

JIWAJI UNIVERSITY

SCHOOL OF STUDIES IN TRAVEL AND TOURISM MANAGEMENT

SOSTTM (School of studies in Travel and Tourism) is a department of Jiwaji University, located in Govindpuri, Gwalior. This department was established in 1991, with a certificate course of Tourism. The aim of course was to fulfilling the requirements for trained and qualified executives for international industry of tourism and to teach all the aspects of management to the students. The institute SOSTTM is committed to developing quality human resources for tourism and allied services. The faculty, staff, students and the administration of the Institute contribute to the building up an organizational culture marked by team spirit, confidence, mutual respect and concern for others.

MBA Tourism Administration

BTM (Bachelor of Tourism Management)

BHM & CT (Bachelor of Hotel Management & Catering Technology)

Ph.D.

Masters of Tourism Administration is a FOUR semester's course including Study Tour, summer Training and Dissertation. This course includes internal assessments, presentations, seminars, syndicated exercises, assignments, study tours, etc. Bachelor of Tourism Management is a career-oriented 3-year undergraduate course in Travel and Tourism. Peruse their carrier in various fields of tourism. The Main Aim of the curriculum Designed for the Three Years Degree Course in Hotel Management and Catering Technology (BHMCT) to keep up-to-date with the current changing trends in hospitality industry and provide training to the students to get job or start their startups.

The Major Job positions can be: Tour Manager, Front office manager, event planner, Ticketing executive, blogger, Researcher, T.V. anchor, Guide, interpreter, Travel planner, operation head, Travel consultant.

Program Outcomes

- Apply the knowledge of tourism, hospitality & historical & religious sites of India.
- Create, select and apply appropriate techniques, resources & tools.
- Pertain ethical principles & entrust to professional ethics & responsibilities.
- To enhance the self-regulating and lifelong learning.

- Apply the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems.
- Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management
- Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice.
- To adopt the process that meet the specified needs with appropriate consideration for the society, health & environment.
- It introduces students to and expands on French language communication and French language.
- Develop skills – travel operations, itinerary planning, guiding skills and costing.
- Impart technical and practical knowledge about travel and tourism.
- To help the students to develop cognizance of the importance of Financial Management in corporate valuation
- Improve communication skills.

Program Specific Outcomes (MBA TA)

- This course is designed with the aim towards fulfilling the requirements for trained & qualified executives for global industry of tourism.
- To educate students with our culture & traditions.
- Enables the students to enhance their language skills by teaching English/French language.
- Provide practical knowledge to students through training program.
- Enables students for critical thinking through the relevant business problems studies.
- Strengthen students from the knowledge of different management subjects.
- Students will receive an overall development through academic excellence and professional competence, all revolving around the tourism and travel industry.
- To be able to understand global trends and emerging issues in travel, tourism and cargo sector.
- Students are able to conceptualize a complex issue into a coherent; written statement and oral presentation.

- Students can demonstrate the fundamentals of creating and managing innovation, new business development, and high-growth potential entities.
- Prepare students to be a professional person with enormous specialized skills such as leadership skill, team building skill, brainstorming skill and also develop a concern towards atmosphere and environment.
- Learners will be able to do higher education and advance research in the field of tourism industry.
- Open opportunities for research and development for tourism industry.

COURSE OUTCOMES

FIRST SEMESTER

MBA(TA)-101 Conceptual Framework of Domestic & International Tourism

- To learn about the conceptual meaning, history of tourism and growth around the world. Connection with the other discipline.
- Understand the types of tourism and frontier formalities, travel motivator etc.
- To provide the knowledge about all the organization and authorities related the travel and tourism

MBA(TA)-102 Developing Tourism Products

- To learn about the conceptual meaning of tourism products, Characteristics and typology.
- To understand the tourism elements in detail like attractions, accommodations and transportation etc.
- To provide the basic knowledge of various modes of transportation and different organizations.
- To provide the knowledge about the shopping facilities in different states.

MBA(TA)-103 Managerial Process & Organizational Behavior

- To understand the concept of management.
- To learn about how to implement the basic principles of management in professional & personal life.
- To understand the functions of management for business growth.
- To provide basic framework of individual & organizational behavior so students can deal better with different types of behavior.
- To learn about group dynamics.

- To understand motivation & how they can apply different motivation theories to motivate subordinates.

MBA(TA)-104 Eco-Tourism: Trends & prospects

- To develop knowledge about environment and negative impact of tourism on it.
- To develop knowledge about various eco-tourism resources.
- To introduce the concept of sustainable development.
- Identify the role of locals in eco- tourism.

MBA(TA)-105 Computer Applications

- Role of information technology in travel and tourism business.
- Use of various information tools for the development of tour packages.
- Understanding the role of computers in promotion
- Preparation of reports, pamphlets and designing packages using software.
- Introduction to global distribution system.
- Introduction to CRS in ticketing.

MBA(TA)-106 Indian Society & Culture: A Tourism Perspectives

This paper aims to build deep understanding of ancient history, culture, society, religions and tribes of our country. It builds a strong insight of our rich cultural heritages, Indian architectural form and paintings. At the end of this module student will:

- Understand history of India & its cultural heritages.
- Understand the structure of Indian society, origin of caste system and ashram vyavastha.
- Know different religions and tribes of India.
- Develop deep insight of Indian philosophy.
- Understanding of how to interpret different Indian architecture styles and paintings.
- Develop good understanding of Indian rituals and spirit of Indian culture.

MBA(TA)-107 Public Relations, Communication Skills & Personality Development

Course outcomes could be

- They will learn the basics of communication skills and will know about the barriers of communication.
- Prepare, organize and deliver engaging oral presentations
- They will distinguish between different gestures, postures, facial expressions and learn to understand various non –verbal cues which are the most important part of communication.
- They will learn about telephonic conversations, business reports.

- They are going to gain understanding for constructing application letters and notices which will help them in their future endeavours.
- Students will be able to develop the art of parallel listening with empathy and writing
- They will have a deep insight to plan and construct technical reports to present a solution to the quest or to submit a proposal to a client.
- It will help them to learn about grooming, dressing sense, how to behave with male and female client which will give them a competitive edge.

Developing a sense towards confident personality is mandatory these days as we all are walking into the cutting edge competition.

MBA-IInd SEMESTER

MBA(TA)201-Financial Management

On completion of this course, the students will be able to

- Demonstrate the applicability of the concept of Financial Management to understand the managerial Decisions and Corporate Capital Structure.
- Apply the Leverage and EBIT EPS Analysis associate with Financial Data in the corporate.
- Analyse capital budgeting problems using different techniques, including net present value, internal rate of return and modified internal rate of return.
- Analyse the complexities associated with management of cost of funds in the capital sstructure.
- Analyse the working capital factors which influence financing decisions of an organization.

MBA(TA)202-Marketing management-I

- On pursuing emphasis is on different Marketing strategies available for business organization.
- It helps students to understand market conditions & consumers segments.
- It offers students the opportunity to study & understand Market environment.
- It helps students to build skills of analytical thinking about the different problems in different consumer segments.
- Increase confidence to take decision about product, price, place & promotion in complex environment.
- It focuses on different positioning strategies available for business and help in decision making.
- It focuses on market demand forecast & market research so they predict product demand appropriate.

MBA (TA) 203-Basic research and Quantitative techniques

- Provide student basic knowledge about research.
- Develop understanding about problem formulation
- Enable students to select appropriate statistical tool for specific issues.
- Provide knowledge about primary and secondary data

MBA TA-204 Madhya Pradesh Tourism

M.P.TOURISM is a theoretical paper which provides all the information about Madhya Pradesh as a potential tourist destination. MP. Is the state which has a glorious history, rich architecture and a deep historical Past. This paper provides all the description about heritage, culture, fairs, festivals, rich flora and fauna, and marvelous forts and palaces.

- Students learn about Geography and geology, climate and weather condition to understand the climate of the state, these key elements are very important to prepare an itinerary of M.P.
- Students learn about THE GLORIOUS history of M.P.in all three stages, Ancient, medieval and modern.
- They also learn about the infrastructure management of tourism in M.P.
- Tourist inflow and outflows the important key factors for any state, so they can understand the tourist arrivals and departure in the state.
- They also learn about the promotion policy made by the State government, policy planners and role of government for the betterment of tourism in state
- Students learn the social and economic impact from tourism industry for their future opportunities

Therefore, MADHYA PRADESH has the potential to generate tourist. TOURISM is, this paper ensure all the action taken by the government. Many promotion policies has been formed for the betterment of the local community and tourism both. This paper must have studied because M.P. has many undiscovered destinations to be explored.

MBA TA-205 Computing & Information System in Tourism

- To develop problem solving attitude using computers.
- Build necessary skills for developing computer based solutions.
- Introduce the major software used in travel agency.
- Preparation of reports, pamphlets and designing packages using software.
- Developing quick search skills by using proper keywords.

MBA TA-206 Travel Agency & Tour Operations

- To understand the concept and functions of travel agency and tour operators.
- To understand various departments and operations in travel agencies.
- To understand the role of national and international organisations.
- To understand the procedure of setting up a travel agency.
- To develop tour planning and costing skills.

