



**MGM University**  
**Chhatrapati Sambhajnagar**

**Name of Faculty - Management & Commerce**

**Name of Institute - Institute of Hotel Management**

**Name of Department - Hotel Management**

**CURRICULUM BOOKLET**

(With effect from Academic year 2024-25)

## MGM University

### Vision

- To ensure sustainable human development which encourages self-reliant and self-content society.
- To promote activities related to community services, social welfare and also Indian heritage and culture.
- To inculcate the culture of non-violence and truthfulness through vipassanna meditation and Gandhian Philosophy.
- To develop the culture of simple living and high thinking

### Mission

- To impart state of art education and technical expertise to students and give necessary training to teachers to create self-reliant society for future.
- To encourage students to participate in Indian and International activities in sports, literature, etc. so that future generation becomes base for free and liberal society
- To educate students in areas like Management, Finance, Human relations to inculcate philosophy of simple living and high thinking value of simple economic society.
- To inculcate culture of non-violence and truthfulness through Vipassana.
- To sustain activities of Indian culture (viz. classical dance, music and fine arts) through establishing institutes like Mahagami, Naturopathy, etc.

## विद्यापीठगीत

अत्त दिप भव भव प्रदिप भव,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव ,

सब्ब दिप भव हो

अत्ताहि अत्त नो नाथो ,

अत्ताहि अत्त नो गति

अत्त मार्गपर अप्रमादसे है तुझे चलना

सब्ब का कल्याण हो ,

वो कार्यकुशल करना

सब्ब का उत्तम मंगल , पथप्रदर्शक हो

अत्त दिप भव भव प्रदिप भव ,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव ,

सब्ब दिप भव हो

बुद्धमं शरनं गच्छामि :

धम्मं शरनं गच्छामि :

संघं शरनं गच्छामि :

### Programs offered at IHM

Undergraduate Programmes	Postgraduate Programmes	PhD Programmes	PG Diploma / Diploma Programmes	Certificate Programmes
B.Sc. (Hotel Operations and Catering Services) / B.Sc. (Hons) / B.Sc. (Hons) with Research	M.Sc. (Hotel Operations and Catering Services)	-	Post Graduate Diploma in Hotel Operations	-
B.Sc. (Culinary Arts) / B.Sc. (Hons) / B.Sc.(Hons) with Research	-	-	Diploma Program in Hotel Operations	-
BBA in Aviation, Hospitality, and Travel & Tourism Studies / BBA (Hons) / BBA (Hons) with Research	-	-	Diploma Program in Bakery & Patisserie	-
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**Name of Program** – BBA in Aviation, Hospitality, and Travel & Tourism Studies  
/ BBA (Hons) / BBA (Hons) with Research

**Duration** – Four Years

**Eligibility** –

**1. Maharashtra State Candidate.**

(i) The Candidate should be an Indian National and having domicile of Maharashtra state and/or born in Maharashtra state.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories, Economically Weaker Section and Persons with Disability belonging to Maharashtra State only) However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

**OR**

**2. All India Candidates –**

(i) The Candidate should be an Indian National.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories. However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

**Faculty:** Management & Commerce**Institute Name:** Institute of Hotel Management**Program Name:** BBA in Aviation, Hospitality and Travel & Tourism Studies/ BBA (Hons) /  
BBA (Hons) with Research**Program Type:** UG**Duration:** 04 years (08 semesters)

First Year - Semester I												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML101	Airline & Airport Management	Theory	3	3	-	60	40	100	-	16	40
Major	AHT32M ML102	Travel & Tourism	Theory	3	3	-	60	40	100	-	16	40
OE	-	Open Elective – I	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – II	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VS P101	Basic Housekeeping – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	AHT32VS P102	Food & Beverage Service – Pr.	Practical	1	-	2	30	20	50	-	8	20
SEC	AHT32SE L101	Computer Applications	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC-I	Theory	2	2	-	30	20	50	-	8	20
IKS	AHT32IK L101	Hospitality Laws	Theory	2	2	-	30	20	50	-	8	20
VEC	-	VEC-I	Theory	2	2	-	30	20	50	-	8	20
CC	-	Co-curricular Activities - I	Practical	2	-	4	30	20	50	-	8	20
<b>Total Hrs / week = 26</b>				<b>22</b>	<b>18</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>650</b>	<b>-</b>	<b>-</b>	<b>260</b>

First Year - Semester II												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML103	Principles of Aviation	Theory	3	3	-	60	40	100	-	16	40
Major	AHT32M ML104	Basics of Cargo Management	Theory	3	3	-	60	40	100	-	16	40
Minor	-	Minor -I	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – III	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – IV	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VS P103	Front Office Foundation – Pr.	Practical	2	-	2	30	20	50	-	8	20
SEC	AHT32SE L102	Development of Soft Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC - II	Theory	2	2	-	30	20	50	-	8	20
VEC	-	VEC - II	Theory	2	2	-	30	20	50	-	8	20
CC	-	Co-curricular Activities – II	Practical	2	-	4	30	20	50	-	8	20
<b>Total Hrs / week = 24</b>				<b>22</b>	<b>18</b>	<b>6</b>	-	-	<b>600</b>	-	-	<b>240</b>

Second Year - Semester III												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML201	Basics of Airfare & Ticketing	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML202	Tourism Products of India	Theory	4	4	-	60	40	100	-	16	40
Minor	-	Minor –II	Theory	4	4	-	60	40	100	-	16	40
OE	-	Open Elective – V	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VS P201	Food & Beverage Service – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	AHT32VS P202	Introduction to Advanced Excel – Pr.	Theory	1	-	2	30	20	50	-	8	20
AEC	-	AEC - III	Theory	2	2	-	30	20	50	-	8	20
FP	AHT32FP J201	Project Work	Project	2	-	4	30	20	50	-	8	20
CC	-	Co-curricular Activities – III	Practical	2	-	4	30	20	50	-	8	20
<b>Total Hrs / week = 28</b>				<b>22</b>	<b>16</b>	<b>12</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>-</b>	<b>-</b>	<b>240</b>



Second Year - Semester IV												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML203	International Airlines and Travel Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML204	Airline Operations and Scheduling	Theory	4	4	-	60	40	100	-	16	40
Minor	-	Minor –III	Theory	4	4	-	60	40	100	-	16	40
OE	-	Open Elective - VI	Theory	2	2	-	30	20	50	-	8	20
SEC	AHT32SE L201	Development of Entrepreneurial Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC - IV	Theory	2	2	-	30	20	50	-	8	20
CEP	-	CEP – I	Practical	2	-	4	30	20	50	-	8	20
CC	-	Co-curricular Activities – IV	Practical	2	-	4	30	20	50	-	8	20
<b>Total Hrs / week = 26</b>				<b>22</b>	<b>18</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>550</b>	<b>-</b>	<b>-</b>	<b>220</b>

