

VOCATIONAL CURRICULUM - 2020

TOURISM & HOSPITALITY MANAGEMENT (506)



State Institute of Vocational Education

O/o the Commissioner of Intermediate Education,
Telangana State, Hyderabad

&

Board of Intermediate Education

Telangana State, Hyderabad

Dr. A.Ashok I.A.S
COMMISSIONER



INTERMEDIATE EDUCATION
Government of Telangana
Nampally, Hyderabad- 500001
Phone: 040-24655915

Fore word

In any developing society with a booming population, Vocational Education occupies an important position for generating large scale employment opportunities. Viewed in this context the importance of Vocational Education for our country cannot be over emphasized. Vocationalization of Secondary Education was introduced in 1988 at the Intermediate level. Recently, the Government of India has developed a National Skills Qualification Framework for establishing a clear path for vocational education from the school level to the highest level. The Department of Intermediate Education has recently framed a new curriculum to bring greater value to the system of vocational education. The primary aim of this reform is to prepare the students with employable skills for absorption in organized sectors and in few cases, even for self-employment.

State Institute of vocational education and Board of Intermediate Education, Telangana have reviewed the curriculum of vocational courses of second year from the academic year 2019-20 in order to reorient them for their practical approach. Greater emphasis is now being placed on Laboratory work and on the job training.

Simultaneously, The State Institute of Vocational Education and the department of Intermediate Education are presently making efforts to upgrade the quality of infrastructure in the colleges to meet the challenges of the changed curriculum. I am confident that the revised curriculum of second year for Vocational Courses would prove to be beneficial to the students in the vocational stream and help them train in need based productive courses leading to gainful employment.

COMMISSIONER OF INTERMEDIATE EDUCATION

**SCHEME OF INSTRUCTION AND EXAMINATION
ANNUAL SCHEME OF INSTRUCTION AND EXAMINATION FOR
TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR**

Part-A		Theory		Practicals		Total	
		Periods	Marks	Periods	Marks	Periods	Marks
1.	English	150	50	0	0	150	50
2.	General Foundation course	150	50	0	0	150	50
Part-B							
3.	Paper-I Fundamentals of Tourism and Travel	135	50	135	50	270	100
4.	Paper-II Hospitality Service	135	50	135	50	270	100
5.	Paper-III Front Office Operations & Computer Applications	135	50	135	50	270	100
Part-C							
6.	OJT	0	0	365	100	365	100
Total		705	250	770	250	1475	500

*on the Job Training for 1st year from 1st November to 31st December

SECOND YEAR

Part-A		Theory		Practicals		Total	
		Periods	Marks	Periods	Marks	Periods	Marks
1.	English	150	50	0	0	150	50
2.	General Foundation course	150	50	0	0	150	50
Part-B							
3.	Paper-I Tourism Profile in Telangana	110	50	115	50	225	100
4.	Paper-II Travel Agency and Tour Operations	110	50	115	50	225	100
5.	Paper-III Accommodations Operations	110	50	115	50	225	100
Part-C							
6.	OJT	-	-	450	100	450	100
Total		630	250	795	250	1425	500
TOTAL FIRST YEAR AND SECOND YEAR MARKS 1000							

*OJT Programme for 2nd year students from 1st August to 31st October.

EVALUATION OF ON THE JOB TRAINING:

The “On the Job Training” shall carry 100 marks for each year and pass marks is 50. During on the job training the candidate shall put in a minimum of 90 % of attendance.

The evaluation shall be done in the last week of January.

Marks allotted for evaluation:

S.No	Name of the activity	Max. Marks allotted for each activity
1	Attendance and punctuality	30
2	Familiarity with technical terms	05
3	Familiarity with tools and material	05
4	Manual skills	05
5	Application of knowledge	10
6	Problem solving skills	10
7	Comprehension and observation	10
8	Human relations	05
9	Ability to communicate	10
10	Maintenance of dairy	10
	Total	100

NOTE: The On the Job Training mentioned is tentative. The spirit of On the Job training is to be maintained. The colleges are at liberty to conduct on the job training according to their local feasibility of institutions & industries. They may conduct the entire on the job training periods of (365) First year and (450) Second year **either by conducting classes in morning session and send the students for OJT in afternoon session or two days in week or weekly or monthly or by any mode which is feasible for both the college and the institution.** However, the total assigned periods for on the job training should be completed. The institutions are at liberty to conduct On the Job training during summer also, however there will not be any financial commitment to the department.

TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER – I: FUNDAMENTALS OF TOURISM AND TRAVEL (THEORY)
Time Schedule, Weightage & Blue Print

S.No.	Name of the Unit	No. of Periods	Weightage in Marks	Short Answer Questions	Essay Questions
1	Introduction Tourism	20	10	2	1
2	Tourism Role & Tourism Impacts	30	16	2	2
3	Tourism Organization & Tourism As Industry	25	16	2	2
4	Geography & Tourism Resources	20	10	2	1
5	Nature Based Tourism Products	20	10	2	2
		115			

Note: The Question paper contains two sections.

Section –A of question paper contains 10 questions carries 2 marks each. The student has to answer **all** the questions.

Section – B of question paper contains 8 questions carries 6 marks each. The student has to answer **Five** questions.

Detailed Syllabus:

1.	INTRODUCTION TO TOURISM 1.1 Meaning, definition of Tourism 1.2 Nature, Tourist Meaning and Types 1.3 Definition by W.T.O 1.4 Tourism-Abbreviations 1.5 Types of Tourism 1.6 History of Tourism
2.	TOURISM ROLE & TOURISM IMPACTS 2.1 Introduction 2.2 The Role of Tourism for a Nation, State, or Region 2.3 Various advantages and disadvantages of Tourism 2.4 Benefits of Tourism 2.5 Impacts of Tourism on Economy, Culture and Society 2.6 Environmental Impacts
3.	TOURISM ORGANIZATION & TOURISM AS INDUSTRY 3.1 Introduction 3.2 Tourism as an Industry 3.3 Features of Tourism Industry 3.4 Current trends and Tourism as a system 3.5 Government organisations - MOT, DOT, STDC, ITDC 3.6 Non-Governmental organisations - TAAI, FHRAI, IATO 3.7 International Organisations – IATA, WTO, PATA, UFTAA

4.	GEOGRAPHY & TOURISM RESOURCES 4.1 Physical Features of India Geography, Various Climate Stages 4.2 Physical Features of Telangana Geography 4.3 Various Climate Stages of Telangana State 4.4 Various Natural and Man- Made Tourism Resources of Telangana 4.5 Brief History of Telangana and Culture
5.	NATURE BASED TOURISM PRODUCTS 5.1 Introduction 5.2 Various tourism products based on Climate, Landscape 5.3 Mountains 5.4 Valleys 5.5 Caves 5.6 Deserts 5.7 Rivers 5.8 Lakes 5.9 Beaches 5.10 Waterfalls 5.11 Wildlife Sanctuaries 5.12 National parks

TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER – I: FUNDAMENTALS OF TOURISM AND TRAVEL (PRACTICAL)

Time Schedule, Weightage & Blue Print

S.No.	Name of the Unit	No. of Periods
1	Introduction Tourism	20
2	Tourism Role & Tourism Impacts	30
3	Tourism Organization & Tourism As Industry	25
4	Geography & Tourism Resources	20
5	Nature Based Tourism Products	20
		115

Practical Activities

- A. Visits to department of Tourism, Govt. Of India, Tourism Department Organizational Structure, Functions, Departments, various Policy and Planning.
- B. Visits to State Department Organizational structure, Various Departments, Functions, various Policy and Planning.
- C. Report on various tourism products
- D. Project on Natural and Man- Made Tourism Resources of Telangana
- E. Report on history of Telangana and Culture
- F. Visit to cultural fair and festivals
- G. Visits to Professional Research and Development Organization, knowledge about conducting Research work, conducting Field Surveys, Research Report Preparation.
- H. Visits to TAAI, Regional Office, FHARI Office, PATA Original Office.
- I. Visit to TSTDC office, CRO office, Paryatic Bhavan Office.

NOTE: Practical paper will of 50 marks
10- Marks for record book
10*3= 30-Marks for preparation of visit report (3 visit report)
10-Marks for Viva

TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER – II: HOSPITALITY SERVICE (THEORY)
TIME SCHEDULE WEIGHTAGE & BLUE PRINT

S. No.	Name of Unit	No of Periods	Weightage in Marks	Short Answer Questions	Essay Questions
1	Introduction To Hospitality Industry	20	10	2	1
2	Staff Organization F&B Service	30	16	2	2
3	Restaurant Operations	25	16	2	2
4	Meals And Menu Planning	20	10	2	1
5	Kitchen Operations	20	10	2	1
6.	Principles Of Cooking & Menu Planning	20	08	1	1
	Total	135			

