Hotel Management

PROGRAM OVERVIEW- Advance Diploma in Hotel Management

Program Code:

Duration: Min. Duration 2 Years, Max. Duration 4 Years

Eligibility Criteria: 10+2 in any stream or equivalent

PROGRAM OBJECTIVE

Advance Diploma in Hotel Management is a program that equips a student with the professional qualification that is necessary for getting a good job in the hotel and hospitality sector of the country. This program stands for specialized management methods implemented in the hotel and hospitality industry. The domain of hotel management comprises housekeeping, hotel administration, food and beverages management, front office, upkeep, marketing, and accounts. Apart from this, the Industrial Training and seminar session would enhance one’s personality as well.
PROGRAMME CODE---

Advance Diploma in Hotel Management (ADHM)

**Year 1**

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Detailed Syllabus

**Year 1**

**HMP11--- Foundation & Development of Hotel Industry**

Unit 1 Evolution of Hotel Industry
Growth of Hotel Industry in India (Current Scenario)

Unit 2: Hotel Chains
Domestic Hotel Chains in India, International Hotel chains in India

Unit 3: Organizational Structure/Line of Hierarchy of Hotels
Hierarchy of a Large Hotel, Hierarchy of a Medium Hotels, Hierarchy of a Small Hotels

Unit 4: Classification of Hotels by Department of Tourism
Classification of Hotels, Type of Hotels According to the Length of Guest Stay, Type of Hotels According to the Type of Clientele, Other Hotels

Unit 6: Star Classification in India
Heritage Hotels, Approval at Project Level, Approval and Classification for Newly Operational Hotel & Reclassification of Approved Property, The Committee, Restaurants, Heritage Properties, Guest House

Unit 7: Advantages of Different Types of Hotel Ownerships

Unit 8: Disadvantages of Different Types of Hotel Ownerships

Unit 9: Describing the Management Operations

Unit 10: Comparing Organizational Structure between large and small hotels

Unit 11: Defining Target Market

Unit 12: Trends in hotel industry

Unit 13: Describing Front Office

Unit 14: Importance of Front Office Department

Unit 15: Functions of Front Office
Unit 16: Section of Front Office and their Importance
Cashiering Functions performed by the Reception staff.

HMP12--- Front Office Operations

UNIT 1: Front Office Department:
Importance of Front Office Department, Components of Front Office (Layout), Different Sections of Front Office, Reception, Telephone, Reservations, Concierge, Bell Desk, Door Attendants; Attributes of Front Office Personnel; Front Office Salesmanship-Need for product analysis, Salesmanship at the Reception, Work Shifts in Front Office & Handovers.

UNIT 2: Departmental Information for Front Office Personnel-I:
Types of Rooms, Why Categorization on the basis of 4 components, Types of Bed, Numbering of Rooms: Brochures, Tariff Cards, Room Rate.

UNIT 3: Departmental Information for Front Office Personnel-II:

UNIT 5: Guest Cycle:
Brief Introduction to Guest Cycle, Pre-Arrival, Arrival, Occupancy, Departure, Post Departure, Front Office Systems.

UNIT 6: Hotel Room Reservation:
Hotel’s Room Reservation, Basic Function of Reservation Department, The Reservation Section, Modes of Reservation, Source & Channels of Reservation, Type of Reservations, Room Reservations for Conventions, Group Reservations, Pre-arrival, Procedures for Group, Arrival of the Group, Post Arrival Activities (with reference to Group), Reservation Processing, Reservation Charts, Reservation Records, Black List.

UNIT 7:
Guest Arrival, Check-In & Registration: Greeting the Guest, Registration, Registration Process.

UNIT 8:
Posting Room Charges in Folios: Sale of Services, "C "FORM.
UNIT 9:
Methods of settlement, Unpaid Account Balance: The City Ledger, Departure Procedure, Late Check Out / Self Check Out, Express Check Out: Express Check-Out (ECO), Settlement of Bill Through Credit Card: Credit Cards, Kinds of Credit Cards.

UNIT 10:
Handling Luggage, Left Luggage Handling: Luggage Handling Procedure at the Bell Desk, Check Out and Account Settlement, Night Audit Process, Other Duties of Bell Captain/Bell Boys.

