

HINDI MAHAVIDYALAYA

(AUTONOMOUS & NAAC - RE ACCREDITED)

Arts, Commerce, Science & P.G. Centre

(Affiliated to Osmania University)

NALLAKUNTA, HYDERABAD - 44.



DEPARTMENT OF HOSPITALITY & TOURISM STUDIES

(HTS)

(B. Vocational)

Three Year Syllabus -

HOSPITALITY & TOURISM ADMINISTRATION

2016-19

स्थापना : 1961

Off : 040-2761 6330
Fax : 040-6666 1860

हिन्दी महाविद्यालय

(स्वायत्त एवं NAAC-पुनर्पूर्णांकित)
(कला, वाणिज्य, विज्ञान तथा स्नातकोत्तर केन्द्र)
(उस्मानिया विश्वविद्यालय से सम्बद्ध)
नल्लुकुंटा, हैदराबाद - 500 044



Hindi Mahavidyalaya
(AUTONOMOUS & NAAC-REACCREDITED)
(Arts, Commerce, Science and P.G. Centre)
(Affiliated to Osmania University)
Nallakunta, Hyderabad - 500 044

Website : www.hindimahavidyalaya.org
E-mail : info@hindimahavidyalaya.org

Sri P. GIRIDHAR, M.Com. NET
Principal

संदर्भ / Ref. :

To
The Registrar
Osmania University
Hyderabad.

दिनांक / Date : Dt: 11-06-2018

Respected Sir,

Sub: Hindi Mahavidyalaya (Government Aided & Autonomous Degree College Affiliated to O. U) - Sending Syllabus Copy for the issue of Equivalency Certificate in respect of B.Vocational (Banking and Insurance) & B.Voc (Hospitality & Tourism Administration)- Reg.

Ref: (1) Our Letter No: 2395/2018-19, 10-04-2018.
(2) Syllabus Copy in respect of B.Vocational (Banking and Insurance).
(3) Syllabus of B.Voc (Hospitality & Tourism Administration).

In continuation of our earlier letter cited at Ref 1, I am here with sending a copy of the Syllabus followed by the College in respect of B.Voc (Banking and Insurance) and B.Voc (Hospitality & Tourism Administration).

As the U.G.C has already clarified that the B.Vocational Courses offered in various Colleges with the financial support enjoyed from the UGC are equivalent to other Bachelor Degree Courses enabling the students of these Courses to seek employment through qualifying in the examinations being conducted by the Staff Selection Committee, Union and State Public Service Commission's as well as for the vertical mobility in pursuing the higher studies at the P.G. Level, We once again request your good self Sir to kindly issue the Equivalency Certificate recognizing the B.Vocational Degree being obtained by the Students for the following purposes.

1. IN RESPECT OF B.Voc (Banking and Insurance)

1. To recognize the B.Voc (Banking and Insurance) equivalent to B.Com, B.Com (Computers).
2. To recognize the Students of B.Voc (Banking and Insurance) as eligible for seeking admission into M.Com, M.Com (Finance), M.Com(Banking and Insurance) , M.Com (Computers) , M.Com(Retail Marketing) and any other P.G. Course for which the students of B.Com (General) and B.Com (Computers) are eligible.
3. To recognize the B.Voc (Banking and Insurance) as qualifying Bachelor Degree for admission into any P.G. Diploma offered by the Department of Commerce, O.U.

2. IN RESPECT OF B.Voc (Hospitality and Tourism Administration)

1. To recognize the B. Voc (Hospitality and Tourism Administration) equivalent to Bachelor of Hotel Management & Catering Technology offered by Osmania University.
2. To recognize the Students of B.Voc (Hospitality and Tourism Administration) as eligible for seeking admission into M.A (Ancient Indian History, Culture and Arcaeology) offered by Osmania University.
3. To recognize the Students of B. Voc (Hospitality and Tourism Administration) as eligible for P.G. Diploma offered by the Osmania University through the Department of History and Archaeology.

As the present final year students are eligible for the above mentioned benefits and the students seeking admission into first year Degree Courses are frequently approaching us for necessary clarification on the above mentioned points, We request you to take an early action on our request, enabling us enlighten the students about the potential of the B.Voc (Banking and Insurance) and B.Voc (Hospitality and Tourism Administration) in providing employability skills, so as to induce them seek admission into the said Courses .

