

**FACULTY OF SCIENCES**  
**SYLLABUS**  
**Of**  
**Bachelor of Vocation (Hospitality and Tourism)**  
**(Semester I, II, III & IV)**  
**Credit Based Continuous Evaluation Grading System**



**Session: 2020-2021**

**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 understand Indian cookery, condiments, herbs, spices in Indian cuisine

PSO (7) – To develop understanding about basic methods of cooking and ingredients used in different cuisine.

PSO (8) - To develop personality skill for hospitality in various institutions.

PSO (9) – Capable of oral and written communication.

PSO (10) - To gain knowledge about regional cuisine of India, accommodation management.

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

**Bachelor of Vocation (Hospitality and Tourism)**  
**(Session 2020-2021)**  
**Credit Based Continuous Evaluation Grading System**

| Semester I                              |             |   |               |           |      |    |    |                             |
|---|-------------|---|---------------|-----------|------|----|----|-----------------------------|
| Course code                             | Course type | Course Titles   | Credits L-T-P | Max Marks |      |    |    | Examination time (in Hours) |
|   |             |   |               | Total     | Ext. |    | CA |                             |
|   |             |   |               |           | L    | P  |    |                             |
| BVHL - 1421<br>BVHL- 1031<br>BVHL- 1431 | C           | Punjabi Compulsory/<br><sup>1</sup> Basic Punjabi/<br><sup>2</sup> Punjab History and Culture | 2-0-0         | 50        | 40   | -  | 10 | 3                           |
| BVHL- 1102                              | C           | Communication Skills in English   | 4-0-0         | 50        | 40.  | -  | 10 | 3                           |
| BVHL- 1661                              | C           | Basics of Food Production-I   | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| BVHL- 1662                              | S           | Basics of Food and Beverage Service –I  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| BVHL- 1663                              | S           | Basics of Accommodation Operations and Hotel Front Office –I                                  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| BVHL- 1664                              | C           | Introduction to Hospitality, tourism and Aviation industry                                    | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| BVHL- 1665                              | S           | Meet and Greet Officer  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| BVHM- 1666                              | S           | Hygiene, Sanitation and First Aid   | 1-0-1         | 100       | 60   | 20 | 20 | 3+3                         |
| BVHP- 1667                              | S           | Basics of Food Production –I (Practical)  | 0-0-3         | 100       | -    | 80 | 20 | 3                           |
| BVHP- 1668                              | S           | Basics of Food and Beverage Service –I (Practical)  | 0-0-2         | 100       | -    | 80 | 20 | 3                           |
| BVHP- 1669                              | S           | Basics of Accommodation Operations and Hotel Front Office –I (Practical)                      | 0-0-3         | 100       | -    | 80 | 20 | 3                           |
| AECD- 1161                              | AC          | *Drug Abuse: Problem, Management and Prevention (Compulsory)                                  | 2-0-0         | 50        | 40   | -  | 10 | 3                           |
| SECF- 1492                              | AC          | *Foundation Course  | 2-0-0         | 25        | 20   | -  | 5  | 1                           |

|  |  |              |    |             |  |  |  |  |
|--|--|--------------|----|-------------|--|--|--|--|
|  |  | <b>TOTAL</b> | 30 | <b>1000</b> |  |  |  |  |
|--|--|--------------|----|-------------|--|--|--|--|

C- Compulsory S- Skill Enhancement

<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)

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

**Bachelor of Vocation (Hospitality and Tourism) Semester I  
(Session 2020-2021)**

**Subject: Basics of Food Production-I  
(Theory)**

**Course Code: BVHL-1661**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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 Content:**

**Unit I**

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

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

**Unit II**

**Aims, Objectives and Methods of Cooking:** 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)

**Unit III**

**Equipment and Fuels used in kitchen & Kitchen Communication:** Introduction, fuel used in the kitchen, Equipment used in the kitchen, 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.

**Unit IV**

**Commodities used in the Catering Industry:** Basic understanding of the commodities (Composition, uses, types or varieties) Cereals, grains & pulses (Wheat, Rice & Other millets, Bengal gram, Green gram, Red gram, Soya beans, kidney bean, double beans, locally available cereals and pulses) Sweeteners (Sugar, Honey, Jaggery) Vegetables (Root, Stem, Leafy) Fruits (Fresh, Dried, Canned) Spices, Herbs, Condiments & Seasonings (Used in Western & Indian Cooking)

**Textbook:**

- Parvinder S. Bali, (2014) *Food production operations*, 2<sup>nd</sup> edition Oxford University

Press

**Suggested Readings:**

- Krishna Arora, (2013) *Theory of Cookery*, Frank Bros & Co.
- Foskett&Paskins, (2016) *Theory of hospitality & Catering*, 13<sup>TH</sup> edition (Hodder Education)
- Thangam E. Philip, (2014) *Modern Cookery* for Teaching and Trade Vol-1, (6<sup>th</sup> 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.tutorialspoint.com/food_production_operations/food_production_operations_tutorial.pdf)
- [https:// www.bngkolkata.com/web/kitchen-organization-structure/](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 2020-2021)**  
**Subject: Basics of Food and Beverage Service-I**  
**(Theory)**  
**Course Code: BVHL-1662**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 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.

**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 and intra departmental relationships.

**Unit III**

**Food Service Areas and Equipment's:** Room Service, Still Room, Stores, Linen store, Kitchen Stewarding, Hot Sections, Specialty Restaurants, Coffee Shop, Banquets and Bar, Furniture, Linen, Glassware, Tableware, Special and Miscellaneous Equipment and their Usage, Care & Maintenance, Side Station and its importance.