UNIT 11:
Types of Complaints, Nature of Complaints and Classification of Complaints: Telephone Communication, Making Outgoing Calls

UNIT 12:
Handling Complaints: Word of Advice

UNIT 13:
Message Handling

UNIT 14: Handling Guest and Hotel Mail:
Wake-Up Call Procedure

UNIT 15: Follow up Procedure for Handling Complaints:
Complaints Costs the Management

UNIT 16: Front Office Procedure for Emergencies:
Introduction

HMP13--- Housekeeping Operations & Management
UNIT 1: The Housekeeping Department:
Importance of Housekeeping; Responsibilities of Housekeeping; Department; Organizational Structure.

Unit 2: Housekeeping Personnel:
Executive Housekeeper/Director of Housekeeping, Deputy Housekeeper, Assistant Housekeeper / Housekeeping Manager, Floor Housekeepers/Floor Supervisors, Public Area Supervisors, Night Supervisor, Evening Shift Supervisor, Linen Room Supervisor/Linen Keeper, Uniform Room Supervisor, Linen Room Attendant/Linen Room Maid, Uniform Room Attendant, Storekeeper, Control Desk Supervisor/Control Room Supervisor, Guestroom Attendants/Room Maids/Chamber Maids, Head House person, House porters / House persons, Tailors, Seamstresses,
and Upholsterers, Cloakroom Attendant/Powder Room Attendant, Hat Checker, Horticulturist, Head Gardener, Gardeners, Florist, Laundry Manager, Laundry Supervisor, Dry-cleaner, Washer, Laundry Workers, Pressmen, Valets/Runners.

Unit 3: Personal Attributes of Housekeeping Staff; Layout of the Department; Coordination with Other Departments: Coordination with Front Office, Coordination with Maintenance Department, Coordination with Security Department, Coordination with Food and Beverage Department, Coordination with Stores, Coordination with Personnel Department, Coordination with Purchase Department, Coordination with Sales and Marketing, Coordination with Laundry.

Unit 4: The Professional Housekeeper:


Unit 5: Housekeeping in Other Institutions:

Hospitals, Hostels, Universities, Residential Homes, Art Galleries, Museums, Libraries, and Archives, Offices.

UNIT 6: Planning Housekeeping Operations:

The Planning Process.

Unit 7: Division of Work Document:

Area Inventory Lists, Frequency Schedules, Performance Standards, Productivity Standards, Equipment and Operating Supply Inventory Level, Work Schedules; Determining the Par Levels.

UNIT 8: Daily Routines and Systems:

The Housekeeping Day.

Unit 9: Opening the House:

Morning Shift, Clean-up, Reporting, and Handover, Afternoon/Evening Shift, Night Shift; Leave Application: Procedure; Gate Pass Procedure.

UNIT 10: Hotel Guestrooms:

Importance of the Guestroom to a Guest; Types of Guestrooms: Guestroom Status.

Unit 11: Guest Floor Rules:

Guest-floor Reportables, Guest Corridors.

UNIT 12: Standard Contents of a Guestroom:

Guestroom Furniture; Selection of Furniture: Some guidelines for selecting furniture; Types of Furniture; Types of Furniture Joints; Materials used for Making Furniture: Wood; Common Furniture Items in Guestrooms; Furniture Arrangement; Principles and Elements of Design; Furniture Arrangement in Guestroom Areas.

UNIT 13: Guestroom Fixtures and Fittings:

Unit 14: Beds, Mattresses, and Bedding:
Guestroom Beds, Understanding the construction of bed, Extra beds, Mattresses, Types of mattress that are available, Bedding, Pillows and bolsters, Blankets, Duvets, eiderdowns, and quilts.

Unit 15: Soft Furnishings:
Types of Soft Furnishings, Cushions, Loose covers, Curtains, Types of curtains, Valances and swags, Blinds, shades, shutters, and screens.

Unit 16: Guestroom Accessories:
Types of Accessories: Pictures, Selection of pictures. Lamps, Ornamental mirrors; Placement of Guest Supplies: In the bedroom, In the bathroom, On the towel, rack.

