

MINOR COURSES OFFERED BY IHTM

Semester	Code	Name of the Course
I	24 HTM 401MI01	Fundamentals of Tourism
II	24 HTM 402MI01	Natural Tourism Treasures of India
III	25 HTM 403 MI01	Cultural & Heritage Tourism Treasures of India

Name of the Department/Centre/Institute : Institute of Hotel & Tourism Management

Name of the Minor Course : Fundamentals of Tourism

Offered in Semester : 1st

Course Code	24 HTM 401 M101	Course Credits	4 (L:4 T:0 P:0)
Max. Marks	100 {External (term-end exam) – 70} (Internal – 30)	Time of end term examination	3 Hours

Note: Examiner will set nine questions in total. Answer to question no. 1 shall be compulsory comprising questions from all four units and remaining eight questions shall be set by taking two questions from each unit. The students have to attempt five questions in total, first being compulsory and selecting one from each unit.

Course Objectives:

1. This course aims at creating a basic understanding on the nature of Tourism business, meaning, type, elements and component of tourism
2. To enable the students to understand the growth and development of tourism and various factors which are influencing it
3. To develop an understanding regarding various tourism related organizations
4. To help students get acquainted with Infrastructure and its role in tourism industry

Course Outcomes:

1. To describe the Key terms related to tourism industry
2. To Appraise the historical development of tourism
3. To Analyze the role of various travel trade organizations
4. To explain the role of Infrastructure and its role in tourism industry

Unit - I

Introduction to Tourism and various terms related to Tourism

Meaning, definition, characteristics and Types of Tourism, Explaining of the terms- Tours, Tourist, and Visitor, traveller, Excursionist, Resource, Attraction, W.T.O. classification of Tourists and its significance

Unit – II

History of Tourism & An Overview of Tourism Industry

History of Tourism through ages, components of Tourism, Tourism as an industry. Travel Motivation- Pull and Push Forces in Tourism, Concept of Tourism Chain: Vertical and Horizontal integration in Tourism chain.

Unit – III

Tourism Organizations

Tourism Organizations: Origin, Organization and Function of WTO, IATA as International

Organizations while TAAI, IATO and ITDC as Domestic Organizations
Unit – IV
Tourism Infrastructure and Intermediaries
Transportation sector and its relevance in Tourism industry, Accommodation sector and its relevance in tourism industry, Role of Travel Intermediaries in Tourism Industry.
Suggested Readings:
1. Anand, M.M., Tourism and hotel Industry ii1 India, Prentice Hall, New Delhi, 1976 2. Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi 3. Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, 4. Sterling Publishers, New Delhi 5. McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and 6. Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition) 7. Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood 8. Cliffs, N.J., Prentice Hall, 1985 9. Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing 10. House, New Delhi, 1990 11. Robinson, H.A., Geography of Tourism, Me Donald and Evans, London, 1976

Name of the Department/Centre/Institute : Institute of Hotel & Tourism Management
Name of the Minor Course : Natural Tourism Treasures Of India

Offered in Semester : 2nd

Course Code	24 HTM 402MI01	Course Credits	4 (L:4 T:0 P:0)
Max. Marks	100 {External (term-end exam) – 70} (Internal – 30)	Time of end term examination	3 Hours
Note: Examiner will set nine questions in total. Answer to question no. 1 shall be compulsory comprising questions from all four units and remaining eight questions shall be set by taking two questions from each unit. The students have to attempt five questions in total, first being compulsory and selecting one from each unit.			
Course Objectives: 1. To gain a broad understanding of India's geographical, climatic, and natural features, and their impact on tourism. 2. To delve into the tourism significance of the Northern Mountain ranges, including religious, hill station, and adventure tourism. 3. To investigate the cultural, religious, and adventure tourism aspects of the deserts and central plains. 4. To comprehend the tourism relevance of the Indian Peninsula and coastal regions, including religious, cultural, and beach tourism.			
Course Outcomes: 1. Upon completion, students will be able to articulate an understanding of India's diverse geography, climate, vegetation, wildlife, and tourism appeal. 2. Students will be able to discuss and analyze the tourism significance of the Northern Mountain ranges. 3. Students will be able to explain the tourism aspects of the deserts and central plains. 4. Students will be able to evaluate the tourism relevance of the Indian Peninsula and coastal regions.			
Unit - I			
Introduction to India • General Overview: Learn about India's states, capitals, physiographic units, seasons, and climatic regions, and understand their impacts on tourism. • Natural Vegetation & Wildlife: Explore the diverse vegetation and wildlife of India and its significance for wildlife tourism. • India: A Destination for All Reasons & Seasons: Understand the country's appeal as a year-round destination.			
Unit – II			
The Northern Mountains • Introduction to the Himalayas & Other Ranges: Learn about the Himalayas and other mountain ranges, and their significance for religious, hill station, and adventure tourism.			

