MGMUNIVERSITY

MGM University

Chhatrapati Sambhajinagar

Name of Faculty – Management & Commerce

Name of Institute – Institute of Hotel Management

Name of Department – Hotel Management

CURRICULUM BOOKLET

(With effect from Academic year 2024-25)

MGM University

Vision

- To ensure sustainable human development which encourages self-reliant and self-content society.
- To promote activities related to community services, social welfare and also Indian heritage and culture.
- To inculcate the culture of non-violence and truthfulness through vipassanna meditation and Gandhian Philosophy.
- To develop the culture of simple living and high thinking

Mission

- To impart state of art education and technical expertise to students and give necessary training to teachers to create self-reliant society for future.
- To encourage students to participate in Indian and International activities in sports, literature, etc. so that future generation becomes base for free and liberal society
- To educate students in areas like Management, Finance, Human relations to inculcate philosophy of simple living and high thinking value of simple economic society.
- To inculcate culture of non-violence and truthfulness through Vipassana.
- To sustain activities of Indian culture (viz. classical dance, music and fine arts) through establishing institutes like Mahagami, Naturopathy, etc.

विद्यापीठगीत

अत्त दिप भव भव प्रदिप भव,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव,

सब्ब दिप भव हो

अत्ताहि अत्त नो नाथो,

अत्ताहि अत्त नो गति

अत्त मार्गपर अप्रमादसे है तुझे चलना

सब्ब का कल्याण हो,

वो कार्यकुशल करना

सब्ब का उत्तम मंगल, पथप्रदर्शक हो

अत्त दिप भव भव प्रदिप भव,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव,

सब्ब दिप भव हो

बुद्धमं शरनं गच्छामि :

धम्मं शरनं गच्छामि :

संघं शरनं गच्छामि :

Programs offered at IHM

Undergraduate Programmes	Postgraduate Programmes	PhD Programmes	PG Diploma / Diploma Programmes	Certificate Programmes
B.Sc. (Hotel Operations and Catering Services) / B.Sc. (Hons) / B.Sc. (Hons) with Research	M.Sc. (Hotel Operations and Catering Services)	-	Post Graduate Diploma in Hotel Operations	-
B.Sc. (Culinary Arts) / B.Sc. (Hons) / B.Sc.(Hons) with Research	-	-	Diploma Program in Hotel Operations	-
BBA in Aviation, Hospitality , and Travel & Tourism Studies / BBA (Hons) / BBA (Hons) with Research	-	-	Diploma Program in Bakery & Patisserie	-
-	-	-	-	-

Name of Program – BBA in Aviation, Hospitality, and Travel & Tourism Studies / BBA (Hons) / BBA (Hons) with Research

Duration – Four Years

Eligibility –

1. Maharashtra State Candidate.

(i) The Candidate should be an Indian National and having domicile of Maharashtra state and/or born in Maharashtra state.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories, Economically Weaker Section and Persons with Disability belonging to Maharashtra State only) However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

<div align="center">OR</div>

2. All India Candidates –

(i) The Candidate should be an Indian National.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories. However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

Faculty: Management & Commerce   **Institute Name:** Institute of Hotel Management
Program Name: BBA in Aviation, Hospitality and Travel&Tourism Studies/ BBA (Hons) /
BBA (Hons) with Research
Program Type: UG   **Duration:** 04 years (08 semesters)

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	**P**	Internal	External	Total	Internal	External	Total
Major	AHT32MML101	Airline & Airport Management	Theory	3	3	-	60	40	100	-	16	40
Major	AHT32MML102	Travel & Tourism	Theory	3	3	-	60	40	100	-	16	40
OE	OE- 1	*OE- 1 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
OE	OE- 2	*OE- 2 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VSP101	Basic Housekeeping – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	AHT32VSP102	Food & Beverage Service – Pr.	Practical	1	-	2	30	20	50	-	8	20
SEC	AHT32SEL101	Computer Applications	Theory	2	2	-	30	20	50	-	8	20
AEC	MGM54AEL104	Functional Marathi	Theory	2	2	-	30	20	50	-	8	20
IKS	AHT32IKL101	Hospitality Laws	Theory	2	2	-	30	20	50	-	8	20
VEC	MGM21VEL101	Environmental Studies	Theory	2	2	-	30	20	50	-	8	20
CC	MGM85CCP107	Co-curricular Activities	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 26				22	18	8	-	-	650	-	-	260

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32MML103	Principles of Aviation	Theory	3	3	-	60	40	100	-	16	40
Major	AHT32MML104	Basics of Cargo Management	Theory	3	3	-	60	40	100	-	16	40
Minor	Minor	*Minor- 1 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
OE	OE- 3	*OE- 3 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
OE	OE- 4	*OE- 4 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VSP103	Front Office Foundation – Pr.	Practical	2	-	4	30	20	50	-	8	20
SEC	AHT32SEL102	Development of Soft Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	MGM54AEL102	Functional English	Theory	2	2	-	30	20	50	-	8	20
VEC	MGM56VEL102	Constitution of India	Theory	2	2	-	30	20	50	-	8	20
CC	MGM82CCP103	Sports	Practical	2	-	4	50	-	50	20	-	20
Total Hrs / week = 26				22	18	8	-	-	600	-	-	240

First Year - Semester II

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32MML201	Basics of Airfare & Ticketing	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32MML202	Tourism Products of India	Theory	4	4	-	60	40	100	-	16	40
Minor	Minor	*Minor- 2 (As opted in Sem. II)	Theory	4	4	-	60	40	100	-	16	40
OE	OE- 5	*OE- 5 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
VSC	AHT32VSP201	Food & Beverage Service – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	AHT32VSP202	Introduction to Advanced Excel – Pr.	Practical	1	-	2	30	20	50	-	8	20
AEC	MGM54AEL103	Functional Hindi	Theory	2	2	-	30	20	50	-	8	20
FP	AHT32FPJ201	Project Work	Project	2	-	4	50	-	50	20	-	20
CC	MGM82CCP201 / MGM82CCP101 / MGM82CCP102	Co-curricular Activities – III	Practical	2	-	4	50	-	50	20	-	20
Total Hrs / week = 28				22	16	12	-	-	600	-	-	240

Second Year - Semester III

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32MML203	International Airlines and Travel Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32MML204	Airline Operations and Scheduling	Theory	4	4	-	60	40	100	-	16	40
Minor	Minor	*Minor- 3 (As opted in Sem. II)	Theory	4	4	-	60	40	100	-	16	40
OE	OE-6	*OE- 6 (MGM University Basket)	Theory	2	2	-	30	20	50	-	8	20
SEC	AHT32SEL201	Development of Entrepreneurial Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	MGM54AEL203	Communication Skills	Theory	2	2	-	30	20	50	-	8	20
CEP	AHT32CEP201	Social Immersion Program- I	Practical	2	-	4	50	-	50	20	-	20
CC	MGM82CCP104/ MGM73CCP105/ MGM73CCP106	NSS/ Fine Arts/ Visual Arts	Practical	2	-	4	50	-	50	20	-	20
Total Hrs / week = 26				22	18	8	-	-	550	-	-	220

Second Year - Semester IV

Third Year - Semester V

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32MML301	Aviation Safety & Security Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32MML302	Aviation Geography	Theory	4	4	-	60	40	100	-	16	40
Major Elec.-I	AHT32MEL301/AHT32MEL302	Aircraft Rules & Regulations/ Facility Planning	Theory	4	4	-	60	40	100	-	16	40
Minor	Minor	*Minor- 4 (As opted in Sem. II)	Theory	2	2	-	60	40	100	-	16	40
VSC	AHT32VSP301	Accommodation Operations – Pr.	Practical	2	-	4	30	20	50	-	8	20
CEP	AHT32CEP301	Social Immersion Program- I	Practical	2	-	4	50	-	50	20	-	20
Total Hrs / week = 24				20	16	8	-	-	500	-	-	200