**Unit IV**

**Styles of Food Service and Handling Different Situations:** Waiter service, Self-service, assisted service, Gueridon Service, Service sequence, factors influencing styles of service, Dealing with different situations and guests in dining area.

**Textbook:**

- R. Singaravelavan (2016), Food and Beverage Service, (2<sup>nd</sup> Edition), Oxford University Press

**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...>
- <https://www.tutorialspoint.com> > ... > F & B Services – Organization



**Bachelor of Vocation (Hospitality and Tourism)**

**Semester-I (Session 2020-2021)**

**Subject: Basics of Accommodation Operations and Hotel Front office-I (Theory)**

**Course Code: BVHL-1663**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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 Content:**

**Unit I**

**Introduction to Hospitality Industry :** Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and other types of hotels in India, Origin, growth and development of Hotel Sector in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Organization Structure of Hotels.

**Unit II**

**Hotel Front Office:** Front Office: Introduction; Functions and importance, Different sections of the front office department and their layout : Reservation, Reception, Concierge, Bell desk, Lobby, Telephone, Cashier, Inter and Intra- department coordination, Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards, a career in the front office department

**Unit III**

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

**Unit IV**

**The Guest Accommodation and Tariff Structure:** Guest Rooms, Types, Layouts, Salient Features, Guest Room amenities, supplies and services, Floors, Floor Pantries, Guest Safety on Floors, plans, Basis of Room charging, Tariff fixation

**Textbook:**

- Bhatnagar S.K (2013). Front Office Management (2<sup>nd</sup>ed.). New Delhi, India: Frank Brothers.
- Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3<sup>rd</sup> ed.). New Delhi, India: Oxford University Press.

**Suggested Readings:**

- TiwariJatashankar R. (2016). Hotel Front Office (2<sup>nd</sup> ed.). New Delhi, India: Oxford University Press.
- Andrews Sudhir. (2013). Hotel Front Office a Training Manual (3<sup>rd</sup>ed.). New Delhi, India: Tata McGraw-Hill.
- Andrews Sudhir. (2013). Hotel Housekeeping a Training Manual (3<sup>rd</sup> ed.). New Delhi, India: Tata McGraw-Hill.

**Web Links:**

- <http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf>
- <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>
- <https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization>

**Bachelor of Vocation (Hospitality and Tourism)**  
**Semester-I (Session 2020-2021)**  
**Subject: Introduction to Hospitality, tourism and Aviation Industry**  
**(Theory)**  
**Course Code: BVHL-1664**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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.

**Contents:**

**Unit-I**

**Tourism – Meaning and Scope:** Tourism: Definition, Meaning, Nature 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 globally.

Introduction to FHRAI, HRACC and other classification bodies.

**Unit-III**

**Aviation Industry/Air Transportation Industry-** Introduction, International Organizations - ICAO- IATA- Evolution of Hub & Spokes- Carrier Codes- facilities to the passengers- procedure at airport: - policies- practices and rules.

**Unit-IV**

Value Chain; Relationship/Interdependence between Hospitality, Travel and Tourism industry: Travelers at rest- Home away from Home - Hospitality culture- Athithi devo Bhavah- 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.

**Web links:**

- [https://epgp.inflibnet.ac.in/view\\_f.php?category=1850](https://epgp.inflibnet.ac.in/view_f.php?category=1850)

**Bachelor of Vocation (Hospitality and  
Tourism)**

**Semester-I (Session 2020-2021)**

**Subject: Meet and Greet Officer  
(Theory)**

**Course Code: BVHL-1665**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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 Content:**

**UNIT- I**

THC/N4207: Prepare for providing meet and greet service

- Plan for meeting customers
- Prepare for meeting customers
- Check preparation

THC/N4208: Meet and Greet Customers

- Meet and greet customer
- Establish rapport with customers
- Report escalations

THC/N4209: Arrange for guest transfers

- Manage transfers of customers from and to arrival and departure points
- Assist customers to check-in and check-out of accommodation

**UNIT- II**

THC/N4210: Handle guest queries and service complaints

- Address customers' queries
- Spot potential problems
- Resolving customers' problems

THC/N9901: Communicate with customer and colleagues

- Interact with superior
- Communicate with colleagues
- Communicate effectively with customers

THC/N9902: Maintain customer-centric service orientation

- Engage with customers to understand their service quality requirements
- Achieve customer satisfaction
- Fulfill customer requirement

### **UNIT- III**

THC/N9903: Maintain standard of etiquette and hospitable conduct

- Follow behavioral, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction

THC/N9904: Follow gender and age sensitive service practices

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace

### **UNIT- IV**

THC/N9905: Maintain health and hygiene

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures

THC/N9906: Maintain safety at workplace

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards

#### **Text Books:**

- Bhatnagar S.K, Front Office Operation and Management, Frank Brothers.