MBA-IIIrd SEMESTER

MBA (TA)- 301 Management of Human Resources

- To learn & understand human as valuable resource.
- To develop knowledge about different kind of needs & behaviour of employees in organization.
- To provide knowledge of different human resource functions.
- To learn how to frame the welfare activities in organization.
- To understand different approaches of human relations.
- To build understanding about employee grievances & handling procedure.

MBA (TA)- 302 Tourism Marketing & Consumer Behaviour-II

- Introduce concept of marketing management.
- To develop knowledge about types of pricing policies.
- To develop knowledge about product life cycle.
- To aware about unique characteristics of service marketing.
- Improve market segmentation criteria skills.
- To develop knowledge about Factors involved in consumer behavior and buying decision making.

MBA (TA)-303 Tourism Planning, Policy & Development

The aim of the course is to introduce the key concepts associated with tourism policy and planning and the practical experience of analysis in, and application to, contemporary case studies. The course examines contemporary global tourism issues from the perspectives of government and business. It examines the importance of tourism policy and planning in terms of sustainable tourism development, addressing the central role of tourism public policy development. At the end of this module student will:

- Understand key concepts in tourism policy and planning from social, ethical and global perspectives.

- Demonstrate the application of tourism policy and planning to achieve sustainable tourism management best practice.
- Use tourism cases in order to analyse tourism policy and planning challenges and develop feasible thoughtful recommendations.
- Demonstrate superior skills to appropriately locate and evaluate tourism policy, planning information, ecology and environment protection practices, and then apply the relevant knowledge.
- Explain and analyse key concepts in tourism policy and planning.
- Apply the conceptual tools of policy and planning to a wide variety of international tourism cases to analyse situations and evaluate creative, thoughtful feasible solutions for aviation international safety, health and hygiene.

MBA (TA)-304 Basic Cargo Rating & Documentations

Studying air cargo open new path for those who have driven towards aviation, airport and air transport industry. Cargo traffic is the deglamorized counterpart of passenger traffic. But it is cargo transportation that forms the core of trade – domestic or international, export or import. At the end of this module student will:

- Know air cargo terms and expressions.
- Know about the historical development of air transport and freight industry.
- Understand industry regulations, functions of ICAO, IATA and DGCA.
- Know about Freedom of Air and outcomes of Warsaw convention.
- Understand aircraft structure, characteristics and loading limitations and special loads in cargo.
- Understand air cargo rating system and difference between GCR, SCR, CCR and ULDs.
- Know about handling of general consignments.
- Have knowledge of dangerous goods regulation and Live animal regulation.
- Know about completion of airway bill, rounding off regulations for weight, dimension and currency, different types of charges in cargo (such as disbursement fee, charge collect, valuation charges etc) and rate structure.
- Understand operations of import and export consignments.

MBA (TA)-305 Foreign Language (French)

At the end of the course, students will be expected to demonstrate their ability to use basic French structure and vocabulary in particular. They will be expected to understand and produce simple texts in French, communicate in basic situations of communication, understand and answer simple questions, understand and respond to simple instructions.

MBA (TA)-305 Foreign Language (English)

- Students will be able to develop the art of parallel listening and writing
- They will distinguish between different words, by learning their pronunciation, and learn to speak correctly and clearly
- They will understand the language structures, formation of words and sentences
- They are going to gain understanding for constructing various formal letters and to design their CV which will help them in their future endeavours.
- They will have a deep insight to plan technical reports to present a solution to the quest or to submit a proposal to a client.
- They become aware of the aspects of academic writing which could boost their levels of success.
- Learn the art of constructing and presenting a detailed report
- Exhibit their descriptive skills for expressing their thoughts and emotions.

MBA (TA)-306 Meetings, Incentives, Conferences & Exhibitions (MICE)

- Students learn about what MICE is all about?
- Students learn about Meetings, Incentives, conference and Exhibition destinations in India.
- Students learn about Meeting planners, convention managers, organising and planning events, advancement of science and technology and conference business.
- Students learn about community participation and its various impacts on their lives.
- Students learn about the strategies for planning, promotion, implementation, and evaluation of special event.
- Students learn about the emerging dimensions of convention business.

MBA-IVth SEMESTER

MBA(TA)401- Adventure Tourism

Adventure tourism is not only worth doing, it's worth studying too with its three distinct parts which are- physical activity, cultural exchange and connection with nature. It is risky and requires special skills as well. In this program students will:

- Know about the scope and opportunities in adventure tourism and , the rise of adventure tourism,
- Know about Wildlife of India and famous hot spot for wildlife watching.
- Have a deep insight of wildlife conservation and protection units, famous National parks, wildlife sanctuaries, biosphere reserves, marine national parks and what the difference between all is.

- Know about wildlife protection act, action plan for biosphere reserves and functions of central zoo authority.
- Know about types of safaris and places to experience it.
- Have comprehensive knowledge about different adventure tourism categories.
- Know about what is mountaineering and trekking ; its techniques, they will also get to know about the equipment and famous institutes in India.
- Have knowledge of Sea beach & Island tourism, its famous hot spots.
- Know about impact on environment due to tourism and carrying capacity.
- Know about variety of adventure sports ranging from water - winter - zero sports, they will also learn about youth tourism, sports tourism and other avenues of adventure tourism.
- Get to know about the current infrastructure and future prospects for adventure tourism.
- Role of HR in adventure tourism.

MBA(TA)402-Business Policy

- On pursuing emphasis is on different corporate strategies available for business organization.
- It helps students to understand business policy & its components.
- It offers students the opportunity to study & understand Business environment.
- It helps students to build skills of analytical thinking about the different business problems.
- Increase confidence to take decision about business in complex environment.
- It focuses on different corporate & business strategies available for business and help in decision making.
- It focuses on evaluation & control techniques on implemented strategies.

MBA TA-403 Tourism Impact

Tourism Impact is an analytical paper which includes many external or internal factors of tourism Industry. This paper is based on practical assessment of push and pulls factors of tourism industry. It also helps to evaluate the assessment of environmental factors.

Tourism Impact as a paper has following Program Outcomes

- Students learn about Typology of tourist
- Students learn about Manila Declaration
- Student learn about the whole system of tourism and Environment
- They covered Demand and supply chain for the industry
- They learn Determinants and Motivation as a professional
- They covered mass tourism in modern world

Therefore, TOURISM IMPACT is evaluating and analytical subject, and students who want to peruse their carrier in research field this paper will be beneficial for them.

MBA(TA)- 404 Foreign Language (French)

At the end of the course, students will be expected:

- to demonstrate a marked ability to communicate in French language
- to understand and produce texts related to personal interests and experiences (announcements, advertisements etc.)
- to understand and communicate opinions on everyday objects and situations
- to understand and respond to simple correspondence (letters, emails etc.)

MBA(TA)- 404 Foreign Language (English)

- They will learn to articulate clear questions and ideas in class discussion
- Prepare, organize and deliver engaging oral presentations
- They will distinguish between different words, by learning their pronunciation, and learn to speak correctly and clearly through reading exercises.
- They will understand the language structures, formation of words and sentences
- They are going to gain understanding for constructing various correspondence letters which will help them in their future endeavours.
- Students will be able to develop the art of parallel listening with empathy and writing
- They will have a deep insight to plan and construct technical reports to present a solution to the quest or to submit a proposal to a client.
- It will help them become more effective thinkers and communicators who are well equipped for a variety of careers in our information intensive society.

Developing and honing the English language is mandatory these days as we all are walking into the global arena .

MBA(TA)- 405 Attraction Management

- Introduce concept of Attraction management.
- To develop knowledge about types of tourism resources.
- To develop understanding about accommodation market and its elements.
- Identify India as a potential tourism destination.
- To introduce concept of responsibility and practices of stakeholders.

PROGRAM SPECIFIC OUTCOME, BTM

1. Peruse their carrier in various fields of tourism.
2. They can get jobs in hotels (front desk), Travel Agency, Aviation, Cargo, education and many other fields of tourism and hospitality
3. Students can start their own business as an entrepreneur.
4. They can opt for the higher courses available in India or abroad.
5. They can prepare any project for “Ministry of Tourism” or they can work as an associate.

This three year learning program is totally based on carrier opportunities. The syllabus has designed like that, which includes every paper related to one industry. The Major Fields in which students can opt as carrier are: Cargo ship, MICE, Travel Agency, Hotels, Guides and Escorts, Event planner, spa and restaurant owner, Educational institutes.

Course Outcomes

BTM-1st SEM

BTM-101 Tourism Concepts and impact

Analyse and study of tourism concepts and its impact on society, environment and economy of country. Which is essential for the growth & survival of tourism market? At the end of this module students will:

- Understand various constituents of tourism system and typologies of tourists.
- Analyse the relationships between host community and domestic-international tourist.
- Understand impacts of tourism on society, environment and economy at the same time they will know how other factors like political, legal, technical etc affect the tourist traffic.
- Understand ethical and moral issues between host and guest.
- Understand demand and supply factors of tourism and how to measure them.
- Understand the role of national and international organization in the development of tourism industry.

BTM-102 Travel Agency and Tour Operators

- To learn about the history and growth of Tourism and Travel Trade.
- To understand the services offered by travel agent and tour operator.
- To provide the knowledge about different convention around the world related to Tourism and Aviation Industry.
- To understand how to set up a travel agency and rules getting approvals from different authorities.

