

**ORDINANCE AND COURSE CURRICULUM FOR**  
**MTM (MASTER OF TOURISM MANAGEMENT)**  
**TWO YEAR PROGRAMME**  
*2011 Onwards*



**INSTITUTE OF HOTEL & TOURISM MANAGEMENT**  
**MAHARSHI DAYANAND UNIVERSITY – ROHTAK**  
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# **ORDINANCE**

## **TWO YEAR MASTER DEGREE PROGRAMMES IN HOTEL AND TOURISM MANAGEMENT (MHM/MTM)**

Maharshi Dayanand University is running the following regular programmes leading to the award of Master's Degree in Hotel & Tourism Management under the aegis of Faculty of Management Sciences:

- (i) Two Year Master of Hotel Management (MHM);
- (ii) Two Year Master of Tourism Management (MTM);

### **A. ADMISSION AND ELIGIBILITY**

1. The duration of Master of Hotel Management (MHM) and Master of Tourism Management (MTM) shall be of two academic years. Each year shall be divided into two semesters.

A candidate shall have to pass all the four semester examinations within a maximum period of five years of his/her admission to the first semester of 2-Year Hotel / Tourism Management Programme failing which he/she will be deemed to be unfit for the programme. However, a candidate, who having passed the second semester examination discontinues his/her studies, for legitimate and justified reasons may be permitted to join third semester within three years of his/her passing the second semester examination.

2. The minimum qualifications for admissions to the first semester of each of the programme shall be as under: -

Bachelor or Master's Degree in any discipline with not less than 45% marks in the aggregate (minimum pass marks in case of SC/ST candidates) of this university or any other examination recognized as equivalent thereto by this university

3. The first semester to fourth semester examination shall be open to regular student who:
  - a) Bears a good moral character.
  - b) Has been on the rolls of the Institute during the semester;
  - c) Has attended not less than 75% of lectures delivered in theory and practical.
  - d) The candidate may be promoted to the next semester automatically unless detained from examination on any genuine grounds.

### **B. EXAMINATION**

4. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations/Syllabi prescribed by the Academic Council from time to time.
5. The external examiner will set the question papers as per the criteria laid down in the Scheme of Examination for the programme.

6. The medium of instruction and examination shall be English.
7. The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor.
8. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
9. The Examination for the first and the third semesters shall ordinarily be held in the month of December/January and for the second and the fourth semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

All supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations.

10. The Director/Principal of the Institute/College shall forward, a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations, as per the schedule of examinations of the University.
- 11.a) As soon as possible, after the termination of the examination the Controller of Examinations shall publish a list of candidates who have passed the Semesters Examination.
- b) Each successful candidate shall receive a copy of the detailed marks card on having passed the Semester Examinations.
12. The list of successful candidates after the fourth semester examinations shall be arranged in three divisions on the basis of the aggregate marks obtained in the first, second, third and fourth semester examinations taken together, and the division obtained by the candidate will be stated in his/her degree as under:
  - a) Those who obtain 40% marks but less than 50% marks - THIRD DIVISION
  - b) Those who obtain 50% marks but less than 60% marks – SECOND DIVISION;
  - c) Those who obtain 60% or more marks – FIRST DIVISION;
  - d) Those who pass all the four semester examinations at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

### **C. EVALUATION**

- 13 a) The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks awarded to the students to the Controller of Examinations, which shall be awarded as per the following criteria :
 

i)	Seminar presentation, class participation, Attendance	10 marks
ii)	Case analysis and presentation	05 marks
iii)	Surprise test(s)	05 marks

- b) The Director/Principal of the Institute/College will preserve the records on the basis of which the, Internal Assessment awards have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examination results This record, including the attendance, will be disposed off after one month .
14. a) The internal assessment/training report awards of a candidate who fails in any semester/paper(s) shall be carried forward to the next examination.
- b) Candidate(s) who have not obtained pass marks in the Internal Assessment in any paper(s) will not be allowed to take examination in the said paper(s) in the concerned semester. He/she will, however, be provided an opportunity to appear before the Committee comprising three faculty members, to be constituted by the Director of the concerned Institute, to re-assess performance of the candidate as per the criteria laid down under Clause 13(a), corresponding to schedule given for supplementary examinations in **clause 9** and the internal assessment given by the Committee shall be final. The candidate will reappear in paper(s) in the next semester if passed.
- c) A candidate who fails to obtain pass marks as specified in clause 18 in training report shall be accorded opportunity to undergo training again and resubmit fresh training report.
- d) A candidate who fails to obtain pass marks (as cited in Clause 18) Comprehensive viva-voce shall have to re-appear before the board of examiners as and when held next time.
15. a) Every student of MHM/MTM shall be required to undergo a practical training in an industrial organisation approved by the Institute, for Twenty weeks, The students shall be required to undergo training in the various areas of the organisation concerned. The organisation may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate in the training shall be submitted in the form of a training report. The last date for the receipt of training report in the office of the Controller of Examinations shall be one month after the date of completion of training. The Candidate shall be required to submit two copies of his/her Training/Project Report. The Vice-Chancellor on the recommendation of the Director of the Institute may extend the last date of the receipt of the training report, with late fee.
16. a) Training/ Project Report will be evaluated by the external examiner only to be appointed by the P.G.Board of Studies in Hotel & Tourism Management.