#### **Suggested Readings:**

- Andrews Sudhir, Hotel Housekeeping Training Manual, McGraw-hill
- Andrews Sudhir, Front Office Training Manual, McGraw-hill
- Raghubalan G, Hotel Housekeeping Operations & Management, 3rd edition Oxford University Press.
- Tiwari Jatashankar R, Hotel Front Office, Oxford University Press

#### **Web Links:**

- <http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf>
- <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>

<https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization>

**Bachelor of Vocation (Hospitality and  
Tourism)  
Semester-I (Session 2020-2021)  
Subject: Hygiene, Sanitation and First Aid  
(Theory)  
Course Code: BVHM: 1666**

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

Maximum Marks: 100  
Theory Marks: 60  
Practical Marks: 20  
CA: 20

**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.
- Excel, MS Power Point, Role of Internet in travel and tourism

**Course Content:**

**Unit-I**

**Introduction:**

Cleaning and Sanitizing, Cleaning vs. Sanitizing, Cleaning, Sanitizing, Machine Dishwashing, Manual Dishwashing, Cleaning the Premises, Storing Utensils, Tableware, and Equipment, Using foodservice Chemicals, Developing a Cleaning Program

**Unit-II**

**Food safety:**

Food Safety, Food Hazards, Contaminants and food Hygiene. Micro Organisms in food: General characteristics of micro-organisms based on their occurrence and structure, Factors affecting their growth in food, Common food borne microorganism.

**Unit-III**

Food Safety Management Systems, Prerequisite Food Safety Programs, Active Managerial Control, Hazard Analysis Critical Control point (HACCP), Crisis management

**Unit –IV**

Food Laws and Standards : Indian Food Regime ,Global Scenario ,Other laws and standard related to food ,FPO,PFA,FSSAI,AGMARK,BIS,GRAS and permissible limits for chemical preservatives .

Recent concerns in food safety : New and Emerging Pathogens. Genetically modified food, transgenic and Organic foods. Newer approaches to food safety.

**References:**

**Text books**

- First Aid, CPR and AED, 5th ed. (2006). A. Thygerson, B. Gulli & J.R. Krohmer. Jones & Bartlett. ISBN: 0763742090

**Suggested Books:**

- Food Science & Nutrition-Roday Sunetra, Oxford University Press
- Ali, Inteaz, Food Quality Assurance
- Hester and Harrison, Food Safety and Food Quality

**Web Links:**

- [https:// www.hanoverhornets.org/pe/wp-content/uploads/2017/01/nutritionnotes-2.pdf](https://www.hanoverhornets.org/pe/wp-content/uploads/2017/01/nutritionnotes-2.pdf)
- <https://download.nos.org/srsec321newE/321-E-Lesson-4.pdf>
- <https://testbook.com/blog/nutrition-and-deficiency-static-gk-notes-pdf-3/>
- <https://www.wasatch.edu/cms/lib/UT01000315/Centricity/.../exsci%20lecture%20notes.pdf>
- <https://academic.oup.com/nutritionreviews/article-pdf/45/.../nutritionreviews45-0319.pdf>



**Bachelor of Vocation (Hospitality and  
Tourism)  
Semester-I (Session 2020-2021)  
Subject: Basics of Food production-I (Practical)  
Course Code: BVHP-1667**

Time: 4 Hours  
L-T-P: 0-0-2

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Content:**

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do's & Don'ts
- Understanding kitchen Layouts.
- Familiarisation with kitchen equipment and tools
- Fuels – Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Vegetables Cuts - julienne, jardinière, macedoines, brunoise, paysanne, mignonnette, dices, cubes, shred, mirepoix
- Preparation of salad dressings
- Preparation of Stocks
- Demonstration to Basic Cooking Methods( baking, broiling, frying, grilling, Blanching, stewing, steaming etc.)

**Textbook:**

1. Parvinder S. Bali (2014), Food production operations, Oxford printing press

**Suggested Readings:**

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

**Bachelor of Vocation (Hospitality and  
Tourism)  
Semester-I (Session 2020-2021)  
Subject: Basics of Food and Beverage service –I (Practical)  
Course Code: BVHP-1668**

Time: 4 Hours  
L-T-P: 0-0-2

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Contents:**

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don'ts
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipment's and tools
- Fuels –Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Services of Soups
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
- Demonstration to Basic Service sequence and its readiness.

**Bachelor of Vocation (Hospitality and  
Tourism)  
Semester-I (Session 2020-2021)  
Subject: Basics of Accommodation operations & Front office-I (Practical)  
Course Code: BVHP-1669**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Contents::**

- Preparation and study of 20 countries capitals, currencies, airlines and flags
- Identification of Front Office equipment's
- Identification of various vouchers used in Front office
- Hotel Terminology
- Layout of Housekeeping and Front Office Department
- Room layout and Guest Room supplies
- Identification of Cleaning Equipment's
- Identification of Cleaning Agents
- Room status codes
- Sweeping and Mopping – dry, wet
- Cleaning of Glass surfaces

**Kanya Maha Vidyalaya, Jalandhar**  
**(Autonomous)**  
**SCHEME AND CURRICULUM OF**  
**EXAMINATIONS OF THREE YEAR**  
**DEGREE PROGRAMME**  
**Bachelor of Vocation (Hospitality and**  
**Tourism)**  
**(Session 2020-2021)**  
**Credit Based Continuous Evaluation Grading**  
**System**

