



HIMACHAL PRADESH UNIVERSITY

B.VOC. DEGREE PROGRAMME

IN

HOSPITALITY AND TOURISM

REGULATIONS, SCHEME AND SYLLABUS

PROGRAM STRUCTURE

SEMESTER - I

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
One/ Certificate Front Office Associate	General Paper-01	EN11 1	Learning a Foreign or English.	GC	06	90
	General Paper-02	TH11 1	Introduction to Tourism - Aviation, Hospitality Industry.	GC	06	90
	Skill Paper-01	TH12 1	THC/N0108: Record guest details for registration.	SC	04	60
			THC/N0109: Follow check-in procedure and allot room.			
			THC/N9902: Maintain customer centric service orientation			
	Skill Paper-02	TH12 2	THC/N9901: Communicate with customer and colleagues	SC	04	Theory 30
			THC/N9903: Maintain standards of etiquette and hospitable conduct			
			THC/N9904: Follow gender and age sensitive service practices			
			THC/N9905: Maintain IPR of organization and customers			
	Skill Paper-3	TH12 3	THC/N0107: Attend to guest queries	SC	04	Theory 30
			THC/N0110: Perform cashiering activities			
			THC/N9906: Maintain health and hygiene			
			THC/N9907: Maintain safety at work place			
	On Job Training	TH12 4	On Job Practical Training and Report	SC	06	180

SEMESTER - II

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Two/Diploma Front Office Associate	General Paper-1	EN211	Tourism Products.	GC	06	90
	General Paper-2	TH212	Communicative English for Tourism and Hospitality.	GC	06	90
	Skill Paper-1	TH221	THC/N0119: Assist guest in check-in and checkout process	SC	05	Theory 35 Practical 75
			THC/N0107: Attend to guest queries			
			THC/N0110: Perform cashiering activities			
			THC/N9905: Maintain IPR of organization and customers			
	Skill Paper-2	TH122	THC/N0120: Handle guest complaints and guide front office staff.	SC	04	Theory 30 Practical 50
			THC/N9901: Communicate with customer and colleagues.			
			THC/N9902: Maintain customer centric service orientation.			
			THC/N9903: Maintain standard of etiquette and hospitable conduct.			
	Skill Paper-3	TH223	THC/N9904: Follow gender and age sensitive practices	SC	04	Theory 30 Practical 50
			THC/N9906: Maintain health and hygiene			
			THC/N9907: Maintain safety and workplace.			
			THC/9909: Learn a foreign or local language(s) including English.			
	On Job Training	TH224	On Job Practical Training and Report	SC	05	150

EVALUATION AND GRADING

The evaluation of each course shall contain two parts:

- I. Internal or In-Semester Assessment (ISA).
- II. External or End-Semester Assessment (ESA).

Sector Council Assessment will be done by the following steps:

1. Theory
2. Practical Work
3. Role Plays
4. Viva

The Sector Council assessment will be independent out of the University evaluation.

The Final grade will be awarded after completion of both the evaluations successfully.

B.Voc: (Hospitality & Tourism) Semester - I

Paper B.Voc. EN111: Learning a Foreign or English.

Objectives:

- To further enhance students' abilities such as accurately understanding and appropriately conveying information, ideas, etc. and enable them to use such abilities in their social lives, while fostering a positive attitude toward communication through the English language.
- To enable students to have analytical, critical, and communicative minds.

Duration: 03 hrs.

Lectures: 90 Practical: Nil

Maximum Marks: 100

Theory: 70 (Pass Marks) 45%

Internal Assessment: 30

CONTENT: (GENERAL PAPER - 01)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Writing as a Skill.	Writing as a skill - its importance - mechanism of writing - words and sentences - paragraph as a unit of structuring a whole text - combining different sources - functional use of writing - personal- academic and business writing - creative use of writing.	18
Unit-02	Writing Process.	Planning a text - finding materials - drafting - revising - editing -finalizing the draft - computer as an aid - key board skills.	18
Unit-03	Writing Models.	Essay - précis - expansion of ideas -- letter writing - personal letters - formal letters - CV - surveys - questionnaire - e-mail - fax - job application - report writing.	18
Unit-04	Presentation as a skill	Elements of presentation strategies - audience - objectives - medium, key ideas - structuring the material & content- audio-visual aids - hand-outs - seminar paper presentation and discussion.	18
Unit-05	Cross Culture Communication	Cross Culture Communication, Understanding Cultural and Business Protocol differences across countries - UK, USA, China, Japan, France, and Germany.	18