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- b) The marks obtained by the candidate for the project report shall be taken into account when he appears in any future examination under reappear clause.
17. The Training Report/Project Report, will be submitted in the form specified as under:
- a) The typing should be done on both sides of the paper (instead of single side printing)
  - b) The font size should be 12 with Times New Roman font.
  - c) The Training Report/Project Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
  - d) The paper should be A-4 size.
  - e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.
18. The comprehensive viva-voce shall be conducted by a Board of Examiners to be appointed by the Vice-Chancellor on the recommendation of the PG Board of Studies in Hotel & Tourism Management comprising the following members;-
- a) One Internal Faculty to be nominated by the Director of the concerned Institute;
  - b) One External Examiners from the Academic field; and
  - c) One Executive from the Industry.
- (Two members shall form the quorum.)
19. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:
- a) One internal faculty member( to be appointed by the Director of the concerned Institute); and
  - b) One external examiner (to be appointed by the Vice-Chancellor on the recommendations of the PG Board of Studies in Hotel & Tourism Management.
20. The minimum percentage of marks to pass the examinations in each semester shall be:-
- a) 40% in each written paper and internal assessment/workshop separately;
  - b) 40% in Training Report/Project Report/ Practical and Viva-Voce separately;
  - c) 40% in the total of each semester examination.

**D. OTHER PROVISIONS**

21. There will be no improvement facilities available to Management students. However, grace marks will be allowed as per University rules.
- 22.. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.
- 23.. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time.

**CURRICULUM AND SCHEME OF EXAMINATIONS FOR TWO YEAR MTM  
PROGRAMME FROM THE SESSION 2011-12**

**MTM - FIRST SEMESTER**

Paper	Nomenclature	External	Internal assessment	Practical	Total
11 MTM 101	Hospitality & Tourism Business	80	20	-	100
11 MTM 102	Tourism Resources	80	20	-	100
11 MTM 103	Travel Agency & Tours Operation	80	20	-	100
11 MTM 104	Transport Management	80	20	-	100
11 MTM 105	Management Functions in Hospitality & Tourism	80	20	-	100
11 MTM 106	Accounting for Hospitality & Tourism	80	20	-	100
11 MTM 107	Communication Skills & Personality Development	80	20	50	150
		560	140	50	750

**MTM - SECOND SEMESTER**

Paper	Nomenclature	External	Internal assessment	Practical	Total
11 MTM 201	International Tourism Studies	80	20	-	100
11 MTM 202	Tourist Behavior	80	20	-	100
11 MTM 203	Destination Planning & Management	80	20	-	100
11 MTM 204	Entrepreneurship in Hospitality and Tourism	80	20	-	100
11 MTM 205	Human Resource Management	80	20	-	100
11 MTM 206	Research Methodology	80	20	-	100
11 MTM 207	Computer Applications	80	20	50	150
11 MTM 208*	Field Tour & Report				200
		560	140	50	950

\* Field Tour &amp; Report

Paper	Nomenclature	Tour Report	Viva Voce	Total
11 MTM 208	Field Tour & Viva Voce	100		
			100	200

**MTM - THIRD SEMESTER**

Paper	Nomenclature	External	Internal assessment	Practical	Total
11 MTM 301	Airlines Ticketing	80	20	-	100
11 MTM 302	Event Management	80	20	-	100
11 MTM 303	Cargo Management	80	20	-	100
11 MTM 304	Tour Packaging Management	80	20	-	100
11 MTM 305	Hospitality & Tourism Economics	80	20	-	100
11 MTM 306	Marketing for Hospitality & Tourism	80	20	-	100
11 MTM 307	Foreign language – French	80	20	100	200
		560	140	200	800

**MTM – FOURTH SEMESTER**

Paper	Nomenclature	Training Report		Viva Voce		Total
11 MTM 401	Training Report & Viva Voce	100				100
	Based on Training in any of the Travel/ Tour Operations/ Tourism / Hospitality Operational Areas/ Presentation on IE & Log Book			100		100
11 MTM 402	Project Report & Viva Voce	100			100	200
<b>Total</b>		<b>200</b>		<b>200</b>		<b>400</b>

**Sem- IV shall be for Industrial Exposure Training (20 weeks)**



## **11 MTM 101**

### **HOSPITALITY & TOURISM BUSINESS**

**External: 80**

**Internal: 20**

#### **Unit-I**

Tourism, tourists, visitors, excursionists, travelers, resources, attractive, product Market concept. Tourism: Meaning, nature and scope, Tourism: Types, elements and components, Historical development of tourism, Travel motivators & deterrents, Pull and push forces in tourism. Performance of tourism in India at national and International level

#### **Unit - II**

Hospitality- Introduction, concept, development over the ages in context of Indian and international hospitality, The Hotel Industry: Organization of Hotels, ownership structure: (Sole Proprietorship, partnership, Franchisees, Management Contract) concept, their advantages and disadvantages. Overview of major Hotel Departments: Success Stories & Case Study of Oberoi Group, Taj Hotels & ITDC

#### **Unit- III**

Economic impacts of Tourism, Socio-cultural Impacts of Tourism, Environmental Impacts of Tourism, Emerging concepts: Eco / rural/farm/ green/ wildness/sustainable/special interest tourism

#### **Unit- IV**

Transportation: Types and relevance in tourism  
Travel Agencies and Tour-Operators: Overview and relevance in tourism  
Concept of Tourism Chain; Vertical and Horizontal integration in tourism chain  
An overview of hospitality & tourism Education with special reference to India

#### **Suggested Reading:**

- Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi
- Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi
- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition)
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990
- Robinson, H.A., Geography of Tourism, Me Donald and Evans, London, 1976
- Sevlam, M., Tourism Industry in India, Himalaya Publishing House, Bombay, 1989
- Seth, P.N., Successful Tourism Planning and Management, Cross Section Publications

#### **NOTE :**

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## **11 MTM 102 Tourism Resources**

External Marks: 80

Internal Marks: 20

### **Unit – I**

Concept of resource, attraction & product in tourism, meaning & characteristics, typology & nature of tourism resources. Nature & Scope to tourist places in India.