| Semester II |                                     |             |   |               |           |      |    |    |                             |
|-------------|-------------------------------------|-------------|---|---------------|-----------|------|----|----|-----------------------------|
| S. No.      | Course Code                         | Course Type | Course Titles   | Credits L-T-P | Max Marks |      |    |    | Examination time (in Hours) |
|             |                                     |             |   |               | Total     | Ext. |    | CA |                             |
|             |                                     |             |   |               |           | L    | P  |    |                             |
| 1           | BVHL-2421<br>BVHL-2031<br>BVHL-2431 | C           | Punjabi Compulsory/<br>Basic Punjabi/<br>Punjab History and Culture | 2-0-0         | 50        | 40   | -  | 10 | 3                           |
| 2           | BVHM-2102                           | C           | Communication Skills in English-II                                  | 2-0-2         | 50        | 25   | 15 | 10 | 3                           |
| 3           | BVHL-2661                           | S           | Food Production-II  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| 4           | BVHL-2662                           | S           | Food & Beverage Service –II   | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| 5           | BVHL-2663                           | S           | Basics of Accommodation and Hotel Front Office –II                  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| 6           | BVHL-2664                           | C           | Fundamentals of Management  | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| 7           | BVHM-2125                           | S           | Application of Computer in Hospitality and Tourism                  | 1-0-1         | 50        | 25   | 15 | 10 | 3                           |
| 8           | BVHP-2666                           | S           | Food Production practical -II                                       | 0-0-3         | 100       | -    | 80 | 20 | 3                           |
| 9           | BVHP-2667                           | S           | Food & Beverage Service practical - II (P)                          | 0-0-3         | 100       | -    | 80 | 20 | 3                           |
| 10          | BVHP-2668                           | S           | Accommodation and Hotel Front                                       | 0-0-4         | 100       | -    | 80 | 20 | 3                           |

|    |           |   |  |       |     |    |   |    |   |
|----|-----------|---|--|-------|-----|----|---|----|---|
|    |           |   | Office practical–II  |       |     |    |   |    |   |
| 11 | AECD-2161 | C | *Drug Abuse: Problem, Management and Prevention (Compulsory) | 2-0-0 | 50  | 40 | - | 10 | 3 |
| 12 | SECM-2502 | C | *Moral Education Programme                                   | 2-0-0 | 25  | 20 | - | 5  | 1 |
|    |           |   | TOTAL  | 30    | 850 |    |   |    |   |

\*Special paper in lieu of Punjabi (Compulsory) (Only for those students who are not domicile of Punjab)

\*Marks of these papers and credits will not be added in total marks and total credits. Only grades will be provided.

C- Compulsory

S- Skill Enhancement

**Bachelor of Vocation (Hospitality and  
Tourism)**

**Semester-II (Session 2020-2021)**

**Subject: Food Production-II  
(Theory)**

**Course Code: BVHL-2661**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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: Prepare various types of stocks, soups, sauces & their derivatives.

CO2: Use the different cuts of different meats in various dishes.

CO3: Make various dairy products from milk which is used in kitchen in everyday operations.

CO4: Plan the menu considering principles of menu planning.

**Course Content:**

**Unit I**

**Basic Menu Planning:** Introduction of Menu, History of menu, Types of menu, Principles of menu planning, Factors affecting menu planning, Examples of various places with different menus

**Unit II**

**Stocks, Soups, Sauces & Gravies:** Introduction to stocks, types & preparations of various stocks. Introduction and classification of soups, Making of good soups, International soups with their country of origin. Introduction of sauces. Classification of sauces (mother Sauces, proprietary sauces, contemporary sauces), Different Mother Sauces and derivatives to mother sauces, Contemporary and Proprietary Sauces. Introduction to Indian gravies, Classification of gravies, Difference between sauce and gravy

**Unit III**

**Meat & Fish Cookery:** Introduction to meat cookery, Meat terminology, slaughtering & stages of slaughtering

- Beef & Veal-Introduction, Composition, difference, cuts, cooking methods, Storage
- Lamb & mutton-Introduction, Composition, difference, cuts, cooking methods, Storage

- Pork, Ham & Gammon -Introduction, Composition, difference, cuts, cooking methods
- Poultry-Introduction, Composition, difference, cuts, cooking methods, Storage
- Introduction to fish cookery, Classification of fish with examples, composition of fish, Cuts of fish, Selection of fish and shellfish cooking of fish (effects of heat)

#### **Unit IV**

**Dairy Commodities:** Milk Introduction, Processing of Milk, types of milk, Nutritive value/composition, Pasteurization, Homogenization, Types of Milk – Skimmed, Powdered, Flavored 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.

**Textbook:**

- 1 Parvinder S. Bali (2014), Food production operations 2<sup>nd</sup> 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](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](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 2020-2021)  
Subject: Food and Beverage Service-II  
(Theory)  
Course Code: BVHL-2662**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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: Laying and re-laying restaurant covers for different meals.

CO2: Exhibit IRD practices and the way of service in the rooms with standards.

CO3: Design a good quality menu with profit making presentation.

CO4: Receive guests and take orders in the restaurants.

**Course Content:**

**Unit I**

**Preparing the Restaurant–Before and After the Service:** 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 II**

**Room Service:** Introduction about Room Service or IRD. Location and equipment's required. Room Service procedure, Order taking for IRD, Guest expectations in Room Service, Satisfaction of Guest. R.S.O.T. Execution of room service order Set up of Trays & Trolleys, Up-keep and Storage, Service Tools, Clearance, Presentation of Bills.

**Unit III**

**Menu Planning Introduction:** Origin, Points to be considered while planning a menu, Compiling of different types of Menu (A 'la carte menu, TDH menu, Breakfast menu, Lunch or Dinner menu etc.) French Classical Menu. French and culinary terms.

**Unit IV**

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



**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.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.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 2020-2021)  
Subject: Accommodation operation and Front office-II  
(Theory)  
Course Code: BVHL-2663**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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: Process guest reservation and handle guest check-in.