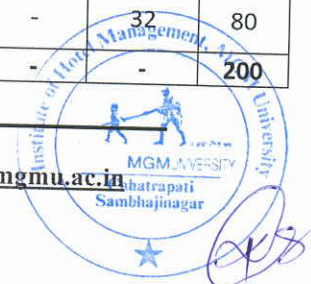| Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M MP303	Travel & Tourism Sector Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Major	AHT32M MP304	Hotel Sector Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Major Elec. -II	AHT32M EP303	Non Core Department Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Minor	Minor	*Minor 5 (As opted in Sem .II)	Theory	4	4	-	60	40	100	-	16	40
OJT	AHT32JTI 301	Facility Management Industrial Exposure	Practical	4	-	8	60	40	100	-	16	40
Total Hrs / week = 36				20	4	32	-	-	500	-	-	200

Third Year - Semester VI

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32 MML4 01	Airport Handling Procedures	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32 MML4 02	Accommodation Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32 MML4 03	Global Tourism Destinations	Theory	4	4	-	60	40	100	-	16	40
Major Elec.-III	AHT32 MEL40 1/ AHT32 MEL40 2	Aviation Finance/ Yield Management	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-IV	AHT32 MEL40 3/ AHT32 MEL40 4	Travel Documentation/ MICE	Theory	2	2	-	30	20	50	-	8	20
Minor	AHT32 RML40 1	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
Total Hrs / week = 20				20	20	-	-	-	500	-	-	200

Fourth Year - Semester VII (Honors)

					Fourth Year - Semester VIII (Honors)							
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	AHT32M ML404	Airport Customer Service	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML405	Food & Beverage Management	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32M ML406	Innovative Practices in Tourism	Theory	4	4	-	60	40	100	-	16	40
Major Elec. V	AHT32M EL405/A HT32ME L406	F& B – On board and off board Services/ Niche Tourism	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-VI	AHT32M EL407/ AHT32M EL408	Total Quality Management / HRM	Theory	2	2	-	30	20	50	-	8	20
OJT	AHT32JTI 401	Internship	Interns hip	4	-	8	60	40	100	-	16	40
Total Hrs / week = 24				20	16	8	-	-	500	-	-	200

Fourth Year - Semester VII (Honors)

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week) L	P	Evaluation Scheme (Marks) Internal	External	Total	Minimum Passing (Marks) Internal	External	Total
Major	AHT32MML401	Airport Handling Procedures	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32MML402	Accommodation Management	Theory	4	4	-	60	40	100	-	16	40
Major Elec. -III	AHT32MEL401/ AHT32MEL402	Aviation Finance/ Yield Management	Theory	2	2	-	30	20	50	-	8	20
Major Elec. -IV	AHT32MEL403/ AHT32MEL404	Travel Documentation/ MICE	Theory	2	2	-	30	20	50	-	8	20
Minor	AHT32RML401	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
RP	AHT32RPJ401	Research Project	Project	4	-	8	60	40	100	-	16	40
Total Hrs / week = 24				20	16	8	-	-	500	-	-	200

Fourth Year - Semester VIII (Honors with Research)

Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week) L	P	Evaluation Scheme (Marks) Internal	External	Total	Minimum Passing (Marks) Internal	External	Total
Major	AHT32MML404	Airport Customer Service	Theory	4	4	-	60	40	100	-	16	40
Major	AHT32MML405	Food & Beverage Management	Theory	4	4	-	60	40	100	-	16	40
Major Elec. -V	AHT32MEL405/AHT32MEL406	F& B – On board and off board Services/ Niche Tourism	Theory	2	2	-	30	20	50	-	8	20
Major Elec. -VI	AHT32MEL407/ AHT32MEL408	Total Quality Management / HRM	Theory	2	2	-	30	20	50	-	8	20
RP	AHT32RPD401	Dissertation	Dissertation	8	-	16	120	80	200	-	32	80
Total Hrs / week = 28				20	12	16	-	-	500	-	-	200

BBA in Aviation, Hospitality and Travel & Tourism Studies

SEMESTER – I

Course Code:AHT32MML101	**Course Name:** Airline & Airport Management
Course Category: MM	**Credit:**3 **Teaching Scheme:** L – 3 / P - 0
Evaluation Scheme: CA – 60 / ESE – 40	**Duration:** 2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.	
Course Objectives: To provide the knowledge on the History of Aviation, Major Players in Airline Industry, Current Trends and Challenges and to impart knowledge on Airport Planning, Airport Operation and various Authorities involved in Airport Management.	
Course Outcome: **CO1**- It enables the students to understand the Aviation's History, its major players and it current trends and challenges. **CO2** - It enables the students to do the Planning of an Airport and to perform operations involved in the Airport, it enables the students to understand and adhere to the various Regulations involved Aviation Industry.	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to Airline & Airport Management** **1.1** History of aviation, Organization, Global **1.2** social & ethical environment, History of aviation in India, Major players in the airline industry **1.3** SWOT analysis of the different airline companies in India, Market potential of airline industry in India **1.4** New airport development plan, Current challenges in the airline industry, Competition in the airline industry, Domestic and international from an Indian perspective	10
2	**Airport Infrastructure and Management** 2.1Airport planning, Terminal planning design and operation, Airport operations 2.2 Airport functions, Organization structure in an airline, Airport authority of India, Comparison of global and Indian airport management 2.3 Role of AAI, Airline privatization, Full privatization, Gradual privatization, Partial privatization	10

3	**Air Transport Services** **3.1** Various airport services 3.2 International air transport services - Indian scenario, An overview of airports in Delhi, Mumbai, Hyderabad and Bangalore, The role of private operators, Airport development fees, rates, tariffs	10
4	**Institutional Framework** **4.1** Role of DGCA 4.2 Slot allocation, Methodology followed by ATC and DGCA, Management of bilateral, Economic regulations	8
5	**Controlling** 5.1 Role of air traffic control, airspace and navigational aids, - control process, case studies in airline industry, 5.2 Mumbai Delhi airport privatization, Navi Mumbai airport tendering process, Six Cases in the airline industry	7
	TOTAL	45

Text Books:

1. Graham.a. Managing airports: an international perspective - butterworth - heinemann, oxford 2001.

Reference Books:

1.Wells.a. Airport planning and management, 4th edition Mcgraw- Hill, London 2000.
2.P S Senguttavan Fundamentals of air transport management , excel books 2007

Online Resources:

1. NPTEL / SWAYAM lectures.

Course Code:AHT32MML102	Course Name: Travel and Tourism

Course Category:MM	Credit:3	Teaching Scheme: L – 3 / P - 0

Evaluation Scheme: CA – 60 /ESE – 40	Duration:2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.

Course Outcome:

CO1 -To help you to develop strong business management and communication skills, broadening your job prospects in the tourism industry.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**The Tourism Phenomenon & Constituents of Tourism Industry** 1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination. 1.2 Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India. 1.3 Thomas Cook – Grand Circular Tour 1.4 Primary Constituents 1.5 Secondary Constituents 1.6 The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities 1.7 Career Opportunities for tourism professionals	08
2	**Infrastructure of Tourism & Types of Tourism** 2.1 Role of Transport in Tourism 2.2 Modes of Transport: Road, Rail, Air, Sea. 2.3 Types of Accommodation – Main & Supplementary 2.4 Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism 2.5 Alternative Tourism: Eco Tourism, Agro Rural Tourism	05

3	**The Impact of Tourism** 3.1 Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development. 3.2 Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration. 3.3 Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.		08
4	**The Tourism Organizations & The Travel Agency** 4.1 Objectives, Role & function of: Government Organizations: DOT, ITDC, MTDC, ASI, TFCI. 4.2 Domestic Organizations: TAAI, FHRAI, IATO International Organizations: WTO, IATA, PATA. 4.3 NGO: Role of NGO in making responsible tourists. 4.4 Meaning & Definition of Travel Agent. 4.5 Types of Travel Agent: Retail & Wholesale. 4.6 Functions of Travel Agent - Provisions of Travel Information, Ticketing, Itinerary Preparation, Planning & Costing, Settling of Accounts, Liaisons with service providers, Role of Travel Agent in promotion of Tourism.		08
5	**The Tour Operator** 5.1 Meaning & Definition 5.2 Types of Tour operator: Inbound, Outbound & Domestic. 5.3 Tour Packaging – definition, components of a tour package 5.4 Types of Package Tour - Independent Tour, Inclusive 5.5 Tour, Escorted TourGuides & escorts – Their role and function Qualities required to be a guide or escort.		08
6	**Travel Formalities & Regulations and Itinerary Planning** 6.1 Passport – Definition, issuing authority, Types of Passport, Requirements for passport. 6.2 Visa – Definition, issuing authority, Types of visa Requirements for visa. 6.3 Health Regulation – Vaccination, Health Insurance. 6.4 Economic Regulation – Foreign Exchange 6.4 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing		08
		TOTAL	45

Text Books:
1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989

2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997

Reference Books:

1. International Tourism – Fundamentals & Practices -A . K. Bhatia -Sterling Publishers Private Limited, 1996

2. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003

Online Resources:

- NPTEL / SWAYAM lectures.