### **Unit – II**

Natural Tourism resources in India-Existing use patterns vis-a-vis potential with relation to varied landforms (mountains, deserts, beaches, coastal areas & islands), water bodies and biotic wealth (flora-fauna). Popular tourist destination for land based, water based and air based tourist activities.

### **Unit- III**

Study of wild life Parks, Sanctuaries & Tiger Reserves in India with case studies of Raja Ji National Park, Jim Corbett, Bharatpur Bird Sanctuary, Valley of Flowers & Gir National Park. Study of Hill station attractions & their environs with case studies of Mussoorie, Nainital, Shimla & Manali beaches & Islands: Resources & their use patterns case studies of Goa, Kovalam, Andaman, Lakshwedweep.

### **Unit- IV**

Buddhist Resources- Bodh Gaya, Kushinagar, Sarnath, Sanchi & Ajanta.

Islamic resources- Delhi, Agra & Fatehpur sikri

Hindu resources-Khajuraho, Mahabalipuram, Tirupati, Madurai, Vaishno devi & Konark

Socio cultural resources - Important fairs and festivals with case studies of Kumbha Mela, Dussehra, Onam, Puri Rath Yatra- & Chhath.

### **Suggested Reading:**

1. Tourists Resource of India- Ram Acharya.
2. Tourists Resources of India- Ratandeep Singh.
3. Tourists Resources of India-Jagmohan Negi.
4. Himachal Pradesh, The Land, the people by S.S. Negi

### **NOTE :**

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## 11 MTM 103 Travel Agency & Tours Operation

External Marks: 80

Internal Marks: 20

### Unit - I :

#### **Travel Agency and Tour Operation business:**

Travel Agencies and Tour Operators- meaning, concept, types and importance Historical growth and development of travel agency and tour operation business. Linkages and integrations in travel agency and tour operation The future role of Travel intermediaries

### Unit - II:

#### **Organizational structure and functions**

Organizational structure of travel agency and tour operator-main operational and managerial staff.Travel agency HR planning and job analysis of major positions Major functions of Travel agency and tour operators

### Unit - III:

#### **How to Set Up a Travel Agency**

Procedure for approval of Travel Agents, Tour Operators by Department of Tourism, Government of India and IATA Ownership structure and revenue source of travel agency and tour operation fiscal and non-fiscal incentives available to travel agencies and tour operators business.

### Unit - IV:

#### **Understanding the role of Government and other organizations in Travel Trade**

Role and contribution of Department of Tourism, Government of India, ITDC and State Government Travel Trade Associations and Organizations- Role and contribution of WTO, IATA, TAAI and IATO. Present business Trends and Future prospects of travel agencies and tour operators business

### Case Studies

THOMAS COOK  
COX & KINGS  
ORBIT  
MAKEMYTRIP.COM

### **Suggested Readings:**

Holloway, J. c., The Business of Tourism (1983), Mac Donald and Evans, Plymouth.  
Syratt Gwenda, Manual of Travel Agency Practice, Butterworth Heinmann, London, 1995  
Stevens Laurence, Guide to Starting and Operating Successful Travel Agency, Delmar Publishers Inc., New York. 1990  
Gee, Chuck and Y. Makens, Professional Travel Agency Management, Prentice Hall, Nt.: York, 1990.  
Mohinder Chand, Travel Agency Management: An Introductory Text, Anmol Publications Pvt. Ltd. New Delhi, 2007.  
Foster D.L. The Business Of Travel Agency Operations and Administration

### **NOTE :**

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## 11 MTM 104 Transport Management

External Marks: 80

Internal Marks: 20

### UNIT- I

Transportation as dynamic & visual manifestation of tourism. History of different modes of transportation. Landmarks in the development of transport sector and factors affecting the development of different modes of transport.

### UNIT- II

Airlines & tourism: history of airlines in India. Role and contribution of air India, Indian Airlines, private airlines & helicopter services. Infrastructural basis of airlines in India. Role of airlines in tourism promotion: recent policies regarding airlines, problems of airlines business.

### UNIT- III

Surface transport & tourism: Growth and development of surface transport in India, importance of surface transportation. Infrastructural basis for surface transport. Coaches' & car rental system in India. Problems faced by surface transport sector. Role and contribution of NHAI.

### UNIT- IV

Railway & tourism: history & present status of Indian railway. Zonal distribution, infrastructural basis of Indian Railway. Role of Indian railway in tourism promotion. Special trains & packages for tourists. Problems faced by Indian railway. Water transport: history & present status of water transport. Waterways of India. Types of water transport: Ocean liners, Cruise liners, ferries, hovercraft, river and canal boats and fly cruise.

### Suggested Readings:

1. Jagmohan Negi – Travel Agency and Tour Operations.
2. Mohinder Chand - Travel Agency and Tour Operations: An Introductory Text
3. Bhatia, A.K., - International Tourism
4. Seth, P.N., (1999) Successful Tourism Management (Vol 1 &2)
5. [www.indianrailways.gov.in](http://www.indianrailways.gov.in)
6. [www.irctc.co.in](http://www.irctc.co.in)
7. [www.dorth.gov.in](http://www.dorth.gov.in)
8. [www.morth.nic.in](http://www.morth.nic.in)

### NOTE :

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

**11 MTM – 105**  
**MANAGEMENT FUNCTIONS IN HOSPITALITY & TOURISM**

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**UNIT-1**

**ROLE OF A MANAGER**

- Roles and Responsibilities of a Professional Manager
- Managerial Skills
- Business ethics , Corporate Social Responsibility – Legal, Ethical, economic and Philanthropic Dimensions

**UNIT-2**

**DECISION MAKING AND DIRECTING**

- Types of Decisions, Decision Making Models
- Management by Objectives (MBO)
- Managerial Communication – Types , process and Barriers
- Motivation – Concept and Theories
- Delegation and coordination
- Controlling techniques

**UNIT-3**

**ORGANIZATIONAL CLIMATE AND CHANGE**

- Management of Organizational conflicts
- Change – Resistance to change and managing change

**UNIT-4**

**BEHAVIOURAL DYNAMICS**

- Analyzing Interpersonal Relations
- Leadership – Concept and Theories
- Group Dynamics – Types of groups, reason for formation of groups, and group cohesiveness.

