

Semester	Code No	Subject	GC /SC	Credit	Contact hrs/Week
TWO	EN211	Professional Communication Skills	GC	5	5
	TH211	Hospitality and Tourism Products	GC	4	3
	TH212	Front Office Operations	GC	5	5
	TH221	Hotel Property Management System	SC	5	5
	TH222	Cashiering	SC	5	5
	TH223	Learning a Foreign or Local Language including English - II	SC	5	5
	TH224	Study tour (Pre-Tour and Post Tour activities)	SC	3	1

## **EN211: PROFESSIONAL COMMUNICATION SKILLS**

### **Unit – I:**

Managerial communication- nature and scope of communication, functions of communication; roles of manager, communication process; communication network; Information Communication. Business presentations -Introduction to a presentation, main body and conclusion, controlling nervousness & stage fright; business presentation; sample outlines; Conversations; Essentials of a business conversation.

### **Unit – II:**

Oral & Written Communication Skill - Types - Methods of Achieving Effective Communication - Measurement of Impact of Mass Electronic and Print Media Communication. Listening Skill: Effective Listening Poor listening habits, types of listening; barriers to effective listening, Persuasive communication and Role of Mentoring

### **Unit – III:**

Smart Language Lab: Demonstration of Presentation, Group Discussion, Interviews, Meetings, Body Language, Postures, Eye Contact, Etiquettes, Voice Culture, Scientific Temper - Team Building – Interpersonal Effectiveness.

### **Unit – IV:**

Business writing Introduction: written business communication; Business letters, Common components of Business Letters; writing effective memos; Business reports & Proposals; format for proposals; proposal layout and design; Secretarial Practice in Business Organizations.

### **Suggested Readings**

1. Meenakshi Raman & Prakash Singh, Business Communication, Oxford.
2. McGrath, E. H. Basic Managerial Skill for All PHI, New Delhi.
3. Lesikar, R and Pettit, J. Business Communication, All-India Traveller Bookseller, New Delhi.
4. Monnipally, M.M. Business Communication Strategies, TMH, New Delhi.

## **TH211: Hospitality and Tourism Products**

**Course Objectives: To familiarize with the Hospitality and Tourism Products.**

### **UNIT: I**

Tourism Product- Definition and Differentiation, - Tourism Products & Attraction: Elements and characteristics of tourism products- typology of tourism products- Unique features of Tourism Products in India; Geography of India –Physical and Political features. Assist Guests in Check-in and Check-out Process- Greeting guest as per SOP- Warm smile- eye contact and professional communication- Grooming standards- Documents needed- Registration procedure- Recording mandatory information handling late night registrations- Room allotment as per guest preference- Rate negotiation and discounts- Handle room allotment as per type of guest.

### **UNIT: II**

Cultural Resources- Performing Arts of India, Classical Dances and Dance Styles- Indian Folk Dances-Music and Musical Instruments-Handicrafts of India, Craftsmanship-Indian Painting-Fairs and Festivals - Cuisines and specialty dishes. Attend to Guest Queries- Understanding guest requirement-Inter-departmental communication- responding to guest Queries-Guest satisfaction- Protocol to contact guest in the room- Front office consumables.

### **Unit: III**

Architectural Heritage of India – India’s Architectural Styles- Historic Monuments of Tourist significance (ancient medieval and modern)- Important Historic / Archaeological sites, Museums, Art Galleries, Libraries their location and assets- Religious Shrines / Centers – Hindu, Buddhist, Jain, Sikh, Muslim, Christian and others- World Heritage sites in India. Perform Cashiering Activities- Master folio- Preparing bills as per standing instructions- Matching and updating invoices with the master bill (POS)-Prepare bills as per different categories of guests- Various modes of bill settlement- Foreign currency procedure- Settlement of final bill.

### **Unit: IV**

Nature based Tourism: Wild life Sanctuaries, National Parks, Botanical gardens, Zoological parks, Biosphere reserves; Mountain Tourism with special reference to Himalayas. Maintain IPR of Organization and Customers- Make sure new initiatives of Hotel are not leaked out- Report IPR violations- Read copyright clause. Protect infringement upon customer’s interests- know which aspect of customer information can be used- Report any infringement.

