

SARDAR PATEL UNIVERSITY
Programme: Bachelor of Vocational (Hospitality and Tourism)
Semester: III
Paper-1 House Keeping Department - I (UT03BVSCO1) (Theory)

Units	Detail Description	
Unit-1	Organization of House Keeping Department Introduction House Keeping Design Factors Layout and House Keeping Facilities and its Key Terms Responsibilities of House Keeping	25%
Unit-2	Job Description of House Keeping Personnel Key Terms Concepts of House Keeping Professional Competitions House Keeping Administrative Duties Routine Task of the House Keeping	25%
Unit-3	House Keeping Flore Procedure The Flore Linen Room Furniture and Fixtures Flore Layout and Basic Principles of Flore Linen Room Requisition Procedure Record Kept in a Flore Linen Room	25%
Unit-4	Preparing a Room Report The Room Report Occupancy Course – key terms Periodic Duties of a Flore Supervisor Inventory of a Guest Supplies.	25%

Basic Text & Reference Books:

- Hotel Housekeeping – Sudhir Andrews
- Hotel Housekeeping: Operations and Management – G. Raghubalan
- Hotel Housekeeping Management and Operations – Sudhir Andrews
- Hotel Housekeeping Necessary features – K.S. Gusain
- Housekeeping Management – M. Kappa
- Hotel Housekeeping: Training Manual – Sudhir Andrews

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Semester: III
Paper-2 House Keeping Department - II (UT03BVSCO2) (Theory)

Units	Detail Description	
Unit-1	Guest Room Cleaning Procedure Layout of a Guest Room Rules of a Guest Flore The Maid's Cart/Trolley Cleaning g a Room	25%
Unit-2	House Keeping Control Desk Role of Control Desk Coordination with Engineering Department Types of Registers and Files Maintain Lost and Found Department Coordination with the Front Office House Keeping Supply Store Furniture Store	25%
Unit-3	The Linen and the Uniform Rooms Public Area Cleaning Introduction to Public Area Role of a Public Area – Supervision Public Area Cleaning work flow	25%
Unit-4	Cleaning: Knowledge and Practice Cleaning Equipment Cleaning Method Cleaning Agents Peats Control Control of odors	25%

Basic Text & Reference Books:

- Hotel Housekeeping – Sudhir Andrews
- Hotel Housekeeping: Operations and Management – G. Raghubalan
- Hotel Housekeeping Management and Operations – Sudhir Andrews
- Hotel Housekeeping Necessary features – K.S. Gusain
- Housekeeping Management – M. Kappa
- Hotel Housekeeping: Training Manual – Sudhir Andrews

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Programme: Bachelor of Vocational (Hospitality and Tourism)
Semester: III
Paper-3 Travel Geography International (UT03BVSCO3) (Theory)

Units	Detail Description	
Unit-1	Fundamentals of Geography, Importance of Geography in tourism, Climatic Variations, climatic regions of world, study of maps, longitude & latitude, International date line, time variations, time difference. Wonders of the World: Ancient, Middle Age, Present and other compiles of “Wonder” list	25%
Unit-2	Destinations in North & Central America United States of America, Canada, Mexico and Central American Countries: Costa Rica, Panama, Belize etc.	25%
Unit-3	Destinations in Caribbean Islands & South America Caribbean Islands: Trinidad & Tobago, Bahamas, etc. Brazil, Argentina, Peru, Chile etc.	25%
Unit-4	Destinations in Europe Northern Europe, Western Europe, Central & Eastern Europe, Southern Europe and East Mediterranean Europe	25%

Basic Text & Reference Books:

- Lonely Planet Guides
- Rough Guides
- Footprint guides
- Worldwide destinations – Boniface and Cooper
- Oxford School Atlas

SARDAR PATEL UNIVERSITY
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Semester: III
Paper-4 Guiding and Escorts (UT03BVSCO4) (Theory/Practical)

Units	Detail Description	
Unit-1	Guiding Concept Meaning, Concepts And Types Of Guides: Conceptual Meaning Of Tourist Guide, How Guides Are Appointed In Tour. Types Of Package Tours ,Independent, Inclusive, Escorted, Business	25%
Unit-2	Responsibilities Of guides: Preparation of a tour : Review of itinerary, Participant list, accuracy, timings and practicality, Identifying the group or individual traveler's special needs, Checking Vehicle, Locating Vehicle and contacting driver; standard of dress and personal grooming; Greeting participants and introducing self; Leading the participant: Skills in leading the group, General instruction to Participants at monuments, sacred places and crowded areas, Giving Commentary, answering Questions, concluding a tour. Interpreting Sites: Characteristics of natural, historical, and urban sites; potential of public and private agencies, interpretation of specific groups, especially the young.	25%
Unit-3	Co-Ordination: Co- Ordinating with the main office, ability to deliver all information imaginatively and accurately relevant to the client's needs; establishing good security measures. Code of ethics, Guideline for license for guide	25%
Unit-4	Handling situation: lost Baggage, medical assistance, lost of tourist Escorting - Monument: Taj Mahal, National Park, A Museum, The Mountain Guide Study of select package tours	25%
Practical	Make a detail report on different types of situation and handling and make journal	

