

FACULTY OF ECONOMICS & BUSINESS

SYLLABUS

FOR

BACHELOR OF TOURISM AND HOTEL MANAGEMENT (Semester: I -VI)

Session: 2014-15



GURU NANAK DEV UNIVERSITY AMRITSAR

**Note: (i) Copy rights are reserved.
Nobody is allowed to print it in any form.
Defaulters will be prosecuted.**

**(ii) Subject to change in the syllabi at any time.
Please visit the University website time to time.**

SEMESTER - I

| Course Code | Subject | Theory | Practical | M. Marks |
|--------------------|---|---------------|------------------|-----------------|
| BTHM- 101 | Introduction to Hotel Business. | 100 | - | 100 |
| BTHM-102 | Basics of Tourism | 100 | - | 100 |
| BTHM-103 | Food Production- I | 80 | 20 | 100 |
| BTHM-104 | Food and Beverage Service-I | 80 | 20 | 100 |
| BTHM- 105 | Communication Skill in English | 50 | - | 50 |
| BTHM- 106 | Punjabi (Compulsory) OR Basic Punjabi (Mudhli Punjabi) | 50 | - | 50 |

SEMESTER-II

| Course Code | Subject | Theory | Practical | M. Marks |
|--------------------|---|---------------|------------------|-----------------|
| BTHM-201 | Front Office Operations – I | 100 | - | 100 |
| BTHM-202 | Basics of Management | 100 | - | 100 |
| BTHM-203 | Tourism Management in India. | 100 | - | 100 |
| BTHM-204 | Hotel House Keeping –I | 80 | 20 | 100 |
| BTHM-205 | Communication Skill in English | 35 | 15 | 50 |
| BTHM-206 | Punjabi (Compulsory) OR Basic Punjabi (Mudhli Punjabi) | 50 | - | 50 |

SEMESTER-III

| Course Code | Subject | Theory | Prac. | M. Marks |
|--------------------|--|---------------|--------------|-----------------|
| BTHM – 301 | Hotel House Keeping – II | 80 | 20 | 100 |
| BTHM – 302 | Food Production – II | 80 | 20 | 100 |
| BTHM – 303 | Marketing & PR in Service Industry | 100 | - | 100 |
| BTHM – 304 | Information and Communication Technology in Tourism and Hotel Industry | 100 | - | 100 |
| BTHM – 305 | Financial and Hotel Accounting | 100 | - | 100 |
| *ESL-221 | Environmental Studies-I | 50 | - | 50 |

***Note: The marks of ESL-221 (Environmental Studies) will not be added in the grand marks.**

SEMESTER-IV

| | | Theory | Prac. | M. Marks |
|------------|------------------------------|---------------|--------------|-----------------|
| BTHM – 401 | Front Office Operations – II | 80 | 20 | 100 |
| BTHM – 402 | Hygiene & Sanitation | 100 | | 100 |
| BTHM – 403 | Tourism Products in India | 100 | | 100 |
| BTHM – 404 | Fundamentals of Computer | 80 | 20 | 100 |
| *ESL-222 | Environmental Studies-II | 50 | | 50 |

***Note: The marks of ESL-222 (Environmental Studies) will not be added in the grand marks.**

SEMESTER-V

| Course Code | Subject | Theory | Int. Ass. | Prac. | M. Marks |
|--------------------|---|---------------|------------------|--------------|-----------------|
| BTHM – 501 | Food & Beverage Service – II | 60 | 20 | 20 | 100 |
| BTHM – 502 | Tourism Management | 80 | 20 | – | 100 |
| BTHM – 503 | Corporate Communication and Customer Relation Management | 80 | 20 | – | 100 |
| BTHM – 504 | Event Management | 80 | 20 | – | 100 |
| BTHM – 505 | Business Communication | 80 | 20 | – | 100 |

***Note: Soon after the End Term examination of Vth Semester, the students will have to undergo 18 weeks training in reputed Hotel/Travel Agency. The students will have submit a report of training to the department. The organization where the candidates undergo training with issue a certificate. The document must be send to the department for onward transmission to the University.**

SEMESTER-VI

| Course Code | Subject | External | Internal | M. Marks |
|--------------------|-------------------------------------|-----------------|-----------------|-----------------|
| BTHM – 601 | Industrial Training Report | 150 | – | 150 |
| BTHM – 602 | Log Book | – | 150 | 150 |
| BTHM – 603 | Viva Based upon Industrial Training | 200 | – | 200 |

BTHM- 101: Introduction to Hotel Business**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Introduction to Hotel Industry: Accommodation, types and forms, changing concept over time, main features of different basis of categorization of accommodation factors. Main features of different categories of accommodation. Classification of catering (Food and Beverage) establishment. Hotel Business and importance activities Hoteliering business major characteristics, problems of this business.

Growth and development of Hotel Industry: Growth and Hotel Industry in India, Major personalities associated with hotel growth in India and their contribution. Roll of public sector in this growth, Major hotel (s) in private sector.

Part – II

Classification, Registration and Gradation of Hotels, Concepts, Requirements and procedure in Indian context.

Types of hotel based on different criteria.

Functional Departments of Hotel: Front Office, catering Food and Beverage, House keeping, Engineering, Human Resource, Finance and Account, Marketing.

Books Recommended:

1. Negi Jag Mohan: Hotels for Tourism Development (2nd Edition) Metropolitan, New Delhi.
2. Gee, Chuck Y: International Hotel Management Educational Institute, America.

BTHM-102: Basics of Tourism**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Tourism: Meaning, Nature and scope of Tourism,
 Components of Tourism. Attractions, accommodations and associability (Transportations)
 Types and forms and Tourism.
 Relationship between Leisure, recreation and Tourism.
 Outbound and Inbound Tourism trends.

Motivation of Travel:

- Physical motivations: travel for sports and adventure, rest and relaxation, health and medical reasons etc.
- Cultural motivations : pilgrimage tourism, cultural curiosity etc.
- Interpersonal Motivation: meeting new people, VFR, etc.
- Status and Prestige motivation: business motivation.

Factors for Tourism Growth:

Factors that have led to the growth of tourism.

- Technology and destination development
- Changing social patterns.
- Changing Living standards.

Barriers to the growth of tourism.

- Factors existing at the destination: terrorism & political and social environment
- Factors barring a potential tourist from traveling: time, cost, and social barriers.

Part – II**Positive and Negative impacts of tourism.**

- Economic Impacts
- Socio-Culture impacts.
- Environmental impacts.

Sustainable Tourism:

- Definition and principles of sustainable Tourism.
- Concept of ecotourism, The impact of ecotourism in an area (Positive and Negative)
- Component of ecotourism.
- Ecotourism and local community, Community based Tourism Management.
- Agenda 21.
- Roll of World Tourism Organization in Sustainable Tourism.

Books Recommended:

1. Bhatia A.K: Tourism Development Principles and Practices, Sterling Publisher Private Ltd.
2. Negi Jagmohan: International Tourism & Travel Concept & Principles, S. Chand & Co.
3. Rozerl and Slinn: Tourism Management & Facilities.
4. Holloway J.C: Marketing for Tourism.

BTHM- 103: Food Production- I**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I

Introduction to the Art of Cookery

Culinary History- Development of the Culinary Art from the middle ages to modern cookery.

Modern Hotel Kitchen

Indian Regional Cuisine

Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

Aims & Objectives of Cooking Food.

Classification- Cooking Materials and their uses.

Foundation ingredients – Meaning, action of heat and carbohydrates, fats, proteins, minerals and vitamins.

Fats and oils- meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.

Raising agent- Functions of raising agents, chemical raising agents & yeast. Eggs uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.

Salts- uses.

Liquid- water, stock, milk, fruit juices etc. Uses of liquid.

Flavoring & seasoning- uses & example.

Sweetening agents- uses & examples. Thickening agent.

Preparation of ingredients.

Washing, peeling scraping, paring.

Cutting- terms used in vegetables cutting, julienne, brunoise mecedoine, jardinière, paysanne-grating.

Grinding. Mashing. Sieving. Milling. Steeping. Centrifuging. Emulsification. Evaporation. Homogenization.

Methods of mixing foods.

Part – II

Equipment used in kitchen.

Types of Kitchen Equipment- Diagrams, Uses, Maintenance, Criteria for Selection.

Kitchen Organization.

Main Kitchen & Satellite Kitchen.

Duties & responsibilities of each staff.

Cooking fuels- uses & advantage of different types of cooking fuels.

Methods of Cooking.

Methods of cooking food–transference of heat to food by radiation, conduction & convection–magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing–explanations with examples.

Stocks, Glazes, Sauces and Soups

Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.

Glazes- meaning & uses.

Sauces – meaning, qualities of a good sauce, types of sauces – proprietary sauce and mother sauce. Recipe for 1 lit. Bechamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. (only name, no recipes). Recipes for known International Sauces & their uses.

Soups – classification of soups, meaning of each type with examples.

Basic Preparations. Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

Books Recommended:

1. Arora Krishna: Theory of Cookery, Frnak Bros & Co. Publisher Ltd.
2. Thangam Phillip: Modern Cookery, Orient Longman.
3. Arvind Saraswat: Professional Chef.

