1	Name of Syllabus	**C. C. In TRAVEL AND TOURISM (414104)**
2	Max.Nos of Student	25 Students
3	Duration	6 Month
4	Type	Part Time
5	Nos Of Days / Week	6 Days
6	Nos Of Hours /Days	4 Hrs
7	Space Required	Workshop = 300 Sq feet Class Room = 200 Sq feet TOTAL = 500 Sq feet
8	Entry Qualification	S. S. C. Pass
9	Objective Of Syllabus/ introduction	1) Understand Tourism Infrastructure. 2) Identify new Tourist Destinations. 3) Organize Tours (package.) 4) Guide Tourists in their Local areas.
10	Employment Opportunity	**A) SELF EMPLOYMENT :-** 1) Tour Organizer / operator. 2) Owner or Salesman of Souvenirs, guide books, maps, Posters. 3) Travel counselors. 4) Transporter of tourist cars, buses. 5) Pilgrimage tour organizer. **B) WAGE EMPLOYMENT** 1) Work with hotels. 2) Work with Travel agency, tour operator. 3) Work with the nearest airport. 4) Become railway booking agent.
11	Teacher's Qualification	1) Post H.S.C. Diploma in Travel & tourism / HSC (MCVC) Travel & Tourism.
12	Training System	**Training System Per Week** Theory: 6 Hours; Practical: 18 Hours; Total: 24 Hours
13	Exam. System	

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks
1	**41410411**	Tourism & Travel Operation	TH-I	3 hrs	100	35
2	**41410412**	Hospitality Management & Communication Skill	TH-II	3 hrs	100	35
3	**41410421**	Map reading of Travel Operation	PR-I	3 hrs	100	50
4	**41410422**	Fares, ticketing & Communication Skill	PR-II	3 hrs	100	50
		Total			400	170

THEORY - I Tourism & Travel Operation

1) INDIAN TOURISM

1) Places of tourist interest – state wise.
2) Itinerary planning – Short / Long, Tailor made and package tour.
3) Modes of Transport in India.
4) State Tourism Organisation + Dot – functions, role and setup.

2) INTERNATIONAL TOURISM:-

2) Places of Tourist interests in major destinations.
3) Itinerary planning - Tailor made / Tour packages
4) Introduction to international tourism organization LATA, ICAO, UFTAA, WTO, PAT.
5) Factors influencing tourism.
6) Modes of Transport.

TRAVEL OPERATIONS

1. a) **DOCUMENTATION** :- Passports, Visas, health requirements, customs, currency, foreign exchange, taxes, insurance, resident permits.
   b) **BAGGAGE** :- Free baggage allowance, weight & piece concept, hard baggage, restricted articles and dangerous goods, excess baggage charges, veterinary rules & concept.
   c) **SET UP TRAVEL AGENCY:-** DOT, TAAL, IATA
2. a) Set up & functions of travel agency, sources of income
   b) Sales & marketing :- Tours – FIT & GIT Domestic tours Outbound Tours, Inbound Tours MICE.

c) Marketing of Tours :- Promotional material, brochures media, print & electronic, site development.

d) Sources of income :- Service charges, commission & mark up on the tours.

PRACTICALS :- I Map reading of Travel Operation

1) Map work – physical and political.
2) Itinerary planning – by different modes of transport, different duration.
3) Field trip to any place in and around your area.
4) City codes.
5) Railway Time – Table, Airline Time-Table – Indian Airlines and private reservation and cancellation rules and refunds.

Filling up of visa & passport forms, visits to a Travel Agency / Transport company visit to an airport, railway station. Reading of time-tables-air, railway. Railway ticketing – reservations, cancellation & Refunds.

1. Country profile: - Capital, Currency, and National curriers.
2. Map work.

THEORY - II HOSPITALITY MANAGEMENT AND COMMUNICATION SKILLS

1 a* **Hotels** :- Overview, history and development Organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology, Operational Departments.

b* **Structure and General operation of :-** Food & Beverage, Kitchen & Restaurant, Housekeeping, Maintenance and security. Guest as focus and Front office as facilitator front office operations skills and attitudes of front office. Staff, their functions and responsibility.

c* Bed Types, room types + status. Room booking-acceptance, recording and amending, Handling of individuals groups, crows VIP's and corporate. Room position – working out interpretation analysis and decision. Handling of deposits, extension of credit, Discounts, special rates and packages.

d* **Registration :-** Check in and check out procedures for FIT / GIT's.

e* Knowledge of plans, policies and facilities of hotels, Meal plans + room assignment – allocation + change walk in + outstanding control. Importance of techniques + procedures of departments with guests. Maintaining and updating record at the Counter of tourist Groups, VIP'S, Crews, Companies, Conferences.

f* Wake up call handling.
Master – key usage and importance.

g* Bell captain, luggage handling, arrivals and departures + storage for FIT, Groups, Crews, paying errands + care handling.

Fares & Ticketing – Different fare types. (normal fares) F/J/Y – Point is Point special fares – excisions fares Discounts, Baggage. Insurance of tickets.

Ticketing – Manual
Creation of PNR
Timings.

2. a. **Communication Skills**
- What is communication
- Elements of Effective communications.
- Effective Listening.

b. **Practicals**
- Speeches on general topics.
- Speeches on tourism related topics with usage of visual aids.

c. **Group discussions**
- General Topics
- Tourism related topics.

d. Role plays as a travel agent and tour operator.
Written communication, writing letters – Business, answering questions, handling complaints.

PRACTICALS :- II Fares, ticketing & Communication Skill

1 a* **Hotels** :- Overview, history and development Organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology, Operational Departments.

b* **Structure and General operation of :-** Food & Beverage, Kitchen & Restaurant, Housekeeping, Maintenance and security. Guest as focus and Front office as facilitator front office operations skills and attitudes of front office. Staff, their functions and responsibility.

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9. LIST OF TOOLS AND EQUIPMENTS

Sr. No.	Description of Tool / Equipment	Nos. Required
1)````	Black board	1
2)	Charts / Maps / Diagrams	As per required
3)	Overhead projector	1
4)	Television	1
5)	Computer with CD Rom drive Pentium 3 with MD 300 + Printer	
6)	Internet facility	
7)	Tape recorder	1
8)	Manuals	As per required
9)	Reception Counter	
10)	Dummy P.B.X. Board	
11)	Dummy Telephone	
12)	Whitney Rack	

10. REFERENCE BOOKS

1) Books as per Syllabus.
2) Tourist Guide Books.
3) World Map
4) State Map
5) India's Map
6) Time Tables – air & rail (Trains at a glance)
7) OAG, T.M.
8) CD'S

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