**Suggested Reading:**

- Harold Koontz & Heinz Weirich: Management, McGraw Hill, Tokyo
- Stonier & Wankel : Management, Prentice Hall India Ltd., New Delhi
- Richard M.Hodgets : Management, Academic Press, New York
- Hampton: Management, McGraw Hill, Tokyo
- Peter F.Drucker : Practice of Management, Pan Books, London

**NOTE :**

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## 11 MTM 106

### ACCOUNTING FOR HOSPITALITY & TOURISM

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

- I. **Financial Accounting:** Meaning, Need, Objectives, Concepts, Conventions and Assumptions, Branches of Accounting, Internal and External Users of Accounting, Advantages and Limitations of Financial Accounting, Accounting Standards.
- II. **The Double Entry System:** Its Meaning and Scope. The Journal, Cash Book. Ledger. Trial Balance. Trading Account. Profit and Loss Account. Balance Sheet, Entries and Adjustments of different heads in different Books and Accounts, Introduction of Company Accounts.
- III. **Managing Accounting:** Meaning, Functions, Scope, Utility, Limitations and Tools of Management Accounting. Analysis of Financial Statements- Ratios, Comparative and Common Size Statements.
- IV. **Budget and Budgetary Control:** Its Meaning, Uses and Limitations, Budgeting and Profit Planning, Different Types of Budgets and their Preparations, Flexible Budget, Master Budget Zero Based Budgeting.

#### **Suggested Reading:**

- Juneja, Chawla & Saksena – Double Entry Book Keeping – Kalyani Publications.
- Maheshwari & Maheshwari – An Introduction To Accountancy 5<sup>th</sup> – Vikas Publishing House.
- Bhattacharya/financial Accounting for business Managers, Prentice Hall of India.
- R.L. Gupta – Advanced – Sultan Chand & Sons.
- S.N. Maheshwari – Principals of management accounting – XI Edition – Sultan Chand & Sons.
- Khan & Jain, Financial Accounting.

**NOTE :** *The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

**11 MTM 107**  
**COMMUNICATION SKILLS AND PERSONALITY**  
**DEVELOPMENT**

**External Marks: 80**

**Internal Marks: 20**

**Practical: 50**

**Time: 3 Hrs**

**UNIT – 1 :**

**Basics Of Communication:** Introduction—Meaning and Definition of Communication, Communication Process Models, Importance of Communication, Forms Of Communication, Whole Communication, Communication Network, Formal and Informal Communication, Communication Barriers, Essentials Of Effective Communication .

**Modern Forms of Communication:** Fax, E-mail and Teleconferences.

Practical: 1. Group Discussion on “How to have successful communication”

2. Practical use of modern forms of communication

**UNIT – 2**

**UNIT – 2**

**Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening

**Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

**Etiquettes & Manners :** Dinning Etiquettes, Office Etiquettes, Phone Etiquettes

**Oral Communication :** Dyadic Communication, Meetings, Group Discussion, Seminars and Interviews. **Soft skills and Telephonic Skills.**

Practical: 1. Practice mock interview in classrooms with presentations on self. Self

Introduction – highlighting positive and negative traits and dealing with people  
Face to face.

2. Role Play on various Telephonic Conversations

3. Group Discussion on: “Hospitality as a Career”

**UNIT- 3:**

**Non Verbal Communication:** Kinesics, Proxemics, Paralanguage and Physical context, Basic Personality Traits: Physical appearance, gestures, Posture and facial expression and eye contact.

**Customer care:** appropriate mannerism, handling customers, nature of complaint, handling objections, responding to a complaint & negotiation, resolving conflict.

Practical: 1. Role Play

2. Oral Presentation on topics like “Personality Traits and Attributes for successful Hospitality/ Tourism Career”

**UNIT – 4:**

**Written Communication:** Writing job application letters, Resume writing, writing reference letters and letters of recommendations, interview call letter, Appointment letter and resignation letter. **Hotel and Tourism Terminology** and their phonetic transcription.

Practical: Practice Speaking skills in different role-play situations

**Suggested Reading:**

- Murphy and Hildebrandt, (2008) Effective Business Communication, McGraw Hill Education.
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press Wagen, Lynn Vander, *Communication, Tourism & Hospitality*, Hospitality Press Pvt. Ltd.
- Cambridge English Pronouncing Dictionary by Daniel Jones: Cambridge University Press
- English Phonetics and Phonology by Peter Roach: Cambridge University Press

**NOTE :** *The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## **11 MTM 201 International Tourism Studies**

External Marks: 80

Internal Marks: 20

### **UNIT I**

International Tourism Meaning & Definition, Trends at the global level with special reference to UNWTO regions, Major International markets for India, Indian out and bound tourism scenario, Major tourism generating states in India.

### **UNIT 2**

**Tourism resources studies of selected Countries of South East Asia & the Pacific Region:** Singapore, Malaysia, Thailand, China, Hong Kong, Australia, and New Zealand.