BTHM –104: Food & Beverage Service- I**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I

The evolution of catering industry, scope for caterers in the industry.

Relationship of the catering industry to other industries.

Types of Catering Establishments – Sectors.

Introduction to the Food and Beverage operations.

Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club.

Back arrears; Stillroom, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding.

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery / glassware / hollowware / flatware / special equipment upkeep and maintenance of equipment.
- Furniture.
- Linen
- Disposables.

Staff organization – the principal staff of different types of restaurants.

Duties & responsibilities of the service staff.

Duties and responsibilities of service staff – Job Descriptions and Job Specifications.

Attitude and Attributes of Food and Beverage Service Personnel – personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.

Basic Etiquettes for catering staff.

Interdepartmental relationship.

Part – II

Cover-definition, different layouts.

Menu Planning, considerations and constraints

Menu Terms

Menu Design

French Classical Menu

Classical Foods and its Accompaniments with cover

Indian Regional dishes, accompaniments and service.

- Breakfast- Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi-tea
- Supper
- Dinner
- Table Service – Silver/ English, Family, American, Butler / French, Russian.
- Self Service- Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service – Takeaway, Vending Kiosks, Food Courts, Bars, Automats
- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F& B Control cycle and monitoring.
- Food and Beverage Terminology related to the course.

Books Recommended:

1. Lillicrap Dennis, Cousins John & Smith Rober: Food & Beverage Service Sixth Edition, Hodder & Stoughton.
2. Dhawan Vijay: Food & Beverage Service, Frank & Sons.
3. Andrew Sudhir 38th Reprint: Food & Beverage Service, Tata McGraw- Hill.

BTHM-105: Communication Skill in English**Time: 3 Hours****Max. Marks: 50****Contents:**

- 1. Reading Skills:** Reading Tactics and strategies; Reading purposes—kinds of purposes and associated comprehension; Reading for direct meanings; Reading for understanding concepts, details, coherence, logical progression and meanings of phrases/ expressions.

Activities:

- a) Active reading of passages on general topics
- b) Comprehension questions in multiple choice format
- c) Short comprehension questions based on content and development of ideas

- 2. Writing Skills:** Guidelines for effective writing; writing styles for application, resume, personal letter, official/ business letter, memo, notices etc.; outline and revision.

Activities:

- a) Formatting personal and business letters.
- b) Organising the details in a sequential order
- c) Converting a biographical note into a sequenced resume or vice-versa
- d) Ordering and sub-dividing the contents while making notes.
- e) Writing notices for circulation/ boards

Suggested Pattern of Question Paper:

The question paper will consist of five skill-oriented questions from Reading and Writing Skills. Each question will carry 10 marks. The questions shall be phrased in a manner that students know clearly what is expected of them. There will be internal choice wherever possible.

10x5=50 Marks

- i) Multiple choice questions on the language and meanings of an unseen passage.
- ii) Comprehension questions with short answers on content, progression of ideas, purpose of writing etc. of an unseen passage.
- iii) Personal letter and Official/Business correspondence
- iv) Making point-wise notes on a given speech/ technical report OR
Writing notices for public circulation on topics of professional interest
- v) Do as directed (10x1= 10 Marks) (change of voice, narration, combination of 2 simple sentences into one, subject-verb agreement, using appropriate tense, forms of verbs.

Recommended Books:

1. Oxford Guide to Effective Writing and Speaking by John Seely.
2. The Written Word by Vandana R Singh, Oxford University Press

BTHM-106: ਪੰਜਾਬੀ (ਲਾਜ਼ਮੀ)

ਸਮਾਂ : 3 ਘੰਟੇ

ਕੁਲ ਅੰਕ : 50

ਪਾਠ-ਕ੍ਰਮ ਅਤੇ ਪਾਠ-ਪੁਸਤਕਾਂ

1. **ਗਿਆਨ ਮਾਲਾ** (ਵਿਗਿਆਨਕ ਤੇ ਸਮਾਜ-ਵਿਗਿਆਨਕ ਲੇਖਾਂ ਦਾ ਸੰਗ੍ਰਹਿ),
(ਸੰਪਾ. ਡਾ. ਸਤਿੰਦਰ ਸਿੰਘ, ਪ੍ਰੋ. ਮਹਿੰਦਰ ਸਿੰਘ ਬਨਵੈਤ), ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ।
ਲੇਖ : ਪਹੀਆ ਪ੍ਰਦੂਸ਼ਣ, ਭਰੂਣ ਹੱਤਿਆ ਦੇ ਦੇਸ਼ ਵਿਚ, ਨਾਰੀ ਸ਼ਕਤੀ, ਵਾਤਾਵਰਣੀ ਪ੍ਰਦੂਸ਼ਣ ਅਤੇ ਮਨੁੱਖ, ਏਡਜ਼ : ਇਕ ਗੰਭੀਰ ਸੰਕਟ।
2. **ਪੰਜਾਬ ਦੇ ਮਹਾਨ ਕਲਾਕਾਰ** (ਬਲਵੰਤ ਗਾਰਗੀ),
ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ।
ਲੇਖ : ਕੇ.ਐਲ.ਸਹਿਗਲ, ਬੜੇ ਗੁਲਾਮ ਅਲੀ ਖਾਂ, ਸੋਭਾ ਸਿੰਘ, ਪ੍ਰਿਥਵੀਰਾਜ ਕਪੂਰ, ਭਾਈ ਸਮੁੰਦ ਸਿੰਘ।
3. **ਪੈਰੂ ਰਚਨਾ**
4. **ਪੈਰੂ ਪੜ੍ਹ ਕੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉੱਤਰ।**
5. (ੳ) **ਪੰਜਾਬੀ ਧੁਨੀ ਵਿਉਂਤ** : ਉਚਾਰਨ ਅੰਗ, ਉਚਾਰਨ ਸਥਾਨ ਤੇ ਵਿਧੀਆਂ, ਸਵਰ, ਵਿਅੰਜਨ, ਸੁਰ।
(ਅ) **ਭਾਸ਼ਾ ਵੰਨਗੀਆਂ** : ਭਾਸ਼ਾ ਦਾ ਟਕਸਾਲੀ ਰੂਪ, ਭਾਸ਼ਾ ਅਤੇ ਉਪ-ਭਾਸ਼ਾ ਦਾ ਅੰਤਰ, ਪੰਜਾਬੀ ਉਪਭਾਸ਼ਾਵਾਂ ਦੇ ਪਛਾਣ-ਚਿੰਨ੍ਹ।
6. **ਮਾਤ ਭਾਸ਼ਾ ਦਾ ਅਧਿਆਪਨ**
(ੳ) ਪਹਿਲੀ ਭਾਸ਼ਾ ਦੇ ਤੌਰ ਉੱਤੇ
(ਅ) ਦੂਜੀ ਭਾਸ਼ਾ ਦੇ ਤੌਰ ਉੱਤੇ

ਅੰਕ-ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ:

- | | |
|---|------------|
| 1. ਕਿਸੇ ਨਿਬੰਧ ਦਾ ਸਾਰ ਜਾਂ ਉਸਦਾ ਵਿਸ਼ਾ ਵਸਤੂ (ਦੋ ਵਿਚੋਂ ਇਕ) । | 10 ਅੰਕ |
| 2. ਰੇਖਾ ਚਿਤਰ : ਸਾਰ, ਵਿਸ਼ਾ-ਵਸਤੂ, ਸ਼ਬਦੀਅਤ ਦੇ ਗੁਣ | 10 ਅੰਕ |
| 3. ਪੈਰੂ ਰਚਨਾ : ਤਿੰਨ ਵਿਸ਼ਿਆਂ ਵਿਚੋਂ ਕਿਸੇ ਇਕ ਉੱਤੇ ਪੈਰੂ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇ । | 05 ਅੰਕ |
| 4. ਪੈਰੂ ਦੇ ਕੇ ਉਸ ਬਾਰੇ ਪੰਜ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉੱਤਰ। | 05 ਅੰਕ |
| 5. ਨੰਬਰ 5 ਉੱਤੇ ਦਿੱਤੀ ਵਿਆਕਰਣ ਦੇ ਆਧਾਰ 'ਤੇ ਵਰਣਨਾਤਮਕ ਪ੍ਰਸ਼ਨ। | 10 ਅੰਕ |
| 6. ਨੰਬਰ 6 ਵਿਚ ਮਾਤ ਭਾਸ਼ਾ ਦੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਅਤੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਜੋਂ ਅਧਿਆਪਨ, ਮਹੱਤਵ ਅਤੇ ਸਮੱਸਿਆਵਾਂ ਬਾਰੇ ਚਾਰ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ, ਜਿਨ੍ਹਾਂ ਵਿਚੋਂ ਵਿਦਿਆਰਥੀ ਨੇ ਦੋ ਦਾ ਉੱਤਰ ਦੇਣਾ ਹੋਵੇਗਾ। | 5×2=10 ਅੰਕ |

BTHM-106: ਮੁੱਢਲੀ ਪੰਜਾਬੀ
(In lieu of Punjabi Compulsory)

