

**SYLLABUS**  
**of**  
**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Credit Based Continuous Evaluation Grading System**

**Batch: 2025–29**

**(SEMESTER I-IV)**

**(SEMESTER : V-VIII WILL BE UPLOADED LATER ON)**



**P.G. Department of Commerce and Business Administration**  
**&**  
**Department of Hospitality and Tourism**

**The Heritage Institution**  
**KANYA MAHA VIDYALAYA, JALANDHAR**  
**(Autonomous)**

**PROGRAMME OUTCOMES  
FOR  
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) –  
AIRLINES AND AIRPORT MANAGEMENT**

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

PO1: possess thorough knowledge and comprehension of the fundamental ideas, concepts, and procedures relating to the administration of airports and airlines, including operations, marketing, finance, and legal issues.

PO2: demonstrate the ability to critically analyze, interpret, and solve complex problems related to the aviation industry. They will be able to employ quantitative and qualitative techniques to make informed decisions in diverse airline and airport scenarios.

PO3: exhibit strong oral, written, and interpersonal communication skills, enabling them to interact effectively with stakeholders, present ideas and findings with clarity, and adapt their communication style to diverse business and cultural environments.

PO4: recognize and adhere to professional ethics and societal responsibilities. They will be equipped to make decisions that consider the triple bottom line: economic viability, environmental sustainability, and social equity in the context of the aviation industry.

PO5: Possess leadership skills, including the ability to motivate, influence, and guide teams. They will value collaborative efforts, demonstrate the ability to work efficiently in multi-disciplinary teams, and understand the dynamics of group interactions in various airline and airport settings.

PO6: display an awareness of global trends, challenges, and opportunities in the aviation sector. They will be equipped to adapt to the evolving demands of the global aviation market by understanding cultural nuances, regulatory differences, and global standards.

**PROGRAMME SPECIFIC OUTCOMES  
FOR  
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) –  
AIRLINES AND AIRPORT MANAGEMENT**

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

PSO1: Gain a sufficient foundational grasp of airline and airport management education to improve their capacity for inculcating skills and business correspondence.

PSO2: Develop their software handling abilities and familiarise them with the numerous technological and scientific breakthroughs in the Aviation field.

PSO3: Understand the discipline concepts and demonstrate their effective application in the real world to solve business problems.

PSO4: Develop research, critical, and analytical thinking abilities to analyse and solve critical issues using qualitative and quantitative data.

PSO5: Demonstrate professional management skills and interpersonal skills to manage work and people using scientific reasoning and reflective thinking.

PSO6: Ability to communicate effectively using oral and written communication skills.

PSO7: Select and apply appropriate techniques, resources, and modern IT tools to complex management activities.

PSO8: Demonstrate effective leadership skills and teamwork in professional and community life.

PSO9: Ability to approach decisions in an ethically, legally, socially, culturally, and environmentally responsible manner.

PSO10: Recognize the need for and ability to engage in self-directed and life-long learning.

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

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**  
**(Session 2025-2026)**

**Credit Based Continuous Evaluation Grading System**

Semester I										
Sr. No.	Course Code	Course Titles	Course Type	Hours Per Week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BBML-1421 BBML-1031 BBML-1431	Punjabi (Compulsory)/ <sup>1</sup> Basic Punjabi/ <sup>2</sup> Punjab History and Culture	Compulsory	4-0-0	4-0-0	100	70	-	30	3
2	BBMM-1102	Communication skills in English - I	AEC	3-0-2	3-0-1	100	50	20	30	3
3	BBML-1663	Introduction to Tourism, Hospitality and Aviation industry	DSC	2-0-0	2-0-0	50	35	-	15	3
4	BBML-1714	Fundamentals of Air Transport System	DSC	3-0-0	3-0-0	100	70	-	30	3
5	BBML-1095	Business Organization and Systems	DSC	4-0-0	4-0-0	100	70	-	30	3
6	BBMF-1716	Field Work and Report Writing	DSC	0-0-8	0-0-4	100	-	100	—	3
7	BBMM-1120	Computer Applications for Business	SEC	2-0-2	2-0-1	100	40	30	30	3+3
8	USEP-0001	Entrepreneurship Mindset Level - I	SEC	0-0-4	0-0-2	50	-	50	-	-
9	VACF-1491	*Foundation Course	VAC	2-0-0	2-0-0	50	35	-	15	1
TOTAL CREDITS					28					

<sup>1</sup>Special Paper in lieu of Punjabi (Compulsory)

<sup>2</sup>Special paper in lieu of Punjabi (Compulsory) (Only 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 Business Administration (Honours) – Airlines and Airport Management  
Semester-I (Session 2025-2026)**

**Course Title: Introduction to Tourism, Hospitality and Aviation Industry**

**Course Code: BBML-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](https://epgp.inflibnet.ac.in/view_f.php?category=1850)

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-I (Session 2025-2026)**

**Course Title: Fundamentals of Air Transport System**

**Course Code: BBML-1714**

Time: 3 Hours

L-T-P: 3-0-0

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: Understand the basics of the air transport industry.
- CO2: Illustrate the significance of the air travel industry.
- CO3: Examine the sustainable future of the Aviation industry.
- CO4: Devise the possible ways of sustainable air transport management.

**Contents:**

**Unit-I**

**Introduction to the air transport system:** The Air Transport System Today, Historical Development of Air Transport, KLM - development of a typical European airline, Major aircraft manufacturers, Major passenger airlines in India, Major global airline companies, Airline Types: Passenger, Cargo and Hybrid.

**Unit-II**

**Aircraft transport system:** Classification of Flight Vehicles, Air traffic control, Flight performances, Aircraft Cabin Systems, Flight strategy and aircraft selection, climb, cruise, and descent, take-off, en-route, and landing limitations, Flight preparation.

**Unit-III**

**The Regulatory Framework of the Air Transportation System:** The Freedom of the Air, The International Civil Aviation Organization—ICAO, Air Navigation Services, The International Air Transport Association, DGCA: Introduction and Importance, Air traffic management, Global Challenges for Air Transport by 2050, Passenger Charter by Ministry of Civil Aviation India.

**Unit-IV**

**The airports:** Airport overview, Development of Airports, Airport infrastructure, Runway and safety area, Taxiways design, Airport accessibility, Terminal design, Airport and terminal area, Safety and security airport viewpoint, Airport Authority of India.