COURSE CONTENTS

S.No	SYLLABUS
1.	<p>Introduction To Hospitality Industry</p> <ul style="list-style-type: none"> • Growth and development of catering industry • Career opportunities • Classification of catering industry • Types of service operations
2.	<p>Staff Organization F&B Service</p> <ul style="list-style-type: none"> • Staff organization of F&B service department • Duties & responsibilities • Coordination with other departments • Attributes of a waiter
3.	<p>Restaurant Operations</p> <p>Types and styles of food & beverage service: Factors to be considered while deciding upon style of service</p> <p>1. Table service:</p> <ul style="list-style-type: none"> • Silver service • American service • English service • French service • Russian service • Guerdon service • Bar <p>2. Assisted service</p> <ul style="list-style-type: none"> • Carvery <p>3. Buffet Self service</p> <ul style="list-style-type: none"> • Counter service • Free flow

	<ul style="list-style-type: none"> • Echelon • Super market • Single point service • Take away • Drive through • Fast food • Vending • Kiosk • Food court <p>4. Specialized form of service</p> <ul style="list-style-type: none"> • Tray service • Trolley • Home delivery • Lounge • Room service • Drive in
4.	<p>Meals And Menu Planning</p> <ul style="list-style-type: none"> • Origin and functions & Objectives of Menu planning • Types of menu <p>Types of meals:</p> <ul style="list-style-type: none"> • Early morning tea • Breakfast (Continental, English, American, Indian) • Brunch • Lunch • Afternoon / High tea • Dinner • Supper <p>Non-alcoholic beverages</p> <ul style="list-style-type: none"> • Classification (Nourishing, Stimulating & Refreshing) • Tea: Origin, manufacturing, types & brands • Coffee: Origin, manufacturing, types & brands • Juices & soft drinks: Brand names of juices, soft drinks, mineral water, tonic water, energy drinks • Cocoa and malted beverages: origin and manufacture
5.	<p>Kitchen Operations</p> <ul style="list-style-type: none"> • The Hierarchy • Grooming & Personal hygiene • Duties & responsibilities • Coordination with other departments
6.	<p>Principles Of Cooking & Menu Planning</p> <ul style="list-style-type: none"> • Introduction to food • International cuisine & their appreciation • National cuisine and its role in promoting international tourism • Principles of Menu • Menu planning – points to be considered while planning

TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER – II: HOSPITALITY SERVICE (PRACTICAL)
Time schedule; weightage & blue print

S.No.	Name of Unit	No of Periods
1	Introduction to Hospitality Service	20
2	MISE-EN-SCENE AND MISE-EN-PLACE	30
3	SERVICE:GUEST CYCLE (Welcoming to Farewell)	25
4	SERVICE OF NON- ALCOHOLIC BEVERAGES	20
5	ROOM SERVICE	20
	Total	115

Detailed Syllabus:

1.	INTRODUCTION TO HOSPITALITY SERVICE a) Introduction to various terms used in F&B service b) Display of commonly used cutlery, crockery, flatware, hollowware, glassware, furniture c) Display of special equipment
2.	MISE-EN-SCENE AND MISE-EN-PLACE a) Cleaning and polishing of cutlery crockery, flatware, hollowware, glassware, furniture b) Setting up the side station c) Laying and relaying table cloth d) Laying different types of covers e) Napkin folds
3.	SERVICE: GUEST CYCLE (Welcoming to Farewell) a) Welcoming b) Escorting c) Seating d) Water service e) Placing the napkin f) Presenting the menu g) Order taking h) Soup service and clearance i) Main course service (Platter to plate and pre-plated) and clearance j) Crumbing down procedure k) Service of dessert l) Settling the bill m) Farewell
4.	SERVICE OF NON- ALCOHOLIC BEVERAGES a) Tray setup for tea and coffee service b) Service of juices and aerated water c) Tray setup for breakfast and afternoon tea service
5.	ROOM SERVICE a) Tray setup for breakfast lunch, dinner, tea etc b) Order taking, service and clearance

Note: Practical Paper Will Of 50 Marks.

10-Marks For Overall Record Book, 10-Marks For Viva.

10*3=30 Marks For Preparation Of 3 Visit Reports On Above Mentioned Places.

**TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR**

Part – B: VOCATIONAL SUBJECTS

PAPER – III: FRONT OFFICE OPERATIONS & COMPUTER APPLICATIONS (THEORY)

TIME SCHEDULE: WEIGHTAGE & BLUE PRINT

S. NO.	Name Of The Unit	No. Of periods	Weightage And marks	Short Answer Questions	Essay Question
1	Introduction to Hospitality Industry	20	10	2	1
2	Front Office Operations	20	16	2	1
3	Reservations	30	16	1	1
4	Registration & Check Out And Settlement Of Bills	25	10	2	1
COMPUTER APPLICATIONS					
5	Introduction Of Computer	10	10	1	1
6	Ms-Office	10	08	1	1
7	Ms-Excel & Power Point	10	08	1	1
8	Basics Of Internet	10	08	1	1
		135			

