

MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI – 51.

1	Name of Syllabus	C.C.In Hospitality and Air Travel Management Training (417201)																																																								
2	Max. nos. of Student	25 Students																																																								
3	Duration	1 year																																																								
4	Type	Part Time																																																								
5	Nos. of Days / Week	6 Days																																																								
6	Nos. of Hours / Day	4 Hrs.																																																								
7	Space Required	Class Room 2 nos. - 200 Sq. Ft. Mock Air Craft – 300 Sq. Ft. Mock Restaurant - 300 Sq. Ft. <u>Front Office Lobby - 400 Sq. Ft.</u> TOTAL - 1200 Sq. Ft.																																																								
8	Entry Qualification	S.S.C. appeared																																																								
9	Objective of Syllabus / Introduction	To provide employment and Self employment to the students.																																																								
10	Employment Opportunity	<ul style="list-style-type: none">• Jobs in Travel and Tourism• Jobs at Hotels And Airports• Can set up own Travel Agency and Booking Counter																																																								
11	Teacher's Qualification	Degree / Diploma in Hospitality Management																																																								
12	Training System	<div>Training system per Week</div> <table><tr><td>Theory</td><td>Practical</td><td>Total</td></tr><tr><td>6 Hours</td><td>18 Hours</td><td>24 Hours</td></tr></table>							Theory	Practical	Total	6 Hours	18 Hours	24 Hours																																												
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Theory - I - Hospitality Management

- Chapter 1 - The Hotel industry and History & Future Trends. Types of Hotels
 - Definition of Hospitality
 - Ownership
 - Organizational hierarchy of a hotel
 - ORP, Minor ORP, ORNP Dept. of a hotel
- Chapter 2 - Front Office Services and Functions of F. O. Reservations
 - Organizational Chart
 - F. O. - Functional Organization
 - Attributes of a F. O. Personnel
 - Job Description of F. O. Personnel
- Chapter 3 - House Keeping
 - Duties & Responsibilities
 - Linen
 - Uniform
 - Laundry
- Chapter 4 - Hygiene & Cleanliness
 - Personal Hygiene
 - Cleanliness / Sanitizing Areas
 - Cleaning Procedures of (Silver Ware)
- Chapter 5 - Planning & Evaluating Operations
 - Managing Human Resource
 - Recruitment, Selection Process & Skills Training of staff
- Chapter 6 - Managing Staff Members. Managing functions in a hotel
 - Man Power Planning of Dept.

Theory - II - Air Travel Management

- Chapter 1 - Aviation Industry
 - History of Aviation industry and Trends
- Chapter 2 - The Aircraft
 - Different Types
 - Parts of the Aircraft
- Chapter 3 - Interiors of an Aircraft
 - Aircraft Dimensions
 - External & Internal Features of an Aircraft
 - Aircraft Configuration / Seat Map
- Chapter 4 - Role of a Cabin Crew
 - Eligibility Criteria
 - Skills & Personal Qualities
 - Duties & responsibilities
- Chapter 5 - Aviation Terms and Procedures
 - Rules & Regulations
- Chapter 6 - Emergencies and Safety Methods
 - Preplanned Emergencies
 - Unplanned Emergencies
 - Crash Landing
 - Emergency Ditching
 - Precautionary Landing
- Chapter 7 - Ground Staff Role
 - Handling Disabled Passengers
 - Handling Unaccompanied Minors
 - Checking Passenger's Documents
- Chapter 8 - Handling different services