BTM-103 Management concepts

- To understand the concept of management.
- To learn about how to implement the basic principles of management in professional & personal life.
- To understand the business ethics & social responsibilities.
- To provide basic framework of individual & organizational behavior so students can deal better with different types of behavior.
- To learn about conflict & how can we manage it.
- To understand personnel management.

BTM-104 Tourism products of India

- Helps in better understanding of Indian history
- Develops understanding of Heritage and culture.
- It opens doorway to various cuisines of India.
- Develops understanding about Indian rituals
- Identify various communities and tribes of India.

BTM-105 Business Communication

Through an exposure of organizational communication skills the students will be able to convey their thoughts emotions and opinions effectively and having a grasp of English language will open wide variety of channels to nurture their customers. While emphasizing on the major pillars of communications i.e. Listening, Speaking, Reading, and Writing, the students can have a holistic development for language proficiency and fluency.

Few course outcomes could be

- Students will be able to understand the mechanism of communication.
- They will know about the importance and application of non-verbal communication in business organisation.
- They will understand the professional use of telephone.
- They are going to gain understanding for group discussions, interview skills which will help them in future endeavours.
- They will have a deep insight to appropriate mannerism to handle the customers, understand their complaints and resolve them.
- They become aware of the aspects of basic personality traits which could boost their levels of success.
- Learn the art of constructing and delivering the presentation.
- Exhibit their descriptive and creative skills for expressing their thoughts and emotions via role plays and mock interviews.

Developing and honing the communication skills is mandatory these days as we all are walking into the global arena.

BTM-106 Basic Accounting

At the end of successful completion of this course, the student will be able to:

- Acquire conceptual knowledge of basics of accounting.
- Identify events that need to be recorded in the accounting records.
- Distinguish between Single Entry and Double Entry.
- Learn to prepare Journal Entry, Ledger Accounts & Trial Balance.
- Describe the role of accounting information and its limitations.
- Preparing and Analysis of Trading, Profit & Loss Account and Balance Sheet.
- Recognize circumstances providing for increased exposure to errors and frauds.
- Determine the useful life and value of the depreciation method of assets.
- Identify the specifics of different costing methods.
- Analyse cost-volume-profit techniques to determine optimal managerial decisions.

BTM-2ND SEM

BTM-201 Policy and Planning for Tourism Development

This paper helps to Understanding the need, requirements and importance of tourism planning and development.

- To facilitate assessment of various tourism policies
- To familiarize with the need and elements of tourism planning
- To understand the importance of tourism planning for industry's growth and development
- To impart knowledge about new thrust areas in tourism and their planning.

BTM-202 Business Environment

Analysis and study of business environment is essential for the growth & survival of any organization in market. At the end of this module students will:

- Understand various constituent of business environment.
- Analyse the relationships between Government and business and understand Socio-cultural, economic, legal, political, demographic, technological, industrial and natural environment of country.

- Understand relationship between environment and business by applying the environmental analysis techniques.
- Understand ethical and moral issues in business and how to address them
- Get aware of social responsibilities of business.
- Know about various state policies, financial and monetary policies.
- Understand the influence of various factors on business; they will have deep insight of industrial policies and industrial sector reforms.
- Understand the role of MNCs in country's economy.

BTM-203 TRANSPORT IN TRAVEL & TOURISM

This paper helps to know about the History and evolution of transport system and how it plays a significant role in the growth of tourism. Various modes and means of transportation and their current and future participation in the rapid development of tourism industry

BTM-204 Business Economics

This paper helps to know the Knowledge of fundamentals of economics

- This subject will develop the understanding of the major concepts & principles of economics
- Students will be able to critically think about the economic condition and decision making in organization and industry
- Students will be able to analyse economic behaviour in practice
- Students will become familiar with the knowledge of microeconomics and macroeconomics for formulation of policies and planning
- This subject develops insights to deal in critical economic situations.

BTM-205 Geography for Tourism

- To study about the basic geography, role and importance of geography in tourism development.
- To familiarize with maps & map Study, Globe and identify major tourist attractions and cities on maps.
- To analyse case study on unique geographical attractions of Indian states.

BTM-206 English

Through an exposure of communication skills the students will be able to convey their thoughts emotions and opinions effectively and having a grasp of English language will open wide variety of channels for their success. While emphasizing on the major pillars of communications i.e. Listening, Speaking, Reading, and Writing, the students can have a holistic development for language proficiency and fluency. Few course outcomes could be

- Students will be able to develop the art of parallel listening and writing
- They will distinguish between different words, by learning their pronunciation, and learn to speak correctly and clearly
- They will understand the language structures, formation of words and sentences
- They are going to gain understanding for constructing various formal letters and to design their CV which will help them in their future endeavours.
- They will have a deep insight to plan technical reports to present a solution to the quest or to submit a proposal to a client.
- They become aware of the aspects of academic writing which could boost their levels of success.
- Learn the art of constructing and presenting a detailed report
- Exhibit their descriptive skills for expressing their thoughts and emotions.

Developing and honing the English language is mandatory these days as we all are walking into the global arena.

BTM-IIIrd SEM

BTM-301 Tourism Marketing

- Introduce concept of marketing management.
- To develop knowledge about types of pricing policies.
- To develop knowledge about life cycle of products.
- To aware about different method of penetrating in market.
- Improve market segmentation criteria skills

BTM-302 Legal Environment of tourism business

This subject introduces students to Legal Framework involved in Tourism Industry. Dealing the Legal aspect of business in India and History related to the act involved in the Law associated with Tourism business.

Throughout this subject the focus is on:

- What all the law and legal aspect involved in Business in India and its definitions with lawful examples.
- The knowledge of Indian Contract act and Contract of agency.
- This subject also deals with the partnership act and its nature including sales of goods act, so that students can understand the lawful relations of the partnership.
- Students will have comprehensive knowledge about the companies, the legal structure of a company and memorandum and articles associated with it.
- Student will have comprehensive knowledge on negotiable act including its nature and necessity.
- Student will gain comprehensive knowledge on legal negotiable instruments, credit notes and legal financial documents required in travel and tourism business.
- Will be able to learn about consumer protection and its legal knowledge especially in Tourism business.
- Student will gain knowledge about Foreign exchange management act which is very crucial part of international tourism industry/sector.

BTM-303 Mathematics and statistics for management

- To learn the general concept of Mathematics.
- To understand measures of central tendency & its uses in business.
- To provide basic knowledge about statistics.
- To understand basic mathematics of finance for general calculations in business.
- To learn the problems related regression & correlation.

BTM-304 Guides and Escorts

The Aim of this paper is to provide a better communication skill and lecture delivery to the students, who want to peruse their carrier in guiding and escorting in future. This paper is based on very practical and interpersonal skills of guides and escorts.

The major key points are

- To know the qualities of a guide and escort
- To learn the leadership qualities of a tour guide and tour Manager
- To learn how to behave on monuments while guiding or escorting a group
- To learn Mannerism, punctuality and discipline
- To learn how to entertained the visitors from their knowledge, guiding skill and interpersonal skill

BTM-305 Entrepreneurship Development

- To learn basics about entrepreneurs and entrepreneurship.
- To learn about role of entrepreneurship in tourism industry.
- To gain knowledge about developing business plan.
- To develop understanding marketing scanning and finding opportunity.
- To understand management of small scale industries.

BTM-306 Foreign language French

This course is totally international in approach, it contains material especially selected to engage older teenager learners. It encourages students to think and reflect in basic French.

There is a strong emphasis on developing intercultural understanding and on French as a world language.

At the end of the course the students will be expected:

- To introduce themselves, ask and give information on oneself and others
- To express ones tastes and preferences
- To ask information on a place and help others to find the place

BTM-IVTH SEM

BTM-401 Adventure tourism

Adventure tourism is not only worth doing, it's worth studying too with its three distinct parts which are- physical activity, cultural exchange and connection with nature. It is risky and requires special skills as well. In this program students will:

- Know about the scope and opportunities in adventure tourism and , the rise of adventure tourism,
- Know about Wildlife of India and famous hot spot for wildlife watching.
- Have a deep insight of wildlife conservation and protection units, famous National parks, wildlife sanctuaries, biosphere reserves, marine national parks and what the difference between all is.
- Know about wildlife protection act, action plan for biosphere reserves and functions of central zoo authority.
- Know about types of safaris and places to experience it.
- Have comprehensive knowledge about different adventure tourism categories.

- Know about what is mountaineering and trekking; its techniques, they will also get to know about the equipment's and famous institutes in India.
- Have knowledge of Sea beach & Island tourism, its famous hot spots.
- Know about impact on environment due to tourism and carrying capacity.
- Know about variety of adventure sports ranging from water - winter - zero sports, they will also learn about youth tourism, sports tourism and other avenues of adventure tourism.
- Get to know about the current infrastructure and future prospects for adventure tourism.
- Role of HR in adventure tourism.

BTM-402 Organizational behavior

- To provide basic knowledge about organisation behaviour and its components.
- Understand the importance of behaviour in management.
- Develop understanding about internal and external factor which influence organisation behaviour.
- Introduction to different method used for managing firms.
- Provide Technical and practical knowledge related to organisation behaviour.
- Proper understanding and grooming which can synchronise with demand of organisation.
- Effective verbal and nonverbal communication skills.