Course Code: AHT32VSP101		Course Name: Basic Housekeeping (PR)
Course Category: VSC	Credit: 2	Teaching Scheme: L – 0 / P - 2
Evaluation Scheme: CA – 30 /ESE – 20		Duration: 2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

Course Outcome:

CO1 - To establish the importance of housekeeping department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry required standards in this area.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Introduction to the Housekeeping department	02
2	Introduction to Cleaning Equipments & Cleaning Agents	02
3	Introduction to Guest Room & supplies and placement	02
4	Sweeping and Mopping – dry, wet.	02
5	Polishing of Laminated surfaces and Brass Articles.	02
6	Polishing of EPNS articles and Copper articles.	02
7	Cleaning of Glass surfaces.	02
8	Cleaning of oil painted surfaces.	02
9	Cleaning of plastic painted surfaces.	02
10	Vacuum Cleaning	04
11	Bed making	04
12	Cleaning of different floor finishes, & use of floor scrubbing machine	04
	TOTAL	30

Text Books:

1. Housekeeping Training Manual - Sudhir Andrews
2. Modern Restaurant Service – John Fuller, Publisher - Hutchinson - Publishing Year 1988

Reference Books:

1. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanox

Online Resources:

* NPTEL / SWAYAM lectures.

Course Code:AHT32VSP102	Course Name: Food and Beverage Service (Pr.)	
Course Category: VSC	Credit:1	Teaching Scheme: L – 0 / P - 2
Evaluation Scheme: CA – 30 /ESE – 20	Duration: 2 hours	

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

Course Outcome:

CO1 -To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.

Curriculum:

Unit	Content	Teaching Hours
1	Restaurant Etiquettes	2
2	Restaurant Hygiene practices	2
3	Mise-en–Place and Mise-en–Scene	2
4	Identification of Equipments	2
5	Laying & Relaying of Table cloth	2
6	Rules for laying a table	2
7	Carrying a Salver / Tray	2
8	Service of Water	2
9	Handling the Service Gear	2
10	Carrying Plates, Glasses & other Equipments	2
11	Clearing an Ashtray	2
12	Situations like spillage	2
13	Setting of Table d' hote and A La Carte covers.	2
14	Breakfast Table Lay – out and Service (Indian, American, English, Continental)	2
15	Crumbing, Clearing, Presenting the bill	2
	TOTAL	**30**

Text Books:

1.Food & Beverage Service - Lillicrap & Cousin

Reference Books:

1. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone

Online Resources:
- NPTEL / SWAYAM lectures.

Course Code:AHT32SEL101	Course Name: Computer Applications
Course Category :SEC　Credit: 2	Teaching Scheme: L – 2 / P - 0
Evaluation Scheme: CA – 30 /ESE – 20	Duration:2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.	
Course Objectives: The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.	
Course Outcome: CO1 - To acquire computers knowledge pertaining to hospitality industry should be able to utilize the computer & understand data analysis regarding policy decisions of the hotel management	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Computer Fundamentals** 1.1 Features of Computer System 1.2 Block Diagram, Hardware Input & Output Devices, CPU, RAM, ROM, Software – System, Application S/W, 1.3 Networks – LAN, MAN, WAN, Topologies, Viruses – Types, Precautions	06
2	**WINDOWS & DOS and MS Office** 2.1 Features, Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc., Windows Explorer- (Assignment with files, folders), Accessories – Paint, Notepad, Calculator. 2.2 Introduction and Features, Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD), External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc., Wildcards (question mark ?, asterisk *) 2.3 MS Word, MS Excel, MS PowerPoint, MS Access	14
3	**INTERNET / E-MAIL** 3.1 History, Pre-requisites for Internet, Role of Modem, Services – Emailing, Chatting, Surfing, Blog, Search Engines, Browsers, Dial Up, Domains, Broadband, Concepts of Web upload, download 3.2 Threats – Spyware, Adware, SPAM	05

4	E-Commerce, ERP Concepts & DBMS Concepts- (Data Base Management Systems) 4.1 Concepts of B-to-B, B-to-C, ERP concept, SAP Concepts 4.2 Definition-DBMS, Table, Data Types, Record, Fields	05
	TOTAL	**30**

Text Books:

1.Computer Fundamentals – P.K. Sinha, or Rajaraman
2.A First Course In Computers – Sanjay Saxena Publisher Vikas Publishings – Publishing Year 2001

Reference Books:

1.DOS Guide – Peter Norton
2. Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey Publisher BPB Publications – Publishing Year 1997

Online Resources:
* NPTEL / SWAYAM lectures.

Course Code:AHT32IKL101	Course Name: Hospitality Laws	
Course Category : IKS	Credit: 2	Teaching Scheme: L – 2 / P - 0
Evaluation Scheme: CA – 30 /ESE – 20	Duration: 2 hours	

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

Knowledge of hospitality related laws is necessary for all students since they have to work in an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.

Course Outcome:

CO1 - To comply with the legal implications and understand the legal bindings relating to the industry.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Indian Contract Act** 1.1 Definition of Contract, Proposal, Agreement, Consideration, etc. 1.2 Essentials of Valid contract 1.3 Competent Parties 1.4 Types of Contracts – valid, void and voidable. 1.5 Performance of Contract 1.6 Discharge of Contract 1.7 Remedies for Breach of Contract 1.8 Indemnity and Guarantee	04
2	**Consumers Protection Act** 2.1 Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, 2.2 Restricted trade practice 2.3 Procedure for redressal of grievances before 2.4 District Forum, State Commission, and National Commission. 2.5 Other related provisions.	04
3	**Sale of Goods Act** 3.1 Essentials of valid Sale 3.2 Conditions and Warranties 3.3 Unpaid seller and his rights 3.4 Rights and duties of seller and buyer	03

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4	**Food Adulteration Act** 4.1 Principles of food laws regarding prevention of food adulteration, definition, authorities under the act 4.2 Procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time 4.3 Essential commodities etc., and AGMARK	04
5	**Shops and Establishments Act** 5.1 Procedure relating to registration of hotel, Lodges, 5.2 Eating Houses, Restaurants, and other related provisions.	03
6	**Environmental Protection Act – Important provisions under** 6.1 The Water (Prevention and control of Pollution Act 6.2 The Air (Prevention and Control of Pollution) Act	03
7	**Licenses and Permits** 7.1 Licenses and permits for hotels and catering establishments – Procedure for procurement, bye 7.2 Laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.	04
8	**Industrial Legislation** 8.1 Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions. 8.2 Industrial Disputes Act – Definition of Industry, 8.3 Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes. Payment of Wages Act - Definition of Wages, 8.3 Authorized deductions from the wages 8.4 Workmen's Compensation Act – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.	05
	TOTAL	30

Text Books: Mercantile Law – N.D. Kapoor
Reference Books: 1. The students should refer to the respective Acts
Online Resources: NPTEL / SWAYAM lectures.