CO2: Handle checkout request and process guest billing.

CO3: Identify the complexities of various housekeeping procedures.

CO4: Recognize and use the correct cleaning agents & equipment's used in cleaning hotel guestroom.

**Course Content:**

**Unit I**

**Front Office Operations:** Introduction to guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling, Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, left luggage handling procedure, foreign currency handling, Room selling techniques, During the stay activities.

**Unit II**

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

**Unit III**

**Cleaning Science:** Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment, Types of Equipment, Operating Principles, Characteristics of Good equipment

(Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

#### **Unit IV**

**Housekeeping Procedures and Control Desk:** Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores. Control desk: Importance, Role, Co-ordination, checklist, Key control, Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Handling of Guest Requests and general operations of control desk.

#### **Textbook:**

1. Bhatnagar S.K (2013). Front Office Management (2nd ed.). New Delhi, India: Frank Brothers.
2. Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

#### **Suggested Readings:**

1. Tiwari Jatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
2. Andrews Sudhir. (2009). Hotel Front Office A Training Manual (2nd ed.). New Delhi, India: Tata McGraw-Hill.
3. Andrews Sudhir. (2013). Hotel Housekeeping A Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

#### **Web Links:**

1. <https://setupmyhotel.com/train-my-hotel-staff/front-office-training/131-the-guest-cycle-in-hotel.html>
2. <https://study.com/academy/lesson/the-guest-cycle-in-hotels.html>
3. <http://www.bngkolkata.com/web/registration/>
4. <https://setupmyhotel.com/train-my-hotel-staff/hk/584-kitchen-cleaning-agents-taski-suma.html>
5. <https://setupmyhotel.com/train-my-hotel-staff/hk/604-types-of-cleaning-procedures-in-hotel-housekeeping.html>

**Bachelor of Vocation (Hospitality and Tourism)**  
**Semester-II (Session 2020-2021)**  
**Subject: Fundamentals of Management**  
**(Theory)**  
**Course Code: BVHL-2664**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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:**

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

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

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

CO4: Gather and analyze 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 2020-2021)  
Subject: Application of Computers in  
Hospitality Industry  
(Theory + Practical)  
Course Code: BVHM-2125**

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

Maximum Marks: 50  
Theory Marks: 25  
Practical Marks: 15  
CA-10

**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.
- Excel, MS Power Point, Role of Internet in travel and tourism

**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 basics application of computer in 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 MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

**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.

**Practical:**

**WINDOWS OPERATIONS**

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

**MS-OFFICE (WORD)**

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 MS-WORD TOOLS**

Spelling and Grammar, Printing Envelops 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.

**MS-OFFICE (EXCEL)**

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.

MS-POWER POINT 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.
- White, Date Communications & Compute4r 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)



**Bachelor of Vocation (Hospitality and  
Tourism)  
Semester-II (Session 2020-2021)  
Subject: Food Production –II (Practical)  
Course Code: BVHP-2666**

Time: 4 Hours  
LTP: 0-0-3

Maximum Marks: 100  
**Practical** Marks: 80  
CA-20

**Course Outcomes (CO):**

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

CO1: Make variety of Gravies

CO2: Use different types of cooking methods according to dishes they are preparing.

CO3: Relate the common terminology used in kitchen.

CO4: Make variety of dressings, sauces, salads etc.

CO5: Understand the characteristics of egg, poultry & meat.

**Course Content:**

- Basic Cooking methods and pre-preparations
- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower etc.)
- Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)Cooking in Professional Kitchen – Do's &Don't's
- Sauces-Basic mother sauces
  - Béchamel
  - Espagnol
  - Veloute
  - Hollandaise
  - Mayonnaise
  - Tomato
- Egg cookery -Preparation of variety of egg dishes
  - Boiled ( Soft & Hard)
  - Fried ( Sunny side up, Single fried, Bull' Eye, Double fried)
  - Poaches
  - Scrambled
  - Omelette(Plain,Stuffed,Spanish)
  - En cocotte (eggs Benedict)
- Basic stock (Brown, white, fish, vegetable)
- Sauces – Basic Sauces
- Cream soup – 3 Varieties
- Thin soups – 3 Varieties
- Thick varieties – 3 varieties

**Bakery:**

**Breads**

- Milk bread(open top)
- Multigrain bread
- Hard Rolls
- Grissini
- Pita bread
- Hot Cross buns
- Sweet Buns
- French Baguettes

**Cakes**

- Black Forest Cake
- Red velvet Cake
- Chocolate Truffle Cake
- Blue berry Muffins
- Marble cake
- Madeira Cake
- Plum cake

**Cookies**

- Marble biscuits
- Macaroons
- Choco chip cookies
- Almond Flakes cookies
- Ajwain biscuits
- Jeera cookies
- Oat meal cookies
- Chocolate cookies
- Salted Biscuits

**Textbook:**

1 Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

**Suggested Readings:**

1. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

**Bachelor of Vocation (Hospitality and  
Tourism)  
(Session 2020-2021)  
Subject: Food & Beverage Service -II  
(Practical)  
Course Code: BVHP-2667**

Time: 4 Hours  
LTP: 0-0-3

Maximum Marks: 100  
**Practical Marks: 80**  
CA-20

**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: Laying and re-laying restaurant covers for different meals.

CO2: Exhibit IRD practices and the way of service in the rooms with standards.

CO3: Design a good quality menu with profit making presentation.