Thanking you,

Yours faithfully


(P. GIRIDHAR)

Encl: As stated above

H.C. PRINCIPAL
HINDI MAHAVIDYALAYA
Arts, Commerce & Science
Nallakunta, Hyderabad-44



Off: 040-27616330
Fax: 040-66661860

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E-Mail: vochmv@gmail.com

BOARD OF STUDIES

DEPARTMENT OF HISTORY, HERITAGE & TOURISM STUDIES

CHAIRPERSON:

Dr. Ravi Kumar Nanduri,
HOD, Dept of HHTS,
HMV Institute of Vocational Studies,
Nallakunta, Hyderabad - 44.
Mobile No: 9848072812.

UNIVERSITY NOMINEE:

1. Prof. G. Arun Kumar
Professor & Chairperson, BOS,
Dept. of History,
Osmania University,
Hyderabad.
Mobile No :

2. Prof. G. Sudarshan Reddy,
Professor, & HOD,
Department of History,
Osmania University,
Hyderabad.
Mobile No: 9000420178.

INDUSTRY PARTNER:

Mr. Pradeep Kumar Dutt,
Co-Chairperson (Industry Partner) ,
Member, Managing Committee,
H.M.V. Samiti, G.M Hotels Hyderabad
Mobile No: 9392233200. 98481-24769

SKILL DEVELOPMENT PARTNER:

Dr. Vijaya Bhaskar Reddy,
Centre for Innovative Learning,
Skill Development Expert
Mobile No: 9848335414.



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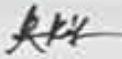



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E-Mail: vochnv@gmail.com

MEMBERS OF BOS:

- a) **Prof. G.S. Rao,**
Dean Faculty,
Badruka College, Hyderabad.
Mobile No: 9848044969. 
- b) **Prof E. Sivanagi Reddy,**
CEO, OSD, Dept. of Tourism, Hyderabad
Mobile No: 9848598446. 
- c) **Prof K. Rama Krishna,** 
Retd. Professor,
Dept of History, OU
Hyderabad
Mobile No: 8374516222.
- d) **Mr. N. Raja Kumar,** 
Tour Conductor & Freelance Faculty in Tourism
Mobile No: 9494245554.
- e) **Dr C.S Vepa,** 
Director, ICT
NSB, Hyderabad.
- f) **Prof Adapa Satyanarayana** 
Retd. Professor,
Dept of History, OU
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AGENDA

AGENDA POINT FOR DISCUSSION

1. To approve of Course Curriculum of 3 Year Hospitality & Tourism Administration (B. Voc) course
2. To ratify the Scheme of examination and model question papers.
3. To ratify the list of resource persons including faculty, Board of Examiners etc.
4. To ratify of the resources viz., books, magazines, Audio/Visual aids etc.,
5. Any other matter with the permission of the Chair.


Dr. Ravi Kumar Nanduri
Chairperson

Copy to:

1. Prof. G. Arun Kumar, Professor & Chairperson, BOS, Dept. of History, Osmania University, Hyderabad.
2. Prof. G. Sudarshan Reddy, HOD, Dept. of History, Arts College, OU, Hyderabad.
3. Mr. Pradeep Kumar Dutt, Member, Managing Committee, H.M.V. Samithi, G.M Hotels Hyderabad.
4. Prof. G. S. Rao, Dean Faculty, Badruka College, Hyderabad.
5. Prof. E. Sivanagi Reddy, OSD, Dept. of Tourism, Hyderabad.
6. Prof. K. Rama Krishna, Retd. Professor, Dept of History, OU, Hyderabad.
7. Dr. Vijaya Bhaskar Reddy, CIFEL, Skill Development Expert, Hyderabad.
8. Mr. N. Raja Kumar, Tour Conductor & Freelance Faculty in Tourism, Hyderabad.
9. Dr C.S Vepa, Director, NSB, Hyderabad.
10. Prof. Adapa Satyanarayana, Retd. Professor, Dept of History, OU, Hyderabad
11. Mr. Laxmi Niwas Sharma, Secretary, HMV Samithi, Nallakunta, Hyderabad.
12. Smt. Jyoti R Hastak, Principal, HMV, Nallakunta, Hyderabad.



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DEPARTMENT OF HISTROY, HERITAGE & TOURISM STUDIES

MINUTES OF THE MEETING OF BOARD OF STUDIES, DEPARTMENT OF HISTROY, HERITAGE & TOURISM STUDIES HELD ON 28-09-2015, FOR B. VOCATIONAL COURSE - HOSPITALITY AND TOURISM ADMINISTRATION.

VENUE: CONFERENCE ROOM.