**Text Books:**

1. A PRACTICAL APPROACH TO AIRPORT MANAGEMENT by SARAVANAN, KURUPPASAMY, and HIMALAYA PUBLISHING HOUSE PVT. LTD.

**Reference Book:**

1. THE AIR TRANSPORTATION SYSTEM by M HIRST, WOODHEAD PUBLISHING
2. THE AIRPORT BUSINESS by PROFESSOR RIGAS DOGANIS, ROUTLEDGE



**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-I (Session 2025-2026)**

**Course Title: BUSINESS ORGANISATION AND SYSTEMS**

**Course Code: BBML-1095**

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: grasp the fundamental concepts and scope of business and commerce.
- CO2: understand various business organisations and the process of starting a new business.
- CO3: explore business ethics, social responsibilities, and trade procedures.
- CO4: learn about wholesale and retail trade organisations and the role of stock exchanges.

**Contents:**

**UNIT - I**

**Introduction to Business and Commerce:** Meaning and definition of business, Objectives of business, Essentials of a successful business, Scope of business, Business as an economic system Trade and aids to trade- Meaning, scope, functions and evolution of commerce & industry, Industrial Revolution-its effects. Industrialization in India.

**UNIT - II**

**Forms of Business Organization:** Sole-proprietorship, Partnership, Joint stock Company, Cooperative Society, Public Utilities, Selection of a suitable form of organisation, Classification based on Business Unit.

**Setting up a New Enterprise:** Promotion of a business. Decisions in setting up an Enterprise – opportunity and idea generation, Role of creativity and innovation, Feasibility study and Business Plan, Business size and location decisions, various factors to be considered for starting a new unit, Problems in starting a new business.

**UNIT - III**

**Business and Society:** Changing Concepts and Objectives of Business, Professionalization, Business ethics, Business and culture, Technological Development and Social Change, Social responsibilities of business, Social Audit, Manager and his environment: external and internal  
**Domestic & Foreign Trade:** Import export trade procedure & their organisation.

## **UNIT - IV**

**Organization of wholesale & retail trade** - Recent trends in wholesale & retailing. Malls and Supermarkets – their effect on the economy.

**Stock Exchange and Produce Exchange:** Definition and Meaning, Importance, Functions, Listing, Dealers.

### **Suggested Readings:**

1. Kaul, Vijay Kumar “Business Organization and Management: Text and Cases”, Pearson Education, New Delhi.
2. Singla, R.K., “Business Organization and Management”, V.K. (India) Enterprises, New Delhi.
3. Daft, Richard L., Daft, J., Murphy, H., & Willmott, “Organization Theory and Design”, Cengage Learning EMEA, New Delhi.
4. Fernando, A.C., “Business Environment” Pearson Education, New Delhi.
5. Archie B. Carroll, Ann K. Buchholtz, “Business & Society: Ethics, Sustainability and Stakeholder Management”, Cengage Learning, New Delhi.

***Note:** The latest editions of the books should be followed.*

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-I (Session 2025-2026)**

**Course Title: COMPUTER APPLICATIONS FOR BUSINESS**

**Course Code: BBMM-1096**

Time: 3 Hours

L-T-P: 2-0-1

Maximum Marks: 100

Theory Marks: 40

Practical Marks: 30

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 impact of computer applications in business.

**CO2:** Gain proficiency in business software for data management and decision-making.

**CO3:** Apply computer tools to improve business operations and productivity.

**CO4:** Develop skills in using information systems for business planning.

**Contents:**

**UNIT - I**

**Computer Fundamentals:** Definition of computer, Components of a computer system, Brief history of evolution of computers and generation of computers. **Internal and External Memory Storage:** RAM, ROM, PROM, EPROM. Commonly used Input/output/Memory storage devices: Punched Card, VDU, CRT. Difference between Hardware & Software. Types of software system. Software & Application software, Interpreter.

**UNIT - II**

**Operating System:** Definition, Types of operating on the Basis of processing. Introduction to various types of operating systems such as windows & DOS Overview and Anatomy of windows, Working with files and folders in windows. Basic Commands of Internal & External commands in DOS.

**UNIT - III**

**Document files:** Overview, Creating, Saving, Opening, Importing, Exporting & Inserting files. Formatting pages, paragraphs and Sections. Indents and outdents. Creating lists and numbering. Heading Styles, Fonts and size editing, positioning & viewing text. Finding & replacing text, inserting page breaks, page numbers, book marks, symbols & dates. Using tabs and tables Header, Footer & Printings.

## **UNIT - IV**

**Spreadsheet working:** Worksheet overview. Entering information. Worksheet. Opening and saving workbook. Formatting numbers and texts. Protecting cells. Producing Charts and printing operations graphs.

**Presentation files:** Presentation Basics Menus & Toolbars. Opening & Saving & existing presentation creating & Saving a presentation using auto content wizard. Design Template Blank Presentation. The slides sorter view. Insert slides from another presentation. Inserting pictures and graphics. Slide show, printing, slides.

### **Suggested Readings:**

1. Peter Norton, "Introduction to Computers", McGraw-Hill, New Delhi.
2. Sanjay Sexana, "A First Course in Computers", Vikas Publishing House, New Delhi.
3. Rajaraman, V., "Fundamental of Computers", Prentice Hall India, New Delhi.
4. Srivastava, S.S., "MS-Office" Firewall Media, New Delhi.
5. Alexis Loeon and Matheus Leon, "Introduction to Computers with MS-Office 200", Tata McGraw-Hill, New Delhi.

**Note: The latest editions of the books should be followed.**

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-I (Session 2025-2026)**

**Course Title: FIELD WORK AND REPORT WRITING**

**Course Code: BBMM-1717**

Time: 3 Hours

Maximum Marks: 100

L-T-P: 0-0-4

Practical Marks: 100

**INSTRUCTIONS FOR THE PRACTICAL EXAMINER:**

- Candidates have to visit two major Airports in the neighbourhood or vicinity of the institution for a case study and prepare a detailed report on the Field Visit; its importance and potential; problems or challenges faced; prospects for future development etc.

**Course Outcomes (CO):** Upon successful completion of the course, the students should 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 at Airports.

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 Airports in the neighbourhood or vicinity of the institution for a case study and prepare a detailed report on the Field Visit; its importance and potential; problems or challenges faced; prospects for future development etc.

