

**Sardar Patel University,
Mandi (H.P.)-175001
[Established Under H. P. Legislative Assembly
Act 03 of 2022
Recognized Under Section 2(f)-UGC Act 1956]**

Bachelor of Vocation



**Scheme & Syllabus
of
Bachelor of Vocation (Hospitality & Tourism)**

**Based on NEP 2020
Effective from 2026-27 onwards**

Programme: B.Voc (Hospitality & Tourism) **[PEOs, PSOs and POs]**

Program Educational Objectives (PEOs)

The Program Educational Objectives (PEOs) of the B.Voc Hospitality & Tourism program focus on preparing

graduates with industry-ready skills, leadership abilities, sustainability awareness, global cultural competence, and entrepreneurial problem-solving capacity. These objectives ensure students are equipped for diverse careers in hospitality and tourism while fostering innovation and responsible practices.

The PEOs will enable students to

PEO 1: Industry-Ready Skills Graduates will acquire practical, hands-on expertise in hotel operations, tourism management, and customer service, enabling smooth entry into professional roles.

PEO 2: Leadership & Management Competencies Students will develop supervisory and managerial skills to take on leadership positions in hospitality and tourism organizations.

PEO3: Sustainability & Innovation Learners will apply sustainable practices and innovative solutions to address industry challenges, promoting eco-friendly and responsible tourism.

PEO4: Global & Cultural Awareness The program enhances understanding of international tourism trends and cross-cultural communication, preparing graduates for diverse global environments.

PEO5: Entrepreneurial & Problem-Solving Abilities Students will gain entrepreneurial skills and critical thinking abilities to identify opportunities, solve industry-related problems, and potentially launch their own ventures.

Program Specific Outcomes (PSOs)

The B.Voc. in Hospitality & Tourism programme is designed to

PSO1: Operational Expertise Graduates will demonstrate proficiency in core hospitality operations such as front office, housekeeping, food production, and food & beverage service.

PSO2: Tourism Planning & Management Students will be able to design, manage, and evaluate tourism products, itineraries, and destination services with a focus on sustainability.



PSO3: Customer Service Excellence Learners will apply professional communication, empathy, and service skills to deliver memorable guest experiences.

PSO4: Technology & Digital Skills Graduates will use hospitality software, online booking systems, and digital marketing tools to enhance efficiency and competitiveness.

PSO5: Leadership & Entrepreneurship Students will develop managerial and entrepreneurial abilities to lead teams, innovate, and establish ventures in hospitality and tourism.

Program Outcomes (POs)

After successfully completing B.Voc. in Hospitality & Tourism programme the students will be able to Understand

PO1: Hospitality Operations Understand and apply knowledge of hotel, restaurant, and tourism operations including front office, housekeeping, food production, and food & beverage service.

PO2: Tourism Concepts Demonstrate understanding of tourism principles, destination management, and sustainable travel practices.

PO3: Customer Service Deliver professional guest experiences through effective communication, empathy, and service excellence.

PO4: Technology Integration Use hospitality software, online booking systems, and digital marketing tools to enhance efficiency and competitiveness.

PO5: Problem-Solving & Innovation Apply analytical and creative thinking to solve industry challenges and innovate in service delivery.

PO6: Leadership & Teamwork Work effectively in teams, demonstrate leadership qualities, and manage diverse workforce environments.

PO7: Ethical & Sustainable Practices Understand and implement eco-friendly, socially responsible, and ethical practices in hospitality and tourism.

PO8: Entrepreneurship Identify business opportunities, develop entrepreneurial ventures, and contribute to the growth of the hospitality and tourism sector.



Curriculum of General Component & Skill Component of Bachelor of Vocation (B.Voc) in Hospitality & Tourism

The Skill Component shall include a mix of Theory, Practical and Internship. The new Job roles in alignment to NSQF are enlisted below:

Semester	NSQF Level	Job Role (Qualification Pack)	Training Hours (Skill and General)
I	4	Guest Service Associate (Front Office) (QP: THC/Q0102 V 5.0)	585
II	4.5	Guest Service Executive (Housekeeping) THC/Q0201(v3.0)	585
III & IV	5	Duty Manager (QP: THC/Q0106 V 3.0)	1310
V & IV	5.5	Restaurant Manager THC/Q2703(v3.0)	1320

Semester Wise Scheme

Semester	Paper	Code	Subject	GC/ SC	Credit	Total Hours
One	General Paper-01	BVHT101	Business Communication & Personality Development	GC	06	90
	General Paper-02	BVHT102	Fundamentals of Tourism and Hospitality	GC	06	90
	Skill Paper-01	TH121	Introduction to Front Office & Maintaining effective communication	SC	04	Th. 45 Pr. 30
	Skill Paper-02	TH122	Basic Health Standards, Organizational Confidentiality and Guest's Privacy	SC	04	Th. 45 Pr. 30