- Serving In-flight Passengers
 - Serving Passengers on ground
 - Serving Disabled Passengers
- Chapter 9 - Handling different passengers
 - Wheelchair Passengers
 - Expectant Mothers
 - Unaccompanied minors
 - Blind Passengers
- Chapter 10 - International Travel Organizations
 - IATA
 - UFTAA
 - ICAO
 - TAAI
- Chapter 11 - Functioning and Importance of IATA
 - Role of IATA
 - Financial Role
 - Tariff Co-ordination
- Chapter 12 - Travel Conventions and Agreements in Aviation
 - The Chicago Convention
 - International Civil Organization
 - The Warsaw Convention
- Chapter 13 - Aviation Geography and Terminology
 - World Geography
 - Domestic Airlines
 - 3 Letter Codes of Airports
 - Abbreviations of Airline Industry
- Chapter 14 - Documents and Regulations for Air Travel
 - Passport
 - Visa
 - Medical Insurance
 - Foreign Exchange
 - Airport Tax
- Chapter 15 - Planning an Air Travel Itinerary
 - Package –Domestic & International
 - Making a Travel Itinerary
 - Modes of Transport
 - Galileo – System Training

Theory - III – Food and Beverages

- Chapter 1 - F & B Operations. F & B Dept. – Hierarchy & Functioning
 - F & B Service Area
 - F & B Outlet
 - Food Service Operation
- Chapter 2 - F & B Etiquette
 - Different type of services
 - F & B Outlet
- Chapter 3 - Napkin Folding, Crockery Arrangement, Table Laying and Clearing, Flower decoration
- Chapter 4 - Menu Course. BLD – Ways of arranging all
 - Types of Menus & Services
- Chapter 5 - Types of Cooking & Cuisines
 - Indian Cuisine
 - International Cuisine
- Chapter 6 - Beverages – Types & arranging all

- Alcohol & Non-alcohol
- Types & Services
- Chapter 7 - Knowledge of food
- Chapter 8 - Emergencies and how to deal with them
 - Bomb Threat
 - Fire
 - Terrorist Attack
 - Natural Calamities
 - Drunken / Sick Guest

Practical - I – Hospitality Management

- Housekeeping Practical
- Different Lay outs of Single, Double & Suite Room
- Furniture & Detailing (Fixtures)
- Accessories – Coffee / Tea Maker, Flower Arrangement
- Soft Furnishing – Curtain, Carpet, Sofa Cover, Bed sheet
- Bathroom Layout & Fixtures
- Cleaning Procedures
 - (A) Daily
 - (B) Weekly
 - (C) Special
 - (D) Spring
- Bed Making / Flower Arrangement
- Cleaning Agents
- Room & Guest Supply
- **Front Office Practical**
 - Front Office System – Manual / Electronic / Computerized
 - Guest Cycle – Arrival / Departure
 - Telephone Handling & Etiquette
 - Reservation & Procedure
 - Use of Formats & Registers
 - Group Booking Handling
 - Computerized System
 - Liaison with Consider & Bell Captain
 - Check Out Procedure
 - Communication Skill
 - Handling Guest Complaint

Practical - II - AIR TRAVEL MANAGEMENT

- **Communication Skill Practical**
 - Basic
 - Intermediate
 - Advance
 - Role Play / Demonstrations
- **Interview Skill Practical**
 - Preparation of Resume
 - Mock Interview
 - Group Discussion
 - Preparation for Psychometric Test
- **Guest Service / Customer Care**
 - Dealing with Guests
 - Dealing with Emergencies

- **In-flight Training**
- Different Types & Parts of Air Craft
- Interior of an Air Craft
- Mock Training for role of Cabin Crew
- Handling different Services – Food & Beverage Services
- Emergencies & Safety Methods
- Different Menus, Service of Alcoholic and Non-alcoholic Beverages
- Food & Beverage Service in Economy / Business / First Class
- **Grooming**
 - (A) Formal & Informal Make up
 - (B) Clothing
 - (C) Hair Care, Skin Care, Body Care
 - (D) Dental Care
 - (E) Different types of Hair Styles
 - (F) Body Language
- **Personality Development**
 - (A) Introduction , Types, Need
 - (B) Perception, Rationality, Learning, Knowledge
 - (C) Attitude, Persistence, Emotional Intelligence
 - (D) Communication, Role Play
 - (E) Public Speaking
 - (F) Character Building
- (A) **First Aid**
 - (B) Training
 - (C) How to deal with wounds, shocks, fracture and bleeding
 - (D) Dealing with major illness