Suggested Readings:

1. Matila Treece: Successful communication: Allyun and Bacon Pubharkat.
2. Jon Lisa Interatid skills in Tourist Travel Industry Longman Group Ltd.
3. Robert T. Reilly - Effective communication in tourist travel Industry Dilnas Publication.
4. Boves. Thill Business Communication Today Mcycans Hills Publication.
5. Dark Studying International Communication Sage Publication.
6. Murphy Hidderandt Thomas Effective Business Communication McGraw Hill.

Note: Latest and additional good books may be suggested and added from time to time.

Paper Setting Scheme for End Semester Examination.

Part	Number of Questions	Syllabus Coverage	Nature of Questions and Answers	Questions to be Attempted	Maximum Marks
A	10	Complete	Objective (MCQ)	10 (1 Mark Each)	10
B	2	Unit-1	-	1	12
C	2	Unit-2	-	1	12
D	2	Unit-3	-	1	12
E	2	Unit-4	-	1	12
F	2	Unit-5	-	1	12
Total	-	-	-	-	70

B.Voc: (Hospitality & Tourism) Semester - I

Paper B.Voc. TH111: Introduction to Tourism Aviation, Hospitality Industry.

Objectives: To provide basic knowledge of Tourism - Aviation and Hospitality.

Duration: 03 hrs. **Lectures:** 90 **Practical:** Nil **Maximum Marks:** 100
Theory: 70 (Pass Marks) 45%
Internal Assessment: 30

CONTENT: (GENERAL PAPER - 02)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Tourism	Introduction to tourism industry - Travel agency - History - Operation/Functions - Types. Tour Operators - Functions - Types. Importance of Souvenirs & Shopping in Tourism business.	20
Unit-02	Aviation	AIR TRANSPORTATION INDUSTRY International Organizations - ICAO- IATA- Evolution of Hub & Spokes- Carrier Codes- facilities to the passengers- procedure at airport: - policies- practices and rules.	22
Unit-03	Hospitality	Classification & Categorization of Hotels - Hotel Ownership. A brief account of Commercial Hotels-Residential Hotels- Resort Hotels- Airport hotels- Bed & Breakfast Hotels- Convention hotels- Casino Hotels- Motels.	15
Unit-04	Accommodation	Emerging trends in Accommodation - Time-share- Condominium-Home Stays- Tree Huts- Houseboats- Capsule hotel. Major Hotel chains in India. - FHRAI.	11
Unit-05	Value Chain	Definitions: Hospitality and Hotel. - Link between Hospitality and Travel and Tourism industry. Expectations of the guest.	22

Suggested Readings:

1. IATA Manual on Diploma in Travel & Tourism Management
2. ICAO Manuals.
3. Air Travel: A Social History - Hudson, Kenneth.
4. Tourism development - Principles and practices - AR Bhatia.
5. Tourism in India - V.K. Goswami.

Note: Latest and additional good books may be suggested and added from time to time.

Paper Setting Scheme for End Semester Examination

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C	2	Unit-2	-	1	12
D	2	Unit-3	-	1	12
E	2	Unit-4	-	1	12
F	2	Unit-5	-	1	12
Total	-	-	-	-	70

B.Voc: (Hospitality & Tourism) Semester - I

Paper B.Voc. TH121: Front Desk Operation.

Duration: 03 hrs.