A seminar / workshop can also be arranged. Lectures and Guest lectures can be scheduled in guiding students about various components of reports and essentials of report writing.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
(Session 2025-2026)**

**Credit Based Continuous Evaluation Grading System**

Semester II										
Sr. No.	Course Code	Course Titles	Course Type	Hours Per Week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		C A	
							L	P		
1	BBML-2421/ BBML-2031/ BBML-2431	Punjabi Compulsory/ <sup>1</sup> Basic Punjabi/ <sup>2</sup> Punjab History and Culture	Compulsory	4-0-0	4-0-0	100	70	-	30	3
2	BBMM-2102	Communication skills in English - II	MDC	2-0-4	2-0-2	100	50	20	30	3
3	BBML-2093	Principles of Management	DSC	4-0-0	4-0-0	100	70	-	30	3
4	BBML-2714	Immigration and Custom Operations	DSC	4-0-0	4-0-0	100	70	-	30	3
5	BBML-2715	Aviation Economics	DSC	4-0-0	4-0-0	100	70	-	30	3
6	BBMP-2710	Computerised Reservation System	SEC	0-0-4	0-0-2	50	-	35	15	3
7	VACD-2161	*Drug Abuse and Ethical Education	VAC	4-0-0	4-0-0	100	70	-	30	3
TOTAL CREDITS					26					

<sup>1</sup>Special Paper in lieu of Punjabi (Compulsory)

<sup>2</sup>Special paper in lieu of Punjabi (Compulsory) (Only 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 Business Administration (Honours) – Airlines and Airport Management**  
**Semester-II (Session 2025-2026)**  
**Course Title: Principles of Management**  
**Course Code: BBML-2093**

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:** Understand fundamental management concepts and their applications.

**CO2:** Analyse various management functions and their interrelationships.

**CO3:** Apply management principles to solve organisational challenges.

**CO4:** Develop leadership and strategic planning skills.

**Contents:**

**UNIT - I**

**Management:** Meaning and definition, nature, purpose, scope, importance and functions, Management as art, science and profession, Management as a social system, Concept of management, administration and organization Principles of management, Scientific Management.

**Evolution of Management Thought:** Contribution of F.W. Taylor, Henri Fayol, Elton Mayo, Chester Barnard & Peter Drucker to the management thought. Various approaches to management (i.e. Schools of Management Thought), Indian management thought.

**Management Techniques:** Management by Objective: Meaning, Process, Benefits, And Weaknesses.

**UNIT - II**

**Planning:** Meaning, Significance, Types of plans, Nature, Elements: Objectives, Policies, Rules, Procedure, Strategy, Decision Making.

**Organizing:** Meaning, Nature and Purpose of organization, Theories of organization, principles of organization, Forms of organization: Line, Functional and Line and Staff, Formal and informal organization, Delegation, Span of Management: Factors determining effective span.

**UNIT - III**

**Departmentation:** Definition, Departmentation by function, Territory, Product/service, Customer group and matrix organization, Decentralisation and Departmentation.

**Authority:** Definition, types, responsibility and accountability, delegation; definition, steps in delegation, obstacles to delegation and their elimination, decentralization vs centralization, determinants of effective decentralisation.

#### UNIT - IV

**Staffing:** Meaning, nature and functions of HRM, Manpower management, factors affecting staffing, Recruitment, Selection, Training and Development, Performance appraisal: need and process.

**Directing:** Motivation: Meaning, Nature, Importance, Types, Theories of Motivation: Mc. Gregor's, Maslow and Herzberg. Leadership: Meaning, Nature, Styles, Managerial grid, Likert system, Theories: Trait, Behavioural, Situational and Followers.

**Coordination:** Principles and Techniques, Difference between coordination and cooperation.

**Controlling:** Meaning, nature, importance, scope, principles, prerequisites, steps, limitations and techniques.

#### **Suggested Readings:**

1. Robbins, S.P., & Coulter, M.K., "Management", Pearson Education Inc., New Delhi.
2. Gupta, Meenakshi, "Principles of Management", PHI Learning Pvt. Ltd., New Delhi.
3. Koontz, H., Weihrich, H., & Aryasri, A.R., "Essentials of Management", Tata McGraw-Hill, New Delhi.
4. Aswathapa, K. "Essential of Business Administration", Himalaya Publishing House, Mumbai.

**Note:** *The latest editions of the books should be followed.*



**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-II (Session 2025-2026)**

**Course Title: Immigration and Custom Operations**

**Course Code: BBML-2714**

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: Understand the immigration policies and acts.
- CO2: Apply the economics of immigration and Custom operations.
- CO3: Evaluate future & challenges in immigration and customs operations.
- CO4: Evaluate custom laws and procedures applicable in the country.

**Contents:**

**Unit-I**

**Introduction to Immigration and Customs:** Meaning and Definition of Immigration, Importance, Difference between Immigration, migration, and Emigration, Practices in Immigration, Types of Immigration, Meaning and Concept of Customs, Import duty, Custom duty, and Types of custom duty, Custom officer types, History of customs in India.

**Unit-II**

**Immigration Policies and Acts:** History and Immigration Policies of the USA, Canada, Australia and India, Meaning of Immigration Policy, The Passport (Entry in India) Act 1920, Immigration Acts 1950 and 2000, India, Foreigners Act, Bureau of Immigration India, Terrorist and Disruptive Activities (Prevention) Act 1987; Immigration Rules;

**Unit-III**

**Customs Laws and Procedures:** Customs-related laws and regulations, An Introduction to the Customs Act 1962, Import-Export Restrictions, Prohibitions Under Customs Law, Calculating Import Duty, Custom Rules and Requirements in India, GST and Customs Law, Customs Clearance Documentations, Customs Tariff Act 1975

**Unit-IV**

**Future and Challenges in Immigration and Customs Operations:** Protecting human rights in Immigration, The future of global Immigration Post-Covid, Critical challenges of Immigration and displacement, Digital Customs Agencies and e-customs clearance, Digital and technological developments in Customs, Future of customs management, The role of the private sector in customs administration, Import verification programs.

**Text Books:**

1. INDIAN IMMIGRATION LAW AND ITS IMPLICATIONS: THEORY AND PRACTICE  
by DR. KAVITA SINGH, SATYAM LAW INTERNATIONAL

**References:**

1. TAXMANN'S STUDENTS' GUIDE TO GST AND CUSTOMS LAW by DR. VINOD K.  
SINGHANIA, TAXMANN PUBLISHER

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Semester-II (Session 2025-2026)**

**Course Title: Aviation Economics**

**Course Code: BBML-2715**

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: Outline the interplay of economic concepts with rationality.
- CO2: Evaluate the economic phenomenon in context with the aviation industry.
- CO3: Analyse production and supply decisions in the context of dynamic consumer choice.
- CO4: Anticipate and discuss price determinations and factors in the aviation industry.