Third Year - Semester V												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML301	Aviation Safety & Security Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML302	Aviation Geography	Theory	4	4	-	60	40	100	-	16	40
Major Elec.-I	AHT32M EL301/A HT32MEL302	Aircraft Rules & Regulations/ Facility Planning	Theory	4	4	-	60	40	100	-	16	40
Minor	-	Minor - VI	Theory	2	2	-	30	20	50	-	8	20
Minor	-	Minor - VII	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VS P301	Accommodation Operations – Pr.	Practical	2	-	4	30	20	50	-	8	20
CEP	-	CEP - II	Practical	2	-	4	30	20	50	-	8	20
<b>Total Hrs / week = 24</b>				<b>20</b>	<b>16</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>200</b>

Third Year - Semester VI												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M MP303	Travel & Tourism Sector Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Major	AHT32M MP304	Hotel Sector Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Major Elec. -II	AHT32M EP303	Non Core Department Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Minor	-	Minor - VIII	Practical	4	-	8	60	40	100	-	16	40
OJT	AHT32JTI 301	Facility Management Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
<b>Total Hrs / week = 40</b>				<b>20</b>	-	<b>40</b>	-	-	<b>500</b>	-	-	<b>200</b>

Fourth Year - Semester VII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML401	Airport Handling Procedures	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML402	Accommodation Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML403	Global Tourism Destinations	Theory	4	4	-	60	40	100	-	16	40
Major Elec.-III	AHT32M EL401/ AHT32M EL402	Aviation Finance/ Yield Management	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-IV	AHT32M EL403/ AHT32M EL404	Travel Documentation/ MICE	Theory	2	2	-	30	20	50	-	8	20
Minor	AHT32R ML401	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
<b>Total Hrs / week = 20</b>				<b>20</b>	<b>20</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>200</b>

Fourth Year - Semester VIII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML404	Airport Customer Service	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML405	Food & Beverage Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML406	Innovative Practices in Tourism	Theory	4	4	-	60	40	100	-	16	40
Major Elec. V	AHT32M EL405/A HT32ME L406	F& B – On board and off board Services/ Niche Tourism	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-VI	AHT32M EL407/AHT32M EL408	Total Quality Management / HRM	Theory	2	2	-	30	20	50	-	8	20
OJT	AHT32JTI 401	Internship	Internship	4	-	4	60	40	100	-	16	40
<b>Total Hrs / week = 20</b>				<b>20</b>	<b>16</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>200</b>

Fourth Year - Semester VII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML401	Airport Handling Procedures	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML402	Accommodation Management	Theory	4	4	-	60	40	100	-	16	40
Major Elec. -III	AHT32M EL401/ AHT32M EL402	Aviation Finance/ Yield Management	Theory	2	2	-	30	20	50	-	8	20
Major Elec. -IV	AHT32M EL403/ AHT32M EL404	Travel Documentation/ MICE	Theory	2	2	-	30	20	50	-	8	20
Minor	AHT32R ML401	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
RP	AHT32RP J401	Research Project	Project	4	-	4	60	40	100	-	16	40
<b>Total Hrs / week = 20</b>				<b>20</b>	<b>16</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>200</b>

Fourth Year - Semester VIII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML404	Airport Customer Service	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML405	Food & Beverage Management	Theory	4	4	-	60	40	100	-	16	40
Major Elec. -V	AHT32M EL405/A HT32ME L406	F& B – On board and off board Services/ Niche Tourism	Theory	2	2	-	30	20	50	-	8	20
Major Elec. -VI	AHT32M EL407/ AHT32M EL408	Total Quality Management / HRM	Theory	2	2	-	30	20	50	-	8	20
RP	AHT32RP D401	Dissertation	Dissertation	8	-	16	120	80	200	-	32	80
<b>Total Hrs / week = 28</b>				<b>20</b>	<b>12</b>	<b>16</b>	<b>-</b>	<b>-</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>200</b>

## BBA in Aviation, Hospitality and Travel & Tourism Studies

### SEMESTER - I

<b>Course Code:</b> AHT32MML101	<b>Course Name:</b> Airline & Airport Management	
<b>Course Category:</b> MM	<b>Credit:</b> 3	<b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 40 / MSE-20/ ESE - 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Notes, Course Materials		
<b>Course Objectives:</b> <ul style="list-style-type: none"> <li>• Students will remember and will be able to define the organizational structure and history of aviation.</li> <li>• Students will be able to explain the overview of the different types of airport transports.</li> <li>• Remember the different controlling units and different working bodies.</li> </ul>		
<b>Course Outcome:</b> CO1- Remember and define the history of aviation and its organizational structure. CO2- Students will remember the different types of airport transport. CO3- Students will remember the role of air traffic control and case studies in the airline industry.		
<b>Teaching Pedagogies:</b> Group discussions, workshops, classroom discussions		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<b>Introduction to Airline &amp; Airport Management</b>  History of aviation, Organization, Global, social & ethical environment, History of aviation in India, Major players in the airline industry, SWOT analysis of the different airline companies in India, Market potential of airline industry in India, New airport development plan, Current challenges in the airline industry, Competition in the airline industry, Domestic and international from an Indian perspective	10

2	<b>Airport Infrastructure and Management</b> Airport planning, Terminal planning design and operation, Airport operations, Airport functions, Organization structure in an airline, Airport authority of India, Comparison of global and Indian airport management, Role of AAI, Airline privatization, Full privatization, Gradual privatization, Partial privatization	10
3	<b>Air Transport Services</b> Various airport services, International air transport services - Indian scenario, An overview of airports in Delhi, Mumbai, Hyderabad and Bangalore, The role of private operators, Airport development fees, rates, tariffs	10
4	<b>Institutional Framework</b> Role of DGCA, Slot allocation, Methodology followed by ATC and DGCA, Management of bilateral, Economic regulations	8
5	<b>Controlling</b> Role of air traffic control, airspace and navigational aids, - control process, case studies in airline industry, Mumbai Delhi airport privatization, Navi Mumbai airport tendering process, Six Cases in the airline industry	7
	<b>TOTAL</b>	<b>45</b>

**Text Books:**

1. Graham.a. Managing airports: an international perspective - butterworth - heinemann, oxford 2001.

**Reference Books:**

1. Wells.a. Airport planning and management, 4th edition Mcgraw- Hill, London 2000.
2. P S Senguttavan Fundamentals of air transport management , excel books 2007

**Online Resources:**

1. NPTEL / SWAYAM lectures.



<b>Course Code:</b> AHT32MML102	<b>Course Name:</b> Travel and Tourism	
<b>Course Category:</b> MM	<b>Credit:</b> 3	<b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 40 / MSE-20/ ESE - 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Reading of notes and studying about government organization roles in the industry.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry</li> <li>• To highlight tourism industry as an alternative career path.</li> </ul>		
<b>Course Outcome:</b>		
<ul style="list-style-type: none"> <li>• <b>CO 1-</b> Students will understand the introduction of tourism along with 4 A's of tourism and the career opportunities in the tourism industry.</li> <li>• <b>CO 2-</b> Remember the different means of transportation and the tourism motivators.</li> <li>• <b>CO 3-</b> They will understand about the impacts of different segments types of tours, how to prepare tour packages and the qualities which needs to be acquired by the guide or escort the role of different governmental organization,</li> <li>• <b>CO 4-</b> Students will understand about different function of travel agencies in promotion of tourism industry.</li> </ul>		
<b>Teaching Pedagogies:</b>		
Group discussions, workshop, seminars, mocks		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<b>The Tourism Phenomenon &amp; Constituents of Tourism Industry</b> Definition - Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination. Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India. Thomas Cook - Grand Circular Tour Primary Constituents Secondary Constituents The 4 A's of Tourism - Attraction, Accessibility, Accommodation, Amenities Career Opportunities for tourism professionals	08