BTM 4TH 403 computer Applications inn Tourism Industry-I

- To understand the basics of computers.
- Know the role of computers in tourism business.
- Online development of tour packages.
- Booking of accommodation and transportation
- Introduction to report making.

BTM-404 Foreign Language (French)

It aims to expand the knowledge of French language already acquired in the previous semester. It helps students to recognise essential linguistic features of French in the texts and use them reasonably accurately orally and in writing.

It lays emphasis on phonetics and on pronouncing reasonably accurately. It aims at communicating orally in everyday social exchanges, displaying appropriate cultural awareness.

At the end of the course, students will be expected:

- To talk about their occupations and schedule
- To make programs, propose something; accept and refuse
- To talk or write at beginner level about topics related to home, family, friends, a tourist site, country, city, routine hobbies, etc.

BTM-405 Sales and Advertising Management in Tourism

- On perusing emphasis is on different sales strategies available for marketing department.
- It helps students to understand Personal selling concept.
- It offers students the opportunity to study & understand sales forecast.
- It helps students to build skills of analytical thinking about the different P's of marketing.
- It focuses on different sales strategies available for business and help in decision making.
- It focuses on promotional tools available for sales department.

BTM-406 GEOGRAPHY AND HISTORY

History makes us learn about the things that happened in the past, it relates to the creation of various manmade monuments, culture, and civilizations. It teaches the impact of the past world on today's generation. By learning the concepts of past periods, ages, civilizations, invasions, movement of people, and their medium of travel. This helps students to create a base for their further academic development.

Whereas, Multi-disciplinary geographic perspective examines the history, structure, patterns, and research issues of the world's largest industry. By integrating concepts of location, place, environment, climate, landscape, and economy, the geographic foundation of this emphasis helps students to understand where and why tourism sites are located, the movements of people created by tourism, and the changes tourism brings to the cultural and physical landscapes.

- Understand and explain how the different geographies of tourism are created, maintained, and utilized in the modern world. Evaluate the impacts of tourism on present and future economies, cultures, societies, and physical environments.
- Geography as a discipline helps a student to understand the concept of destination, movement of tourists, various natural attractions, and routes to reach those points.

- History as a discipline makes the student learn about the historical importance of any monuments, destination, and civilization.
- History makes the student learn about the past the humans have travelled from and how the major changes happened which marked as important changes in the world and for human civilization.
- Students learn about various periods in history with its historical importance.

BTM-Vth SEM

BTM-501 Air transport Management

- To learn about airlines and related terminology
- To know the role of IATA, AAI and DGCA
- Introduction to major air transport conventions.
- Introduction and role of air traffic control in air transportation
- Understanding the concept of dangerous goods and regulations associated with in.
- Knowledge about baggage allowed and its charges.
- Get skilled in management of airline system and organisation.
- Understand the concept of domestic and international airport and its management.

BTM-502 International tourism management and frontier formalities

- To learn about the meaning, nature and scope of tourism in India.
- Understand the types of tourism and steps taken by the government for the development the growth.
- To provide the knowledge about inbound and outbound tourism and characteristics.
- Brief knowledge about different Indian states and tourism-National and international organizations.

BTM-503 Computer application in tourism Industry-II

- To understand tools used in travel business.
- To understand use of computers in promotion of tourism elements.
- Role of computers in development of tour packages.
- Query- replying process
- Understanding of information as the key resource for productivity and customer satisfaction.

BTM-504 Indian Society and culture

- To explore the roots of Indian civilization.
- Understand and analyse the key concepts of Hinduism, Jainism, Buddhism, Islam and different school of arts.
- To understand the basic feature like unity in diversity, multiplicity of Indian culture
- To learn Indian cultural heritage like arts, music, custom, paintings, dance etc. and Indian art and sculptures of different eras.

BTM-505 Environment and Tourism

- Introduce concept of eco-tourism
- To develop knowledge about various eco-tourism resources.
- To develop understanding about eco-tourism market and its elements.
- Identify India as an Eco tourism destination
- To introduce concept of eco- accommodation – constructions and practices

BTM-506 Madhya Pradesh Tourism

Madhya Pradesh is the state which has a high possibilities for Tourism because of its rich and glorious past and history, this paper aims to know about the major destinations, historical places and rural tourism in the state.

The spotlight of the paper have many points;

- To know about the historical places of tourism in the state.
- To know the culture as an important tourism product of Madhya Pradesh
- To know about the Transportation and accommodation facilities of M.P.
- To know about the pilgrimage, wildlife and heritage destinations of the state.
- To know the local culture of tribes.

BTM-VITH SEM

BTM-601 MICE (Meeting, Incentive, Convention, Management)

MICM is a practical and industry based paper. It is included in last semester of BTM 6th due to provide a brief knowledge and practical exposure about Events of Tourism industry. MISM, included 3 different types of event under one umbrella. In Present scenario, it is very important to organised and manage an Event by the planners or Managers so this paper is the best source to understand the challenges and opportunities in this field. India as a MICE destination has that potential to earn customers and create a market for this field so the future aspects are very high due to carries planning. MICE as a paper has following Program Outcome:

- Students learn about what MICM is all about.
- Students learn about Meetings, Incentives and convention destinations in India.
- Students learn about Meeting planners, convention managers, organising and planning events, advancement of science and technology and conference business.
- Students learn about community participation and its various impacts on their lives.
- Students learn about the strategies for planning, promotion, implementation, and evaluation of special event.
- Students learn about the emerging dimensions of convention business.

Therefore, MICM is a job oriented subject, and very famous and emerging trend captured by Indian Tourism Industry. This paper must have studied by tourism professionals for current Trend of the market.

BTM-602 Air Cargo

Studying air cargo open new path for those who have driven towards aviation's, airport and air transport industry. Cargo traffic is the deglamourized counterpart of passenger traffic. But it is cargo transportation that forms the core of trade – domestic or international, export or import. At the end of this module student will:

- Be able to identify air cargo terms and expressions.
- Know about the historical development of air transport and freight industry.
- Have knowledge of aviation geography and use of different cargo manuals (i.e TACT, OAG world airways guide and IATA DGR manuals etc).
- Understand industry regulations, functions of ICAO, IATA and DGCA.
- Know about Freedom of Air and outcomes of Warsaw convention.
- Understand aircraft structure, characteristics and loading limitations and special loads in cargo.
- Understand air cargo rating system and difference between GCR, SCR, CCR and ULDs.
- Know about handling of general consignments.
- Have knowledge of dangerous goods regulation.
- Know about completion of airway bill, rounding off regulations for weight, dimension and currency, different types of charges in cargo (such as disbursement fee, charge collect, valuation charges etc) and rate structure.

BTM-603 Tour packages and costing

The aim of this paper is to enforce the knowledge of information technology for the development of tourism and travel operations globally.

- To understand the connection between the major components of tourism and other sectors.

- To enhance skills for future employability through activities such as seminar, industrial tours and internship.
- To learn about domestic destinations and itinerary preparation.
- To enable students to plan and design tour packages and make costing sheets.
- To enhance the communication and presentation skills.
- To learn about the linkages of tour operation business and other principal suppliers.

BTM-604 Destination Studies

- Understand the fundamentals of destination
- Understand the tourism product life cycle and the framework of tourism product life cycle.
- Implement best practices in destination product development.
- Understand the type of accommodation in the destination.

BTM-605 Adventure Tourism

This subject introduces students to adventure tourism as a significant sector of the tourism industry. Key issues relating to the motivation and challenges of adventure tourism in India, adventure destinations, and environments and ethical issues are examined to develop a contextual understanding of the adventure tourism industry. Throughout the subject, there is a focus on:

- What adventure tourism is all about, its meaning, its current position in the world, and India.
- Major types of adventure activities, and destinations in India where those activities are being performed.
- Will have an integrated view of the increased adventure tourism industry as a result of changing market expectations.
- Will have comprehensive knowledge about different adventure tourism categories and their relation to the innovation it stands for in the general tourism industry.
- Will have knowledge of the different management styles and issues related to different parts of the adventure tourism industry today and in the future.
- Will understand the nature and scope of adventure tourism development and how it relates to global tourism trends.
- Will be able to apply his/her knowledge in the tourism industry to identify the possibilities for adventure tourism activities in different areas.
- Will be able to reflect on his/her own knowledge and participate in discussions related to future concerns and the development of adventure tourism within a global context.
- Will be able to contribute with critical thinking on the future of adventure tourism and its challenges related to the risk element, environmental issues, ethical considerations, etc.
- Will be able to exchange views and perspectives with other professionals in order to develop new ventures and good practice.

Program Specific outcomes (PSO's) BHM & CT

The Bachelor of Hotel Management & Catering Technology (BHMCT) Program will demonstrate:

PSO1: Performs work activities effectively and efficiently to the standards expected in the operation required in the Hotel industry/hospitality sectors.

PSO2: Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PSO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PSO4. Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PSO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PSO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.

PSO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PSO8: Understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.

PSO9: Demonstrate ability to apply strategies for managing diverse, multicultural hospitality.

PSO10: Demonstrate an ability to manage the professional preparation, presentation, and service of quality food.