• Case Studies: Detailed study of tourism in Srinagar, Shimla, Nainital, Darjeeling, and Gangtok.
Unit – III
The Central Plains • Introduction to Deserts & Central Plains: Understand the role of deserts and central plains in cultural, religious, and adventure tourism. • Case Studies: Detailed study of tourism in Amritsar, Jaipur, Delhi, Lucknow, and Kolkata.
Unit – IV
The Peninsula and the Coastal Plains and Islands • Features of the Indian Peninsula: Explore the general features of the Indian Peninsula and their significance for tourism. • Features of the Coastal Regions: Understand the features of India's coastal regions, and their importance for religious, cultural, and beach tourism. • Case Studies: Detailed study of tourism in Hyderabad, Bangalore, Ooty, Mumbai, Goa, and Andaman & Nicobar Islands.
Suggested Readings: 1. "India: A Sacred Geography" by Diana L. Eck, Publisher: Harmony 2. "India: A Travel Guide" by Michael Benanav, Publisher: Lonely Planet 3. "Mountains of the God: Spiritual Ecology of Himalayan Region" by Trilochan Singh Josh, Publisher: Indus Publishing Company 4. "The Plains of North India" by R. K. Gupta, Publisher: Concept Publishing Company 5. "India's Western Coast - Peoples, History, Cultures" by AparnaKapadia, Publisher: Cambridge University Press

Name of the Department/Centre/Institute : Institute of Hotel & Tourism Management
Name of the Minor Course : Cultural And Heritage Tourism Treasures Of India

Offered in Semester : 3rd

Course Code	25 HTM403MI01	Course Credits	4 (L:4 T:0 P:0)
Max. Marks	100 {External (term-end exam) – 70} (Internal – 30)	Time of end term examination	3 Hours
Note: Examiner will set nine questions in total. Answer to question no. 1 shall be compulsory comprising questions from all four units and remaining eight questions shall be set by taking two questions from each unit. The students have to attempt five questions in total, first being compulsory and selecting one from each unit.			
Course Objectives: 1. To familiarize students with the concepts, definitions, and terminologies related to culture and its relationship with Indian tourism. 2. To impart knowledge about various Indian architectural attractions and their significance in tourism development. 3. To provide first-hand knowledge about the Classical Dances and Music of India. 4. To give a comprehensive understanding of the Major Fairs and Festivals of India and their significance for tourism.			
Course Outcomes: 1. Identify and understand the cultural tourism products of India. 2. Recognize and appreciate the diverse architectural attractions based on Indian architecture. 3. Understand and appreciate the various classical dances and music of India and their relationship with tourism. 4. Explore and understand the major fairs and festivals of India and their importance in promoting tourism.			
Unit - I			
Introduction to Culture • Concept and Essential Features of Culture • Fundamentals of Indian Culture and its Evolution • Relationship between Culture and Tourism with special reference to India			
Unit – II			
Indian Architecture • Buddhist Architecture: Ajanta, Ellora, and Sanchi • Hindu Architecture: Khajuraho Temples, Sun Temple of Konark, Shore Temple of Mamallapuram, Brihadisvara Temple at Thanjavur • Medieval Architecture: Taj Mahal, Red Fort of Delhi, Fatehpur Sikri, and Qutub Minar			
Unit – III			

