of the world.

Course Content:

Unit I

Oriental Cuisine: Introduction to Chinese cuisine, Regions of Chinese cuisine, commonly used ingredients in Chinese cuisine, Specialty dishes of Chinese cuisine, Tools and equipments of Chinese cuisine.

Introduction to Thai cuisine, Regions of Thai cuisine, commonly used ingredients in Thai cuisine, Specialty dishes of Thai cuisine, Tools and equipments used in Thai cuisine.

Introduction to Japanese cuisine, Geographical location of Japan influencing its cuisine, Ingredients used in Japanese cuisine, Styles of cooking in Japanese cuisine, Specialty dishes of Japanese cuisine, Special equipments used in Japanese cuisine.

Unit II

French, Italian, UK and Scandinavian Cuisine: Introduction to French cuisine, Regions of French cuisine, popular ingredients used in French cooking, Special equipments used in French cuisine, Introduction to Italian cuisine, Regions of Italian cuisine, Special ingredients used in Italian cuisine, Special equipments used in Italian cuisine, Special Italian dishes, Introduction to cuisine of UK and Scandinavian countries, popular ingredients of the cuisine of UK, Regions of Scandinavian cuisine, popular ingredients of Scandinavian cuisine

Unit III

Mediterranean Cuisine: Introduction to Mediterranean cuisine, Regions comprising Mediterranean cuisines, Cuisine of Lebanon, Cuisine of Greece, Cuisine of Spain, Cuisine of Turkey.

Unit IV

North American Cuisine (Mexico): Introduction to Mexican cuisine, Special ingredients used in Mexican cuisine, Special equipments used in Mexican cuisine, Special Mexican

dishes.

Practical Experiments:

List of Practical Experiments				
Sr. No.	Menu	Objective	Procedure	Expected Outcome
1	CHINESE Hot & Sour Soup Beans Sichuan Stir Fried Chicken & Peppers Chinese Fried Rice	Develop skills in preparing basic Chinese soups, stir-fries, and fried rice using authentic techniques.	Prepare soups, stir-fry vegetables and chicken, and cook fried rice using high-heat cooking and Chinese seasonings.	Ability to produce authentic Chinese soups, stir-fried dishes, and fried rice with balanced flavor and texture.
2	Sweet Corn Soup Shao Mai Tung-Po Mutton Yangchow Fried Rice	Learn the preparation of Chinese soups, steamed dumplings, braised dishes, and specialty fried rice.	Prepare soup, steam dumplings, braise mutton, and stir-fry premium fried rice using traditional methods.	Ability to prepare classic Chinese dishes with proper cooking techniques and presentation.
3	Prawn Ball Soup Fried Wantons Sweet & Sour Pork Hakka Noodles	Develop skills in preparing seafood soups, deep-fried appetizers, meat dishes, and noodle preparations.	Cook prawn soup, deep-fry wantons, prepare sweet and sour pork, and stir-fry Hakka noodles.	Ability to prepare flavorful Chinese appetizers, soups, meat dishes, and noodles with authentic texture and taste.
4	Wonton Soup Spring Rolls Stir Fried Meat & Celery Chow Mein	Gain proficiency in preparing dumpling soups, snacks, stir-fries, and noodle dishes.	Prepare wonton soup, fry spring rolls, stir-fry Meat with celery, and cook Chow Mein.	Ability to produce well-balanced Chinese soups, appetizers, stir-fries, and noodle dishes.
5	Prawns in Garlic Sauce Fish Szechwan Hot & Sour Cabbage Steamed Noodles	Master the preparation of Chinese seafood, vegetable, and noodle specialties.	Stir-fry prawns and fish with Chinese sauces, prepare hot and sour cabbage, and steam noodles.	Ability to prepare authentic Chinese seafood, vegetable, and noodle dishes with proper flavor, texture, and presentation.
6	International Spain Gazpacho Pollo En Pepitoria Paella Fritata De Patata Pastel De Mazaana	Develop skills in preparing traditional Spanish soups, rice, poultry, egg, and dessert dishes.	Prepare authentic Spanish dishes using roasting, braising, sautéing, and rice-cooking techniques.	Ability to produce classic Spanish dishes with authentic flavors, textures, and presentation.