ਪਾਠ-ਕ੍ਰਮ

ਸਮਾਂ : ਤਿੰਨ ਘੰਟੇ

ਕੁੱਲ ਅੰਕ : 50

1. ਪੰਜਾਬੀ ਭਾਸ਼ਾ
ਗੁਰਮੁਖੀ ਲਿਪੀ
ਗੁਰਮੁਖੀ ਲਿਪੀ : ਬਣਤਰ ਅਤੇ ਤਰਤੀਬ 20 ਅੰਕ
2. ਗੁਰਮੁਖੀ ਆਰਥੋਗ੍ਰਾਫੀ
ਸੂਰਾਂ ਦੀ ਵੰਡ ਅਤੇ ਉਚਾਰਨ
ਵਿਅੰਜਨਾਂ ਦੀ ਵੰਡ ਅਤੇ ਉਚਾਰਨ 15 ਅੰਕ
3. ਪੰਜਾਬੀ ਸ਼ਬਦ-ਬਣਤਰ ਅਤੇ ਰਚਨਾ
ਸਾਧਾਰਨ ਸ਼ਬਦ
ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ 15 ਅੰਕ

ਯੂਨਿਟ ਅਤੇ ਥੀਮ:

1. ਪੰਜਾਬੀ ਭਾਸ਼ਾ : ਨਾਮਕਰਣ ਅਤੇ ਸੰਖੇਪ ਜਾਣ ਪਛਾਣ, ਗੁਰਮੁਖੀ ਲਿਪੀ : ਨਾਮਕਰਣ, ਗੁਰਮੁਖੀ ਵਰਣਮਾਲਾ; ਪੈਂਤੀ ਅੱਖਰੀ, ਅੱਖਰ ਕ੍ਰਮ, ਸੂਰ ਵਾਹਕ (ੳ ਅ ਈ), ਲਗਾਂ ਮਾਤਰਾਂ, ਪੈਰ ਵਿਚ ਬਿੰਦੀ ਵਾਲੇ ਵਰਣ, ਪੈਰ ਵਿਚ ਪੈਣ ਵਾਲੇ ਵਰਣ, ਬਿੰਦੀ, ਟਿੱਪੀ, ਅੱਧਕ।
2. ਗੁਰਮੁਖੀ ਆਰਥੋਗ੍ਰਾਫੀ ਅਤੇ ਉਚਾਰਨ ; ਸੂਰਾਂ ਦੀ ਵੰਡ ਅਤੇ ਉਚਾਰਨ (ਲਘੂ-ਦੀਰਘ ਸੂਰ) ; ਸੂਰ ਅਤੇ ਲਗਾਂ ਮਾਤਰਾਂ ; ਵਿਅੰਜਨਾਂ ਦੀ ਵੰਡ ਅਤੇ ਉਚਾਰਨ ; ਪੈਰ ਵਿਚ ਪੈਣ ਵਾਲੇ ਵਰਣਾਂ (ਹ, ਰ, ਵ) ਦਾ ਉਚਾਰਨ ; ਲ ਅਤੇ ਲ ਦਾ ਉਚਾਰਨ ; ਭ,ਧ,ਢ,ਝ,ਞ ਦਾ ਉਚਾਰਨ; ਪੈਰ ਵਿਚ ਬਿੰਦੀ ਵਾਲੇ ਵਰਣਾਂ ਦਾ ਉਚਾਰਨ।
3. ਪੰਜਾਬੀ ਸ਼ਬਦ-ਬਣਤਰ ਅਤੇ ਰਚਨਾ: ਸਾਧਾਰਨ ਸ਼ਬਦ; ਇਕੱਲਾ ਸੂਰ (ਜਿਵੇਂ ਆ) ; ਸੂਰ ਅਤੇ ਵਿਅੰਜਨ (ਜਿਵੇਂ ਆਰ) ; ਵਿਅੰਜਨ ਅਤੇ ਸੂਰ (ਜਿਵੇਂ ਪਾ) ; ਵਿਅੰਜਨ ਸੂਰ ਵਿਅੰਜਨ (ਜਿਵੇਂ ਪਾਰ) ; ਪੰਜਾਬੀ ਸ਼ਬਦ ਰਚਨਾ ; ਲਿੰਗ-ਪੁਲਿੰਗ, ਇਕ ਵਚਨ-ਬਹੁ ਵਚਨ; ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ; ਖਾਣ-ਪੀਣ ਅਤੇ ਸਾਕਾਦਾਰੀ ਨਾਲ ਸੰਬੰਧਿਤ।

ਅੰਕ-ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ:

1. ਪਹਿਲੇ ਯੂਨਿਟ ਵਿੱਚੋਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਤੇ ਗੁਰਮੁਖੀ ਲਿਪੀ ਦੀ ਬਣਤਰ ਅਤੇ ਤਰਤੀਬ ਨਾਲ ਸਬੰਧਿਤ 5-5 ਅੰਕਾਂ ਦੇ ਚਾਰ ਵਿਹਾਰਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਅੰਕਾਂ ਦੀ ਵੰਡ ਅੱਗੋਂ ਇਕ-ਇਕ ਜਾਂ ਦੋ-ਦੋ ਅੰਕਾਂ ਦੇ ਛੋਟੇ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।
2. ਦੂਜੇ ਯੂਨਿਟ ਵਿੱਚੋਂ ਗੁਰਮੁਖੀ ਆਰਥੋਗ੍ਰਾਫੀ ਅਤੇ ਉਚਾਰਨ ਨਾਲ ਸਬੰਧਿਤ 5-5 ਅੰਕਾਂ ਦੇ ਤਿੰਨ ਵਿਹਾਰਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਅੰਕਾਂ ਦੀ ਵੰਡ ਅੱਗੋਂ ਇਕ-ਇਕ ਜਾਂ ਦੋ-ਦੋ ਅੰਕਾਂ ਦੇ ਛੋਟੇ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।
3. ਤੀਜੇ ਯੂਨਿਟ ਵਿੱਚੋਂ ਪੰਜਾਬੀ ਸ਼ਬਦ-ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ ਨਾਲ ਸਬੰਧਿਤ 5-5 ਅੰਕਾਂ ਦੇ ਦੋ ਵਿਹਾਰਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਅੰਕਾਂ ਦੀ ਵੰਡ ਅੱਗੋਂ ਇਕ-ਇਕ ਜਾਂ ਦੋ-ਦੋ ਅੰਕਾਂ ਦੇ ਛੋਟੇ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।
4. ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ ਨਾਲ ਸਬੰਧਿਤ ਇਕ-ਇਕ ਅੰਕ ਦੇ ਪੰਜ (ਆਬਜੈਕਟਿਵ) ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।
5. ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਭਾਸ਼ਾ ਸਰਲ ਅਤੇ ਸਪਸ਼ਟ ਰੱਖੀ ਜਾਵੇ।

BTHM- 201: Front Office Operations – I**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Front Office: Roll and responsibilities of front office staff, how front office staff co-ordination with other departments and staff members.

Departmental Organizational Structure

Attitude and Attributes and Salesmanship.

Job Descriptions and Job Specifications of Front Office Personnel.

- Front office- Layout and equipment in use.
- Duty Rota and work schedules

Part – II

- Handling VVIPs.
- Uniformed Service.
- The Guest Room – Types and Status Terminology.
- Key Controls.
- Tariff Plans.
- Emergency situations: Fire in the hotel, Death Accidents, Vandalism, Damage to property by Resident Guest, Drunken Guest, Theft etc.
- Allowances: Processing allowance vouchers, front office cashier report, paid out voucher.

Books Recommended:

1. Andrews Sudhir: Front Office Training Manual, Tata McGraw-Hill
2. Kasavana & Books–Sixth Edition: Managing Front Office Operations, Educational Institute – AHLA.
3. Ismail Ahmed: Front Office Operations and Management, Thomson Delmar.
4. Kasavana Michael & Cahell: Managing Computers in Hospitality Industry.
5. Bhatnagar S.K: Front Office Management, Frank Bros. & Co.

BTHM- 202: Basics of Management**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Introduction to Management
 Meaning, Definition and Concept
 Characteristics of Management
 Importance of Management
 Management a science or an art
 Levels of Management
 Functions of Management
 Managerial Roles
 Managerial Skills
 Management Theories: Scientific Management
 Administrative Management

Part – II

Decisions Making
 Delegation
 Centralization and Decentralization
 Communication
 Staffing
 Motivation
 Leadership
 Co-ordination: Meaning, Importance and Process
 Control: Definition
 Characteristics
 Pre-requisites
 Control Process

Books Recommended:

1. Robbins. S.P and Decenzo, D.A.: Fundamentals of Management, Pearson Education Asia, New Delhi.
2. Hellreigel, Management: Thomson Learning, Bombay.
3. Koontz, Hand Wechrich, H.: Management, Tata McGraw Hill Inc. N.Y.
4. Chandan J.S.: Management Theory & Practice, Vikas Publishing House, New Delhi.