### **UNIT 3**

**Tourism Resource studies of Selected Countries of European Region:** UK, France, Switzerland, Germany, Italy, Greece, and Austria.



#### UNIT 4

**Tourism Resource studies of Selected Countries of Americas, Africa & Middle East Region:** USA, CANADA, Brazil, UAE, South Africa, Kenya, Tanzania,

#### Suggested Readings:

- Chand Mohinder, Kamra K.K : Basics of Tourism
- Tourism Statistics at a Glance 2008 & 2009 by Ministry of tourism Govt. Of India
- Lonely Planet – Singapore, Malaysia, Thailand, China, Hong Kong, Australia, New Zealand , UK , France, Switzerland, Germany, Italy, Greece , Austria, USA, CANADA, Brazil, UAE, South Africa, Kenya, Tanzania
- Various Tourism Board Websites such as.
  - a. <http://www.yoursingapore.com>
  - b. <http://www.tourism.gov.my/>
  - c. <http://www.tourismthailand.org/>
  - d. <http://www.tourismchina.org/>
  - e. <http://www.discoverhongkong.com/login.html>
  - f. <http://www.tourism.australia.com/en-au/>
  - g. <http://www.tourismnewzealand.com/>
  - h. <http://www.southafrica.net/sat/content/en/in/home>
  - i. <http://www.tourism.go.ke/>
  - j. <http://www.dubaitourism.ae/>

#### NOTE :

*The question paper will be set by the external examiners. The external examiner will set 08 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.*

## 11 MTM 202 Tourist Behavior

External Marks: 80

Internal Marks: 20

#### UNIT- I

Understanding travel & tourism behavior, characteristics affecting consumer behavior cultural factors, social factors, personal factors, psychological factors, group factors, models of consumer behavior - economic man, passive man, cognitive man, emotional man, black box model, high commitment & low commitment consumer behavior.

#### UNIT- II

Examination of tourist forms & types & their characteristics:- activities, interests & opinions of tourism market segments & their buying decision behavior. Buyer decision process - need recognition, information search, evaluation of alternatives, purchase decision, post purchase behaviour.

#### UNIT- III

Tourist as an individual - tourist behaviour, tourist perception, learning and attitudes -concepts, process, important theories and application of the concepts do tourist behaviour.

#### **UNIT- IV**

Specific consideration of host guest-interaction & their impact on physical, social & cultural environments, cross-cultural impacts. Management implication- consideration of the implications for tourism managements, communication, promotion, tourist guide  
Interactions

#### **Suggested Readings:**

Robins – Organisational Behaviour Pearson

Luthans - Organisational Behaviour - TMH

Rao & Narayan – Organisational Theory & Behaviour - Konark

Udai Pareek – Understanding Organisational Behaviour, Oxford

P.G. Aquinas, Organisation Behaviour, Excel Books.

Kinicki & Kreither – Organisational Behaviour, TMH.

Uma Sekharan – Organisational Behaviour cases – TMH

Glinow, Mcshane, & Sharma - Organisational Behaviour. TMH.

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## **11 MTM 203 Destination Planning & Management**

External Marks: 80

Internal Marks: 20

#### **Unit-1**

##### **The Concept of Destination Development**

Defining "Destination", Types of destination, characteristics of destination, Destinations and products, Development, meaning and function, goals for development, Tourism and linkage between destination and development, Destination Management Systems, Destination planning guidelines

#### **Unit-II**

##### **Destination Planning**

Definitions of planning, outlines the key elements of the planning process and analysis, National and Regional Tourism Planning and development hierarchy, Assessment of Tourism Potential, Coordination and Control of Tourism Development, Tourism Planning and Conservation: Policies and Procedures, Planning for Sustainable Tourism Development

#### **Unit-III**

##### **Destination Image Development**

Tangible and intangible attributes of destination, person's determined image, destination determined image, measurement of destination image, place branding and destination image, destination image formation process,

unstructured image, destination appraisal. Strategy development and planning of destinations and tourism products.

#### Unit-IV

##### **Destination Promotion and Publicity**

Amalgamation of destination services, Six 'A's framework for tourism destinations, The dynamic wheel of tourism stakeholders, strategic marketing for destinations and strengthening their competitiveness, destination marketing mix, formulating the destination Product 8Ps in Destination Marketing Destination distribution channels, Destination competitiveness.

#### **Suggested Readings**

1. C.Gunn, 'Tourism Planning: Basic, Concepts and Cases', Cognizant Publications,2002
2. Nigel Morgan, Annette Pritchard, Roger Pride, 'Destination branding: Creating the Unique Proposition', Butterworth and Heinemann.,2001
3. Richard W.Butler, 'The Tourism Area Life Cycle v. 1: Applications and Modifications', Channel View Publications,2006
4. Claire(Edt) Haven Tang, Eleri Ellis(EDT) Jones, 'Tourism SMEs, Service Quality and Destination Competitiveness' CABI Publishing,2005
5. Shalini (EDT) Singh, Dallen J.Timothy, Ross Kingston Dowling, 'Tourism in Destination Communities', CABI Publishing,2003
6. Geoffrey Ian Crouch, JR Brent Ritchie, Horst-Herbert G Kossatz, 'The Competitive Destination : a sustainable tourism perspective' CABI Publishing,2003

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## **11 MTM 204**

### **ENTREPRENEURSHIP IN HOSPITALITY & TOURISM**

External Marks: 80

Internal Marks: 20

**Unit I: Nature of Entrepreneurship and Small Business:** The emergence of Small Business, Seeking Entrepreneurial Opportunities, Start-up and Buy-out Opportunities, Franchising Opportunities, Family Business Opportunities.

