

# HINDI MAHAVIDYALAYA

(AUTONOMOUS & NAAC – RE ACCREDITED)

Arts, Commerce, Science & P.G. Centre

(Affiliated to Osmania University)

NALLAKUNTA, HYDERABAD – 44.



**DEPARTMENT OF HISTORY HERITAGE & TOURISM  
STUDIES (HHTS)**

**(B.Vocational)**

**First Year Syllabus – HOSPITALITY & TOURISM  
ADMINISTRATION**

January 2022



Off: 040-27616330  
Fax: 040-66661860

## HINDI MAHAVIDYALAYA

(NAAC REACCREDITED AND AUTONOMOUS)  
(Affiliated to Osmania University)  
Nallakunta, Hyderabad - 500 044

Website : [www.hindimahaavidyalaya.org](http://www.hindimahaavidyalaya.org)

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### BOARD OF STUDIES DEPARTMENT OF HISTORY, HERITAGE & TOURISM STUDIES

#### CHAIRPERSON:

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

#### UNIVERSITY NOMINEE:

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Associate Professor,  
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Mobile No: +91 98497 17825.

#### INDUSTRY PARTNER:

##### Hospitality

**Mr. Pradeep Kumar Dutt**  
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#### INDUSTRY PARTNER:

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### MEMBERS BOS:

- a) **Dr. C.S VEPA**  
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- b) **Dr. Niraj Gohil**  
Asst. Professor, T & H  
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### BOARD OF STUDIES

#### DEPARTMENT OF HISTORY, HERITAGE & TOURISM STUDIES

#### Notice/Agenda for Board of Studies Meeting

Date: 5-02-2022


Time: 2.30 PM

Location: Committee Room, Hindi Mahavidyalaya

Notice is hereby given to the members of the Board of Studies, Department of History, Heritage & Tourism Studies, Hindi Mahavidyalaya that the Board of Studies will hold on 05-02-2022 (Saturday) at 2.30pm in Committee Room. All the members are requested to attend the meeting and give their valuable suggestions. The Agenda for the meeting is as follows:

#### Topic:

1. Approval of SEM I & SEM II Syllabus
2. Approval of Question Paper pattern
3. Approval of Model Question Paper
4. Any other matter with the permission of the chairman.

  
Dr. Ravi Kumar NVS

Chairperson  
Dr. Ravi Kumar NVS  
Associate Professor

HOD, Department of History,  
Heritage & Tourism Studies,  
Nodal Officer, E. Vocational,

Hindi Mahavidyalaya, Hyderabad, Telangana

#### Copy To:

1. **Dr. B.Lavanya**, Associate Professor, Department Of History, Osmania University, Hyderabad, Mobile No: +91 98497 17825.
2. **Mr.Pradeep Kumar Dutt**, Industry Partner Hospitality, Member, Managing Committee, E.M.W Samiti, GM Hotels, Hyderabad, Mobile No: +91 98481-
3. **Dr.Emani Sivanagi Reddy**, Industry Expert, Tourism, CEO, Pleach India Foundation, Hyderabad, Mobile No: +91 9848335414
4. **Dr Vijaya Bhaskar Reddy**, Centre for Innovative Learning, Skill Development Expert, Hyderabad, Mobile No: +91 9848335414.
5. **Dr.C.S VEPA**, Director, ACE, ICT, Abids, Hyderabad-73, Mobile No: +91 98490 42336
6. **Dr Niraj Gohil**, Asst. Professor, NITHM, Telecomnagar, Gachibowli, Hyderabad-32, Mobile No: +91 9666065623

Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for First Year

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

I Semester

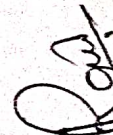
General Education component: 12 Credits

FIRST YEAR SEMESTER - I									
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Semester End Exam Marks	Continuous Internal Evaluation Exam Duration	Marks	Total
B.V 101	Environmental Studies	AECC-1	1 1	2	1 1/2	35	30 min	15	50
B.V 102	Fundamentals of Information Technology	AECC-2	1 1	2	1 1/2	35	30 min	15	50
B.V 103	Skills in English-I	CC-1A	4	4	1 1/2	35	30 min	15	50
B.V 104	Skills in Hindi -I	CC-2A	4	4	1 1/2	35	30 min	15	50
	Total no of Credits			12		140		60	200