BTHM-203: Tourism Management in India**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I**Infrastructure of Tourism in India**

Accommodation sector
Transportation- Land, Air, Water

Tourism Planning

Need for tourism planning
Essentials of planning
Eight – point planning process
Aims of tourism planning.
Significance of planning.

Tourism Policies in India

National action Plan 1992.
National Tourism Policy 2002.

Part – II

Performance of International Tourism in India.
Domestic Tourism in India: Trends and Practices.
Destination Planning and Development.
Roll of Government in Tourism Development in India.
Future of Tourism in India.

During the second semester the students have to undergo five day trip to a place of tourism interest. The students have to submit a detail field work report which will be evaluated by external examination on completion of the tour.

Books Recommended:

1. Bhatia, A.K.: Tourism Development, Principles & Practices, Sterling Publisher (P) Ltd. New Delhi.
2. Anand M.M.: Tourism & Hotel Industry in India, Prentice Hall of India, New Delhi.
3. Negi, Jagmohan: International Tourism & Travel: Concepts and Principles. S. Chand & Co. Ltd. New Delhi.
4. Wahab Saloh: Tourism Management, Tourism International Press, London. 1975.
5. Foster: Travel & Tourism Management, London, Macmillan, 1985.

BTHM- 204: Hotel House Keeping - I**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I

- Introduction to housekeeping department.
- Meaning, Definition & Importance of House Keeping Department.
- Role of House keeping in hospitality industry.

Layout & Organization Structure:-

- Layout of House Keeping department.
- Organizational Structure of House Keeping department (Small, Medium & Large)
- Interdepartmental relationship (emphasis on Front Office & Maintenance)
- Relevant sub section.

Staffing in House Keeping Department:

- Role of key personnel in House Keeping Department.
- Job description & Job specification of House keeping staff (Executive Housekeeper, Deputy housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House man, Head gardener)

Part – II**Identifying Housekeeping Department:-**

- Briefing & Debriefing.
- Control desk (importance, role, coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in House Keeping Department.

Hotel Guest Room:-

Types of room – definition

Standard layout (single, double, twin, suit)

Difference between Smoking & Non Smoking room's

Barrier free room's

Furniture / Fixture / Fitting / Soft Furnishing / Accessories / Guest Supplies / Amenities in a guest room.

Layout corridor & floor Pantry.

Cleaning Science

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's (Mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine) with their care and uses.

Books Recommended:

1. Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham.
2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
3. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke.
4. Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
5. The Professional Housekeeper – Tucker Schneider, VNR.
6. Branson & Lennox: Hotel Housekeeping, Hodder & Stoughton.

BTHM-205: Communication Skill in English**Time: 3 Hours****Max. Marks: 50
Theory Marks: 35
Practical Marks: 15****Course Contents:**

- 1. Listening Skills:** Barriers to listening; effective listening skills; feedback skills. Attending telephone calls; note taking.

Activities:

- Listening exercises – Listening to conversation, News and TV reports
- Taking notes on a speech/lecture

- 2. Speaking and Conversational Skills:** Components of a meaningful and easy conversation; understanding the cue and making appropriate responses; forms of polite speech; asking and providing information on general topics.
The study of sounds of English, stress and intonation
Situation based Conversation in English
Essentials of Spoken English

Activities:

- Making conversation and taking turns
- Oral description or explanation of a common object, situation or concept
- Giving interviews

Suggested Pattern of Question Paper:

The question paper will consist of seven questions related to speaking and listening Skills. Each question will carry 5 marks. The nature of the questions will be as given below:

Two questions requiring students to give descriptive answers.

Three questions in the form of practical exercise requiring students to give an appropriate response to a question, a proposal, a proposition, an invitation etc. For Example, the paper setter may give a proposition and ask the students to agree or disagree with it or introduce a character giving invitation and ask the students to accept or refuse it etc.

Two questions requiring students to transcribe simple words in IPA symbols, marking stress and marking intonation.

Practical /Oral Testing**Marks: 15****Course Contents:**

- Oral Presentation with/without audio visual aids.
- Group Discussion.
- Listening to any recorded or live material and asking oral questions for listening comprehension.

Questions:

- Oral Presentation will be of 5 to 10 minutes duration. (Topic can be given in advance or it can be of student's own choice). Use of audio visual aids is desirable.
- Group discussion comprising 8 to 10 students on a familiar topic. Time for each group will be 15 to 20 minutes.

Note: Oral test will be conducted by external examiner with the help of internal examiner.

BTHM-206: ਪੰਜਾਬੀ (ਲਾਜ਼ਮੀ)

ਸਮਾਂ : 3 ਘੰਟੇ

ਕੁਲ ਅੰਕ : 50

ਪਾਠ-ਕ੍ਰਮ ਅਤੇ ਪਾਠ-ਪੁਸਤਕਾਂ

1. **ਗਿਆਨ ਮਾਲਾ** (ਵਿਗਿਆਨਕ ਤੇ ਸਮਾਜ-ਵਿਗਿਆਨਕ ਲੇਖਾਂ ਦਾ ਸੰਗ੍ਰਹਿ)
(ਸੰਪ. ਡਾ. ਸਤਿੰਦਰ ਸਿੰਘ, ਪ੍ਰੋ. ਮਹਿੰਦਰ ਸਿੰਘ ਬਨਵੈਤ), ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ, 2007.
ਲੇਖ : ਸਾਹਿਤ ਤੇ ਲੋਕ ਸਾਹਿਤ, ਅੱਖਾਂ, ਅਚੇਤਨ ਦਾ ਗੁਣ ਤੇ ਸੁਭਾਅ, ਕੰਪਿਊਟਰ ਅਤੇ ਇੰਟਰਨੈੱਟ, ਮਨੁੱਖੀ ਅਧਿਕਾਰ।
2. **ਪੰਜਾਬ ਦੇ ਮਹਾਨ ਕਲਾਕਾਰ** (ਬਲਵੰਤ ਗਾਰਗੀ), ਗੁਰੂ ਨਾਨਕ ਦੇਵ ਯੂਨੀਵਰਸਿਟੀ, ਅੰਮ੍ਰਿਤਸਰ।
ਲੇਖ : ਸਤੀਸ਼ ਗੁਜਰਾਲ, ਗੁਰਚਰਨ ਸਿੰਘ, ਠਾਕੁਰ ਸਿੰਘ, ਬਲਰਾਜ ਸਾਹਨੀ, ਸੁਰਿੰਦਰ ਕੌਰ।
3. **ਸ਼ਬਦ-ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ** : ਪਰਿਭਾਸ਼ਾ, ਮੁੱਢਲੇ ਸੰਕਲਪ
4. **ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ**
5. **ਪੈਰ੍ਹਾ ਰਚਨਾ**
6. **ਪੈਰ੍ਹਾ ਪੜ੍ਹ ਕੇ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉੱਤਰ**
7. **ਮੁਹਾਵਰੇ ਅਤੇ ਅਖਾਣ**

ਅੰਕ-ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ:

1. ਕਿਸੇ ਨਿਬੰਧ ਦਾ ਸਾਰ ਜਾਂ ਉਸਦਾ ਵਿਸ਼ਾ ਵਸਤੂ (ਦੋ ਵਿਚੋਂ ਇਕ) । 10 ਅੰਕ
2. ਵਾਰਤਕ ਰੂਪ : ਰੇਖਾ ਚਿਤਰ, ਨਾਇਕ ਬਿੰਬ, ਕਲਾਤਮਕ ਗੁਣ, ਰੇਖਾ ਚਿਤਰ ਸਾਹਿਤ ਨੂੰ ਦੇਣ। 10 ਅੰਕ
- 3-4. 3-4 ਨੰਬਰ ਉੱਤੇ ਦਿੱਤੀ ਵਿਆਕਰਣ ਦੇ ਆਧਾਰ 'ਤੇ ਵਰਣਨਾਤਮਕ ਪ੍ਰਸ਼ਨ। 10 ਅੰਕ
5. ਪੈਰ੍ਹਾ ਰਚਨਾ : ਤਿੰਨ ਵਿਸ਼ਿਆਂ ਵਿਚੋਂ ਕਿਸੇ ਇਕ ਉੱਤੇ ਪੈਰ੍ਹਾ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇ । 5 ਅੰਕ
6. ਪੈਰ੍ਹਾ ਦੇ ਕੇ ਉਸ ਬਾਰੇ ਪੰਜ ਪ੍ਰਸ਼ਨਾਂ ਦੇ ਉੱਤਰ। 5 ਅੰਕ
7. ਨੰਬਰ 7 ਵਿਚ ਅੱਠ ਅਖਾਣ ਅਤੇ ਅੱਠ ਮੁਹਾਵਰੇ ਪੁੱਛੇ ਜਾਣਗੇ, ਜਿਨ੍ਹਾਂ ਵਿਚੋਂ ਵਿਦਿਆਰਥੀ ਨੇ ਪੰਜ-ਪੰਜ ਨੂੰ ਵਾਕਾਂ ਵਿਚ ਵਰਤ ਕੇ ਅਰਥ ਸਪੱਸ਼ਟ ਕਰਨੇ ਹੋਣਗੇ ।