### **Unit: V**

Desert Tourism with special reference to Rajasthan, Tourism in Coastal areas- Beaches, Islands, Coral reefs; Adventure tourism – Classification of Adventure Tourism – Land Based –Water Based –Aero Based with suitable examples .

## **REFERENCES**

1. Jacob, Robinet et al , Indian Tourism Products, Abijeeth Publications, New Delhi
2. Acharya Ram, Tourism and Cultural Heritage of India: ROSA Publication,
3. Basham.A.L , The Wonder that was India: Rupa and Company, Delhi.
4. Manoj Dixit, Charu Sheela , Tourism Products, New Royal Books.
5. Hussain.A.K , The National Culture of India, national Book Trust, New Delhi
6. Sarina Singh , India, Lonely Planet Publication.
7. Kaul H.K , ‘Travelers India’ Oxford University Press.

## **TH212: FRONT OFFICE OPERATIONS**

**Course Objectives: To familiarize with the front office operations.**

### **UNIT I**

Front Office Department -Sections and layout of Front Office - Organizational chart of front office department (small, medium and large hotels) -Duties and responsibilities of various staff.-Attributes of front office personnel - Co-ordination of front office with other departments of the hotel -Equipments used (Manual and Automated)

### **UNIT II**

Role of Front Office - Key control and key handling procedures - Mail and message handling  
Paging and luggage handling - Rules of the house [for guest and staff] -Black list -Bell Desk and Concierge.

### **UNIT III**

Reservation -Importance of guest cycle (Various stages, sectional staff in contact during each stage) - Modes and sources of reservation. -Procedure for taking reservations (Reservation form, conventional chart, density chart, booking - diary with their detailed working and formats) Computerised system (CRS, Instant reservations) - Types of reservation (guaranteed, confirmed, groups, FIT) -Procedure for amendments, cancellation and overbooking.

### **UNIT IV**

Pre-Arrival Procedures - Pre arrival activities(Preparing an arrival list, notification etc)- Procedure for VIP arrival- Procedure for group arrival(special arrangements, meal coupons, etc) Guest Arrival - Types of registration.(Register, Loose Leaf, Registration Cards) - Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walk-in with confirmed reservation) -Notification of guest arrival. -Criteria for taking advance.(Walk-ins, Scanty Baggage etc).

### **UNIT V**

Guest Stay - Rooming a guest (introduction to the hotel facilities, orientation of the room) Procedure for room change - Safe deposit procedure. -Assisting guest with all possible information and help (medical etc.) Guest Departure - Departure notification - Task performed at bell desk, cashier /reception- Express check outs -Late check outs and charges. Methods of Payment -Credit card handling -Traveler cheques, Personal checks -Handling cash Indian, Foreign currency -Other methods of payment [Travel agent, Bill to Company etc-]

### **REFERENCES**

1. J.Vallen; Check in Checkout
2. S Andrews; Hotel front Office Training Manual
3. S Baker, P. Bradley, J. Huyton; Principles of Hotel Front Office Operations
4. B Braham; Hotel Front Office
5. M Kasavana, C Steadmon; Managing Front Office Operation
6. P Abbott; Front Office Procedures and Management

## **TH221: Hotel Property Management System**

**Course Objectives: To familiarize with the Hotel Property Management System.**

### **Unit I:**

Information Systems – Introduction (Information system's definitions, Types of information systems in Tourism) the components of Information Systems in Tourism. Information system design (Hardware, Software, Human resources, Data, Procedures. Information system life cycle, Information systems development methodologies, System Development Life Cycle).

### **Unit II:**

Property Management Systems (Overview of PMS: Micros Fidelio, Medallion, Hostware winFRO. Cloud based PMS: ibelsa.rooms). Property Management Systems (PMS main characteristics. Interfaces with other systems. User interface. Main features of Medallion and ibelsa.rooms. Individual and group reservation. Advanced search. Client history, Customer Management Systems (CRM)). Property Management Systems (Checkin – Checkout, payments, invoices, rooms management, housekeeping, rate management. Reports, Night audit.)