TIME: 03.00 P.M

Members Present:

- | | |
|------------------------------|---------------------------|
| 1. Dr. Ravi Kumar Nanduri | Chairperson. |
| 2. Mr. Pradeep Kumar Dutt | Member, Industry Partner. |
| 3. Prof. G. Arun Kumar | Member. |
| 4. Prof. G. S. Rao | Member. |
| 5. Prof. G. Sudarshan Reddy | Member. |
| 6. Prof E. Sivanagi Reddy | Member. |
| 7. Prof K. Rama Krishna | Member. |
| 8. Dr. Vijaya Bhaskar Reddy | Member. |
| 9. Mr. N. Raja Kumar | Member. |
| 10. Dr C.S Vepa | Member. |
| 11. Prof Adapa Satyanarayana | Member. |
| 12. Mr. Laxmi Niwas Sharma | Spl. Invitee. |
| 13. Smt. Jyoti R Hastak | Principal. |



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AGENDA POINT FOR DISCUSSION

1. To approve of Course Curriculum of 3 Year Hospitality & Tourism Administration (B.Voc) course
2. To ratify the Scheme of examination and model question papers.
3. To ratify of the list of resource persons including faculty, Board of Examiners etc.
4. To ratify of the resources viz., books, magazines, Audio/Visual aids etc.,
5. Any other matter with the permission of the Chair.

Resolutions

1. Mr. Laxmi Niwas Sharma informed all the BOS members that the curriculum for the said course along with the detailed syllabus and examination scheme have been prepared and the syllabus is open for discussion in order to give their opinion for any revision, if necessary.
2. Prof. G. Sudarshan Reddy mentioned that learning objectives of each subject is to be incorporated.
3. Prof. G. Sudarshan Reddy, Prof. G. S. Rao and Dr. Vijaya Bhaskar Reddy pointed out that the syllabus appears to be on higher side which is to be reviewed and necessary changes to be made.
4. Dr. Vijaya Bhaskar Reddy, Dr. C. S. Vepa, Prof Adapa Satyanarayana and Mr. Pradeep Kumar Dutt expressed views on considering the opinions of industry partners for preparation of the course content which will make the students enhance their skills and, thereby employable.

Prof. G. Arun Kumar, Prof. E. Sivanagi Reddy and Prof K. Rama Krishna opined that besides academic curricula, students should be exposed to frequent industry visits, conferences, workshops and seminars in the related areas of HTA so as to make them aware of the latest developments in the HTA.

After the detailed discussion, it was decided to consider the following points and necessary changes are to be made by collecting the views of the members.

- A. The depth of the syllabus for each subject is to be reviewed on par with the syllabi of other universities where this particular course is being offered.
- B. Necessary modifications are to be incorporated based on the views expressed by the industry partners to make the students job oriented.
- C. Each subject should contain the learning objectives for each subject to measure against the learning outcomes.
- D. The revised syllabus incorporating the above said changes should be made ready within a month's time and circulate to all the members of the BOS.

It is unanimously accepted to approve the list of the members of the faculty, board of examiners, resource persons and guest faculty and resolved to make use of their services as and when needed.



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Since there were no further points for discussion, the meeting ended with thanks to the Chair.

Dr. Ravi Kumar Nanduri,
Chairperson,
Department of HHTS,

Prof. G. Arun Kumar,
Professor & Chairman of SBCS,
Department of History,
Osmania University, Hyderabad-7, A.P.

Prof. G. Sudarshan Reddy,
Professor & HOD, Dept. of History, O.U.
Department of History
Osmania University
Hyderabad, Telangana State

Mr. Pradeep Kumar Dutt,
Member, Industry Partner.

Prof. G. S. Rao,
Member.



Prof. E. Sivanagi Reddy,
Member.

Prof. Adapa Satyanarayana (Retd)
Member. Prof. A. Satyanarayana
DEPARTMENT OF HISTORY
Osmania University, Hyd-7.

Dr. Vijaya Bhaskar Reddy,
Member.

Dr C. S. Vepa
Member.

Prof K. Rama Krishna (Retd)
Member. Department of History
Osmania University. Hyd7, A.P

CA. Laxmi Niwas Sharma,
Spl. Invitee.

Mr. N. Raja Kumar
Member

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

I Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

I Semester

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM


General Education component: 12 Credits / semester

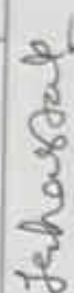
FIRST YEAR SEMESTER -I				Semester End Exam		Continuous Internal Evaluation			
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V 101	Environmental Studies ✓	AECC-1	1 1	2	2	40	30 min	10	50
B.V 102	Fundamentals of Information Technology ✓	AECC-2	1 1	2	2	40	30 min	10	50
B.V 103	Skills in English-I	CC-1A	4	4	2	40	30 min	10	50
B.V 104	Practical Hindi	CC-2A	4	4	2	40	30 min	10	50
Total no of Credits				12		160		40	200

Skill Component Credits:
Theory = 6 credits

FIRST YEAR SEMESTER -II				Semester End Exam		Exam Duration		Total	
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V 105	Fundamentals of Tourism ✓	DSC-01A	4 -	3	2	40	30 min	10	50
B.V 106	Fundamentals of Hospitality	DSC-02A	4 -	3	2	40	30 min	10	50
Total no of Credits				6		80			100

Dr. Ravi Kumar NVS
 Assistant Professor
 Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.


