

FACULTY OF VISUAL ARTS & PERFORMING ARTS

SYLLABUS

FOR

**DIPLOMA COURSE IN
AIR HOSPITALITY**

Examination: 2013



**GURU NANAK DEV UNIVERSITY
AMRITSAR**

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**(ii) Subject to change in the syllabi at any time.
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ELIGIBILITY :

The examination shall be open to any candidate who has passed +2 or above in any stream with atleast 45% marks.

Paper-1
Basics of Aviation and Airlines

Time : 3 hours

Total marks :100

Theory : 80

Practical : 20

Part-I

Aviation General Knowledge

History of Aviation, Airport & Airline Terms and Codes Types of Aircraft, Phases of Flight, GMT Calculations, Aviation Abbreviations (Special emphasis on IATA).

World Geography, Overviews of Airline Industry, Important Domestic and International Airlines. Different Airport of the World, Civil Aviation India, Knowledge of India's Culture and Places of Historic Interest, Cabin Crew Training.

Airplane Technical Knowledge

Basics Theory of Flights, various systems of airplanes, airplane's external and internal parts, interior, different types of tickets.

Part-II

Emergency Handling: Emergency equipment and their uses, safety and survivals, handling emergency on board such as

- i. De-pressurization
- ii. Fire
- iii. Bomb-scare
- iv. Belly landing
- v. Anticipated and unanticipated evacuation
- vi. Ditching
- viii. Hydraulic and pneumatics failures

First Aid Training

First aid and physical's kits,

Aviation medicine, flying related health problems and their remedies, dealing with medical emergencies on board procedure, equipment required e.g. airsickness, ear discomfort, heart attack, CRP, Emergency on board, death on aircraft.

BOOKS

Van Der Linden, F. Robert; "Airlines and Air Mail: The Post Office and the Birth of the Commercial Aviation Industry", University Press of Kentucky.

Hengi. B. I.; "Airlines Worldwide: More Than 350 Airlines Described and Illustrated in Color", Voyageur Press (MN)

Surjeet Publications, "world Geography"

DK Publications, "Airlines"

Pattilo Donald M, "A History in the Making: 50 Years of Turbulent History in the General Aviation Industry.

Paper-II
Soft Skills and Personality Development

Time: 3 hours

Total marks: 100

Theory : 80

Practical: 20

Part-I

COMMUNICATION SKILL

Verbal Skills: Basic Grammar Rules, Sentence Formation, Vocabulary, Fluency, Voice Quality, Improvement, Modulation, Pitch, Clarity and Diction, Telecommunication Skills, Proficiency and Regional Languages, Public Speaking Skills.

Non Verbal Skills: Body Language, Facial Expressions, Eye – contact, Posture, Attitude, Effective Listening.

Part-II

PERSONALITY DEVELOPMENT

Definition and types of personalities, Motivation and its theories, Personality grooming and finishing, dressing sense, skin care, hair care and styling, etiquettes, telephone manners, diet control, general awareness and current events on national and international level, personal hygiene, exercises and work out to remain fit (including yoga), Confidence building, goal setting, phonetics.

AIRLINES INTERVIEW PREPARATION:

How to write an application, preparation of Curriculum Vitae, dress codes for airline, preparing for an interview, types of testes, types of an interview, mock interview, sessions, groups discussions, guidelines for entrance for written examinations of Public and Private Airlines.

BOOKS:

Thill, John, Bovee, Court, “Business Communication Essentials”, prantice hall.

McGraw-Hill, ISE, “Business Communication At Work”, Tata McGraw Hill

Lukose, Vijaya” 10 Steps to Become an Air Hostess: Your Career as a Flight Attendant in a Domestic and International Airline”.

Living Language; Interview Smart” ; Princeton Review.

White, Aggie; “Interview Styles and Strategies: Professional Development Series”, South-Western Educational Publishing.

Pincus, Marilyn; Zemke, Deborah,” Interview Strategies That Lead to Job Offers, Barron’s Educational Series”

Criscito, Pat; Funkhouser, Dee; Interview Answers in a Flash, Barron’s Educational Series.

Hindle, Debbie; Smith, Marta Vasciago, “Personality Development; A Psychoanalytic Perspective”, Routledge

Hurlock, Elizabeth B; “Personality Development”, Tata McGraw Hill

PAPER-III
HOSPITALITY AND FLIGHT MANAGEMENT

Time: 3 hours

Total Marks:100

Theory: 80

Practical: 20

Part-I

BEHAVIORAL TRAITS: Introduction to Behavioral Sciences, Stress Management, Positive Attitude, Etiquette and Manners, Understandings Emotions, Self Confidence.