**Contents:**

**Unit-I**

**Introduction to Economics and its Concepts:** Nature, scope, and characteristics of economics; Managerial Economics and Business economics; Application of economics; wealth-oriented view; welfare-oriented view; scarcity view; development view; Introduction to international economics and aviation, the economics of aviation safety, and security

**Unit-II**

**Demand Analysis in the Aviation Industry:** Meaning and Concept of Demand for Aviation, Law of Demand, Determinants of Demand, Measurement of Demand, Elasticity of Demand, Demand Forecasting, and Its Methods

**Unit-III**

**Supply and Production Analysis in the Aviation Industry:** Law of Supply, Determinant of Supply, Elasticity of Supply, Methods of measuring the elasticity of supply, Return to scale, law of returns, and production function Production analysis, Stage of production

#### **Unit-IV**

**Price determination and factors:** Meaning and main features of price determination of a firm, Different theories of pricing Factors and methods of pricing and price determination under perfect, imperfect, monopoly, and oligopoly situations, AIRAC.

**Text Books:**

1. MANAGERIAL ECONOMICS by MAHESWARI Y, PRENTICE HALL

**References:**

1. THE ECONOMICS OF RECREATION ,LEISURE AND TOURISM by TRIBE, JOHN, Tata McGraw Hill, India

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-II (Session 2025-2026)**

**Course Title: Computerised Reservation System**

**Course Code: BBMP-2710**

Time: 3 Hours

L-T-P: 0-0-2

Maximum Marks: 50

Practical Marks: 35

CA-15

**INSTRUCTIONS FOR THE PRACTICAL EXAMINER:**

- Journal for the course should be prepared with all the experiments as mentioned in the syllabus.
- Candidates are required to submit the prepared journal duly checked by the course coordinator.
- All the experiments are compulsory.

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

- CO1: Know the basics of Computerised Reservation System.
- CO2: Understand the functions of CRS using available GDS.
- CO3: Apply practically technical knowledge of Airlines ticketing.
- CO4: Design impactful air travel itineraries worldwide.

**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:**

1. GALILEO CRS by MILLER FREDERIC P, ALPHA SCIENCE INTERNATIONAL LIMITED

**References:**

1. GALILEO CRS by TRAVELPORT, TECHNICAL PUBLICATIONS

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
(Session 2025-2026)**

**Credit Based Continuous Evaluation Grading System**

Semester III										
Sr. No.	Course Code	Course Titles	Course Type	Hours Per Week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BBML-3711	Basics of Statistics	MDC	4-0-0	4-0-0	100	70	-	30	3
2	BBML-3712	Fundamentals of Human Resource Management	AEC	4-0-0	4-0-0	100	70	-	30	3
3	BBML-3713	Aviation Geography	DSC	4-0-0	4-0-0	100	70	-	30	3
4	BBML-3714	Air Ticketing and Fare Constrictions	DSC	4-0-0	4-0-0	100	70	-	30	3
5	BBML-3715	Airport Ground Handling Operations	DSC	4-0-0	4-0-0	100	70	-	30	3
6	BBMM-3716	Food and Beverage Services	DSC	1-0-2	1-0-1	50	20	15	15	3
7	VACE-3221	*Environmental Studies (Compulsory)	VAC	2-0-0	2-0-0	50	35	-	15	3
8	VACG-3532	*Gender Sensitization	VAC	2-0-0	2-0-0	50	35	-	15	3
TOTAL CREDITS					26					

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

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Semester-III (Session 2025-2026)**

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

**Course Code: BBML-3713**

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: Analyze physical geography's impact on aviation operations, including weather and time zones.

CO2: Evaluate global aviation hubs and networks based on geographical factors.

CO3: Apply geopolitical and economic principles to airline route planning.

CO4: Utilize geographical tools for optimized flight paths and airport location analysis.

**Course Content:**

**Unit-I**

**Introduction to Aviation Geography-** Definition and Scope: Meaning and importance of aviation geography in the context of global tourism and transportation. Physical Geography in Aviation: Role of topography, climate, and weather patterns in flight planning and operations (e.g., jet streams, turbulence, monsoon impacts). Time Zones and Aviation: Understanding Coordinated Universal Time (UTC), time zone calculations, and their impact on flight scheduling and passenger experience. Geographical Coordinates: Latitude and longitude, IDL, their use in navigation, and introduction to great circle routes.

**Unit-II**

**Major Aviation Hubs-** Study of key international airports (e.g., Dubai International, Singapore Changi, London Heathrow) and their geographical significance. Hub and Spoke System: Geographical factors influencing hub-and-spoke vs. point-to-point models. Air Traffic Corridors: Analysis of high-traffic air routes (e.g., North Atlantic, Trans-Pacific) and their geographical determinants. Regional Aviation in India: Role of geography in the development of domestic airports (e.g., Delhi, Mumbai, Bengaluru) and regional connectivity under UDAN scheme.

**Unit-III**



**Geopolitical and Economic Geography in Aviation-** Geopolitical Influences: Impact of international borders, airspace regulations, and bilateral agreements on flight routes (e.g., overflight permissions). Economic Geography: Role of economic centers and tourism destinations in shaping airline networks and fleet deployment. International Organizations: Role of ICAO and IATA in standardizing aviation geography practices (e.g., airport codes, navigation standards).

#### **Unit-IV**

**Practical Applications of Aviation Geography-** Flight Route Planning: Use of geographical tools (e.g., GPS, GIS) in optimizing flight paths and fuel efficiency. Airport Location Analysis: Geographical factors in airport site selection (e.g., terrain, proximity to urban centers, weather conditions). Impact of Natural Phenomena: Managing disruptions due to volcanic ash clouds, monsoons, and hurricanes.

**Case Studies:** Analysis of real-world scenarios, such as the impact of geography on the growth of low-cost carriers in India or the role of polar routes in long-haul flights.