 Chairman, Board of Studies
 Department of History
 Omania University, Hyderabad-7. A.P


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 A.C. Commerce & Science
 (Autonomous)
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Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM


Skill Component Credits :


Practicals = 12 credits


FIRST YEAR SEMESTER - III												
Code	Course Title	Course Type	HPW		Credits	Semester End Exam		Continuous Internal Evaluation			Total	
			Th	Pr		Duration in Hrs	Marks	Exam Duration	Practical	Seminar		Marks
B.V 107	Meet & Greet Officer-1 Skill Paper -1	DSC-03A	2	4	6	3	60	30 min	30	10	40	100
B.V 108	Meet & Greet Officer-2 Skill Paper -2	DSC-04A	2	4	6	3	60	30 min	30	10	40	100
	Total no of Credits						120				80	200

On Job Training = 2 weeks

AEC-Ability Enhancement Compulsory Course
CC-Core Course
DSE-Discipline Specific Elective -V & VI
SEC-Skill Enhancement Course
GEC-Generic Enhancement Course
DSC-Discipline Specific Core (I to VI SEM)


Dr. Ravi Kumar NVS
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 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.


Chairman Board of Studies
 Department of History
 Osmania University, Hyderabad-7. X F


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 HINDI MAHAVIDYALAYA
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 MALLAKUNTA, HYD-44

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

II Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

II Semester


General Education component: 12/ semester

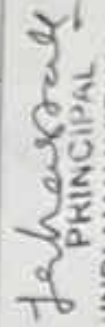
FIRST YEAR SEMESTER -II				Semester End Exam				Continuous Internal Evaluation		
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Marks	Total	
B.V 201	Gender Sensitization ✓	AECC-1	1 1	2	2	40	30 min	10	50	
B.V 202	Fundamentals of Information Technology ✓	AECC-2	1 1	2	2	40	30 min	10	50	
B.V 203	Skills in English-II	CC-1B	4	4	2	40	30 min	10	50	
B.V 204	Practical Hindi-II	CC-2B	4	4	2	40	30 min	10	50	
Total no of Credits			12		160		40		200	

Skill Component Credits:
Theory = 6 credits

FIRST YEAR SEMESTER -II				Semester End Exam				Continuous Internal Evaluation		
Code	Course Title	Course Type	HPW Th Pr	Credi ts	Duration in Hrs	Marks	Exam Duration	Marks	Total	
B.V 205	Tourism Products ✓	DSC-01B	4	3	2	40	30 min	10	50	
B.V 206	Foundation Course in front Office ✓	DSC-02B	4	3	2	40	30 min	10	50	
Total no of Credits			6		80		40		100	

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Head-Department of Hospitality & Tourism Studies
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Chairman Board of Studies
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Oermania University, Hyderabad-7. A J


PRINCIPAL
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NALLAKUNTA, HYD-54

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM


Skill Component Credits :


Practical = 12 credits


FIRST YEAR SEMESTER –II		Semester End Exam				Continuous Internal Evaluation				Total	
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Practical	Seminar	Marks	
B.V207	Front Office Executive -1 Skill Paper -1	DSC-03B	2 4	6	3	60	30 min	30	10	40	100
B.V 208	Front Office Executive -2 Skill Paper -2	DSC-04B	2 4	6	3	60	30 min	30	10	40	100
	Total no of Credits					120				80	200

On Job Training = 2 weeks

AEEC-Ability Enhancement Compulsory Course
 CC-Core Course
 DSE-Discipline Specific Elective - V & VI
 SEC-Skill Enhancement Course
 GEC-Generic Enhancement Course
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Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B. VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

III Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

B. VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

III Semester


General Education component: 12/ semester


SECOND YEAR SEMESTER -III		Course Type	HPW Th Pr	Credits	Semester End Exam		Continuous Internal Evaluation		
Code	Course Title				Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V 301	Tourism Geography ✓	SEC-1, A, A	3 1	4	3	80	30 min	20	100
B.V 302	Skills in English-III	CC-1C	4	4	2	40	30 min	10	50
B.V 303	Practical Hindi-III	CC-2C	4	4	2	40	30 min	10	50
Total no of Credits				12		160		40	200

Skill Component Credits:

Theory = 6 credits

SECOND YEAR SEMESTER -III		Course Type	HPW Th Pr	Credits	Semester End Exam		Continuous Internal Evaluation		
Code	Course Title				Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V 304	Tourism Marketing ✓	DSC-01C	4 3	2	2	40	30 min	10	50
B.V 305	Foundation course in House Keeping - I ✓	DSC-02C	4 3	2	2	40	30 min	10	50
Total no of Credits				6		80			100


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 Department of History
 Annamalai University, Hyderabad-7, A.P.