CO4: Receive guests and take orders in the restaurants.

**Course Content:**

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service – Do's & Don't's
- Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure

in Dishwashing area, Room service Inventories and store requisitions

- Writing a Menu in French & its Equivalent in English
- Order taking, KOT making and bill presentation in restaurants
- Order taking process for IRD.
- Trolley/Tray set up for room service. Service procedure and bill presentation in room.

**Bachelor of Vocation (Hospitality and  
Tourism)  
(Session 2020-2021)  
Subject: Accommodation operations & Front  
office-II (Practical)  
Course Code: BVHP-2668**

Time: 4 Hours  
LTP: 0-0-4

Maximum Marks: 100  
**Practical Marks: 80**  
CA-20

**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: Process guest reservation and handle guest check-in.

CO2: Handle checkout request and process guest billing.

CO3: Perform the control desk operations.

CO4: Clean guest rooms and do the bed making.

**Course Contents/List of Experiment:**

1. Reservation Role Plays
2. Handling Reception & Information Services
3. Pre- arrival procedures
4. Handling check-ins - FIT, GIT and VIP and FFIT
5. Guest Check-out at the Front Desk
6. Foreign Exchange at the front Desk
7. Handling Guest Complaints and their follow up
8. Bed-making procedure
9. Housekeeping Control Desk operations
10. Cleaning of guest rooms
11. Equipping Maids Carte / Trolley

**Kanya Maha Vidyalaya, Jalandhar (Autonomous)**  
**SCHEME AND CURRICULUM OF EXAMINATIONS OF THREE YEAR DEGREE**  
**PROGRAMME**  
**Bachelor of Vocation (Hospitality and Tourism)**  
**(Session 2021-2022)**  
**Credit Based Continuous Evaluation Grading System**

| Semester III |             |             |   |               |           |      |    |    |                             |
|--------------|-------------|-------------|---|---------------|-----------|------|----|----|-----------------------------|
| S. No.       | Course Code | Course Type | Course Titles                             | Credits L-T-P | Max Marks |      |    |    | Examination time (in Hours) |
|              |             |             |   |               | Total     | Ext. |    | CA |                             |
|              |             |             |   |               |           | L    | P  |    |                             |
| 1            | BVHL-3661   | C           | Tourism Products                          | 4-0-0         | 100       | 80   | -  | 20 | 3                           |
| 2            | BVHL-3662   | C           | Tourism Geography                         | 4-0-0         | 100       | 80   | -  | 20 |                             |
| 3            | BVHL-3663   | S           | Travel Agency and Tour operation Business | 4-0-0         | 100       | 80   | -  | 20 | 3                           |
| 4            | BVHL-3664   | S           | Tour guiding and escorting                | 3-0-0         | 100       | 80   | -  | 20 | 3                           |
| 5            | BVHL-3665   | S           | Principles and Practice of Tourism        | 3-0-0         | 100       | 80   | -  | 20 | 3                           |
| 6            | BVHM-3666   | S           | Advanced course in Room Division          | 2-0-4         | 100       | 40   | 20 | 20 | 3                           |
| 7            | BVHD-3667   | S           | Destination visit and Report              | 2-0-4         | 100       | -    | 80 | 20 | 3                           |
| 8            | AECE-3221   | AC          | *Environmental Studies (Compulsory)       | 2-0-0         | 100       | 80   | -  | 20 | 3                           |
| 9            | SECG-3532/  | AC          | *Gender sensitisation                     | 1-1-1         | 25        | 10   | 10 | 5  | 1                           |
|              |             |             | TOTAL                                     | 30            | 825       |      |    |    |                             |

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 III  
(Session 2021-2022)**

**Subject: Tourism Products  
(Theory)**

**Course Code: BVHL-3661**

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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 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 2021-2022)**

**Subject: Tourism Geography  
(Theory)**

**Course Code: BVHL-3662**

Time: 3 Hours

L-T-P: 4-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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 Content:**

**Unit I**

Introduction to Geography – Definition, scope and contents of geography of tourism – Physical Geography; Major land forms – 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 and Middle East, Europe

**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 Vocation (Hospitality and Tourism) Semester III  
(Session 2021-2022)**

**Subject: Travel Agency and Tour Operation Business  
(Theory)**

**Course Code: BVHL-3663**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Content:**

**Unit 1**

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 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 2021-2022)**

**Subject: Tour Guiding and Escorting  
(Theory)**

**Course Code: BVHL-3664**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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.

**Contents:-**

**Unit I**

The tour guide- meaning and classification qualities of an ideal tour guide various role of tour guide the business of guiding 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 person's 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 2021-2022)**

**Subject: Principles and Practices of Tourism  
(Theory)**

**Course Code: BVHL-3665**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Content:**

**Unit I**

Travel and tourism through the ages: Early Travels, 'Renaissance and 'Age of Grand Tours' Emergence of modern Tourism, Factors affecting growth of Tourism.

Tourism Definition, Meaning, Nature and Scope; Tourist, Traveler, visitor and Excursionist - definition and differentiation; Leisure, Recreation and Tourism inter relationship; Typology and forms of tourism international, inbound, outbound, interregional, intra-regional, domestic, international , national and other forms ;social tourism.

**Unit II**

Tourism overview - Components (5A's Attraction. Accessibility, Accommodation, Amenities and Activities), Tourism System and elements of Tourism (Lieper's model) - Characteristics of Tourism (Intangibility, Perishability, Variability, Inseparability, Heterogeneous Multitude of Industry, Pricing Competitiveness/ Flexibility, Interrelationship of elements).

