

SEMESTER - III

TOURISM MANAGEMENT

HOSPITALITY LAW	FACILITY MANAGEMENT
<ol style="list-style-type: none">1. Basic Legal Principles Governing Hospitality Operations2. Criterion of fixation of taxes for various tariff structures applicable to hotels3. Applicable Acts & Laws4. Right to receive or refuse accommodation to a guest5. Tenancy laws6. Duty to protect guest. Employees and third party threats in restrooms and parking lots7. Statutory limits on hotel's liability8. Central State and local food laws9. Powers and duties of a Food Inspector10. Compound license11. Direct and Indirect Taxes12. Tax on Luxuries13. The Indian Income -tax Act, 196114. Frauds Committed Against Hotels and Crimes of Trespass15. Other Laws Relating to Food Service Consumer Protection Laws Affecting Hotels16. Public Health and Safety Requirements	<ol style="list-style-type: none">1. Hotel Design2. Evaluation of accommodation need3. Integrated functions of housing, feeding, entertainment, rentals, services4. Flow process and flow diagrams5. Difference between carpet area and plinth area6. Class room exercises7. Criteria for star classification of hotels8. Various licenses & statutory approvals9. Planning of management areas10. Services related to it like meeting room, toilets11. Production area12. Service Area13. Factors to be considered while planning décor14. Planning of service support areas15. Planning of material management16. Maintenance area, fire exits

ROOMS DIVISION MANAGEMENT	TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT
<ol style="list-style-type: none"> 1. Classification of Hotels 2. Relationship between Hotel and Travel Industry 3. Operations and Functions 4. Front Office Management: 5. Job Description of Front Office personnel 6. The reservations office 7. Types and Role of Global Distribution system 8. Online Travel Agents (OTA) Reception 9. Mail and Information 10. Social Skills 11. Selling Techniques and Marketing 12. Functions of The Front Office Account System 13. The Front Office Accounting Cycle 14. and Role Responsibilities of the auditor 15. Occupancy Statistics 16. Guest Statistics 17. Forecasting 18. Room Tariffs: 19. Yield Management 20. Accommodation operation and Budgetary Control 	<ol style="list-style-type: none"> 1. Types of travel agency and tour operation 2. Linkages with major railways and cruise system 3. Inter state bus and coach network 4. Function of a travel agency and tour operator 5. Itinerary planning 6. Tips and steps for itinerary planning 7. Types of Tour 8. Types and forms of tour package 9. Hotel and airline and exchange order 10. Special requirements for outbound packages 11. Govt. rules for getting approval 12. IATA rules 13. Regulations for accreditation 14. tourism and hospitality 15. Problems of entrepreneurship in travel trade 16. Itinerary preparation for inbound, outbound tours 17. sample tour itinerary of Thomas Cook, Cox & Kings

TOURISM PRINCIPLES AND PRACTICES

1. Introduction to tourism Industry - Concepts, definitions, origin and development
2. Forms of tourism: domestic, international, regional, inbound, outbound
3. Tourism network and components of tourism
4. Tourism Industry and its structure: attractions, accommodation, transportation
5. Present trends in domestic and global tourism
6. Assessment of tourism impact on destinations: Economic, socio-cultural and ecological
7. Concept of carrying capacity, sustainable tourism development
8. Emerging areas of tourism: rural, eco, medical, pilgrimage, bollywood, golf etc.
9. World Tourism Organisation (WTO)
10. Pacific Area Travel Association(PATA), World Tourism &Travel Council, (WTTC)
11. Role and function of Ministry of Tourism, Govt. of India
12. Role and function ITDC, Department of Pondicherry Tourism, PT&TC, FHRAI, IHA, IATA.
13. Overview of five year plans with special reference to 10th five year plan for tourism development and promotion
14. National Action Plan- 1992, National Tourism Policy-2002
15. Destination planning and development

SEMESTER - IV

TOURISM MANAGEMENT

INTERNATIONAL TOURISM MANAGEMENT	EVENT MANAGEMENT
<ol style="list-style-type: none"> 1. Globalization & tourism sector Globalization & the business world 2. Factors affecting Global & regional tourist movements, 3. Contemporary trends in international tourist movements. 4. The emergence of international hotels & tourisms 5. Historical aspects, development of chains, development abroad, airline connection 6. International organizations dealing with barriers viz : WTO, IMF, IHA 7. National tourism organizations 8. International hotels 9. Balancing global & local perspectives - 10. Understanding cultural diversity 11. cultural considerations in negotiations 12. International tourism sales & marketing 13. Market research, developing an international marketing strategy, 14. understanding various travel distribution systems viz GDS 15. Global competition & the future 16. Long -term tourism growth trends 17. Development issues, tourism & the environment. 	<ol style="list-style-type: none"> 1. Concepts of resorts management 2. Types of resorts, major players in resort industry in India, Sterling group, Mahindra group, etc 3. Introduction to Conventions, Exhibitions and Meetings (MICE) 4. Components of the conference market. 5. Characteristics of conferences and conventions 6. The nature of conference markets 7. The impacts of conventions on local and national communities 8. An international market perspective 9. Role of Travel agency in the management conference. 10. The law of professional Meeting and convention check list. 11. Development of convention, hotel sales and marketing plan 12. hotel convention service management 13. Practices in Event management 14. Starting and managing event business 15. Marketing Equipments & tools , Event coordination 16. Global competition & the future 17. Long-term tourism growth trends, 18. Tourism growth in major regions

SAFETY AND SECURITY MANAGEMENT

1. Importance of maintenance dept. in Hotel Industry
2. Organization of maintenance Dept. in 3/4/5-star hotel
3. Types of maintenance with examples of each -. Advantages & disadvantages.
4. Contract of Maintenance
Definition & procedure, advantages & disadvantages
5. Methods of heat transfer
6. Units of heat.- Solid, Liquid, Gas, Electricity, Biogas fuels
7. Importance of earthing
8. Types of electric supply (single phase, three phase) , Calculation of electricity.
9. Air pollution
10. Water pollution
11. Waste Disposal
12. Controlling methods (recycled material, land filling, heat recovery by incineration)
13. Noise pollution control
14. Govt. stipulated condition for noise pollution
15. Concept of Recycling
16. Water purification methods
17. Methods of water softening (Ion exchange, Zeolite process)
18. Classification of fire, symbols
19. Methods and types of fire extinguishers