HMP14---Food and Beverage Service Industry

Unit 1 : INTRODUCTION TO THE HOTEL INDUSTRY:
Classification of Catering Establishments, Types of F&B Outlets, Food & Beverage Departmental Organization, Duties & Responsibilities of F&B Staff at Various Levels, Attributes of an Hotelier

ANCILLARY DEPARTMENTS: Still Room / Pantry, Wash Up (Kitchen Stewarding), Plate Room

Unit 2 : RESTAURANT EQUIPMENTS
Glassware, Crockery, Silverware, Furniture, Linen

Unit 3 : MEALS & MENU
Types of Meals (EMT, Breakfast, Lunch, Dinner, Brunch, High Tea, Afternoon Tea, Elevenses), Types of Menu (A La Carte & Table D'hote), Courses of Menu (Course item examples with Accompaniments, Covers for Each Course)

Unit 4 : SERVICE PROCEDURES
Types of Services (Assisted - Platter to Plate / Silver, Pre-Plated, Host, Gueridon; Non-Assisted – Buffet, Single Service, Counter Service), Rules to be Observed for Table Laying, Sequence of Service of a Meal

ROOM SERVICE: Room Service Issues, Marketing, Menus, Variations and Alternatives, Staff Requirements, Delivering Room Service

CIGARS & CIGARETTES: Types, Brands

GUERIDON SERVICE: Types of Trolleys, Sequence of Service
Unit 5 : BANQUETS: History of Banquets, Types of Banquets, Organization of a Banquet Department, Banquet Procedures, Buffets, Banquet Protocols, Conferences, Booking and Planning of Functions

Unit 6 : NON-ALCOHOLIC BEVERAGES

Types Of Waters, Soft Drinks, Juices / Syrups / Crushes, Tea Coffee

Unit 7 : ALCOHOLIC BEVERAGES

Service of Alcoholic Beverages (Introduction, Beer, Spirits - Styles of Production, Whisky, Brandy, Rum, Gin, Vodka, Tequila, Other Spirits), Responsible Alcoholic Service (Alcohol and its Effect on Human Health, Human Psychology and Alcohol)

LIQUEURS & BITTERS: Types, Production, Bases & Brands

MIXED DRINKS & COCKTAILS: Types of Mixed Drinks, Ingredients & Methods of Preparation, Mocktails, Cocktails

Unit 8 : BAR OPERATIONS

Bar Set Up, Equipments, Bar Control

Unit 9 : WINES

Introduction to Wines, Classification of Wines, Grapes & Factors Affecting Wine Quality, Vinification, Production of Red/ White/ Rose Wines, Production of Fortified & Aromatized Wines, Production of Sparkling Wine

WINE PRODUCING REGIONS OF THE WORLD: France, Germany, Italy, Spain, Portugal, USA, Australia & India

Unit 10 : FOOD & WINE HARMONY

HMP15---Food Microbiology

UNIT 1 FOOD MICROBES
Introduction, Its Importance in Relation to Food, Types and Characteristics of Microorganisms

UNIT 2 MICROBES
Classification, Bacteria (Morphological, Cultural & Physiological Characteristics), Groups of Bacteria Important in Food Bacteriology, Factors Affecting Growth - pH, Osmotic Pressure, Light, Moisture & Time, Beneficial Effects Of Bacteria, Harmful Effects Of Bacterial Activity-Food Spoilage, Putrefaction & Decay, Toxins & Infections, Food Poisoning, Method of Control

UNIT 3 YEAST
Classification, General Characteristics of Yeast, Importance of Yeast in Food Industry

UNIT 4 MOLD
Classification and Identification, General Characteristics of Molds, Morphology-Mucus, Rhizopus, Penicilium&Aspergilles, Beneficial Effects of Molds - Cheese Ripening, Enzymes, Antibiotics, Harmful Effects of Molds-Microtoxins& Spoilage

UNIT 5  STERILIZATION & PASTEURIZATION
Sterilization By: Heat (Dry & Moist); Light; Dessication; Radiation, Pasteurization of Milk - Ltst&Htst Method, Butter, Cream Cheese, Fruit Juices Etc. Sterilization of Milk & Water