#### **Suggested Readings**

1. Burkhardt and Madik " Tourist Past and Present and Future" Butterworth Heinemann Several Editions
2. Gilbert Sigeauxz "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 Business Administration (Honours) – Airlines and Airport Management  
Semester-III (Session 2025-2026)**

**Course Title: Air Ticketing and Fare Constructions  
(Theory)**

**Course Code: BBML-3714**

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: Understand the principles and components of air ticketing and fare construction.

CO2: Apply fare calculation methods and ticketing rules in various scenarios.

CO3: Utilize GDS platforms for booking, issuing, and managing air tickets.

CO4: Analyze industry trends and provide effective customer service in ticketing operations.

**Unit-I**

**Introduction to Air Ticketing-** Overview of air ticketing: Definition, importance, and role in the travel industry. Types of air tickets: Electronic tickets, paper tickets, and open tickets. Key components of a ticket: Passenger details, itinerary, fare basis, and conditions of carriage. Role of IATA and travel agencies in ticketing processes.

**Unit-II**

**Fare Construction Principles-** Basics of airfare construction: Published fares, special fares, and promotional fares. Fare components: Base fare, taxes, surcharges, and fees. Mileage-based and zone-based fare calculation methods. Currency conversion and rounding rules in international ticketing.

**Unit-III**

**Global Distribution Systems (GDS) and Ticketing Procedures-** Introduction to GDS: Amadeus, Sabre, and Galileo functionalities. Booking process: PNR creation, seat assignment, and ticketing timelines. Ticketing rules: Advance purchase, minimum/maximum stay, and stopover restrictions. Handling cancellations, refunds, and rebooking procedures.

## **Unit-IV**

**Practical Applications and Industry Trends-** Emerging trends: E-ticketing advancements, dynamic pricing, and ancillary revenue strategies. Customer service in ticketing: Managing passenger queries and special requests (e.g., special meals, wheelchair assistance).

Case studies: Real-world ticketing scenarios and fare optimization strategies.

### **Suggested Readings:**

- IATA. (2023). *IATA Ticketing Handbook*.
- Davidoff, P. (2019). *Air Fares and Ticketing*.
- Online resources from IATA and GDS providers (Amadeus, Sabre).
- Cook, T. (2017). *Travel Agency Operations and Ticketing*.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-III (Session 2025-2026)**

**Course Title: Airport Ground Handling Operations  
(Theory)**

**Course Code: BBML-3715**

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: Understand the scope and significance of ground handling operations in aviation.

CO2: Execute passenger, baggage, and aircraft handling processes with safety and efficiency.

CO3: Apply safety, security, and regulatory standards in ground handling operations.

CO4: Analyze load control principles and adapt to emerging trends in ground handling.

**Unit-I**

**Introduction and Scope of Ground Handling-** Overview of ground handling: Definition, scope, and importance in the aviation industry. Types of ground handling services: Passenger handling, ramp handling, cargo handling, and aircraft servicing. Role of ground handling in ensuring operational efficiency and safety. Key stakeholders: Airlines, ground handling agencies, airport authorities, and regulatory bodies (e.g., DGCA, IATA).

**Unit-II**

**Ground Handling Services and Equipment-** Passenger handling: Check-in, boarding, deboarding, and special assistance for passengers with reduced mobility and unaccompanied minors. Baggage handling: Sorting, loading, unloading, and lost luggage procedures. Aircraft handling: Marshalling, towing, pushback, refueling, catering, and cabin cleaning. Equipment: Baggage loaders, tugs, fuel trucks, ground power units, and maintenance guidelines.

**Unit-III**

**Safety, Security, and Regulatory Compliance-** Safety protocols: Ramp safety, hazard prevention, and foreign object debris (FOD) management. Security procedures: Passenger and baggage screening, handling sensitive cargo and mail, and emergency response roles.

Regulatory framework: IATA Ground Operations Manual (IGOM), International Civil Aviation Organization (ICAO) guidelines, and airport/airline-specific regulations. Environmental and legal considerations: Compliance with sustainability and legal standards in ground handling.

#### **Unit-IV**

**Load Control and Trends-** Load control: Principles of load planning, weight and balance, aircraft loading, and reporting actual load. Emerging trends: Automation, digitization, AI in baggage and cargo management, eco-friendly operations, and reducing carbon footprints. Challenges: Managing delays, disruptions, and post-pandemic adaptations in airport operations.

#### **Suggested Readings:**

- Ashford, N., Stanton, H. P. M., & Moore, C. A. (2013). *Airport Operations*.
- IATA. (2023). *Ground Operations Manual (IGOM)*.
- Kazda, A., & Caves, R. E. (2015). *Airport Design and Operation*.
- Online resources from DGCA and IATA on ground handling standards.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Semester-III (Session 2025-2026)**

**Course Title: Food and Beverage Services  
(Theory+Practical)**

**Course Code: BBMM-3716**

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: 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.

<b>List of Experiments</b>				
<b>Sr. No.</b>	<b>Title</b>	<b>Objective</b>	<b>Procedure</b>	<b>Expected Outcome</b>
1	Familiarization with F&B Service Equipment	Identify and understand the use of F&B service equipment.	Inspect and document various F&B equipment (e.g., cutlery, crockery, glassware) in a mock restaurant setting, noting their names, types, and purposes.	Recognize and describe F&B equipment used in service.
2	Care and Maintenance of F&B Equipment	Apply proper techniques for cleaning and maintaining F&B equipment.	Clean and polish EPNS items using plate powder, Polivit, silver dip, and burnishing machine methods; maintain glassware and other equipment following standard procedures.	Master cleaning and maintenance techniques for F&B equipment.
3	Introduction to F&B Service and Ancillary Areas	Understand the layout and functions of F&B service and ancillary areas.	Tour a mock or real F&B setup (e.g., dining area, pantry) and document the profile, layout, and role of service and ancillary areas (e.g., still room, dispense bar).	Comprehend the operational roles of F&B service areas.
4	Holding Service Spoon and Fork	Develop skills in properly holding service utensils.	Practice holding a service spoon and fork in a mock service setting, ensuring correct grip and posture for serving food to guests.	Achieve proficiency in handling service utensils professionally.
5	Carrying a Tray or Salver	Master the technique of carrying trays or salvers safely.	Practice carrying a loaded tray or salver with items (e.g., glassware, plates) in a mock restaurant, maintaining balance and proper posture.	Carry trays or salvers efficiently without spills or accidents.
6	Laying and Changing a Tablecloth	Learn to lay and change table cloths during service.	Lay a table cloth on a dining table following standard procedures, then practice changing it during a simulated service without disturbing guests.	Execute table cloth laying and changing with precision.
7	Napkin Folding Techniques	Create various napkin folds for aesthetic table setups.	Practice at least five different napkin folding techniques (e.g., fan, rose, bishop's hat) using	Produce professional and visually appealing napkin folds.