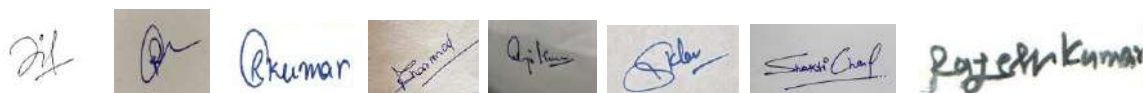


	Skill Paper-03	TH123	Front Office Activities & Employability Skills	SC	04	Th. 45 Pr. 30
Total					24	Th. 315 Pr. 90
On Job Training/Internship (One Month) and Project Report (SC)					06	180
Total (SC+GC+ Internship)					30	585
Two	General Paper-01	BVHT201	Introduction of Room Division Management	GC	06	90
	General Paper-02	BVHT202	Tourism Resources and Destination Management	GC	06	90
	Skill Paper-01	TH221	Introduction to House Keeping and Maintain Effective Communication	SC	05	Th. 60 Pr. 30
	Skill Paper-02	TH122	Guest Service, Health Hygiene and safety Standards, Organizational Confidentiality and Guest's privacy	SC	04	Th. 45 Pr. 30
	Skill Paper-03	TH223	House Keeping Operations & Employability Skills	SC	04	Th. 45 Pr. 30
Total					25	Th. 330 Pr. 90
On Job Training/Internship (One Month) and Project Report (SC)					05	165
Total (SC+GC+ Internship)					30	585

Semester	Paper	Code	Subject	GC/SC	Credit	Total Hours
Three	General Paper-1	BVHT301	Communicative English	GC	06	90
	General Paper-2	BVHT302	Environmental Science	GC	06	90
	General Paper-3	BVHT303	Basic of Tourism & Hospitality Research	GC	06	90
	General Paper-4	BVHT304	Travel Geography and Sustainable Tourism	GC	06	90
	Skill Paper-01	TH321	Monitoring Front Office Activities and Guest Experiences and Manage	SC	05	Th. 45 Pr. 60

			Concierge Operations			
	Skill Paper-02	TH322	Manage Operations & Financial and Administrative Aspects of Business and Ensure Effective Communication	SC	04	Th. 45 Pr. 30
	Skill Paper-03	TH323	Maintain Organizational Confidentiality and Guest's Privacy, maintaining Health & Safety	SC	03	Th. 35 Pr. 15
	Total				36	Th. 485 Pr. 105
Four	OJT/INTERNSHIP and REPORT			SC	24	720
	Semester III & IV -Total (SC+GC+ Internship)				60	1310

Semester	Paper	Code	Subject	GC/ SC	Credit	Total Hours
Five	General Paper-1	BVHT501	Hospitality & Tourism Law and Ethics	GC	06	90
	General Paper-2	BVHT502	Itinerary Planning and Tour Operations	GC	06	90
	General Paper-3	BVHT503	Tourism and Hospitality Entrepreneurship: Startups and Innovation	GC	06	90
	General Paper-4	BVHT504	Tourism and Hospitality Marketing: Concepts and Practices	GC	06	90
	Skill Paper-01	TH521	Maintain Organizational Confidentiality and Guest's Privacy, Effective Communication and Maintain Health, Hygiene	SC	02	Th. 30
	Skill Paper-02	TH522	Manage Team, food outlet operations, business, staff, and cost and banquet events	SC	03+02	Th. 45 Pr. 60
	Skill Paper-03	TH523	Manage Business resourcing, financial and administrative aspects of business and food outlet	SC	03+02	Th. 45 Pr. 60
	Total				36	Th. 480 Pr. 120
Six	OJT/INTERNSHIP and REPORT			SC	24	720



	Semester V& VI -Total (SC+GC+ Internship)		60	1320
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SEMESTER – I - Guest Service Associate(Front Office)
(NSQF Level 4)

6	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
One	General Paper-01	BVHT101	Business Communication & Personality Development	GC	06	90
	General Paper-02	BVHT102	Fundamentals of Tourism and Hospitality	GC	06	90
	General Component Total				12	180
	Skill Paper-01	TH121	Introduction to Front Office & Maintaining effective communication THC/N0130 & V4.0– Perform Front Office Activities NSQF Level 4 3 Module 1: Introduction to Front Office Management Module 2: Prepare for Front Office Operations Module 3: Prepare for Guests' Arrival Module 4: Perform the Activities of Guest Registration, Check-in, and Check-out Procedure THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place Module 7: Promote Effective Communication and Service Standard	SC	04	Th. 45 Pr. 30

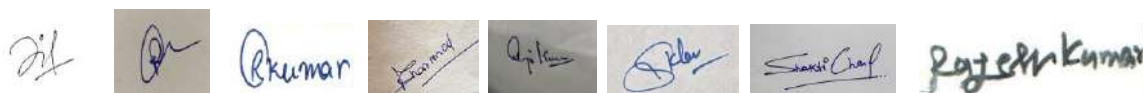









Skill Paper-02	TH122	Basic Health Standards, Organizational Confidentiality and Guest's Privacy	SC	04	Th. 45 Pr-30
		THC/N9907 & v2.0 Monitor and Maintain Health, Hygiene and Safety at Workplace Module 9: Monitor Health and Safety Standard			
		THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 8: Organizational Confidentiality and Guest's privacy			
	TH123	Front Office Activities & Employability Skills THC/N0107 & V3.0 – Handle Guest Service during the Stay Module 5: Perform the Activities to Handle Guest Service Module 20. Customer Service THC/N0119 & v4.0 Handle Guest Reservation Activities Module 6: Handle Guest Reservation Activities DGT/VSQ/N0102: Employability Skills (60 Hours) Module 10. Introduction to Employability Skills Module 11. Constitutional values – Citizenship Module 12. Becoming a Professional in the 21st Century Module 13. Basic English Skills Module 14. Career Development & Goal Setting Module 15. Communication Skills Module 16. Diversity & Inclusion Module 17. Financial and Legal Literacy Module 18. Essential Digital Skills Module 19. Entrepreneurship Module 21. Getting Ready for Apprenticeship & Jobs	SC	04	Th. 45 Pr. 30
On Job Training/Internship (One Month) and Project Report			SC	06	180
Skill Component Total				18	405
SEMESTER – I TOTAL				30	585