COURSE CONTENTS:

1.	<p>Introduction To Hospitality Industry</p> <p>Evolution and growth of the Hospitality Industry</p> <ol style="list-style-type: none"> a. Indian b. International <ol style="list-style-type: none"> 1. Classification of hotels <ol style="list-style-type: none"> a. Size b. Target Market c. Levels of service d. Management & affiliation e. Star categorization in India f. Others 2. Types of rooms 3. Examples of hotels in each category 4. Hierarchy of front office 5. Job description of front office staff 6. Inter departmental and intra departmental coordination with other departments 7. Attributes of front office staff 8. Lay out of lobby
2.	<p>Front Office Operations</p> <ol style="list-style-type: none"> 1. Guest cycle 2. Formats and equipment used in front office 3. Categorization of guests <ol style="list-style-type: none"> a. FIT b. Groups c. Crews etc

	<ul style="list-style-type: none"> 5. Associated functions in the guest cycle and the operating staff 6. Basis of charging room tariff <ul style="list-style-type: none"> a. Check in checkout basis b. 24 hr basis c. Packages 7. Different types of tariff <ul style="list-style-type: none"> a. Rack rate/printed tariff b. Discounted rates <ul style="list-style-type: none"> i. CVGR ii. Government rate. iii. Group rate. iv. Hospitality membership. 8. Food plans <ul style="list-style-type: none"> a. European Plan b. Bermuda Plan etc... 9. Basis for pricing a room <ul style="list-style-type: none"> a. Hubbarts formula b. Rule of thumb c. Market condition approach d. Day rate. e. Hourly rate
3.	<p>RESERVATIONS</p> <ul style="list-style-type: none"> a) Importance of reservations b) Formats & reports used at reservations c) Handling telephonic reservations d) Telephone etiquettes <ul style="list-style-type: none"> o Telephone equipment used o Standard phrases o Handling calls for reservations o Handling calls for enquiries e) Handling reservations via other media f) Understanding CVGR and credit lists
4.	<p>Registration & Check Out And Settlement Of Bills</p> <ul style="list-style-type: none"> a) Formats used at hotel reception b) A day as a front office assistant <ul style="list-style-type: none"> a. Pre registration of guests b. VIP blocks c. Rooms inventory d. Flight schedule c) Check in procedure for <ul style="list-style-type: none"> a. i. FIT ii. DFIT iii. FFIT b. Group/Crew c. VIP/CIP/DG d. Walk in d) Check in procedure <ul style="list-style-type: none"> a. Receiving of guests b. Filling of relevant forms

	<ul style="list-style-type: none"> c. Key handling d. Mode of payment & advance payment policy e. Room allotment <ul style="list-style-type: none"> e) Standard guest check out procedure f) Check out procedure at Front Office & House Keeping g) Handling various methods of payment <ul style="list-style-type: none"> a. Cash b. Credit card c. Bill to company d. Travel agents vouchers etc...
	COMPUTER APPLICATIONS
1.	INTRODUCTION OF COMPUTER <ul style="list-style-type: none"> 1.1 Meaning and definition of Computer 1.2 Historical Evolution of Computer 1.3 Computer terminology and Abbreviations 1.4 Components of computer 1.5 Characteristics of computer 1.6 Types of computer 1.7 Role of Computer in Tourism Industry
2.	Ms-Office <ul style="list-style-type: none"> 2.1 Introduction 2.2 Components of MS- Office 2.3 Introduction to MS-Word 2.4 Parts of Word Window 2.5 Using Word Commands 2.6 Mail-merge
3.	MS-EXCEL & POWER POINT <ul style="list-style-type: none"> 3.1 Introduction to MS-Excel 3.2 Main functions of MS-Excel and preparation of Excel Sheet 3.3 Introduction to Power Point 3.4 Main features of Power point 3.5 Power Point presentation with slide show
4.	BASICS OF INTERNET <ul style="list-style-type: none"> 4.1 Introduction to Internet 4.2 Components of Internet 4.3 Functions, Advantages and Disadvantages of Internet 4.4 Role of Internet in Tourism and Hospitality

**TOURISM AND HOSPITALITY MANAGEMENT
FIRST YEAR**

Part – B: VOCATIONAL SUBJECTS

**PAPER – III: FRONT OFFICE OPERATIONS & COMPUTER APPLICATIONS(PRACTICAL)
TIME SCHEDULE, WEIGHTAGE OF BLUE PRINTS**

S. No.	Name of the unit	No. of periods
1	Introduction to Hospitality Industry	20
2	Front Office Operations	20
3	Reservations	30
4	Registration & Check Out And Settlement Of Bills	25
<u>COMPUTER APPLICATIONS</u>		
5	Introduction Of Computer	10
6	Ms-Office	10
7	MS-EXCEL & POWER POINT	10
8	BASICS OF INTERNET	10
		135