Marks: 100

Lectures: 60 Practical: Nil

CONTENT: (SKILL PAPER - 01)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Front Office Organization & Hierarchy.	Different sections & layouts of front office and their importance; coordination of FO with other departments; front office organization and hierarchy; duties and responsibilities of principal staff and their job description - FO Manager- Duty Manager- Lounge Manager- FO Agent- Cashier- Bell Captain- Bell Boy- GRE- Concierge; introduction to Bell Desk Operations. Attributes- qualities- telephone manners- standard phrases required for office staff.	20
Unit-02	Assist guest in check-in and checkout process.	Welcoming and greeting the guests; understanding reservation status and arranging for booking; arranging for guest requirement; following guest check-in process; registration; registration card - importance of registration card; checking in a guest with confirmed booking; lobby attendant - errand card Greeting guest as per SOP-Type of Guest-Types of rooms- Room allotment as per guest Preference-Rate negotiation and Discounts-Handle room allotment as per type of guest Upgrade / Downgrade-Procedure for upgrade / Downgrade-Transferring guest rooms Procedure & handling of walk-in guest; VIP SPATT- scanty baggage guest; 'C' Form; procedure for room allotment- post registration activities- different types of guest folios- procedure for group check-in.	20
Unit-03	Customer-Centric Service.	Understanding guest requirement- Inter-Departmental Communication-Responding to guest Queries-Protocol to contact guest in the Room-Front office consumables- What is customer service- Handling customer requests- Brand value.	20

B.Voc: (Hospitality & Tourism) Semester - I

Paper B.Voc. TH122: Basics of Hospitality Service.

Duration: 03 hrs.

Marks: 100

Lectures: 30 Practical: 60

CONTENT: (SKILL PAPER - 02)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Communication with Customers and Colleagues.	Interacting with superiors; communicating with colleagues; communicating effectively with customers-Understanding guest needs-Handling customer complaints/ feedback-Build friendly but impersonal relationship with the customers-Use appropriate language and tone and listen actively-Show sensitivity to gender/ cultural and social differences-Understand customer expectations and provide appropriate product/services-Respond back to the customer immediately-Up selling /promoting suitable products and services- Seek feedback from customers-Explain terms and conditions clearly.	10
Unit-02	Service Quality Standards.	Following behavioral- personal and telephonic etiquettes; treating customers with high degree of respect and professionalism; Achieving customer satisfaction- kind of customers customer-various market trends-Understand target customers- their profiles and needs-Build good rapport with the customer-Understand the market trends and customer expectations by discussing the same with frequent customers-Seek feedback and rating from customer- Use customer oriented behavior to gain loyalty and satisfaction - Behavioral etiquettes- Personal etiquettes- Social etiquettes- Telephone etiquettes- How to address a guest- Friendliness v/s familiarity- Customer loyalty.	10
Unit-03	Gender and Age Sensitivity Maintaining IPR.	Women rights- Women Safety-Company policy on behavior with women- Women equality- Educating customers on specific facilities and services available; providing different age and gender specific customer	10

		<p>service; following standard etiquette with women at workplace.</p> <p>Securing company's IPR; respecting customer's Copyright-Make sure new initiatives of Hotel are not leaked out-Report IPR violations- Read Copyright Clause-Protect infringement upon customer's interests- Know which aspect of customer information can be used- Report any infringement.</p>	
	Practical (H&T Lab)	Practical Training and Report Submission.	60

B.Voc: (Hospitality & Tourism) Semester - I

Paper B.Voc. TH123: Customer Query and Complaint Management.

Duration: 03 hrs.

Marks: 100

Lectures: 30 Practical: 60

CONTENT: (SKILL PAPER - 03)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Customer Query and Complaint Management.	Critical Thinking- Decision-making- Problem Solving: methods and techniques- positive attitude-empowerment-Query Handling: Types of standard queries- information regarding the queries: structure and method-standard phrases- do's and don'ts of handing queries Understand customer dissatisfaction and address their complaints-Maintain proper body language and dress code - Inform the customers on any issues and developments involving them- Customer Complaints-Types of complaints- customer handling: structure and method- Do's and Don'ts of Complaint Handling- the escalation process- Guest satisfaction- moments of truth- expectation vs. reality-service models- from satisfaction to delight.	10
Unit-02	Cashiering Activities and Night Auditing Procedure.	Receiving payment method details from the guests; preparing the invoice; receive the payment; documenting and recording the details-Master folio- Preparing bills as per standing instructions-Matching and updating invoices with the master bill (POS)- Prepare bills as per different categories of guests- Various modes of bill settlement- Foreign currency procedure- Settlement of final bill-Identify the role of a night auditor; Process internal financial transactions; Verify occupancy position of the property; Contribute to management decisions.	10
Unit-03	Safe Health and Hygiene in Hotels.	What is cleanliness- Importance of cleanliness- What is hygiene- Importance of Hygiene- Personal Hygiene- Safe health practices- What are hazards- Identifying work hazards- Preventive Measures-Standard safety procedures- Safety standards- Standard procedures in case of fire- Safety signs.	10
	Practical (H&T Lab)	Practical Training and Report Submission.	60

SEMESTER - I

TH-124 (ON JOB PRACTICAL TRAINING AND REPORT)

1.1 Expectations from and benefits of Report Preparation

It is important that students should be motivated about the Report and know what is expected from it.