			standard napkins in a mock dining setup.	
8	Cleaning and Polishing Glassware	Ensure glassware is spotless and service-ready.	Clean and polish glassware using appropriate cleaning agents and techniques, inspecting for clarity and hygiene in a mock F&B setting.	Maintain high standards of glassware hygiene and presentation.
9	Placing and Clearing Plates	Perform plate placement and clearing tasks efficiently.	Practice placing meal plates and clearing soiled plates in a mock dining scenario, using proper etiquette and timing.	Master plate handling and clearing procedures during service.
10	Service of Water and Crumbing Down	Execute water service and crumbing down procedures.	Simulate serving water to guests and crumbing down a table using a service plate and brush in a mock restaurant setting.	Deliver professional water service and maintain clean table surfaces.
11	Service of Tea and Coffee	Provide professional tea and coffee service to guests.	Practice preparing and serving tea and coffee, including tray setup, presentation, and guest interaction, in a mock F&B service environment.	Perform tea and coffee service with proper etiquette and presentation.
12	Table Setting with Indian Cover	Set up a table with an Indian cover and understand cover types.	Arrange a dining table with an Indian cover (e.g., including thali, katori, spoon) and demonstrate variations for other cover types (e.g., American, French) in a mock setup.	Master table setting techniques, particularly for Indian dining.

### **Suggested Equipment and Resources:**

- Mock F&B service setup with dining tables, chairs, and service stations.
- F&B equipment (e.g., EPNS cutlery, glassware, crockery, trays, salvers).
- Cleaning materials (plate powder, Polivit, silver dip, burnishing machine).
- Sample napkins, table cloths, and service utensils for practice.
- Practical journal template for documenting experiments.

### **Textbook:**

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

### **Suggested Readings:**

- Sudhir Andrews (2013), Food & Beverage Service Training Manual, (3<sup>rd</sup> 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://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...>

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
(Session 2025-2026)**

**Credit Based Continuous Evaluation Grading System**

Semester IV										
Sr. No.	Course Code	Course Titles	Course Type	Hours Per Week L-T-P	Credits L-T-P	Max Marks				Examination time (in Hours)
						Total	Ext.		CA	
							L	P		
1	BBML-4711	Financial Management	MDC	4-0-0	4-0-0	100	70	-	30	3
2	BBML-4712	Business Environment	AEC	4-0-0	4-0-0	100	70	-	30	3
3	BBMM-4713	Front Office Operations	DSC	2-0-4	2-0-2	100	35	35	30	3
4	BBMM-4714	In Flight Food and Beverage Services	DSC	2-0-4	2-0-2	100	35	35	30	3
5	BBMP-4715	Airlines Cabin Operations	DSC	0-0-4	0-0-2	50	-	35	15	3
6	BBMF-4716	Field Project Report	DSC	0-0-8	0-0-4	100	-	100	-	3
7	VACM-4502	*Moral Education	VAC	2-0-0	2-0-0	50	35	-	15	3
TOTAL CREDITS					24					

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

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Semester-IV (Session 2025-2026)**

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

**Course Code: BBMM-4713**

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 front office terminology, structure, and functions within hotel operations.

CO2: Execute reservation, registration, and payment processes efficiently.

CO3: Manage guest services and front desk operations during the guest cycle.

CO4: Handle amendments, emergencies, and staff coordination with professionalism.

**UNIT-I**

Terminology, Sections and layout of Front office, organisational chart of Front office (small, medium, large hotels), Front office functions. Interaction with other departments of hotel, handling emergencies (fire, death, vandalism, Drunken guest, theft, damage to hotel property).

**UNIT-II**

Role of Night Auditor, key control, VIP and Mail handling, luggage handling, lost and found procedure, Bell desk and concierge, cashiering & blacklisted. Qualities of a Front office personnel, guest room types and status, terminology, tariff plans.

**UNIT-III**

Introduction of Reservation, Procedure for taking Reservation, Types of reservation (Manual/Automated), sources of reservation CRS, Registration Card. Registration (non-automatic, semi-automatic and automatic) Pre-registration, on arrival and post arrival procedures, handling reserved guests, Payment modes. Guest account settlement (cash & credit, Indian and Foreign currency).

**UNIT-IV**

Various stages: guest cycle, pre-arrival, arrival, stay, departure. Procedures of Amendments-Cancellation, Overbooking. Front Office Operations, The Front Desk- Equipments in use, Lobby Arrangements, Basic Layout and Design, Duty Rotation and work schedules, Uniformed Services.

List of Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Terminology and Organizational Chart Design	Familiarize students with front office terminology and organizational structures.	Create a glossary of 20 front office terms (e.g., check-in, tariff plan, room status) and design organizational charts for front offices of small, medium, and large hotels using diagramming software or paper.	Understand key terms and visualize front office hierarchies.
2	Departmental Interaction (Role-Play)	Demonstrate effective communication between the front office and other hotel departments.	In groups, role-play scenarios where front office staff coordinate with housekeeping, food and beverage, and maintenance to resolve guest requests (e.g., room cleaning, meal delivery).	Develop skills in interdepartmental collaboration.
3	Reservation System	Execute reservation procedures using manual and automated systems.	Use a mock Central Reservation System (CRS) or spreadsheet to process reservations for different guest types (e.g., individual, group) and document details on a reservation form.	Master reservation types and procedures.
4	Registration Process	Perform registration tasks for arriving guests.	Simulate non-automatic, semi-automatic, and automatic registration processes using a mock registration card, including pre-registration and on-arrival tasks for reserved guests.	Understand registration workflows and documentation.
5	Payment Mode Handling	Process guest payments in various modes.	Role-play scenarios to handle cash, credit, and foreign currency payments, calculating conversions for Indian and foreign currencies using current exchange rates.	Develop skills in accurate payment processing and currency handling.