SEMESTER - II -- Guest Service Executive (NSQF Level 4.5)

Sem ester	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
Two	General Paper-1	BVHT201	Introduction of Room Division Management	GC	06	90
	General Paper-2	BVHT202	Tourism Resources and Destination Management	GC	06	90
	General Component Total				12	180
	Skill Paper-1	TH221	Introduction to House Keeping and Maintain Effective Communication	SC	05	Th. 60
			THC/N0242 & V2.0- Manage Housekeeping Staff and Inventory Module 1: Introduction to Housekeeping Industry and Guest Service Executive (Housekeeping) Module 2: Monitor and Train Housekeeping Staff Module 3: Perform Inventory Management for Housekeeping Operations			Pr. 30
			THC/N9902 & V2.0 - Ensure Effective Communication and Service Standard at Work Place Module 7: Promote Effective Communication and Service Standard			
	Skill Paper-2	TH122	Guest Service , Health Hygiene and safety Standards , Organizational Confidentiality and Guest's privacy	SC	04	Th. 45
			THC/N9910 & V4.0 - Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 8: Organizational Confidentiality and Guest's privacy			Pr. 30
			THC/N9907 & V2.0 - Monitor and Maintain Health, Hygiene and Safety at Workplace Module 9: Monitor Health and Safety Standard			
	Skill Paper-3	TH223	House Keeping Operations& Employability Skills	SC	04	Th. 45
			THC/N0243 & V2.0 - Supervise Housekeeping Operations Module 4: Prepare for Housekeeping			Pr. 30










			Operations Module 5: Monitor Housekeeping Activities Module 6: Perform Administrative Duties DGT/VSQ/N0102: Employability Skills Module 10. Introduction to Employability Skills Module 11. Constitutional values – Citizenship Module 12. Becoming a Professional in the 21st Century Module 13. Basic English Skills Module 14. Career Development & Goal Setting Module 15. Communication Skills Module 16. Diversity & Inclusion Module 17. Financial and Legal Literacy Module 18. Essential Digital Skills Module 19. Entrepreneurship Module 20. Customer Service Module 21. Getting Ready for Apprenticeship & Jobs			
	On Job Training/Internship and Project Report			SC	05	165
	Skill Component Total				18	405
	SEMESTER – II TOTAL				30	585

SEMESTER – III& IV (2nd Year)- Duty Manager (NSQF Level 5)

Seme ster	Paper	Code No.	Subject	GC/ SC	Credit	Total Hours
Three	General Paper-1	BVHT301	Communicative English	GC	06	90
	General Paper-2	BVHT302	Environmental Science	GC	06	90
	General Paper-3	BVHT303	Basic of Tourism & Hospitality Research	GC	06	90
	General Paper-4	BVHT304	Travel Geography and Sustainable Tourism	GC	06	90
	General Component Total				24	360
	Skill Paper-1	TH321	Monitoring Front Office Activities and Guest Experiences and Manage Concierge Operations	SC	05	Th. 45 Pr. 60



			THC/N0116 & V3.0– Monitor Front Office Operations Module 1: Introduction to Hotel Industry and Duty Manager Module 2 :Monitor Front Office Staff, Module 3: Ensure Effective Guest Experience Module 4: Monitor Front Office Activities			
			THC/N0140 & V2.0 – Manage Concierge Operations Module 5: Monitor Concierge Budget Module 6: Perform Team Management for Concierge Department Module 7: Manage the Vendors Module 8: Manage Guest Service Activities			
	Skill Paper-2	TH322	Manage Operations & Financial and Administrative Aspects of Business and Ensure Effective Communication THC/N1117 & V3.0 – Assist the management to manage financial and administrative aspects of business Module 9: Monitor Budget and Revenue Module 10: Manage Administrative Tasks THC/N9902 & V2.0 – Ensure Effective Communication and Service Standard at Work Place Module 11: Promote Effective Communication and Service Standard	SC	04	Th. 45 Pr. 30
	Skill Paper-3	TH323	Maintain Organizational Confidentiality and Guest's Privacy, maintaining Health & Safety THC/N9910 & V4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 12: Organizational Confidentiality and Guest's privacy THC/N9907 & V2.0 – Monitor and Maintain Health, Hygiene and	SC	03	Th. 35 Pr. 15

			Safety at Workplace Module 13: Monitor Health and Safety Standard DGT/VSQ/N0102 & v1.0: Employability Skills revision			
	Skill Component Total-Semester III				12	230
Fourth	OJT/INTERNSHIP and REPORT			SC	24	720
	SEMESTER - III and IV TOTAL (2nd Year)				60	1310

SEMESTER - V & VI (3rd Year)-Restaurant Manager
(NSQF Level 7 for 2024-25 and 5.5 from 2025)