Dances and Music of India
• Classical Dances of India • Classical Music of India
Unit – IV
Major Fairs and Festivals of India
• Holi, Dussehra, Diwali, Baisakhi, Pongal, Bihu, • Desert festival – Jaisalmer • Surajkund Craft fair, • International Trade Fair - New Delhi • Gita Jyanti Festival Kurukshetra
Suggested Readings:
1. Suggested Readings: "Introduction to India: Culture and Traditions of India: India Guide Book" by Shalu Sharma, 2. "Indian Culture & Heritage: Indian Culture, Heritage, History, Arts, Architecture & Tourism" by AnuragMathur 3. "Indian Cultural Heritage Perspective For Tourism" by L. K. Singh 4. "Religious Journeys in India: Pilgrims, Tourists, and Travelers" edited by Andrea Marion Pinkney, John Whalen-Bridge 5. "Tourism Products" by Robinet Joseph and Anoop Philip 6. "Cultural Tourism & Development" by RomilaChawla 7. "Tourism Statistics at a glance 2019", Ministry of Tourism, Government of India

Vocational Program: Home Stay Host
Name of Department Offering the Course: Institute of Hotel & Tourism Management

Job Role

The individual at work prepares the home to share it with the guests, hosts the guests, and ensures providing them a wonderful experience of staying at home away from home. His career progression pathway will be:

- Successful entrepreneur
- Hotel operators

Total Credits:12

Program Duration: 285 hours

This stream consists of three vocational courses of 4 credit each to be offered during 4th, 5th and 6th semester of 4 Year UG program under the heading of Vocational Courses.

Sr. No.	Sem ester	Vocational Course Code	Vocational Course Title	Hours per week			Cre dit	Examination Schedule (Marks)				Total no of Hours
				L	T	P		Ma rk of Cla ss wor k	The ory	Pra ctic al	Tot al	
1	4 th	25 HTM 404MV01	Home Stay Host -I	2	0	4	4	20	50	30	100	90
2	5 th	26 HTM 405MV01	Home Stay Host -II	2	0	4	4	20	50	30	100	90
3	6 th	26 HTM 406MV01	Home Stay Host -III	1	0	6	4	20	50	30	100	105

Vocational Program Objectives:

By the time of graduation, the programme enables students to:

PO1: Employ appropriate methods to register the home stay

PO2: Apply proper preparation methods to host the guests in home stay

PO3: Perform the activities to welcome and assist the guest in home stay

PO4: Describe the protocols to protect confidentiality of the organizational information and guests' privacy

After completion of the course, the student shall be able to:

CO1: Define the roles and responsibilities of a Home Stay Host

CO2: Explain the scope of work for a Home Stay Host

CO3: Create a home manual with all the home rules for the guests

CO4: Employ appropriate process to make a home look attractive and presentable for guest

Module 1: Introduction to Hospitality Industry and Home Stay Host

- Discuss the objectives and benefits of the Skill India Mission
- Describe the Tourism and Hospitality Industry and its sub-sectors
- Elaborate the basic terminology used in the hospitality parlance
- Discuss various facilities and amenities in the Hospitality Industry
- Elaborate the job role and responsibilities for a Home Stay Host in the Tourism and Hospitality Industry
- Explain the grooming standards for a home stay host

Module 2: Prepare for Hosting the Guests

- Describe the various survey and analysis methods for business start-ups in home stay business
- Discuss various state and local rules, regulations, legal and regulatory requirements and permissions to be taken to start home stay hosting
- Elaborate on the pricing strategies for the homestay to maximize the revenue
- Explain the importance and effective ways to make a home attractive, presentable and comfortable for the guests
- State the significance of ensuring cleanliness in the accommodation, availability of all amenities in the bathroom, and placing clean and comfortable bedding
- State the significance and impact of additional facilities like electricity backup, wi-fi, laundry facility etc.
- Explain the procedure for handling online booking portals and guest profile analysis
- Discuss various ways and significance of checking for any special request from the guest well in advance

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.

Instructions for External Examiner: The question paper shall be divided into two sections. Section A shall comprise five short answer type questions from the whole of the syllabus carrying two marks each, which shall be compulsory. The answer to each question should not exceed 50 words normally. Section B shall comprise 6 questions (3 questions from each Module). The students will be required to attempt four questions selecting two questions from each unit. All questions will carry equal marks.