Practical - II – Food & Beverages Practical

- Introduction
- Table Laying
- Silver Service
- Different Types of Food Service
 - (A) Cafeteria
 - (B) Buffet
- Menu
 - (A) A la carte'
 - (B) Table d' hotel'
- Breakfast Menu
- Sandwiches Making / Salad Decoration
- Tobacco
- Banquets
- Napkin Folding
- Mini Bar Service

AVIATION EQUIPMENTS

GALLEY EQUIPMENTS

QUANTITY REQUIRED

- | | |
|----------------------------------------------------|-------------------|
| • Full Meal Cart | 1 |
| • Cutlery Pack P / B/ Y | 6/ each |
| • S. S. Tray | 4 |
| • Doily | all sizes 12 each |
| • Damasks (Trolley Runner, Table Cloth, Serviette) | 1/each |
| • Plastic Glasses (Y) | 6 |
| • Dixie / Paper Cups | 6 |

- Paper Coasters 6
- Tea / Coffee Acrylic Cups and S. S. Pots (Y) 6
- Sugar / Creamer / Sachets 6
- Gash Bags (Black / Transparent) 6

CABIN EQUIPMENTS

- In flight Magazine (Namesake) 2
- Pox Safety Card (any aircraft type) 2

SAFETY EQUIPMENTS

- Life Vest 1

HOSPITALITY EQUIPMENTS QUANTITY REQUIRED

- Dinner Plates ----6
- Serving Dishes-----6
- Quarter Plates-----6
- Under Plates-----6
- Tea Spoons----- 6
- Table Spoons-----6
- Soup Spoons-----6
- Fish Knives and Forks--6
- Small Knives and Forks--6
- Large Knives and Forks--6
- Small Knives-----6
- Service Spoons and Forks--6
- Long Spoons-----6
- Desert Spoons and Forks----6
- Pastry Forks-----6
- Ice-cream Spoons----6
- Butte Dish -----2
- Ash Tray-----1
- Menu Stand-----2
- Flower Vases----2
- Table Cloth, Waiter Cloth-----4
- Napkins-----12
- Aprons-----2
- Paper Napkins -----2 PKT OF 50 EACH
- Soup Bowls---2
- Beer Mugs---2
- Champaign Saucers / Tulips-----2
- Shot Glasses---2
- Martini Glasses---2
- Punch Glasses-----2
- Red Wine, White Wine Glasses---2
- Brandy Glasses----2
- Parfait Glasses-----2
- Whisky Glasses----2
- Cocktail Glasses – Long Stem / Short Stem--- -2
- Sour Glasses-----2
- Knives----2
- Peg Measure-----1
- Cocktail Shaker---2
- Ice Bucket-----2

- Ice Tongue----1
- Wine Bottle Opener---2
- Champaign Opener----1
- Stainless Still Jugs----2
- Cruet Sets ----2
- Bread Baskets----2
- Doily Papers----1
- Cocktail Stirrers, Garnishees----4
- Dining Table 48 X 48----2
- Chop Sticks----2

LIST OF BOOKS

1. Indian Aviation Industry – Opportunities & Challenges :- V. V. Ravi Kumar
2. Aviation Industry – Global and Indian Scenario :- Suresh K, Amit Kumar Singh
3. “Handbook of Global Aviation industry and Hospitality Services” –: Ratnadeep Singh
4. Hotel Front Desk Management and Online Services –: Ratnadeep Singh
5. Management of Tourism and Hospitality Industry :- Meenakshi Thakur
6. Management of Tourism and Hospitality Industry :- E. K. Murthy
7. Food and Beverage Service :- Sudhir Andrews
8. Hotel Front Office – A Training Manual :- Sudhir Andrews
9. Hotel Housekeeping – A Training Manual :- Sudhir Andrews