Semester	Paper	Code No.	Subject	GC/SC	Credit	Total Hours
Fifth	General Paper-1	BVHT501	Hospitality&Tourism Law and Ethics	GC	06	90
	General Paper-2	BVHT502	Itinerary Planning and Tour Operations	GC	06	90
	General Paper-3	BVHT503	Tourism and Hospitality Entrepreneurship: Startups and Innovation	GC	06	90
	General Paper-4	BVHT504	Tourism and Hospitality Marketing: Concepts and Practices	GC	06	90
	General Component Total				24	360
	Skill Paper-1	TH521	Maintain Organizational Confidentiality and Guest's Privacy, Effective Communication and Maintain Health, Hygiene THC/N9902 & V 2.0 – Ensure Effective Communication and Service Standard at Work Place Module 5: Promote Effective Communication and Service Standard THC/N9910 & V 4.0 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy Module 6: Organizational Confidentiality and Guest's privacy	SC	02	Th. 30










			THC/N9907 & V 2.0 – Monitor and Maintain Health, Hygiene and Safety at Workplace Module 7: Monitor Health and Safety Standard DGT/VSQ/N0103: Employability Skills revision			
	Skill Paper-2	TH522	Manage Team, food outlet operations , business, staff, and cost and banquet events THC/N0427 & 4.0– Build and Manage Team Module 4: Develop and Manage a Team Efficiently THC/N0325 & V 2.0 - Manage food outlet operations Module 5: Ensure facility maintenance Module 6: Manage food and beverage operations Module 7: Ensure effective guest service THC/N0321 & V 3.0: Manage business, staff, and cost Module 11: Develop and implement business strategies and manage the staff Module 12: Prepare budget and control costs THC/N0323 & V 3.0: Manage banquet events Module 14: Prepare for the event Module 15: Manage the event	SC	03 02	Th. 45 Pr. 60
	Skill Paper-3	TH523	Manage Business resourcing, financial and administrative aspects of business and food outlet THC/N2709 & v 4.0– Develop Strategies to Operate Business Profitably Module 1: Introduction to the Restaurant and Restaurant Manager Module 2: Develop Strategies for	SC	03 02	Th. 45 Pr. 60

			effective operation of Business THC/N2711 & v 4.0 – Manage resourcing, financial and administrative aspects of the business Module 3: Manage Financial and Administrative Activities THC/N0326 & V 3.0 - Manage human resource, financial and administrative operations at the food outlet Module 8: Manage human resource Module 9: handle financial activities Module 10: Manage administrative tasks			
			Skill Component Total (Semester V)		12	240
Sixth		OJT/INTERNSHIP and REPORT	SC		24	720
		SEMESTER – V and VI TOTAL(3rd Year)			60	1320

Note : In Skill Component the aggregate minimum of 60% marks are required to pass NSQF Level 4 to 5.5.

For detailed QP wise curriculum please download from the websites :- https://thsc.in/qp_hours/

B.Voc: (Hospitality & Tourism)Semester–I
Paper Code: BVHT101 Business Communication and Personality Development

Duration: 03 hrs. Lectures: 90

Practical: NIL

Theory: 70

Internal Assessment:30

Maximum Marks:100

(Pass Marks) 45%

Course Objective:The objective of this paper is to help students to acquire basic knowledge of the business communication and professional skills to impart skills for dealing with various kinds of business communications.

Course Outcomes (COs)










Upon successful completion of this course, the student will be able to:

CO 1: Draft Professional Business Correspondence (Apply & Create)

Compose structurally correct and persuasive business emails, formal letters, memos, and analytical reports using the "7 Cs of Communication" to ensure clear corporate messaging.

CO 2: Demonstrate Polished Verbal and Non-Verbal Skills (Apply)

Exhibit professional body language, voice modulation, active listening techniques, and grooming standards during customer interactions, corporate presentations, and public speaking.

CO 3: Design a Professional Portfolio and Resume (Create)

Construct a high-quality corporate resume, optimize professional online profiles, and formulate personalized introductory statements tailored to target job roles.

CO 4: Navigate Group Discussions and Interviews Competently (Analyze & Evaluate)

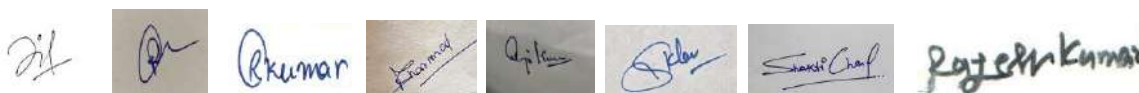
Examine, adapt to, and successfully perform in corporate selection processes, including technical interviews, behavioral mock panels, and structured group discussions.

CO 5: Resolve Workplace Conflicts and Team Stress (Evaluate & Apply)

Apply emotional intelligence and conflict resolution strategies to handle customer grievances, manage workplace stress, and maintain professional etiquette within a team environment.

