

## 2.1 ENGLISH AND COMMUNICATION SKILLS – II

L T P  
3 - 2

### RATIONALE

Language is the most commonly used medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and skills to communicate effectively to handle the future jobs in industry. The objective of this course is to enable the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension skills, improve vocabulary, use proper grammar, acquire writing skills, correspond with others and enhance skills in spoken English. It is expected that each polytechnic will establish a **communication skill laboratory** for conducting practicals mentioned in the curriculum.

### DETAILED CONTENTS

1. Facets of Literature (14 hrs)
  - 1.1 Short stories
    - 1.1.1 The Portrait of a Lady - Khushwant Singh
    - 1.1.2 The Doll's House – Katherine Mansfield
    - 1.1.3 The Refugees – Pearl S. Buck
  - 1.2 Prose
    - 1.2.1 Walking Tours – R.L. Stevenson
    - 1.2.2 A Dialogue on Civilization – C.E.M. Joad
    - 1.2.3 The Sign of Red Cross – Horace Shipp
  - 1.3 Poems
    - 1.3.1 All The World's A Stage – W. Shakespeare
    - 1.3.2 Say Not, The Struggle Nought Availeth – A.H. Clough
    - 1.3.3 Pipa's Song – Robert Browning
2. The Art of Précis Writing (04 hrs)
3. Grammar and Usage (08 hrs)
  - 3.1 Narration
  - 3.2 Voice
  - 3.3 Idioms and Phrases
4. Correspondence (04 hrs)
  - 4.1 Business Letters
  - 4.2 Personal letters

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|----|--|----------|
| 5. | Drafting   | (06 hrs) |
|    | 5.1 Report Writing   |          |
|    | 5.2 Inspection Notes   |          |
|    | 5.3 Memos, Circulars and Notes                                     |          |
|    | 5.4 Notices  |          |
|    | 5.5 Press Release  |          |
|    | 5.6 Agenda and Minutes of Meetings                                 |          |
|    | 5.7 Applying for a Job: Forwarding letter, Resume/C.V., follow up. |          |
| 6. | Glossary of Technical & Scientific Terms                           | (04 hrs) |
| 7. | Communication  | (08 hrs) |
|    | 7.1 Media and Modes of Communication                               |          |
|    | 7.2 Channels of Communication                                      |          |
|    | 7.3 Barriers to Communication                                      |          |
|    | 7.4 Listening Skills   |          |
|    | 7.5 Body language  |          |
|    | 7.6 Humour in Communication  |          |

### LIST OF PRACTICALS

1. Practice on browsing information from Internet and e-mail
2. Group Discussions
3. Mock Interviews
4. Telephone Etiquette – demonstration and practice
5. Situational Conversation with feedback through video recording
6. Presentation on a given theme (using PowerPoint)
7. Exercises leading to personality development like mannerism, etiquettes, body language etc.
8. Reading unseen passages
9. Writing (developing) a paragraph
10. Exercises on writing notices and telephonic messages

**Note:**

1. The Text Book on “English and Communication Skills, Book-II By Kuldip Jaidka et. al. developed by NITTTR, Chandigarh is recommended to be used for teaching & setting-up the question papers.
2. A communication laboratory may be set up consisting of appropriate audio-video system with facility of playing CDs/DVDS and a video camera for recording the performance of each student with play back facility. A set of CDs from any language training organization e.g. British Council etc. may be procured for use of students.
3. Elements of body language will be incorporated in all practicals
4. The practical exercises involving writing may also be included in Theory Examination.