Note : - practical paper will of 50 marks

10= marks for Record Book

10*3=30 marks for preparation of .3 visit report (visit made by the students)

10= marks for Viva

PRACTICAL ACTIVITIES

1. Grooming For Hotel Front Office
2. Understanding various forms used at Front office and filling with relevant data
3. Drafting layout of Front Office department – Front & back areas
4. Visit to hotel front office department
5. Telephone etiquettes
6. Taking reservations – phone, Travel agents, Companies, Groups, crews etc...
7. Guest cycle, registration of guests: walk in guest, VIP, Groups/Crews, Guest with conformed reservation, Scanty baggage guest
8. Handling Guest Complaints and case studies
9. Local sightseeing & shopping, Places of Tourist, Pilgrim interest in India & International
10. Information directory: Train timings, Flight timings, Theatre & show timings, Local handicrafts & handlooms
11. Power Point Presentation with slide show
12. MS-EXCEL preparation of a Excel sheet

Preparation of Letters, Envelops and Mail Merge.

**TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
PAPER-I: TOURISM PROFILE IN TELANGANA (THEORY)**

S.no.	Name of the unit	No. Of the periods	Weightage in marks	Shor answer questions	Essay questions
1	History outline of Telangana	20	10	2	1
2	Tourism profile in Telangana	20	16	2	2
3	Tourism Destinations of Telangana	20	16	2	2
4	Tourism Significance of contribution to State Economy	20	10	2	1
5	Tourism facilities in Telangana	20	10	2	1
6	Tourism planning and policy in Telangana, TelanganaTDC,	10	08	1	1
		110			

Detailed Syllabus

1.	HISTORY OUTLINE OF TELANGANA 1.1 Introduction 1.2 Early History of Telangana 1.3 Medieval History of Telangana 1.4 Modern History of Telangana
2.	TOURISM PROFILE IN TELANGANA 2.1 Tourist flows to the Telangana 2.2 Tourism attractions of the Telangana state 2.3 Types and Forms of Tourism in Telangana
3.	TOURISM DESTINATIONS OF TELANGANA 3.1 Introduction 3.2 Tourist spots in Telangana – Religious destination 3.3 Tourist spots in Telangana – Museums, galleries, Eco-adventure, nature 3.4 Tourist attraction in Hyderabad 3.5 Tourism related festivals in Telangana
4.	TOURISM SIGNIFICANCE IN TELANGANA 4.1 Introduction 4.2 Impacts of Tourism 4.3 Telangana Culture
5.	TOURISM FACILITIES IN TELANGANA 5.1 Introduction 5.2 Tourist Accommodation in Telangana 5.3 Transportation in Telangana
6.	TOURISM PLANNING AND POLICY OF TELANGANA 6.1 Introduction 6.2 Telangana State level agencies associated with tourism 6.3 Tourism planning in Telangana

TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER-I: TOURISM PROFILE IN TELANGANA (PRACTICAL)
TIME SCHEDULE, WEIGHTAGE & BLUE PRINT

Sl. No.	Name of the Unit	NO. of Periods
1	History outline of Telangana	20
2	Tourism profile in Telangana	20
3	Tourist destinations of Telangana	20
4	Tourism significance and contribution to state economy	20
5	Tourism facilities in Telangana	20
6	Tourism planning and policy in Telangana	15

Practical Activities

1. Visit to TSTDC- know the currents trends in Tourism
2. Visit to state department of Tourism:- statistical information
3. Visit to various Destinations (within TS)
4. Visit to Local Destinations (In Hyderabad)
5. Tourist spots in Telangana – Religious destination
6. Tourist spots in Telangana – Museums, Galleries, Eco-adventure, Nature
7. Report on tourism related festivals in Telangana
8. Visit to such departments involve in tourism planning and policy making
9. Small survey on tourism facilities of TS at various destinations

**TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR**

Part – B: VOCATIONAL SUBJECTS

PAPER-II: TRAVEL AGENCY AND TOUR OPERATIONS (THEORY)

TIME SCHEDULE, WEIGHTAGE&BLUE PRINT

S.no	Name of the unit	No.of periods	Weightage in marks	Short answer question	Essay questions
1	Introduction of Travel agency	20	10	2	1
2	History of travel and tour operations	25	8	1	1
3	Functions And Structure Of A Travel Agency	20	16	2	2
4	Recognition Of Travel Agencies And Tour Operators	25	8	1	1
5	Package tour operations	10	10	2	1
6	Travel Documents, Air Ticketing And Literature	10	16	2	2
	Total	110			