7	Italy Minestrone Ravioli Arabeata Fettocine Carbonara Pollo Alla Cacciatore Melanzane Parmigiane	Learn the preparation of traditional Italian soups, pasta, poultry, and vegetable dishes.	Prepare Italian dishes using boiling, baking, simmering, and sauce-making techniques.	Ability to prepare authentic Italian cuisine with proper cooking methods and balanced flavors.
8	Germany Linsensuppe Sauerbaateen Spaetzle German Potato Salad	Develop skills in preparing traditional German soups, meat, pasta, and salads.	Prepare dishes using simmering, braising, boiling, and seasoning techniques.	Ability to produce authentic German dishes with proper texture and flavor.
9	U.K Scotch Broth Roasted Mutton Yorkshire Pudding Glazed Carrots & Turnips Roasted Potato	Learn classic British soups, roasts, accompaniments, and vegetables.	Prepare dishes using roasting, baking, simmering, and glazing methods.	Ability to prepare traditional British meals with correct cooking techniques and presentation.
10	Greece Soupe Avogolemeno Moussaka A La Greque Dolmas Tzaziki	Develop skills in preparing authentic Greek soups, main courses, appetizers, and dips.	Prepare Greek dishes using layering, stuffing, baking, and sauce-making techniques.	Ability to produce authentic Greek cuisine with balanced Mediterranean flavors.
11	Thai Crispy vegetable spring rolls Tom Kha Soup Som Tam (Green papaya salad) Vegetarian Pad Thai Khao Niew Mamuang (Mango Sticky Rice)	Learn the preparation of traditional Thai appetizers, soups, salads, noodles, and desserts.	Prepare dishes using stir-frying, boiling, deep-frying, and balancing sweet, sour, salty, and spicy flavors.	Ability to prepare authentic Thai cuisine with proper techniques and harmonious flavors
12	Spaghetti Pasta Pizza	Prepare authentic Italian pasta and pizza using standard cooking techniques.	Cook pasta al dente, prepare sauces, assemble pizza, and bake until done.	Well-cooked pasta and pizza with authentic flavor, texture, and presentation.

Textbook:

1. Parvinder S. Bali (2012), International cuisine and Food Production Management (1st Edition), Oxford University Press

Suggested Readings:

1. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-1, (6th Edition), Orient Black Swan
2. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

Web Links:

1. <https://tygroupa.files.wordpress.com/.../chapter-24-introduction-to-chinese-cookin.pdf>

Bachelor of Vocation (Hospitality and Tourism) Semester V
Semester - V (Session 2026-2027)
Course Title: E-Tourism
Course Code: BVHM-5667

Time: 3 Hours
L-T-P: 2-0-2

Maximum Marks: 100
Theory Marks: 35
Practical Marks: 35
CA-30

INSTRUCTIONS FOR THE PAPER SETTER:

- Eight questions of equal marks are to be set, two in each of the four sections (A-D). Questions of sections A-D should be set from Units I-IV of the syllabus respectively. Questions may be subdivided into parts (not exceeding four).
- Candidates are required to attempt five questions, selecting at least one question from each section.
- The fifth question may be attempted from any section.

Course Outcomes:

Upon successful completion of the course, the students should be able to:

CO1: Examine in detail the various laws and its applications to various business situations

CO2: Demonstrate knowledge of the legal issues and law applicable to most situations in hospitality industry

CO3: Describe legal responsibilities of travel agencies and impact of payment wages act on hospitality industry

CO4: Distinguish between various acts like consumer protection act, Legislative act etc.