**Unit II: Developing the New Venture Business Plan:** The role of Business Plan for a New Venture, Creating a Competitive Advantage, Market Analysis and Formulating Marketing Plans, Selecting Management Team and Form of Organization, Location and Physical facilities, Accounting Statements and Financial Requirement, Sources of Finance.

**Unit III: Small Business Marketing:** Consumer Behaviour and Product Strategy, Pricing and Credit Strategies Promotion, Personal Selling, Advertising and Sales Promotion, Distribution Channels and Global Markets.

**Unit IV: Managing Small Business Operation** Professional Management in Growing Firm, Managing Human Resource, Quality Management and the Operation Process, Purchasing and Computer-based Inventory Management.

**Suggested Readings:**

1. Siropolis, N.C., Entrepreneurship and Small Business Management, 1998.
2. Saini, J.S., Entrepreneurship Development: Programmes, and Practices, 1998.
3. Singh, Daleep, Effective Managerial Leadership, 1995.
4. Chawala, A.S., Uppal, K.K., Studies in Business Management, 1998.
5. Diwan, P., Environment Management Law and Administration, 1998.

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## **11 MTM -205 Human Resource Management**

**External Marks: 80  
Internal Marks: 20  
Time : 3 Hrs**

**Unit-I**

HRD concept, objective, need and importance. HRD Philosophy and approaches: Mechanical, Paternalism and social approaches and their applicability in tourism Industry. Constraints of HRD

**Unit- II**

Acquisition of Human Resources; Tourism Manpower planning; Job analysis; Recruitment and Selection procedures; Employee training and executive development; Placement and orientation of new employee; Transfer and promotion.

**Unit- III**

Performance Appraisal; career planning; Maintenance of Human Resource compensation; wage and salary administration, CTC (Cost to company) concepts and implications

**Unit- IV**

Personnel welfare and working conditions, Employee retention and strategies, HRD in public and private sectors of Tourism in India; Assessment, identification of issues & problems, Grievance Handling System

**Suggested Reading:**

1. Human Resource Development & Management in The Hotel Industry- S.K. Bhatia, Nirmal Singh
2. Principles and Techniques of Personnel Management Human Resource Management- Dr. Jagmohan Negi

3. Human Resource Development Practice in Travel and Tourism- S.C. Bagri

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## 11 MTM -206 Research Methodology

**External Marks: 80**

**Internal Marks: 20**

**Time : 3 Hrs**

### Unit-I

**Research:** meaning, characteristics, types and relevance of research; trend and challenges with special reference to tourism and hotel business. Research process. Identification and formulation of research problem. **Research methodology:** meaning and procedural guidelines. **Literature review** – Meaning, Importance and sources of literature

### Unit-II

**Research design-** Meaning of research design; need for research design; features of a good Research design; different research designs. **Sampling design:** the concept of sampling; Aims of sampling, census versus sample survey; steps in sampling design; characteristics of a good sample design; criteria for selecting a sampling procedure; sampling techniques/methods: probability sampling and non-probability sampling.

### Unit-III

**Measurement and scaling techniques-** Measurement in research; sources of Error in measurement; test of sound measurement; technique of developing measurement tools; measurement scales; meaning of scaling; bases of scales- classification, importance; scaling techniques-rating and ranking; types of scales. **Collection of Data-** nature, sources of data; methods of data collection.

### Unit-IV

**Processing of data:** Classification and Tabulation, Interpretation of data **Report writing-** meaning functions; types of research report; significance of report writing report.

### Suggested Reading:

1. Research Methodology (Pearson Publication) by Ranjit Kumar
2. Management Research Methodology (Pearson Publication) by Krishnaswamy, Sivakumar & Mathirajan
3. Business Research Methods (Tata McGraw Hill Publication) by Cooper & Schindler
4. Research Methodology (New Age Publishers) by C.R. Kothari
5. Methods in Social Research (Surjeet Publications) by William J. Goode & Paul K. Hatt

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## **11 MTM -207 Computer Applications**

**External Marks: 80  
Internal Marks: 20  
Practical: 50  
Time : 3 Hrs**

### **Unit I**

#### **Introduction to Computers**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

### **Unit II**

#### **Introduction to Computer Hardware's**

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

### **Unit III**

#### **Introduction to Computer Software's & MIS**

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word, MS-Excel and MS-Power Point, Concept and definitions of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS.

### **Unit IV**

#### **Introduction to Internet & E-Commerce**

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Hardware and Software requirements, Web Browser, Search Engines, E-Commerce, Concept, framework, advantages, applications, basic infrastructure requirement, E-commerce categories.

**Practical:** In ref to Theory Syllabus

#### **Suggested Readings:**

Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.  
June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.  
Comer 4e, Computer networks and Internet, Pearson Education  
White, Data Communications & Computer Network, Thomson Learning, Bombay.  
Hanson & Kalyanam, Internet Marketing & e-commerce, Thomson Learning, Bombay  
Bharat Bhasker, Electronic Commerce, TMH, N Delhi

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### **11 MTM 208 Field Tour & Viva Voce**

Evaluation of Field Tour Report: 100

Viva Voce of Field Tour Report: 100

- The examination shall be conducted by the Board of Examiners as per provisions in the Ordinance

## 11 MTM 301 Airlines Ticketing

External Marks: 80

Internal Marks: 20

### Unit I

Aviation Geography : Longitude, Latitude, Time Zones, International Date Line, Day Light Saving Time, IATA areas, Global Indicators, Calculation of Elapsed time, Aviation Organization : IATA, ICAO, AAI & DGCA

### Unit II

History of Aviation in India and at Global level, Private and Public sector airlines which are operating in India, Hub & Spoke system.  
**Passenger Ticket:** Manual & E-ticket.  
**Basic concepts of fare calculation** such as types of journeys, International Sale Indicators, Currency regulations, Basic steps of fare calculation.