2	<p><b>Infrastructure of Tourism &amp; Types of Tourism</b>          Role of Transport in Tourism          Modes of Transport: Road, Rail, Air, Sea.          Types of Accommodation – Main &amp; Supplementary          Types of Tourism: - Various Motivators Holiday, Social &amp; Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism          Alternative Tourism: Eco Tourism, Agro Rural Tourism</p>	05
3	<p><b>The Impact of Tourism</b>          Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.          Social, Cultural &amp; Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration.          Environmental Impact – Tourism pollution &amp; control, wild life &amp; bird sanctuaries &amp; their protection for tourist industry.</p>	08
4	<p><b>The Tourism Organizations &amp; The Travel Agency</b>          Objectives, Role &amp; function of: Government Organizations: DOT, ITDC, MTDC, ASI, TFCI.          Domestic Organizations: TAAI, FHRAI, IATO          International Organizations: WTO, IATA, PATA.          NGO: Role of NGO in making responsible tourists.          Meaning &amp; Definition of Travel Agent.          Types of Travel Agent: Retail &amp; Wholesale.          Functions of Travel Agent - Provisions of Travel Information, Ticketing, Itinerary Preparation, Planning &amp; Costing, Settling of Accounts, Liaisons with service providers, Role of Travel Agent in promotion of Tourism.</p>	08
5	<p><b>The Tour Operator</b>          Meaning &amp; Definition          Types of Tour operator: Inbound, Outbound &amp; Domestic.          Tour Packaging – definition, components of a tour package          Types of Package Tour - Independent Tour, Inclusive Tour, Escorted Tour          Guides &amp; escorts – Their role and function Qualities required to be a guide or escort.</p>	08

6	<b>Travel Formalities &amp; Regulations and Itinerary Planning</b> Passport – Definition, issuing authority, Types of Passport, Requirements for passport. Visa – Definition, issuing authority, Types of visa Requirements for visa. Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing	08
	<b>TOTAL</b>	<b>45</b>

**Text Books:**

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997

**Reference Books:**

1. International Tourism – Fundamentals & Practices -A . K. Bhatia -Sterling Publishers Private Limited, 1996
2. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har - Anand Publications Pvt. Ltd., 2003

**Online Resources:**

1. NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32VSP101	<b>Course Name:</b> Basic Housekeeping (PR)
<b>Course Category:</b> VSC	<b>Credit:</b> 2 <b>Teaching Scheme:</b> L - 0 / P - 2
<b>Evaluation Scheme:</b> CA - 30 / PR-20 / ESE - 20	<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Reading of course materials & watching different videos of the practicals.	
<b>Course Objectives:</b> The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.	
<b>Course Outcome:</b> <ul style="list-style-type: none"> <li>• CO 1- Students will be able to understand about the housekeeping department of the star category hotel and their different types of rooms along with guest room supplies and amenities</li> <li>• CO 2- They will be able to understand the usage of different cleaning agents, procedure followed for sweeping &amp; mopping in the housekeeping department of the hotel.</li> <li>• CO 3- Students will be able to understand the procedure of polishing &amp; cleaning procedure of different surfaces and articles</li> <li>• CO 4 - They will be able to understand the process of vacuum cleaning, bed making, and different types of flooring along with is cleaning process with the help of scrubbing machine.</li> </ul>	
<b>Teaching Pedagogies:</b> Practical sessions conducted in housekeeping practical lab.	

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours
1	Introduction to the Housekeeping department	02
2	Introduction to Cleaning Equipments & Cleaning Agents	02
3	Introduction to Guest Room & supplies and placement	02
4	Sweeping and Mopping - dry, wet.	02
5	Polishing of Laminated surfaces and Brass Articles.	02
6	Polishing of EPNS articles and Copper articles.	02
7	Cleaning of Glass surfaces.	02
8	Cleaning of oil painted surfaces.	02
9	Cleaning of plastic painted surfaces.	02
10	Vacuum Cleaning	04
11	Bed making	04
12	Cleaning of different floor finishes, & use of floor scrubbing machine	04
	<b>TOTAL</b>	<b>30</b>

**Text Books:**

1. Housekeeping Training Manual - Sudhir Andrews
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988

**Reference Books:**

1. Hotel, Hostel & Hospital Housekeeping - Brenson & Lanox

**Online Resources:**

2. NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32VSP102	<b>Course Name:</b> Food and Beverage Service (Pr.)	
<b>Course Category:</b> VSC	<b>Credit:</b> 1	<b>Teaching Scheme:</b> L - 0 / P - 2
<b>Evaluation Scheme:</b> CA - 30 / PR-20 / ESE - 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Students are required to go through the course materials before starting of the practical session for better learning and practice.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To provide knowledge about Food &amp; Beverage Service Department.</li> <li>• To inculcate professional attitude and skills within students.</li> <li>• To make students industry ready</li> </ul>		
<b>Course Outcome:</b>		
<ul style="list-style-type: none"> <li>• <b>CO1</b> - Students will learn, remember, and apply restaurant etiquette, and hygiene practices in the Hotel &amp; Catering industry.</li> <li>• <b>CO2</b> - Students will learn how to do the mise-en-place, mise-en-scene, and the necessary layouts of table set-up for future application.</li> <li>• <b>CO3</b> - Students will adopt the technique of water service, handling service gear,</li> </ul>		

holding and carrying plates, and glassware for smooth restaurant operations.

- **CO4** - Students will be able to handle different situations occurred during the service operations and can act accordingly.
- **CO5** - Students will be able to set up different types of table covers as per the menu, breakfast layouts, and can do the clearance, bill presentation by following the techniques in the future.

**Teaching Pedagogies:**

Practically demonstrating the sessions in the F & B Service Training Restaurant.