## RECOMMENDED BOOKS

1. English and Communication Skills, Book-I By Kuldip Jaidka, Alwinder Dhillon and Parmod Kumar Singla, Prescribed by NITTTR, Chandigarh Published By Abhishek Publication, 57-59, Sector-17, Chandigarh
2. Rich Vocabulary Made Easy by Kuldip Jaidka , Mohindra Capital Publishers, Chandigarh
3. Spoken English (2<sup>nd</sup> Edition) by V Sasikumar & PV Dhamija; Published by Tata MC Graw Hills, New Delhi.
4. Spoken English by MC Sreevalsan; Published by M/S Vikas Publishing House Pvt. Ltd; New Delhi.
5. Spoken English –A foundation course (Part-I & Part-II) By Kamlesh Sdanand & Susheela Punitha; Published by Orient BlackSwan, Hyderabad
6. Practical Course in English Pronunciation by J Sethi, Kamlesh Sadanand & DV Jindal; Published by PHI Learning Pvt. Ltd; New Delhi.
7. A Practical Course in Spoken English by JK Gangal; Published by PHI Learning Pvt. Ltd; New Delhi.
8. English Grammar, Composition and Usage by NK Aggarwal and FT Wood; Published by Macmillan Publishers India Ltd; New Delhi.
9. Business Correspondence & Report writing (4<sup>th</sup> Edition) by RC Sharma and Krishna Mohan; Published by Tata MC Graw Hills, New Delhi.
10. Business Communication by Urmila Rani & SM Rai; Published by Himalaya Publishing House, Mumbai.
11. Business Communication Skills by Varinder Kumar, Bodh Raj & NP Manocha; Published by Kalyani Publisher, New Delhi.
12. Professional Communication by Kavita Tyagi & Padma Misra; Published by PHI Learning Pvt. Ltd; New Delhi.
13. Business Communication and Personality Development by Bsiwajit Das and Ipseeta Satpathy; Published by Excel Books, Delhi
14. Succeeding Through Communication by Subhash Jagota; Published by Excel Books, Delhi
15. Communication Skills for professionals by Nira Konar; Published by PHI Learning Pvt. Ltd; New Delhi.
16. Developing Communication Skills (2<sup>nd</sup> Edition) by Krishna Mohan & Meera Banerji; Published by Macmillan Publishers India Ltd; New Delhi.
17. Effective Technical Communication By M .Ashraf Rizwi; Published by Tata MC Graw Hills, New Delhi.
18. Basic Communication Skills for Technology by Andrea J Rutherford; Published by Pearson Education, New Delhi
19. English & Communication Skills for students of Science & Engineering by SP Dhanavel; Published by Orient BlackSwan, Hyderabad.
20. Technical Communication- Principles & Practices by Meenakshi Raman & Sangeetha Sharma; Published by Oxford University Press, New Delhi.
21. Technical English by S. Devaki Reddy & Shreesh Chaudhary; Published by Macmillan Publishers India Ltd; New Delhi.

22. Advanced Technical Communication, by Kavita Tyagi & Padma Misra; Published by PHI Learning Pvt. Ltd; New Delhi.
23. Communication Skills for Engineer & Scientist by Sangeeta Sharma & Binod Mishra; Published by PHI Learning Pvt. Ltd; New Delhi.

**SUGGESTED DISTRIBUTION OF MARKS**

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	14	30
2	04	10
3	08	10
4	04	10
5	06	10
6	04	10
7	08	20
<b>Total</b>	<b>48</b>	<b>100</b>

## GLOSSARY OF TECHNICAL AND SCIENTIFIC TERMS

1. Absolute	परम, अचर, पूर्ण, स्थिर	مکمل - ساکن
2. Acceleration	त्वरण, प्रवेग	حرکت
3. Acid	अम्ल	عمل - تیزاب
4. Alkaline	क्षारीय, खारा	کھارا
5. Air Compressor	वायु-संपीडक	ہوا کے دباؤ - ایرکمپریسر
6. Air Conditioning	वातानुकूलन	ایئر کنڈیشن
7. Alignment	सरेखन	ایک لائن میں - ایک سیدھ میں
8. Alternating Current	प्रत्यावर्ती धारा	تعمیر کرنٹ - ایسے کرنٹ
9. Altimeter	ऊंचाई मापने का यंत्र	اوتخانی ماپنے کا آلہ
10. Alum	फिटकरी	پھٹکری
11. Ammeter	अम्मीटर	تجلی کا کرنٹ ماپنے کا آلہ - ایلمی میٹر
12. Ampere	ऐम्पियर	تجلی کی طاقت کو ماپنے کی اکائی - ایمپیر
13. Amplification	प्रवर्धन	پرو دھن - ایمپلی کیشن
14. Amplitude	आयाम	ایام - ایمپلسٹی سیوڈ
15. Angle	कोण	زاویہ - کون
16. Angular velocity	कोणीय वेग	کوئیے وگ
17. Angular Momentum	कोणीय संवेग	کوئیے سٹوگ
18. Annealing	तापानुशीतन	تاپ آؤشٹین - انی لنگ
19. Anode	अनोड	انوڈ
20. Apex	शीर्ष, शिखर, शिखाग्र	اوتخانی - سب سے اوتچا
21. Apparent	स्पष्ट	صاف
22. Applied mechanics	अनुप्रयुक्त यंत्रिकी	انوپریکت آلہ - اپلائیڈ میکینک
23. Applied Science	अनुप्रयुक्त विज्ञान	انوپریکت سائنس - اپلائیڈ سائنس
24. Archimedes's Principle	आर्किमिडीज़ का सिद्धांत	آرک میڈیز کا اصول
25. Architecture	वास्तुकला, स्थापत्यकला	تعمیراتی سائنس - تعمیراتی کلا
26. Armature	आर्मेचर	آرمیچر
27. Atom	परमाणु	ایٹم
28. Automatic	स्वचलित	اپنے آپ چلنے والا
29. Axis	अक्ष	اکس
30. Axle	धुरी	ڈھرا - ایکسل