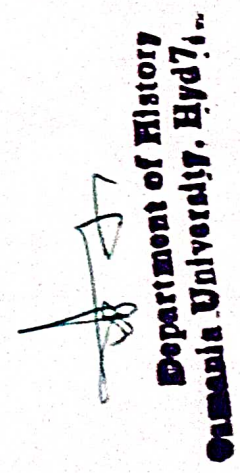
Skill Component Credits:

Theory = 6 credits

FIRST YEAR SEMESTER - I									
Code	Course Title	Course Type	HPW Th Pr	Credits	Duration in Hrs	Semester End Exam Marks	Exam Duration	Marks	Total
B.V 105	Fundamentals of Tourism	DSC-01A	4 - 3	3	1 1/2	35	30 min:	15	50
B.V 106	Fundamentals of Hospitality	DSC-02A	4 - 3	3	1 1/2	35	15 Mcq+10 seminar PPT+5Assinment 30 min	15	50
	Total no of Credits			6		70			100



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Associate Professor  
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**Department of History**  
**Osmania University, Hyd 71.**

**PRINCIPAL**  
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**Proposed Subsequent Courses in B. Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for the Year  
B.VOC. HOSPITALITY & TOURISM ADMINISTRATION COURSE**


**Skill Component**


**Practical - 12 weeks**


Code	Course Title	Course Type	Credits		Semester	Marks	Continuous Internal Evaluation				Marks	Total
			TH	PT			Assign	Project	Seminar	Tests		
B.V 107	Mass & Guest Officer-I	DSC-AGA	2	4	3	70	20	20	10	20	30	100
B.V 108	Mass & Guest Officer-II	DSC-AGA	2	4	3	70	20	20	10	20	30	100
	Total no of Credits					140					60	200

On Job Training = 2 weeks

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

  
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**Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for First Year**

**B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM**

**I Semester**

**General Education component: 12 Credits**

Code	Course Title	Course Type	HPW		Credits	Semester End Exam Duration in Hrs	Semester End Exam Marks	Continuous Internal Evaluation		
			Th	Pr				Exam Duration	Marks	Total
B.V 201	Indian Culture & Heritage	AHC-CC-1	1	1	2	1 1/2	35	30 min	15	50
B.V 202	Basic Computer Skills	AHC-CC-2	1	1	2	1 1/2	35	30 min	15	50
B.V 203	Skills in English-I	CC-1B	1	1	2	1 1/2	35	30 min	15	50
B.V 204	Skills in Hindi-I	CC-2B	1	1	2	1 1/2	35	30 min	15	50
	Total no of Credits				12		140		60	200

**Skill Component Credits  
Theory = 6 credits**

Code	Course Title	Course Type	HPW		Credits	Semester End Exam Duration in Hrs	Semester End Exam Marks	Exam Duration	Marks	Total
			Th	Pr						
B.V 205	Tourism Products	DSC-01B	1	1	2	1 1/2	35	30 min	15	50
B.V 206	Foundation Course in front Office	DSC-02B	1	1	2	1 1/2	35	15 MCQ+10 SHORT PPP+5 ASSIGNMENT 30 min	15	50
	Total no of Credits				6		70			100

*Rawal*

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*Rawal*

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**Rawal University, Hyderabad.**

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Proposed Subjects/Courses in B.Voc. (HOSPITALITY & TOURISM ADMINISTRATION) for First Year

B.VOC. HOSPITALITY & TOURISM ADMINISTRATION CURRICULUM

Skill Component :


Practical = 12 credits


**FIRST YEAR SEMESTER -II**

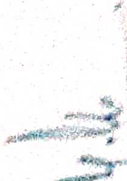
Code	Course Title	Course Type	HPW		Credits	Semester End Exam		Continuous Internal Evaluation				
			Th	Pr		Duration in Hrs	Marks	Exam Duration	Practical	Seminar	Marks	Total
B.V207	Front Office Executive -I	DSC-03B	2	4	6	3	70	30 min	20	10	30	100
B.V208	Front Office Executive -II	DSC-04B	2	4	6	3	70	30 min	20	10	30	100
	Total no of Credits						140				60	200

On Job Training = 2 weeks

- 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)

  
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### BOARD OF STUDIES

#### DEPARTMENT OF HISTORY, HERITAGE & TOURISM STUDIES

Minutes of the Meeting of Board of Studies in Department of History, Heritage & Tourism Studies on 05-02-2022 (Saturday) at 2.30pm at Committee Room Hindi Mahavidyalaya.

