

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: ANCILLARY HOSPITALITY INDUSTRY**

**CODE: 07AHMAH17755**

**CREDITS: 4**

**Unit-1            Facilities Management**

- 1.1.Introduction to Facility Management
- 1.2. Areas of control, Housekeeping-Area cleaning Pest Control, Horticulture
- 1.3. Vendor Management
- 1.4. Inventory
- 1.5.Engineering – Equipment maintenance
- 1.6. Energy Saving measures
- 1.7.Procurement & Finance
- 1.8.Miscellaneous- Security, Front Office, Training, Events
- 1.9.Career Opportunities in Facilities Management
- 1.10. Leading Facilities Management Companies

**2. Unit- 2 MICE**

- 2.1. Concept of MICE
- 2.2. Introduction of meetings, incentives, conference/conventions, and exhibitions
- 2.3. Definition of the conference and the components of the conference market
- 2.4. The nature of conference markets and demand for conference facilities
- 2.5. The impact of conventions on local and national communities
- 2.6. Career Opportunities in MICE
- 2.7. Entrepreneurship Opportunities
- 2.8. Emerging MICE trends

**Unit – 3 Alternative Lodging Industry Management-I**

Introduction, Nature, Core Business Function, Types, Clientele, Location, Marketing, and Career Opportunities

- 3.1.Luxury Trains
- 3.2.Cruise liners
- 3.3.Houseboats
- 3.4.Home stays
- 3.5.Emerging Trends
- 3.6.Entrepreneurship Opportunities

## **Unit – 4      Unit – 3 Alternative Lodging Industry Management-II**

Introduction, Nature, Core Business Function, Types, Clientele, Location, Marketing, and Career Opportunities

- 4.1. Serviced apartment
- 4.2. Resort
- 4.3. Theme Parks
- 4.4. Emerging Trends
- 4.5. Entrepreneurship Opportunities

**GARDEN CITY UNIVERSITY**  
**BACHELOR OF HOTEL MANAGEMENT**  
**SEMESTER- VII**  
**COURSE: - CULINARY MANAGEMENT**

**CODE: 07AHMRCM17554**

**CREDITS: 04**

**UNIT 1 KITCHEN PLANNING**

- 1.1 Sections of the kitchen with layout and functions (k,L)
- 1.2 Production workflow (K,L,A)
- 1.3 Planning of Kitchen Spaces (K,L,A,AP)
- 1.4 Layout of a large quantity kitchen and satellite kitchen (K,L,A,AP)
- 1.5 Planning of Storage Spaces (K,L,AP)

**UNIT 2 ADVANCED MENU PLANNING**

- 2.1 Basic menu designing(K,L,A)
- 2.2 Menu designing for restaurants (K,L,A,AP)
- 2.3 Menu designing for banquets and buffets(K,L,A,AP)

**UNIT 3 STORAGE OF FOOD MATERIAL**

- 3.1 Principles of Storage- dry storage and cold storage (K,L,A)
- 3.2 Methods of issuing (K,L,A)
- 3.3 Layout of storage areas (K,L,A,AP)
- 3.4 Temperature for storing perishables & non-perishable foods (K,L,A,AP)

**UNIT 4 FOOD PRESENTATION AND FINANCIAL MANAGEMENT**

- 3.5 4.1 For restaurants – plate presentation (K, L)
- 3.6 4.2 For buffets (K, L, A, AP)
- 4.3 For banquets (K, L, A, AP)
- 4.3.1 Concept of cost
- 3.7 4.3.2 Food cost and standard recipes
- 4.3.3 Portion control and pricing

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII  
Course: FRONT OFFICE MANAGEMENT**

**CODE: 07AHMRFO17754**

**CREDITS: 04**

**Unit – 1 Managing Human Resources**

- 1.1 Recruiting – Internal and External
- 1.2 Selecting Tools, evaluating applicants
- 1.3 Interviewing, Job Offers, processing personnel records
- 1.4 Orientation
- 1.5 Methods of training
- 1.6 Performance Appraisal – Introduction, purpose, process
- 1.7 Managing Employee Performance