**Unit III**

Introduction to Tourism Industry- Travel Agency, History-Operation/Functions and types. Tour Operators- Functions and Types.

Accommodation Industry and its classification.

Supplementary Souvenir Industry and Shopping; Transportation (Air, Water, Land). Role of Transportation in Tourism (Airlines ,Railways. Cruises, Coaches ,Car rentals ,etc.)

International travel requirements (Passport, Visa, Health certificates and insurance).

**Unit IV**

Role and functions of NTO and tourism authorities of various levels( National , State , Local) Tourism Organizations- National and International- ITDC,FHRAI,IATO,TAAI,UNVVTO,IATA,UFTAA,PATA

**Text books/Suggested Readings**

1. P.N Seth Successful tourism management ,sterling publishers, New Delhi
2. A K Bhatia: International Tourism Management. Sterling Publishers
3. A K Bhatia: Tourism Development: Principles and Practices • Sterling Publishers.
4. A K Bhatia : The business of Tourism concept and strategies, sterling publishers.

**Bachelor of Vocation (Hospitality and Tourism)**  
**Semester-I (Session 2020-2021)**  
**Subject: Advanced Course in room division**  
**(Theory)**  
**Course Code: BVHL-3666**

Time: 3 Hours  
L-T-P: 2-0-4

Maximum Marks: 100  
Theory Marks: 40  
Practical: 20  
CA-20

**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 Content:**

**Unit I**

THC/N0107: Attend to guest queries

- Assist the guest on any requirement
- Respond to guest queries
- Deliver message / materials to guest
- Achieve guest satisfaction

THC/N0108: Record guest details for registration

- Welcome the guest
- Check for room availability / reservation status
- Complete guest registration
- Follow standard registration guidelines

THC/N0109: Follow check-in procedure and allot room

- Check for guest room preference / reservation details
- Allot the room as per guest preference
- Handle upgrade / downgrade / emergency scenario
- Achieve productivity standards

**Unit II**

THC/N0110: Perform cashiering activities

- Receive payment method details from guest
- Prepare the invoice
- Receive the payment
- Document and record the details

THC/N9901: Communicate with customer and colleagues

- Interact with superior

- Communicate with colleagues
- Communicate effectively with customers

THC/N9902: Maintain customer centric service orientation

- Engage with customers to understand their service quality requirements
- Achieve customer satisfaction
- Fulfill customer requirement

### **Unit III**

THC/N9903: Maintain standard of etiquette and hospitable conduct

- Follow behavioral, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction

THC/N9904: Follow gender and age sensitive service practices

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace

THC/N9905: Maintain IPR of organisation and customers

- Secure company's IPR
- Respect customers copyright

### **Unit IV**

THC/N9906: Maintain health and hygiene

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures

THC/N9907: Maintain safety at workplace

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment

THC/N9909: Learn a foreign or local language(s) including English

- Establish effective rapport with customers
- Respond appropriately to customers
- Communicate information to customers
- Escalate unresolved problems as per protocol
- Provide interim feedback to customer, in case of delays
- Process Compliances

### **Books/References:**

#### **Text Books:**

- Bhatnagar S.K, Front Office Operation and Management, Frank Brothers.

**Suggested Readings:**

- Andrews Sudhir, Hotel Housekeeping Training Manual, McGraw-hill
- Andrews Sudhir, Front Office Training Manual, McGraw-hill
- Raghubalan G, Hotel Housekeeping Operations & Management, 3rd edition Oxford University Press.
- Tiwari Jatashankar R, Hotel Front Office, Oxford University Press

**Web Links:**

- <http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf>
- <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>

<https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization>

**Bachelor of Vocation (Hospitality and Tourism)**  
**Semester VI**  
**(Session 2021-2022)**  
**Subject: Destination Visit and Report**  
**(Theory)**  
**Course Code: BVHD-3667**

Time: 3 Hours  
L-T-P: 2-0-4

Maximum Marks: 100  
Practical Marks: 80  
CA-20

**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 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.

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



| Semester IV |             |             |                                     |               |           |      |    |    |                             |
|-------------|-------------|-------------|-------------------------------------|---------------|-----------|------|----|----|-----------------------------|
| S. No.      | Course Code | Course Type | Course Titles                       | 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         | 100       | 80   | -  | 20 | 3                           |
| 2           | BVHL-4662   | C           | Tourism and Hospitality Marketing   | 4-0-0         | 100       | 80   | -  | 20 | 3                           |
| 3           | BVHL-4663   | S           | Customer Relationship Management    | 4-0-0         | 100       | 80   | -  | 20 | 3                           |
| 4           | BVHL-4664   | S           | Event Management                    | 4-0-0         | 100       | 80   | -  | 20 | 3                           |
| 5           | BVHM-4665   | S           | Ticketing and Consultation          | 3-0-4         | 100       | 40   | 20 | 20 | 3                           |
| 6           | BVHL-4666   | S           | Ecotourism                          | 3-0-0         | 100       | 80   | -  | 20 | 3                           |
| 7           | BVHM-4667   | S           | Foreign language (French)           | 2-0-0         | 50        | 25   | 15 | 10 | 3                           |
| 8           | AECE-4221   | AC          | *Environmental Studies (Compulsory) | 2-0-0         | 100       | 60   | 20 | 20 | 3                           |
| 9           | SECP-4512   | AC          | *Social Outreach                    | 2-0-0         | 25        | -    | 20 | 5  | 1                           |
|             |             |             | TOTAL                               | 30            | 775       |      |    |    |                             |

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 IV  
(Session 2021-2022)**

**Subject: Human Resource Management  
(Theory)**

**Course Code: BVHL-4661**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 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 2021-2022)**

**Subject: Tourism and Hospitality Marketing  
(Theory)**

**Course Code: BVHL-4662**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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.