SEMESTER II

Course Code: AHT32MML103	Course Name: Principles of Aviation
Course Category :MM **Credit: 3**	**Teaching Scheme:** L – 3 / P - 0
Evaluation Scheme: CA – 60 /ESE – 40	**Duration:** 2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The course will examine airline and airport management functions, Principles of Management of these Aviation Entities; how to apply the cited principles to achieve excellence. Analyze the impending challenges to help the participants to acquire a comprehensive understanding of the subject for better application and enhance their abilities to assume higher responsibilities.

Course Outcome:

CO1 - The course will give the students a clear understanding of key principles of Aviation Management and the inter-dependencies between the various sectors in the industry.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**History of Aviation** The Evolution of Aviation, Issues and Challenges, Global Aviation Industry, Aviation Industry in India - An Overview	10
2	**Aircrafts** Aircraft Types and Structures, Aircraft Manufacturers	05
3	**World Airlines and Airports**, World Aviation Bodies, Airports - Domestic and International, World Airlines, World Major Airports,	10
4	**IATA and ICAO, National Aviation Authorities**	10
5	**General Subjects** Layout of an Airport and Ground handling, Airport and Aircraft Security, Managerial Operations, Airline catering and Various Bodies	10
	TOTAL	45

Text Books: The Principles and Practice of International Aviation Law by Brian F. Havel and Gabriel S. Sanchez

Reference Books: 1 Aviation Education and Training: Adult Learning Principles and Teaching Strategies
Online Resources: NPTEL / SWAYAM lectures.

Course Code:AHT32MML104	Course Name: Basics of Cargo Management
Course Category : MM Credit: 3	Teaching Scheme: L – 3 / P - 0
Evaluation Scheme: CA – 60 /ESE – 40	Duration:2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The objective of this module is to provide the participants with a good knowledge of freight operations, services and management that can support them in various business functions and roles such as operations, customer service, account management and sales.

Course Outcome:

CO1 - Apply advanced construction and combination principles for unpublished rates, calculate rates and charges for mixed consignments, Unit Load Devices (ULDs) and complete air waybill, describe and use pricing strategies, determine an advertising budget and plan, selecting advertising media channels.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Industry Organizations and Regulations and Aviation Geography** 1.1 Introduction, IATA services, ICAO, National Aviation Authorities 1.2 Introduction, Time difference, Definitions of areas and countries, City & airport codes	08
2	**Use of Cargo Guides** Introduction, Utilization of Cargo Guides	08
3	**Aircraft Configuration and Unit Load Devices** 3.1 Introduction, Aircraft configuration, Aircraft layout, Maximum dimensions 3.2 Unit load devices, Aircraft pallets, Igloos, Containers	08
4	**IATA Cargo Agents and Cargo Agency Operations** 4.1 Introduction, IATA Cargo Agents, The consolidator, Export cargo, Import cargo, The Break Bulk Agent, 4.2 Difference between direct and consolidated shipment, Customs clearance procedures, Customs documents	08
5	**Air Waybill Completion and Handling Facilities & Procedures** Introduction, Air Waybill, Conventional aircraft, Cargo terminal facilities, Export Import, Interline or transshipment	08

6	**Air Cargo Acceptance & Bookings** 6.1 Introduction, Instruction for carriage, 6.2 Acceptance based on shipper letters of instructions, Airport of departure 6.3 Description of goods, IATA dangerous goods - Regulations and Identification, Carriage of live animals, Perishable cargo	05
	TOTAL	45

Text Books:
1. Carriage of goods / John F. Wilson (Harlow : Longman) 2. Containerization / (by) J.R. Whittaker (Hemisphere ; Wiley)
Reference Books: 1 Getting the Goods: Ports, Labor, and the Logistics Revolution by Edna Bonacich and Jake B. Wilson(Cornell University Press) 2. Logistics and Distribution Management by Alan Rushton, Phil Croucher & Peter Baker (CILT)
Online Resources: NPTEL / SWAYAM lectures.

Course Code:AHT32VSP103	**Course Name:** Front Office Foundation (PR)
Course Category: VSC **Credit:** 2	**Teaching Scheme:** L – 0 / P - 4
Evaluation Scheme: CA – 30/ PR - 20	**Duration:**2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.	
Course Objectives: The subject aims to establish the importance of Front Office and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.	
Course Outcome: CO1 -To establish the importance of front office department & its role in the hospitality industry. It helps the students to acquire basic knowledge & skills necessary to industry-required standards in this area.	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Telephone Etiquettes and telephone handling.	08
2	Handling room keys(issuing, receiving, missing keys, computerized key cards)	08
3	Handling guest mail(of guests who have checked out, in-house and expected)	08
4	Handling messages and paging for guests.	08
5	Luggage handling.(along with left luggage procedure)	08
6	Handling guest enquiries.	08
7	Handling guests who are blacklisted.	04
8	Situations on basis of charging.	04
9	Bell desk activities	04
	TOTAL	**60**

Text Books: 1.Front Office Management & Operations – Linsley Deve aur, Marcel Escoffer
2.Check in – Check Out – Gary Vallen, Jereme, Vallen

Reference Books: 1. Managing Front Office Operations – Micheal Kasavana , Richard M Brook
2.Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
Online Resources: NPTEL / SWAYAM lectures.

Course Code:AHT32SEL102	**Course Name:** Development of Soft Skills
Course Category: SEC **Credit:** 2	**Teaching Scheme:** L – 2 / P - 0
Evaluation Scheme: CA – 30 /ESE – 20	**Duration:**2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The course aims at applying regional development and planning concepts, principles, and approaches to tourism destinations to enhance sustainable economic, ecological, and social development.

Course Outcome:

CO1 - The students will understand Role and Functions of Ministry, Management of the tourism in the states and planning of Tourism at national and international levels.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Personal Development, Etiquette, Dressing	08
2	Communication Skills, Presentation Skills, Interview Preparation, Business Counseling	06
3	Personal Grooming, Makeup and Hair Styling, Impression Management	08
4	Customer Service Skills, Multitasking Skills, Professionalism	08
	TOTAL	**30**

Text Books: 1. Communication – C.S. Rayudu
Reference Books: 1. Effective Business Communication – Asha Kaul
Online Resources: NPTEL / SWAYAM lectures.

SEMESTER – III

Course Code:AHT32MML201	Course Name: Basics of Airfare & Ticketing	
Course Category: MM	Credit:4	Teaching Scheme: L – 4 / P - 0
Evaluation Scheme: CA – 60 / ESE – 40		Duration: 2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.		
Course Objectives: Basics of Airfare & Ticketing covers of airline fare construction principles, and CRS entries to price air journeys and issue tickets.		
Course Outcome: CO1 -Students will acquire excellent understanding of mileage system pricing CO2 -Know how to interpret and read all GDS displays relevant to mileage system pricing. CO3 -To understand CRS entries to price air journeys and issue tickets.		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Airfare Basics** 1.1 Introduction to airfares and fare components 1.2 Types of fares: published fares, unpublished fares, and consolidator fares 1.3 Factors Effecting airfare?	5
2	**Fare Rules and Regulations Fare construction rules and fare basis codes** 2.1 Fare Rules and Regulations, 2.2 Fare Construction Rules 2.3 Fare Basis Codes	5
3	**Passenger Itineraries and Routing** 3.1 Types of passenger itineraries 3.2 Different types of passenger routes 3.3 Open jaws, stopovers, and transfers 3.4 Passenger name records (PNRs) and their importance 3.5 Proper documentation for international travel	10