PSO11: Apply the knowledge gained to manage and evaluate functional systems in hospitality and lodging operations

COURSE OUTCOMES

YEAR ONE, FIRST SEMESTER

101: FOUNDATION COURSE IN FOOD PRODUCTION-I

Objective: To impart technical skills of food production among students and to familiarize the students with day to day working atmosphere of food production department in a 5-star hotel.

CO1- Understand the History of Culinary Art, Sections of kitchen and organization structure of food production department in different category hotels with their duties & responsibilities..

CO2- Students understand Raw materials used in F&B (Production) department.

CO3- Understand the Aims and objectives of cooking food, affect of heat on food, cooking methods, and Special methods of cooking food.

CO4- Student understand the Mise-en-place and structure of an egg with their role in cookery.

CO5- Student understand cooking equipment, their cleaning, maintenance and storage. Different types of ovens and modern kitchen equipments.

101 FOUNDATION COURSE IN FOOD PRODUCTION-I PRACTICAL

Objective: The syllabus is designed to develop and imparts Hand on skills required for cookery in hotel Industry.

CO1-Student able to understand the cooking equipment, tools and equipment, use and handling, hygiene

Practice in kitchen & personal.

CO2- Students are able to cook various egg preparations.

CO3- Students are able to cook various styles of potato preparations

CO4- Students are skilled to cuts vegetables in various cuts and learn the various cooking techniques

CO5- Students are able to cook Rice, Dals and Indian breads

CO6- Students are understands the various composition of basic Indian Masalas

CO7- Students are skilled to Prepare Indian Breakfast.

CO8- Students are skilled with Fruit and Vegetable Carving for Buffet Presentation

102 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I

Objective: To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.

CO1 Students understand the food and beverage industry, types of food and beverage operations and Organizational structure.

CO2 To Understand the Food and beverage (services) equipment, Furniture, crockery, cutlery, glassware etc which is use in service.

CO3 Students are understands F & B service department hierarchy, Attributes, personal hygiene, appearance, attitude, etiquettes and salesmanship and F & B service method (different types).

CO4 Understands the Department coordination with other dept of Hotel.

CO5 Understands the Food and beverage (services) areas and various terminology used in f & B service.

102 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I Practical

Objective: To develop skills to handling Food & Beverage service areas and their tools

CO1- Students familiar with Cutlery, Crockery, Glassware, Flatware, Hollowware. French terms related to the above.

CO2- Students able to doing Mise-en-scene & Mise-en-place, side board arrangement, cover layout etc.

CO3- Develops Technical skill like Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses.

CO4- Able to care and maintenance of EPNS Items.

CO5- Students are able to perform actual service skills and various styles of food service.

103 : FOUNDATION COURSE IN FRONT OFFICE OPERATION-I

Objectives: This module is prescribed to appraise students about Hotel Front Office and its basic function. As well as to impart technical skills of front office to the students and to familiarize them with activities performed by front office.

- CO1- Understand front office operations like reservation, registration, information and cash counter.
- CO2- Students understand front office coordination , salesmanship as well as different types of rooms.
- CO3- Students understand Qualities of receptionists, details of arts and architecture of front office desks, etiquettes, personal hygiene and personality traits.
- CO4- Students understand Reservation: Types of reservation cancellation procedure, room retention charges, registration of foreign and domestic visitors, modes of receiving payments.
- CO5- students understand and obtain information regarding Lobby: Job description of bell boy, arrival/departure procedure, control of bell boys left luggage procedure, scanty baggage procedure Suggested Readings:

103 : FOUNDATION COURSE IN FRONT OFFICE OPERATION-I Practical

- CO1. Student skilled with F.O. equipment, able to fill Reservation form, Glossary of Front Office terms, Telephone handling at Reservations and Standard phrases.
- CO2. Students skilled with Using computer to display reservations menu, blocking accommodation, checking, availability and making an amendment/cancellation.
- CO3. Students skilled with handling guest in various areas of hotel ,Doorman opening the door and saluting guest; calling bellboy.
- CO4. Students skilled with Guest arriving: greeting and offering welcome drink, checking if there is a booking.

104 : FOUNDATION COURSE IN HOUSE KEEPING OPERATION-I

Objectives: To familiarize the students with the operation of the housekeeping department and routine functions of staff members.

- CO1- Students are able to understand role of HKG: Importance and role in achieving guest satisfaction and repeat business, responsibility of HK department.

- CO2- Students are able and acknowledged with house keeping : layout, organization chart applicable to categories of hotels, role of key personnel of the department job description of H.K. Personnel, Coordination with other department. Qualities of H.K. Staff.
- CO3- Students are able to clean different surfaces and acknowledge with Care and cleaning of different surfaces: metal, glass, ceramic, wood, marble, leather, rexine. Cleaning equipments: Criteria for selection: equipments used, (manual/mechanical), care, maintenance and storage.
- CO4- Students gain the knowledge regarding cleaning of Rooms and floors : Knowledge of rooms, rules of guest floor, maids carts, maids services room/floor pantry, principles of cleaning hygiene and safety factors in cleaning, job work card, procedure for cleaning of guest rooms (vacant room, check out room, occupied room), under repair room, special and periodical cleaning of rooms, second service, turn down service, replenishment of supplies and amenities, housekeeping supervision (importance of inspection, checklist, dirty dozen).
- CO5- Students acquire the knowledge regarding cleaning agents: Criteria for selection, classification, care and storage. Relationships between various departments of the hotel and glossary of terms.

104 : FOUNDATION COURSE IN HOUSE KEEPING OPERATION-I Practical

- CO 1. Students skilled with Rooms layout and standard supplies (amenities)
- CO 2. Students skilled with cleaning equipments both manual and mechanical use of diff. brushes, rooms, mops, identification of cleaning agents.
- CO 3. Students skilled with Maids Trolley : Set up, stocking and usage.
- CO 4. Students skilled with Bed making: Identifying of linen, Step by step procedure for making bed/turn down service.
- CO 5. Students skilled with Cleaning guestrooms (vacant occupied, departure), placing/replacing guest supplies and soiled linen.
- CO 6. Students skilled with Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- CO 7. Students skilled with guest room inspection : Use of check list, Making a maintenance order, Follow up with control desk.

105 : BUSINESS COMMUNICATION

- Objective:** To develop communication skills of the student, self expression, verbal and written, objective reporting, to make students think creatively and analytically and to develop in the correct pronunciations.
- CO1- To understand the Communication process, types and the Elements of English grammar, common errors in sentences.
- CO2- To understand Essays writing, report writing, precise, comprehension of passage.
- CO3- To understand the Basic letter writing, memorandums, official letters.
- CO4- To Know Writing a bio-data for job interviews, job description, letter of application and resignations.
- CO5- To understand Basic personality traits-dress, address, gestures and manners, self evaluation and development, SWOT, overcoming hesitation, mock interviews, role play.

106 : COMPUTER APPLICATION - I

- Objectives** This module is prescribed in the course to impart knowledge of computers and its application.
- CO1- to Understand the Computer, Computer v/s Human brain, impact and versatility of computer. Role of computers in our life. Types/classification of computers or computer dynasty.
- CO2- To understand the Evolution of Computers, role in evolution process and computer generations to Pentium IV.
- CO3- To Understand Computer Characteristics, capabilities and limitations, dangers of computers, anatomy, ALU storage devices. CPU types of memory, computers architecture, computer programming and use of assembly languages.
- CO4- To Understand the MS Office and mail writing and use of internet
- CO5- To understand The PPT creation.

SECOND SEMESTER

201 : FOUNDATION COURSE IN FOOD PRODUCTION-II

- Objective** To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.
- CO1- Understand Classification of vegetables and fruits, its composition, storage, plant pigments, cuts of vegetables and its selection factors.
- CO2- Understand the Kitchen layout planning, factors affecting kitchen layout, working triangle, flow of activity, human engineering in the kitchen, structural consideration in the kitchen, trends in the layout planning of modern kitchens, types of kitchen layout.
- CO3- Understand Menu planning, factors affecting menu planning and types of menu, planning for children's, railways, air lines, canteens.
- CO4- To understand the Stocks, preparation of different stocks, precautions taken while preparing stocks, glazes and chud froid and its various kinds.
- CO5- Understand Preparation of mother sauces, mother sauces and its derivatives, purpose of sauces, faults in sauce making, rectification of mayonnaise, sweet sauces, classification of soups, international soups.

201 : FOUNDATION COURSE IN FOOD PRODUCTION-II Practical

- CO1- Students are skilled to prepare various stocks
- CO2- Students are skilled to prepare various soups
- CO3- Students are skilled to prepare various continental vegetable dishes
- CO4- Students are skilled to prepare mother sauces and their derivatives
- CO5- Students are skilled to prepare continental breakfast, English breakfast and Indian
- CO6- Students are skilled to prepare Breads, bread rolls etc.
- CO7- Students are skilled to prepare cakes .