COURSE CONTENTS

1.	INTRODUCTION TO TRAVEL AGENCY 1.1 Introduction 1.2 Travel Agency Meaning & Types 1.3 Travel Agency Role and Importance 1.4 Online Travel Agency
2.	HISTORY OF TRAVEL AND TOUR OPERATIONS 2.1 Introduction 2.2 Origin 2.3 First Travel Agent 2.4 Travel Business in America
3.	FUNCTIONS AND STRUCTURE OF A TRAVEL AGENCY 3.1 Introduction 3.2 Functions of a Travel Agency 3.3 Travel Agency Structure 3.4 Travel Agency Revenue and Linkages 3.5 Tour Operator Functions and Role 3.6 Tour Operator Revenues
4.	RECOGNITION OF TRAVEL AGENCIES AND TOUR OPERATORS 4.1 Introduction 4.2 Setup for a Travel Agency 4.3 Travel Agency Approval by MOT 4.4 Travel Agency Approval by IATA 4.5 Setup for a Tour Operator 4.6 Tour Operator Approval as Domestic Tour Operator by MOT 4.7 Tour Operator Approval as Inbound Tour Operator by MOT

5.	PACKAGE TOUR OPERATIONS 5.1 Meaning of Package Tour 5.2 Types of Package Tours 5.3 Preparation and costing of Various Package tour 5.4 Various Packages of TSTDC
6.	TRAVEL DOCUMENTS, AIR TICKETING AND LITERATURE 6.1 Passport, Visa and Health Permit 6.2 Basics of Air Ticketing Skills, Types of Air Ticketing 6.3 Airline Literature (ABC Blue\Red, Air Tariff and TIM) 6.4 Airports and City Codes, Currencies and its Values 6.5 Learning about CRS

TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER-II: TRAVEL AGENCY AND TOUR OPERATIONS (PRACTICAL)
TIME SCHEDULE, WEIGHTAGE&BLUE PRINT

S.NO	Name of the unit	No. of periods
1	Introduction to Travel Agency	20
2	History of travel & Tour Operations	20
3	Functions & Structure of a travel Agency	20
4	Functions of tour operator	20
5	Recognition of a travel Agency & a tour company	20
6	Package tour Operations	15

NOTE:-Same as Previous

Practical activities

1. Visit to a travel agency (like THOMAS COOK, SOTC ,COX-&-KINGS) their various departments , functions and structure
2. Visit to tour company :- understanding the tour operations , functions and various packages
3. Making package tour :-creation of small tour itinerary coasting of package cost
4. Visit to TSTDC office :- knowledge about various types of booking systems and reservations , preparation of TSTDC various tour packages ,coach-tour , daily tour ,religious tour
5. Visit to railway stations :- reservation office, systems of booking, various railway package
6. Visit to airport
7. Visit to regional pass port office and examine the procedure of issue the pass port
8. Visit to state road transportation corporation office and examine the various tourism packages of RTC

TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER-III: ACCOMMODATIONS OPERATIONS (THEORY)
TIME SCHEDULE, WEIGHTAGE & BLUE PRINT

S.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer question	Essay questions
1.	The hotel industry An-overview	10	16	2	2
2.	The House Keeping Department	05	16	2	2
3.	Hotel Guest Rooms	30	10	2	1
4.	Supervision In House Keeping	30	10	2	1
5.	Safety And Security	10	16	2	2
	Total	110			

Detailed Syllabus

1.	<p>The hotel industry An-overview</p> <p>1.1 Classification of hotels</p> <p>1.2 Star rating of hotels</p> <p>1.3 Hotel departments</p>
2.	<p>THE HOUSE KEEPING DEPARTMENT</p> <p>2.1 Importance of house keeping</p> <p>2.2 Housekeeping personal</p> <p>2.3 Job description of the accommodation staff</p> <p>2.4 Personal attributes of housekeeping staff</p> <p>2.5 Lay out housekeeping department</p> <p>2.6 Interdepartmental Coordination with other departments</p> <p>2.7 Housekeeping in other Institutions</p>
3.	<p>HOTEL GUEST ROOMS</p> <p>3.1 Importance of guest room to a guest</p> <p>3.2 Types of guest rooms</p> <p>3.3 Guest rooms status codes</p> <p>3.4 Guest room accessories</p> <p>3.5 Placement of guest supplies</p> <p>3.6 Bed making</p>
4.	<p>SUPERVISION IN HOUSE KEEPING</p> <p>4.1 Role of supervisor</p> <p>4.2 Role & functions of supervisors</p> <p>4.3 Housekeeping control desk Forms, Formats, Records, Registers etc.</p> <p>4.4 Handling telephone calls</p> <p>4.5 Handling difficult situations</p> <p>4.6 Handling room transfers</p>

