

BBA (Hotel & Tourism Management)

II Year			Instructional System							Credit s	Mar ks
Course Code	SLM Code	Name of Subject	PCP	A W	V G D	PD P	PE C	P R O	I I L		
BBA-15	HT-404 HT-405	(A) Eco Tourism (B) Travel & Tourism Management	√	√	√					5	100
BBA-16	HT-406 HT-407	Food & Beverage Service Front Office Operation	√	√						5	100
TOTAL									20	400	

ECO-TOURISM (HT-404)

UNIT-1

- 1.0 Introduction
- 1.1 ECO-Tourism
- 1.2 ECO System and Tourism Development

UNIT-2

- 2.0 Pollution and Its types
- 2.1 Measurements to Reduce the Impact of Pollution

UNIT-3

- 3.0 Effect of Tourism on the ECO System
- 3.1 ECO-Tourism in India

UNIT-4

- 4.0 National Policy on Ecology and Environment

Travel & Tourism Management (HT-405)

UNIT-1

Concept of Travel and Tourism Management

- 1.1 Travel Management and Corporate
- 1.2 Tour Management
- 1.3 Traveler
- 1.4 The Tour Organizer
- 1.5 Itinerary

UNIT-2

Tourism Organizations

- 2.1 Travel and Tourism Organizations
- 2.2 IATA
- 2.3 TAAI
- 2.4 WTO
- 2.5 ASIA
- 2.6 PATA

UNIT-3

Transport System

- 3.1 The Airline Industry
- 3.2 The Rail Industry
- 3.3 The Bus Industry
- 3.4 Rental Cars
- 3.5 The Cruise Industry

UNIT-4

Travel & Tourism Formalities and Regulations

- 4.1 The Passport
- 4.2 VISA
- 4.3 Immigration, passport and Customs control
- 4.4 The gate area

UNIT-5

Travel Agents Functions and Departments of the Travel Agency

- 5.1 Travel Agents

- 5.1 The Dimension of the Travel Agency Business
- 5.2 Sources of Information
- 5.3 Running a Travel Agency
- 5.4 Car rental reservation
- 5.5 Airline reservation
- 5.6 Railway Reservation

UNIT-6

Tour Operators

- 6.1 Types of Tours and Tour Components
- 6.2 A brief history of the package tour
- 6.3 The Role of the tour operator
- 6.4 Types of tours
- 6.5 Tours Defined by Destination
- 6.6 Tours Defined by Purpose
- 6.7 Food Plan
- 6.8 Advantages of selling tours

Food & Beverage Service (HT-406)

UNIT-1

Chapter-1 Introduction to Catering Industry

Structure:

1. Different Types of Food and Beverage Outlets

Chapter-2 Organization of Food and Beverage service

Structure:

- 2.1 Organizational Structure of Food and Beverage service department
- 2.2 Duties and Responsibilities of Food and Beverage service Staff
- 2.3 Attributes of a good Food and Beverage service Personal

Chapter-3 Types of Menu

- 3.1 Types of Meals
- 3.2 Types of Menus
- 3.3 Classical Menu Sequence
 - 3.1.1 Hors D'oeuvres / Appetizers
 - 3.1.2 Potage / Soup
 - 3.1.3 Oeufs / Egg Dishes
 - 3.1.4 Farineaux / Farinaceous / (Pasta & Rice Dishes)
 - 3.1.5 Poisson / Fish
 - 3.1.6 Entrée / Entry of First Meat Dish
 - 3.1.7 Sorbet / Rest Course
 - 3.1.8 Releve / Grills & Roasts
 - 3.1.9 Roti / Roast
 - 3.1.10 Legumes / Vegetables
 - 3.1.11 Salades / Salad
 - 3.1.12 Buffet Froid / Cold Buffet
 - 3.1.13 Entremets De Sucre / Sweets
 - 3.1.14 Savoureux / Savoury;
 - 3.1.15 Fromage / Cheese
 - 3.1.16 Desserts / Fresh Fruits & Nuts
 - 3.1.17 Cafe / Beverages

Chapter-4 Restaurant Service Procedures

- 4.1 Types of Service

- 4.1.1 Table Service
- 4.1.2 Assisted Service
- 4.1.3 Self Service
- 4.1.4 Single Point Service
- 4.1.5 Gueridon / Trolley Service
- 4.2 Terms Used In Food & Beverage Service
 - 4.2.1 Mise-En-Place
 - 4.2.2 Mise-En-Scene
- 4.3 Points to be kept in mind While Laying a Table
- 4.4 Sequence of Service of a Meal
- 4.5 Types of Breakfast
 - 4.5.1 Continental Breakfast
 - 4.5.2 English Break Fast
 - 4.5.3 American Break Fast
- 4.6 Room Service
 - 4.6.1 Sequence of Service in the Room Service
- 4.7 Types of Plans