CO 6: Apply Time Management and Goal-Setting Frameworks (Apply)

UNIT	TOPIC	DETAILS	NO. OF LECTURES
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Unit-01	Introduction To Business Communication	Meaning, Nature and Scope of Communication, Process of Communication, Attributes of Sender, Factors affecting Communication, Basic forms of communication. Barriers to Effective Communication Overcoming the Barriers. Non Verbal Communication, Body Language, focus on English skills – Vocabulary, Grammar, Phonetics with special reference to retail industry. Presentation skills – speeches, meetings and interviews, guidelines for effective written communication – letters, advertisement and public relations as communication tools. Qualities of an effective communicator.	18
Unit-02	Business Report	Business Report. Purpose, types and components, framework of business report, presentation of report, Brochure, Issuing Notice Agenda of Meeting and Recording of Minutes of Meeting. Business Report Presentation.	18
Unit-03	To Personality Development	Introduction, Concept of Personality Consciousness, Personality Patterns, Personality Syndrome, Symbol of Self, Clothing Names and Nick Names, Speech, Age, Success, Reputation, Molding and Personality Pattern. Persistence and Change.	18
Unit-04	Grooming	Learning objective, Personal grooming and business etiquettes, corporate	18

		etiquette, social etiquette and telephone etiquette, role play and body language, impression management. Social grace, Etiquette and body language, making a great first Impression, body language, Etiquette for dressing, the do's and don'ts in conversation, appearance, voice, perceptions, dress and grooming, courtesy, conversations and small talk at official gathering. Job Interview – Purpose, Types, Interview Skills – Before, During and After the Interview, Interview Dressing, mock interviews – Following up an Application, accepting an Interview Invitation, following up an Interview, Accepting Employment, Resigning from a Job.	
Unit-05	Leadership Styles	Meaning, Significance, Leadership Style,18 Leader and Team Player, Management of Conflicts, Profile of Greet and Successful Personalities, Role of Career Planning in Personality Development, How to Face Personal Interviews and Group Discussion.	

Suggested Readings:

1. **Personality Development; Hurlock Elizabeth B, Tata Mcgraw Hill, New Delhi.**
2. **Basic Managerial Skill for all; McGrath E.H PHI Ned Delhi.**
3. **Communication Skills in English by D.G. Saxena & Kuntal Tamang.**
4. English for Effective Communication. Oxford University Press, 2013.
5. English pronunciation in use, New Delhi: CUP, 2007. Author: Marks Jonathan.
6. Study Speaking, New Delhi: CUP, 2008.

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

PaperB.Voc.BVHT102 Fundamentals of Tourism and Hospitality

Course Objectives:

- **Understand Hospitality & Tourism Origins** Provide knowledge of the historical development, importance, and interrelation of hospitality and tourism industries.
- **Explore Hotel Classification & Operations** Familiarize students with types of hotels, their departments, global standards, and specialized services.
- **Introduce Emerging Accommodation Trends** Expose learners to innovative lodging options such as time-share, homestays, capsule hotels, and eco-friendly stays.
- **Develop Tourism Industry Insights** Explain the meaning, features, scope

Course Outcomes:

After successfully completing the course, students will be able to:

CO1: Explain Industry Evolution Describe the origin, growth, and importance of hospitality and tourism industries, and their interrelated sectors.

CO2: Classify Hotels & Services Identify types of hotels, their major departments, and specialized services such as resorts, spas, gyms, and clinics.

CO3: Analyze Accommodation Trends Compare traditional hotel types (commercial, resort, airport, convention casino, motels) with emerging trends (time-share, homestays, tree huts, capsule hotels).

CO4: Apply Tourism Concepts Demonstrate understanding of tourism features, scope, motivations, and its link with hospitality culture (e.g., *Athithi Devo Bhavah*).

CO5: Differentiate Types of Tourism Distinguish between domestic, inbound, and outbound tourism, and explain their impact on hospitality services.

CO6: Evaluate Sustainable Practices Assess environmental, social, and economic impacts of tourism and apply responsible tourism policies.

CO7: Integrate Hospitality & Travel Explain the relationship between hospitality and travel, focusing on guest expectations and cultural values.

CO8: Explore Career Opportunities Identify employment prospects in hotels, airlines, cruises, travel agencies, tour operations, and event management.

CO9: Demonstrate Entrepreneurial Skills Apply entrepreneurial thinking to create innovative ventures in hospitality and tourism.

Duration:03hrs.

Lectures:90**Practical:**Nil

MaximumMarks:

100

Theory:70**(PassMarks)**

45%

InternalAssessment:

30

CONTENT:(GENERALPAPER–02)

UNIT	TOPIC	DETAILS	NO.OF LECTURES
Unit-01	Introduction to Hospitality & Tourism Industry	The Hospitality Industry- Origin and Growth, Tourism Industry-Importance of Tourism, Industries related to Tourism, Factors affecting Hospitality and Tourism Industry, Employment opportunities in Hospitality.	18
Unit-02	Hotel Classifications	Classification of Hotels- Major Departments of a Hotel, Global Standards for Hotels, Managing other services-Specialty Resorts, Book Sellers- SPA, Beauty Clinics, Gymnasium. A brief account of Commercial Hotels-Residential Hotels-Resort Hotels-Airport hotels- Bed & Breakfast Hotels-Convention hotels- Casino Hotels- Motels. Emerging trends in Accommodation - Time-share-Condominium-Home Stays- Tree Huts-Houseboats- Capsule hotel. Major Hotel chains in India. – FHRAI.	20

