

## SEMESTER – II (17 WEEKS)

National Council Component

### MINIMUM CONTACT HOURS FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	30	120
2	BHM152	Foundation Course in Food & Beverage Service - II	30	60
3	BHM153	Foundation Course in Front Office - II	30	30
4	BHM154	Foundation Course in Accommodation Operations - II	30	30
5	BHM116	Nutrition	30	-
6	BHM108	Accountancy	60	-
7	BHM109	Communication	30	-
TOTAL:			240	240
GRAND TOTAL			480	

### WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM116	Nutrition	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
TOTAL:			16	16
GRAND TOTAL			32	



### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	100	100
3	BHM153	Foundation Course in Front Office - II	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	100	100
5	BHM116	Nutrition	100	-
6	BHM108	Accountancy	100	-
7	BHM109	Communication	50	-
TOTAL:			650	400
GRAND TOTAL			1050	

\* Term marks will comprise 30% Incourse & 70% Term end exam marks.

#### IGNOU Component

No.	Subject code	Subject	Counselling sessions
01	BHM110	Foundation Course in Tourism	10-12 counselling sessions of two hours each per group per year



BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SOUPS A. Basic recipes other than consommé with menu examples <ul style="list-style-type: none"> <li>• Broths</li> <li>• Bouillon</li> <li>• Puree</li> <li>• Cream</li> <li>• Veloute</li> <li>• Chowder</li> <li>• Bisque etc</li> </ul> B. Garnishes and accompaniments C. International soups	02	10%
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	03	10%
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> <li>• Recipes and methods of preparation</li> <li>• Differences</li> <li>• Uses of each pastry</li> <li>• Care to be taken while preparing pastry</li> <li>• Role of each ingredient</li> <li>• Temperature of baking pastry</li> </ul>	02	5%





	ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends		
10	KITCHEN ORGANIZATION AND LAYOUT  A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up	02	10%
TOTAL		30	100%



FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

PART A - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> <li>Meat – Identification of various cuts, Carcass demonstration</li> <li>Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope</li> <li>Fish-Identification &amp; Classification</li> <li>Cuts and Folds of fish</li> </ul>	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> <li>Identification, Selection and processing of Meat, Fish and poultry.</li> <li>Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p>Salads &amp; soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked</p> <p>Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
TOTAL			60



PART B - BAKERY & PATISSERIE  
HOURS ALLOTTED: 60                      MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<p>PASTRY:</p> <p>Demonstration and Preparation of dishes using varieties of Pastry</p> <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Paste – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and applications by students	20
2	<p>COLD SWEET</p> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students	20
3	<p>HOT SWEET</p> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and applications by students	12
4	<p>INDIAN SWEETS</p> <p>Simple ones such as chicoti, gajar halwa, kheer</p>	Demonstration by instructor and applications by students	08
TOTAL			60



152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MEALS &amp; MENU PLANNING:</p> <p>A. Origin of Menu</p> <p>B. Objectives of Menu Planning</p> <p>C. Types of Menu</p> <p>D. Courses of French Classical Menu</p> <ul style="list-style-type: none"> <li>• Sequence</li> <li>• Examples from each course</li> <li>• Cover of each course</li> <li>• Accompaniments</li> </ul> <p>E. French Names of dishes</p> <p>F. Types of Meals</p> <ul style="list-style-type: none"> <li>• Early Morning Tea</li> <li>• Breakfast (English, American Continental, Indian)</li> <li>• Brunch</li> <li>• Lunch</li> <li>• Afternoon/High Tea</li> <li>• Dinner</li> <li>• Supper</li> </ul>	<p>01</p> <p>02</p> <p>01</p> <p>05</p> <p>03</p> <p>03</p>	
02	<p>I PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene</p> <p>B. Organising Mise en place</p> <p>II TYPES OF FOOD SERVICE</p> <p>A. Silver service</p> <p>B. Pre-plated service</p> <p>C. Cafeteria service</p> <p>D. Room service</p> <p>E. Buffet service</p> <p>F. Gueridon service</p> <p>G. Lounge service</p>	<p>02</p> <p>04</p>	
03	<p>SALE CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> <li>• Triplicate Checking System</li> <li>• Duplicate Checking System</li> <li>• Single Order Sheet</li> <li>• Quick Service Menu &amp; Customer Bill</li> </ul> <p>B. Making bill</p> <p>C. Cash handling equipment</p> <p>D. Record keeping (Restaurant Cashier)</p>	06	