UNIT-2

Chapter-5 Non Alcoholic Beverages

- 5.1 Water
- 5.2 Other Types of Non-Alcoholic Beverages
- 5.3 Coffee
 - 5.3.1 Method of Making Coffee
 - 5.3.2 Types of Coffee
- 5.4 Tea
 - 5.4.1 Main Tea Producing Countries

Chapter-6 Alcoholic Beverages

- 6.1 Types of Alcoholic Beverages
- 6.2 Beer
 - 6.2.1 Ingredients Used for Making Beer
 - 6.2.2 Steps in Making Beer
 - 6.2.3 Types of Beer
- 6.3 Spirits
 - 6.3.1 Distillation
 - 6.3.1.1 the pot Still
 - 6.3.1.2 the Patent Still
- 6.4 Whisky
 - 6.4.1 Scotch Whisky
 - 6.4.1.1 Production of Scotch whisky
 - 6.4.1.2 Grain Whisky
 - 6.4.1.3 Blended Scotch Whiskies

- 6.4.2 Irish Whiskey
 - 6.4.2.1 Manufacture of Irish Whisky
- 6.4.3 American Whiskeys
 - 6.4.3.1 Making of American Whiskey
 - 6.4.3.2 Types of American Whiskey
- 6.5 Gin
 - 6.5.1 Gin Production
 - 6.5.2 Types of Gin
- 6.6 Vodka
 - 6.6.1 Vodka Production
- 6.7 Rum
 - 6.7.1 Types of Rum
- 6.8 Tequila
 - 6.8.1 Tequila Production
 - 6.8.2 Serving and Storing Tequila
- 6.9 Cognac
 - 6.9.1 Grades

UNIT-3

Chapter-7 Wines

- 7.1 Factors Affecting Wine Quality
- 7.2 Fermentation
- 7.3 The Making of Wine
 - 7.3.1 Red Wine-Making
 - 7.3.2 White Wine-Making
 - 7.3.3 Rose Wine-Making
 - 7.3.4 Sparkling Wine-Making
 - 7.3.4.1 Methods of Making Sparkling Wine
 - 7.3.5 Champagne
 - 7.3.6 Fortified Wine-Making
 - 7.3.6.1 Marsala
 - 7.3.6.2 Sherry
 - 7.3.6.3 Port
 - 7.3.7 Food and Wine Harmony
 - 7.3.7.1 Wines and Courses
 - 7.3.7.2 Service and Courses
 - 7.3.7.3 Reading a Wine Label

Chapter-8 Wine Producing Regions of the World

- 8.1 Division of Wine Region of France
 - 8.1.1 Bordeaux
 - 8.1.2 Burgundy

- 8.1.3 Alsace
- 8.1.4 Cotes Du Rhone
- 8.1.5 Jura and Savoie
- 8.1.6 Midi-Laguedoc and Rousillon
- 8.1.7 Provence
- 8.2 Wines of Germany
 - 8.2.1 Wine Growing Regions
- 8.3 Wines of Italy
- 8.4 Wine of Spain
 - 8.4.1 Division of Spanish Region
 - 8.4.2 Label Languages
- 8.5 Wines of Portugal
- 8.6 Wines of Australia
- 8.7 Wines of India
 - 8.7.1 Grape Varieties in India
 - 8.7.2 Good Wines Produced in India

UNIT-4

Chapter-9 Banquets

- 9.1 Banquet Classifications
 - 9.1.1 Formal Banquets
 - 9.1.2 Informal Banquets
- 9.2 Hierarchy of Banquet Department
- 9.3 Job Descriptions
- 9.4 Points to be kept in Mind While Handling Banquets
- 9.5 Banquets of Organisations
 - 9.5.1 Points to be kept in mind at the time of organizing
- 9.6 Sequence of service in formal Banquets
- 9.7 Buffets
 - 9.7.1 Types of Buffets
 - 9.7.2 Points to Be Kept in Mind While Planning Buffets
- 9.8 Conference
 - 9.8.1 Types of Meeting
 - 9.8.2 Negotiations and Arrangements
 - 9.8.3 List of Equipment Used in a Meeting Room

