**Mugberia Gangadhar Mahavidyalaya**

**Distribution of Syllabus, w.e.f. 2018 - 2019,**

**Tourism & Hotel Management (B.Voc)**

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| **Course** | **Course Contents / Syllabus** | **Allotted Teachers** | **Credits & Marks** | **Class allotted per week** | **Total Class** |
| **1st Year** |
| **Semester 1:****A. Tourism** | * **Understanding some basic concepts of Tourism & Hospitality Industry:** Introduction to Tourism Industry, Meaning & Definition, Features, Characteristics / Elements, Approaches, Benefits, Functions, Forms & Types, Concept of Tourist, Prerequisites for a Tourist, Introduction to Hospitality Industry, Forms & Types, Aspects, Relation with Tourism, Types of Accommodation, Hospitality Industry in India.
* **History of Travel - International**: A brief history of Travel, Travel-Down the ages, Why do people travel?
* **History of Travel in India:** Early times, Persian - Macedonian Times, The Mauryan Empire, The Muslim Empire, The Mughal Empire, The English Raj, Post Independence.
* **Role of Tourism:** Introduction, Concept of Recreation & Leisure, Differences, Role of Tourism Department, Pilgrimage, Tourism Activities.
* **Tourism Infrastructure:** Introduction, Components of Tourism Infrastructure, Food Service Innovations, Climate, Portable water, Flora & Fauna, Scenery.

  | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 1:****B. Housekeeping** | * **Types of hotel**: what is Hotel, Hotel categories, key terms.
* **Hotel Chain Associations**: introduction, History of Chain operations, Key terms.
* **Organization of Hotel**: introduction, large Hotel organization structure, Small Hotel organization structure, Accommodations Division, Staff Departments, Key terms.
* **Types of Rooms**: Introduction, Significance of Rooms, Types of Rooms.
* **Layout of the Housekeeping Department**: introduction, Housekeeping Design Factors, Layout and Housekeeping Facilities, Key Terms.
* **Organization of housekeeping Department**: Introduction, Responsibilities of Housekeeping.
* **Competencies of Housekeeping Professional**: Introduction, Competencies.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 1:****C. Front Office** | * **Front Office Introduction:** What is Front Office Department? Front Office Operations, Guest Cycle in Hotel.
* **Front Office - Terminology**
* **Front Office – Structure:** Physical Setup of Front Office, Operational Structure of Front Office
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 1:****D. English****Communication** | * **English Grammar:** Parts of Speech (Noun, Pronoun, Adjective, Verb, Adverb, Preposition, Conjunction, Interjection), Sentence, Articles, Tenses (Present Tense, Past Tense, Future Tense), Number, Active or Passive Voice, Direct & Indirect Speech.
* **Spoken English:** Reading Newspaper, Vocabularies, Dialogues, and Salutation Words.

**Conversation:** Role Plays, Self Introduction, Speech and Conversation with the class Teacher. | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 1:****E. Food** **&** **Beverage Production** | * **Introduction Of cookery:** Introduction, Types Of Kitchen, Receiving area, food Stores, Commissary Kitchen, main Kitchen, Scope of Becoming a Chef, Attitude and Behavior in the kitchen, Personal Hygiene and food safety, Uniform and protective clothing, Kitchen Towel/ duster shoes, Identification of Knives and how to sharpen them, Safety procedures in handling, Equipment: Ergonomics, Burns and Scalds, Origin of modern Cookery, Temperature.