Basic Text & Reference Books:

- Mancini Marc, Conducting Tours.
- Syrratt G., Manual of Travel Agency.
- Pond K.L., The professional Guide: Dynamic of Tour Guiding, Van Nostrand Reinhold, New York, 1993.

SARDAR PATEL UNIVERSITY
Programme: - Bachelor of Vocation (Hospitality and Tourism)
Semester: III

Title of the Paper – V: Life Centred Education –III (UT03BVSCO5)

Unit	Description in Detail	Weightage(%)
1.	Integral Education: My Aim in Life Prayer in daily life Communication Skills Materialism and Spirituality Call to Young India Human/ Man Management Destiny Science and Living Physical Education Mental Education Vital Education Psychic Education	100%

Reference Sources :

www.spuvvn.edu/academics/academic_chairs/aurobindo/

Life Enrichment – Volume I, Volume II by Sardar Patel University

Life beautiful by M P Pandit

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Semester: III
Paper-1 Climate Change & Sustainable development (UT03BVGE01)

Unit	Description in detail	weightage
01	Understanding Global Environmental Change Understanding relationship between Society, Economy, Environment - Causes and Effects of Environmental change - Water, Energy, Agriculture and Biodiversity -projections and Impact - Role of Individual in prevention of pollution Climate Change Greenhouse Gases-Emissions-Mitigation-Policies and Protocols	50%
02	Water, land and Bio-diversity Management Water Crisis - Demands and Trends - Resource Management - Sustainable Land Management- Bio-diversity - Water conservation - Rainwater harvesting Watershed management Sustainable Development Sustainable Urban future-Rural Development-Business Responsibility - One Case Study	50%

Basic Text & Reference Books:

Text book of Environmental Studies for undergraduate Courses: Erach Barucha, Publisher University

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Programme: Bachelor of Vocational (Hospitality and Tourism)
Semester: III
Paper-2 Functional English for Executives (UT03BVGE02)

Unit	Description in Detail	Weightage(%)
1	Speech –basic grammar rules in English; Enhancing the reading ability of students (at a speed of minimum 150 words per minute with appropriate stress, voice modulation and correct pronunciation). Practice of reading newspapers viz., The Hindu, Indian Express, Business Line, Economic Times., etc. and magazines like business world etc.; Enhancing the spontaneous writing skill– writing articles on simple topics given – preparing speeches - preparing reports on various events / functions; Writing letters assuming various capacities and various situations.	25%
2	Enhancing the spontaneous speaking skills– self introduction at various forums and during interviews – Effective Public Speaking (EPS) – Role playing. Mock interviews for recruitment –mock press meets; enhancing the presentation skills of the students –Individual seminar presentation and Group seminar presentation. Enhancing the interpersonal communication skill, Reading ability of students.	50%

Practical: Group Discussion (organized into 4 or 5 groups and the groups may be given a management problem relating to real life experiences of retail industry in the country or the world)

Reference:

1. Functional English, Rachna Sagar
2. The Functional Analysis Of English, Thomas Bloor

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Paper-3 Management Information System (UT03BVGE03)

Unit	Description in Detail	Weightage(%)
1	Introduction to Information Systems - definition - features - steps in implementation of MIS - need for information, information system for decision making- MIS as competitive advantages – MIS structures. MIS - Strategic information system - MIS support for planning - organising – controlling - MIS for specific functions - personnel,	50%
2	finance, marketing, inventory, production. Data Base Management System Models - hierarchical -network - relational - modular. Telecommunication revolution - Introduction to Email, internet, intranet and teleconferencing, www architecture.	50%

Practical: Filing of forms for registration, returns and assessment.

References:

1. Elements of Mercantile Law - N.D. Kapoor
2. A Manual of Mercantile Law - Shukla M.C.
3. Hand Book of Mercantile Law - Venkatesan
4. Mercantile Law - Pandia R. H.
5. Banking Law & Practice - K.P.Kandasami