UNIT 6  PRESERVATION OF FOOD
Principles of Preservation, Canning of Food High Temperature (Sterilization & Pasteurization), Preservation by Means of Low Temperature, Irradiation-Principle, Chemical Preservation

UNIT 7  INTRODUCTION
Definition & Importance of Nutrition, Function of Food, Classification of Nutrients & Food

UNIT 8  FATS
Functions of Fat & Essential Fatty Acid, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 9  PROTEINS
Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 10  CARBOHYDRATES
Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 11  VITAMINS
Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 12  MINERAL ELEMENTS
Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 13  WATER
Importance, Water Balance, Deficiency & Oral Rehydration

UNIT 14  ENERGY REQUIREMENTS FOR HUMAN BODY
Calorie-Definition, Energy Requirements-Factors affecting it, Energy Requirements for Various Age Groups

UNIT 15  NUTRITIONAL DISORDERS & DEFICIENCIES
Over-Weight & Obesity-Ill-Effects, Undernutrition-Various Diseases
UNIT 16  BALANCED DIET
Meaning & Importance of Balanced Diet / Menu Planning, Four Food Groups Plans as the Basis, Factors Effecting Menu Planning, Daily Requirements- Recommended Food Table For School Children, Adolescents & Adult Man & Woman to Form a Basis for Meal Planning

HMP16---Food and Beverages Production

Unit 1: Introduction To culinary arts
Introduction to catering industry; A history of recent food service industry; The origins of classical and trendy cuisine; Classes of professional cookery; Today’s technology; Introduction of equipment; Sanitary and nutritional awareness; Cooking within the twentieth and twenty-first centuries

Unit 2: The Organization of Recent Kitchens
The fundamental of kitchen organization; The classical brigade; Modern kitchen organization; Skill levels; Standards of professionalism; Personal hygiene; Good understanding of the fundamentals

Unit 3: Aims and Objectives of Cooking
Cooking; Aims and objectives of cooking food; Advantages of cooking; Food constituents; Effects of cooking on differing kinds of ingredients

Unit 4: Cooking Materials
Cooking materials; Eggs

Unit 5: Preparation of Food
Preparation of ingredients; Combining and mixing within the preparation of foods

Unit 6: Tools and Equipments
Introduction to food equipment; Cooking equipment; Processing equipment; Holding and storage equipment; Pots, pans, and containers; Knives, hand tools, and tiny equipment

Unit 7: Basic Cooking Principles
Heat transfer; Cooking times; Cooking ways; Moist-heat ways; Dry-heat ways; Dry-heat ways using fat; Summary of cooking terms; Building flavor; Building flavor profiles; General ideas in flavor building; Seasoning and flavoring ingredients; Common seasoning and flavoring ingredients; Using herbs and spices

Unit 8: Sanitation and Safety and Storage
Sanitation; Food hazards; Potentially hazardous foods; Locomotion; Chemical and physical hazards; Personal hygiene; Use of gloves; The four-hour rule; Food storage; Food handling and preparation; Hot food holding; Minimum safe internal temperatures; Cleaning and sanitizing equipment

HMP29---Industrial Training


UNIT 3: The Organization of Tourism and Co-relation between Trade and Travel: The Structure of Tourism - What is tourism, Tourism Structure; Tour Operators: Tour Operators Role, Responsibility and Duties, Government organizations for regulating Tour Operators, Public Sector Organisation, Regulatory Bodies, Accommodation, Types of Accommodation, Government organizations for regulating accommodation, Conference/Exhibition Organizers.

UNIT 4: Tourism Agencies or Travel Agencies: Tourism Agencies or Travel Agencies Role, Responsibility and Duties, Government organizations for regulating Tourism Agencies or Travel Agencies, Co-relation between Trade and Travel, Travel, Types of Travel, Trade, Types of Trade, Importance of Trade, Relation between Travel and Trade.

UNIT 5: Components and Elements of Tourism: Components of Tourism, Accessibility, Different Transportation Ways, Accommodation, Different types of accommodation options, Attractions, Different types of attraction.