202 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE - II

- Objectives** To develop a thorough knowledge of all food and beverage outlets and all specialised services offered in a luxury hotel.
- CO1 Students understand The Restaurant their types and organizational hierarchy, etiquette of restaurant staff, briefing and debriefing, duties and responsibility of F & B staff. Different type of meal and breakfast. Different type of meal and breakfast, Mise-en-Scene and Mis-en-place: Meaning, works to be done for mise-en-scene and mise-en place in restaurant (Light decor, Furniture, chair, tables side board, lines). Meals and menu planning menu and types, its courses, objective. French classical menu.
- CO2 student understand the Types of Food service.
- CO3 Student understand the menu, Classical sequence of course, Different types of influences of compilation of the menu, menu compilation. Sale Control - kot, bill, record keeping.
- CO4 Students understand Non alcoholic beverages, Tea-producing countries, purchasing brand, stoage, making of tea, and different types of tea. Coffee, brand grinding storage, characteristics, making and kinds of coffee. Dispense bar, cold beverages..., mineral water, cordial and squashes, syrups and mocktails.
- CO5 Understands Tobacco, cigar, cigarettes, types and brand names care and storage.

202 : FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE – II Practical

- CO1-** Students skilled with the various service methods and clearance like service of cigar, soup, food, coffee, etc.
- CO2-** Students skilled with menu writing, table laying of regional cuisines
- CO3-** Students skilled with the breakfast service

203: FOUNDATION COURSE IN FRONT OFFICE OPERATION-II

- Objective:** This module to prescribe to appraise students about hotel front office and functioning of front office desks.
- CO1 – Understand Reception: Night duty, night clerk report, VIP list, communication and its use in hotels, paging, role of the night auditor: C Form; Scanty Baggage arrivals.

CO2- Understand Reservation : Group reservation, discount and allowances, reservation slip, whitney rack system, reservation chart, guest history card, amendment/cancellation of bookings. Key and key control

CO3 –The students should have complete knowledge about Information : Information racks, receiving message, message slips, key rack with message lights, handling guest mails and message through telephone, fax etc. role of the concierge.

CO4-The students are acquainted with the information regarding Telephone : Telephone exchange, qualities of telephone operation, registers used in tel. exchange, general duties and wake-up-calls procedure.

CO5-The students acquire the information regarding : Credit cards, procedure for handling, procedure for accepting the foreign exchange, foreign currency transaction, traveler's cheque, credit control.

203: FOUNDATION COURSE IN FRONT OFFICE OPERATION-II practical

CO1 Students are skilled Registration of guest, Pre registration procedure, Filling up a guest registration card, Determining Room availability (Room Position) Formula ,Errand card Key card, electronic key cutting replacement of lost electronic key card issue of lost electronic key card, issue of duplicate), Arrival and departure intimation to house keeping etc.

CO2. Students are familiar with record books list and forms

204 : FOUNDATION COURSE IN HOUSEKEEPING OPERATION-II

Objective: To enable the student to understand works performed over control desk, linen room and public areas.

CO1 students understand Housekeeping procedures: HK control desk, role and importance of C.D., types of registers, ledgers and files to be maintained, handling of lost and found and glossary of terms.

CO1 students understand Public area cleaning, cleaning of back of the house areas and front of the house areas (lobby, cloak rooms, restaurants, bar, banquet halls, lifts/elevators, staircase, corridor, back areas).

CO1 students understand Linen room/tailor room: Layout, equipment's used, types of linen and sizes, procedure for getting fresh linen, storage tips, quantity of linen

(PAR STOCK) and control of linen, recycling of discarded linen, linen hire, buying linen, activities performed and equipments used in tailor room. Uniform - advantage and disadvantage, layout of uniform and selection. Laundry: OPL/ In-house laundry, flow process of laundry through OPL, wash cycle, laundry agents, equipments used in laundry, valet service, dry cleaning, stain removal.

CO1 students understand Flower arrangement in indoor plants rooms: Hints and guidelines on preserving freshness of natural flowers, types/styles of flower arrangement, equipments used for F.A.

CO1 students understand Housekeeping practices: pest control: types of pests, control measures, contract services.

204 : FOUNDATION COURSE IN HOUSEKEEPING OPERATION-II Practical

CO1. Students skilled with Layout of linen room and uniform room

CO2. Students skilled with Cleaning of public areas and inspection of public areas (lobby, restaurant, staircase, cloak rooms, corridor, offices, back areas)

CO3. Students skilled with Stain removal: different types of stains to be removed by hand using different chemicals.

CO4. Students skilled with Using a washing machine for linen wash after stain removal.

CO5. Students skilled with Pressing uniforms and different types of linen.

CO6. Students skilled with Laundering labels.

CO7. Students skilled with Flower arrangement practice of making fresh flower and dried flower arrangement.

205 : NUTRITION, FOOD SCIENCE, HYGIENE AND SANITATION

Objective: To make students aware with nutrition, calorific value of different foods and concept of balanced diets. To provide information regarding contaminated food, caused of contamination and sanitary techniques for prevention.

CO1 Students understand the nutrition, nutritional charts and importance of nutrition in day to day life.

CO2 students understand Calorific values of food, its importance and definition, daily requirements, of energy by man woman and children.

- CO3 students understand the Eating habits of Indian people, Factors which affect the eating habits, good and bad eating habits. Balanced diets: Diet for different age groups occupation and climate, its importance and relevance.
- CO4 students understand The place of hygiene in the catering industry, personal hygiene for staff members in the food production areas and those coming in contact with the guest. Meaning of food poisoning and food and water borne disease, moulds, yeast, bacteria, and transference of bacteria.
- CO5 students understands Food sanitation: Hygienic food handling, high risk foods, preventing contamination, temperatures control, storage of food, hygiene regulations, design of premises and equipment in the kitchen cleaning and disinfection, cleaning agents-water, detergents, abrasives, disinfectants etc. cleaning schedules, pest control, waste disposal.

206 : TOURISM : CONCEPTS AND LINKAGES

- CO1 students understand An Historical Overview, Travel in ancient times and in the middle ages, the grand tour, travel and tourism in the 19th century and after independence; major changes and development. Tourists: Conceptual and statistical definitions :popular versus scientific concepts, typologies, stages in the touristy process, role and implications of leisure.
- CO2 students understands Tourist Generating Region, conceptual definitions, role in the casual model of tourists activity, illustrative examples of variations in regions, and identifying basic relationship with destination regions and with the tourist industry. Determinants and motivations in tourism: factors stimulating the growth of tourism (determinants), why people wish to travel (motivations)? and influences of supply.
- CO3 students understands the Statistical measurements and dimensions: types of tourism statistics: (a) domestic tourism: sources, methods and dimensions, (b) international tourism: sources, methods and dimensions.
- CO4 Understands The tourist industry: definition, characteristics of purchase and consumption of tourist services, kinds of goods and services, sectors of the tourism industry, illustrative example and tourist industry in relation to tourism system.
- CO5 Understands the Tourism and travel organizations, UNWTO, PATA, MOT, ITDC etc.

SECOND YEAR, THIRD SEMESTER

301 : FOOD PRODUCTION-III

- Objective:** To develop knowledge of professional cookery in hotel and catering industry. To induce professional competence among all the professionals.
- CO1 To Understands Milk and milk products, composition of milk, types of milk, cream and its types, yoghurt, cheese, manufacturing process of chese, classification of cheese, ice creams, manufacturing process of ice cream and types of ice cream.
- CO2 students understands the Quantity food production systems, quantity food production introduction to industrial and institutional catering. Staff organization, processing and storage of necessary food stuffs, menu planning in quantity food production, kitchen layouts of different types of catering organisation.
- CO3 students understands Appetizers: Cocktails, canapes, horsdeoeuvres, petite salads and zakuski, recipes of few popular appetizers.
- CO4 students understands Salads: As a main dish, as an accompaniment or as salad course. Types of salads, parts of salads, preparation of some popular vegetable based, meat based, fish based and fruit based salad.
- CO5 students understands Bakery study of different equipment and ingredients used in bakery. Points to be kept in mind while working in bakery basic bread dough, pastes, sponge mixture, biscuit mixture and puddings, mousses and souffles.

301 : FOOD PRODUCTION-III Practical

- CO1- Students skilled to prepare basic Indian breads
- CO2- Students skilled to prepare continental fish preparations
- CO3- Students skilled to prepare Entrée
- CO4- Students skilled to prepare continental potato preparations
- CO5- Students skilled to prepare bakery items like cakes and puddings

302 : FOOD AND BEVERAGE SERVICES-III

- Objective:** To perfect the student and techniques in the operational and control activities of food and beverage service particularly in relation to wine spirit and service of food prepared in the kitchen.
- CO1-** Student understands alcoholic beverage, fermentation, distillation.
- CO2-** Student understands Room service and operation. Hierarchy, duties responsibility of room service staff, mis-en-place for diff. type of breakfast. Situation handling, Co-ordination with other departments.
- CO3-** Student understands Wine, types of wine, history, factors influencing quality, classification of wine and reading a wine label. Viticulture and vinifications. Wines from different countries :- France, Germany, Italy, Spain, Portugal, Australia, service of wine.
- CO4-** Student understands Spirits, types of spirits such as Rum, Gin, Vodka, Whisky, Brandy, Tequila, Liqueurs and other miscellaneous spirits, their manufacturing methods and their service with popular brands and alcoholic strength.
- CO5-** Student understands Govt. rules and regulations for operating a hotel and hotel laws, inter-departmental relationships.