**Unit – 2 Security and Lodging Industry**

- 2.1 Developing the security program
- 2.2 Emergency Procedures
- 2.3 Staff security procedures
- 2.4 Management’s role in security
- 2.5 Setting up the security program
- 2.6 Security and Law

**Unit – 3 Budgeting in Front Office Operations**

- 3.1 Forecasting rooms revenue
- 3.2 Estimating Expenses
- 3.3 Refining budget plans
- 3.4 Daily report of operations
- 3.5 Occupancy ratios, rooms revenue analysis and income statement
- 3.6 Room schedule
- 3.7 Rooms division budget reports
- 3.8 Operating ratios and ratio standards
- 3.9 Planning for disaster
- 3.10 Case Study

**Unit – 4 TRENDS IN HOSPITALITY INDUSTRY**

- 4.1 Travel Trends
- 4.2 Ecological Trends
- 4.3 Designing Trends
- 4.4 Technological Trends
- 4.5 Social Media
- 4.6 Micro and Macro Trends
- 4.7 Communication Trends
- 4.8 Hotel Trends and Worldwide concepts

**GARDEN CITY UNIVERSITY**  
**BACHELOR OF HOTEL MANAGEMENT**  
**SEMESTER VII**

**COURSE: FOOD & BEVERAGE SERVICE MANAGEMENT THEORY**

**CODE: 07AHMRFS17754**

**CREDITS: 04**

**Unit – 1 Restaurant Planning:**

- 1.1 Introduction, Operational SOP's and their Importance ,Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant
- 1.2 Pre-opening survey and business plan
- 1.3 Designing the theme and concepts of the restaurants
- 1.4 Restaurant problems and guest situation handling (thumb rules)
- 1.5 Hosting Theme Functions/Lunches/Events
- 1.6 Gueridon Service or lamp cookery, History, introduction,Equipments,types of Flambéing Service.

**Unit – 2 Buffet:**

- 2.1 Introduction, Types, Buffet Sectors, Equipment's Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management
- 2.2 Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering
- 2.3 Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction
- 2.4 Menu, Cover & Service.

### **Unit – 3:F & B Control- Overview**

3.1 Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control

3.2 Personnel Management in F & B Control. Cost & Sales Concepts

3.3 Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts

3.4 Cost Volume/ Profit Relationships (Break- even analysis)

### **Unit – 4.Budgetary Control:**

4.1 Introduction, Objectives, Kinds of Budget, Budgetary Control Process

4.2 Stages in the preparation of Budgets. Budgeting for F & B Operations.

4.3 Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing

4.4 Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing

4.5 Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool

## **COURSE: FOOD & BEVERAGE SERVICE MANAGEMENT PRATICAL**

1. Banquet function prospectus preparation
2. Gueridon and lamp cookery preparations
  - Smoked salmon (saumon fumé)
  - Caviar (Caviare – roe of the sturgeon)
  - Whole melon (melon frappe)
  - Shellfish cocktail (cocktail de crevettes)
  - General guéridon service of soup
  - Double fillet steak (Chateaubriand)
  - Beef stroganoff (filet de boeuf stroganoff)
  - Saddle of lamb (selle d'agneau)
  - Roast chicken (poulet rôti)
  - Peach flambé (pêche flambée)
  - Strawberries Romanoff (fraises Romanoff)
  - Crêpes Suzette
  - Orange Florida cocktail (orange)
3. Generation of restaurant sales reports, P&L, Overhead costing, item wise sales report.
4. Preparation of requisition and indenting
5. Preparation of F&B quarterly, half early and annual budgets.
6. Compiling of the dream menu with cost, selling price and designing, print.
7. Conducting food and beverage auditing.
8. Preparing a restaurant business plan report.  
Introduction, Planning & Operating various F & B Outlets and support, Pre-opening survey and business Plan ancillary areas, Factors- Concept, Menu, Space & lighting, colours and market.