UNIT 7: Motivation to Travel and Factors Leading to Growth of Tourism: What is Motivation?, Internal or Intrinsic Motivation, External or Extrinsic Motivation, Motivation Theory: Maslow's Hierarchy of Needs Theory, Push – Pull Theory, Herzberg's Two Factor Theory, Theory X and Theory Y, Some other Theories of Motivation: Definition of Travel & a Tourist; Motivation to Travel; Connection of motivation factors to the motivation theories; Factors Leading to Growth of Tourism.

UNIT 8: Organizations of Tourism In India: Association of Tourism Trade Organisations, India (ATTOI), Federation of Associations in Indian Tourism & Hospitality (FAITH), The Indian Association of Tour Operators (IATO), Association of Domestic Tour Operators of India (ADTOI), Travel Agents Association of India (TAAI), Travel Agent Federation of India (TAFI), Federation of Hotel and Restaurant Association of India (FHRAI), Adventure Tour Operators Association of India (ATOAI), India Heritage Hotel Association (IHHA), Indian Tourist Transport Association (ITTA), Indian Convention Promotion Bureau (ICPB), Hotel Association of India
(HAI), Indian Tourism Development Corporation (ITDC), World Travel & Tourism Council, India Initiative (WTTCII).


UNIT 10: Marketing and Promotion Initiatives : The Incredible India Campaign, Atithi Devo Bhavah (Guest is God), Visit India 2009 Campaign, Initiatives Undertaken to Promote Different Tourism Products, Rural Tourism in India, Cruise Tourism in India, Adventure Tourism in India, Medical Tourism in India, Open Sky Policy of India, Foreign Direct Investment.

UNIT 11: Domestic Tourism, Advantages of Domestic Tourism, Disadvantages of Domestic Tourism, Popular Destination of Domestic Tourism in India.


UNIT 13: Categorization of Travelers/Tourists: Distinction between a Traveler Visitor and Tourist : Defining Travelers & Tourism, Categorization of Travelers, Business Traveler, Educational Traveler, Medical Traveler, Explorer & Adventure Traveler, Cultural & Heritage Traveler,

UNIT 14: Categorization of Tourists, Pleasure Tourist, Sports Tourist, Religious & Spiritual Tourist, Tourists Visiting Family/ Friends and Relatives, Tours for Status and Pride, Tours for Shopping, Dark Tourism, Tour for Food, Distinction between a Traveler, Visitor and Tourist: Travelers, Tourists, Visitors, How can a Traveler become a Tourist?

UNIT 15: Demographic and Geographical Categorization of Tourism and Tourist Destinations: Demographic Categorization of tourism, What is Demographic, Demographic and Tourism Categorization, Backpackers, DINKS, SINKS, Empty Nesters, Youths, Boomers, Early/Active Retirees.

UNIT 16: Geographical Categorization of tourism (INDIA), North India, East India, South India, West India, Central India, Geographical Categorization of tourism (WORLD), South Asia (SAARC), South East Asia, Japan, Middle East Asia, Australasia, United Kingdom, France, United States of America, Tourism Destinations, Beach Tourism, Hill Station Tourism, Desert Tourism, Pilgrimage Tourism, Wildlife Tourism, Winter Tourism.
HMP18—Housekeeping Operations

UNIT 1: Introduction, Manual cleaning equipments
UNIT 2: Mechanical cleaning equipments, Selection of cleaning equipments, Care of cleaning equipments
UNIT 3: Introduction, Types of cleaning agents, Basic non-recyclable cleaning supplies.
UNIT 4: Points to remember while selecting cleaning agents, Care, Storage and control of cleaning agents
Structure
UNIT 5: Introduction, What is a Sub Floor, Seals and Polishes.
UNIT 6: Different Types of Floorings (Hard Wood, Laid in situ Hard Floors, Semi-hard / Resilient Floors, Soft Floors), Maintenance and Care of different types of floorings.
UNIT 7: Introduction, Common varieties of wall finishes, Glasses - various types, Window Cleaning
UNIT 8: Introduction, Functions of the Control Desk , Types of Registers and files maintained at the control desk, File and Formats used in Housekeeping Department.
UNIT 10: Introduction, Various sources of air pollution, Classifications of pollutants, Major pollutants, Methods of controlling air pollution.
UNIT 11: Indoor air quality, How to improve indoor air quality.
UNIT 12: Introduction, Sources of Contamination, Sanitary Procedures while preparing, serving & displaying food, Basic rules to be observed while preparing food.
UNIT 13: Basic rules to be observed while holding food, Basic rules to be observed during preparation of specific food.
UNIT 14: Food Hygiene during serving and displaying food, Hazard Analysis and Critical Control Points (HACCP), Personal & Kitchen Hygiene of Food Handlers, Protective clothing.
UNIT 15: Introduction, Types of Pests & their control, Garbage or waste disposal.
UNIT 16: Introduction, Classification of Items, Procedure for returning/storing Lost and Found Articles.
HMP19---Role of IT in Front Office