HINDI MAHAVIDYALAYA
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 NALLAKUNTA, HYD-44

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

Skill Component Credits :

Practicals = 12 credits

SECONDYEAR SEMESTER -III				Continuous Internal Evaluation					Total		
Code	Course Title	Course Type	HPW Th Pr	Credi ts	Semester End Exam Duration in Hrs	Marks	Exam Duration	Practical		Seminar	Marks
B.V306	Travel Consultant <input checked="" type="checkbox"/> T&A CON	DSC-03C OF	2 4	6	3	60	30 min	30	10	40	100
B.V 307	Hospitality Assistant <input checked="" type="checkbox"/>	DSC-04C OF	2 4	6	3	60	30 min	30	10	40	100
	Total no of Credits					120				80	200

On Job Training = 1 month

AECC-Ability Enhancement Compulsory Course

CC-Core Course

DSE-Discipline Specific Elective -V & VI

SEC-Skill Enhancement Course

GEC-Generic Enhancement Course

DSC-Discipline Specific Core (I to VI SEM)

Dr. Ravi Kumar NVS

Assistant Professor

1st Department of Hospitality & Tourism Studies

B. Vocational, Hindi Mahavidyalaya

Hyderabad, Telangar.e.

Chairman, Board of Studies

Department of History

Omania University, Hyderabad-7. A.P.

Jahanshah

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(Autonomous)

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Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

IV Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

IV Semester


General Education component: 12 Credits/ semester

SECONDYEAR SEMESTER -IV			Semester End Exam		Continuous Internal Evaluation				
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V.401	Personality Skills for Tourism	SEC-2	3 1	4	3	80	30 min	20	100
B.V.402	Skills in English-IV	CC-1D	4	4	2	40	30 min	10	50
B.V.403	Practical Hindi-IV	CC-2D	4	4	2	40	30 min	10	50
	Total no of Credits			12		160		40	200

Skill Component Credits:

Theory = 6 credits

SECONDYEAR SEMESTER -IV			Semester End Exam		Exam Duration				
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Exam Duration	Marks	Total
B.V.404	Accountancy Skills for Tourism	DSC-01D	4 - 3	3	2	40	30 min	10	50
B.V.405	Foundation Course in House Keeping -II	DSC-02D	4 - 3	3	2	40	30 min	10	50
	Total no of Credits			6		80			100


Dr. Ravi Kumar NVS
 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.



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HINDI MAHAVIDYALAYA
 Arts, Commerce & Science
 (Autonomous)
 NALLAKUNTA, HYD-14

Chairman, Board of Studies
 Department of History
 Osmania University, Hyderabad-7, A.P.

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B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM


✓ Skill Component Credits :


Practicals = 12 credits


SECONDYEAR SEMESTER -IV											
Code	Course Title	Course Type	HPW		Credits	Semester End Exam	Continuous Internal Evaluation				
			Th	Pr			Exam Duration	Practical	Seminar	Marks	Total
B.V406	Guest Relation Manager -1	DSC-03D	2	4	6	60	30 min	30	10	40	100
B.V 407	Guest Relation Manager -2	DSC-04D	2	4	6	60	30 min	30	10	40	100
	Total no of Credits					120				80	200

On Job Training = 2 weeks

- AEC-Ability Enhancement Compulsory Course
- CC-Core Course
- DSE-Discipline Specific Elective -V & VI
- SEC-Skill Enhancement Course
- GEC-Generic Enhancement Course
- DSC-Discipline Specific Core (I to VI SEM)


Dr. Ravi Kumar NVS
 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.


 Chairman Board of Studies
 Department of History
 Osmania University, Hyderabad-7, A.P.