**Curriculum:**

Unit	Content	Teaching Hours
1	Restaurant Etiquettes	2
2	Restaurant Hygiene practices	2
3	Mise-en-Place and Mise-en-Scene	2
4	Identification of Equipments	2
5	Laying & Relaying of Table cloth	2
6	Rules for laying a table	2
7	Carrying a Salver / Tray	2
8	Service of Water	2
9	Handling the Service Gear	2
10	Carrying Plates, Glasses & other Equipments	2
11	Clearing an Ashtray	2
12	Situations like spillage	2
13	Setting of Table d' hote and A La Carte covers.	2
14	Breakfast Table Lay - out and Service (Indian, American, English, Continental)	2
15	Crumbing, Clearing, Presenting the bill	2
<b>TOTAL</b>		<b>30</b>

**Text Books:**

1. Food & Beverage Service - Lillicrap & Cousin

**Reference Books:**

1. Food & Beverage Mgmt - Bernard Davis, Andrew Lockwood, Sally Stone

**Online Resources:**

1. NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32SEL101	<b>Course Name:</b> Computer Applications	
<b>Course Category:</b> SEC	<b>Credit:</b> 2	<b>Teaching Scheme:</b> L - 2 / P - 0
<b>Evaluation Scheme:</b> CA - 20 / MSE-10/ ESE - 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - NOTES and PPT's.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• Remember and learn about LAN, MAN, WAN, RAM, ROM types and precautions</li> <li>• Using DOS, MS office features and terminologies.</li> <li>• To learn and use internet and email services, ERP login and DBMS</li> </ul>		
<b>Course Outcome:</b>		
CO1 - Understanding and remembering the fundamentals of computer.		
CO2- Remember the use of MS office, WINDOWS and DOS.		
CO3-To understand and remember the role of modem services E- commerce, ERP concepts and DBMS.		
<b>Teaching pedagogies:</b> Practicals, PPT's, Notes		

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours
1	<b><u>Computer Fundamentals</u></b> Features of Computer System, Block Diagram, Hardware Input & Output Devices, CPU, RAM, ROM, Software - System, Application S/W, Networks - LAN, MAN, WAN, Topologies, Viruses - Types, Precautions	06
2	<b><u>WINDOWS &amp; DOS and MS Office</u></b> Features, Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc., Windows Explorer- (Assignment with files, folders), Accessories - Paint, Notepad, Calculator. Introduction and Features, Internal Commands - DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD), External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc., Wildcards (question mark ?, asterisk *) MS Word, MS Excel, MS PowerPoint, MS Access	14



3	<b><u>INTERNET / E-MAIL</u></b> History, Pre-requisites for Internet, Role of Modem, Services - Emailing, Chatting, Surfing, Blog, Search Engines, Browsers, Dial Up, Domains, Broadband, Concepts of Web upload, download, Threats - Spyware, Adware, SPAM	05
4	<b><u>E-Commerce, ERP Concepts &amp; DBMS Concepts- (Data Base Management Systems)</u></b> Concepts of B-to-B, B-to-C, ERP concept, SAP Concepts Definition-DBMS, Table, Data Types, Record, Fields	05
	<b>TOTAL</b>	<b>30</b>

**Text Books:**

1. Computer Fundamentals - P.K. Sinha, or Rajaraman
2. A First Course In Computers - Sanjay Saxena Publisher Vikas Publishings - Publishing Year 2001

**Reference Books:**

1. DOS Guide - Peter Norton
2. Mastering MS-OFFICE - Lonnie E. Moseley & David M. Boodey Publisher BPB Publications - Publishing Year 1997

**Online Resources:**

1. NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32IKL101	<b>Course Name:</b> Hospitality Laws
<b>Course Category:</b> IKS	<b>Credit:</b> 2 <b>Teaching Scheme:</b> L - 2 / P - 0
<b>Evaluation Scheme:</b> CA - 20 / MSE-10/ ESE - 20	<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Refer to the PPT	
<b>Course Objectives:</b> Students will about the different acts, types of contracts, procedures, conditions and policies. Students will remember the laws of hotels and restaurants under municipal corporation.	
<b>Course Outcome:</b> <b>CO1</b> - Students will be able to remember about the Indian Contract act, consumers act, sales of goods act, food adulteration act, shops and establishments act and environmental protection act <b>CO2</b> - Students will learn and remember the policies, licenses and the procedure and industrial legislation.	
<b>Teaching Pedagogies:</b> PPT, notes, group discussions	

**CURRICULUM:**

<b>Unit No.</b>	<b>Title &amp; Contents</b>	<b>Teaching Hours</b>
1	<b>Indian Contract Act</b> Definition of Contract, Proposal, Agreement, Consideration, etc. Essentials of Valid contract Competent Parties Types of Contracts - valid, void and voidable. Performance of Contract Discharge of Contract Remedies for Breach of Contract Indemnity and Guarantee	04

2	<b>Consumers Protection Act</b> Definitions - Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice Procedure for redressal of grievances before District Forum, State Commission, and National Commission. Other related provisions.	04
3	<b>Sale of Goods Act</b> Essentials of valid Sale Conditions and Warranties Unpaid seller and his rights Rights and duties of seller and buyer	03
4	<b>Food Adulteration Act</b> Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK	04
5	<b>Shops and Establishments Act</b> Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.	03
6	<b>Environmental Protection Act - Important provisions under</b> The Water (Prevention and control of Pollution Act The Air (Prevention and Control of Pollution) Act	03
7	<b>Licenses and Permits</b> Licenses and permits for hotels and catering establishments - Procedure for procurement, bye Laws of hotels and restaurant under municipal corporation - Renewal Suspension and termination of licenses.	04
8	<b>Industrial Legislation</b> Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions. Industrial Disputes Act - Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes. Payment of Wages Act - Definition of Wages, Authorized deductions from the wages Workmen's Compensation Act - Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.	05
	<b>TOTAL</b>	<b>30</b>

<b>Text Books:</b> Mercantile Law - N.D. Kapoor
<b>Reference Books:</b> 1. The students should refer to the respective Acts
<b>Online Resources:</b> NPTEL / SWAYAM lectures.

## SEMESTER II

<b>Course Code:</b> AHT32MML103	<b>Course Name:</b> Principles of Aviation	
<b>Course Category:</b> MM	<b>Credit:</b> 3	<b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 40 / MSE-20/ ESE - 40	<b>Duration:</b> 2 hours	
<b>Prerequisites:</b> - Refer notes to remember the basics for easy understanding.		
<b>Course Objectives:</b> <ul style="list-style-type: none"> <li>• Gather knowledge of the origin of aviation.</li> <li>• Students will be aware of the types and structures of aircrafts.</li> </ul>		
<b>Course Outcome:</b> CO1 - Students will remember the history of aviation and world airlines and airport. CO2- Students will explain types and structure of aircrafts. CO3- Understand about the national aviation authorities.		
<b>Teaching Pedagogies:</b> PPT's , seminars, industrial visits		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<b><u>History of Aviation</u></b> The Evolution of Aviation, Issues and Challenges, Global Aviation Industry, Aviation Industry in India - An Overview	10
2	<b><u>Aircrafts</u></b> Aircraft Types and Structures, Aircraft Manufacturers	05

3	<b>World Airlines and Airports,</b> World Aviation Bodies, Airports - Domestic and International, World Airlines, World Major Airports,	10
4	<b>IATA and ICAO, National Aviation Authorities</b>	10
5	<u><b>General Subjects</b></u> Layout of an Airport and Ground handling, Airport and Aircraft Security, Managerial Operations, Airline catering and Various Bodies	10
	<b>TOTAL</b>	<b>45</b>