UNIT 3: Other Hardware Devices, Modem, Web Camera, Fax, Headphone and Mike.


UNIT 5: Working with Windows Explorer: Exploring the Windows Explorer Interface, Performing Basic File and Folder Operations, Creating Files and Folders, Renaming Files and Folders, Opening and Viewing the Content of Folders, Moving a File or Folder, Deleting Files or Folders.

UNIT 6: Performing Advanced File and Folder: Operations, Compressing Files and Folders, Setting File Properties, Searching Files and Folders, Burning Files to a CD or DVD.


UNIT 8: Opening an Existing Document, Inserting a Picture, Inserting a Table, Saving a Document, Printing a Document, Closing a Document, Quitting the Application.


UNIT 11: Getting Started with MS Outlook 2010: Configuring an E-Mail Account in Outlook, Exploring the Outlook 2010 User Interface: Title Bar, Quick Access Toolbar, Minimize, Maximize, and Close Buttons, File Tab, Ribbon, Navigation Pane, Content Pane, People Pane, Reading Pane, To-Do Bar, Status bar.


Opening and Saving Attached Items, Printing E-Mail Message, Replying to a Message, Forwarding a Message, Adding a New Contact.


UNIT 15: Software Packages used in Hospitality Industry: OPERA Enterprise Solution (OES), OES Central Systems.

UNIT 16: Case Studies: Case Study 1: A Usage of Internet, Case Study 2: Virus and Anti-Virus Software

HMP20——Travel and Tour Agency Operations

Unit 1  Travel formalities:
Travel Formalities: Passport, Visa, Health requirements, taxes, customs, currency, travel insurance, baggage and airport information.

Unit 2 Travel Agency and Tour Operation Business:
History, Growth, and present status of Travel Agency. Definition of Travel Agency and differentiation between Travel Agency and Tour Operation business.

Unit 3 Travel Agency Operators
Travel Agency and Tour Operators: Linkages and arrangements with hotels, airlines and transport agencies and other segments of tourism sector.

Unit 4 Approval of Travel Agents and Tour Operators:
Approval by Department of Tourism, Government of India. IATA rules and regulations for approval of a travel agency, Approval by Airlines and Railways.

Unit 5 Travel Agency Incentives
Study of various Fiscal and Non – Fiscal incentives available to Travel agencies and Tour Operations business.

Unit 6  Functions of a Travel Agent:
Understanding the functions of a travel agency - travel information and counselling to the
tourists, Itinerary preparation, reservation, ticketing, preparation and marketing of Tour packages, handling business/corporate clients including conference and conventions.

**Unit 7 Sources of Income**
Sources of income: Commission, Service Charges. Travel Terminology: Current and popular travel trade abbreviations and other terms used in preparing itineraries.

**Unit 8 Functions of a Tour Operator:**
Market research and tour package formulation, assembling, processing and disseminating information on destinations, Liaisoning with principles, preparation of Itineraries, tour operation and post tour Management. Sources of income for tour operation.

**Unit 9 Public and Private sector in Travel Agency Business and Tour Operation Business:**
Organisational Structure and various Departments of a Travel Agency. Case study of ITDC. Case study of SITA, Cox & Kings, TCI and Thomas Cook.

**Unit 10 Indian Travel Agents**
The Indian Travel Agents and Tour Operators – an overview. National Trade Associations: IATO and TAAI.