After completion of the course, the student shall be able to:

CO1: Apply standard procedures to greet and welcome the guest

CO2: Describe the process and requirements of guest registration/check-in and check-out

CO3: Employ appropriate expertise to promote professional etiquette

CO4: Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Module 1: Assist and Welcome the Guests

- State the significance of providing all relevant information, including how to reach the accommodation, recommended items to carry/pack, etc., well in advance
- Discuss the process and requirements of guest registration/check-in and check-out as per standard regulation
- List the various identity/proof documents acceptable during check-in of the guest
- Explain the checklist for cleanliness of the guest room
- State the significance to inform the guest about places and events of local attraction with maps and photographs, etc.
- Describe the procedure for providing first-aid and medical assistance to the guest
- Explain effective ways to inform the guest regarding the local language, cuisine, culture, day to day activities, events happening in local community etc.
- Describe the procedure of table layout and setting the dining table for the guest
- State the significance of considering guests' tastes and preferences while preparation of the meal
- Explain the standard procedure to prepare and serve the meal to the guests

Module 2: Perform Activities for Guest Check-out

- Describe the procedure of invoice processing for the guest
- List the various methods of digital payment
- Describe the procedure to take and incorporate appropriate feedback from the guests regarding their stay

Module 3: Promote Effective Communication and Service Standard

- Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace
- Explain the importance of maintaining hygiene and wearing designated uniform
- Discuss the importance of effective communication
- Explain the importance of guest satisfaction and guest feedback
- Outline the procedure and policy of handling complaints and feedback constructively
- Discuss different ways to enhance guest experience
- Describe various ways to handle team members
- Discuss different ways to provide feedback to the team members
- Explain the importance of gender and age sensitivity
- Discuss gender and age-specific requirements of the guests
- Discuss the specific needs of People with Disabilities
- Discuss the standard policy to prevent Sexual harassment at workplace

- Discuss the importance of timely submission of guests' feedback

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.

Instructions for External Examiner: The question paper shall be divided into two sections. Section A shall comprise five short answer type questions from the whole of the syllabus carrying two marks each, which shall be compulsory. The answer to each question should not exceed 50 words normally. Section B shall comprise 6 questions (2 questions from each Module). The students will be required to attempt four questions selecting at least one question from each module. All questions will carry equal marks.

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After completion of the course, the student shall be able to:

- CO1: Explain how to protect the confidentiality of the organization
- CO2: Perform the activities to protect the privacy of guest information
- CO3: Perform the activities of ensuring health, hygiene, and safety practices at workplace
- CO4: to describe the protocols related to the privacy of customer information

Module 1: Organizational Confidentiality and Guest's privacy

- Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry
- Discuss the Intellectual Property issues and policies affecting the organization and guest privacy
- Explain the procedures to protect the infringement of IPR to the concerned person
- Discuss the usage, storage and disposal procedures of confidential information as per specification

Module 2: Monitor Health and Safety Standard

- Discuss the concept and importance of personal and workplace hygiene
- Discuss procedure to maintain personal hygiene
- Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment
- Describe standard safety procedures to be followed while handling tools, material, and equipment
- Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
- Explain the importance of preventive health check-up organized by the company
- List the components of the first-aid kit
- Describe the methods to minimize accidental risks and potential hazards in the workplace
- Explain different safety warning signs and labels at workplace
- Discuss ways to identify and segregate different types of waste at the workplace
- Explain the procedure to report accident and other health related issues as per SOP

Module 3: Visit to a local Home Stay or Guest House or a suitable accommodation available nearby.

- Student will prepare and submit a report of his visit.

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.

Instructions for External Examiner: The question paper shall be divided into two sections. Section A shall comprise five short answer type questions from the whole of the syllabus carrying two marks each, which shall be compulsory. The answer to each question should not exceed 50 words normally. Section B shall comprise 6 questions (3 questions each from Module 1 & Module 2 Only). The students will be required to attempt four questions selecting two questions from each unit. All questions will carry equal marks.