**Text Books:** The Principles and Practice of International Aviation Law by Brian F. Havel and Gabriel S. Sanchez

**Reference Books:** 1 Aviation Education and Training: Adult Learning Principles and Teaching Strategies

**Online Resources:** NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32MML104	<b>Course Name:</b> Basics of Cargo Management
<b>Course Category:</b> MM	<b>Credit:</b> 3 <b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 40 / MSE-20/ ESE - 40	<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Students must refer the course material before starting the syllabus.	
<b>Course Objectives:</b> <ul style="list-style-type: none"> <li>• To make students learn about the airport organization and airport geography.</li> <li>• They will get an expertise in aircraft configuration and unit load devices.</li> <li>• Students will remember the procedure for the air cargo acceptance and the bookings.</li> </ul>	
<b>Course Outcome:</b> <b>CO1</b> - Students will remember the aviation geography and use of cargo guides. <b>CO2</b> - They will learn and implement aircraft configuration and the use of unit load device. <b>CO3</b> - Students will be able to differentiate between direct and consolidated shipment. <b>CO4</b> -Students will learn the procedure for air cargo acceptance and bookings.	
<b>Teaching Pedagogies:</b> PPT's , seminars, industrial visits	

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
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1	<b><u>Industry Organizations and Regulations and Aviation Geography</u></b> Introduction, IATA services, ICAO, National Aviation Authorities Introduction, Time difference, Definitions of areas and countries, City & airport codes	08
2	<b><u>Use of Cargo Guides</u></b> Introduction, Utilization of Cargo Guides	08
3	<b><u>Aircraft Configuration and Unit Load Devices</u></b> Introduction, Aircraft configuration, Aircraft layout, Maximum dimensions, Unit load devices, Aircraft pallets, Igloos, Containers	08
4	<b><u>IATA Cargo Agents and Cargo Agency Operations</u></b> Introduction, IATA Cargo Agents, The consolidator, Export cargo, Import cargo, The Break Bulk Agent, Difference between direct and consolidated shipment, Customs clearance procedures, Customs documents	08
5	<b><u>Air Waybill Completion and Handling Facilities &amp; Procedures</u></b> Introduction, Air Waybill, Conventional aircraft, Cargo terminal facilities, Export Import, Interline or transshipment	08
6	<b><u>Air Cargo Acceptance &amp; Bookings</u></b> Introduction, Instruction for carriage, Acceptance based on shipper letters of instructions, Airport of departure, Description of goods, IATA dangerous goods - Regulations and Identification, Carriage of live animals, Perishable cargo	05
	<b>TOTAL</b>	<b>45</b>

**Text Books:** 1. Carriage of goods / John F. Wilson (Harlow : Longman)

2. Containerization / (by) J.R. Whittaker (Hemisphere ; Wiley)

**Reference Books:** 1 Getting the Goods: Ports, Labor, and the Logistics Revolution by Edna Bonacich and Jake B. Wilson(Cornell University Press)

2. Logistics and Distribution Management by Alan Rushton, Phil Croucher & Peter Baker (CILT)

**Online Resources:** NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32VSP103	<b>Course Name:</b> Front Office Foundation (PR)	
<b>Course Category:</b> VSC	<b>Credit:</b> 2	<b>Teaching Scheme:</b> L - 0 / P - 4
<b>Evaluation Scheme:</b> CA - 30/ PR - 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Students must refer the course material before starting the syllabus.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To train the students in the basic front office procedures</li> <li>• To enable the students to use the front office equipment's</li> <li>• To give enough knowledge on the duties of front office personnel</li> <li>• To give in-depth knowledge on handling guest enquiries in hotels</li> </ul>		
<b>Course Outcome:</b>		
<b>After the completion of this course , the Students will be able to:</b>		
CO 1 - Students will be able to understand the telephone etiquettes, handling of room keys, guests mails and messages		
CO 2 - They will be able to learn to handle guest luggage, guest enquiries, and dealing with blacklisted guests		
CO 3 - They will be able to learn the aspects of a room tariff		
CO 4 - They will be able to understand the concept of bell desk and concierge		
<b>Teaching Pedagogies:</b>		
<b>PPT's , seminars, industrial visits, mocks</b>		

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours
1	Telephone Etiquettes and telephone handling.	04
2	Handling room keys(issuing, receiving, missing keys, computerized key cards)	04
3	Handling guest mail(of guests who have checked out, in-house and expected)	04
4	Handling messages and paging for guests.	04
5	Luggage handling.(along with left luggage procedure)	04
6	Handling guest enquiries.	04
7	Handling guests who are blacklisted.	02
8	Situations on basis of charging.	02
9	Bell desk activities	02

	<b>TOTAL</b>	<b>30</b>
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**Text Books:** 1. Front Office Management & Operations – Linsley Deve aur, Marcel Escoffer  
2. Check in – Check Out – Gary Vallen, Jereme, Vallen

**Reference Books:** 1. Managing Front Office Operations – Micheal Kasavana, Richard M Brook  
2. Professionals Housekeeper – Georgina Tucker, Schneider, Mary Scoviak

**Online Resources:** NPTEL / SWAYAM lectures.

<b>Course Code:</b> AHT32SEL102	<b>Course Name:</b> Development of Soft Skills	
<b>Course Category:</b> SEC	<b>Credit:</b> 2	<b>Teaching Scheme:</b> L – 2 / P – 0
<b>Evaluation Scheme:</b> CA – 20/ MSE – 10/ ESE – 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - students should go through the study materials.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To make students industry ready.</li> <li>• To make students aware about the professional etiquettes to be maintained in the industry.</li> </ul>		
<b>Course Outcome:</b>		
CO1 – Students will remember the etiquettes necessary for personal development.		
CO2- students will learn and implement the presentation skills and business counselling skills.		
CO3- Students will learn and implement the grooming and hair styling.		
CO4- Students will remember the customer service skills, multitasking skills and professionalism.		
<b>Teaching Pedagogies:</b>		
Classroom discussion, videos, workshops		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Personal Development, Etiquette, Dressing	08
2	Communication Skills, Presentation Skills, Interview Preparation, Business Counseling	06
3	Personal Grooming, Makeup and Hair Styling, Impression Management	08



4	Customer Service Skills, Multitasking Skills, Professionalism	08
	<b>TOTAL</b>	<b>30</b>

**Text Books:** 1. Communication – C.S. Rayudu

**Reference Books:** 1. Effective Business Communication – Asha Kaul

**Online Resources:** NPTEL / SWAYAM lectures.

### SEMESTER – III

<b>Course Code:</b> AHT32MML201	<b>Course Name:</b> Basics of Airfare & Ticketing	
<b>Course Category:</b> MM	<b>Credit:</b> 4	<b>Teaching Scheme:</b> L – 4 / P – 0
<b>Evaluation Scheme:</b> CA – 60 / ESE – 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Handouts, PPTs, Notes, Important Questions		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To provide the knowledge regarding the basics of airfare ticketing</li> <li>• To remember the fare rules and regulations</li> <li>• Remember the documentation for documentation of international passengers</li> <li>• Identification of Dangerous Goods</li> </ul>		
<b>Course Outcome:</b>		
<ul style="list-style-type: none"> <li>• CO 1- Understand and remember the rules and regulation of airfare ticketing and factors effecting airfare.</li> <li>• CO 2- Students will be able to analyse and remember the passenger and the proper documentation for their route</li> <li>• CO 3- Remember explain the ticket booking process and its advantages</li> <li>• CO 4- Implementation of the carriage of different types of passengers, prisoners and DG goods</li> </ul>		
<b>Teaching Pedagogies:</b>		
<ul style="list-style-type: none"> <li>• PPT: Use of PowerPoint to convey the proper data for their future reference.</li> <li>• Group Discussions and Debates: students can speak on their selected topics and cross-question each other, which will increase their questioning and answering capabilities.</li> </ul>		