**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 2021-2022)**

**Subject: Customer relationship management  
(Theory)**

**Course Code: BVHL-4663**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 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 2021-2022)  
Subject: Event Management  
(Theory)  
Course Code: BVHL-4664**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 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**

Event Management: 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 Khumb Mela.

**Text Books:**

1. Lynn, V. and Brenda, R. (2004), *Event Management (2<sup>nd</sup> 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* (2<sup>nd</sup> ed.). Great Britain: Elsevier.
2. Bladen, C., Kennell, J., Nick, E. A. (2017). *Events Management: An Introduction* (2<sup>nd</sup> ed.). New Dehi, India: Routledge.

**Bachelor of Vocation (Hospitality and Tourism)**

**Semester-IV (Session 2020-2021)**

**Subject: Ticketing and Consultation (Theory)**

**Course Code: BVHM-4665**

Time: 3 Hours

L-T-P: 3-0-4

Maximum Marks: 100

Theory Marks: 40

Practical Marks: 20

CA-20

**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 Content:**

**Unit I**

**THC/N4304: Engage with Customer for Ticketing**

- Welcome and/or greet the customer (walk-in, online or agent referred)
- Interact with the customer to understand their travel plan and specific requirements
- Attend to bookings enquiries and seek confirmation
- Provide travel advisory

**THC/N4305: Book the Tickets**

- Coordinate with transport operators (airlines, railways, cab, cruise and bus/coach)
- Gather all required documents
- Process for the ticket booking

**Unit II**

**THC/N4306: Follow-up with Customer**

- Follow up with the customer to handover the ticket
- Assist the customers with postponing or cancellations requests
- Report and document the process
- Achieve customer satisfaction

**THC/N9901: Communicate with customers and colleagues**

- Interact with superior
- Communicate with colleagues
- Communicate effectively with customers



THC/N9902: Maintain customer-centric service orientation

- Engage with customers to understand their service quality requirements
- Achieve customer satisfaction
- Fulfill customer requirement

### Unit III

THC/N9903: Maintain standard of etiquette and hospitable conduct

- Follow behavioral, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction"

THC/N9904: Follow gender and age sensitive service practices

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace

THC/N9905: Maintain IPR of organisation and Customers

- Secure company's IPR
- Respect customers copyright

### Unit IV

THC/N9906: Maintain health and hygiene

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures"

THC/N9907: Maintain safety at workplace

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards"

#### Textbook:

1. Saxena R marketing management Tata Mcgraw Hill
2. Ramana V Somayagulu GH customer relationship management .

#### Suggested Readings:

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

**Bachelor of Vocation (Hospitality and  
Tourism) Semester IV  
(Session 2021-2022)  
Subject: Ecotourism  
(Theory)  
Course Code: BVHM-4666**

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

Maximum Marks: 100  
Theory Marks: 80  
CA-20

**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 Content:**

**Unit 1**

Environmental Studies: Definitions, components of environment, types of environment (an overview of food chains, food web and energy flow).

Bio-Geo Chemical Cycles; Environmental Pollution: Air, Water and Noise Pollution with special reference to Tourism activities, Green House Effect, Depletion of Ozone layer threats due to global warming.

**Unit II**

Concept and Origin: Emergence of Eco-Tourism, growth and development, definitions. The principles of eco-tourism and an overview of Eco-Tourists.

Eco-Tourism Resources in India: Caves, National Parks, Wildlife Sanctuaries, Tiger Reserves, Biosphere Reserves, Wetlands, Mangroves, Coral Reefs and Desert Ecosystem.

**Unit III**

Eco-Tourism Planning and Development Strategies: Eco-tourism strategies with special reference to Environmental Protection (Environmental Impact Analysis) Product Development, Marketing and Promotion, Infrastructure Development, Industry Involvement Training Programme both at Operational and Promotional Level.

**Unit IV**

Role of Eco-tourism in WTO, UNDP, UNEP, Ministry of Tourism GOI, Case Studies of Ajanta-Ellora Development Project, Lonar Crater. Periyar National Park, Goa. Ecotourism at Himachal Pradesh.

**References:**

1. Baldwin J.H. (1985) Environmental Planning and Management, I.B.D. Dehradun.

2. Singh Ratandeep: Handbook of Environmental Guidelines for Indian Tourism, Kanishka Publishers, New Delhi.
3. RomilaChawla: Wildlife Tourism and Development, Sonali Publications. New Delhi.
4. Eagles P.F.J. (1987), The Planning and Management of Environmentally Sensitive Areas (US, A. Lengman).
5. Khoshov T.N. (1987), The Planning and Management of Environmentally Sensitive Areas (US, A. Lengman)

**Bachelor of Vocation (Hospitality and  
Tourism) Semester IV  
(Session 2021-2022)  
Subject: Foreign Language Skills (French)  
(Theory)**

**Course Code: BVHM-4667**

Time: 3 Hours

L-T-P: 2-0-0

Maximum Marks: 100

Theory Marks: 80

CA-20

**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.

**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.