The following members were present:

1. Dr. Ravi Kumar NVS

Chairperson

2. Dr. B. Lavanya

University Nominee

3. Mr. Pradeep Kumar Dutt

Member

4. Dr. Emani Sivanagi Reddy

Member

5. Dr. Vijaya Bhaskar Reddy

Member

6. Dr. C.S VEPA

Member

7. Dr. Niraj Gohil

Member

Department of History  
Osmania University, Hyd7, ..

The formal BOS meeting commenced with the chairperson extending a warm welcome to all members of the BOS. He introduced all the members of the BOS and after the brief introduction; the agenda items listed were taken up for discussion.

**Topic No. 1:** The BOS discussed in depth the SEM-I and SEM-II syllabus for all the papers

- The syllabus for HTA first year is divided into two parts for two semesters i.e., (SEM-I and SEM-II).
- Copies of the syllabus for SEM-I and SEM-II are enclosed.

**Topic No. 2:** Question Paper pattern was discussed for the SEM-I and SEM-II and the following points are incorporated:

- Model question paper is of 50 marks.
- Theory paper for each semester has two sections, Sec-I and Sec-II.
- Sec-I contains 5 questions of 2 marks each. Student is required to attempt all questions i.e. (5\*2=10 marks).
- Sec-II contains 5 long answer questions of 5 marks each, out of which 5 questions should be attempted with internal choice i.e. (5\*5=25).
- Internal Assessment is of 15 marks.
- In each semester two internal assessments of 15 marks each will be conducted and an average of both the internal assessments will be added in the marks of theory exam.



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**Topic No. 3:** The members of BOS discussed the Model Question Paper for Semester I and II and after taking into account all the suggestions proposed by the members, the Model Question Paper was approved and enclosed. The panel of examiners was approved. The same is enclosed.

**Topic No.4:** The Chairperson BOS took a note of the members' suggestion to exercise the option of introducing some new topics in the syllabus.

The meeting ended with a vote of thanks by the BOS chairperson who thanked all the members for their valuable suggestions, efforts and cooperation.

**Dr. Ravi Kumar NVS**

Chairperson,

**Dr. Ravi Kumar NVS**

Associate Professor

HOD, Department of History

Heritage & Tourism Studies

Nodal Officer, B. Vocational,

Hindi Mahavidyalaya, Hyderabad, Telangana.

**Dr. B. Lavanya**

University Nominee

**Department of History**  
**Osmania University, Hyd 71..**

**Mr. Pradeep Kumar Dutt**

Member, Industry Partner

**Dr. Emani Sivanagi Reddy**

Member, Industry Partner

**Prof. Dr. Vijayabhaskara Reddy**

Consulting Advisor

India Mission & Director

Centre for Mass Media Learning

Hyderabad, Telangana

**Dr. C.S. VEPA**

Member

**Dr. Niraj Gohil**

Member

**PRINCIPAL**  
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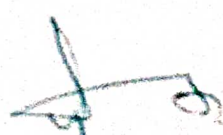
### Model Question Paper – Internal Examination

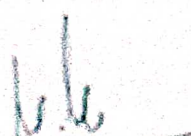
I & II Semesters	Duration of Internal examinations: 30 Minutes	
Number of internal examinations	02	
Marks allotted	Average of two internals	
Multiple Choice Questions &	10X1=10Marks	Assignment:5 Marks
Internal Practical Paper-I & II	30x2=60 marks	

### Model Question Paper – External Examination

I & II Semesters	Duration of External examinations: 2 Hours
Part A	Answer the following 5x2= 10 Marks
Short Questions	1,2,3,4,5
Part B	Answer any 5 5X5=25 Marks.
Essay Questions	out of the following: 1. or 1. (Unit – I) 2. or 2. (Unit – II) 3. or 3. (Unit – III) 4. or 4.(Unit – IV) 5. or 5.(Unit – V)
Practical Paper-I	Practical Paper-I 70x2 =140 Marks