4	**Ticketing Systems and Software ,Fare Calculations** 4.1 Overview of the ticketing process 4.2 Ticket issuance, re-issuance, and revalidation 4.3-ticketing and its advantages 4.4Ticket endorsements and restrictions 4.5 Mileage-based and zone-based fare calculations 4.6 Introduction to airline reservation systems (GDS)	20
5	**Air carriage policy** 5.1Carriage of Expectant Mothers 5.2 carriage of INFANTs 5.3 Carriage of unaccompanied minors 5.4 carriage of Young Passengers 5.5 Carriage of Incapacitated (MEDA) / Handicapped Passengers 5.6 Carriage of Prisoners, 5.7 Carriage of Weapons and Ammunition 5.8 Carriage of Dangerous Goods	20
	TOTAL	60

Text Books:	
Air Fares and Ticketing (3rd Edition) 3rd Edition by Doris S. Davidoff (Author), Philip G. Davidoff	
Reference Books:	
Air Fares and Ticketing (3rd Edition) 3rd Edition by Doris S. Davidoff (Author), Philip G. Davidoff	
Online Resources:	
NPTEL / SWAYAM	

Course Code:AHT32MML202	Course Name: Tourism Products of India
Course Category :MM Credit:4	Teaching Scheme: L – 4 / P - 0
Evaluation Scheme: CA – 60 / ESE – 40	Duration: 2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.	
Course Objectives:	
This course aims at developing the knowledge of Tourism Products, Assets and Resources of India. The module aims at creating a systematized method of classifying the various products and resources and examining them.	
Course Outcome:	
CO1 -This paper helps the students to develop knowledge of tourism products, assets and resources of India.	
CO2 - Students will also receive an overview on the culture, people, heritage and other cultural resources.	
CO3 - The module aims at creating a systematized method of classifying the various products and resources and examining them.	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Tourism Products** 1.1 Definition 1.2 Concept and classification, Tourism products: Definition, Types and unique features - Tourism resources of India - Natural, Socio cultural, and Diversities in Landform & Landscape - Outstanding Geographical features - Climate, Flora & Fauna.	06
2	**Architectural Heritage of India** 2.1 Glimpses on the prominent architecture style flourished in different period 2.2 Different style of architecture in India - Hindu, Buddhist and Islamic, 2.3 Selected case studies of World Heritage Sites in India	06
3	**Tourism Destinations:** 3.1 Emerging Tourism Destinations of India: 3.2 Ecotourism - Rural Tourism - Golf Tourism - Wine Tourism - Camping Tourism - Medical Tourism - MICE Tourism -Pilgrimage Tourism.	06

4	**Natural Resources** 4.1 Wildlife Sanctuaries, National Parks and Natural Reserves in India (Jim Corbett Tiger Reserve, Bharatpur Bird Sanctuary, Valley of Flowers, Kanha, Kaziranga, Sasan Gir, Dachigam, Ranthambhore and Keoladeo Ghana) 4.2 Hill Stations: Study of Hill Station attractions and their environs with case studies of Mussoorie, Nainital, Munnar and Ooty, 4.3 Beaches and Islands: Beaches in Goa, Kerala, Orissa, Andaman Nicobar & Lakshadweep islands	18
5	**Arts of India:** 5.1 Important Museum, Art Galleries and Libraries, 5.2 Classical dances, folk dances and folk culture 5.3 Fairs and Festivals, Social, religious and commercial fairs of touristic significance	06
6	**Handicrafts and textiles:** 6.1 Important handicraft objects and centers, craft meals, souvenir industry 6.2 Indian cuisineregional variations.	06
7	**Diversity in Religion** 7.1 Popular religious shrines/Centres Hindu, 7.2 Muslim, Christian, Buddhist, Jain, Sikh and others. 7.3 Yoga, Meditation and Other Centres.	06
8	**Indian States and its attractions** 8.1 Handicrafts of India as a potential tourist resource, fairs and festivals 8.2 social religious and commercial fairs, festivals: promotional (tourism) fairs	06
	TOTAL	60

Text Books:
1. Basham A. L.: The Wonder that Was India
2. Percy Brown : Indian Architecture
3. Husaini S. A. : The National Culture of India, National Book Trust, New Delhi
4. Gupta M. L. and Sharma D. D.: Indian Society and Culture

Reference Books:
1. Gupta, SP, Lal, K, Bhattacharya, M. Cultural Tourism in India (DK Print 2002)
2. Cultural Contours of Culture and Archeology: Vol. VIII and X
3. India Tourism Handbooks and Brochures

Online Resources:
NPTEL / SWAYAM

Course Code: AHT32VSP201	**Course Name:** Food & Beverage Service- Pr.
Course Category: VSC	**Credit:**1	**Teaching Scheme:** L – 0 / P - 2

Evaluation Scheme: CA – 30 / ESE – 20	**Duration:** 2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and beverage service operations in the hospitality industry.

Course Outcome:

CO1 -To develop a comprehensive knowledge and understanding of Food and Beverage Service in the Catering industry.

CO2 - It also aims to enable the students to acquire professional competence for Food & Beverage Service

CO3 - Develop technical skills in the basic aspects of food and beverage service operations in the hospitality industry

PRACTICAL TOPICS:

Unit No.	Title & Contents	Teaching Hours
1	Restaurant Etiquettes	02
2	Restaurant Hygiene practices	02
3	Mise-En-Palce&Mise-En–Scene	02
4	Identification of Equipments	02
5	Laying & Relaying of Table cloth	02
6	Rules for laying a table	02
7	Carrying a Salver / Tray	02
8	Service of Water	02
9	Handling the Service Gea	02
10	Carrying Plates, Glasses & other Equipments	02
11	Clearing an Ashtray	02
12	Situations like spillage	02
13	Setting of Table d'hote & A La Carte covers.	02
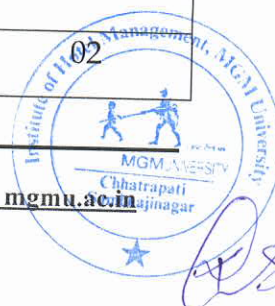
14	Breakfast Table Lay – out & Service (Indian, American, English, Continental)	02
15	Crumbing, Clearing, Presenting the bill	02
	TOTAL	**30**

Text Books:

1. Food & Beverage Service: A Training Manual – Sudhir Andrews- Mc. Grew Hill Education
2. Practical Food and Beverage Cost Control – Clement Ojugo- Cengage Learning

Reference Books:

1. Professional Beverage Management - Bob Lipinski, Robert A. Lipinski, Kathleen A. Lipinski– Wiley(Publisher)

Online Resources:

NPTEL / SWAYAM

Course Code:AHT32VSP202		Course Name: Introduction to Advanced Excel	
Course Category: VSC	Credit:1	Teaching Scheme: L – 0 / P - 2	
Evaluation Scheme: CA – 30 / ESE – 20		Duration: 2 hours	
Prerequisites: -Students are required to go through the course materials for better learning and practice.			
Course Objectives: This course is designed by keeping in mind the importance of MS excel in business, preparing analytical report, inventory controlling, and other important MIS for the hotel business.			
Course Outcome: CO1 -To provide basic knowledge of excel to students from business perspective. CO2 -To provide information of various formulas of excel. CO3 -To provide knowledge of various functions used in analysis of data.			