302 : FOOD AND BEVERAGE SERVICES-III Practical

- CO1.** Students skilled with Service of Alcoholic Beverages :- Wines, Spirits.
Opening and closing of wines corks (Champagne, Red and White Wines)
- CO2.** Students skilled with Room Service : Trolley Tray Breakfast set up and service for rooms. Room service of Alcoholic beverages.
- CO3.** Students skilled with Billing Method :- K.O.T.B.O.T. Inventory (Duplicate and Triplicate checking method).

303 : FRONT OFFICE OPERATIONS - III

- Objective:-** This module is prescribed to appraise students about emergencies. Allowances, guest folio etc. in the hotels.
- CO1 Students understands the Role and responsibilities of front office manager, how he coordinates with other departments and staff members, yield management, Handling VIP'S
- CO2 Students understands Emergencies: Fire in the hotel (types of fires and extinguishers used), smoke detectors and sprinkler system, death by accidents, vandalism, damage to property by resident guest, drunk guest, theft etc.
- CO3 Students understands Room rates, hotel tariff terms, terms for payment of hotel bills, group cancellation, cancellation terms FITS and GITS: crew handling.
- CO4 Students understands Types of guest folio, restaurant/bar check, local telephone, call voucher, long distance call voucher, room rate change notice, miscellaneous charge voucher; responsibilities of the Front Office Cashier.
- CO5 Students understands Allowance: processing allowance vouchers, front officer cashier report, paid out voucher, discount procedures. Computers in the Front Office: Property Management Systems - Fidelio, micros software.

303 : FRONT OFFICE OPERATIONS – III Practical

- CO1. Students skills with Computer application on Fidelio software and able to fill up entries and take printouts
- CO2. Students skills with General knowledge about countries currencies capitals, national airlines; also places of tourist interest in Uttaranchal and major attractions in India (Quiz may be organized in class).
- CO3. Students skills with Credit card settlement practical by demo. Students should be able to read a credit card to determine its acceptability.

304 : HOUSEKEEPING OPERATIONS-III

- Objective:** To further familiarize students with security aspects, floorings, carpet, fabrics and soft furnishings to be used in the hotel.
- CO1 Students understands Security, safety and first aid: Handling of keys in H.K. department, different types of keys, and security measures adopted by different hotels, procedures to handle key thefts, lost property and other valuables.
- Safety: Accidents, fires (cause, procedure, accident report form)
- First Aid: Emergency procedures for heart attack, fits, burns, fainting, fractures, artificial respiration.
- CO2 Students understands Bed and Beddings: Construction of beds, mattresses, care and cleaning of beds, bedding-pillow, bolsters, bed linen. Fabrics: Selection points, types of fibers, construction, types of fabrics and finish given to fabrics.
- CO3 Students understands Soft furnishings: Curtains, characteristics of curtains for different parts of hotel, care and cleaning, pelmets, valances, swags, blinds, loose covers and cushions. Quilts, Wall covering: type of wall coverings, care and cleaning.
- CO4 Students understands Budgeting: The budget process, operating and capital budget, controlling expenses.
- CO5 Students understands Planning and organising in HK: Area inventory list, frequency schedules, performance standards, productivity standards, inventory levels, SOPs and manuals, job allocation, man power planning, duty roster planning. Glossary of terms.

304 : HOUSEKEEPING OPERATIONS-III Practical

- CO1. Student skills with team cleaning of various areas
- CO2. Student skills with First Aid - Familiarization of basic medicines and bandaging. Covering cuts and wounds.

305 : HOSPITALITY MARKETING

Objectives: To familiarize students with products of hotel industry, pricing of products and its various channels of distribution.

CO1- Students understands Product: Definition, classification of product, product line and product mix. service as a product, and marketing strategies for service firms.

CO2- Students understands Developing New Product: Process i.e., idea generation idea screening, concept development and testing, marketing strategy development, business analysis, product development, and test marketing, product life cycle.

CO3- Students understands Pricing Product and Services: Factors considered in pricing, general pricing approaches i.e. cost based pricing, value based pricing and competition based pricing.

CO4- Students understands Distribution Channel: Role and importance, retailing, wholesaling, classification of retailers and wholesalers.

CO5- Students understands Marketing Mix: Tools of marketing mix. role of contextual cues and steps in developing effective marketing mix.

306 : ORGANIZATIONAL BEHAVIOR

Objectives: This module helps the understand the key dimensions, processes and influences upon human behavior at the level of individual and going in context of work organization.

CO1- Students understands Nature of organization: Concept and features of organization. Types. significance and organizational goals, concept of OB, role of managers in organization and management skills and networks.

CO2- Students understands Individual Dimension of OB: Caused nature and process of human behavior. Models of Man, perception: concept and perception process. Perceiving others leaving: components of leaving, leaving theory, personality: determinants of personality, personality and behavior, motivation: definition and theories of motivation, stress: concept features and causes.

- CO3- Students understands Interactive dimensions of Ob: Concept of group dynamics, concept and features of group types of groups, techniques for improving group decision making and its positive and negative aspects.
- CO4- Students understands Controlling and directing the behavior: Concept and theories of leadership successful v/s effective leadership and leadership styles in Indian organization. Communication: process and functions, network and bamiess in communication organization climate: concept and factors in organizational climate, developing sound organization climate.
- CO5- Students understands Organizational effectiveness and organisation structure: concept of organisation effectiveness. Approvals to O.E. factors in O.E. Concept of organisation structure, environment and structure, forms of organisation structure.

FOURTH SEMESTER

INDUSTRIAL TRAINING (SIX MONTHS FROM JANUARY TO JUNE)

Each candidate will have to prepare a log book and training report of the day to day activities of his twelve weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department at least on month before the commencement of the second year annual examinations supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external. The viva-voce of the third year would be based on the training report as well as other applied assignments the candidate has undertaken during on the job training. The report should be neatly typed and duly forwarded by head of department to the controller examination (professional courses) for further evaluation.

Outcome of the Training:

Students interact with real industry and get exposure of the various department functioning.

THIRD YEAR, FIFTH SEMESTER

501 : FOOD PRODUCTION IV (ADVANCE)

Objectives: To impart perfect skills to the students for preparing soups and fish, meat and poultry dishes with appropriate accompaniments.

CO1 Student understands Butchery: Pre-slaughter steps, factors that make meat tender, methods of cooking used with approx. internal temperature. To judge the quality of various meats i.e. beef, veal, lamb and pork.

Study of Lamb/Mutton (Le Mouton) pork (Le proc), Beef (Le Bouef) knowledge of average weights of joints and preparation of mutton, pork and beef. A brief study relating to steaks and sausages.

Poultry: Classification according to the age and weight, quality points for purchasing, preparation of poultry, popular chicken dishes.

CO2 Student understands Fish: classification of fish, special points to be considered while choosing fish, cuts of fish, brief study of popular Indian fish and their source, common cooking methods and popular fish dishes.

CO3 Student understands Le Garde-Manager:- Duties and responsibilities of chef grade - Manager, Larder control, equipment required, layout of the Grade-Manager, items Prepared, cold Buffet.

CO4 Student understands Processed meat product, ham, bacon and sausages, force meat, pate, terrine, different types of brine and marinades, manufacturing of ham bacon and sausages.

CO5 Student understands Regional cuisines of India, Muglai, Avadhi, Dum pukht cuisine, Kashmiri, Chettinad, Andra, Keraliti, Goa, Bengali, Rajasthani, Hydrabadi, Punjabi.

501 : FOOD PRODUCTION IV (ADVANCE) Practical

CO1- Students skilled with Larder operations, Salads and dressing

CO2- Students skilled with Preparation of Spaghetti Bolognaise and Macaroni Florentine

CO3- Students skilled with Preparation of Pizza margharita and other classical pizza (topping)

CO4- Students skilled with Decorated cakes, Pastries and use of chocolate icing.

502 : F & B SERVICES AND CONTROL IV (ADVANCE)

Objectives: To develop comprehensive knowledge of restaurant service in the hotel and catering industry so as to induce in the student professional competence and ensure through knowledge in the principles of food.

CO1 Student understands Beer, types of beer, history, storage, manufacturing process, serving beer and beer cocktail, cider and perry ale and lager styles of beer care and storage beer dispensing system, glasses.

CO2 Student understands Food and beverage order taking methods - triplicate, duplicate, service with order, and pre ordered, taking orders for dispense bar beverages service, KOT & BOT.

CO3 Student understands Aperitifs, liqueurs, fortified wines. Cocktail and other alcoholic mixed drinks, mocktails.

CO4 Student understands Gueridon Service: Various types of gueridon, items to be prepared, advantages and disadvantages, special food service, and flambe and flambe work, carving, preparation of joints.

CO5 Student understands Bar and equipment, design, glassware, dispensing consumable supplies, inventory control.

502 : F & B SERVICES AND CONTROL IV (ADVANCE) Practicals

CO1- Students skilled with Room service (trolley, tray, break fast), Wines opening re-closing of wire corks & Room service of alcoholic beverages

CO2- Students skilled with Cocktail preparation, garnish etc.

CO3- Students skilled with food & beverage service management

CO4- Students skilled with Services of non-alcoholic beverages like tea, coffee, fruit juices, milk shakes, hot milk, hot chocolates etc. triplicate of duplicate checking method: Kot Bot.