### Unit III

IATA Codes: City, Airport & Airlines codes. Travel Documentation & rules regarding Passport, VISA, Foreign Exchange, Health regulations. Special Permits: Restricted Area Permits and Protected Area Permits. Airport Formalities including custom regulations & baggage regulations.

### Unit IV

Ticketing through CRS like Galileo: Various commands for sign on, sign off, work areas, Encode/Decode, Time Table, Availability, Booking file, Retrieve, Seat request, Queues & Fares

### Suggested Reading :

- Gupta S.K : International Airfare & Ticketing Methods & Technique UDH Publishers & Distributors (P) Ltd. New Delhi.
- Sinha P.C: Encyclopedia of Tourism Management
- Jagmohan Negi: Travel Agency & Tour Operation Concepts & principle
- Galileo systems
- ABC & OAG Guide, TIM Air Tariff

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## 11 MTM 302 Event Management

External Marks: 80

Internal Marks: 20

### Unit 1

Introduction to Events- Concept, Definition and Frameworks, Categories and Typologies, Characteristics of Events, Social–Economical and Developmental implications of Events, skill required to be a good event planner.

### Unit 2

Event planning – Concept, Process and Design, Pre-Event Research, Studying Event Feasibility, legal compliances, marketing and promotion of event, financial management of events,

### Unit 3

Event Catering, Catering tips, Event decorations. Entertainment planning and Speaker selection, various protocol during events, Time Management in Events, developing leadership and supervision skills during events, group development.

### Unit 4

Safety and Security Considerations: Occupational Safety, and Health, Major Risks, Incident Reporting, Crowd Management and Evacuation: the Crowd Management Plan. Introduction to M.I.C.E (Meeting, Incentive, Conference and Convention, Exhibitions) Business Meetings: understanding the concept, various meeting setups, organizing business meetings.

### Suggested Reading:

- Lynn V. and Brenda R., Event Management, Pearson Publication, New Delhi
- Van der Wagen, L., & Carlos, B. R. (2005). Event management: For tourism, cultural,
- Business and Sporting Events. Upper Saddle River, NJ: Pearson, Prentice Hall.
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Lawson, F.R Congress, Conventions and Conference: facility Supply and demand, International Journal of Tourism management, September. 188, 1980.
- Donald Getz, Event Management and Event Tourism, 1999.
- Goldblatt, JJ Special Events: Art and Science of Celebration. New York, Van Nostrand Reinhold. 1990.
- Torkildsen, G Organisation of major events. In G Torkildsen, Leisure and Recreation Management, 4th Eds. London; New York: E & FN Spon; Routledge. 1999 ,
- Watt, DC Event Management in Leisure and Tourism. Harlow, Essex: Addison Wesley Longman Ltd., 1998.
- Wilkinson, DG The Event Management and Marketing Institute. Ontario: The Event Management and Marketing Institute. 1988 ,
- Lawson, F.R., Congress, Conventions and Conference: Facility supply and Demand, International Journal of Tourism Management, September, 188, 1980.

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## 11 MTM 303 Cargo Management

External Marks: 80

Internal Marks: 20

### Unit- I

Cargo Concepts, Type, History and Common terms used in Cargo handling, Rules governing acceptance of Cargo.

### Unit-II

Cargo Rating- Familiarization of Cargo Tariffs. Rounding off of the eights/Dimensions/ currencies. Chargeable weight rating-Specific commodity rates, class rates, general cargo rates, valuation charges

### Unit- III

Documentation: Air way bill (charges correction advice, irregularity report) cargo manifesto, cargo transfer Manifesto, documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods

### Unit- IV

Handling- Cargo capacity of Air and Ships. Cargo needing special attention, Some important Cargo companies( GATI,CONCOR)

### Suggested Reading

2. Travel agency and tour operation- concepts and principles by Jagmohan Negi
3. Amadeus and Galileo systems
4. Encyclopaedia of tourism management- PC Sinha
5. ABC & OAG Guides, TIM Air Tariff
6. TACT Rates & Rules Book Customs Act

### NOTE :

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## 11 MTM 304 Tour Packaging Management

External Marks: 80

Internal Marks: 20

### Unit 1

Meaning, definition, development, types components and significance of tour packages with relation to tourists, destinations and tour companies, role and input of public and private sector tourism organizations in promotion of tour packaging business.

## Unit II

Tour Formulation – Influencing factors, stages involved in tour formulation – initial research (destination and market), itinerary development, negotiations, confidential tariff, costing & pricing marketing strategies. Brochure designing ,Printing and distribution.

## Unit III

Defining the concept of tour cost, components of tour cost – fixed and variable costs, direct and indirect tour costs. Factors affecting tour costs. Tour cost sheet – meaning and significance, costing procedure for independent foreign tours (FITs ) group inclusive tours and conference and convention packages, calculation of tour pricing, pricing strategies.

## Unit IV

Tourists activities based on Mountains, Deserts, Forests and Wildlife, White Water, Marinas, Aerosport etc. and cultural and pilgrimage i.e. place of religions, historical archaeological, architectural and monumental significance, fairs and festivals, Conference and conventions and special events, Case studies of Tour Packages offered by government & private sectors and Thomas Cook and SITA etc.

## Suggested Readings

1. Marketing of Travel & Tourism by Middletom.
2. International Encyclopaedia of Tourism Management by P.C. Sinha.
3. Dynamics of Tourism by R.N. Kaul.