31. Balance (Scale)
32. Ball Bearing
33. Bar magnet
34. Barometer
35. Base
36. Base Plate
37. Battery
38. Beaker
39. Bending Moment
40. Blast Furnace
41. Bleach
42. Boiler
43. Bridge
44. Burette
45. Callipers
46. Calorie
47. Canal
48. Capacitance
49. Carburettor
50. Cast Iron
51. Catalyst
52. Cathode
53. Centre of Gravity
54. Centrifugal
55. Centripetal
56. Centroid
57. C.G.S. System
58. Chemical Action
59. Chain
60. Change of State
61. Characteristics
62. Charge (n)
63. Choke
64. Chord, Major
65. Chord, Minor
66. Circular

- تولا، ترازو  
 بال-بیرنگ  
 छड़- चुम्बक  
 वायुदाबमापी  
 आधार  
 आधार पट्टिका  
 बैटरी  
 बीकर  
 वंकन आधूर्ण  
 झोंका भट्टी  
 विरंजक  
 उबालक  
 पुल  
 ब्यूरेट  
 कैलिपर्स  
 कैलोरी  
 नहर  
 धारिता  
 कारبुरेटर  
 ढलवा लोहा  
 उत्प्रेरक  
 कैथोड  
 गुरुत्वाकर्षण-केन्द्र  
 उपकेन्द्रीय  
 अभिकेन्द्रीय  
 केन्द्रीय  
 सी.जी.एस. पद्धति  
 रासायनिक क्रिया  
 श्रृंखला, माला  
 अवस्था परिवर्तन  
 लक्षण  
 आवेश  
 चोक  
 गुरू स्वर-संघात  
 लघु स्वर-संघात  
 वृत्ताकार, वर्तुल

- ترازو  
 بال بیرنگ  
 متناقیس کا ٹکڑا  
 ہوا کا دباؤ ماپنے کا آلہ۔ بیرومیٹر  
 بنیادی  
 بنیادی پلیٹ۔ آڈیا پٹرک۔ بیس پلیٹ  
 بیٹری  
 بی کر  
 بندنگ مومینٹ بھکنے کی شکتی (طاقت) چوک  
 بلاسٹ فرنس۔ بلاسٹ بھٹی۔  
 بلیچ۔ درنجک  
 بوائیلر۔ اُبالنے والا۔ آبانک۔  
 پل  
 بیوریٹ۔ بیوریٹری میں استعمال ہونوالی شیشے کی تالی۔  
 کیلیپرس  
 کیلووری  
 نورا کی طاقت ماپنے کی یونٹ  
 نہر  
 کے پے سی ٹنس۔ دہارتا۔  
 کاربوریٹور  
 کچی لوہا کاسٹ آئرن  
 اُتپریرک۔  
 کے تھوڈ  
 دھرتی کی طاقت کا مرکز۔  
 مرکزت دور کرنے والا۔ آپکینڈریہ  
 مرکز کی طرف لائٹ والا۔ ابھی کینڈریہ  
 مرکزی  
 سی جی ایس۔ ایس۔ بیسٹم  
 تیزابی نتیجہ  
 سلسلہ۔ مالا۔  
 تبدیلی حالات  
 آثار۔ نمونیا  
 آدیش۔ چارج بھرنہ  
 چوک۔ بستی کی یو۔ب کو چلانے کیلئے لگا یا جانوالا پرزہ  
 کارڈ میجر۔ نور۔ سو۔ سنگھات۔  
 کردہ مائینر۔ چھوٹا سورسنگھات  
 مرکور۔ دہرتا کار۔ ڈرٹل۔ باہر سے جانوالا