5. SAFETY AND SECURITY

5.1 Theft by the employees & guest

5.2 Fire prevention and Fire Fighting (Fire & Bomb threats)

5.3 First aid

Breathing disorders, Cardiac arrest , Burns & Scalds, Fainting

5.4 Dealing with Emergencies

5.5 Keys and their control

5.6 Lost and Found articles

5.7 Basic hotel laws

TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
Part – B: VOCATIONAL SUBJECTS
PAPER-III: ACCOMMODATIONS OPERATIONS (PRACTICAL)
TIME SCHEDULE, WEIGHTAGE & BLUE PRINT

S.No.	Name of the Unit	No. of periods
1.	The hotel industry An-overview	10
2.	The House Keeping Department	05
3.	Hotel Guest Rooms	30
4.	Supervision In House Keeping	30
5.	Safety And Security	10

Practical activities

1. Grooming and Personal Hygiene of hotel housekeeping staff
2. Attributes of housekeeping staff
3. Understanding various forms used at housekeeping and filling with relevant data
4. Lay out of housekeeping department:
 - Linen room,
 - Laundry
5. Bed making practical
6. Project on types of guest rooms in a hotel
7. Guest complaint handling role plays
8. Visit to a hotel laundry, linen room
9. Lost and found procedure
10. Handling room transfers

MODEL QUESTION PAPER
TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
PAPER I: TOURISM PROFILE IN TELANGANA

Time: 3 Hrs

Max. Marks: 50

SECTION – A

Note: (i) Answer all the questions

10 x 2=20

(ii) Each questions carries two (2) marks

1. Define Culture.
2. Who was founder of Kakatiya dynasty?
3. Name any two tourist attraction in Warangal city.
4. Where is the head quarter of south central railway.
5. Name any two Buddhist sites of telangana.
6. Expand TSTDC?
7. Name any two museum in Hyderabad.
8. Who is first Chief minister of Telangana state?
9. Name any two famous cuisines of Telangana.
10. Define Eco-Tourism.

SECTION – B

Note: (i) Answer any five (5) questions

5x 6=30

(ii) Each questions carries six (6) marks

11. Write detailed note on early history of Telangana
12. Explain about major tourist attraction in the state.
13. Discuss in detail about religious places of Telangana.
14. Explain about the impact of Tourism.
15. Write a detail note on Transportation in Telangana.
16. Write about tourism planning in Telangana.
17. Explain about the tourism related festivals in Telangana.
18. Write detailed a note on post independence of Telangana.

MODEL QUESTION PAPER
TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
PAPER II: TRAVEL AGENCY AND TOUR OPERATIONS

Time: 3 Hrs

Max. Marks: 50

SECTION – A

Note: (i) Answer all the questions

10 x 2=20

(ii) Each questions carries two (2) marks

1. Give the definition of Travel Agency?
2. What is VISA?
3. What is inbound Tourism?
4. What is Health permit?
5. In which year American Express Agency started?
6. What is Tour-operator?
7. Expand IATA.
8. Write any four famous Travel Agency's names of India.
9. Who is the father of Travel Agency?
10. Write the technical definition of Travel Agent?

SECTION – B

Note: (i) Answer any five (5) questions

5x 6=30

(ii) Each questions carries six (6) marks

11. Write about different types of Air Ticketing.
12. Describe briefly the various functions of Travel Agency.
13. Give brief history of Travel agency business of the world.
14. Explain the organizational structure of a large and medium type of a Travel Agency.
15. Write a brief note upon the approval of Travel agency by IATA.
16. Explain about types of Travel Agency?
17. Briefly explain about Computer Reservation System.
18. Explain about various package Tours.

MODEL QUESTION PAPER
TOURISM AND HOSPITALITY MANAGEMENT
SECOND YEAR
PAPER III: ACCOMMODATION OPERATIONS

Time: 3 Hrs

Max. Marks: 50

SECTION – A

Note: (i) Answer all the questions

10 x 2=20

(ii) Each questions carries two (2) marks

1. What is house-keeping?
2. What is skipper?
3. Write any two names types of beds.
4. What is accommodation?
5. Write any two star hotels in Telangana.
6. What is Resort?
7. Write any two chain hotels in India.
8. Write any two guest room status codes.
9. Write any three main registers of front office.
10. What are the cleaning methods in a hotel.