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Unit-03	Tourism & Value Chain	Introduction to Tourism Industry, Meaning and Features of Tourism, Scope of Tourism, Motivation of Tourism, Relation of Hospitality Industry with Tourism. Link between Hospitality and Travel and Tourism industry: Travelers at rest- Home away from Home - Hospitality culture- Athithi devo Bhavah, Expectations of the guest	16
Unit-04	Types of Tourism & Hospitality	Tourism and Hospitality in 21st Century, Types of tourism: domestic tourism; outbound tourism; inbound tourism, Types of hospitality accommodation; restaurants; bars; pubs; night clubs; contract food service providers.	18
Unit-05	Sustainable Tourism and Career Opportunities	Concept of Sustainable Tourism, Responsible Tourism Practices, Environmental, Social, and Economic Impacts of Tourism, Tourism Policies and Ethical Issues, Entrepreneurship in Tourism and Hospitality, Career Opportunities in Travel Agencies, Tour Operations, Hotels, Airlines, Cruises, and Event Management	18

Suggested Resources for Reading

1. Walkers, J., R., Introduction to hospitality management, Prentice Hall
2. Barrows, C.W., Powers, T., and Reynolds, D., Introduction to Management in the Hospitality Industry, John Wiley and Sons, Inc.
3. Lockwood, A. & Medlik, S., Tourism and Hospitality in the 21st Century, Elsevier
4. Lim Tau, Hema et. al., Fundamentals of Hospitality and Tourism Management, e-Book- Open University Malaysia.

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

PaperBVHT201:Introduction of Room Division Management

Duration:03hrs.

Lectures:90
Practical:Nil

MaximumMarks:

100

Theory:70(PassMarks)

45%

InternalAssessment:

30

Course Objective:

- Understand Front Office Operations** Gain knowledge of the role, layout, equipment, and organizational structure of the front office in hotels of varying sizes.
- Develop Housekeeping Competence** Learn the responsibilities, hierarchy, and functions of housekeeping in ensuring guest satisfaction and repeat business.
- Analyze Lobby Layout & Job Roles** Understand the placement of service desks, uniformed services, and job descriptions of key personnel like concierge, bell captain, and valet.

•**Explore Inter-Departmental Coordination** Study the relationships between front office, housekeeping, and other departments, along with the use of technology, safety, and risk management.

•**Apply Revenue & Service Management** Learn strategies for room inventory, pricing, occupancy forecasting, and guest service quality to maximize revenue and satisfaction.

Course Outcomes (CO)

After completing this course, students will be able to:

CO1: Explain Guest Cycle Describe the stages of guest interaction from pre-arrival to post-departure and apply appropriate front office procedures.

CO2: Demonstrate Housekeeping Skills Identify housekeeping responsibilities, room types, and layouts, and perform duties with attention to detail and professionalism.

CO3: Perform Lobby Operations Execute luggage handling procedures for FITs, VIPs, groups, and crew, while coordinating with bell desk and uniformed services.

CO4: Integrate Departmental Functions Coordinate effectively between front office, housekeeping, and other hotel departments using technology and safety protocols.

CO5: Implement Revenue Strategies Apply pricing, forecasting, and inventory management techniques to enhance room revenue and guest satisfaction.

CO6: Exhibit Professional Traits Display personality traits such as communication skills, grooming, integrity, and service orientation essential for hospitality careers.

CONTENT

UNIT	TOPIC	DETAILS	NO.OF LECTURES
Unit-01	Introduction to Front Office	Introduction to Front Office, Basic Activities of Front Office, FO Layout & Equipment (non automated, semi-automated and automated), Various Sections of Front Office, Organization Structure of Front Office department of a Large, Medium and Small hotel, Duties	18

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		and responsibilities, Personality traits. Introduction to guest cycle, Pre-arrival, Arrival, During guest stay, Departure, After departure, Types of Plan	
Unit-02	Introduction to Housekeeping	The Role of Housekeeping in Hospitality Operation: Role of Housekeeping in Guest Satisfaction and Repeat Business, Organization Chart Of the Housekeeping Department: Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the House keeping Department, Types of Rooms,	18
Unit-03	Layout & Job Description	Layout of a lobby – placement of Bell desk, Concept of Uniformed Services & its function, Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet, Layout & equipment of Bell Desk, Luggage handling Procedure on guest arrival – FIT, VIP, Group and Crew	18
Unit-04	Inter-Departmental Relationships	Inter- Departmental Relationships, Use of Computers in House Keeping & Front office department, Safety and security, Emergency Procedures and Risk Management	18
Unit-05	Room Revenue and Guest Service Management	Room Inventory Management, Room Rates and Pricing Strategies, Occupancy Forecasting and Revenue Generation, Guest Satisfaction and Service Quality, Handling VIPs, Groups, and Special Guests	18

Suggested Resources for Reading

1. Front Office Operations Colin Dix, Chris Baird · Professional Hotel Front Office Management –

Anutosh Bhakta

2. FrontOfficeOperationsandManagement–AhmedIsmail(ThompsonDelmar)
3. ManagingFrontOfficeOperations–MichealKasavanaandbrooks·
4. PrinciplesofFrontOfficeOperations–SueBaker&JermyHuyton
5. Practical Aspects of Hotel Guest Cycle-Pre Arrival Stage-Hardaman Singh Bhinder (Prowess Publisher)
6. **Hotel House Keeping A Training Manual** by Sudhir Andrews, Tata McGraw ·Hill publishing company limited New Delhi.

Note:Latestandadditionalgoodbooksmaybe suggestedandaddedfromtimetotime.