67. Clock-wise	دائیں ہاتھ چلنے والا۔ دکشن ورت گلاک دائیں
68. Coagulation	کوآولیشن۔ سکند
69. Coefficient of Expansion	کو ایفینٹنٹ آف ایکشن۔ پراسٹرنک۔ نیرت پیلے نیرت گلاک یا نیرت گلاک
70. Coil	کونڈلی۔ کوائیل۔ کٹڈلی۔
71. Combustion	دہن۔
72. Compass	کمپاس۔ اطراف بتانے والا آلہ۔ ڈشٹا سوچک۔
73. Compound	کمپاؤنڈ۔ یوگک۔
74. Concave	کن دیو۔ آؤٹل۔
75. Convex	کن دیکس۔ آؤٹل۔
76. Concentrated (Solution)	گھاڑھا مشرب۔ گھول۔ سویوشن
77. Concrete	کنکریٹ۔ پتھر کا۔
78. Conduction	کنڈکشن۔ چالان۔
79. Conductor	کنڈکٹر۔ چلانے والا۔
80. Cone	کون۔ ششکو۔
81. Connection	جوڑ۔ تعلق۔
82. Constant (Adj.)	کھڑا۔ سکن۔ اپھل۔
83. Convection	کنوکشن۔ مزا ہونا۔ زور نہ ہونا۔ وزن نہ ہونا بات میں
84. Coulomb	عاقبت کی اکائی۔
85. Couple	کیپل۔ بل یوگم۔ عاقبت یوگم
86. Crane	کرین۔ وزن اٹھانے والی مشین
87. Crystalline	روسے دار۔ کرٹ لائن۔
88. Dehydrate	بنیر پانی کے ہونا۔
89. Distil	عرق نکالنا
90. Effervescence	بد پداہٹ
91. Element	اپنی مرث بلب میں چلنے والی تار۔ تو
92. Empirical Formula	بنیادی اٹوپاتی سوٹر۔
93. Equivalent Weight	معم وزن۔ برابر وزن کا۔
94. Flame Test	فلیم ٹیسٹ۔ آف کے شعلہ کا ٹیسٹ۔
95. Flash Point	فلشس پوائنٹ۔ آگ کی تری
96. Flask	فلاسک۔ پانی کو گرم یا ٹھنڈا رکھنے والی بوتل۔
97. Spring Balance	سپرنگ دار ترازو۔
98. Soluble	وسے شیں۔ سو ایبل
99. Viscosity	گھاڑھا پن
100. Volumetric Analysis	آیتھی موازنہ۔ ولیمیرک موازنہ / مقابہ

## 2.2 COMMUNICATION AIDS IN TOURISM

L T P  
3 - 2

### RATIONALE

A diploma holder in travel and Tourism has to deal with variety of customers and this subject will enable him/her to communicate with them effectively. Skill in operating latest audio visual equipment will increase his/her communication efficiency and effectiveness.

### DETAILED CONTENTS

- |    |  |          |
|----|--|----------|
| 1. | Business Correspondence                                    | (14 hrs) |
| -  | Essentials of official and business correspondence         |          |
| -  | Practice in writing letters of various types               |          |
| •  | Enquiry letters/reply letters                              |          |
| •  | Order letters/acknowledgement letters                      |          |
| •  | Complaint letters/follow-up letters                        |          |
| •  | Reservation Requests(RR)                                   |          |
| -  | Fax messages and e-mail messages                           |          |
| 2. | Audio Communication aids in tourism                        | (6 hrs)  |
| 3. | Visual Communication aids in tourism                       | (6 hrs)  |
| 4. | Audio-visual Communication aids in tourism                 | (6 hrs)  |
| 5. | Office Equipment in tourism                                | (6 hrs)  |
| 6. | Computers, Multimedia and Internet applications in tourism | (10 hrs) |

### LIST OF PRACTICALS

1. Practice in business correspondence
2. Exercises in writing FAX - messages and E-mail messages
3. Practical skills in operating OHP
4. Practical skills in operating slide projector
5. Practical skills in power point presentation
6. Preparation of resume and covering letter by each student
7. Practice in delivering informative lecture with the help of latest presentation skills on a tourist spot



## INSTRUCTIONAL STRATEGY

More emphasis should be laid on presentations and independent tasks by the students. Practice in operating various types of audio-visual equipments will not only teach the skill to the students but also make them confident to keep up with the fast changing technology

## RECOMMENDED BOOKS

1. Management of Public Relations and Communication by Sengupta S.; Vikas Publishing House, New Delhi.
2. Spoken English by MC Sreevatsan, Vikas publishing House Private Limited, New Delhi.
3. Audio Visual Method in Teaching (3<sup>rd</sup> edition), Edgar Dale, The Dryden Press Inc., Hinsdale, Illinois.
4. Instructional Media in the learning Process, Hyden R. Smith and Thomas S. Nagle, Chales E. Merril Publishing Co. Columbus, Ohio.
5. Written and Oral Communication, Reader's Digest

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	14	25
2	06	10
3	06	10
4	06	15
5	06	20
7	10	20
<b>Total</b>	<b>48</b>	<b>100</b>

## 2.3 TOURISM ORGANISATIONS

L T P  
3 - 2

### RATIONALE

This subject will enable the students to have thorough knowledge about functions of various international, national and state tourism organizations, their functions, organizational structure, aims and objectives. This subject will enable the students to have wider prospective of tourism industry in India and abroad.