04	TOBACCO	03	
	<ul style="list-style-type: none"> <li>A. History</li> <li>B. Processing for cigarettes, pipe tobacco &amp; cigars</li> <li>C. Cigarettes – Types and Brand names</li> <li>D. Pipe Tobacco – Types and Brand names</li> <li>E. Cigars – shapes, sizes, colours and Brand names</li> <li>F. Care and Storage of cigarettes &amp; cigars</li> </ul>		
TOTAL		30	100%



FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)  
HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100

S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	<p>TABLE LAY-UP &amp; SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP &amp; SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating &amp; Closing duties</p>	04		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving &amp; Seating of Guests Task-03: Order taking &amp; Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation &amp; Encashing the Bill Task-07: Presenting &amp; collecting Guest comment cards Task-08: Seeing off the Guests</p>	08		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining &amp; Service etiquettes</p>	04		
06	<p>Special Food Service - (Cover, Accompaniments &amp; Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table style="width: 100%; border: none;"> <tr> <td style="border: none; width: 50%;"> <ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul> </td> <td style="border: none; width: 50%;"> <ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul> </td> </tr> </table> <p>Task-02: Cheese Task-03: Dessert (Fresh Fruit &amp; Nuts)</p>	<ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul>	<ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul>	12
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	Service of Tobacco	
	<ul style="list-style-type: none"> <li>• Cigarettes &amp; Cigars</li> </ul>	
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> <li>• Restaurant Vocabulary (English &amp; French)</li> <li>• French Classical Menu Planning</li> <li>• French for Receiving, Greeting &amp; Seating Guests</li> <li>• French related to taking order &amp; description of dishes</li> </ul>	12
TOTAL		60



153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>TARIFF STRUCTURE</p> <p>A. Basis of charging</p> <p>B. Plans, competition, customer's profile, standards of service &amp; amenities</p> <p>C. Hubbart formula</p> <p>D. Different types of tariffs</p> <ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul>	04	10%
02	<p>FRONT OFFICE AND GUEST HANDLING</p> <ul style="list-style-type: none"> <li>• Introduction to guest cycle</li> <li>• Pre arrival</li> <li>• Arrival</li> <li>• During guest stay</li> <li>• Departure</li> <li>• After departure</li> </ul>	04	10%
03	<p>RESERVATIONS</p> <p>A. Importance of reservation</p> <p>B. Modes of reservation</p> <p>C. Channels and sources (FITs, Travel Agents, Airlines, GITs)</p> <p>D. Types of reservations (Tentative, confirmed, guaranteed etc.)</p> <p>E. Systems (non automatic, semi automatic fully automatic)</p> <p>F. Cancellation</p> <p>G. Amendments</p> <p>H. Overbooking</p>	07	25%
04	<p>ROOM SELLING TECHNIQUES</p> <p>A. Up selling</p> <p>B. Discounts</p>	02	05%
05	<p>ARRIVALS</p> <p>A. Preparing for guest arrivals at Reservation and Front Office</p> <p>B. Receiving of guests</p> <p>C. Pre-registration</p> <p>D. Registration (non automatic, semi automatic and automatic)</p> <p>E. Relevant records for FITs, Groups, Air crews &amp; VIPs</p>	05	20%
06	<p>DURING THE STAY ACTIVITIES</p> <p>A. Information services</p> <p>B. Message and Mail Handling</p> <p>C. Key Handling</p> <p>D. Room selling technique</p>	06	20%



	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	FRONT OFFICE CO-ORDINATION  With other departments of hotel	02	10%
TOTAL		30	100

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)

HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms



BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ROOM LAYOUT AND GUEST SUPPLIES  A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	AREA CLEANING  A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT  A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	TYPES OF BEDS AND MATTRESSES	02	5%
05	PEST CONTROL  A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	KEYS A. Types of keys B. Computerised key cards C. Key control	02	5%
TOTAL		30	100%



FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Review of semester 1	2
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><i><u>ROOM</u></i></p> <p>Task 1- open curtain and adjust lighting            Task 2-clean ash and remove trays if any            Task 3- strip and make bed            Task 4- dust and clean drawers and replenish supplies            Task 5-dust and clean furniture, clockwise or anticlockwise            Task 6- clean mirror            Task 7- replenish all supplies            Task 8-clean and replenish minibar            Task 9-vaccum clean carpet            Task 10- check for stains and spot cleaning</p> <p><i><u>BATHROOM</u></i></p> <p>Task 1-disposed soiled linen            Task 2-clean ashtray            Task 3-clean WC            Task 4-clean bath and bath area            Task 5-wipe and clean shower curtain            Task 6- clean mirror            Task 7-clean tooth glass            Task 8-clean vanitory unit            Task 9- replenish bath supplies            Task 10- mop the floor</p>	6
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)            Step 2-make miter corner (on both corner of your side)            Step 3- spread second sheet (upside down)            Step 4-spread blanket            Step 5- Spread crinkle sheet            Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)            Step 7- tuck the folds on your side            Step 8- make miter corner with all three on your side            Step 9- change side and finish the bed in the same way            Step 10- spread the bed spread and place pillow</p>	8
04	<p>Records</p> <ul style="list-style-type: none"> <li>• Room occupancy report</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work/ maintenance order]</li> <li>• Lost and found</li> <li>• Maid's report</li> <li>• Housekeeper's report</li> <li>• Log book</li> </ul>	4



	<ul style="list-style-type: none"> <li>• Guest special request register</li> <li>• Record of special cleaning</li> <li>• Call register</li> <li>• VIP list</li> <li>• Floor linen book/ register</li> </ul>	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> <li>• Issue</li> <li>• stock taking</li> <li>• checking expiry date</li> </ul>	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> <li>• maintaining register/ record</li> <li>• replenishing floor pantry</li> <li>• stock taking</li> </ul>	4
08	Guest handling <ul style="list-style-type: none"> <li>• Guest request</li> <li>• Guest complaints</li> </ul>	2





04	MACRO NUTRIENTS A. Vitamins	05	15%
	<ul style="list-style-type: none"> <li>• Definition and Classification (water and fats soluble vitamins)</li> <li>• Food Sources, function and significance of: <ul style="list-style-type: none"> <li>1. Fat soluble vitamins (Vitamin A, D, E, K)</li> <li>2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)</li> </ul> </li> </ul>		
	B. MINERALS	03	10%
	<ul style="list-style-type: none"> <li>• Definition and Classification (major and minor)</li> <li>• Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine &amp; Flourine</li> </ul>		
05	WATER	01	5%
	<ul style="list-style-type: none"> <li>• Definition</li> <li>• Dietary Sources (visible, invisible)</li> <li>• Functions of water</li> <li>• Role of water in maintaining health (water balance)</li> </ul>		
06	BALANCED DIET	01	5%
	<ul style="list-style-type: none"> <li>• Definition</li> <li>• Importance of balanced diet</li> <li>• RDA for various nutrients – age, gender, physiological state</li> </ul>		
07	MENU PLANNING	02	10%
	<ul style="list-style-type: none"> <li>• Planning of nutritionally balanced meals based upon the three food group system</li> <li>• Factors affecting meal planning</li> <li>• Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.</li> <li>• Calculation of nutritive value of dishes/meals.</li> </ul>		
08	MASS FOOD PRODUCTION	01	5%
	<ul style="list-style-type: none"> <li>• Effect of cooking on nutritive value of food (QFP)</li> </ul>		
09	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH	01	5%
	<ul style="list-style-type: none"> <li>• Need for introducing nutritionally balanced and health specific meals</li> <li>• Critical evaluation of fast foods</li> <li>• New products being launched in the market (nutritional evaluation)</li> </ul>		
TOTAL		30	100%