**Unit 11 Destinations in India**
Places of Tourist interest in various destinations in India, Types of accommodation available, Modes of transportation and length of stay. Concept of Tour Itinerary and Preparation of sample itinerary with the timings and mode of Air/train or by surface and details of sightseeing, types of Accommodations and other services. Tour Costing: Methodology of Quotation Preparation and preparation of sample quotation for tour operation with various plans and services.

**Unit 12 Natural Resources**
Wildlife Sanctuaries, National Parks and Natural Reserves in India (Jim Corbett Tiger Reserve, Bharatpur Bird Sanctuary, Valley of Flowers, Kanha, Kaziranga, Sasan Gir, Dachigam, Ranthambhore and Keoladeo Ghana)
Hill Stations: Study of Hill Station attractions and their environs with case studies of Mussoorie, Nainital, Munnar and Ooty.

Beaches and Islands: Beaches in Goa, Kerala, Orissa. Andaman Nicobar & Lakshdvip islands.

**Unit 13  Popular Tourist Resources**

Delhi, Agra, Jaipur, Khajuraho, Varanasi, Mumbai, Kolkata, Chennai, Bangalore, Hyderabad, Madhabalipuram, Madurai, Tanjore, Hampi, Ellora, Elephanta, Konark and Fatehpur Sikri

Monuments- Qutub Minar, Atala Mosque (Jaunpur), Kirtistambha (Chittor), Sher Shah Suri’s Tomb, Sikandara, Red Fort (Delhi), Taj Mahal, Golden Temple (Amritsar), Hawa Mahal (Jaipur), Bara Imambara (Lucknow).

**Unit 14  Pilgrimage Destinations**

**Hindu** Charo Dham Yatra, Jyotirlinga Yatra, Devi Yatra Vindhyachal (U.P.) Kamakhya

(Assam), Vaishnavadevi, Kashi, Prayag, Gaya, Ayodhya, Mathura–Vrindavana, Allahabad, Ujjain, Hardwar, Nasik, Gangasagar.

**Buddhist**: Lumbini, Bodhgaya, Sarnath, Kushinagar, Sharavasti, Sankisa, Vaishali, Rajgriha, Kapilvastu, Nalanda, Sanchi, Ajanta.

**Jain**: Kashi, Pavapuri, Shatrunjaya, Girnar, Mt. Abu, Sharavanbelgola, Palitana

**Muslim**: Ajmer Sharif, Nizamuddin (Delhi), Fatehpur Sikri, and some important Mazars.

**Sikh**: Patna, Nanded, Guru-ka-Tal (Agra), Amritsar.

**Saint**: Kabir, Tula, Raidas, Sankaracharya.

**Unit 15  Fairs and Festivals**

Kumbha, Pushkar, Sonepur, Dadari, Tarnetar, Chhattha, Pongal/Makar-Sankranti, Baishakhi, Meenakshi Kalyanam, Holi, Gangaur, Onam, Durga Puja, Ramaliila, Diwali, Kartik Purnima (Dev Deepawali, Guru Parb), Dashahara (Kullu), Rathyatra, Nag Nathaiya (Varanasi), Bhrawafat, Id-ul-Fitr, Easter, Christmas, Carnival (Goa), Burhawa Mangal (Varanasi), Ganga Mahotsava, Taj Mahotsava, Khajuraho Mahotsava and Desert Festival.

**Unit 16  Handicrafts and Handlooms. History of Dance Styles and main Gharanas of North Indian Music. History of Drama in India and its present scenario.**
HMP21---Introduction to MIS and HIS

Unit 1 Understanding Information System

Introduction, Concept of Information System (IS), Computer Literacy and IS Literacy, Components of IS, Trends in IS, Types of IS, Framework of IS in an Organization, IS and Business Process, Human Body as an Information System, IS Failures and Its Causes

Unit 2 Understanding Management Information System

Management Information System (MIS), Nature and Scope of MIS, Characteristics of MIS, Need of MIS, Role of MIS, Functions of MIS, Structure of MIS, Physical Components, Information Processing, Management, Activities at Various Levels, Decision Support System, Applications of MIS, Application in Marketing, Application in Finance, Application in HR, Application in Production, Summary, Keywords, Review Questions