### DETAILED CONTENTS

1. Tourism Organisations: (08 hrs)
  - Introduction
  - Functions
  - Organizational Structure
  - Aims and Objectives
  
2. International Organisations (22 hrs)
  - WTO (World Tourism Organization)
  - IATA (International Air Transport Association)
  - UFTAA (Universal Federation of Travel Agents Association)
  - PATA (Pacific Asia Travel Association)
  - AH&LA (American Hotels and Lodging Association)
  - WTTC (World Travel and Tourism Council)
  
3. National Organisations (14 hrs)
  - MOT (Ministry of Tourism)
  - ITDC (India Tourism Development Corporation)
  - TAAI (Travel Agents Association of India)
  - IATO (Indian Association of Tour Operators)
  - FHRAI (Federation of Hotel and Restaurant Association of India)
  - HAI (Hotel Association of India)
  - HRACC (Hotel and Restaurant Approval and Classification Committee)
  
4. State Organisations (04 hrs)
  - Department of Tourism (J&K State)
  - J.K.T.D.C.

## LIST OF PRACTICALS

1. Visit to Dept. of Tourism (J&K) to study its functions:
  - T.R.C (Tourist Reception Centre, Jammu) at
  - Railway Station
  - Airport
2. Visit to J.K.T.D.C to study its functions
3. Visit to local Hotel, Tourism related organizations/association to study its functions

## INSTRUCTIONAL STRATEGY

Study visit to various places and institutes and preparing the study reports will enable the students to know practical applications of various topics taught in the subject

## RECOMMENDED BOOKS

1. International Tourism Management by AK Bhatia, Sterling Publishers Private Ltd., New Delhi.
2. Tourism: Principles, Practices and Philosophies, by Mc Intosh Report, W. Greldner and R.Charles, John Wiley and Sons Publication, New York
3. Towards appropriate Tourism - The case of developing countries, by T.V. Singh and H.L.Thenus, Peter Laug Publication, Frankfurt.
4. The Travel Industry by Chuck Y.Gee, Dexter, J.L. Choy, James C. Makens, AVI Publishing Company, Inc.

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	08	20
2	22	35
3	14	30
4	04	15
<b>Total</b>	<b>48</b>	<b>100</b>

## 2.4 CONTEMPORARY INDIA - II

L T P  
3 - 4

### RATIONALE

The subject aims to cover major tourist destinations of India, various aspects related to those destinations like significant features of the destination, existing infrastructural facilities, accessibility, trends etc. will be taken into account in order to expose the students to practical realities of destination development and management.

### DETAILED CONTENTS

1. History of India: An Overview (10 hrs)
2. Contemporary Indian Art with reference to music, dance, sculpture, painting, cinema, architecture and handicrafts in India. (10 hrs.)
3. Indian Fairs and Festivals (10 hrs)
4. Monuments of India under ASI, Museums, Archeological Sites of India (10 hrs)
5. Major religions and their popular Pilgrimage Sites in India (08 hrs)

### LIST OF PRACTICALS

1. Preparation of scripts with photographs on atleast 15 places of tourist interest highlighting their characteristic features
2. Visiting at least two places of artistic and architectural interest and explaining to peer group (students) the salient features of the places
3. An educational tour – any major tourist places in India

## RECOMMENDED BOOKS

1. Successful Tourism Management, Volume I and Volume II. Fundamentals of Tourism by Pran Nath Seth, Published by Sterling Publishers Pvt. Ltd., New Delhi, 1999.
2. Lonely Planet – India by Sarina Singh, Lonely Planet Publications, 2003.
3. Tourism Industry in India by Selvam M, Himalaya Publishing, Mumbai – 1999.