5+5= 10 ਅੰਕ

BTHM-206: ਮੁੱਢਲੀ ਪੰਜਾਬੀ
(In lieu of Punjabi Compulsory)

ਪਾਠ-ਕ੍ਰਮ

ਸਮਾਂ : ਤਿੰਨ ਘੰਟੇ

ਕੁੱਲ ਅੰਕ : 50

- | | |
|---|--------|
| <p>1. ਪੰਜਾਬੀ ਸ਼ਬਦ-ਬਣਤਰ ਸੰਯੁਕਤ ਅਤੇ ਮਿਸ਼ਰਤ ਸ਼ਬਦ ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ</p> | 20 ਅੰਕ |
| <p>2. ਪੰਜਾਬੀ ਵਾਕ-ਬਣਤਰ ਸਾਧਾਰਨ ਵਾਕ : ਕਿਸਮਾਂ ਸੰਯੁਕਤ ਵਾਕ : ਕਿਸਮਾਂ ਮਿਸ਼ਰਤ ਵਾਕ : ਕਿਸਮਾਂ ਪੰਜਾਬੀ ਵਾਕਾਂ ਦੀ ਵਰਤੋਂ ਦੇ ਵਿਭਿੰਨ ਸਮਾਜਿਕ ਪ੍ਰਸੰਗ</p> | 15 ਅੰਕ |
| <p>3. ਪ੍ਰਕਾਰਜੀ ਪੰਜਾਬੀ ਚਿੱਠੀ ਪੱਤਰ ਪੈਰਾ ਰਚਨਾ ਅਖਾਣ ਅਤੇ ਮੁਹਾਵਰੇ</p> | 15 ਅੰਕ |

ਯੂਨਿਟ ਅਤੇ ਥੀਮ:

- ਪੰਜਾਬੀ ਸ਼ਬਦ ਬਣਤਰ: ਸੰਯੁਕਤ ਸ਼ਬਦ ; ਸਮਾਸੀ ਸ਼ਬਦ (ਜਿਵੇਂ ਲੋਕ ਸਭਾ) ; ਦੋਹਰੇ ਸ਼ਬਦ/ਦੁਹਰੁਕਤੀ (ਜਿਵੇਂ ਧੂੜ ਧਾੜ੍ਹ/ਭਰ ਭਰ), ਮਿਸ਼ਰਤ ਸ਼ਬਦਾਂ ਦੀ ਬਣਤਰ/ਸਿਰਜਨਾ; ਅਗੇਤਰਾਂ ਰਾਹੀਂ (ਜਿਵੇਂ ਉਪ-ਭਾਸ਼ਾ), ਪਿਛੇਤਰਾਂ ਰਾਹੀਂ (ਜਿਵੇਂ ਰੰਗਲਾ), ਪੰਜਾਬੀ ਸ਼ਬਦ ਰਚਨਾ; ਪੜਨਾਵੀਂ ਰੂਪ, ਕਿਰਿਆ/ਸਹਾਇਕ ਕਿਰਿਆ ਦੇ ਰੂਪ ; ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਪੰਜਾਬੀ ਸ਼ਬਦਾਵਲੀ ; ਰੁੱਤਾਂ, ਮਹੀਨਿਆਂ, ਮੌਸਮਾਂ, ਗਿਣਤੀ ਨਾਲ ਸਬੰਧਿਤ।
- ਪੰਜਾਬੀ ਵਾਕ-ਬਣਤਰ : ਕਰਤਾ ਕਰਮ ਕਿਰਿਆ; ਸਾਧਾਰਨ ਵਾਕ, ਬਿਆਨੀਆ, ਪ੍ਰਸ਼ਨਵਾਚਕ, ਆਗਿਆਵਾਚਕ; ਸੰਯੁਕਤ ਅਤੇ ਮਿਸ਼ਰਤ ਵਾਕਾਂ ਦੀਆਂ ਕਿਸਮਾਂ ; ਸੁਤੰਤਰ ਅਤੇ ਅਧੀਨ ਉਪਵਾਕ ; ਸਮਾਨ (ਤੇ/ਅਤੇ) ਅਤੇ ਅਧੀਨ (ਜੋ/ਕਿ) ਯੋਜਕਾਂ ਦੀ ਵਰਤੋਂ ; ਪੰਜਾਬੀ ਵਾਕਾਂ ਦੀ ਵਰਤੋਂ ਦੇ ਵਿਭਿੰਨ ਸਮਾਜਕ/ਸਭਿਆਚਾਰਕ ਪ੍ਰਸੰਗ ; ਘਰ ਵਿਚ, ਬਾਜ਼ਾਰ ਵਿਚ, ਮੇਲੇ ਵਿਚ, ਸ਼ੌਪਿੰਗ ਮਾਲ/ਸਿਨੇਮੇ ਵਿਚ, ਵਿਆਹ ਵਿਚ, ਧਾਰਮਿਕ ਸਥਾਨਾਂ ਵਿਚ, ਦੋਸਤਾਂ ਨਾਲ ਆਦਿ।
- ਇਸ ਯੂਨਿਟ ਵਿਚ ਚਿੱਠੀ ਪੱਤਰ (ਨਿੱਜੀ/ਦਫ਼ਤਰੀ), ਪੈਰਾ ਰਚਨਾ ਅਤੇ ਅਖਾਣ ਮੁਹਾਵਰਿਆਂ ਦੀ ਵਰਤੋਂ ਰਾਹੀਂ ਵਿਦਿਆਰਥੀ ਦੀ ਭਾਸ਼ਾਈ ਯੋਗਤਾ ਨੂੰ ਪਰਖਿਆ ਜਾਵੇਗਾ।

ਅੰਕ-ਵੰਡ ਅਤੇ ਪਰੀਖਿਅਕ ਲਈ ਹਦਾਇਤਾਂ:

1. ਪਹਿਲੇ ਯੂਨਿਟ ਵਿੱਚੋਂ ਪੰਜਾਬੀ ਸ਼ਬਦ ਬਣਤਰ ਅਤੇ ਸ਼ਬਦ ਰਚਨਾ ਨਾਲ ਸਬੰਧਿਤ 5-5 ਅੰਕਾਂ ਦੇ ਤਿੰਨ ਵਿਹਾਰਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਅੰਕਾਂ ਦੀ ਵੰਡ ਅੱਗੋਂ ਇਕ-ਇਕ ਜਾਂ ਦੋ-ਦੋ ਅੰਕਾਂ ਦੇ ਛੋਟੇ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।
2. ਨਿੱਤ ਵਰਤੋਂ ਦੀ ਸ਼ਬਦਾਵਲੀ ਨਾਲ ਸਬੰਧਿਤ ਇਕ-ਇਕ ਅੰਕ ਦੇ ਪੰਜ (ਆਬਜੈਕਟਿਵ) ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ।
3. ਦੂਜੇ ਯੂਨਿਟ ਵਿੱਚ ਪੰਜਾਬੀ ਵਾਕ-ਬਣਤਰ ਨਾਲ ਸਬੰਧਿਤ 5-5 ਅੰਕਾਂ ਦੇ ਦੋ ਵਿਹਾਰਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣਗੇ। ਅੰਕਾਂ ਦੀ ਵੰਡ ਅੱਗੋਂ ਇਕ-ਇਕ ਜਾਂ ਦੋ-ਦੋ ਅੰਕਾਂ ਦੇ ਛੋਟੇ ਪ੍ਰਸ਼ਨਾਂ ਵਿਚ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।
4. ਪੰਜਾਬੀ ਵਾਕਾਂ ਦੀ ਵਿਹਾਰਕ ਵਰਤੋਂ ਨਾਲ ਸਬੰਧਿਤ 5 ਅੰਕਾਂ ਦਾ ਇਕ ਪ੍ਰਸ਼ਨ ਪੁੱਛਿਆ ਜਾਵੇਗਾ ਜਿਸ ਵਿਚ ਵਿਦਿਆਰਥੀ ਨੂੰ ਕਿਸੇ ਸਮਾਜਿਕ/ਸਭਿਆਚਾਰਕ ਪ੍ਰਸੰਗ ਵਿਚ ਵਰਤੇ ਜਾਂਦੇ ਪੰਜ ਵਾਕ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ।
5. ਵਿਦਿਆਰਥੀ ਨੂੰ ਕਿਸੇ ਇਕ ਵਿਸ਼ੇ 'ਤੇ ਨਿੱਜੀ ਜਾਂ ਦਫ਼ਤਰੀ ਚਿੱਠੀ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ।
6. ਵਿਦਿਆਰਥੀ ਨੂੰ ਕਿਸੇ ਇਕ ਵਿਸ਼ੇ 'ਤੇ ਪੈਰਾ ਲਿਖਣ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ।
7. ਵਿਦਿਆਰਥੀ ਨੂੰ ਇਕ-ਇਕ ਅੰਕ ਦੇ ਪੰਜ ਅਖਾਣਾਂ ਜਾਂ ਮੁਹਾਵਰਿਆਂ ਨੂੰ ਵਾਕਾਂ ਵਿਚ ਵਰਤ ਕੇ ਅਰਥ ਸਪਸ਼ਟ ਕਰਨ ਲਈ ਕਿਹਾ ਜਾਵੇਗਾ।
8. ਪ੍ਰਸ਼ਨਾਂ ਦੀ ਭਾਸ਼ਾ ਸਰਲ ਅਤੇ ਸਪਸ਼ਟ ਰੱਖੀ ਜਾਵੇ।

BTHM-301: Hotel House Keeping–II**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I**Housekeeping Supervision:-**

- Importance of Inspection
- Checklist for inspection.
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff.
- Degree of Discretion / Delegation to Cleaning Staff.