Unit 3 Strategic Role of MIS

Introduction, Strategic MIS, Competitive Advantages with MIS, Customer Relationship Management (CRM), Supply Chain Management (SCM), Enterprise Resource Planning (ERP), Business Process Re-Engineering (BPR), Virtual Company, Total Quality Management (TQM), Agile Company, Knowledge Creating Company, Summary, Keywords, Review Questions

Unit 4 Management of Data Resources

Introduction, Concept of Data, Logical and Physical Views of Data, Characteristics of Data, Types of Data, Methods of Data Collection, Data Warehousing, Data Mining, Designing Database, Hierarchical Data Model, Network Data Model, Relational Data Model, Database Trends- Object Oriented and Hypermedia Database, DBMS, Resource, Requirement and Procurement, Summary, Keywords, Review Questions

Unit 5 Communication Technology and Network

Introduction, Communication Technology, Role of Communication in organization, Communication System, Telecommunication, Networking, Types of Networks, Understanding Basics of Networking, Need for Networking, Basic Components of a Network, Exploring the Types of Networks, Characteristics of Networks, Hardware and Software Used for Networking, Network Topologies

Unit 6 Communication Networks in Organization

Communication Networks in Organization, 1Intranet, Extranet, Introduction to the Internet, World Wide Web, Application of Internet in Business, Broadband Technology, Summary, Keywords, Review Questions
Unit 7 Decision Support Systems


Unit 8 Group Decision Support System

Group Decision Support System (GDSS), Elements of GDSS, Characteristics of GDSS, Executive Support Systems (ESS), Expert Systems (ES), Summary, Keywords, Review Questions

Unit 9 System Analysis and Design

Introduction, Concept of System Analysis, System Analyst: Meaning and Roles, System Development Life Cycle (SDLC), System Investigation, Prototyping, Feasibility analysis, System design, System Testing, System Implementation, Developing MIS, Alternative System Building Method, Rapid Application development (RAD), Business process Re-Engineering (BPR), Reverse Engineering, Re-Engineering, Concept of Rapid Application Development, Summary, Keywords, Review Questions

Unit 10 Knowledge Management and Systems

Introduction, Knowledge Support System, Transactional Processing, Artificial Intelligence, Neural Network, Fuzzy Logic, Virtual Reality, Summary, Keywords, Review Questions

Unit 11 Artificial Intelligence

Introduction, Concept of Artificial Intelligence, Evolution of Artificial Intelligence, Components of Artificial Intelligence, Artificial Intelligence, Neural Network, Fuzzy Logic, Expert Systems, Summary, Keywords, Review Questions

Unit 12 Information Technology (IT) and Global Trends

Introduction, Globalization and IT, Breaking business Barriers-International Business, Need of MIS in MNCs, Information Technology and Virtual Organizations, Information Technology and Outsourcing, Managing Global Information System, Challenges in Developing Global Information System, Technological constraints, Political Challenges, Cultural Barriers, Summary, Keywords, Review Questions

Unit 13 E-Commerce


Unit 14 Electronic Data Interchange
Introducing EDI, Standards of EDI, Transmission Modes of EDI, Risk and Disadvantages of EDI, E-Cash and E-Payment Scheme, E-Cash, E-Payment Schemes, Purchase Order Processing and Payment, Secure E-Transaction, Encryption, Digital Signature, E-Transaction, Certificate Issuance, Cardholder Certificates, Trader Certificates, Acquirer and Issuer Certificates, Business Intelligence, External Databases, Search Engines, Summary, Keywords, Review Questions

**Unit 15 Ethical Aspects**

Introduction, Ethics in Information Technology, Importance of Ethics in IT, Achieving Ethics in IT, Sarbanes-Oxley Act Ethical Challenges of IT, Cyber crime, Hacking, Cyber Theft

**Unit 16 Security of Information**


Reference Books: -

1. **Computer Applications in Management** by Niranjan Shrivastava (Paperback, Dreamtech Press)
2. **Management Information Systems** by Shubhalakshmi Joshi, Smita Vaze (Paperback, Biztantra)
3. **Comdex Computer Course Kit** by Vikas Gupta (Paperback, Dreamtech Press)

HMP22—Legal Laws in Hotel Industry

HMP30—Presentation/Seminar

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