CURRICULUM:

Unit	Content	Teaching Hours
1	**Excel Overview** 1.1 Cell Basics, Modify Row, Column, Cells, Formatting Cells, Worksheet Basics 1.2 Page Layout, Simple Formulae 1.3 Relative and Absolute Cell Reference 1.4 Basic Functions 1.5 IF and related functions 1.6 Power functions 1.7 Statistical functions 1.8 Group rows or columns 1.9 Math functions 1.10 Date and Time functions 1.11 Array formulas and functions 1.12 Reference functions 1.13 Text functions 1.14 Information functions 1.15 Hide and show groups, Create a subtotal, View groups by level	11
2	**Pivot Tables, What-If Analysis** 2.1 Create a PivotTable 2.2 Pivoting data 2.3 Change the row 2.4 Add columns 2.5 Add a filter 2.6 Add a slicer Create a PivotChart	11

	2.7 Various charts (Bar, Column, Pie, Line, etc.)	
	2.8 Lookup and reference	
3	**Advance Filtering, Dashboard**	8
	3.1 Working with tables	
	3.2 Filter and sorting functions	
	3.3 Setting up data for outlining	
	3.4 Formatting picture styles	
	3.5 Creating linked worksheets	
	3.6 Formatting Column row tiles	
	3.7 Dashboard Introduction	
	3.8 Creating Dashboards	
	3.9 Pivot Table in Dashboard	
	TOTAL	30

Text Books:

1. Excel 2019 Bible, Wiley
2. Excel 2019 All in one for Dummies, Slaying Excel Dragons

Reference Books:

1. Power Pivot and Power BI, by Rob Collie and Avichal Singh

Online Resources:

NPTEL / SWAYAM

SEMESTER – IV

Course Code:AHT32MML203	Course Name: International Airlines and Travel Management
Course Category: MM Credit: 3	Teaching Scheme: L – 3 / P - 0
Evaluation Scheme: CA – 60 / ESE – 40	Duration: 2 hours
Prerequisites: -Students are required to go through the course materials for better learning and practice.	
Course Objectives: To familiarize with various airlines and airline geography, IATA geographical areas , freedom of air ,city codes ,airport codes and airline codes.	
Course Outcome: CO1 -Students will gain in-depth knowledge about International airlines and its global travel management. CO2 -To familiarize with various airlines and airline geography. CO3 -Understand IATA geographical areas , freedom of air ,city codes ,airport codes and airline codes.	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to the Airline Industry** 1.1 Overview of the airline industry's historical development, 1.2 Key players and stakeholders in the airline industry, 1.3 Major factors influencing the airline industry (e.g., economic, technological, environmental), 1.4 Types of airlines: Full-service carriers, low-cost carriers, regional carriers	10
2	**International Regulations & Conventions** 2.1 The significance of international regulations for aviation safety and security 2.2 Key international regulatory bodies (e.g., ICAO, IATA) 2.3 Air traffic rights and bilateral agreements between countries 2.4 Passenger rights and protections (e.g., Montreal Convention) 2.5 Environmental regulations (e.g., CORSIA)	10

3	**International Carriers and their operations** 3.1 Major international airlines and their network coverage, 3.2 Types of international flights (e.g., long-haul, short-haul, transatlantic), 3.3 Aircraft fleets and configurations for international travel, 3.4 Hub-and-spoke vs. point-to-point operations, 3.5 Codeshare agreements and alliances (e.g., Star Alliance, Oneworld, SkyTeam	10
4	**World's biggest airports and their operations** 4.1 Overview of the largest international airports by passenger traffic, 4.2 Infrastructure and facilities at major international airports, 4.3 Airport management and operational challenges, 4.4 Connectivity and air traffic control systems, 4.5 Environmental sustainability efforts at major airports	10
5	**Travel Agency Operations and Travel Management** 5.1 Role and functions of travel agencies in the travel industry, 5.2 Types of travel agencies (e.g., online, traditional, corporate) 5.3 Travel management services for businesses and organizations, 5.4 Booking systems and technology used in travel agencies, 5.5 Customer service and support in travel agency operations	10
6	**Travel Documentations for International Travel** 6.1 Passport and visa requirements for international travel 6.2 Travel insurance and health documentation, 6.3 Customs and entry requirements for different countries, 6.4 Electronic travel authorization systems (e.g., ESTA, eTA), 6.5 Vaccination and health certificates for specific destinations	10
	TOTAL	60

Text Books:
Airline Operations and Management by Gerald N. Cook and Bruce Billig
Reference Books:
Carriage of goods John F Wilson Harlow Longman
Online Resources:
NPTEL / SWAYAM

Course Code: AHT32MML204	**Course Name:** Airline Operations and Scheduling
Course Category: MM **Credit:** 3	**Teaching Scheme:** L – 3 / P - 0
Evaluation Scheme: CA – 60 / ESE – 40	**Duration:** 2 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.
Course Objectives:
This course focuses functioning of airline and airline scheduling.
Course Outcome:
CO1 -Students will be well acquainted with the operations and scheduling of the airlines
CO2 -Understand their various roles and responsibilities and structure of airline.
CO3 -To Know functioning of airline system

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to the Airlines Industry** 1.1 What is Aerospace Industry? 1.2 Characteristics of the Industry 1.3 The Airline Industry 1.4 Scope of the Airline Industry 1.5 Aircraft Manufacturers 1.6 Airport Operations 1.7 Aviation Support Industries' 1.8 Service Providers or 'Travel Agents' 1.9 Types of airline service 1.10 Scheduled flights 1.11 Non-Scheduled Flights 1.12 Passenger Travel 1.13 The business market 1.14 The leisure market	10

2	**Airline Department and roles, responsibilities** 2.1 Organization Structure, 2.2 Flight Operations Department, 2.3 Maintenance Department, 2.4 Ground OperationsDepartmentAPS&Security, 2.5 Commercial Department-Sales and Marketing Teams,Revenue Management, 2.6 Safety Department 2.7 Finance and Accounting Department,Human Resources Department, 2.8 Information Technology (IT) Department 2.9 Legal and Regulatory Affairs Department	10
3	**Airport Operations** 3.1 Departmental Structure of airport staff-APS,Security, 3.2 Departmental Standard, 3.3 Airport Services & Functions 3.4 Airline Security & Functions 3.5 Ground Service department & Functions, 3.6 GSD Equipments & Use 3.7 Catering operations	15
4	**Flight Scheduling** 4.1 The Schedules Planning Process, 4.2 Scheduling Constraints, 4.3 Slot Problems,4.4 Night Curfews, 4.5 Industry Regulation ,4.6 Maintenance Requirements , 4.7 General Operational Requirements	10
5	**Airline Emergency Response Plan** 5.1 Introduction & Accident notification, 5.2 Accident/Incident Reporting Process 5.3 Crisis Management Committee Chart, 5.4 Station Emergency Team, 5.5 Bomb Threat & Hi jack Handling 5.6 Disabled Aircraft Removal Plan	15
		TOTAL	60

Text Books:

Airline Network Planning and Scheduling (Wiley Series in Operations Research and Management Science) by by Ahmed Abdelghany

Reference Books:

Airline Operations and Management by by Gerald N. Cook and Bruce G. Billig

Online Resources: NPTEL / SWAYAM

Course Code:AHT32SEL201	Course Name: Development of Entrepreneurial Skills

Course Category: SEC	Credit:2	Teaching Scheme: L – 2 / P - 0

Evaluation Scheme: CA – 30 / ESE – 20	Duration:1 hours

Prerequisites: -Students are required to go through the course materials for better learning and practice.

Course Objectives:

To understand the technical, operational & financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.

Course Outcome:

CO1 -The importance of Entrepreneurship development is to create & enable the entrepreneurs initiating & sustaining the process of economic development.

CO2 -To understand the technical, operational & financial feasibility required for setting up an entrepreneurial project.

CO3 -This will develop an attitude to be competitively ahead in the dynamic market situation.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to Entrepreneurship** 1.1 Concept, Meaning & Definition 1.2 Qualities & Attributes required for Entrepreneurship 1.3 Functions performed by Entrepreneur's 1.4 Need & importance ofEntrepreneurship 1.5 Types of Entrepreneurs 1.6 Task of Entrepreneurs 1.7 Entrepreneurs& Manager 1.8 Entrepreneur - Pros & Cons	8
2	**EntrepreneurialSkills** 2.1Introduction to Entrepreneurial skills 2.2 EntrepreneurialTraits &Characteristics 2.3 Entrepreneurial Personality Traits 2.4 Entrepreneurial Skills& types 2.5 Benefits of Personality Development 2.6 Developing Personality Attributes 2.7 Social skills 2.8 Communication skills	8

3	**Entrepreneurial Development Programs** 3.1 Concept of EDP 3.2 Objectives of EDP 3.3 Structure of EDP 3.4 Stages/ Phases of EDP 3.5 Challenges for EDP 3.6 Myths about EDP 3.7 Benefits of EDP		7
4	**Entrepreneurial Skill Development:** 4.1 Introduction to Skill development 4.2 Types of skills 4.3 Five Business skills 4.4 Skill Development 4.5 Skill requirement & Skill development 4.6 Stages in Skill development 4.7 Skills required for Team work		7
		TOTAL	30

Text Books:
1. Entrepreneurial Development – S S Khanka 2. Entrepreneurship Development -EPG Pathshala
Reference Books:
1. Entrepreneurship Development - MSBTE
Online Resources:
NPTEL / SWAYAM

SEMESTER V

Course Code:AHT32MML301	Course Name: Aviation Safety and Security Management Th.