* **Organization of Structure and ofKitchen:** Duties and Responsibility various Chef, Layout of Kitchen Department, General Kitchen Layout, Commissary, kitchen.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 1:****F. Food** **&** **Beverage Service** | * **Origins of the food Service Industry:** Introduction, Restaurant, Fast Food Restaurants, Institutional Catering.
* **Food and Service facilities:** Classification Of Food and Beverage Facilities, Commercial, Institutional.
* **Organization and Responsibilities Of F&B Operations:** Mission and Goals, Structure Of the Organization, Corporate Structures, Job Descriptions, Responsibilities of Food and Beverage Operations, Influences on Food and Beverage Operations.
* **Associate Department of Hotel Food Service:** Departments Of Hotel.
* **The New Food Service Professional:** Introduction, Competencies of New Front-Line Food Backline Specialists Staff, Competencies Of New Corporate Management.
* **Understanding Guest Service:** Introduction, Different between product and services, Providing a Good Guest Experience, Understanding Needs and Wants of Customers, Why do PeopleDine Out?, How do People Choose Restaurant ?
* **Competencies Of a Food Service Professional:** Introduction, Grooming And Hygiene, Basic Etiquettes, Hygiene and Sanitation, Teamwork, Attitude, Discipline, Courtesy.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **On Job Practical Training & Report** | * **One month**
 |  |  |  |  |
| **Semester 2:****A. Tourism** | * **History of Hotels & Motels:** Inns of early times, Hotels in modern times, History of Hotels in America, History of Motels and its features, Advent of Hotel Chains.
* **Origin of the Food Service Industry:** Origins of Restaurants, Fast food Restaurants, Institutional Catering, Airline Catering, Ship Catering, Theme Parks & Resorts, Railway Catering.
* **History of the Travel Agency and Tour Operations:** Introduction, Cox and Kings, Thomas Cook, Other Notable Landmarks.
* **History of Air Travel:** Introduction, Growth of the Air Travel, Airline Hotels.
* **Understanding Guest Service**: Introduction, Difference between Services and Physical products, Service, Understanding customer's needs and wants, Customer Relationship Management (CRM)
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 2:****B. Housekeeping** | * **The Executive Housekeeper:** Introduction, Duties of an Executive Housekeeper, Planning Of Housekeeping Budget, Directing Responsibilities, Controlling Responsibilities, Organizing Responsibilities, staffing Responsibilities.
* **The Floor Pantry:** Introduction, Furniture and Fixtures, Floor Layout and Basic Principles of the Floor Pantry, Requisitioning Procedures, kept in a Floor Linen Room.
* **Preparing a Room Report** Introduction, The Room Report, Occupancy Codes, Immediate Reportable Matters**.**
* **Other Floor Procedures:** Introduction, Periodic Duties of a FloorSupervisor, Inventory Of Guest Supplies, Spring Cleaning Procedure, Guest Room Inspection, handling Arrival Of VIP Guests, Closing Down The Shift***.***
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 2:****C. Front Office** | * **Front Office – Ranks & Responsibilities:** Reservation Manager, Reception Manager, Guest Service Manager, Night Audit Manager, Communication Manager, Front Office - Staff Qualities and Competencies.
* **Front Office – Reservation:** Types of Hotel Reservation Systems, the role of Internet in reservations, Sources of Reservations, Managing Reservations.

**Front Office – Guest Registration:** Pre-registration Procedure, verifying Guest’s Identity, Registration Card Typical Format, Creating Registration Record, Establishing Payment Method, Assigning an Accommodation, Issuing Room Keys or Access Code, Handling Special Requests | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 2:****D. English****Communication** | * **English Communication:** Meaning and Definition, Importance, Need, Types, Barriers to Communication, Communication - Art or Science?
* **Group Discussion:** Meaning, Importance / Purpose, Process of Group Discussion, Characteristics of a successful Group Discussion, Group Discussion Preparation, Group Discussion Tips and Skills.

**Audio Video Presentation**: Meaning, Tips on how to make an Audio Visual Presentation, Structuring the material and content, Audio - Visual Aids, Seminar Paper Presentation and Discussion. | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 2:****E. Food** **&** **Beverage Production** | * **Organizational Structure and Layout of Kitchen:** Butchery, Grade Manager, Bakery and Confectionery, Western Banquet Kitchen, Slow Kitchen.
* **Basic Menu Planning:** Introduction, Menu, Function of the Menu, Types of Menu, Menu used as Control Tools, Menu of Engineering Grid, Menu Balancing, Selecting Dishes and Courses, Wine and Food Pairing.
* **Aims and Objective Of Cooking Food:** Why do we need to cook food, Various Texture and Consistencies, Controlling the Change in Texture andTechniques used in Pre- Preparation, Commodities used for cooking, Flour, Raising Agents, Fats and Oils, Vegetable Oil, Milk and Dairy Product, Sweeteners, Souring Agents Used in cooking, Cooking, Thickening Agents Used in cooking, Tenderizing Agents Used in India cooking, Flavouring And Aromatic Agents Used in Indian Cooking, Spicing Agents Used in Indian Cooking*.*
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 2:****F. Food** **&** **Beverage Service** | * **Basics of Management:** Introduction, what is management, Principles of management: Functions of management.
* **Role of Menu:** Introduction, A Classical Menu, Modern Menu, Role of The menu Towards the Establishment & Guests
* **Types of menu:** Classification Of Menu.
* **Menu Planning:** Introduction, Catering Policy, Principal Contributors to Menu Planning, Pre- Menu Activity, Complete Knowledge of the Cuisine, Food trials, The Menu, Control Cycle, Wine Lists, Designing the Menu Cover, Evaluatingthe Menu, Conclusion.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **On Job Practical Training**  | * **One month**
 |  |  |  |  |
| **2nd Year** |  |  |  |  |  |
| **Semester 3:****A. Tourism** | * **Types of Lodgings:** Introduction, Types of Hotels, Other Lodgings
* **Types of Food Service Facilities:**

