

SARDAR PATEL UNIVERSITY
PROGRAMME: - BACHELOR OF VOCATION
SEMESTER - II
COURSE: - HOSPITALITY AND TOURISM
SYLLABUS WITH EFFECT FROM: 2016-17

COURSE TYPE	NAME OF COURSE	COURSE CODE	CRED IT	THEORY (Hours)	PRACTICAL (Hours)	TUTORIAL/SELF STUDY (Hours)	Exam Duration in hrs	Component of Marks		
								Internal	External	Total
								Total/Passing	Total/Passing	Total/Passing
Skill Component	Front office Executive	HT02BVSC01	18	150	240	-		10/40	24/60	40/100
General Education	Macro Economics	HT02BVGE01	4	60	-	-	02	10/40	24/60	40/100
	Business English - II	HT02BVGE02	4	30	60	-	02	10/40	24/60	40/100
	Use of ICT II	HT02BVGE03	4	30	60	-	02	10/40	24/60	40/100

Note: Skill Component Assessment Conducted by THSC(Tourism and Hospitality Sector Skill Council) while General Component Assessment Conducted by University.

SARDAR PATEL UNIVERSITY
Programme: - Bachelor of Vocation (Hospitality & Tourism)
Semester: II
Title of the Paper – Front Office Executive
Course Code - HT02BVSC01

(This syllabus/ curriculum has been approved by THSC)

Sr.No	Topic	NOS
01	Assist guest in check-in and checkout process	THC/N0119
<p>This unit/task covers the following</p> <ul style="list-style-type: none"> • Welcome and greet the guests • Understand reservation status and arrange for booking • Arrange for guest requirement • Follow guest check-in process standards • Assist guest during checkout 		
Sr.No	Topic	NOS
02	Attend to guest queries	THC/N0107
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Assist the guest on any requirement • Respond to guest queries • Deliver message and materials to guest • Achieve guest satisfaction 		
Sr.No	Topic	NOS
03	Perform cashiering activities	THS/N0110
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive payment method details from guest • Prepare the invoice • Receive the payment • Document and record the details 		
Sr.No	Topic	NOS
04	Handle guest complaints and guide front office staff	THS/N0120
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Handle guest complaints • Take decision within their control in the interest of the organisation • Guide and mentor the front office staff 		

Sr.No	Topic	NOS
05	Communicate with customer and colleagues	THC/N9901
<p style="text-align: center;">This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with superior • Communicate with colleagues • Communicate effectively with customers 		
Sr.No	Topic	NOS
06	Maintain customer-centric service orientation	THC/N9901
<p style="text-align: center;">This unit/task covers the following:</p> <ul style="list-style-type: none"> • Engage with customers to understand their service quality requirements • Achieve customer satisfaction • Fulfil customer requirement 		
Sr.No	Topic	NOS
07	Maintain standard of etiquette and hospitable conduct	THC/N9903
<p style="text-align: center;">This unit/task covers the following:</p> <ul style="list-style-type: none"> • Follow behavioural, personal and telephone etiquettes • Treat customers with high degree of respect and professionalism • Achieve customer satisfaction 		
Sr.No	Topic	NOS
08	Follow gender and age sensitive service practices	THC/N9904
<p style="text-align: center;">This unit/task covers the following:</p> <ul style="list-style-type: none"> • Educate customer on specific facilities and services available for different categories of customers • Provide gender and age specific services as per their unique and collective requirements • Follow standard etiquette with women at workplace 		
Sr.No	Topic	NOS
09	Maintain IPR of organisation and customer	THS/N9905
<p style="text-align: center;">This unit/task covers the following:</p> <ul style="list-style-type: none"> • Secure company's IPR • Respect customers copyright 		

Sr.No	Topic	NOS
10	Maintain health and hygiene	THC/N9906
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure cleanliness around workplace in hospitality and tourist areas • personal hygiene practices • Take precautionary health measures 		
Sr.No	Topic	NOS
11	Maintain safety at workplace	THC/N9907
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard safety procedure • Use safety tools or personal protective equipment • Achieve safety standards 		
Sr.No	Topic	NOS
12	Learn a foreign or local language(s) including English	THC/N9909
<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Gain understanding of common vocabulary required to address customers' queries • Achieve 'minimal pass' level of language proficiency as per UN standards or as specified by company 		

SARDAR PATEL UNIVERSITY
Programme: - Bachelor of Vocation (Hospitality & Tourism)
Semester: II
Title of the Paper : Macro Economics
Course Code - HT02BVGE01