**GARDEN CITY UNIVERSITY**  
**BACHELOR OF HOTEL MANAGEMENT**  
**SEMESTER: VII**  
**Course: HOUSEKEEPING MANAGEMENT**

**CODE:07AHMRHK17754**

**CREDITS: 04**

**Unit 1 Facilitating conducive accommodation environment**

- 1.1 HVAC Management – cooling systems, dehumidification
- 1.2 Indoor Air Quality (IAQ) – meaning, measuring and enhancing IAQ, air purifiers
- 1.3 Odour control – methods
- 1.4 Pest control - types of pests, integrated pest management, methods of pest control
- 1.5 Noise control
- 1.6 Sleep science – factors affecting sleep, enhancing sleep experience, pillow menu
- 1.7 Provision for single lady guest – Eva floors/rooms, safety aspects
- 1.8 Provision for differently-abled guests – features in public areas, facilitating guestrooms

**Unit 2 Sustainable concepts in accommodation operations**

- 2.1 Green building
- 2.2 Environmental management – choosing site, hotel design and construction, energy and water conservation
- 2.3 Waste management – classification of waste, segregation, collection, disposal, recycling, composting, vermicomposting, biogas plants, STP, municipal body guidelines for waste management
- 2.4 Vendor management– selection of vendors, sourcing of materials, quality and safety check of materials, licenses involved – operating, on-site and FSSAI
- 2.5 Inventory management – concept and importance, equipment inventory system, linen inventory system
- 2.6 Applying ergonomics in accommodation operations – significance, principles of ergonomics, analysis of risk factors, mitigation of risks
- 2.7 Employee welfare – addressing physical, physiological and psychosocial needs, Code of conduct, disciplinary action

**Unit 3: Contingency planning**

- 3.1 Planning for emergency mitigation (K,L,A,AP)
- 3.2 Fire prevention and control (K,L, AP)
- 3.3 Dealing with natural disasters (K,A,AP)
- 3.4 Dealing with terrorism – precautions, SOP (K,A,AP)
- 3.5 Occupational Safety & Health standards – hazards, OSHS standards (K,L,AP)
- 3.6 Crime prevention (K)

**Unit 4: Lucrative avenues in housekeeping**

- 4.1 Entrepreneurship in housekeeping – concept, making business plans, developing SOPs, investment, licensing, insurance, pricing and marketing (K,L,A,AP)
- 4.2 Healthcare housekeeping – Standards and processes (K,A,AP)
- 4.3 Housekeeping in airlines – standards and processes (K,L,AP)

4.4 Training and development – importance, types & methods of training, process of training (L,A,AP)

4.5 Housekeeping softwares – examples from global market, solutions & services offered (K,L,A,AP)

## **PRACTICAL**

**Total Credits: 2**

**Total Hours: 30**

1. Bed making – double bed with duvet, turndown and foot fold & day bed with towel art
2. Creating Supervisor's checklists- Rooms and public area and snag lists
3. Contemporary low cost flower arrangement
4. Calculation of historical based budget
5. Making duty roster – Managers, Supervisors, GRAs and Public Area Attendants
6. Par stock calculations
7. Facing interviews
8. Thematic room designing and costing
9. Glossary of terms

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: HUMAN RESOURCE MANAGEMENT**

**CODE: 07AHMRHR17751**

**CREDITS: 04**

**Unit – 1**

- 1.1.Introduction to Human Resource Management
- 1.2.Introduction, Definition & Concept, Growth Drivers in India
- 1.3.Importance of HRM
- 1.4.Hospitality Industry Characteristics
- 1.5.Human Resource Roles
- 1.6.HR Challenges
- 1.7.Manpower Planning
- 1.8.Process
- 1.9.Managing Workers
- 1.10. Emerging Trends in HR practices

**Unit: 2**

- 2.1. Recruitments, Learning & Development, Performance Appraisal
- 2.2. Recruitments
- 2.3. Introduction, Concepts, Sources
- 2.4. What to look for in prospective candidates
- 2.5. Recruitments Policy and Techniques
- 2.6. Learning & Development- Introduction, Functions, Training Cycle, Evaluation, Methods
- 2.7. Organizational Culture & Training
- 2.8. Performance Appraisal- Introduction, Purpose, Process, Challenges.
- 2.9. Underlying Theories
- 2.10. Balance Score Card, The Feedback System, Managing Employee Performance