SECTION – B

Note: (i) Answer any five (5) questions

5x 6=30

(ii) Each questions carries six (6) marks

11. Briefly explain about types of guest rooms.
12. Write about the importance of hotel law/
13. Explain role of supervisor in Hotels.
14. Briefly explain about hotel department.
15. Write the detail classification of hotels.
16. Write about the importance of hotel Industry.
17. Explain role of Fire-Security in hotel.
18. Why telephone etiquette is important for the service Industry?

LIST OF EQUIPMENT & SOFTWARE

List of tools and equipments

1. Computers Pentium III and above
 - Hard Disk Drive min.
 - 3.5. Floppy Disk Drive
 - Compact disk drive
 - 128 MB Ram and above
 - VGA MONO Monitor
 - Key Board (101 keys)
2. Printer 132 column Dot Matrix
3. Software for
 - 1) Windows 95 and above
 - 2) Ms.Office 2000 and above
4. Manual for various software/Assorted reference books
5. a) Stationary items Files, Pads, Paper etc.
b) Computer stationary & Printer peripherals
6. Demonstration stand
7. File Covers
8. Cupboards
9. Labour saving devices
 - Suppliers Punch machines
 - Staples
10. Overhead projector
11. Documentary films can be borrowed from department of tourism,travel offices and hotels
12. Time tables, TIM, Air tariff
13. Tourist guides etc.
14. Maps (Indian & State geography, Tourist, air route, railway, road etc..)

Suggested Reference Books:

1. Michael Casavana - Hotel Front office operations
2. Richard Kotas - Book-keeping in Hospitality Industry
3. House Keeping Operations – Raghubalan

Suggested Software:

1. Microsoft Windows 95 or above
2. Microsoft Office 2000 or above
3. HMS/PMS-any software that deals with Hotel Front Office Operations: like
FIDELIO of Micros, USA
LITE of Intellect Data Systems, Bangalore
FOMS of Institute of Hotel Management, Hyderabad

(A) COLLABORATING INSTITUTIONS

The following are suggested as collaborating Institutions:

- Government of India Tourism, Government of Telangana Tourism, DOT, TelanganaTDC, A.P. Forest Office, District Tourism Office.
- TAAI(A.P.), HRATelangana, NGO's (Wild life, adventure)
- Travel Agencies and Tour Operators
- Coach and Car Rentals
- Shops
- Amusement/Theme parks, Entertainment Centres
- Catering establishment
- Airlines
- Railways
- Hotels and resorts
- Activity bound Tourism Project offices
- (a) Resorts hotels (b) Water Sports (c) Adventure Clubs
- IHMCT & AN and Food craft Institutes

(B) ON THE JOB TRAINING SITES

NAME OF THE SITES : TOUR AGENCY/TOUR OPERATORS / COACH AND CAR RENTALS / TOURISM PROJECT OFFICES.

SYLLABUS: Collection, maintenance, updating of tourist information

- Procurement and operational handling of travel documents
- Maintenance of operational kits
- Escorting the tourist group
- Organising adventure sports, special interest, wild life, fairs and festivals, theme events etc.,
- Booking documentation and clearance of cargo-courier

NAME OF THE SITE : SHOPS/ENTERTAINMENT CENTRES/ CATERING ESTABLISHMENTS/HOTELS/MOTELS AND RESORTS

SYLLABUS:

- Receiving guest and clients
- Handling enquiries, suggestions and complaints
- Arranging :
Marketing and sales
Tour and excursion events
Travel services
- Packaging
- Liaisoning

NAME OF THE SITE: AIR PORTS AND RAILWAYS

SYLLABUS:

- Training on CRS
- Receiving clients
- Booking documentation and clearance of cargo/courier
- Handling complaints
- Liaisoning

NAME OF THE SITE: HOTELS/MOTELS/INNS

SYLLABUS: Front office Operations

- Room Service
- Food Service
- Food & Beverages
- Housekeeping

EVALUATION OF ON-THE-JOB TRAINING (OJT)

Evaluation of the various components of OJT is required to be done by Adopting the following techniques

1. Observation

Since the major emphasis of the OJT programme is on the development of performance skills, work habits and attitudes, observation technique is to be adopted for assessment of the Students, the supervisor in consultation with the Vocational Teacher develops a rating sheet and records his observation on various criteria.

2 Interview and viva

Occasionally either the supervisor or the vocational teacher conducts one or two sessions with the students to assess his ability to communicate, his maturity, self-confidence, Comprehension and his overall disposition.

4. Report

The student should prepare a report to be examined by the supervisor and teacher for the jobs assigned to him by the supervisor and submit before the termination of the training.