Course Category: Major	Credit: 4	Teaching Scheme: L – 4/ P - 0	

Evaluation Scheme: CA – 60/ ESE – 40	Duration: 2 Hour

Pre-requisites: Students must refer to the course material before starting the syllabus

Course Objectives:
1. To gain fundamental knowledge of managing aviation, safety and security
2. Develop students' understanding of methods and techniques used in evaluating the safety and security of aviation operations.
3. It aims to equip students with concepts and techniques that help in taking decisions relating to various marketing situations.

Course Outcome:

CO 1 –Understand the Concept of safety, reliability and security provisions and infrastructure in aviation administration and service providers.

CO 2 - Identify major causes of aviation accidents and security infiltrations

CO 3 – Participate in the planning and execution of aviation safety and security programmers

CO 4 – Analyze the role and relevance of safety and security in civil aviation.

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Airport Security–I** 1.1 Introduction, 1.2 Security planning 1.3 Responsibility and organization 1.4 Air side security procedures 1.5 Land side security procedures – passenger terminal, cargo terminal.	10
2	**Airport Security–II** 1.1 Airport security programme 1.2 Airport security authority 1.3 Airport civil aviation security committee 1.4 Preventative measures 1.5 Security v/s facilitation training and awareness 1.6 Testing inspection and audit 1.7 Bureau of Civil Aviation Security (BCAS)	10

3	**Physical Security for the aviation environment** 1.1 Introduction Intrusion detection system 1.2 Security cameras 1.3 Determining total security system cost 1.4 Locks and key control 1.5 Security barriers and fencing security lighting 1.6 Window security	10
4	**Airport Aircraft Emergencies** 1.1 Types of emergencies 1.2 Level of protection required 1.3 Water supply and emergency access roads communication and alarm requirements. 1.4 Rescue and fire fighting vehicles and procedures 1.5 Foaming the runways and removal of disabled aircraft.	10

5	**Airport emergencies response and noise control**
	1.1 Emergency response – accident, medical emergencies,
	   natural gas leaks, severe weather and natural disasters,
	1.2 Terrorism – bomb threats, hijacking, hostage situation,
	   functions of Aerodrome committee.
		10

	TOTAL	**60 Hours**

Text Books:
1.   Alan J Stolzer and John J. Goglia, Safety Management systems in Aviation, Routledge Publishers.

Reference Books:
1.   Michael Ferguson and Sean Nelson, Aviation Safety – A balanced Approach.

Online Resources:
1. https://onlinecourses.nptel.ac.in
2. https://ebs.online.hw.ac.uk
3. https://www.classcentral.co

Course Code: AHT32MML302	**Course Name:** Aviation Geography Th.
Course Category: Major **Credit:** 4	**Teaching Scheme:** L – 4/ P - 0
Evaluation Scheme: CA – 60/ ESE – 40	**Duration:** 2 Hour

Pre-requisites: Students must refer the course material before starting the syllabus

Course Objectives:

- To give learners knowledge, understanding and skills to provide accurate and relevant information about airline routes, airport and flight information, climate and health.
- To expand knowledge in relation to countries, capitals, hubs, gateways and air travel destinations and to recognize air travel routes through different hemispheres, International Air Transport Association (IATA) areas and sub-areas via different global indicators.
- Students will be introduced to the basic aviation language used throughout the industry by referring to three letter codes, airline codes, phonetic alphabet and other frequently used terminology

Course Outcome:

CO 1 – Know worldwide geography in relation to airline routing

CO 2 - Understand the importance of providing accurate and relevant air travel information using aviation terminology

CO 3 – Understand how climate and health factors impact air passengers and crew

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Worldwide Geography** **1.1** Introduction of Worldwide features across airline routes 1.2 Major international routes across the three IATA areas and their sub-areas 1.3 Global features (continents, hemispheres, significance of lines of latitude and longitude, time zones) 1.4 Global indicators, e.g. routing and impact on mileage and fare, potential stopovers 1.5 Political features on maps (boundaries, countries, capital cities, major gateway airports) 1.6 Physical features on maps (mountain ranges, deserts, tundra, ice caps, major forests, seas, rivers, lakes, oceans)	10

2	**Aviation Terminologies** 2.1 Flying times using reference sources, e.g. travel, atlas, Official Airline Guides (OAG), 2.2 24-hour clock, local time, international date line 2.3 Time zones, e.g. USA – Eastern Time, Pacific Time, Mountain Time, Australia – Western Standard Time, Eastern Standard Time, Greenwich Mean Time (GMT), Universal Time Coordinated (UTC), Daylight Saving Time (DST) 2.4 Effects of crossing time zones in an easterly or westerly direction 2.5 Elapsed flying time	10
3	**Climate Conditions at different geographical location** 3.1 Global regions (equatorial, tropical, temperate, artic) seasonal variations, e.g. monsoon, snowfall, hurricanes, wet and dry seasons, extreme heat, extreme cold 3.2 Influences, e.g. gulf stream, winds 3.3 Health factors: specific area health warnings, e.g. malaria, other epidemics 3.4 Precautions available, e.g. vaccination, immunization, pharmaceutical, not consuming local water, avoidance of heat and sun, hygiene awareness, care when swimming in local waters	10
4	**Importance of transport in Tourism** 4.1 Spatial interaction 4.2 Transport elements: Cost, modes, routes, networks, air and surfaces 4.3 Future Geography of Travel and Tourism	10
5	**Health Factor at different geographical conditions** 5.1 Health factors at the D destination: specific area health warnings, e.g. malaria, other epidemics 5.2 Precautions available, e.g. vaccination, immunization, pharmaceutical, not consuming local water, avoidance of heat and sun, hygiene awareness, care when swimming in local waters 5.3 Health factors associated with flying: jet lag (fatigue, circadian rhythms) deep vein thrombosis hypoxia dehydration effect of alcohol at altitude air quality, e.g. recirculated	10
	TOTAL	**60 Hours**

Text Books:
1. Oxford School ATLAS Book by Oxford University Press
2. Airline Operations and Management by Gerald N. Cook and Bruce Billig

Reference Books:
1. Airline Management: A different view by Alessandro Loddo

2. Airline Airport & Tourism management: Aviation Manual Paperback – by Dr Sumeet Suseela

Online Resources: https://www.tutorialspoint.com

Course Code: AHT32MEL301	**Course Name:** Aircraft Rules and Regulations Th.
Course Category: Major Elec. I Credit: 4	**Teaching Scheme:** L – 4/ P - 0
Evaluation Scheme: CA – 60/ ESE – 40	**Duration:** 2 Hour
Pre-requisites: Students must refer the course material before starting the syllabus	

Course Objectives:
- To gain knowledge on civil aviation regulatory authority
- To familiarize on the aircraft rules and aircraft act
- To gain knowledge of the national legislations on aviation

Course Outcome:
CO 1 –Familiarize the aircraft rules and act
CO 2 - Understand the importance of various national legislations in aviation industry
CO 3 – Understand the civil aviation requirements
CO 4 – Familiarize the various international conventions in aviation industry