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

Paper BVHT202:Tourism Resources and Destination Management

Duration:03hrs.

Lectures:90Practical:Nil

MaximumMarks:

100

Theory:70(PassMarks)

45%

InternalAssessment:

30

Course Objective

By the end of this course, students will be able to:

1. **Understand Tourism Resources** Comprehend the meaning, classification, and importance of tourism resources in tourism development.
2. **Explore Natural Resources** Study physiographic features, climate, forests, and wildlife as key natural attractions for tourism.
3. **Analyze Cultural & Heritage Resources** Examine cultural traditions, monuments, festivals, and heritage sites as tourism assets.
4. **Evaluate Man-made Attractions** Understand the role of contemporary tourism resources such as theme parks, urban centers, and event tourism.
5. **Apply Resource Planning & Management** Learn methods of resource inventory, conservation, and sustainable management involving government and communities.

Course Outcomes (CO)

After completing this course, students will be able to:

- **CO1: Explain Tourism Resource Concepts** Define and classify tourism resources, and explain their role in tourism development.
- **CO2: Identify Natural Attractions** Describe mountains, rivers, forests, wildlife sanctuaries, and climate as tourism resources, and assess their potential.
- **CO3: Evaluate Cultural Heritage** Analyze cultural and heritage resources including monuments, festivals, handicrafts, and museums for tourism promotion.
- **CO4: Assess Contemporary Resources** Examine man-made and modern tourism resources such as theme parks, shopping centers, sports, and film tourism.
- **CO5: Apply Sustainable Practices** Implement strategies for tourism resource planning, carrying capacity conservation, and sustainable management.
- **CO6:** Understand destination planning and management principles



CONTENT:(GENERALPAPER-02)

UNIT	TOPIC	DETAILS	NO.OF LECTURES
Unit-01	Introduction to Tourism Resources	Meaning, Concept, and Importance of Tourism Resources, Classification of Tourism Resources, Characteristics of Tourism Resources, Role of Tourism Resources in Tourism Development, Natural and Cultural Resource Base of Tourism	18
Unit-02	Natural Tourism Resources	Physiography and Tourism, Mountains, Hills, Plateaus, and Valleys as Tourist Attractions, Rivers, Lakes, Waterfalls, Beaches, and Coastal Resources, Forests, Wildlife Sanctuaries, and National Parks, Climate and Weather as Tourism Resources, Ecotourism and Nature-based Tourism	18
Unit-03	Cultural and Heritage Tourism Resources	Concept of Culture and Heritage, Historical Monuments and Archaeological Sites, Religious and Pilgrimage Resources, Art, Architecture, Handicrafts, and Folk Traditions, Fairs, Festivals, and Cultural Events, Museums, Galleries, and Heritage Tourism	18
Unit-04	Man-made and Contemporary Tourism Resources	Theme Parks, Amusement Parks, and Recreational Centers, Urban Tourism Resources, Convention and Exhibition Centers, Shopping, Entertainment, and Sports Tourism Resources, Film Tourism and Event Tourism, Emerging Tourism Attractions and Smart Destinations	18

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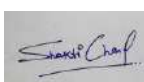














Unit-05	Destination Management Concepts, Planning and Development	Concept, Scope and Importance of Destination Management, Components and Types of Tourist Destinations, Destination Life Cycle and Competitiveness, Destination Planning and Development Process, Infrastructure and Superstructure Development, Stakeholders and Community Participation, Sustainable, Responsible and Smart Destination Management, Visitor Experience	18
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Suggested Resources for Reading

1. Bhatia, A.K., International Tourism Management, Sterling Publications Pvt. Ltd.
2. Gupta, SP, Lal, K, Bhattacharya, M., Cultural Tourism in India: Museums, Monuments & Arts, D.K. Prints World Ltd.
3. Dixit, M & Sheela, C., Tourism products, New Royal Book.
4. Mukerjee, R.K., The culture and Art of India, Radha Publications

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

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Dr

Dr Kumar

Dr. Anand

Dr. Anand

Dr. Anand

Dr. Anand

Rajesh Kumar

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Pr

Rkumar

Ramachandran

Rajkumar

Rajkumar

Sandhi Chaudhary

Rajesh Kumar

OJT/Internship Assessment and Marks Distribution Guidelines

For Trainers and Academic Evaluators

Introduction

The objective of this guideline is to ensure a standardized, transparent, and competency-aligned assessment process for On-the-Job Training (OJT)/Internship programs. These procedures are designed to accurately evaluate student performance against established learning outcomes and industry expectations, fostering a culture of accountability and continuous improvement in vocational and technical education.

Assessment Framework

Internship assessments are structured to reflect a balanced evaluation of practical skills, academic understanding, workplace behavior, and communication proficiency. The overall assessment is divided into four key components:

Component	Weightage
Appraisal by Industry Supervisor	60%
Internship Report	10%
Final Presentation	10%
Viva Voce (Skill & Knowledge Evaluation)	20%

Trainers must ensure that each component is evaluated in accordance with predefined rubrics and that marks are awarded solely based on merit and demonstrated competencies.