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 HINDI MAHAVIDYALAYA
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 (Autonomous)
 NALLAKUNTA, HYD-44

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

V Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

V Semester

component: 12 Credits/ semester

III YEAR SEMESTER - V				Semester End Exam		Continuous Internal Evaluation	
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Total
B.V 501	Hotel Ethics and Laws ✓	SEC-3	3 1	4	3	80	20
B V 502	Communication Skills ✓	GE-1	3 1	4	3	80	20
Total no of Credits				12		160	40
						200	200

Skill Component Credits:
Theory = 6 credits

III YEAR SEMESTER - V				Semester End Exam		Exam Duration	
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Total
B.V 503	Hotel Captain ✓	DSC-01E	4 -	3	2	40	10
B.V 504	Meeting, Conference and Event Planner ✓	DSC-02E	4 -	3	2	40	10
B.V 505	Tourism Environment and Ecology	DSE-01E	3 1	4	3	80	20
Total no of Credits						80	200

Dr. Ravi Kumar NVS
 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangar.a.

Chairman, Board of Studies
 Department of History
 Osmania University, Hyderabad-7. A.P.

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 HINDI MAHAVIDYALAYA
 (Autonomous)
 NALLAKUNTA, HYD-44

**Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM**


Skill Component Credits :


Practical = 12 credits


III YEAR SEMESTER -V		Continuous Internal Evaluation					Semester End Exam		Total		
Code	Course Title	Course Type	HPW Th Pr	Credi ts	Duration in Hrs	Marks	Exam Duration	Practical	Seminar	Marks	Total
B.V506	Airline Ticketing and Fare construction	DSC-03E	2 4 6	3	30 min	60	30 min	30	10	40	100
B.V 507	Tourism operation Software skills	DSC-04E	2 4 6	3	30 min	60	30 min	30	10	40	100
	Total no of Credits					120				80	200

On Job Training = 2 weeks

AEC-Ability Enhancement Compulsory Course
CC-Core Course
DSE-Discipline Specific Elective -V & VI
SEC-Skill Enhancement Course
GEC-Generic Enhancement Course
DSC-Discipline Specific Core (I to VI SEM)


Dr. Kavya Kumar NVS
Assistant Professor
Department of Hospitality & Tourism Studies
Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.


Chairman, Board of Studies
Department of History
Osmania University, Hyderabad-7. A.P.


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Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

VI Semester

General Education component Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for three years

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

VI Semester


component: 12 Credits/ semester


III YEAR SEMESTER -VI			Semester End Exam		Continuous Internal Evaluation		
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Total
B.V 601	Tourism Resources in India	SEC-4	3 1	4	3	80	20
B.V 602	House keeping Supervisor	GE-2	3 1	4	3	80	20
	Total no of Credits			12		160	40


Skill Component Credits:

Theory = 6 credits

III YEAR SEMESTER -VI			Semester End Exam		Exam Duration		Total
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Marks	Total
B.V 603	event management	DSC-01F	4	3	2	40	10
B.V 604	Field Tour-Tourism Resources in India	DSC-02F	4	3	2	40	10
B.V 605	Eco-Tourism	DSC-02F	3 1	4	3	80	20
	Total no of Credits			10		80	200


 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.


 Chairman, Board of Studies
 Department of History
 Osmania University, Hyderabad-500 007.


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 HINDI MAHAVIDYALAYA
 Arts, Commerce & Science
 (Autonomous)
 NALLAKUNTA, HYD-44

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B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM


Skill Component Credits :


Practicals = 12 credits


THIRDYEAR SEMESTER -IV		Continuous Internal Evaluation					Semester End Exam		Total	
Code	Course Title	Course Type	HPW Th Pr	Credits	Exam Duration	Practical	Seminar	Marks	Marks	Total
B.V606	Reservation Revenue Manager -1	DSC-03F	2 4	6	30 min	30	10	40	40	100
B.V 607	Reservation Revenue Manager -2	DSC-04F	2 4	6	30 min	30	10	40	40	100
	Total no of Credits							80		200

On Job Training = 2 weeks

AEEC-Ability Enhancement Compulsory Course
CC-Core Course
DSE-Discipline Specific Elective
SEC-Skill Enhancement Course
GEC-Generic Enhancement Course


Dr. Ravi Kumar NVS
 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangara.


 Chairman, Board of Studies
 Department of History
 Osmania University, Hyderabad-7, A.P.


PRINCIPAL
 HINDI MAHAVIDYALAYA
 Arts, Commerce & Science
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SEM -1
SYLLABUS

Paper BV 105: Fundamentals of Tourism

Objective:

To familiarize the basic concepts in Tourism.