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to regulatory bodies** 1.1 Introduction to Directorate general of civil aviation DGCA – Functions – DGCA Organizations – DGCA as regulatory authority. 1.2 ICAO (International Civil Aviation Organization)- Functions, IATA (International Air Transport Association) - Functions. 1.3 BCAS (Bureau of Civil Aviation Security) - Functions.	10
2	**Aircraft rules and regulations** 2.1 AIRCRAFT ACT 1934 2.2 The salient features of AircraftAct1934. 2.3 THE AIRCRAFT RULES AND REGULATIONS ACT 1937. The salient features of Aircraft Rules and Regulations Act 1937.	10

3	**Important Laws of Aviation** 3.1 The Air corporations Act, 1953 (27 of 1953). 3.2 The International Airports Authority of India act, 1971 (43 of1971) 3.3 The Carriage by AirAct,1972(69of1972) 3.4 The suppression of unlawful acts against safety of Civil Aviation Act, 1982(66 of1982).	10
4	**Civil Aviation requirements** 4.1General Civil Aviation Requirements 4.2 Airworthiness 4.3 Air Transport 4.4 Aerodrome standards and Air Traffic Services and Air Safety 4.5 Design standards and type certification 4.6 Flight crew standards, training and licensing 4.7 Aircraft operations	10
5	International Conventions 5.1 The Chicago conventions, 1944 Hauge Convention, 1970 5.2 Montreal Convention, 1999 – 5.3 The International Air Services Transit Agreement,1944 5.4 The Warsaw Conventions, 1920. 5.5 The Geneva Convention, 1948 5.6 The Tokyo Convention ,1963 Bonn declaration convention on the marking of plastic explosives, 5.7 Beijing convention and protocol 2010.	10
	TOTAL	**60 Hours**

Text Books:
1. Vikrant Pachnada, Guide to India's Aviation Law, Thomson Reuters
2. Piyush Singh Phogat, International conventions on Air Law, Aviationlawhub.com

Reference Books:
1. Aircraft Manual ,C.A.R. Sec .II

Online Resources:
* https://www.tutorialspoint.com

Course Code: AHT32MEL302	Course Name: Facility Planning
Course Category: Major Elec. I **Credit:** 4	**Teaching Scheme:** L – 4 / P – 0
Evaluation Scheme: CA – 60 / ESE – 40	**Duration:** 2 Hour
Pre-requisites: Students should have the basic knowledge about previous studied topics in co-relation with the syllabus.	
Course Objectives: The subject aims to acknowledge the students about the planning of the airport facilities in the terminal building and the emergency protocol.	
Course Outcome: **CO 1** –Students will learn about the basics of facility planning and its principles. **CO 2** – Students will be able to understand the layout of the airport and the airside and landside. **CO 3** – Students will understand about the technological integration in aviation facilities. **CO 4** – Understanding international and national regulations affecting airport facility planning.	

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	**Introduction to Facility Planning** 1.1 Role of Facility Planning 1.2 Basic Principles of Facility 1.3 Types of Aviation Facilities 1.4 Global Aviation trends and developments	10
2	**Airport Planning and Design** 2.1 Design- Terminal Building 2.2 Runway and Taxiway Design 2.3 Aircraft Parking and Gates 2.4 Terminal Building Design 2.5 Functional Zones: Runway, terminal, taxiway, apron, cargo areas 2.6 Airport Expansion and future proofing	10

3	**Technological Integration in Aviation Facilities** 3.1 Technology Systems (Property management systems (PMS), baggage handling systems (BHS), and air traffic control systems) 3.2 Automated check-in kiosks, self-service baggage drop, and biometric screening 3.3 Passenger Experience and Innovation (Smart airports) Digital signage, mobile apps, and personalization technologies 3.4 AI, facial recognition, and biometric systems for enhanced security 3.5 CCTV, access control systems, and advanced surveillance technologies 3.6 Sustainability: Energy-efficient systems in airports (lighting, heating, and cooling), Waste management	10
4	**Airside and Landside Operations** 4.1 Airside Facilities (Runways, taxiways, apron planning, Aircraft parking, gate assignments, Air traffic control (ATC) considerations and integration) 4.2 Landside Facilities (Ground transportation planning: buses, taxis, private cars, and public transport) 4.3 Parking structures and vehicle flow management 4.4 Safety and Security Considerations 4.5 Safety standards for airside and landside operations 4.6 Emergency planning and evacuation routes	10
5	**Unit 5: Passenger Terminal Design and Operations** 5.1 Principles for a Terminal Design 5.2 Functionality and capacity planning (check-in counters, baggage claim, security) 5.3 Layout of commercial services (retail, lounges, food courts) 5.4 Design of check-in counters and baggage handling systems 5.5 Passenger screening and security design principles 5.6 Designing comfortable waiting areas and access to services 5.7 Integration of modern technology (self-service kiosks, digital signage, mobile apps) 5.8 Coordination between airlines, ground handlers, and other services	10

6	**Safety and Security Considerations** 6.1 ICAO (International Civil Aviation Organization) standards and guidelines 6.2 FAA (Federal Aviation Administration) regulations for airport facilities 6.3 DG Goods 6.4 Safety protocols for runway operations, terminal safety, and emergency response planning 6.5 Fire safety, evacuation planning, and disaster recovery 6.6 Managing risks related to natural disasters, terrorism, and pandemics 6.7 Emergency response and contingency planning for airports	10
	TOTAL	**60 Hours**

Text Books:
1. Fundamentals of Airport Planning
2. Fundamentals Of Aviation Operations

Reference Books:
1. Airport Planning and Management 7e (Pb)

Online Resources:
1. https://nap.nationalacademies.org/catalog/22300/guidebook-on-general-aviation-facility-planning

Course Code: AHT32VSP301	**Course Name:** Accommodation Operations Pr

Course Category: VSC	**Credit:** 2	**Teaching Scheme:** L – 0/ P - 4

Evaluation Scheme: CA – 30 / ESE – 20	**Duration:** 1 hours

Pre-requisites: Students should remember the basics of the subject and revise the previous related topics.

Course Objectives: To understand meaning of Front office operations in Hospitality Industry and learn methods of solving problems and under taking improvement projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions through hands-on learning experiences and simulations. Students will develop the skills and professionalism required to excel in various front office roles in hotels, resorts, and other accommodation establishments.

Course Outcome:

CO 1 – Students will be able to understand the telephone etiquettes, handling of room keys, guests mails and messages

CO 2 – They will be able to learn to handle guest luggage, guest enquiries, and dealing with blacklisted guests

CO 3 – They will be able to learn the aspects of a room tariff

CO 4 – They will be able to understand the concept of bell desk and concierge

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Tariff Card Designing	1
2	Forecasting and its importance at Front desk	1
3	Different types of documents maintained at Front desk	1
4	Types of Passports and Visa	1
5	UAE Documentations	1
6	Maldives Documentations	1
7	Different countries and its currencies	1
8	Passport Verification at front desk of hotels and airports	1
9	Handling Telephone enquires	1
10	Reservation Cycle	1

11	Early check-in and late check-out	1
12	Concierge /Information desk	1
13	Taking booking for nearby visits and taxis	1
14	Night Auditor and its importance	1
15	Reports maintained by Night auditor at Front desk	1
16	Software's used at front desk	1
17	Form and Formats used for an Indian National guest	1
18	Form and Formats used for an International guest	1
19	Importance of Inter- departmental coordination with Housekeeping department	1
20	Room key maintenance and handling	1
21	SOP for a Bomb threat	1
22	SOP for a death of the guest in room and public area	1
23	SOP for handling Drunk Passengers	1
24	Understanding the concept of overbooking	1
25	Luggage handling at Front desk	1
26	Left Luggage handling procedures	1
27	Meal Plans and its types	1
28	Role Play – Pre- arrival	1
29	Role play- Arrivals	1
30	Role play- Departure	1
	TOTAL	**30**

Text Books:
1.Front Office Management & Operations – Linsley Deve aur, Marcel Escoffer
2.Check in – Check Out – Gary Vallen, Jereme, Vallen

Reference Books:
1. Managing Front Office Operations – Micheal Kasavana , Richard M Brook
2. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak

Online Resources:NPTEL / SWAYAM lectures.