- Getting familiar with the work environment.
- Getting familiar with modern tools and systems.
- Participating in teamwork- preferably as part of a multi-disciplinary team.
- Getting familiar with the project development cycle
- Improving communication skills.
- Being able to apply the knowledge and skills gained in curriculum to real-life issues and problems.
- Learning new subjects
- Learning about contemporary issues.
- Understanding of the professional and ethical responsibilities of an employ.
- Making contacts for future employment.

1.2 Recommendations to students for report writing

- Be active- enthusiastic- motivated- energetic and Work hard.
- Be pro-active. Do not wait for somebody to tell you what to do. Try to plan your time week by week.
- Keep a daily/weekly record of the progress of your training.

2.0. Report Writing Guidelines

The guidelines are classified into two groups:

1. Style and formatting guidelines-
2. Content and logical organization guidelines.

2.1. Style and formatting

Please strictly follow the formatting guidelines and be consistent throughout your document. Listed below are some style-related guidelines.

- Number each figure/table- add a meaningful caption to each figure/table- and refer to the figures/tables inside the text using their figure/table numbers.
- List references (to papers- documents- manuals- web pages- etc.) at the end of your report (after the conclusion and before the appendix) in a separate section entitled *References*.

- Give citations to each of these references inside the text in a standard way.
- Spell-check your report.
- Bind your report.
- Number the pages.
- Strictly follow the formatting guidelines and be consistent throughout the document. (this duplicates what it says in the header- first sentence!)
- Read and edit your report several times before you submit it.
- Format for the cover page is given at the end of this report.

2.2 Content and organization

- Objectives of the Study
- Methodology
- Sequencing of the Study

2.2.1 Dividing the report into sections and logical parts

Below are some guidelines describing what sections are expected in a report and what each section should include.

Abstract: Start your report with a brief abstract that describes in a few sentences where you have done your report- what you have done- and what you have learned.

Introduction: Have an introductory section that will make a smooth beginning to the document. In the introduction section include the following:

- The name of the company and department where you have done your Report- the main focus area of the company- and your motivation for choosing this company as the place for your Report.
- Brief summary of the work you have done the motivation behind it- and the significance of the work that you have done in the overall project.
- Explanation of the organization of the rest of the report.

Company information: Have a section providing detailed information about the company and department where you did your training and resources- its focus and project area- its organization- etc. The name- address- telephone number- email address- and information about the education of your supervisor must be given.

Main Body: This is the most important part of your report. The number of sections in this part- their titles- and their contents depend on the work that you have done and the information you would like to provide.

- This part should include at least the following:
 - Information about the main project.
 - The significance of the work you have done.

- The motivation behind the particular work that you have done and why it is required.
 - Detailed description of the work done.
- Clearly state your own contribution and clearly identify the distinctions from others' work.

Conclusion: Have a conclusion section where you summarize the work you have done. Clearly re-state your contribution- what you have learned- experienced and acquired.

2.2.2 Other content related guidelines

- Do not copy and paste information from other documents. Always write in your own words.
- If you need to include information from other sources- properly quote or paraphrase- and give citations.
- Be consistent with the use of your abbreviations and state their long form when they are used for the first time.
- Be correct- consistent- and complete.
- Make sure you cite any ideas that you borrow from other sources.

3.0. Evaluation Criteria for Reports

Each student will be required to submit two copies of the project report to the College for the work undertaken for the purpose of evaluation.

Evaluation committee evaluating the reports will use the following criteria for evaluation:

- Report style and content.
(50 %)
- Presentation & Viva Voce.
(50 %)

For report style and content, the parts mentioned in the table below will be considered while awarding marks and for presentation & Viva voce each student will be required to make a presentation of 15 minutes before the evaluation committee. On completion of presentation the students will be asked questions by the members of evaluation committee- other faculty members and students present.