6	Guest Services (Role-Play)	Provide guest services such as concierge and luggage handling.	In pairs, simulate concierge tasks (e.g., arranging tours, handling VIP requests) and bell desk operations (e.g., luggage handling, guest escorting) in a mock hotel lobby.	Enhance customer service and guest interaction skills.
7	Lost and Found Procedure	Implement lost and found procedures.	Create a lost and found log and simulate handling a guest's lost item (e.g., wallet, phone), including documentation, storage, and return processes.	Understand protocols for managing lost and found items.
8	Cashiering and Blacklist Management	Perform cashiering tasks and manage blacklisted guests.	Simulate guest account settlement using a mock front office system, including handling a scenario with a blacklisted guest (e.g., verifying identity, denying service).	Gain proficiency in financial transactions and security protocols.
9	Night Audit	Execute night audit procedures for front office operations.	Use a mock front office system to perform night audit tasks, including verifying transactions, reconciling accounts, and preparing daily reports.	Understand the role and responsibilities of a night auditor.
10	Cancellation and Overbooking Management	Handle amendments such as cancellations and overbooking.	Simulate scenarios involving guest cancellations and overbooking, applying procedures to reassign rooms or offer alternatives using a mock reservation system.	Master amendment procedures and guest communication.
11	Front Desk Operations	Operate front desk equipment and manage lobby arrangements.	Simulate front desk operations using mock equipment (e.g., property management system, key encoder) and arrange a lobby layout for efficient guest flow.	Gain proficiency in front desk operations and lobby management.
12	Emergency Response	Manage emergency situations in a front office setting.	Simulate scenarios such as a fire alarm, drunken guest, or theft, with students acting as front office staff to follow protocols, communicate with guests, and document incidents.	Develop confidence in handling emergencies like fire, theft, or vandalism.

**Suggested Readings:**

- Bardi, J. A. (2017). *Hotel Front Office Management*.
- Ismail, A. (2016). *Front Office Operations and Management*.
- Tewari, J. R. (2019). *Hotel Front Office: Operations and Management*.
- FHRAI and IATA guidelines on front office operations.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management  
Semester-IV (Session 2025-2026)**

**Course Title: In Flight Food and Beverage Services  
(Theory+Practical)**

**Course Code: BBMM-4714**

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 principles and challenges of in-flight F&B services.

CO2: Apply proper techniques for handling and maintaining in-flight F&B equipment.

CO3: Execute in-flight service procedures with professionalism across different service classes.

CO4: Manage onboard payments, emergencies, and sustainable practices effectively.

**Unit-I**

**Introduction to In-Flight Food and Beverage Services-** Definition, scope, and role of in-flight F&B services in enhancing passenger experience. Cabin environment: Impact of altitude, air pressure, and noise on taste perception and service delivery. Roles and responsibilities: Cabin crew duties in F&B service and coordination with ground catering teams. Regulatory standards: IATA, ICAO, and DGCA guidelines for in-flight catering.

**Unit-II**

**Equipment Handling and Preparation-** Equipment familiarization: Use of trolleys, trays, galley ovens, refrigeration units, and service utensils. Care and maintenance: Cleaning, sanitizing, and storing F&B equipment per aviation hygiene standards. Food and beverage preparation: Handling pre-cooked meals, beverages (e.g., tea, coffee, juice), and special dietary needs.

**Unit-III**

**In-Flight Service Procedures-** Service techniques: Welcoming passengers, taking orders, serving meals and beverages, and clearing trays. Service types: Economy, business, and first-class service standards, including tray and trolley service. Guest interaction: Suggestive selling, upselling, and handling special requests (e.g., vegetarian, gluten-free).

**Unit-IV**

**Advanced Practices and Emergency Management-** Billing and documentation: Processing onboard payments and maintaining service logs. Safety and emergency protocols: Handling

spills, medical emergencies, and turbulence during service. Industry trends: Sustainable catering practices, automation, and post-pandemic adaptations (e.g., pre-packaged meals).

List of Practical Experiments				
Sr. No.	Title	Objective	Procedure	Expected Outcome
1	Familiarization with In-Flight F&B Equipment	Identify and understand the use of in-flight F&B equipment.	Inspect and document in-flight F&B equipment (e.g., trolleys, trays, galley ovens, service utensils) in a mock galley setup, noting their functions and safety features.	Recognize and describe equipment used in in-flight F&B service.
2	Cleaning and Sanitizing In-Flight Equipment	Apply proper techniques for cleaning and sanitizing F&B equipment.	Clean and sanitize trolleys, trays, and utensils using aviation-approved cleaning agents in a mock galley, following hygiene protocols. Document the process in a practical journal.	Master hygiene standards for in-flight F&B equipment maintenance.
3	Galley Setup Simulation	Set up a galley for in-flight service.	Arrange a mock galley with pre-cooked meals, beverages, and service items, ensuring proper storage and organization per aviation standards.	Execute efficient galley setup for in-flight operations.
4	Preparing In-Flight Beverages	Prepare beverages suitable for in-flight service.	Practice preparing tea, coffee, and juice in a mock galley, ensuring correct measurements and presentation for economy and business class standards.	Deliver properly prepared beverages with in-flight service quality.
5	Handling Special Dietary Requests	Manage special dietary meal requests.	Simulate preparing and serving special meals (e.g., vegetarian, gluten-free) in a mock cabin, verifying meal labels and passenger preferences.	Accurately handle special dietary requirements during service.
6	In-Flight Meal Service: Economy Class	Perform meal service for economy class passengers.	Role-play serving pre-cooked meals using a trolley in a mock cabin, following economy class service protocols and maintaining timing.	Master economy class meal service with professional etiquette.
7	In-Flight Meal Service: Business Class	Execute meal service for business class passengers.	Simulate business class service using trays, including multi-course meal presentation and	Deliver high-standard business class



			beverage service, in a mock cabin environment.	service with attention to detail.
8	Passenger Interaction and Upselling	Practice suggestive selling and handling passenger requests.	Role-play scenarios in a mock cabin, offering beverages or snacks for upsell (e.g., premium drinks) and addressing passenger queries (e.g., meal options).	Enhance skills in passenger communication and upselling techniques.
9	Tray Clearing and Waste Management	Clear trays and manage waste during in-flight service.	Practice clearing trays and disposing of waste in a mock cabin, following hygiene and safety protocols for waste segregation and storage.	Efficiently clear trays and manage waste in compliance with regulations.
10	Onboard Payment Processing	Process onboard payments for F&B services.	Simulate processing cash and credit card payments for in-flight purchases using a mock payment system, documenting transactions in a service log.	Accurately handle onboard payment transactions.
11	Emergency F&B Service Simulation	Manage F&B service during turbulence or emergencies.	Role-play serving meals or beverages during simulated turbulence or a medical emergency in a mock cabin, prioritizing safety and passenger comfort.	Maintain service efficiency and safety during in-flight disruptions.
12	Sustainable Service Practices	Implement sustainable F&B service practices.	Simulate a service scenario using eco-friendly materials (e.g., biodegradable trays) and document strategies to reduce waste and carbon footprint in a practical journal.	Apply sustainable practices in in-flight F&B operations.