Linen / Uniform / Tailor:-

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock: Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par Level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies.
- Indenting from stores.

Cleaning Procedure & Frequency Schedules**Guest Room**

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service.
- PUBLIC AREA
- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F & B outlet, Office areas.
- V.I.P Handling.

Part – II**Special Cleaning Programme:-**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine Cleaning, spring cleaning, deep cleaning.

Floor Operations :-

- Rules on the Guest Floor
- Key Handling Procedure- types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys) computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different types of floor surfaces
- Special Services – baby sitting, second service, freshen up service, valet service

Care and Cleaning of Metals:

Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of Tarnish, Cleaning agents and methods used.

Books Recommended:

1. Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
3. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
4. Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill)
5. The Professional Housekeeper – Tucker Schneider, VNR
6. Branson & Lennox: Hotel Housekeeping, Hodder & Stoughton.

BTHM-302: Food Production- II**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I**Food Commodities**

- Classification with examples and uses in Cookery
- Fruits – kinds with example.
- Nuts – names of nuts commonly used in cooking.
- Cereals – types and uses.
- Pulses used in Indian cooking
- Herbs – uses of herbs
- Spices & condiments – uses of different spices and condiments

Vegetable Cookery:

- Vegetables – classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes – styles of presenting potatoes and their description.
- Storage – Principles of Vegetable Storage.
- Layout of a large kitchen, staff hierarchy and production workflows.
- Basic Principles of cooking for invalids.
- Work methods in food preparation.

Part – II**Meat Cookery:**

- Fish – Classification with examples selection & cuts of fish, cooking of fish.
- Poultry – Selection of poultry classification bases on size, uses of each type.
- Butchery – Selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks – Description of steaks from sirloin & fillet.

Basic Indian Masala & Gravies –

- Garam Masala, Pulao Masala, Curry Powder, Sambhar Powder, Chaat Masala, Tandoori Marination White, Red, and Yellow Gravies.

Books Recommended:-

1. Modern Cookery; Thungam E Philip- Orient Longman Pvt. Ltd.
2. Theory of Cookery; Krishna Arora- Frank Bros & Co. Professional Chef ; Arvinnd Srivastav.

BTHM-303: Marketing & PR in Service Industry**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Marketing: Definition, Concept need, want, demand, TQM, product, customer value, Customer satisfaction, Difference between product and services, Development in Modern marketing concepts-green marketing, mobile marketing, cross cultural marketing, web marketing, Telemarketing, relationship marketing, Buzz marketing. Marketing Mix elements, 4P's of marketing, Branding, packaging, pricing.

Part – II

Public Relations: Definition, concept, meaning, component & scope. Need for PR. Objectives of PR ,qualities of a PRO, Corporate PR, PR in the age of Globalization, PR tools, PR process, PR in Tourism, image management, publicity, Client Servicing and counseling, Service with a smile.

Recommended Books:

1. Cutlip & Centre: Effective PR, Prentice Hall, N.J. 1978.
2. Sam Black: Practical PR (Indian Reprint by Universal Book Stall, New Delhi, 1973, (6th Reprint).
3. Stephenson, Howard: Handbook of Public Relations, New York, Mcgraw Hill, 1971.
4. NN Sarkar and Jai Shree Jethwaney: PR Concepts, Tools and Strategies, Kanishka Publishers.
5. Basu Anil: 1990; Public Relations-Problems and Prospects.
6. Mehta D.S.: Handbook of Public Relations in India, Allied Publishers Pvt. Ltd.
7. Phillip Kotler: Marketing Management, Prentice Hall.

BTHM- 304: Information and Communication Technology in Tourism and Hotel Industry**Time: 3 Hours****Max. Marks: 100****Note: The question paper covering the entire course shall be divided into three sections as follows:**

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

Automation in the tourism industry-

An Introduction

The need for information

Information as a resource

Automation in the hotel, airlines and travel business: An introduction to automation with computers and without computers

Function of a Travel Agent and Tour Operator.

Public and Private Sector in Travel Business in Tour Operation.

IATA: Importance, Role, History

Automation in the Airline Industry

Part – II

Introduction to CRS

The need for a CRS system

History of the CRS system

Companies providing CRS

Use of the CRS by Airlines and Travel Agents

Benefits and importance of the CRS system to the Travel Trade

Basic Commands applicable to CRS system (Galileo)

Ticketing process:

Components of a ticket

Types of tickets : Manual ticket/Automated Ticket / e- ticket

Role of BSP in ticketing

Details of an automated ticket.

Books Recommended:

1. S. Medlik: Dictionary of Travel, Tourism & Hospitality, Oxford, 1993.
2. Riga Doganis: The Airport Business.
3. Anand M.M.: Tourism & Hotel Industry in India, Prentice Hall of India, New Delhi.
4. Negi, Jagmohan: International Tourism & Travel: Concepts and Principles.
S. Chand & Co. Ltd. New Delhi.
5. Varindra Kaul- Tourism and the Economy, New Delhi, 1994.

BTHM – 305: Financial & Hotel Accounting**Time: 3 Hours****Max. Marks: 100****Note: The question paper covering the entire course shall be divided into three sections as follows:****Section A:** It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.**Section B:** It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.**Section C:** It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.**Part –I**

Sale of Accommodation – Points taken into account at the time of fixing the room rates of a hotel. Basis of changing the room Rates in 24 Hours basis, Night Stay Basis, Checks out time basis.

Tabular System of Accounting – System of accounting used in hotel opening of tabular system and its importance for hotels.

Guest weekly bills–Meaning and perform a practical exercise of preparation of guest weekly bill. Theoretically knowledge of preparing guest weekly bill with the help of N.C.R machine (model 42 billing machine).

Part –II

Allowances are granted to customers, Hotel Statistical information Methodology of food costing, food and beverage cost, departmental sales records and departmentalization of hotel revenue including operating costs, night adult-basic Principles, Daily Report.

Meaning and types of errors, Practical exercises of rectification of errors.

Final Accounts – Final accounting (without adjustment) meaning Trading Account, profit and loss accounts, Balance Sheet, Practical exercise of final accounts (without adjustment.)

Books Recommended:

1. Richard Kotas: Book Keeping in the Hotel and Catering Industry.
2. A Uniform System of Accounts for Hotels–Hotel Association of New York.
3. Jag Mohan Negi, Financial and Cost Control Techniques.
4. Jag Mohan Negi, Elements of Hotel Accountancy H.K.S Books International.

ESL-221: ENVIRONMENTAL STUDIES-I**Theory Lectures: 1.5 Hours/ Week****Max. Marks: 50****Time of Examination: 3 Hours**

Section A (15 Marks): It will consist of five short answer type questions. Candidates will be required to attempt three questions, each question carrying five marks. Answer to any of the questions should not exceed two pages.

Section B (20 Marks): It will consist of four essay type questions. Candidates will be required to attempt two questions, each question carrying ten marks. Answer to any of the questions should not exceed four pages.

Section C (15 Marks): It will consist of two questions. Candidate will be required to attempt one question only. Answer to the question should not exceed 5 pages.

1. The multidisciplinary nature of environmental studies:

- Definition, scope & its importance.
- Need for public awareness.

2. Natural resources:

- Natural resources and associated problems:
 - a) Forest resources:** Use of over exploitation, Deforestation, Case studies. Timber extraction, Mining, Dams and their effects on forests and Tribal people.
 - b) Water resources:** Use and Over-utilization of surface and Ground water, Floods, drought, Conflicts over water, Dams-benefits and Problems.
 - c) Mineral resources:** Use and exploitation, Environmental effects of extracting and using mineral resources, Case Studies.
 - d) Food resources:** World food problems, Change caused by agriculture and overgrazing, Effects of modern agriculture, Fertilizer-pesticide problem, Salinity, Case Studies.
 - e) Energy resources:** Growing of energy needs, Renewable and Non-renewable energy Resources, Use of alternate energy sources, Case Studies.
 - f) Land resources:** Land as a resource, Land degradation, Soil erosion and Desertification.
 - Role of an individual in conservation of natural resources.
 - Equitable use of resources for sustainable lifestyles.

3. Ecosystem:

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystems:
 - a. Forest ecosystem
 - b. Grassland ecosystem
 - c. Desert ecosystem
 - d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

4. Social Issues and Environment:

- From unsustainable to sustainable development.
- Urban problems related to energy.
- Water conservation, rain water harvesting, watershed management.
- Resettlement and rehabilitation of people; its problems and concerns. Case studies.
- Environmental ethics: Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and Holocaust. Case Studies.
- Wasteland Reclamation.
- Consumerism and Waste Products.
- Environmental Protection Act:
 - Air (prevention and Control of Pollution) Act.
 - Water (prevention and Control of Pollution) Act.
 - Wildlife Protection Act.
 - Forest Conservation Act.
- Issues involved in enforcement of environmental legislation.
- Public awareness.