Introduction, Commercial Food Facilities, Hotel Restaurants, Independent Restaurants, Institutional Food Facilities.* **Hotel Organization:** Introduction, Large Independent Hotel Structure, Revenue Divisions / Departments, Accommodations, Front Office, Uniformed Services, Housekeeping, Laundry, Engineering, Health Club and Recreation, Food & Beverage, Room Service, Bars, Banquets, Kitchens, Kitchen Stewarding, Non Revenue Departments, Finance & Accounts, Human Resources, Sales & Marketing, Minor Revenue Departments, Small Hotel structure.
* **Tour Operators and Travel Agents:** Introduction, Meaning & Definition, Operations, Functions, Types, Role of a travel agent, Travel Agency Revenue, Tour Operators, Travel Agency & the Distribution Chain, Functions, Influence of E-Trade.

**Future Tourism Trends:** Introduction, Neo Tourism, New Initiatives in Tourism. | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 3:****B. Housekeeping** | * **Layout of a guest room**: Introduction, types of guest room , features in a typical room, guest amenities.
* **The Maid’s cart**: Introduction, Design of a Maid’s cart.
* **Cleaning a room**: Introduction, procedure for checking a room, making the bed
* **Housekeeping control desk**: Role of the control desk, co-ordination whit the Engineering Department, Types of Registers and files Maintained, Lost and Found, Co-Ordination with the front office, Housekeeping Supply Store, Housekeeping Furniture store, Store Requisition.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 3:****C. Front Office** | * **Front Office – Accounting:** What is Front Office Accounting? Types of Accounts, Folios and Types, Postings and Types, Vouchers and Types, Ledger and Types, Account Settlements.
* **Front Office Communication:** Importance of Front Office Communication, Switchboard Operators, Do’s and Don’ts of Hotel Communication, Essential Attributes of Front Office Staff.
* **Front Office – SOPs:** SOP for Handling Guest Luggage, SOP for Handling Reservation Request, SOP for Guest Check-in, SOP for Handling Wake up Calls.
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 3:****D. English****Communication** | * **English Writings:** Essay Writing, Report Writing, Letter Writing (Personal & Formal), CV, Surveys, Questionnaire, E-mails, Job Application, Resignation, Notices, Circulars, Memorandum, Precis, Meetings (Agenda, Minutes).
* **Telephone Etiquettes**: Telephone Etiquettes Tips, How to answer a phone call? How to improve Telephone Etiquettes? Telephone Etiquettes to improve communication, Importance of Telephone Etiquettes.
* **Personal Interview:** Grooming, Tips on how to crack an Interview, Dos & Don'ts in an Interview, How to prepare for the Personal Interview.
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 3:****E. Food** **&** **Beverage Production** | * **Use of Vegetables and Fruit in Cookery**: Introduction, Vegetables, Pigment and Heat on Vegetables, Carbohydrate, Vegetables Fibers, Mineral, Vitamin, Pigment, and Flavour Components, Protenins, Controlling the Changes in texture, Controlling Changes in Flavour, Controlling the Colour of the Vegetables, Controlling Nutrient loss, Cuts of vegetables, Fruit, classification of a fruit, On basic of Texture and flavour, On Basic of Appearance and