  
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Associate Professor  
MCC, Department of History  
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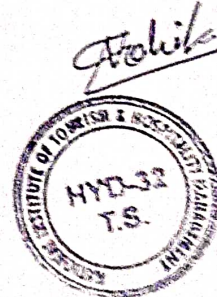
E-Mail: [vochmv@gmail.com](mailto:vochmv@gmail.com)

### EXTERNAL EXAMINARS PANEL

Sl. No	Name of the faculty member	Designation	Subjects	Contact Number	E-mail id.
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2	Dr. Raja Kumar.N	Asst Prof, Telugu University	Tourism Management	9963728080	n. rajakumar 21@gmail.com
3	Vassu Vaddanm	Associate Prof. Dr BRAOU	History & Heritage	9985733775	vasuvaddanam@ gmail.com
4	D.Krishna Sastry	HR Hamshire Plaza Lakidikapool	Hospitality	963333422	dsrkdevulapalli @gmail.com

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### B.Voc-HTA 1st Year-1st Semester

#### PAPER BV 105: FUNDAMENTALS OF TOURISM


##### Objective:


To familiarize the basic concepts in Tourism.


- Unit-I:** Tourism- Meaning and Scope Tourist, Visitor, Traveler, Excursionist & Transient – Evolution - development.
- Unit-II:** Facets of Culture: Language, Literature, Dress and Ornaments, Food and Health System -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- Tourism Impacts: Socio-economic, Cultural and Environmental/Ecological Benefits – Negative Implications of Tourism  
Types of Tourism –Religious tourism, Heritage tourism, ethnic tourism, adventure
- Unit-V:** 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

  
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### PAPER B.V 106: FUNDAMENTALS OF HOSPITALITY


#### Objective:

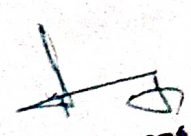
This paper provides an overview of the hospitality industry and brings out its importance to tourism industry.


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

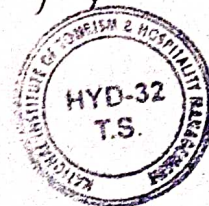
#### References:

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 Abott & sue Lewry, *Front office Procedures, Social Skills and Management*, Butterworth-Heinemann, 2006
5. S K Bhatnagar, *Front Office Management*, Frank Brothers Corporation, 2006

  
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### SKILL PRACTICAL SEMESTER-I


SECTOR	TOURISM & HOSPITALITY
SUB-SECTOR:	Tours and Travel
OCCUPATION	Transportation


The following criteria are essential in Practical evaluation


1. Performance Criteria	2. Knowledge and Understanding	3. Technical Knowledge
4. Core Skills/Generic Skills	5. Professional Skills	6. Viva-voice

After completing this program, participants will be able to:

MEET & GREET OFFICER SKILL PAPER-I	MEET & GREET OFFICER SKILL PAPER- II
1. Prepare for providing Meet & Greet Service	1. Communicate with customers and colleagues
2. Meet & Greet Customers	2. Maintain Customer centric services orientation
3. Arrange for Guest Transfers	3. Maintain standard of Etiquettes
4. Handle Guest Queries and Complaints	4. Follow gender and age sensitive service practices
5. Maintain safety, health and hygiene	5. Learn a foreign or local languages(s) including English

  
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### B.Voc-HTA 1st Year-2<sup>nd</sup> Semester Paper: 201 CULTURAL HERITAGE OF INDIA


#### Objective

To familiarize the culture set up in India and its contribution to Tourism.


- Unit-I:** Introduction to Indian Culture and Heritage: Defining the terms History, Culture and Heritage - Tangible and Intangible Heritage- Outlines of Indian History from the earliest till to the recent times- Evolution of Indian Culture Salient features of Indian Cultures - World Heritage Sites and Monuments, Nomination Process - the Indian Example.
- Unit-II:** Religions of Indian and Non-Indian Origin- Basic features of Vedic Religion - : Basic features of Non-Vedic Religions
- Unit-III:** Facets of Indian Culture- Language, Literature, Dress and Ornaments, Food and Health System of India -Performing Arts: Music, Classical, Folk and Tribal - Musical Instruments and Personalities - Performing Arts - Dance, Classical, Folk And Tribal - Personalities
- Unit-IV:** Indian Architecture-Religious Architecture Buddhist and Jain Architectures : Islamic and Christian Architecture in India -Defense and Secular Architecture - Forts and Places Colonial Architecture in India  
Introduction to Culture and Heritage Tourism - Culture and Heritage as Tourism Products -
- Unit-V:** Features of Culture and Heritage Tourism - Case Study on Cultural Tourism- Case Study on Heritage Tourism