References/Books:

1. Agarwal, K. C. 2001. Environmental Biology, Nidhi Publications Ltd. Bikaner.
2. Bharucha, E. 2005. Textbook of Environmental Studies, Universities Press, Hyderabad.
3. Down to Earth, Centre for Science and Environment, New Delhi.
4. Jadhav, H. & Bhosale, V. M. 1995. Environmental Protection and Laws. Himalaya Pub.
5. Joseph, K. and Nagendran, R. 2004. Essentials of Environmental Studies, Pearson Education (Singapore) Pte. Ltd., Delhi.
6. Kaushik, A. & Kaushik, C. P. 2004. Perspective in Environmental Studies, New Age International (P) Ltd, New Delhi.
7. Miller, T. G. Jr. 2000. Environmental Science, Wadsworth Publishing Co.
8. Sharma, P. D. 2005. Ecology and Environment, Rastogi Publications, Meerut.
9. Booklet on Safe Driving. Sukhmani Society (Suvidha Centre), District Court Complex, Amritsar
10. Kanta, S., 2012. Essentials of Environmental Studies, ABS Publications, Jalandhar.

BTHM- 401: Front Office Operations - II**Time: 3 Hours****M. Marks: 100
Theory: 80
Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I

Inter Departmental Coordination – A study of various department to which House Keeping department interacts e.g. front office, Food & Beverage Services, Sale & Marketing Department.

Front Office Assistant

Qualities

Practical aspects of selling a room

Front Office Functions

Information

Reservations

Reception

Cashiering

Night Auditor

Telephones

Part – II**Lobby**

Lobby arrangements.

Duties & responsibilities of lobby manager.

Organization of bell desk and functions.

Left luggage handling.

Guest errand cards.

Mail message handling

Wake up call procedure.

Check-in-check out procedure, Guest folio, safety locker management**Processing housekeeping discrepancy.****Calculation of room position****Foreign currency.**

Books Recommended:

1. Andrews Sudhir: Front Office Training Manual, Tata Mcgra-Hill.
2. Kasavana & Books-Sixth Edition: Managing Front Office Operations, Educational Institute – AHLA.
3. Ismail Ahmed: Front Office Operations and Management, Thomson Delmar.
4. Kasavana Michael & Cahell: Managing Computers in Hospitality Industry.
5. Bhatnagar S.K: Front Office Management, Frank Bros. & Co.

BTHM-402: Hygiene & Sanitation**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I**Importance of Hygiene: -**

- The place of hygiene in the catering industry.
- Personal hygiene for staff members in the food production areas and those coming in contact with the guest.
- Meaning of food poisoning in food & water
- Water Borne disease
- Moulds
- Yeast
- Bacteria & transfer of bacteria

Part – II

- Hygienic food handling.
- High Risk Foods
- Preventing Contamination
- Temperatures Control
- Storage of Food
- Food Hygiene regulations

Cleaning Methods:

- Cleaning and Disinfection
- Cleaning Agents
- Disinfectants etc.
- Cleaning schedules
- Pest Control
- Waste Disposal

Books Recommended:

1. Food Hygiene for Food Handlers – Trickett Jill.
2. The Science of Catering – J A Stretch & H A Southgate.
3. Success in Principals of Catering – Michael Colleer & Colin Sussams.

BTHM- 403: Tourism Products in India**Time: 3 Hours****Max. Marks: 100**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 12 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 10 questions. Each question will carry 2 marks; the total weightage being 20 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 20 marks. The total weightage of the section shall be 40 marks.

Part – I

The Tourism Product.

3 A's of Tourism

The ideal Tourism Product

Socio Cultural Product:

- Indian Cultural – Essential Features.
- Architecture in India- Budhist, Jain, Hindu, Indo-islamic.
- Major fairs and festival of India.
- Classical Dances of India.

Transportation

- India by Air
- India by Rail
- India by Road

Restricted / Protected Areas

Traveling in India – Documents and Formalities

Part – II**Natural Products**

- Major Hill Stations.
- White River Rafting.
- Tracking.
- Mountaineering.
- Rock Climbing
- Camel Safaris
- Yoga

Travel circuit.

Some popular and important tourism circuits in India (Golden Triangle, Buddhist Circuit)

Books Recommended:

1. Bhatia, A.K.: Tourism Development, Principles & Practices, Sterling Publisher (P) Ltd. New Delhi.
2. Anand M.M. : Tourism & Hotel Industry in India, Prentice Hall of India, New Delhi.
3. Negi, Jagmohan: International Tourism & Travel: Concepts and Principles. S. Chand & Co. Ltd., New Delhi.
4. Wahab Saloh: Tourism Management, Tourism International Press, London 1975.
5. Foster: Travel & Tourism Management, London, Macmillan 1985.
6. Varindra Kaul: Tourism and the Economy, New Delhi 1994.

BTHM- 404: Fundamentals of Computer**Time: 3 Hours****M. Marks: 100****Theory: 80****Practical: 20**

Section A: This will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry two marks; the total weightage being 16 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

PART – I

Introduction to Computers Components, Classification, Organization, Capabilities, Characteristics and Limitations, Operating System, Application of Computer in Business.

Introduction to MS- Windows and MS-Office : Introduction, Knowing object of Windows, Impotent Functions of windows, starting an application (Programmed), knowing your windows, how to switch between the various applications, Managing files thorough windows explorer, starting DOS Application from windows, how to shut down your computer, introduction to MS-Office. MS- World, MS- Excel, MS- PowerPoint, MS- Access.

Part – II

Introduction to internet and WWW: Introduction evolution benefits, applications, working, Hardware and Software requirements. Internets service providers, Nature of internet accounts, Transmission Control Protocol /Internet Protocol (TCP/IP) common Protocol used in internet, World Wide Web, Web Browser, Internet Protocol Addresses, Search Engines.

Introduction to HTML: Build a simple HTML Documents, Tables, Frames, Links, Adding Multimedia Documents, Home page.

Books Recommended:

1. A.L. Stevens: "Teach Yourself Windows 95."
2. A.L. Stevens: "Teach Yourself DOS".
3. P.K. Sinha: Computer Fundamentals.
4. N. Subramanian: Introduction to Computers.
5. Peter Norton: Glencose Introduction to Computers-MacMillan/McGraw Hill.

ESL-222: ENVIRONMENTAL STUDIES-II

Theory Lectures: 1.5 Hours/ Week
Time of Examination: 3 Hours

Max. Marks: 50

Section A (15 Marks): It will consist of five short answer type questions. Candidates will be required to attempt three questions, each question carrying five marks. Answer to any of the questions should not exceed two pages.

Section B (20 Marks): It will consist of four essay type questions. Candidates will be required to attempt two questions, each question carrying ten marks. Answer to any of the questions should not exceed four pages.

Section C (15 Marks): It will consist of two questions. Candidate will be required to attempt one question only. Answer to the question should not exceed 5 pages.

1. Biodiversity and its Conservation:

- Definition: Genetic, species and ecosystem diversity.
- Biogeographical classification of India.
- Value of Biodiversity: Consumptive use; productive use, social, ethical, aesthetic and option values.
- Biodiversity of global, National and local levels.
- India as mega-diversity nation.
- Hot-spots of biodiversity.
- Threats to Biodiversity: Habitat loss, poaching of wild life, man wildlife conflicts.
- Endangered and endemic species of India.
- Conservation of Biodiversity: In situ and Ex-situ conservation of biodiversity.

2. Environmental Pollution:

- Definition, causes, effects and control measures of:
 - a) Air Pollution
 - b) Water Pollution
 - c) Soil Pollution
 - d) Marine Pollution
 - e) Noise Pollution
 - f) Thermal Pollution
 - g) Nuclear Hazards
 - h) Electronic Waste
- Solid Waste Management: Causes, effects and control measures of urban and industrial wastes.
- Role of an individual in prevention of pollution.
- Pollution case studies.
- Disaster Management: Floods, Earthquake, Cyclone and Landslides.

3. Human population and the environment

- Population growth, variation among nations.
- Population explosion-Family welfare programme.
- Environment and human health.
- Human rights.
- Value education.
- HIV/AIDS.
- Women and child welfare.
- Role of information technology in environment and human health.
- Case studies.
- Road Safety Rules & Regulations: Use of Safety Devices while Driving, Do's and Don'ts while Driving, Role of Citizens or Public Participation, Responsibilities of Public under Motor Vehicle Act, 1988, General Traffic Signs.
- Accident & First Aid: First Aid to Road Accident Victims, Calling Patrolling Police & Ambulance.

4. Field Visits:

- Visit to a local area to document environmental assets–river/forest/grassland/hill/mountain.
- Visit to a local polluted site–Urban/Rural/Industrial/Agricultural.
- Study of common plants, insects, birds.
- Study of simple ecosystems–pond, river, hill slopes etc.