Front Office Operation (HT-407)

UNIT-1

The Hospitality Industry

- 1.1 Introduction to the Hospitality Industry
- 1.2 Introduction to the Hotel Industry
- 1.3 Growth of Hotel Industry
- 1.4 Hotel Features

UNIT-2

Classification of Hotels

- 2.1 Classification based on types
- 2.2 Classification based on size
- 2.3 Classification based on Levels of service
- 2.4 Classification based on Ownership & Affiliation
- 2.5 Classification based on Star Ratings

UNIT-3

The Hotel Organization

- 3.1 Hotel Organization
- 3.2 Typical Hotel Organization Chart

UNIT-4

Front Office Organization

- 4.1 Functional areas
- 4.2 Front Office Layout & Equipment
- 4.3 Front Office Organization Chart
- 4.4 Front Office Job Descriptions/Duties & Responsibilities

UNIT-5

Types of Rooms

5.1 Different Types of Rooms

UNIT-6

Rate Categories

- 6.1 Food Plans
- 6.2 Special rates
- 6.3 Basis of Charging Room rates
- 6.4 Tariff card

UNIT-7

The Guest Cycle

- 7.1 Pre-arrival
- 7.2 Arrival
- 7.3 Occupancy
- 7.4 Departure

UNIT-8

Front Office Systems

- 8.1 Non-Automated systems
- 8.2 Semi-automated systems
- 8.3 Fully-automated systems

UNIT-9

Property Management System

- 9.1 Reservation management Software
- 9.2 Room Management Software
- 9.3 Guest Account Management Software
- 9.4 General Management Software
- 9.5 Opera Management Software

UNIT-10

Reservation Activities

- 10.1 Importance of Reservations
- 10.2 Functions of Reservations
- 10.3 Modes / mediums of Reservations

- 10.4 Sources o Reservations
- 10.5 Types of Reservations
- 10.6 Activities associated with the Reservation process
- 10.7 Reservation tools (ALC/DCC/Rm St Bd)
- 10.8 Reservation systems (BD/WS/CRS/TRS)
- 10.9 Group Reservations
- 10.10 Over Bookings
- 10.11 Cancellations & Amendments

UNIT-11

Pre-Registration

- 11. Importance & Purpose of Pre-Registration

UNIT-12

Procedures On-Arrival

- 12.1 Greeting
- 12.2 Assessing the Quests Requirements
- 12.3 Importance of Product Knowledge
- 12.4 Selling Techniques

UNIT-13

Registration

- 13.1 ‘Registration Legal Requirements, the purpose it serves
- 13.2 Registration of all guests
- 13.3 Objectives of Registration system
- 13.4 Concepts of a Registration system
- 13.5 Flow of the Registration process
- 13.6 Documents Generated in Registration Process
- 13.7 Analysis of Registration
- 13.8 Various Types of Registration Records
- 13.9 Registration System Problems
- 13.10 Reports Generated

UNIT-14

Handling Situations

- 14.1 D.N.S
- 14.2 D.N.A
- 14.3 R.N.A

- 14.4 P.I.A
- 14.5 N.I
- 14.6 Situations When Guests cannot be accommodated

UNIT-15

Room Change Procedure

- 15.1 Reasons for room change
- 15.2 Types of room change
- 15.3 Procedure for room change

UNIT-16

Bell Desk Activities

- 16.1 Luggage handling procedures
- 16.2 Left luggage handling procedures
- 16.3 Other Functions

UNIT-17

Front Office Communication

- 17.1 Log Book
- 17.2 Information Directory
- 17.3 Mail Handling
- 17.4 telephone Services
- 17.5 Voice Mail
- 17.6 Facsimiles
- 17.7 Wake up Services
- 17.8 Guest Services
- 17.9 Interdepartmental Communications

UNIT-18

Guest Services

- 18.1 Handling Guest Requests
- 18.2 Handling Guest Complaints
- 18.3 Mail Handling Procedures
- 18.4 Message Handling Procedures

UNIT-19

Checkout and Settlement Process

- 19.1 Functions of Checkout and Settlement
- 19.2 Departure Procedure.
- 19.3 Method of Settlement
- 19.4 Late Checkout
- 19.5 Express Checkout
- 19.6 Self-Checkout
- 19.7 Unpaid Account Balances
- 19.8 Collection of Accounts

UNIT-20

Front Office Accounting System