503 : FRONT OFFICE OPERATIONS - IV (ADVANCE)

- Objectives This module is prescribed to appraise the students about qualities of good telephone operator, complaint handling and self development programmers etc.
- CO1 Student understands Handling Complaints: why do guests complain, benefits derived from complaints and complaint handling.
- CO2 Student understands Qualities of good telephone operation, punctuality, personnel hygiene, accuracy, speed, cooperation, clarity of speech, sense of responsibility, memory quickness, cheerfulness, careful and polite, coordination with other department. Use of the EPABX interface with F.O. Software, handling disputes.
- CO3 Student understands Planning F.O. operations: Forecasting room availability, formulas, room position, daily/monthly F.O. statistics and reports. Practiced self-development programme: What to observe, weekly training schedule, counselor and quizzes.
- CO4 Student understands What to observe: information, reception, research front office cashier, night auditor, lobby: what to observe, telephone: what to observe.
- CO5 Student understands Recruitment in hotel chains, resort chains, salary basis, promotion and incentives, future scenario of hotel industry, budget and budgetary control.

503 : FRONT OFFICE OPERATIONS - IV (ADVANCE) Practical

- CO1-** Students skilled with Telephone handling, complaint handling, use of EPABX.
- CO2-** Students skilled with Preparation of front office daily flash report, monthly reports, practicals on calculation of room position, occupancy etc.

504 : HOUSEKEEPING MANAGEMENT - IV (ADVANCE)

Objectives: To impart student the comprehensive knowledge of bed and bedding, furniture, elements of interior decoration and lighting in reference to hospitality operation.

CO1 Student understands Furniture: Selection of furniture, style and design, types of furniture: wooden, wicker, cane furniture, metal furniture, plastic furniture, upholstered furniture, arrangement of furniture in room; types of joints.

CO2 Student understands Interior decoration: Elements and principles of art and design, colour effect of colours, warm and cool colours, colour schemes, texture: flooring, wall coverings mirrors, curtains, furniture and other furnishings, heating and ventilation, energy saving procedures, eco friendly concepts in HK. New property count down. Energy and water conservation. Theme planning and decoration. Redecoration and Refurnishing - layout of room, sizes of rooms, furniture arrangement, principle of design.

CO3 Student understands LIGHTING: Importance, different kinds of lighting, difference in filament and fluorescent, low energy bulbs, reflector type incandescent lamps, fittings, shades, minimum light requirements, uses of lighting in different areas of hotel.

CO4 Student understands Flooring or floor finishes: Choosing floorings, sub floors, general care and clearing of flooring and classification of floor finishes.

CO5 Student understands Carpets: Selection points, classification of carpets, size of carpet, choice of carpet, carpet laying, protection of carpets, cleaning of carpets, advantages and disadvantages of carpet. Glossary of Terms.

504 : HOUSEKEEPING MANAGEMENT - IV (ADVANCE) Practical

CO1- Students skilled with Care and cleaning of carpets and upholstered furniture, Shampooing of carpets.

CO1- Students skilled with Designing models of different types of rooms and public areas keeping in mind the interior decoration aspect. Theme decoration and rangoli making.

505 : FOREIGN LANGUAGE (FRENCH)

- CO1 Student understands Translation of simple sentences or paragraph from French into English.
- CO2 Student understands Translation of simple sentences or paragraph from English into French.
- CO3 Student understands Grammar (Questions should be based on the grammar covered in the I and II units of the prescribed book)
- CO4 Student understands Questions based on the lessons of the I and II units of the prescribed book.
- CO5 Student understands Dialogue writing (Based on the situations of restaurant or hotel).

506 : FACILITY PLANNING

- CO1 Student understands Energy Management: Background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems.
- CO2 Student understands Building and Exterior Facilities: Roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.
- CO3 Student understands Parking Areas: Parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking.
- CO4 Student understands Lodging Planning and Design: Development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, hotel design, guest rooms and suites, lobby, food and beverage outlets, function areas, recreational facilities, back of the house areas.
- CO5 Student understands Food Service Planning and Design: Concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print.

SIXTH SEMESTER

601 : INTRODUCTION TO MANAGEMENT

- Objectives** The main objectives of this course are to provide the student and understanding of tasks and functions of management.
- CO1 Student understands The Foundations of Management: Meaning, nature, management: science or art. Management as a profession, professionalisation of management in India. Functions of management thought, systems concepts, social responsibilities of management.
- CO2 Student understands Planning: Meaning, significance, limitations, types, planning process, management by objectives (MBO), decision making meaning, role, types approaches, decision making under different states of natures, decision making process, and summary of major principles for planning.
- CO3 Student understands Organizing: Concept, significance process, formal and informal organization, organization chart, departmentation, span of management, authority and responsibility, delegation of authority centralization and de centralization, line and staff relationship, effective organizing and organizational culture. Summary of major principles for organizing.
- CO4 Student understands Directing: Meaning, significance and techniques of direction, human factor and directing communication: concept, process elements, communication flow in an organization, barriers and breakdowns in communication, making communication effective transactional analysis. Summary of major principles for directing.
- CO5 Student understands Controlling: Concept, need for control, the basic control process, requirements for effective control, control techniques and systems, direct control vs. preventing control control by exception. Co-ordination: The essence of managing. Summary of major principles for controlling. Area of Management: Concept of financial management, human resource management, production management, operational management and marketing management.

602 : FINANCIAL MANAGEMENT

- Objectives:** To familiarize the students with financial analysis aspect and to inform them about the techniques of preparing financial information.

- CO1 Student understands Nature of Financial Management. Financial function, meaning, role scope and importance, job of financial manager, financial goals, financial control, organization and objectives of financial function.
- CO2 Student understands Financial Planning: Capitalization and capital structure. Meaning and concept of capital. Theories of capitalization. Sources of finance short term, medium term, long term.
- CO3 Student understands Budget and Budgetary Control: Preparation of budget, types of budget, capital, sales cash, flexible, benefits and limitations of budgetary control.
- CO4 Student understands Financial Analysis: Uses: Types of financial analysis, tools of financial analysis, ratio analysis, preparation of fund flow and cash flow statements.
- CO5 Student understands Working Capital Management: concept, importance and scope, estimates of working capital and financing of current assets. Hotel Accounting: Uniform system : Income/expenditure statements, balance sheet: allocation of expenses drawbacks and advantages.

603 : HUMAN RESOURCE MANAGEMENT

- Objective:** The objective of this module is to introduce the procedures and practices being applied for the manpower training and placement, besides understanding the relation between employ and organization.
- CO1 Student understands Introduction to HRD. Concepts Definition and scope of Human Resource Development. Brief history of Human Resource Development.
- CO2 Student understands Human Resource Management Poles and Policies; HRM and extend environment.
- CO3 Student understands Themes in HRM: Strategic approach, maintaining ethical policies and behavior, current and future challenges to HRM : Global competition, increasing diversity in work force, Employ expectations.
- CO4 Student understands Managing Human Resource in Multinational Organisations: What is HRM approaches to HRM. Managing HR in a foreign subsidiary: International Perspective and Ethical expectations.

- CO5 Student understands Personnel Issues: Recommitment-Processing of techniques inductions, evaluating performance, welfare leaves, benefits, promotion conflict management: Unions, Misconduct procedures, legal aspects of termination.

604 : ENTREPRENEURSHIP IN TOURISM AND HOSPITALITY

Objective: Tourism and hospitality are becoming increasingly important for economy as it will be a major employment generator. It is and will continue to attract creative and talented entrepreneurs offering exciting tourism products. This course intends to prepare hospitality students for raising their own business enterprises. Accordingly there are inputs both on starting up of an enterprise and its management in early days of life cycle.

- CO1 Student understands Tourism/hospitality industry and business ideas; business strategy-understanding customers and analyzing competition.
- CO2 Student understands Tourism/hospitality marketing mix; tourism/hospitality marketing planning; financial planning; planning for people and operations.
- CO3 Student understands Form of organisation and legal considerations; networking and collaboration; good business practices.
- CO4 Student understands Feasibility; writing a business plan-marketing, financial, operations, people etc. planning.
- CO5 Student understands Setting up a tourism/hospitality enterprise-steps, procedures, licenses, registration etc.

605 : FOREIGN LANGUAGE (FRENCH)

- CO1 Student understands Translation of sentences or paragraph from English into French.
- CO2 Student understands Translation of sentences or paragraph from French into English.
- CO3 Student understands Grammar (Questions should be based on the grammar covered in the III and IV units of the prescribed book)
- CO4 Student understands Questions based on the lessons of the III and IV units of the prescribed book.

CO5 Student understands Written comprehension (Based on the situations of restaurant or hotel).

606 : HOTEL LAWS

Objective: To enable the student to understand legal factors effecting hotel industry.

CO1 Student understands Introduction: Need of law, types and applications of law in hotel industry.

CO2 Student understands Mercantile law : a brief study of law of contract, sales of good's act, and Indian partnership act.

CO3 Student understands Licenses: Licenses and permits for hotels, suspension and termination of licenses.

CO4 Student understands Law of tenancy: distinction between guest and tenant, inn keeper's liability, occupiers liability.

CO5 Student understands Food legislation: Prevention of food adulteration.