- **Role-plays:** Performed by students to see their situation handling abilities.
- **Quiz competition:** 45 secs challenge quiz competition to improve the confidence and to test their subject knowledge and understanding.
- **Group building activities:** 10 minutes group building activities before the actual theory class to build the concentration and excitement for learning.

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<b>Airfare Basics</b> 1.1 Introduction to airfares and fare components,1.2 Types of fares: published fares, unpublished fares, and consolidator fares,1.3Factors Effecting airfare?	5
2	<b>Fare Rules and Regulations Fare construction rules and fare basis codes</b> 2.1 Fare Rules and Regulations,2.2 Fare Construction Rules,2.3 Fare Basis Codes	5
3	<b>Passenger Itineraries and Routing</b> 3.1Types of passenger itineraries, 3.2Different types of passenger routes,3.3 Open jaws, stopovers, and transfers3.4 Passenger name records (PNRs) and their importance,3.5 Proper documentation for international travel	10
4	Ticketing Systems and Software ,Fare Calculations 4.1 Overview of the ticketing process,4.2 Ticket issuance, re-issuance, and revalidation,4.3-ticketing and its advantages,4.4Ticket endorsements and restrictions4.5 Mileage-based and zone-based fare calculations4.6 Introduction to airline reservation systems (GDS)	20
5	Air carriage policy 5.1Carriage of Expectant Mothers,5.2 carriage of INFANTs,5.3 Carriage of unaccompanied minors,5.4 carriage of Young Passengers,5.5 Carriage of Incapacitated (MEDA) / Handicapped Passengers,5.6 Carriage of Prisoners,5.7 Carriage of Weapons and Ammunition,5.8 Carriage of Dangerous Goods	20

	<b>TOTAL</b>	<b>60</b>
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<b>Text Books:</b> Air Fares and Ticketing (3rd Edition) 3rd Edition by Doris S. Davidoff (Author), Philip G. Davidoff
<b>Reference Books:</b> Air Fares and Ticketing (3rd Edition) 3rd Edition by Doris S. Davidoff (Author), Philip G. Davidoff
<b>Online Resources:</b> NPTEL / SWAYAM

<b>Course Code:</b> AHT32MML202	<b>Course Name:</b> Tourism Products of India	
<b>Course Category:</b> MM	<b>Credit:</b> 4	<b>Teaching Scheme:</b> L - 4 / P - 0
<b>Evaluation Scheme:</b> CA - 60 / ESE - 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Course material reference		
<b>Course Objectives:</b> <ul style="list-style-type: none"> <li>To make them learn about India, its heritage, culture, diversity and tourist destinations.</li> </ul>		
<b>Course Outcome:</b> <p><b>CO1:</b> Students will be able to remember about the architectural heritage of India.</p> <p><b>CO2:</b> Students will learn about different tourism destinations like wildlife sanctuaries.</p> <p><b>CO3-</b> Students will learn and remember about the different states and diversity in religion and industry.</p>		
<b>Teaching Pedagogies:</b> Classroom discussion, videos, workshops, PPT's		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
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1	<b>Tourism Products</b> 1.1 Definition, 1.2 Concept and classification, Tourism products: Definition, Types and unique features - Tourism resources of India - Natural, Socio cultural, Diversities in Landform & Landscape - Outstanding Geographical features - Climate, Flora & Fauna.	06
2	<b>Architectural Heritage of India</b> 2.1 Glimpses on the prominent architecture style flourished in different period, 2.2 Different style of architecture in India - Hindu, Buddhist and Islamic, 2.3 Selected case studies of World Heritage Sites in India	06
3	<b>Tourism Destinations:</b> 3.1 Emerging Tourism Destinations of India: 3.2 Ecotourism - Rural Tourism - Golf Tourism - Wine Tourism - Camping Tourism - Medical Tourism - MICE Tourism -Pilgrimage Tourism.	06
4	<b>Natural Resources</b> 4.1 Wildlife Sanctuaries, National Parks and Natural Reserves in India (Jim Corbett Tiger Reserve, Bharatpur Bird Sanctuary, Valley of Flowers, Kanha, Kaziranga, Sasan Gir, Dachigam, Ranthambhore and Keoladeo Ghana), 4.2 Hill Stations: Study of Hill Station attractions and their environs with case studies of Mussoorie, Nainital, Munnar and Ooty, 4.3 Beaches and Islands: Beaches in Goa, Kerala, Orissa, Andaman Nicobar & Lakshadweep islands	18
5	<b>Arts of India:</b> 5.1 Important Museum, Art Galleries and Libraries, 5.2 Classical dances, folk dances and folk culture, 5.3 Fairs and Festivals, Social, religious and commercial fairs of touristic significance	06
6	<b>Handicrafts and textiles:</b> 6.1 Important handicraft objects and centers, craft meals, souvenir industry, 6.2 Indian cuisine regional variations.	06
7	<b>Diversity in Religion</b> 7.1 Popular religious shrines/Centres Hindu, 7.2 Muslim, Christian, Buddhist, Jain, Sikh and others. 7.3 Yoga, Meditation and Other Centres.	06

8	<b>Indian States and its attractions</b> 8.1 Handicrafts of India as a potential tourist resource, fairs and festivals 8.2 social religious and commercial fairs, festivals: promotional (tourism) fairs	06
	<b>TOTAL</b>	<b>60</b>

**Text Books:**

1. Basham A. L.: The Wonder that Was India
2. Percy Brown : Indian Architecture
3. Husaini S. A. : The National Culture of India, National Book Trust, New Delhi
4. Gupta M. L. and Sharma D. D.: Indian Society and Culture

**Reference Books:**

1. Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002)
2. Cultural Contours of Culture and Archeology: Vol. VIII and X
3. India Tourism Handbooks and Brochures

**Online Resources:**

NPTEL / SWAYAM

<b>Course Code:</b> AHT32VSP201	<b>Course Name:</b> Food & Beverage Service – Pr.	
<b>Course Category:</b> VSC	<b>Credit:</b> 1	<b>Teaching Scheme:</b> L - 0 / P - 2
<b>Evaluation Scheme:</b> CA - 30 / ESE - 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Students are required to go through the course materials before starting of the practical session for better learning and practice.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• To provide knowledge about Food &amp; Beverage Service Department.</li> <li>• To inculcate professional attitude and skills within students.</li> <li>• To make students industry ready</li> </ul>		
<b>Course Outcome:</b>		
<ul style="list-style-type: none"> <li>• <b>CO1</b> - Students will learn, remember, and apply restaurant etiquette, and hygiene practices in the Hotel &amp; Catering industry.</li> <li>• <b>CO2</b> - Students will learn how to do the mise-en-place, mise-en-scene, and the necessary layouts of table set-up for future application.</li> <li>• <b>CO3</b> - Students will adopt the technique of water service, handling service gear, holding and carrying plates, and glassware for smooth restaurant operations.</li> <li>• <b>CO4</b> - Students will be able to handle different situations occurred during the service operations and can act accordingly.</li> </ul>		

- **CO5** - Students will be able to set up different types of table covers as per the menu, breakfast layouts, and can do the clearance, bill presentation by following the techniques in the future.