Note: In this section the students will be required to visit and write on the environment of an area/ecosystem/village industry/disaster/mine/dam/agriculture field/waste management/hospital etc. with its salient features, limitations, their implications and suggestion for improvement.

References/Books:

1. Agarwal, K. C. 2001. Environmental Biology, Nidhi Publications Ltd. Bikaner.
2. Bharucha, E. 2005. Textbook of Environmental Studies, Universities Press, Hyderabad.
3. Down to Earth, Centre for Science and Environment, New Delhi.
4. Jadhav, H. & Bhosale, V. M. 1995. Environmental Protection and Laws. Himalaya Pub.
5. Joseph, K. and Nagendran, R. 2004. Essentials of Environmental Studies, Pearson Education (Singapore) Pte. Ltd., Delhi.
6. Kaushik, A. & Kaushik, C. P. 2004. Perspective in Environmental Studies, New Age International (P) Ltd, New Delhi.
7. Miller, T. G. Jr. 2000. Environmental Science, Wadsworth Publishing Co.
8. Sharma, P. D. 2005. Ecology and Environment, Rastogi Publications, Meerut.
9. Booklet on Safe Driving. Sukhmani Society (Suvidha Centre), District Court Complex, Amritsar
10. Kanta, S., 2012. Essentials of Environmental Studies, ABS Publications, Jalandhar.

BTHM-501: Food & Beverage Service- II**Time: 3 Hrs.****Total Marks: 100****Theory: 60****Internal Ass.: 20****Practical: 20**

Section A: This will consist of 8 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 6 questions. Each question will carry two marks; the total weightage being 12 marks.

Section B: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 12 marks. The total weightage of the section shall be 24 marks.

Section C: This will consist of essay type/case studies/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 12 marks. The total weightage of the section shall be 24 marks.

Objective: To develop knowledge in students about various alcoholic beverages their history, manufacturing, classification, storage and service. To give the knowledge of room service also.

Out Come: The students should be well versed with different wines, alcoholic beverages. They should know the manufacturing process, classification, storage and service. They should also know about room service.

PART – I**Room Service:**

- Introduction, Organization Structure, Layout of Room Service.
- Room service menu planning
- Form and formats.
- Order taking, thumb rules,
- Telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Types of Service, scheduling and staffing.

Banquets and Outdoor Catering:

- Banquets Booking
- Banquets Service
- Job description of banquet manager.
- Outdoor Catering

Part – II**Types of Beverages:-**

- Classification
- Alcoholic Beverages
- Introduction, definition and classification of wines
- Vinification – Still, Sparkling, Aromatized and Fortified wines
- Storage and service of wine.
- Production
- Types and Brands, Indian and international
- Food and wine harmony
- Wine glasses and equipment
- Types of Cheese

Books Recommended:

1. Lillicrap Dennis, Cousins John & Smith Rober: Food & Beverage Service Sixth Edition, Hodder & Stoughton, 338 Euston Road, London, 2002.
2. Dhawan Vijay: Food & Beverage Service, Frank & Sons, New Delhi- 2009.
3. Andrew Sudhir-38th reprint: Food & Beverage Service, Tata McGraw- Hill, New Delhi - 2009.

BTHM-502: Tourism Management**Time: 3 Hrs.****Total Marks: 100****Theory: 80****Internal Asst.: 20**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry 2 marks; the total weightage being 16 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I**Infrastructure of Tourism Management**

- Structural Components
- The seasonal character of tourism
- Suggestions for Improvement of Tourism
- Varied benefits of tourism
- Itinerary and its importance.
- Package Tour and its component.
- Designing and costing of a package tour

Part – II**Tourism Organisational Set Up in India**

- Basic nature of tourism
- Important tourist services
- Structure of department of tourism
- NTO & its Functions.

Planning for Special Tourism Attractions

- Theme Parks
- Convention facilities planning
- Event planning

Books Recommended:

1. Bhatia, A.K. : Tourism Development, Principles & Practices, Sterling Publisher (P) Ltd. New Delhi, 2006.
2. Anand M.M. : Tourism & Hotel Industry in India, Prentice Hall of India, New Delhi, 2007.
3. Negi, Jagmohan: International Tourism & Travel: Concepts and Principles. S. Chand & Co. Ltd. New Delhi, 2001.
4. Wahab Saloh: Tourism Management, Tourism International Press, London, 1975.
5. Foster: Travel & Tourism Management, London, Macmillan, 1985.

Note: Visit to some Major Tourist Destination.

BTHM-503: Corporate Communication and Customer Relation Management**Time: 3 Hrs.****Total Marks: 100****Theory: 80****Internal Asst.: 20**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry 2 marks; the total weightage being 16 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

PART-I

- Corporate Communication, Culture, need and importance.
- Mission Statement, strategic importance, service with smile.
- Qualities and skills of a corporate communicator.
- Client Servicing.

PART -II

- Customer Relation Management, Meaning and Importance
- Consumer Behaviour, Major Factors influencing consumer behaviour and the stages of buying decision process.
- Customers satisfaction: Meaning, delivering customer satisfaction – value chain and value delivery channel (network). Importance of customer satisfaction in tourism industries.
- Direct Marketing – The growth and benefit of direct marketing, Major channels for direct marketing (face to face direct Mail catalog, Tally Marketing, Online consumer.
- Consumer Right, Consumer Protection Act 1986, Councils, Consumer disputes redressal agencies, consumerism in India.

Books Recommended:

1. Advertising Management by Aaker, Myers Batra, New Delhi, 1999.
2. Technology & Communication Behaviour by Belmont C.A. Wadsworth, London 2003.

BTHM-504: Event Management**Time: 3 Hrs.****Total Marks: 100****Theory: 80****Internal Asst.: 20**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry 2 marks; the total weightage being 16 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

PART-I

- Introduction, Meaning of Event Management.
- Need scope and importance.
- Types of Events.
- Organizing Events.
- Role of Celebrities in events.
- Profile of Major event Management Company.

PART-II

- Exhibition/ Trade fairs: Regional, National and International.
- How to organize trade fair.
- Promotion and branding through events.
- Media as a tool of event promotion.
- Organization structure of Event Management Companies.

Books Recommended:

1. Bruce E Skinner, Valdimir Rukavina: Event Sponsorship, Wiley, London- 2002.
2. Anton Shene, Bryn Pany: Successful Event Management. Thomsam Learning, London, 2004.
3. Wilkmsom, D.G, The Event Management and Marketing Institute, Ontario. The Event Management and Marketing Institute, Publisher Ltd., 1988.

Note: Compulsory visit to some Trade Fair/ Exhibition / Major Festival.

BTHM-505: Business Communication**Time: 3 Hrs.****Total Marks: 100****Theory: 80****Internal Asst.: 20**

Note: The question paper covering the entire course shall be divided into three sections as follows:

Section A: It will consist of 10 very short answer questions from the entire syllabus with answer to each question upto ten lines in length. Students will attempt 8 questions. Each question will carry 2 marks; the total weightage being 16 marks.

Section B: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-I of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Section C: It will consist of essay type/numerical questions with answer to each question upto five pages in length. Four questions will be set by the examiner from Part-II of the syllabus and the candidates will be required to attempt two questions. Each question will carry 16 marks. The total weightage of the section shall be 32 marks.

Part – I

- Meaning, Role, Functions, Importance and essentials of Communication in Business Organizations.
- Process of Business Communication
- Communication Models
- Barriers to effective communication.
- Classification of Communication-
 - Formal & Informal
 - Personal, Inter-personal, Group and Mass
 - Vertical & Horizontal
 - Upward & Downward
 - One-way & Two-way
 - Verbal & Non-verbal

Understanding – Proxemics, kinesics.

Part – II

Business Correspondence:

- Principles of letter writing
- Types of Business Letters- Sales letters, Requests, Response Letters, Complaint Letters, Adjustment letters, Inquiry appeals
- Resume writing
- Report writing

Cross Cultural Communication:

Importance of Dressing, Manners & Etiquettes in Business Communication.

Books Recommended:

1. Essentials of Business Communication- S. Chand Publication, New Delhi, 2005.
2. Krishna Mohan and Meera Banerjee-Basic Communication Skills, Tata McGraw Hill, New Delhi, 2004.
3. R.C. Sharma & Krishna Mohan-Business Reports and Business Correspondence- Tata McGraw Hill, New Delhi, 2003.
4. Rakesh Sharma- Communication Skills- K.L.S, New Delhi, 2002.

| | | |
|-----------|---|-------------------------|
| BTHM 601: | Industrial Training Report | Marks: 150 (External) |
| BTHM 602: | Log Book | Marks: 150 (Internal) |
| BTHM 603: | Comprehensive Viva-Voce on the entire course work | Marks: 200 (External) |
| | | Total Marks: 500 |

*** Note:** Soon after the end term examination of Vth Semester the students will have to undergo 18 weeks training in reputed Hotel/ Travel Agency. The students will have submit a report of training to the department. The organization where the candidates undergo training with issue a certificate. The document must be send to the department for onward transmission to the University.