Report Parts	Marks	Viva-voce Parts	Marks
General style and format	10 %	Content & Clarity	10 %
Introduction & training details	10 %	Delivery & stage presence	20 %
Observations	20 %	Creativity	10 %
Conclusion	10 %	Visual Aid	10 %
Total	50 %	Total	50 %

B.Voc: (Hospitality & Tourism) Semester – II

Paper B.Voc. EN211:Tourism Products.

Duration: 03 hrs.	Lectures: 90 Practical: Nil	Maximum Marks: 100
		Theory: 70 (Pass Marks) 45%
		Internal Assessment: 30

CONTENT: (GENERAL PAPER – 01)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Tourism Products.	Tourism Product- Definition and Differentiation- - Tourism Products & Attraction: Elements and characteristics of tourism products- typology of tourism products. Geography of India -Physical features.	18
Unit-02	Cultural Resources.	Handicrafts of India- Craftsmanship-Indian Painting-Fairs and Festivals - Cuisines and specialty dishes.	18
Unit-03	Architectural Heritage of India.	Architectural Heritage of India Historic Monuments of Tourist significance (ancient medieval and modern)Museums-, Religious Shrines / Centers - Hindu-Buddhist- Jain-Sikh- Muslim- Christian and others- World Heritage sites in India.	18
Unit-04	Nature based Tourism.	Nature based Tourism: Wild life Sanctuaries- National Parks- Botanical gardens- Zoological parks- Biosphere reserves;	18
Unit-05	Hill Side Tourism.	Hill Side Tourism- Himachal Pradesh tourist areas and their offerings- Adventure tourism - Classification of Adventure Tourism - Land Based -Water Based -Aero Based with suitable examples.	18

Suggested Readings:

1. Robinet Jacob et al (2012), Tourism Products of India, Abhijeeth publications, New Delhi.
2. A. L Basham (2003), 'The Wonder that was India', Oxford University Press.
3. A. L. Basham (1998), 'A Cultural History of India', Oxford University Press.
4. Sarina Singh (2007), India, Lonely Planet Publication.
5. H.K.Kaul, 'Travelers India', Oxford University Press.
6. Manoj Dixit, CharuSheela (2006), Tourism Products, New Royal Books.
7. Negi, Jagmohan (2001), Adventure Tourism and sports, Kanishka Publishers.
8. Jacob, Robinet et al, Indian Tourism Products, Abijeeth Publications, New Delhi
9. Acharya Ram, Tourism and Cultural Heritage of India: ROSA Publication,
10. Basham.A.L., The Wonder that was India: Rupa and Company, Delhi.

Note: Latest and additional good books may be suggested and added from time to time.

Paper Setting Scheme for End Semester Examination.

Part	Number of Questions	Syllabus Coverage	Nature of Questions and Answers	Questions to be Attempted	Maximum Marks
A	10	Complete	Objective (MCQ)	10 (1 Mark Each)	10
B	2	Unit-1	-	1	12
C	2	Unit-2	-	1	12
D	2	Unit-3	-	1	12
E	2	Unit-4	-	1	12
F	2	Unit-5	-	1	12
Total	-	-	-	-	70

B.Voc: (Hospitality & Tourism) Semester – II

Paper B.Voc. TH211: Communicative English for Tourism and Hospitality.

Duration: 03 hrs. Lectures: 90 Practical: Nil Maximum Marks: 100
 Theory: 70 (Pass Marks) 45%
 Internal Assessment: 30

CONTENT: (GENERAL PAPER – 02)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Understanding Communication.	The Communication Process- Forms of Communication- oral and written, verbal and nonverbal (kinesics, proxemics, paralinguistic schronemics.) - Barriers in Communication and classification of barriers.	18
Unit-02	Active Listening and Effective Reading.	Listening skills - reiteration and application of concepts- Reading skills - reiteration and application of concepts- Listening Comprehension - speeches (general and business) professional texts (based on business reports/work related issues/ current affairs/ environment etc). - Listening and giving Feedback - case studies on interpersonal problems- Reading and analyzing texts of Advertisements-Reading comprehension texts (business and work related texts/speech texts/ current affairs etc).	18
Unit-03	Professional Speaking.	Speaking skills - reiteration of concepts- Group Discussion with evaluation- Debate Presentation with evaluation- Jam/ Extempore- Mock Interview and Meetings with evaluation-. Dealing with difficult people - role play based on behavioral patterns- Case Studies and SWOT analysis- Hot Seat with evaluation.	18
Unit-04	Business Writing.	Principles of Communicative Writing- Business Letters - application, enquiry, complaints, reservations- E -Mails- CV Writing- Synopsis and Note taking - Reports - a) Graph Sales Report b) Field/Survey Report c) Minutes and Agenda- Professional Brochures Questionnaires- Writing Proposals.	18
Unit-05	Functional Grammar and	English for Specific Purposes - vocabulary related to fields of Hospitality, Travel and	18