#### References:

1. Al. Hashem : The wonder that was India, Picador, 2004
2. H.G. Rawlinson : The land and people of India, A & C BLACK LTD, 1955
3. Percy Brown : Indian Architecture Vol. I, D B Taraporevala Sons & Co. Bombay, 1942
4. Krishna Chaitanya : A Profile of Indian culture Indian Book Company (1975)
5. Bryn Thomas : Lonely planet (India) Lonely Planet, 7th edition (December 1997)

  
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# HINDI MAHA VIDYALAYA

Unit 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

Address: ...

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## UNIT 1: INTRODUCTION TO TOURISM


### OBJECTIVES

- To know about various kinds of Tourism Products
- To Understand Tourism and allied industries in great detail

- Unit-I: Introduction: Definition, Origin, Components and Characteristics of Tourism Products
- Unit-II: Nature based Tourism Products: Landscapes, Mountains, Hills, Valleys, Lakes, Rivers, Dams, Forests, Deserts, Lakes, Rivers, waterfalls, beaches and wildlife.
- Unit-III: Culture and Tradition based Tourism Products: Sites and Monuments of Historical, Archaeological and Cultural interest - Festivals, Museums - Libraries and Art Galleries.
- Unit-IV: Recreation and Entertainment based Tourism Products: Parks, Amusement Parks, Zoos, Botanical gardens, Theme Parks, Casinos and Casinos
- Unit-V: World Heritage sites in India: List of World Heritage sites and Monuments

### References:


1. David Weaver, Tourism Management, Wiley, 2001.
2. Rajmala Jethi, Tourism in India 2 vols, Delhi, 2005
3. S.P. Gupta, Cultural Tourism in India, Delhi, 2004
4. Irvy A Cook, Tourism the Business of Travel, 3rd Edn, Pearson Education, 2005
5. Euzza Farmer & J. Swartzwelder, International Cases in Tourism Management, Pearson, 2005.
6. Travel Planner, Published by MAF, Govt of India (Every year)
7. J. Burke & Barry Rees, Marketing and Selling the Travel Product, 2nd Edn, Butterworths, 2000.

  
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### 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

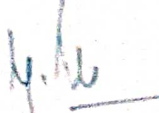
- Unit-I: The Hospitality Industry: Definition, Meaning, History and the Development of the Hotel industry Types of hotels Classifying Hotels, levels of service.
- Unit-II: Qualities Required For Front Office Staff: Grooming, personality, Communication skills, social skills, mental strength, people's 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.

#### References:

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 Abott & sue Lewry, *Front office Procedures, Social Skills and Management*, Butterworth-Heinemann, 2006
5. S K Bhatnagar, *Front Office Management*, Frank Brothers Corporation, 2006

  
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### SKILL PRACTICAL SEMESTER: II

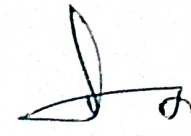
SECTOR: TOURISM AND HOSPITALITY, SUB-SECTOR: Hotels, OCCUPATION: Front Office

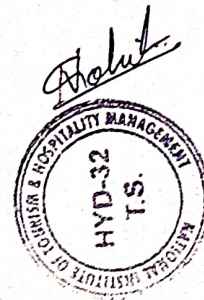
The following criteria are essential in Practical evaluation


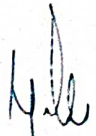
1. Performance Criteria	2. Knowledge and Understanding	3. Technical Knowledge
4. Core Skills/Generic Skills	5. Professional Skills	6. Viva-voice

FRONT OFFICE EXECUTIVE SKILL PAPER-I	FRONT OFFICE EXECUTIVE SKILL PAPER-II
1. Assist guest in check-in-&check out process	1. Maintain IPR of organization
2. Attend to guest queries	2. Maintain Customer centric services orientation
3. Perform cashiering activities	3. Maintain standard of Etiquettes
4. Handle Guest Complaints & guide FO Staff	4. Maintain safety, health and hygiene
5. Communicate with customers and colleagues	5. Learn a foreign or local languages(s) including English

  
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