### Suggested Readings:

- Ashford, N., Stanton, H. P. M., & Moore, C. A. (2013). *Airport Operations*.
- IATA. (2023). *Cabin Operations Safety Best Practices Guide*.
- Kazda, A., & Caves, R. E. (2015). *Airport Design and Operation*.
- Online resources from DGCA and IATA on in-flight service standards.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**

**Semester-IV (Session 2025-2026)**

**Course Title: Airlines Cabin Operations  
(Practical)**

**Course Code: BBMP-4715**

Time: 3 Hours

L-T-P: 0-0-2

Maximum Marks: 50

Practical Marks: 35

CA-15

**INSTRUCTIONS FOR THE PRACTICAL EXAMINER:** Practical journal containing at least 10 experiments has to be evaluated and a viva-voce should be conducted.

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

CO1: Demonstrate proficiency in handling cabin safety equipment and conducting pre-flight inspections.

CO2: Execute passenger boarding and in-flight service procedures with professional etiquette.

CO3: Manage special needs passengers and ensure accessibility compliance during cabin operations.

CO4: Respond effectively to in-flight emergencies, including turbulence and medical incidents.

<b>List of Practical Experiments</b>				
<b>Sr. No.</b>	<b>Title</b>	<b>Objective</b>	<b>Procedure</b>	<b>Expected Outcome</b>
1	Cabin Familiarization	Understand the layout and equipment of an aircraft cabin.	Explore a mock aircraft cabin setup, identifying key areas (e.g., galley, lavatories, emergency exits) and equipment (e.g., life vests, oxygen masks). Document layout and functions in a practical journal.	Recognize cabin components and their operational roles.
2	Safety Equipment Handling	Practice handling cabin safety equipment.	Demonstrate the use of safety equipment (e.g., life vests, fire extinguishers, oxygen masks) in a mock cabin, following IATA safety protocols.	Master safe and correct handling of cabin safety equipment.
3	Pre-Flight Cabin Inspection	Conduct a pre-flight cabin safety check.	Perform a pre-flight inspection in a mock cabin, checking seat belts, overhead bins, and emergency equipment for functionality and compliance. Record findings in a journal.	Ensure cabin readiness for flight through thorough inspection.

4	Passenger Boarding Procedures	Execute professional boarding procedures for passengers.	Role-play boarding passengers in a mock cabin, checking boarding passes, assisting with seating, and ensuring carry-on compliance with DGCA guidelines.	Manage efficient and courteous passenger boarding.
5	Safety Demonstration Practice	Deliver a cabin safety demonstration.	Perform a safety demonstration in a mock cabin, using a safety card and equipment (e.g., seat belts, life vests) to brief passengers on safety procedures.	Deliver clear and professional safety briefings.
6	In-Flight Passenger Interaction	Handle passenger queries and requests professionally.	Role-play scenarios in a mock cabin, addressing passenger needs (e.g., seat adjustments, special assistance) and practicing suggestive selling (e.g., duty-free items).	Enhance customer service and communication skills.
7	In-Flight Service Procedures	Perform in-flight service tasks for various cabin classes.	Simulate serving meals and beverages in a mock cabin, following economy and business class protocols, including trolley setup and tray clearing.	Execute in-flight service with professionalism and efficiency.
8	Handling Special Needs Passengers	Provide assistance to passengers with special needs.	Role-play assisting passengers with reduced mobility, unaccompanied minors, or medical needs in a mock cabin, ensuring compliance with accessibility standards.	Deliver tailored assistance with empathy and professionalism.
9	Turbulence Management Simulation	Manage passenger safety during turbulence.	Simulate turbulence in a mock cabin, securing the cabin, reassuring passengers, and following safety protocols (e.g., seat belt enforcement). Document actions in a journal.	Maintain cabin safety and passenger comfort during turbulence.
10	Emergency Evacuation Drill	Conduct an emergency evacuation procedure.	Perform an evacuation drill in a mock cabin, directing passengers to exits, deploying slides (simulated), and managing crowd control per ICAO standards.	Execute efficient and calm emergency evacuation procedures.

11	Medical Emergency Response	Respond to a medical emergency in-flight.	Role-play a medical emergency scenario (e.g., passenger fainting) in a mock cabin, using first aid kits and coordinating with crew for assistance.	Handle medical emergencies with confidence and protocol adherence.
12	Post-Flight Cabin Procedures	Perform post-flight cabin duties and documentation.	Simulate post-flight tasks in a mock cabin, including cabin cleanup, equipment stowage, and completing service logs. Document sustainability practices (e.g., waste segregation).	Ensure cabin readiness for the next flight and accurate documentation.

**Text Books:**

1. Ashford, N., Stanton, H. P. M., & Moore, C. A. (2013). *Airport Operations*. McGraw-Hill Education.
2. IATA. (2023). *Cabin Operations Safety Best Practices Guide*. International Air Transport Association.
3. Kazda, A., & Caves, R. E. (2015). *Airport Design and Operation*. Emerald Group Publishing.
4. Bardi, J. A. (2017). *Hotel Front Office Management*. Wiley.
5. ICAO. (2022). *Manual on Cabin Crew Safety Training*. International Civil Aviation Organization.

**Bachelor of Business Administration (Honours) – Airlines and Airport Management**  
**Semester-IV (Session 2025-2026)**  
**Course Title: Aviation Project Report**  
**(Practical)**  
**Course Code: BBMF-4716**

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 on 45 days internship / case study prepared on the educational visit to major tourist destinations.
- Questions can be asked on Aviation Management, its importance and potential; problems or challenges faced; prospects for future development of the Airport 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 by using mode of transport - aviation, for a case study and prepare a detailed report on the airline and airport; its tourism importance and potential; problems or challenges faced; prospects for future development etc. A seminar / workshop can also be arranged.

Or

Students can undergo 45 days training/internship at any domestic/international airport and prepare a log book and detailed internship report.

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