	Business Vocabulary.	Tourism, Airlines, Banking, Media, General Corporate- Phrasal Verbs, Word Pairs, Synonyms and Antonyms- Use of Tense and Problems of Concord.	
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Suggested Readings:

1. Company to Company – Andrew Littlejohn, Cambridge University Press.
2. Communicative English – Meenakshi Raman and SangeetaSharma,Oxford University Press
3. Technical Communication- Meenakshi Raman and SangeetaSharma,Oxford University Press
4. Business Communication – Meenakshi Raman and Prakash Singh,Oxford University Press

Note: Latest and additional good books may be suggested and added from time to time.

Paper Setting Scheme for End Semester Examination.

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C	2	Unit-2	-	1	12
D	2	Unit-3	-	1	12
E	2	Unit-4	-	1	12
F	2	Unit-5	-	1	12
Total	-	-	-	-	70

B.Voc: (Hospitality & Tourism) Semester – II

Paper B.Voc. TH211: Hospitality and Tourism Products.

Duration: 03 hrs.

Marks: 100

Lectures: 35 Practical: 75

CONTENT: (SKILL PAPER – 01)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Assist Guests in Check-in and Check-out Process.	Greeting guest as per SOP- Warm smile- eye contact and professional communication- Grooming standards- Documents needed- Registration procedure- Recording mandatory information Handling late night registrations- Room allotment as per guest preference- Rate negotiation and discounts- Handle room allotment as per type of guest.	10
Unit-02	Attend to Guest Queries.	Understanding guest requirement- Inter-departmental communication- responding to guest Queries-Guest satisfaction- Protocol to contact guest in the room- Front office consumables.	08
Unit-03	Perform Cashiering Activities.	Master folio- Preparing bills as per standing instructions- Matching and updating invoices with the master bill (POS)-Prepare bills as per different categories of guests- Various modes of bill settlement- Foreign currency procedure- Settlement of final bill.	08
Unit-04	Maintain IPR of Organization and Customers	Make sure new initiatives of Hotel are not leaked out- Report IPR violations- Read copyright clause. Protect infringement upon customer's interests- know which aspect of customer information can be used- Report any infringement.	09
	Practical (H&T Lab)	Practical Training and Report Submission	75

B.Voc: (Hospitality & Tourism) Semester – II

Paper B.Voc. TH222: Guest Handling and Team Management.

Duration: 03 hrs.

Marks: 100

Lectures: 30 Practical: 50

CONTENT: (SKILL PAPER – 02)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Handling Guest Complaints and Guide Front Office Staff.	Effective listening- Escalation procedure- Follow up- Taking decisions in best interest of Organization-Upgrade / Downgrade- Training of staff- Support and guidance to trainees.	05
Unit-02	Communicate with customer and colleagues.	Job requirements and work standards- Interacting with supervisor and colleagues- Teamwork- Interacting with customers- Understanding guest needs- Handling customer complaints/ feedback- Define Communication - Listening Skills- Formal and informal communication Systems- Effective business writing: Style -Email writing- Internal and external communication- Cultural Differences - Politeness - Linguistic Devices - Table Manners: Fork Etiquette - Fork Etiquette - Variations - European (Continental) Style - Placement of Forks in Different Countries - Drinking manners.	09
Unit-03	Maintain Customer-Centric Service Orientation.	Ensure fair and honest treatments to customers- Enhance company's brand value- Read customer expectations and ensure they are met- Readily accept and implement new ideas to improve customer satisfaction- Communicate customer feedback to superior- Offer promotions to improve product satisfaction- Consult with senior on unscheduled customer requests.	08
Unit-04	Maintain standards of etiquette and hospitable	How to address a guest- Friendliness v/s familiarity- Customer loyalty- Face-to-Face Conversation - Procedure- Behaviour- Personal Presentation - Telephone-	08

	conduct.	Mannerism- Basic Manners- Perfect attitudes- Personality traits of employees in Front office- - Work Etiquettes - Common principles - Office etiquettes - Punctuality - Stay Away from Gossip - Appropriately; Business Etiquette: Greeting. Nametags - Reception-Office Parties Cultural Courtesy - Body Language - Telephone etiquette and manners. Front desk grooming- Greeting- handshakes- some polite expressions- apologies- remarks; Western Etiquette.	
	Practical (H&T Lab)	Practical Training and Report Submission	50

B.Voc: (Hospitality & Tourism) Semester – II

Paper B.Voc. TH223:Hospitality Supervisory Skills.