### **Unit III:**

Managing reservations, Room management and guest accounting applications, Point of sale technology, Food and beverages management, Kitchen management, Telecom System - Call Accounting System & IP Telephony, Guestroom Technology -Electronic Lock System. Back office operations. MS Office Applications - MS Word, MS Excel, MS Publisher, MS PowerPoint, MS Access, Email, Mail merge, SMS, MMS, Website and web hosting

### **Unit IV:**

Information systems for Travel Intermediaries- (Computer reservation systems (CRS), Global distribution systems (GDS)) Transportation and Information Technology (Airline Reservation Systems, Revenue Management Systems, Geographic Information System (GIS)) Destination management and IT.

## TH222: Cashiering

**Course Objectives: To familiarize with the Cashiering System in Hospitality Industry.**

### Unit- I

Invoice / billing- Prepare advance receipt, Receive invoice from other POS , Ensure guest signature is there on all invoices, Attach invoices to primary account and keep bills updated in the PMS ,Prepare master invoice for group check-in , Handle bill-to-company invoices, Prepare invoice as per agreed details.

### Unit – II

Modes of payment- Various modes of payment like cash, credit / debit card, traveller's cheque, cheque, bill-to company, Confirm payment details at time of check-in, Handle payment for different guests eg. Reserved guests, company guests, groups etc., Receive payment, Check authenticity of currency notes, Use debit / credit cards, Handle foreign currency, Prepare and get settled final bill

### Unit – III

**Company Accounts:** Preparation of Company Final Accounts i.e. Trading Account, Profit & Loss Accounts, Profit & Loss Appropriation Account & Balance Sheet with adjustments in accordance with Provisions of the Companies Act. Practical Problems in horizontal format Adjustment – Closing stock, O/S expenses, prepaid expenses, Depreciation, Provision For taxation, Bad debts. Elements of Cost – Preparation of Cost Sheet – Types of Costs, Operating and accounting ratios.

### Unit – IV

**Internal Audit, Statutory Audit & Night Audit:** Introduction to Internal Audit & Statutory Audit, Distinction between Internal Audit & Statutory Audit, Importance, Purpose & advantages of Night Audit & daily Revenue Report. Functions & Duties of Night Auditor.

## TH223: Learning a Foreign or Local Language including English – II

**COURSE OBJECTIVE:** To impart preliminary knowledge about the French language and civilization.

**COURSE OUTCOME:**

Students can understand and speak simple phrases in French.

### UNIT I

**INTRODUCTION-**Spelling with the French alphabet -Nationalities – Professions - Numbers 1-100 - Date and Time – Seasons – Meals – Cloths.

### UNIT II

**GRAMMAR-**Indefinite and Definite articles - Verbs : avoir et être in present tense, travailler, habiter, s'appeler and venir in present tense; - Verbs in “ future proche” - Possessive adjectives - Negative form: Oui, Non,Si - Pronouns used after prepositions - Pronouns complements directs

### UNIT III

**COMMUNICATION-** Greetings – presentation, introduction – Interrogation relating to everyday situations – Replying to simple questions – Describing a place – letter writing – Ordering food.

### UNIT IV

**TERMINOLOGIES IN HOTEL INDUSTRY-** Restaurant Brigade - Hot Plate Language - Kitchen Brigade - Ingredients used in Kitchen - Culinary Terms in French – French gastronomy

### UNIT V

**FRENCH CULTURE-**Facts about France - French culture – Historical personalities - Geography

### REFERENCES

1. Ranjith, Mahitha & Singh, Monica. Apprenons le francais. Saraswathi House Pvt. Ltd. 2<sup>nd</sup> edition 2007
2. S. Bhattacharya. French for Hotel Management & Tourism Industry. Frank Brothers. 2010

**TH224: Study tour (Pre-Tour and Post Tour activities)**