BHM - ACCOUNTANCY  
HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO ACCOUNTING  A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	PRIMARY BOOKS (JOURNAL)  A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	SECONDARY BOOK (LEDGER)  A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	SUBSIDIARY BOOKS  A. Need and Use B. Classification <ul style="list-style-type: none"> <li>• Purchase Book</li> <li>• Sales Book</li> <li>• Purchase Returns</li> <li>• Sales Returns</li> <li>• Journal Proper</li> <li>• Practicals</li> </ul>	06	10%
05	CASH BOOK  A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	BANK RECONCILIATION STATEMENT  A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	TRIAL BALANCE  A. Meaning	06	10%



	B. Methods C. Advantages D. Limitations E. Practicals		
08	<b>FINAL ACCOUNTS</b>  A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> <li>• Closing Stock</li> <li>• Pre-paid Expenses</li> <li>• Outstanding Expenses</li> <li>• Depreciation</li> </ul>	12	25%
09	<b>CAPITAL AND REVENUE EXPENDITURE</b>  A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
<b>TOTAL</b>		<b>60</b>	<b>100%</b>

NOTE: USE OF CALCULATORS IS PERMITTED



BHM109 - COMMUNICATION  
HOURS ALLOTTED: 30                      MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	LISTENING ON THE JOB  A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.	4	15%
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
TOTAL		30	100%



## FOUNDATION COURSE IN TOURISM (BHM110)

Tourism has been acknowledged as one of the most rapidly growing industries in recent years. Yet it has not received adequate attention as an academic discipline which it rightly deserves. This course has been designed with the objective of making up for this lacuna by introducing to you some foundational concepts of tourism studies. The emphasis here has been on the situation obtaining in India, though we have not been unduly different about borrowing concepts and terms from similar studies undertaken in other parts of the world. You will thus find details on the historical evolution of tourism along with core definitions of tourism industry in this course. Tourism services and operations, planning and policy, and marketing and communications form other Blocks of the course. Finally we have also dealt with the geography and tourism and the relationship between cultural heritage and tourism development in this course.

### Syllabus

Block-1	Tourism Phenomenon
Unit 1	Understanding Tourism – I
Unit 2	Understanding Tourism – II
Unit 3	Historical Evolution and Development
Block-2	Tourism Industry
Unit 4	Tourism System
Unit 5	Constituents of Tourism Industry and Tourism Organisations
Unit 6	Tourism Regulations
Unit 7	Statistics and Measurements
Block-3	Tourism Services and Operations – 1
Unit 8	Modes of Transport
Unit 9	Tourist Accommodation
Unit 10	Informal Services in Tourism
Unit 11	Subsidiary Services: Categories and Roles
Unit 12	Shops, Emporiums and Melas (Fairs)
Block-4	Tourism Services and Operations – 2
Unit 13	Travel Agency
Unit 14	Tour Operators
Unit 15	Guides and Escorts
Unit 16	Tourism Information



Block-5	Geography and Tourism
Unit 17	India's Biodiversity: Landscape, Environment and Ecology
Unit 18	Seasonality and Destinations
Unit 19	Map and Chart Work
Block-6	Tourism Marketing and Communications
Unit 20	Tourism Marketing – 1: Relevance, Product Design, Market Research
Unit 21	Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling
Unit 22	Role of Media
Unit 23	Writing for Tourism
Unit 24	Personality Development and Communicating Skills
Block-7	Tourism: The Cultural Heritage
Unit 25	Use of History
Unit 26	Monuments and Museums
Unit 27	Living Culture and Performing Arts
Unit 28	Religions of India
Block-8	Tourism: Planning and Policy
Unit 29	Tourism Policy and Planning
Unit 30	Infrastructural Development
Unit 31	Local Bodies, Officials and Tourism
Unit 32	Development, Dependency and Manila Declaration
Block-9	Tourism Impact
Unit 33	Economic Impact
Unit 34	Social, Environmental and Political Impacts
Unit 35	Threats and Obstacles to Tourism

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