Duration: 03 hrs.

Marks: 100

Lectures: 30

Practical: 50

CONTENT: (SKILL PAPER – 03)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
Unit-01	Follow gender and age sensitive service practices.	Educate customer on specific facilities and services available for different categories of Customers-Provide gender and age specific services as per their unique and collective requirements- Follow standard etiquette with women at workplace- company's policies on gender sensitive service practices at workplace.	05
Unit-02	Maintain Health and Hygiene.	Ensure cleanliness around workplace in hospitality and tourist areas- Follow personal hygiene practices - Take precautionary health measures- What is hygiene- Importance of Hygiene- Personal Hygiene- Safe health practices- What are hazards- Identifying work hazards- Preventive measures-health risks to the worker or customer- healthy work practices- internal hygiene-audit tests.	08
Unit-03	Maintain Safety at workplace.	Standard safety procedures- Safety standards- Standard procedures in case of fire- Safety signs-Protective gear/ equipment-correct emergency procedures- Knowledge of safety signs- Document first aid treatments and safety procedures- Report to supervisor if any hazard is identified adhere to safety standards.	08
Unit-04		Know the typical Foreign/State language queries- Learn keywords- Practise short oral conversations in the language- Listen to recorded sentences as spoken typically to understand diction- Speak without hesitation in complete sentences- Learn basic range of vocabulary and expression- Improve language proficiency to "working knowledge" level- English Communication: English usage with emphasis - Pronunciation- stress- invocation-rhythm - Oral skills for effective	09

		communication -Note taking-preparing summaries and abstracts for oral presentation- Restaurant and hotel English-polite and effective enquires and responses.	
	Practical (H&T Lab)	Practical Training and Report Submission	50

SEMESTER - II

TH-224 (ON JOB PRACTICAL TRAINING AND REPORT)

1.1 Expectations from and benefits of Report Preparation

It is important that students should be motivated about the Report and know what is expected from it.

- Getting familiar with the work environment.
- Getting familiar with modern tools and systems.
- Participating in teamwork- preferably as part of a multi-disciplinary team.
- Getting familiar with the project development cycle
- Improving communication skills.
- Being able to apply the knowledge and skills gained in curriculum to real-life issues and problems.
- Learning new subjects.
- Learning about contemporary issues.
- Understanding of the professional and ethical responsibilities of an employ.
- Making contacts for future employment.

1.2 Recommendations to students for report writing

- Be active- enthusiastic- motivated- energetic and Work hard.
- Be pro-active. Do not wait for somebody to tell you what to do.
- Try to plan your time week by week.
- Keep a daily/weekly record of the progress of your training.

2.0. Report Writing Guidelines

The guidelines are classified into two groups:

1. Style and formatting guidelines-
2. Content and logical organization guidelines.

2.1. Style and formatting

Please strictly follow the formatting guidelines and be consistent throughout your document. Listed below are some style-related guidelines.

- Number each figure/table- add a meaningful caption to each figure/table- and refer to the figures/tables inside the text using their figure/table numbers.
- List references (to papers- documents- manuals- web pages- etc.) at the end of your report (after the conclusion and before the appendix) in a separate section entitled *References*.

- Give citations to each of these references inside the text in a standard way.
- Spell-check your report.
- Bind your report. Number the pages.
- Strictly follow the formatting guidelines and be consistent throughout the document. (This duplicates what it says in the header- first sentence!)
- Read and edit your report several times before you submit it.
- Format for the cover page is given at the end of this report.

2.2 Content and organization

- Objectives of the Study
Methodology
- Sequencing of the Study

2.2.1 Dividing the report into sections and logical parts

Below are some guidelines describing what sections are expected in a report and what each section should include.