**Unit: 3**

- 3.1.Employee Motivation, Compensation and Benefit Management
- 3.2.Employee Motivation
- 3.3.Concepts
- 3.4.Various Motivation Theories ( Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F. Skinners Reinforcement Theory)
- 3.5.Motivating Employees
- 3.6.Measurement of Compensation & Benefits
- 3.7.Policy, Components, Determinants
- 3.8.Theories
- 3.9.Employee Compensation Practices in India

### 3.10. Employee Engagement Practices

#### **Unit-4**

4.1. Job Satisfaction, Organizational Culture, Disciplinary Action

4.2. Introduction

4.3. Theories of Motivation

4.4. Correlates of Job Satisfaction

4.5. Importance of Job Satisfaction

4.6. Measuring Job Satisfaction

4.7. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures.

4.8. Managing and Changing Organisational Cultures

4.9. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process

4.10. Charge Sheet

**GARDEN CITY UNIVERSITY**  
**BACHELOR OF HOTEL MANAGEMENT**  
**SEMESTER- VII**  
**Course: LAUNDRY MANAGEMENT**

**CODE: 07AHMLM17753**

**CREDITS: 02**

**Unit 1: Laundry organisation and layout**

- 1.1 Organization Structure & key roles of personnel
- 1.2 Laundry, Linen Room, Uniform Room, Tailor Room - Setup & Functions
- 1.3 Equipment used in laundry - their salient features, SOPs for equipment and their maintenance
- 1.4 Laundry Chemicals – types and uses, MSDS
- 1.5 Laundry Do's and Don'ts
- 1.6 On Premises Laundry, Off Premises Laundry
- 1.7 Commencing the Day's Work - Briefing, De Briefing, Day Schedules

**Unit 2: Laundry Planning & Operations**

- 2.1 Planning the space & requirements, licenses to operate
- 2.2 Energy & water supply
- 2.3 Financial aspects of setting up, cost management
- 2.4 Staff patterns, target clientele, location & design
- 2.5 Laundry cycle – collection of linen, sorting, tagging, checking for water hardness and pH, washing, drying, ironing, storing, mending, discarding – processes and precautions
- 2.6 Hotel laundry services
- 2.7 Records and registers

**Unit 3: Managing Guest Laundry**

- 3.1 Handling guest laundry – Valet service, do's and don'ts
- 3.2 Stains and removal
- 3.3 Wash care, ironing & dry cleaning instructions & practices
- 3.4 Mending & repairs, damages and colour bleeding
- 3.5 Pricing
- 3.6 Promotional strategy & effective customer service

**Unit 4: Emerging trends in laundry**

- 1.1 Global best practices in laundry operations - Environmental aspects, Energy and water conservation
- 1.2 Applications of technology & information systems – Laundry software
- 1.3 New techniques & Outsourcing
- 1.4 Inventories and audits – parameters for largescale and small scale laundries, agencies involved in audits
- 1.5 Legal and ethical issues in laundry services
- 1.6 Quality assurance

## **PRACTICAL**

**Total Credits: 2**

**Total Hours: 30**

1. Planning layout of linen room, uniform room and laundry
2. Laundry machinery and equipment
3. Laundry chemicals
4. Stain removal
5. Mending and darning
6. Selection and designing of uniforms
7. Visit to a professional laundry
8. Glossary of terms

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: RETAIL MANAGEMENT**

**CODE: 07AHMRM17753**

**CREDITS: 04**

**Unit- I The Retail Business**

- 1.1. Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing
- 1.2. Retail as a career.
- 1.3. Retail in India- Evolution
- 1.4. Changes in the retail sector, The Wheel of Retailing
- 1.5. The Accordion
- 1.6. The Retail Life Cycle
- 1.7. Emerging Trends in Retailing
- 1.8. Retail Scenario in India
- 1.9. Retail Competition
- 1.10. Retail Formats.