### NOTE :

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# 11 MTM 305 Hospitality & Tourism Economics

External Marks: 80

Internal Marks: 20

Time : 3 Hrs

## Unit-I

Concept of Economics and their relevance to hospitality & tourism. Hospitality & Tourism organisations and the market for tourism products. Hospitality & Tourism organisations and the external environment social, economic and physical environment. Tourism and economic development.

## Unit-II

Demand for Hospitality & tourism: concepts and definitions of demand for tourism, determinants of tourism demand, measurement of tourism demand and elasticity of

tourism demand. Supply of tourism product: Patterns and characteristics cost of tourism product, pricing of tourism product and marketing strategy in tourism industry.

### **Unit-III**

The economic impacts of tourism: Direct, indirect, induced and negative. The measurement of economic impact, multiplier –meaning and types (investment, employment and tourism multiplier), linkage and leakages. Tourism impact on balance of payments and exchange rates.

### **Unit-IV**

Tourism demand forecasting, concept of break even point, cost benefit analysis in tourism and project feasibility study. Principal sectors of Indian economy with special reference to tourism, ITDC, state tourism Development Corporation

### **Suggested Reading:**

- Mithani, D.M., Economic theory (Macro Analysis) Himalaya publishing house, 1990
- Witt, stephe, F., Moutinho, Luiz (eds.) Tourism Marketing and management handbook, prentice hall international (UK) Ltd.
- Sheela. A.M., Economics of Hotel Management, New Age International Publication (P) Ltd., New Delhi.
- Kamra K.K. , Economics of Tourism

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## **11 MTM 306 Marketing for Hospitality & Tourism**

**External Marks: 80**  
**Internal Marks: 20**  
**Time : 3 Hrs**

### **Unit I**

#### **Introduction to Marketing**

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Marketing Strategies, Marketing Mix, The Marketing Environment.

### **Unit II**

#### **Consumer Markets and Consumer Buyer Behavior**

Characteristics, Factors Affecting Consumer Behavior, Types of Buying Decision Behavior, The Buyer Decision Process, The Buyer Decision Process for New Products, Consumer Behavior Across International Borders, Business Buyer Behavior. Market Segmentation (Concepts & Types), Targeting, and Positioning

## Unit II

### Product Pricing and Services Strategy

What is Product, Product Classification, Product life cycle & strategies, Individual Product Decisions, Services Marketing (Concept & Characteristics), New-Product Development Strategy? Approaches to hospitality service pricing; marketing intermediates in hospitality business, Branding and Competitive Differentiation.

## Unit IV

### Integrated Marketing Communication

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, Direct Marketing, Personal Selling, Concept of Evangelism Marketing, CRM, Network Marketing and Interactive Marketing.

### Suggested Readings:

Kotler Philip and Keller; Marketing Management; PHI, New Delhi  
Kotler, Philip, Kevin Keller, A. Koshy and M. Jha, Marketing Management in South Asian Perspective, Pearson Education, New Delhi  
Kerin, Hartley, Berkowitz and Rudelius, Marketing, TMH, New Delhi  
Etzel, Michael J, Marketing: Concepts and Cases, TMH, New Delhi

### NOTE :

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## 11 MTM 307 Foreign Language - French

External Marks: 80  
Internal Marks: 20  
Practical: 100  
Time : 3 Hrs

### Unit-1

**Vocabulary & written expression:** Pronunciation, Salutation, Les jours de la semaine, Les mois de l'année, Les nombres cardinaux.

**Grammar :** L'article défini et indéfini, Les pronoms sujets

**Oral / Situation:** to be given by concerned teacher

### Unit-2

**Vocabulary & written expression :** Se Présenter, Présenter quel qu'un, Les expressions de politesse, L'Heure

**Grammar :** Les verbes être, avoir et du première groupe

**Oral / Situation:** Présentez-vous, Présentez votre ami(e) / voisin(e), conversation utilisant les expressions de temps.

### Unit-3

**Vocabulary & written expression:** Les vins de France, Les fromages de France, Le matériel de cuisine, le menu français et remplir la fiche pour le client.

**Grammar:** Les verbes du deuxième groupe, Les verbes: savoir, vouloir, faire, aller, venir, pouvoir, partir et prendre en présent, la négation et l'interrogation

**Oral / Situation:** Décrivant la cuisine et les français, conversation utilisant les informations culturelles

### Unit-4

**Vocabulary & written expression:** Les expressions décrivant votre famille, votre ville, Se renseigner: Réserver- Confirmer une réservation- Annuler une réservation, Préparer un itinéraire, Préparer une publicité pour visiter quelque place.

**Grammar:** Les adjectifs de lieu, de couleur et qualité et les adjectifs démonstratifs, Les prépositions avec les pays, Passé récent et future proche.

**Oral / Situation:** 1. Annuler et refaire une réservation au téléphone

2. Décrire un lieu, une ville, une région, un pays et les loisirs qu'ils offrent

Simple Translation and Comprehension based on simple text.

### **Practical:**

- Role-playing of different situations
- Understanding questions
- Conversation
- Picture composition

### **Suggested Reading:**

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level débutant
- Vasanti Gupta, Malini Gupta, Usha Ramachandran, Bon Voyage, w.r goyal Publishers and distributors, New Delhi
- French for Hotel and Tourism Industry by S. Bhattacharya
- A votre service 1
- Parlez à l'hôtel by A. Talukdar

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## Semester IV

### On the job training report (20 Weeks)

Module No	Subject	Training Report	Viva Voce		Total
MTM 401	Training Report & Viva Voce	100			100
	Training in any of the Tourism / Hospitality Operational Areas/ Presentation on IE & Log Book			100	100
MTM 402	Training Report & Viva Voce	100		100	200
<b>Total</b>					<b>400</b>

The examination shall be conducted by Board of Examiners as per provisions in the Ordinance.