Abstract: Start your report with a brief abstract that describes in a few sentences where you have done your report- what you have done- and what you have learned.

Introduction: Have an introductory section that will make a smooth beginning to the document. In the introduction section include the following:

- The name of the company and department where you have done your Report- the main focus area of the company- and your motivation for choosing this company as the place for your Report.
- Brief summary of the work you have done the motivation behind it- and the significance of the work that you have done in the overall project.
- Explanation of the organization of the rest of the report.

Company information: Have a section providing detailed information about the company and department where you did your training and resources- its focus and project area- its organization- etc. The name- address- telephone number- email address- and information about the education of your supervisor must be given.

Main Body: This is the most important part of your report. The number of sections in this part- their titles- and their contents depend on the work that you have done and the information you would like to provide.

- This part should include at least the following:
 - Information about the main project.
 - The significance of the work you have done.
 - The motivation behind the particular work that you have done and why it is required.
 - Detailed description of the work done.

- Clearly state your own contribution and clearly identify the distinctions from others' work.

Conclusion: Have a conclusion section where you summarize the work you have done. Clearly re-state your contribution- what you have learned- experienced and acquired.

2.2.2 Other content related guidelines

- Do not copy and paste information from other documents. Always write in your own words.
- If you need to include information from other sources- properly quote or paraphrase- and give citations.
- Be consistent with the use of your abbreviations and state their long form when they are used for the first time.
- Be correct- consistent- and complete.
- Make sure you cite any ideas that you borrow from other sources.

3.0. Evaluation Criteria for Reports

Each student will be required to submit two copies of the project report to the College for the work undertaken for the purpose of evaluation.

Evaluation committee evaluating the reports will use the following criteria for evaluation:

- Report style and content.
(50%)
- Presentation & Viva Voce.
(50%)

For report style and content, the parts mentioned in the table below will be considered while awarding marks and for presentation & Viva voce each student will be required to make a presentation of 15 minutes before the evaluation committee. On completion of presentation the students will be asked questions by the members of evaluation committee- other faculty members and students present

Report Parts	Marks	Viva-voce Parts	Marks
General style and format	10 %	Content & Clarity	10 %
Introduction & training details	10 %	Delivery & stage presence	20 %
Observations	20 %	Creativity	10 %
Conclusion	10 %	Visual Aid	10 %
Total	50 %	Total	50 %

ASSESSMENT GUIDELINES

The Assessment and Certification for Skill Component of the Curriculum will be the responsibility of the Sector Skill Council.

The assessment by the Sector Council will be independent and out of the University evaluation. The Final grade and certificate will be awarded after successful completion of the evaluations.

The curriculum under Skill Component i.e. Theory, Practical and Internship will be under the purview of this assessment.

There will be two kinds of assessments for Skill Component:

- Internal Assessment (Formative Assessment)
- External Assessment (Summative Assessment)

The Internal Assessment (Formative Assessment):

This assessment will be done during the course of the semester. **It will be formative assessments which will aim to assess topics which are predominantly beyond purview of QP-NOS.** This assessment will be done by the Training Partner.

Internal Assessment grade/marks will not be factored in the computation of the final External assessment. It will only serve as an input to identify strengths and areas of improvement of the student. This feedback will also provide input to the student for learning during Internship.

Components of Internal / Formative Assessment: Theory

The student will be assessed on the below components in every semester:

Components of Internal Evaluation - Theory	Marks
Attendance	10%
Assignment/Presentation/Viva	40%
Test paper(s) (1 or 2) (1×10 =10; 2×5 =10)	50%
Total	100%

External Assessment (Summative Assessment)

This assessment will be done at the end of semester. **It will be a summative assessment which will aim to assess performance of students on QP-NOS.** This assessment will be used by instructors to assess the student's theoretical and Practical knowledge.

External Assessment grade/marks will be factored in the computation of the final end semester assessment.

The External Assessment will be done on Theory, Practical and Internship.

Theory & Practical Assessment will be done based on defined Assessment framework (**Refer Annexure I**)

The aggregate minimum of 40% are required for a pass for a course for NSQF Level 4 and 5 and 50% for Level 6 and 7, respectively.

CERTIFICATION

On successful completion of the assessments by the assessment agency, the Sector Skill Council (THSC) will issue certificates to the passed students.