## SUGGESTED DISTRIBUTION OF MARKS

<b>Topic No.</b>	<b>Time Allotted (Hrs)</b>	<b>Marks Allotted (%)</b>
1	10	20
2	10	20
3	10	20
4	10	20
5	08	20
<b>Total</b>	<b>48</b>	<b>100</b>

## 2.5 GEOGRAPHY OF TOURISM – II

L T P  
3 - 4

### RATIONALE

In this subject the students study the concept of tourism with special emphasis on the place of origin, place of destinations and the route through which the transportation takes place. It provides a thorough knowledge about the characteristics of tourist markets, the attractions of destinations and the accessibility of the world which is essential for the operation of tourism.

### DETAILED CONTENTS

#### THEORY

1. Tourism in major tourist states of India with special reference to their geography, climate, transportation and important tourist destinations (Rajasthan, Himachal Pradesh, Kerala, Goa, Uttarakhand, Madhya Pradesh) (20 hrs)
2. World map reading. World air and surface routes (road, rail and sea routes) (10 hrs)
3. Tourism in USA, UK, France, Egypt, Thailand, Brazil, Japan, Australia, with special reference to their geography, climate, transportation and important tourist destinations. (18 hrs)

#### LIST OF PRACTICALS

1. Exercises in world map about major tourist generating/receiving countries (USA, UK, Australia, Singapore, Thailand, Japan, France, Spain, China)
2. Exercises in referring to rail, bus, air tables

#### RECOMMENDED BOOKS

1. The Geography of Travel and Tourism by Boniface, B.G. and Christopher Cooper, Heinmann Publication, London, 1987.
2. Tourism Today – A geographical Analysis, by Douglas Pearce, Longman Publication, London, 1987
3. Atlas – The Orient Longman School Atlas, Pulished by Orient Longman Limited 1997.
4. International Tourism Management by A.K. Bhatia, Published by Sterling publishers Pvt. Ltd., New Delhi 2001.

#### SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	20	40
2	10	20
3	18	40
<b>Total</b>	<b>48</b>	<b>100</b>

## 2.6 HOSPITALITY SERVICES - I

L T P  
3 - 4

### RATIONALE

The traits of hospitality plays important role in tourism services. The subject emphasizes on the accommodation/hospitality sector of the tourism industry. It will enable the students to understand various front office and housekeeping operations like types of accommodation, rooms, plans and reception, reservation procedures etc. It will also help the students in performing important house keeping operations.

### DETAILED CONTENTS

#### THEORY

1. Definition, Concept and Role of Hospitality in Tourism (10 hrs)
  - Hotels - Definition and classification
  - Departments of a hotel and their functions
  - Types of Accommodation
    - Types of rooms
    - Types of plans
  
2. Front Office (FO) Operations (18 hrs)
  - Front office organization
  - Front office layout
  - Basis of charging room rates
  - Front office terminologies
  - Tourist Information
  - Reservation
  - Reception/registration
  - Key handing process
  
3. House Keeping Operations (20 hrs)
  - Introduction to housekeeping operations
  - House keeping organization
  - House keeping layout
  - Cleaning agents
  - House keeping equipment
  - Cleaning methods
  - Types of cleaning
  - Room cleaning operation
  - Lost and found procedures
  - Room reports
  - Laundry/linen room
  - Emergency situations
  - Room supplies

## LIST OF PRACTICALS

1. Telephone manners (receiving calls)
2. Taking reservations
3. Check-in and check-out procedures
4. Taking messages
5. Baggage handling procedure
6. Bed making procedures
7. Cleaning and polishing of glass, wood and various other surfaces
8. Explanation to the guest about the tourist sites in the vicinity areas
9. Visit to a hotel for studying Front Office Operations, Food and Beverages and House Keeping practices

## INSTRUCTIONAL STRATEGY

For effective implementation, this subject should involve practical operations by the students by way of visiting selected hotels. Small assignments related to aspects of front office and house keeping will be of great help in imbuing problem solving capability of the students.

## RECOMMENDED BOOKS

1. Management for quality tourism and hospitality services by C.H. Lovewek, R.W. Schmenner, R.B. Chase.
2. Strategic management in Tourism and hospitality industry – The strategic process by Henry Mintzberg and James B. Quin, Prentice Hall, Upper Saddle River, New Jersey.
3. Dynamics of Tourism A Trilogy – Vol.2, Accommodation by Kaul R.N., Sterling Publishers Pvt. Ltd., New Delhi
4. Tourism and Travel Management by Biswanath Ghosh, Vikas Publishing House, Delhi 1998.

## SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	10	20
2	18	40
3	20	40
<b>Total</b>	<b>48</b>	<b>100</b>