Flesh Content. | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 3:****F. Food** **&** **Beverage Service** | * **Restaurant Service Equipment:** Introduction, Linen, Furniture, Chinaware, Glassware, Flatware(Cutlery or Silverware), Hollowware, Types of Cutlery, Service Trolleys.
* **Types of Service**: Introduction, English Service, French Service, American Service, Silver Service, Russian Service, Cafeteria Service, Snack Bar Service, Grill Room Service, Gueridon Service, Buffet Service, Breakfast Service.
* **Room Service**: Introduction, types of Room Service, Room Service organization, Room Service Equipment and Layout, Room Service Workflow, Room Service Menu, Marketing and Communication, Room Service Strategies.
* **The Restaurant Service chain**: The Service Chain, Payment.
 | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 4:****Internship & Report** | **4 months** |  |  |  |  |
| **3rd Year** |  |  |  |  |  |
| **Semester 5:****A. Tourism** | * **Future Trends in Hospitality:** Transformation of Hospitality Industry, Markets of the future, Properties of the future, Large complexes, Resort Properties, Boutique Hotels, Reservations of the Future, Check-ins of the Future, Hotel Rooms of the Future, Surge of Hotel Technology, Innovations of the Future, Hotels & Resorts by 2055, Future Dining Trends, Globalization, Professionalism, Technology, Specialization, Hygiene, Sanitation and Safety.
* **Future Travel Trends:** Introduction, Space Travel, Sea Travel, Air Travel.
* **The future Guest:** Introduction, Profile of Gen - Y
* **Customer Service**: Introduction, Definition, Importance, Types of Customers, Service Behavior, Customer Need, Customer Expectations, Creating excellent Service Mindsets, Influencing customer expectations, Recovering from a bad experience, Providing unbelievable service, Customer Service and the Organization, Customer Service Before, During and After a Sale, Customer Service & Technology, Operational CRM, Collaborative CRM, Analytical CRM.
* **Tourism Marketing**: Introduction, Meaning & Definition, Role of Tourism Organizations in Tourism Marketing, Tourism Motivation, Tourism Market Segment, Tourism Market Mix and Strategies, Public relation in the field of Tourism.
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 5:****B. Housekeeping** | * **Housekeeping equipment**: equipment selection, storage of equipments, types of cleaning equipments.
* **Cleaning methods**: cleaningagents, common cleaning agents, selection of cleaning agents—general principles. Pest control, types of pesticides, pest control equipment, pest control programme. Control of odours, concept of foul odour, classification of odours, principles of odour elimination, common types of odours in hotels and modern methods to elimine them, some general principles. Organisation of laundry department, organization structure with job descriptions, job descriptions. Laundry process flow, guest laundry procedure, house linen and uniform, Stain removal, equipment used in spotting, classification of stains, how to identify stains, stain removal agents

Laundry process  | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 5:****C. Front Office** | * **Front Office – SOPs:** SOP for Guest Check-Out, SOP for processing Cancellation Requests, SOP for controlling Guest Room Keys, SOP for turning away Reservation Request.
* **Front Office – Night Audit:** What is Night Audit?, The Need For Night Audit, Responsibilities of a Night Auditor, Types of Night Audit Reports, Balancing Night Reports.
* **Front Office – Information System:** What is a Property Management System? Why is PMS required? Types of PMS, Common Software Options in a PMS, Concerns in Selection of Appropriate PMS
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 5:****D. English****Communication** | * **PowerPoint Presentation**
* **Speeches**
* **Public Speaking**
 | **Pinki Kumari** |  | **2** | **2x15 =30** |
| **Semester 5:****E. Food** **&** **Beverage Production** | Soups and salads, soups, classification of soups, international soups, making of a good soup, modern trends of presenting soups, salads, types of salads, various types of lettuce used in salads, oil based dressing, emerging trends in salad making, salient features of preparing good salads. | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 5:****F. Food** **&** **Beverage Service** | Kitchen organization, kitchen stewarding, Methods of cooking, the role of heat/media. Stocks, categories of stocks, stocks and sauces. Sauces, thickening agents, basic sauces, preparation of basic sauces, Soups and garnishes, thin soups, thick soups, regional soups of note, soup garnishes, service of soups, Nutrition, six basic nutrients, application to food plans, Marketing of food and beverage, marketing, environment, marketing research, marketing plans, marketing mix, food promotions, internally control, promotions, promotions with other travel partner, full destination promotions, tips on planning a promotion, In-house selling, components of in-house selling.  | **Prabhat Sharma** |  | 3 | **3x15 =45** |
| **Semester 6:****On the Job Training** |  **4 months** |  |  |  |  |