**Unit-2 Retail Concepts**

- 2.1. Retail Models
- 2.2. Theories of Retail Development, Concept of life cycle in retails
- 2.3. Business models in retails
- 2.4. Airport Retailing
- 2.5. Services retailing.
- 2.6. Information Gathering in Retailing
- 2.7. Retail Strategic Planning and Operation Management
- 2.8. Retail Financial Strategy
- 2.9. Target Market Selection and Retail Location
- 2.10. Store Design and Layout, Visual Merchandising and Displays.

**Unit-3 Retail Functions**

- 3.1. Merchandise Planning
- 3.2. Buying and Handling
- 3.3. Merchandise Pricing
- 3.4. Retail Communication Mix
- 3.5. Promotional Strategy
- 3.6. Retail Human Resources Management
- 3.7. Customer Service
- 3.8. The GAPs Model

- 3.9. Customer Relationship Management.
- 3.10. Retail Entrepreneurship and Research

#### **Unit-4 Retail Operations**

- 4.1. Retail Operating Skill
- 4.2. Pre-Check
- 4.3. Opening the Sale
- 4.4. Probing
- 4.5. Demonstration
- 4.6. Trial
- 4.7. Close Handling Objection
- 4.8. Closing, Confirmations & Invitations.
- 4.9. Retail Management
- 4.10. Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.
- 4.11. **Emerging Trends in Retail Business.**

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: SAFETY, SECURITY AND TRAVEL DOCUMENTATION**

**CODE: 07AHMRTD17752**

**CREDITS: 04**

**Unit-1            Safety Security in Hotels:**

- 1.1. Understanding Safety & Security
- 1.2. Differentiation between safety and security
- 1.3. Best Practices in Indian Hotels
- 1.4. Case study on Taj & Oberoi at Mumbai
- 1.5. Security Departments in Hotels
- 1.6. Guidelines for Security in Hotels
- 1.7. Dealing with Emergencies - Fire, Death, Crisis Management
- 1.8. Disaster Management.
- 1.9. **Safety Training**

**Unit – 2 Safety Security and Tourist Destinations:**

- 2.1. Understanding the destination images from a tourist perspective
- 2.2. The role of the media in influencing consumer perceptions of travel safety
- 2.3. Understanding Tourist Security, its importance and impact of the tourism industry.
- 2.4. Role of Media in influencing tourist perceptions
- 2.5. Consumer awareness of travel advisories and their influence on behavior.
- 2.6. Common problems & Challenges with hotel & tourism destinations security.
- 2.7. Security issues at airports, railway stations, single woman travelers in India
- 2.8. Tourist Polices & Its Role
- 2.9. Role of Ministry of Govt of India,
- 2.10. UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry

**Unit – 3 Travel Documentation:**

- 3.1. Introduction to Travel Documentation
- 3.2. Documentation required while leaving and entering into India.
- 3.3. Passport its types and procedures to obtain an Indian passport
- 3.4. Currency Regulations and concept of Basic Travel Quota (BTQ)
- 3.5. Custom Regulations
- 3.6. Health Certificates, Insurance and Immigration
- 3.7. Baggage Rules & Regulations

3.8. Forms & Formats used in Travel Documentation

3.9. Emerging Trends in Safety, Security and Travel Documentation

## **Unit – 4      Understanding VISA and Permits**

4.1. Understanding the concept of VISA its types

4.2. Categories in which India give Visa to foreign tourists.

4.3. Visa Requirements and procedure to obtain a tourist visa for Singapore, UK, USA, and Australia.

4.4. Restricted and Special area permits for foreign tourists in India and their procedures to obtain.

4.5. VISA on Arrival Scheme of Govt of India

4.6. Contemporary practices of VISA

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: SKILL ENHANCEMENT FOR MEDIA AND JOURNALISM IN HOSPITALITY & TOURISM**