Unit-I:

Meaning and concepts of Tourism: Tourism meaning – leisure, Tourist – Visitor- Traveler – Evolution and development

Unit-II:

Facets of Culture : Language, Literature, Dress and Ornaments, Food and Health System -Performing Arts - Performing Arts - Dance, Classical, Folk And Tribal – Personalities with to Indian Context

Unit-III:

Types of Transportation: Roadways- Railways- Air Ways- Waterways and booking System

Unit-Iv:

Forms of Tourism: Inbound & out bound tourism Domestic- International

Unit-V:

Types of Tourism –Religious tourism, Heritage tourism, ethnic tourism, adventure Tourism, rural tourism, eco-tourism, medical or health or wellness tourism

References:

1. Biswanath Ghosh: Tourism and Travel Management
2. A.K Bhatia : Tourism Development
3. Jugmohan Negi: Tourism and Travel Concept and Principles
4. B.K Goswami & Dr. Ravendran: Textbook Tourism Management



Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
Vocational Model Mahavidyalaya

Paper B.V 106: Fundamentals of Hospitality

Objective:

This paper provides an overview of the hospitality industry and brings out its importance to tourism industry.

Unit-I:

Meaning, concept, origin and development of hospitality industry. Importance of customer care in hospitality. Famous hotel chains in India and worldwide. Role of hospitality industry in tourism.

Unit-II:

The important functional departments of the hotel, their functions. Organizational chart of hotels (Large, Medium, Small). Facilities provided in hotels.

Unit-III:

Room Types & Tariffs - Types of rooms, Food / Meal plans, Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.); Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership) Registration and gradation of hotels.

Unit-IV:

Equipments used (Manual and Automated); Role of Front Office- Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff), Black list, Bell Desk and Concierge

Unit-V:

Communication Fundamentals- Telephone etiquettes, Important terminology used in hotels Professional Attributes- Attitude towards your job, Personal Hygiene, Uniforms, Care for your own health & safety.




Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

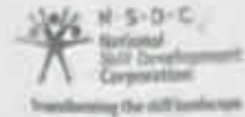
Model Curriculum

Meet and Greet Officer

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: TOURS AND TRAVEL
OCCUPATION: TRANSPORTATION
REF. ID: THC/Q4205 ,VERSION 1.0
NSQF LEVEL: 4



Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: **Meet and Greet Officer** QP No. **THC/QA205 NSQF Level 4**

Date of Issuance: December 30th, 2015

Valid up to: March 25th, 2016

* Valid up to the next review date of the Qualification Pack


Praveen
Authorized Signatory
(Tourism and Hospitality Skill Council)



Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

Meet and Greet Officer

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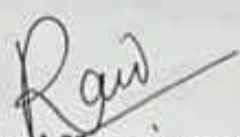
Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

Meet and Greet Officer

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a "Meet and Greet Officer", in the "Tourism and Hospitality" and aims at building the following key competencies amongst the learner

Program Name	Meet and Greet Officer		
Qualification Pack Name & Reference ID.	Meet and Greet Officer THC/Q4205, Version 1.0		
Version No.	1.0	Version Update Date	25-03-2016
Pre-requisites to Training	Preferable 10th Standard Passed		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Meet and Greet customers • Arrange for guest transfers • Customer service skills • Proper etiquette and conduct • Handle guest queries / complaints • Health, hygiene and safety • Effective communication • Working proficiency in English / local language 		



Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

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SEM - 2
SYLLABUS

B.Voc 205 : TOURISM PRODUCTS

OBJECTIVES

- To know about various kinds of Tourism Products
- To Understand Tourism and allied industries as product mixes
- To develop Tourism products to enhance the options and their quality

UNIT I: **Introduction:** Definition, Concept, Components and Characteristics of Tourism Products

UNIT II: **Nature based Tourism Products:** Landscapes, Mountains, Hills, Valleys, Caves, rocks, Deserts. Lakes, rivers, waterfalls, beaches and wildlife .

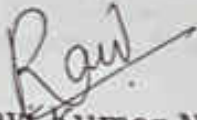
UNIT III: **Culture and Tradition Based Tourism Products** Sites and Areas of Historical, Archaeological and Cultural interest - Heritage Monuments - Museums and Art Galleries.

UNIT IV: **Recreation and Entertainment Based Tourism Products:** Recreation & entertainment attractions, Theme Parks, Cinema and Theatre

UNIT V: **World Heritage sites in India:** Latest list of Natural areas and Monuments

REFERENCE BOOKS:

1. David Weaver, *Tourism Management*, Wiley, 2007.
2. Rabindra Seth, *Tourism in India* 2 vols, Delhi, 2005
3. S.P. Gupts, *Cultural Tourism in India*, Delhi, 2004
4. Toy A Cook, *Tourism the Business of Travel*, 3rd Edu, Pearson Education, 2006
5. Eusan Horner & J. Swarbrooke, *International Cases in Tourism Management*, Elsevier, 2005.
6. *Travel Planner*, Published by MoT., Govt of India (Every year)
7. J.Burke & Barry Resnick, *Marketing and Selling the Travel Product*, (2nd Edn) Delmar, 2000.


Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

B.Voc206: FOUNDATION COURSE IN FRONT OFFICE

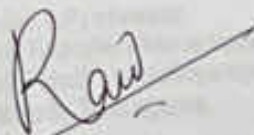
OBJECTIVES

- To introduce a student to Hospitality industry, learn about various products of Hotel
- To practice the procedures for day to day activities in Front Office with appropriate phrases and SOP's

- UNIT I:** **The Hospitality Industry:** Definition, Meaning, History and the Development of the Hotel industry Types of hotels Classifying Hotels, levels of service.
- UNIT II:** **Qualities Required For Front Office Staff:** Grooming, personality, Communication skills, social skills, mental strength, people's person - Do's and Don'ts in Front Office, Pro activeness
- UNIT III:** **Front Office Organization :** Organization chart of Front Office Department
- UNIT IV:** **The Front Desk:** Front Office forms- reservations form, registration card, GHC Equipments used in Front Office- electronic, mechanical, manual Telecommunications - basic etiquette.
- UNIT V:** **The Accommodation Product:** Need for hotel product brochures, tariff card. Basis of fixing tariff in a hotel, different modes of charging tariff - Types of guest Rooms and suites, executive floors or club floor concept.

REFERENCE BOOKS:

1. Colin & Chris Baird, *Front office operations*, Dorling, Kindersley, 2008
2. James Bardi, *Hotel Front Office Management*, John Wiley and sons, New Jersey, 2007.
3. Kasavana and Brooks, *Managing Front Office Operations*, Ahla, 2005
4. Peter Abbott & sue Lewry, *Front office Procedures, Social Skills and Management*, Butterworth-Heinemann, 2006
5. S K Bhatnagar, *Front Office Management*, Frank Brothers Corporation, 2006

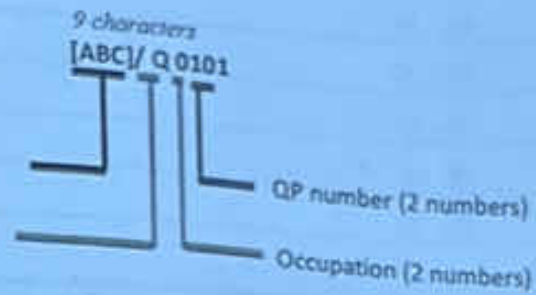


Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

Annexure

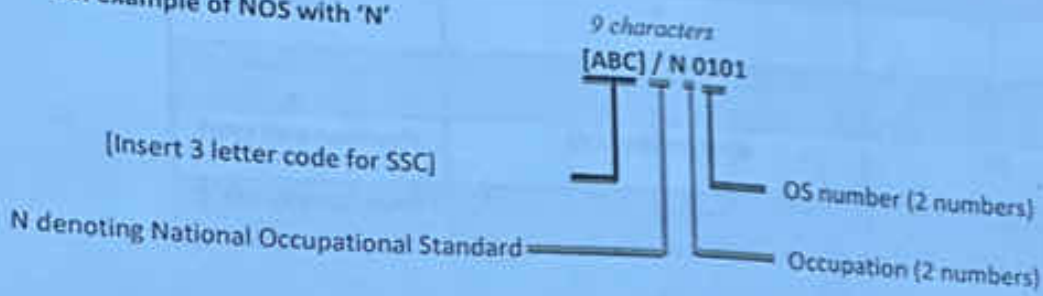
Nomenclature for QP and NOS


Qualifications Pack



Occupational Standard

An example of NOS with 'N'




Dr. Ravi Kumar NVS
Assistant Professor
Head-Department of Hospitality & Tourism Studies
B. Vocational, Hindi Mahavidyalaya
Hyderabad, Telangana.

Qualifications Pack For Front Office Executive

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Hotels	01 - 25
Restaurants	26 - 40
Tour and Travels	41 - 55
Facility Management	56 - 70
Cruise	71 - 85
Unused	86 - 95
Generic occupation	96 - 99

Sequence	Description	Example
Three letters	Industry name	THC
Slash	/	/
Next letter	Whether QP or NOS	Q/N
Next two numbers	Occupation code	01
Next two numbers	OS number	01



Dr. Ravi Kumar NVS
 Assistant Professor
 Head-Department of Hospitality & Tourism Studies
 B. Vocational, Hindi Mahavidyalaya
 Hyderabad, Telangana.