Course Content

Unit I

Introduction to E-tourism - Historical Development-Electronic technology for data processing and communication, Typologies of E-tourism : Business models in the wired economy - Business to Business (B2B) - Business to Consumer (B2C) - Consumer to Business (C2B) - Consumer to consumer (C2C) - Business to Employees (B2E) - Business to Government (B2G),-Strategic, Tactical and operational use of IT in Tourism - E-marketing - E-commerce - M- commerce – M- marketing – M-tourism - Tourism Websites and designing principles

Unit II

Starting an e-business - E-marketing of tourism products / services - - online Travel Portal (Information and transaction) - Successful Online Tourism Business models - an overview of Tourism Websites – Online Tourism Services and Benefits - IT and its role in Tourism - Managing e-service Centres - Delivering e-value to Customers - Case studies of IRCTC, Makemytrip.com, Yatra.com, Trip advisor, Expedia, Amadeus, Galileo etc.,

Unit III

Introduction to Global Distribution Systems:-CRS-Meaning functioning process and Levels of CRS participation –Transportation Distribution system (Airlines, Rail, Surface and Waterways), Hotel Distribution cases of Fantasia, Amadeus, Apollo-Galileo, Sabre, World Span, Abacus etc,- Changing Business models of GDS - IT outsourcing - Cybercrimes - Cyber laws - Computer Viruses - Digital Signatures - Cryptography.

Payment Systems in E-tourism, Payment Gateway, Billing and Settlement plan (BSP), Security issues and certification-future of E-tourism, Travel Blogs, E-marketing and

promotion of Tourism products-Challenges for conventional business models &Competitive strategies- Computerization in Tourism problems and prospects-IT for achieving competitive edge in Tourism Industry-Networking of computers—Enterprise wide networks –Strategic value of Intranets and Extranets. - Security and Internet Firewalls - Electronic Payment Systems (EPS) - Electronic Fund Transfers (EFT) - Electronic Data Interchange (EDI) - Application of ICT systems in Tourism and advantages - Travel and Tourism Information Systems.

Unit IV

Ethical Practices in E-Tourism – Tourism Products or Services Promised / Delivered – Quality Assurance - Management of Grievances / Complaints of tourists – Handling of online negative publicity through Blogs/ Forums / Negative rating / grading in the Information Portals - Social networking: Meaning, importance and its impacts on tourism business - Current debates in e- tourism - Future of tourism in electronic as well as mobile era - Practical Exposure: Online visit of Tour Operations Company.

Practical Contents:

Air Module-1

- Sign In, Sign Off, Work Areas,

Air Module-2

- Encode And Decode Cities, Countries and Airlines, Time Table, Availability, Booking File and Retrieve Booking

Air Module-3

- Special Service Request, Seat Request, Sell Flights in all Classes and Cabins, Other Optional Info, List Display

Air Module-4

- Queues, Fares, Divide, Gis, Miscellaneous.

Room Master

- Cars Availability, Low To High Availability, Car Description And Selling

Car Master

- Hotel Availability, Selling, Displaying Complete Availability And Rules

Text Books:

- Buhalis D. (2004), Etourism: Information Technology for Strategic Tourism Management, Prentice Hall India.
- Sadagopan S – Management Information Systems, Prentice Hall of India
- Sheldon P. (2002), Tourism Information Technology, CABI.
- GALILEO CRS by MILLER FREDERIC P, ALPHA SCIENCE INTERNATIONAL LIMITED.

Kanya Maha Vidyalaya, Jalandhar (Autonomous)
SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE-YEAR DEGREE

Bachelor of Vocation (Hospitality and Tourism)
Semester - VI(Session 2026-2027)
Credit Based Continuous Evaluation Grading System
Credits: 30

Contents:

In this semester the student shall be sent for industrial training for a period of 22 Weeks, where she/he would work in all departments of Classified star Hotels of the level of three star and above category or in travel agencies, tour operation companies, event management companies.

- The student shall maintain a logbook on a daily basis.
- At the end of the industrial training the student shall submit a training report along with the logbook maintained on a daily basis during the period of training and the performance appraisal from each department.
- The training report is to be prepared by the student in two typed copies and to be submitted to the Head of faculty within the stipulated time for assessment.
- The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce.
- The training report will be assessed by a panel of examiners comprising two external examiners (the external would include preferably one from the Tourism and Hospitality Industry of the level of Head of the Department and above) and one internal examiner.

Semester-VI									
S. No.	Course Code	Course Type	Course Titles	Credits L-T-P	Max Marks				Examination time (in Hours)
					Total	Ext.		CA	
						L	P		
1.	BVHI -6661	S	Practice School Program	30	500	-	500	-	3
			TOTAL	30	500				

*22 weeks Industrial training & its evaluation, Log book, Project report, Appraisals & Viva voce