Appraisal Form:

NAME OF THE COLLEGE _____

Name of Student: _____ NSQF Level: _____

Name of the Hotel/Store: _____ Date of OJT :From: _____ To: _____

Job Role: _____ Total OJT Hours Completed : _____

Department: _____

Appearance

Immaculate Appearance, Spotless uniform, Well-groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, creased ill kept uniform, Hands not clean	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Reliability / Comprehension

Is totally trust worthy in any working situation.	5
Understands in detail, why and how the job is done.	
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision.	2
Comprehends only after constant explanation.	
Requires constant supervision. Lacks any comprehension of the application.	1

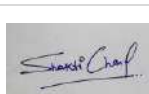
Responsibility

Actively always seeks responsibility.	5
Willing to accept responsibility.	4










Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total _____ / 50

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Stamp : _____

Signature of Training/HR Manager: _____ Date : _____

Marks Allocation by Job Role and Sector

The total maximum marks vary based on the job role, sector, and NSQF level. Below is the standardized distribution:

Sector	Job Role	Level	Appraisal (60%)	Report (10%)	Presentation (10%)	Viva (20%)	Total Marks
HT	GSA	4	59	10	10	20	99
HT	GSE	4.5	49	9	9	16	83
HT	DM	5	240	40	40	80	400
HT	RM	5.5	240	40	40	80	400

Trainer Responsibilities

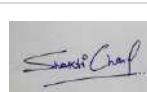
Pre-Assessment Responsibilities

- **Communication of Criteria:** Clearly communicate the assessment structure, weightage,










expectations, and submission deadlines to students at the beginning of the program. Provide this information in a written format (e.g., syllabus or program handbook).

- **Rubrics Development:** Prepare objective and transparent rubrics for all subjective assessment components (report, presentation, viva).
- **Alignment with Outcomes:** Ensure all assessments are aligned with the curriculum, job role competencies, and NSQF level expectations.

During Assessment

- **Objectivity and Fairness:** Evaluate on the basis of merit alone, avoiding any form of bias or preferential treatment.
- **Standardization:** Apply the same criteria and rubrics uniformly to all students.
- **Documentation:** Maintain detailed and verifiable records of each student's assessment including copies of reports, presentation materials, and viva scores.

Post-Assessment

- **Result Compilation:** Submit the final result sheet in both digital and hard copy formats to the institution's MIS. Ensure accuracy, completeness, and proper authorization.
- **Record Retention:** Retain all supporting documents securely for review, verification and audit.
- **Confidentiality:** Student marks and personal information must be handled with strict confidentiality.

Viva Voce Evaluation Criteria

The Viva Voce should assess a comprehensive range of student abilities as outlined below:

- **Technical Understanding:** Depth of subject knowledge and clarity in explanations.
- **Application of Knowledge:** Ability to apply theory to workplace scenarios.
- **Problem Solving:** Skill in identifying challenges and proposing logical solutions.
- **Communication Proficiency:** Clarity, articulation, and effective delivery.
- **Critical Thinking:** Analytical reasoning, reflection, and structured thought process.
- **Troubleshooting:** Ability to diagnose and resolve technical or process issues.
- **Design Justification:** Logical rationale behind project decisions or solutions.
- **Safety and Compliance:** Awareness of safety practices and adherence to industry protocols.
- **Ethical Considerations:** Understanding of ethical conduct in a professional setting.

Internship Report Guidelines

Formatting Requirements

- **Paper Size:** A4



- **Margins:** Left: 1.5"; Right, Top, Bottom: 1"
- **Font:** Times New Roman or Arial, 11–12 pt
- **Spacing:** 1.5 line spacing throughout main content
- **Page Numbering:**
 - Roman numerals (i, ii, iii...) for preliminary sections
 - Arabic numerals (1, 2, 3...) for main content

Suggested Report Structure

A. Preliminary Pages

1. Cover Page
2. Title Page
3. Internship Completion Certificate (from Industry Partner)
4. Declaration by Student
5. Acknowledgements
6. Abstract
7. Table of Contents
8. List of Figures/Tables/Abbreviations (if applicable)

B. Main Content

1. **Introduction** – Program objectives, company overview, training scope
2. **Organizational Profile** – Departmental structure, workflow, job responsibilities
3. **Activities Undertaken** – Tasks performed, roles assumed
4. **Skills Acquired** – Technical and soft skills gained
5. **Challenges & Solutions** – Problem identification, actions taken
6. **Conclusion**

C. Final Section

- **Recommendations:** Suggestions for:
 - Host Organization
 - Future Interns
 - Training Institute
- **References/Bibliography**

Attendance and Examination Conduct

- The final OJT/Internship assessment (presentation + viva) shall be scheduled by the trainer and approved by the Principal.
- The official schedule shall be published on the college notice board. Students must appear on the assigned date without exception.
- Absentees shall be marked accordingly and will not be eligible for re-evaluation unless formally approved by the institution.
- The **attendance sheet** must be signed by:
 - Batch Trainer



- Nodal Officer
- Principal (with institutional seal)

Attendance Sheet

- Includes name, roll number, signature, and remarks (Present/Absent)
- To be duly signed by all authorized officials.

Final Submission and MIS Integration

Trainers are responsible for submitting:

- A fully completed **Result Sheet** (both soft and hard copies)
- Signed **Attendance Record**
- Evaluation Rubrics and Supporting Evidence (if requested)

The submission must be made in accordance with the internal deadlines established by the institution's MIS/Academic Office.

Paper Setting Scheme for End Semester Examination

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