**Teaching Pedagogies:** Practically demonstrating the sessions in the F & B Service Training Restaurant.

### PRACTICAL TOPICS:

Unit No.	Title & Contents	Teaching Hours
1	Restaurant Etiquettes	02
2	Restaurant Hygiene practices	02
3	Mise-En-Palce&Mise-En-Scene	02
4	Identification of Equipments	02
5	Laying & Relaying of Table cloth	02
6	Rules for laying a table	02
7	Carrying a Salver / Tray	02
8	Service of Water	02
9	Handling the Service Gear	02
10	Carrying Plates, Glasses & other Equipments	02
11	Clearing an Ashtray	02
12	Situations like spillage	02
13	Setting of Table d'hote & A La Carte covers.	02
14	Breakfast Table Lay - out & Service (Indian, American, English, Continental)	02
15	Crumbing, Clearing, Presenting the bill	02
	<b>TOTAL</b>	<b>30</b>

### **Text Books:**

1. Food & Beverage Service: A Training Manual – Sudhir Andrews- Mc. Grew Hill Education
2. Practical Food and Beverage Cost Control – Clement Ojugo- Cengage Learning

### **Reference Books:**

1. Professional Beverage Management - Bob Lipinski, Robert A. Lipinski, Kathleen A.

<u>Lipinski</u> – Wiley (Publisher)
<b>Online Resources:</b> NPTEL / SWAYAM

<b>Course Code:</b> AHT32VSP202	<b>Course Name:</b> Introduction to Advanced Excel	
<b>Course Category:</b> VSC	<b>Credit:</b> 1	<b>Teaching Scheme:</b> L - 0 / P - 2
<b>Evaluation Scheme:</b> CA - 30 / ESE - 20		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Refer notes to remember the basics for easy understanding.		
<b>Course Objectives:</b> To provide basic knowledge of excel to students from business perspective. To provide information of various formulas of excel. To provide knowledge of various functions used in analysis of data.		
<b>Course Outcome:</b> <b>CO1</b> – Students will be able to learn the basics of excel. <b>CO2</b> –They will be able to implement various formulas of excel required in hospitality industry.		
<b>Teaching Pedagogies:</b> Computer lab practicals, PPT, Notes		

### CURRICULUM:

Unit	Content	Teaching Hours
1	<b>Excel Overview</b> 1.1 Cell Basics, Modify Row, Column, Cells, Formatting Cells, Worksheet Basics 1.2 Page Layout, Simple Formulae 1.3 Relative and Absolute Cell Reference 1.4 Basic Functions 1.5 IF and related functions 1.6 Power functions 1.7 Statistical functions 1.8 Group rows or columns 1.9 Math functions 1.10 Date and Time functions 1.11 Array formulas and functions 1.12 Reference functions 1.13 Text functions 1.14 Information functions 1.15 Hide and show groups, Create a subtotal, View groups by level	11

2	<b><u>Pivot Tables, What-If Analysis</u></b> 2.1 Create a PivotTable 2.2 Pivoting data 2.3 Change the row 2.4 Add columns 2.5 Add a filter 2.6 Add a slicer Create a PivotChart 2.7 Various charts (Bar, Column, Pie, Line, etc.) 2.8 Lookup and reference	11
3	<b><u>Advance Filtering, Dashboard</u></b> 3.1 Working with tables 3.2 Filter and sorting functions 3.3 Setting up data for outlining 3.4 Formatting picture styles 3.5 Creating linked worksheets 3.6 Formatting Column row tiles 3.7 Dashboard Introduction 3.8 Creating Dashboards 3.9 Pivot Table in Dashboard	8
<b>TOTAL</b>		<b>30</b>

**Text Books:**

1. Excel 2019 Bible, Wiley
2. Excel 2019 All in one for Dummies, Slaying Excel Dragons

**Reference Books:**

1. Power Pivot and Power BI, by Rob Collie and Avichal Singh

**Online Resources:**

NPTEL / SWAYAM



### SEMESTER - IV

<b>Course Code:</b> AHT32MML203	<b>Course Name:</b> International Airlines and Travel Management	
<b>Course Category:</b> MM	<b>Credit:</b> 3	<b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 60 / ESE - 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Course material reference.		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• Students will gain in-depth knowledge about International airlines and its global travel management.</li> <li>• To familiarize with various airlines and airline geography.</li> <li>• Understand IATA geographical areas , freedom of air ,city codes ,airport codes and airline codes</li> </ul>		
<b>Course Outcome:</b>		
CO1- Students will learn the history of airline in dept.		
CO2 -Students will learn and implement the process for international travel and documentation.		
CO3 -Students will learn about travel agency operations and travel management.		
<b>Teaching Pedagogies:</b>		
Group discussions, PPT's, seminars		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Introduction to the Airline Industry 1.1 Overview of the airline industry's historical development, 1.2 Key players and stakeholders in the airline industry, 1.3 Major factors influencing the airline industry (e.g., economic, technological, environmental), 1.4 Types of airlines: Full-service carriers, low-cost carriers, regional carriers	10

2	<p>International Regulations &amp; Conventions</p> <p>2.1The significance of international regulations for aviation safety and security,2.2 Key international regulatory bodies (e.g., ICAO, IATA),2.3Air traffic rights and bilateral agreements between countries2.4Passenger rights and protections (e.g., Montreal Convention),2.5Environmental regulations (e.g., CORSIA)</p>	10
3	<p>International Carriers and their operations</p> <p>3.1Major international airlines and their network coverage,3.2Types of international flights (e.g., long-haul, short-haul, transatlantic),3.3Aircraft fleets and configurations for international travel,3.4Hub-and-spoke vs. point-to-point operations,4.5Codeshare agreements and alliances (e.g., Star Alliance, Oneworld, SkyTeam</p>	10
4	<p>World's biggest airports and their operations</p> <p>4.1Overview of the largest international airports by passenger traffic,4.2Infrastructure and facilities at major international airports,4.3Airport management and operational challenges,4.4Connectivity and air traffic control systems,4.5Environmental sustainability efforts at major airports</p>	10
5	<p>Travel Agency Operations and Travel Management</p> <p>5.1Role and functions of travel agencies in the travel industry,5.2Types of travel agencies (e.g., online, traditional, corporate),5.3Travel management services for businesses and organizations,5.4Booking systems and technology used in travel agencies,5.5Customer service and support in travel agency operations</p>	10
6	<p>Travel Documentations for International Travel</p> <p>6.1Passport and visa requirements for international travel,6.2Travel insurance and health documentation,6.3Customs and entry requirements for different countries,6.4Electronic travel authorization systems (e.g., ESTA, eTA),6.5Vaccination and health certificates for specific destinations</p>	10
	<b>TOTAL</b>	<b>60</b>