PRE FLIGHT SERVICES : Checking, Receiving and Greeting Passengers on Board, Offering Help White Boarding, Counting Passengers on Board, Functions before Closing the Door, Other Functions Performed before the Flight Take off.

Part-II

IN-FLIGHT SERVICES: Types of In- Flight Duties, Duties and Responsibilities of an Air- Hostess, Customer Services and Passenger Handling, Passenger Handling Terms, Dealing with Complaints, Suggestions and Problems of the Passengers, Dealing with the Passengers Creating Nuisance, Management of Children, Aged and Sick Passengers, Different Types of In-Flight Announcements.

Pre Landing Duties, Functions after Touch Down, Dis- Embarking Functions. In-Flight Food, In-Flight Entertainment.

BOOKS:

Walker John R, “ Introduction to Hospitality Management ,”Pearson Educational Publishers, India.

Evans, Dylan; “Emotions; A Very Short Introduction’, Oxford University Press.

Rosemary Lucas,” Employment Relations in the Hospitality and Tourism Industries Routledge.

PAPER-IV

FUNDAMENTALS OF COMPUTERS AND INTERNET

Time: 3 hours

Total marks: 100

Theory: 80

Practical: 20

PART- I

COMPUTER HARDWARE: Introduction to Computer System, Various Hardware Components used in Computer, Latest Developments in Computer Hardware, Data communication and networking.

COMPUTER SOFTWARE: Ms-Word, Ms-Excel, Ms-PowerPoint, Ms-Access.

Computerized Reservation

PART-II

INTERNET AND ITS APPLICATIONS IN AIRLINES: History of internet, Use of internet, E- Mail, Voice Chat, Search Engines and Search Methodology on internet for gathering various types of information with in time span.

Websites of various countries, airlines, gathering information about the prominent tourist and historical destinations from the internet.

Gathering airline schedule of all major airlines and destinations from the internet.

BOOKS:

Faithe Wempen, Office 2000 Professional Fast and Easy, BPB Publications.

Coletta Witherspoon, PowerPoint 2000 Fast and Easy , BPB Publications

Barker, F Scott Microsoft Access 2000 Power Programming, BPB Publications.

Gene, Weisskopf, Microsoft Excel 2000: No Experience Required, BPB Publications.

“Introduction to Computers” Tata McGraw Hill

PAPER- V
STEWARD TRAINING

Time: 3 hours

Total Marks: 100

Theory: 80

Practical: 20

Part-I

Introduction: Overview of Hospitality Management, Role of a Steward in Flight, Knowledge of Different Type of Cutlery, Glassware and Linen, Hygiene Awareness, Knowledge of Indian and Western Terms in Catering. Do's and Don'ts for a Flight Steward.

Organization of Pantry, Methods of Cooking Foods and Salads, Art of Making Cocktails and Mocktails, regional and global food serving, food presentation, food preservation.

Part-II

MENU: Types of Menus, Course of Menu, Menu Terminology, Menu Planning.

Flower arrangement, preparation of duty roaster and sitting plan.

EQUIPMENT USED IN THE TRADE OF STEWARD: Crockery Set , Table Linen, Side Board, Storage Cupboards, Coffee Pots, Sugar Pots, Milk Jugs, Tea Urn, Electric Geyser, Weighing Scale, Water Boiler, Refrigerators, Dish Washers.

BOOKS:

Muse-Holliday. Kimberly J., "Steward", Virtualbookworm.com Publishing

Nathaniel, R.S.;"Catering Management", Surjeet Publications

Sander, Edward E: Lewis; Sanders,"Catering Solutions fot the Culinary Student, Food Service Operator and Caterer", Prentice Hall

Sethi M; Malhan , S; "Catering Management: An integrated Approach", New Age International.

Diwan J.M; "Catering and Food Service Management", Common wealth Publisher

PAPER-VI

PRACTICAL

Total Marks: 100

a). HOSPITALITY:

Food and Beverages Serving, Kitchen Stewarding, Carrying Cutlery, Laying Table Cloth, Napkin Folding, Handling and Upkeep of Crockery and Cutlery, Use of Tray, Laying and Carrying of Tray, Order of Serving the Guests, Laying of Trolley, Table Manners.
Visit to reputed hotels

(20)

b). PHYSICAL TRAINING:

Swimming,
Parachute Landing,
Yoga,
Mock Aisle Walk,
Making announcements.

(20)

c). ON BOARD TRAINING: Minimum 30 hours to be spread over one academic session.

(40)

d). PRACTICAL TRAINING: On Air Route Wth India/ Abroad

(20)