**CODE: 07ASECO17731**

**CREDITS: 02**

**Unit I: Foundation of Journalism**

- 1.1. Journalism, Hospitality & Tourism:
- 1.2. Introduction to Journalism
- 1.3. Definition of a Journalist
- 1.4. Nature & Scope of Journalism
- 1.5. Journalism - Hospitality & Tourism, Careers & Opportunities
- 1.6. Familiarization with tasks and profile of a Journalist
- 1.7. Ethics for a Journalists
- 1.8. Current Issues for Journalists
- 1.9. Travel, Tourism & Hospitality Writing, Types of Travel Writing.
- 1.10. Implications of Journalism in Hospitality Business

**Unit II: Evolution and Revolution in Journalism**

- 2.1. Pioneers in Hospitality & Tourism Journalism & Media:
- 2.2. Pioneers in Travel Writing,
- 2.3. Great travel stories of Marco Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Dalrymple
- 2.4. Today's Hospitality Pioneers – Chef Manjit Gill
- 2.5. Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco
- 2.6. Trends in Hospitality Journalism

**Unit-3 Journalism Communication**

- 3.1. Creative Travel, Tourism & Hospitality Writing:
- 3.2. Introduction to creative writing
- 3.3. Information collection
- 3.4. Writing for hospitality, tourism and travel magazines
- 3.5. Writing for online magazines  
Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines
- 3.6. Travel web searching (browsing).
- 3.7. Sample Journal Publications
- 3.8. Entrepreneurship opportunities in Media and Journalism
- 3.9. Research in Hospitality Media and Journalism

## **Unit- 4 Applications of Journalism**

- 4.1. Media Applications for Hospitality:
- 4.2. Introduction to Media, Its Role in Hospitality Promotion
- 4.3. Televisions Food
- 4.4. Food Channel
- 4.5. TLC Channel
- 4.6. Food & Travel Shows
- 4.7. Social Media. Creating Pages and Profiles
- 4.9. Merits/Demerits of Social Media., Developing promotional Literature
- 4.10. Travel & Hospitality Photography, New Trends

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VII**

**Course: TRAVEL AND TOURISM MANAGEMENT**

**CODE: 07AHMRTT17755**

**CREDITS: 04**

**Unit- 1 Tourism Phenomena**

- 1.1. Understanding tourism
- 1.2. Concept and definition of Tourism
- 1.3. Meaning, the concept of traveler and tourist
- 1.4. Classification of tourism according to the purpose of travel
- 1.5. Components of tourism
- 1.6. Related definition of Travel & Tourism
- 1.7. Impact of tourism
- 1.8. Origin growth and development of tourism.
- 1.9. Emerging Tourism Types
- 1.10. Trends in the Travel & Tourism Industry

**Unit- 2 Geography and Tourism**

- 2.1. India's biodiversity.
- 2.2. Landscape – Physiographical structure of India
- 2.3. Climate and Seasons of India
- 2.4. A glimpse of Indian architectural history – Hindu Buddhist architecture, Southern style – Pallavas, Hoysala, Vijayanagara, Northern Style – Mughal
- 2.5. India's historical monuments
- 2.6. Religions of India
- 2.7. Fairs and festivals of India
- 2.8. Performance arts- dance and music
- 2.9. Impact of Geography on Tourism
- 2.10. Role of Historical Monuments, Religions, Fairs, Festivals and Performance arts on Tourism

**Unit- 3 Travel Management**

- 3.1. Transport Systems – Air, Rail, Road, Waterways
- 3.2. Travel Agencies – Definition, history, Role and functions, Types
- 3.3. Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, ASTA, UFTAA, PATA, TAAI
- 3.4. Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions
- 3.5. Accommodation-Definition and Classification
- 3.6. Supplementary accommodation

3.7.Tourist Destinations of India

3.8.Basic Forms & Formats followed in Travel & Tourism Sector

#### **Unit – 4      Travel & Tourism Supply Chain Management**

4.1. Introduction to Travel & Tourism Supply Chain

4.2.Components of Travel & Tourism Supply Chain

4.3.Service Providers for the Travel & Tourism Industry

4.4.Supply Chain Management Process

4.5.Impact of Supply Chain in the Travel & Tourism Industry

4.6.Tourism Entrepreneurship

4.7. Tourism Business Model

4.8.Basics of Travel & Tourism Research.