Unit	Title and Description	Weightage
1	Nature, Scope and Subject-matter of Macro Economics Nature and Scope of Macro Economics, Economic Activity, Macro Economics Concepts, Theories and Policies, Macro Economic Paradox, Importance of Macro Economic Studies	25%
2	Measuring Nation's Income The Economy's Income and Expenditure, Concept of National Income, Methods for Measuring National Income, Problems and Measurement of National Income, Estimation of National Income in India	25%
3	The Monetary and Credit System The Barter System and its disadvantages, Meaning of Money, Functions of Money, The Kinds of Money, Components of Money, Bank: Meaning, Central Bank: Concept, Functions, Commercial Banks: Concept, Functions, Credit Creation	25%
4	Monetary and Fiscal Policy Monetary Policy: Meaning and Content of Monetary Policy, its Objectives, Role of Monetary policy in a Developing Country, Efficacy and Limitations Of Monetary Policy. Fiscal policy: Concept of Fiscal Policy and Instruments of Fiscal Policy, its Objectives, Role of Fiscal policy in a Developing Country, Limitations of Fiscal Policy.	25%

Reference Books:

- ✓ Principles of Economics - N. Gregory Mankiw - Thomson South-Western
- ✓ Macro Economics – N. Gregory Mankiw - Thomson South-Western
- ✓ Macro Economics – Rudiger Dornbsch, Stanley Fischer - Tata McGraw-Hill Education, New Delhi
- ✓ Macro Economic Theory – Gardner Ackley – The Macmillan Company, New York
- ✓ Macro Economics – Errol D'Souza – Pearson Education, New Delhi
- ✓ Macro Economics Theory and Policy – H.L.Ahuja – S.Chand & Company Ltd., New Delhi
- ✓ Principles of Macro Economics – C. Rangarajan, B.H.Dholakiya – Tata McGraw Hill Publishing Company Limited, New Delhi
- ✓ Macro Economics – D.M.Mithani – Himalaya Publishing House

SARDAR PATEL UNIVERSITY
Programme: - Bachelor of Vocation(Hospitality & Tourism)
Semester: II
Title of Paper : Business English II
Course Code - HT02BVGE02

Unit	Description in detail	Weightage(%)
I	Inter cultural Competence:- key concept, Cultural and inter cultural Communication, Cultural Diversity, Dialect, Global Village, Social network, intercultural communication, symbolic communication	40 %
II	Developing Oral Communication Skills for Business: Effective Listening, Business Presentations and Public Speaking, Conversations, Interviews, Meeting and Conferences, Group Discussions and Team Presentations, Team Briefing	40%
III	Business Vocabulary II General Vocabulary(GSL) Business Vocabulary	20 %

Practical

Unit	Description in detail
I	Simulation II: Negotiation skill, Meeting and Conferences, , Team Briefing
II	Presentation Skill II: Interviews, Group Discussions and Team Presentations

Text book & Reference Books:-

- ✓ Business Communication (with CD) 2nd Edition by Minakshi Raman(Oxford University Press, New Delhi, 2012)
- ✓ Technical Communication 'Principles and Practice' by Meenakshi Raman and Sangeeta Sharma(Oxford University Press, New Delhi, 2004)
- ✓ *Intercultural Competence: Interpersonal Communication Across Culture* by Myron W Lustig, 6th Edition
- ✓ Teach Business English by Sylvie Donna(Cambridge Handbooks For Language)
- ✓ Business English the writing skills you need for Today's workplace by Andrea B Geffner (Barron's Educational Series, 2010)

SARDAR PATEL UNIVERSITY
Programme: - Bachelor of Vocation(Hospitality & Tourism)
Semester: II
Title of the Paper : Use of ICT- II
Course Code - HT02BVGE03

Unit	Description in Detail	Weightage
I	Introduce Computers General Characteristics of Personal Computers Operating System Concepts (Ms Dos) Internal Commands of Ms-Dos External Commands of Ms-Dos.	25%
II	Introduction to Spreadsheet Software (Ms Excel) What is Spreadsheet or Ms-Excel? Application of MS-Excel,Naming cells Inserting, deleting, and moving Rows ,Columns ,Sheets Formatting cells Auto Format ,Number ,Alignment ,Font ,Boarder Charting Charting Wizard ,Selecting objects in a chart ,Customizing a Chart Resizing a chart,Printing a chart on a whole page. Formulas,worksheet commands.	50%
III	Introduction to Presentation Software (Ms-PowerPoint) What is PowerPoint? Usefulness and advantages of PowerPoint File operation, edit operation View slide, slide show, header, footer Slide animation, custom animation, slide layout, background	25%

Practical:- Theory Exercise + Practical Exercise on units I/II/III/IV

Practical examination shall be held in the computer lab and evaluation shall be made by the concerned teacher.

Basic Text & Reference Books:

- ✓ Computer Today – Suresh K Basandra
- ✓ P.C. Software For Windows 98 Made Simple – R.K. Taxali.
- ✓ Learning excel – Ramesh Bangia
- ✓ Learning powerpoint - Ramesh