<b>Text Books:</b> Airline Operations and Management by Gerald N. Cook and Bruce Billig
<b>Reference Books:</b> Carriage of goods John F Wilson Harlow Longman
<b>Online Resources:</b> NPTEL / SWAYAM

<b>Course Code:</b> AHT32MML204	<b>Course Name:</b> Airline Operations and Scheduling	
<b>Course Category:</b> MM	<b>Credit:</b> 3	<b>Teaching Scheme:</b> L - 3 / P - 0
<b>Evaluation Scheme:</b> CA - 60 / ESE - 40		<b>Duration:</b> 2 hours
<b>Prerequisites:</b> - Course material reference.		
<b>Course Objectives:</b> <ul style="list-style-type: none"> <li>• Students will be well acquainted with the operations and scheduling of the airlines</li> <li>• Understand their various roles, responsibilities, and structure of airline.</li> <li>• To Know functioning of airline system</li> </ul>		
<b>Course Outcome:</b> <p><b>CO1</b> - Students will learn and remember about the airline history, department, roles and responsibilities.</p> <p><b>CO2</b>- They will learn and implement the procedure for airport operations and flight scheduling.</p> <p><b>CO3</b>- Students will learn and will be able to execute the emergency response plan.</p>		
<b>Teaching Pedagogies:</b> Group discussions, PPT's, seminars		

### CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<p><b>Introduction to the Airlines Industry</b></p> <p>1.1 What is Aerospace Industry? 1.2 Characteristics of the Industry 1.3 The Airline Industry 1.4 Scope of the Airline Industry 1.5 Aircraft Manufacturers 1.6 Airport Operations 1.7 Aviation Support Industries 1.8 Service Providers or 'Travel Agents' 1.9 Types of airline service 1.10 Scheduled flights 1.11 Non-Scheduled Flights 1.12 Passenger Travel 1.13 The business market 1.14 The leisure market</p>	10

2	<b>Airline Department and roles, responsibilities</b> 2.1 Organization Structure,2.2Flight Operations Department,2.3Maintenance Department,2.4Ground OperationsDepartmentAPS&Security,2.5Commercial Department- Sales and Marketing Teams, Revenue Management,2.6Safety Department2.7 Finance and Accounting Department,2.8Human Resources Department,2.9Information Technology (IT) Department2.10 Legal and Regulatory Affairs Department	10
3	<b>Airport Operations</b> 3.1Departmental Structure of airport staff-APS,Security,3.2Departmental Standard,3.3 Airport Services & Functions3.4 Airline Security & Functions3.5Ground Service department & Functions,3.6 GSD Equipments & Use3.7Catering operations	15
4	<b>Flight Scheduling</b> 4.1 The Schedules Planning Process, 4.2 Scheduling Constraints,4.3 Slot Problems,4.4 Night Curfews,4.5Industry Regulation,4.6Maintenance Requirements ,4.7 General Operational Requirements	10
5	<b>Airline Emergency Response Plan</b> 5.1 Introduction & Accident notification,5.2 Accident/Incident Reporting Process5.3 Crisis Management Committee Chart,5.4 Station Emergency Team,5.5Bomb Threat & Hi jack Handling5.6 Disabled Aircraft Removal Plan	15
	<b>TOTAL</b>	<b>60</b>

**Text Books:**

Airline Network Planning and Scheduling (Wiley Series in Operations Research and Management Science) by by Ahmed Abdelghany

**Reference Books:**

Airline Operations and Management by by Gerald N. Cook and Bruce G. Billig

**Online Resources:**

NPTEL / SWAYAM

<b>Course Code:</b> AHT32SEL201	<b>Course Name:</b> Development of Entrepreneurial Skills	
<b>Course Category:</b> SEC	<b>Credit:</b> 2	<b>Teaching Scheme:</b> L - 2 / P - 0
<b>Evaluation Scheme:</b> CA - 30 / ESE - 20		<b>Duration:</b> 1 hours
<b>Prerequisites:</b> - Course material reference		
<b>Course Objectives:</b>		
<ul style="list-style-type: none"> <li>• The importance of Entrepreneurship development is to create &amp; enable the entrepreneurs initiating &amp; sustaining the process of economic development.</li> <li>• To understand the technical, operational &amp; financial feasibility required for setting up an entrepreneurial project.</li> <li>• This will develop an attitude to be competitively ahead in the dynamic market situation.</li> </ul>		
<b>Course Outcome:</b>		
CO1-Student will be able to remember the introduction to entrepreneurship, concept and the qualities required to be an entrepreneur.		
CO2-They will be able to implement all the skills required to be a successful entrepreneur in future.		
<b>Teaching Pedagogies:</b>		
Classroom discussions, PPT's, group discussions		

**CURRICULUM:**

Unit No.	Title & Contents	Teaching Hours
1	<b>Introduction to Entrepreneurship</b> 1.1 Concept, Meaning & Definition 1.2 Qualities & Attributes required for Entrepreneurship 1.3 Functions performed by Entrepreneur's 1.4 Need & importance of Entrepreneurship 1.5 Types of Entrepreneurs 1.6 Task of Entrepreneurs 1.7 Entrepreneurs & Manager 1.8 Entrepreneur - Pros & Cons	8

2	<b>Entrepreneurial Skills</b> 2.1 Introduction to Entrepreneurial skills 2.2 Entrepreneurial Traits & Characteristics 2.3 Entrepreneurial Personality Traits 2.4 Entrepreneurial Skills & types 2.5 Benefits of Personality Development 2.6 Developing Personality Attributes 2.7 Social skills 2.8 Communication skills	8
3	<b>Entrepreneurial Development Programs</b> 3.1 Concept of EDP 3.2 Objectives of EDP 3.3 Structure of EDP 3.4 Stages/ Phases of EDP 3.5 Challenges for EDP 3.6 Myths about EDP 3.7 Benefits of EDP	7
4	<b>Entrepreneurial Skill Development:</b> 4.1 Introduction to Skill development 4.2 Types of skills 4.3 Five Business skills 4.4 Skill Development 4.5 Skill requirement & Skill development 4.6 Stages in Skill development 4.7 Skills required for Team work	7
	<b>TOTAL</b>	<b>30</b>

**Text Books:**

1. Entrepreneurial Development - S S Khanka
2. Entrepreneurship Development - EPG Pathshala

**Reference Books:**

1. Entrepreneurship Development - MSBTE

**Online Resources:**

NPTEL / SWAYAM

