

**Syllabus for BVoc in Tourism & Service Industry (TSI)  
(NEP)**

**Programme Template : B.Voc. Course (CBCS) in TSI  
Gauhati University**

**Contributed By:**

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B.VOC in TOURISM AND SERVICE INDUSTRY (TSI)					
Sl. No	Course Name	Paper Code	Credit	Evolution Pattern Internal- External	Semester
1	Travel Consultant	TSI010104	4	40-60	I
2	Travel Agency and Formalities	TSI010204	4	40-60	I
3	On Job Training-I	TSI010304	4	100	I
4	Meeting, Conference and Event Planner	TSI020104	4	40-60	II
5	Etiquette required in tourism industry	TSI020204	4	40-60	II
6	On Job Training-II	TSI020304	4	100	II
7	Tour Manager	TSI030104	4	40-60	III
8	Tourism Marketing	TSI030204	4	40-60	III
9	On Job Training-III	TSI030304	4	100	III
10	Tourism Resources of Assam	TSI040104	4	40-60	IV
11	Hospitality and Tourism Organization	TSI040204	4	40-60	IV
12	Tourist Guide & Escorts	TSI040304	4	40-60	IV
13	On Job Training-IV	TSI040404	4	100	IV
14	Transportation	TSI050104	4	40-60	V
15	Tourism Entrepreneurship	TSI050204	4	40-60	V
16	Basics of Geography in Tourism	TSI050304	4	40-60	V
17	On Job Training-V	TSI050404	4	100	V
18	Tourism Policy Planning and Development	TSI060104	4	40-60	VI
19	Business Laws in Travel and Tourism	TSI060204	4	40-60	VI
20	Principles of Management	TSI060304	4	40-60	VI
21	On Job Training-VI	TSI060404	4	100	VI

**Syllabus of**  
**B.VOC in TOURISM AND SERVICE INDUSTRY (TSI)**

**Semester 1**  
**QP: TRAVEL CONSULTANT**  
**Paper: TSI010104- Travel Consultant**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to know in details about the basic introduction of tourism industry and evolution of tourism industry and its related concepts.

<b>Unit 1: Introduction to different sectors of tourism industry</b>	<b>1 credit (Marks 30)</b>
<ul style="list-style-type: none"><li>• Concepts &amp; Definition of Tourism</li><li>• Concept of Tourist, Traveller, Visitor</li><li>• Basic Component of Tourism</li><li>• Types of Tourism</li><li>• Understanding various travel related services</li></ul>	
<b>Unit 2: History of travel and Tourism</b>	<b>1credit (Marks 15)</b>
<ul style="list-style-type: none"><li>• Developments in the History of Tourism</li><li>• Tourism in India- Post Independence</li><li>• Modern Tourism</li></ul>	
<b>Unit 3: Purpose of travel</b>	<b>1credit (Marks 15)</b>
<ul style="list-style-type: none"><li>• Establishing the purpose and objectives of travel</li><li>• Motives of Travel</li><li>• Identifying the needs of the customers in planning tours</li><li>• Understanding the geographic preferences for the customers</li></ul>	
<b>Unit 4: Tourism Product</b>	<b>1credit (Marks 20)</b>
<ul style="list-style-type: none"><li>• Definition</li><li>• Characteristics of Tourism Product</li><li>• Nature of Tourism Product</li><li>• Types of Tourism Product</li></ul>	
<b>Internal Assessment</b>	<b>Marks 20</b>

Reader list:

- Karma & Chand, Basics of Tourism, Theory, Operation and Practices
- Bhatia,A.K, International Tourism Management
- Sunetra Roday,Archana Biwal,Vandana Joshi, TOURISM OPERATIONS AND MANAGEMENT

## Paper : TSI010204 - Travel Agency and Formalities

Total Credi: 4

Total Marks=100

**Learning outcome:** This paper will help the students to know in details about the concept of travel agency and how it operates, along with all the services it provides to its customer (i.e. various travel formalities, planning itinerary) and why customer feedbacks is important for a travel agent.

### Unit 1: TRAVEL AGENCY

1credit (Marks 20)

- Understanding the concept of Travel Agency
- Developing knowledge of different types of travel agency
- Functions of Travel agency

### Unit 2: TRAVEL FORMALITIES

1credit (Marks 25)

- Passport and its type
- Visa and its type
- Health Regulation
- RAP
- ILP
- FOREX
- Travel Insurance

### Unit 3: Planning the itinerary for inbound and out bound tours as per customer requirements

1credit (Marks 25)

- Understanding the importance of planning an itinerary
- Developing an itinerary with different destinations from the start to the end of the journey
- Mapping the destinations
- To identify the tourist places of interest to the customer to be included in the itinerary
- Understand the distance between the different destinations
- To communicate with customers the time taken for the each activity
- Developing a list of accommodation places according to the preferences of the customer
- Developing a list of food and beverage service outlets according to the preferences of customers
- Costing and budgeting for the tour

### Unit 4: Customer Feedback

1credit (Marks 10)

- Meaning and importance of customer feedback
- Different methods of Collecting customer feedback

### Internal Assessment

Marks 20

### Reader list:

- Chand, Mohinder, Travel Agency management: An Introductory Text
- K.S., Negi, Travel Agency Management
- Bhatia, A.K, Tour Operator
- Sunetra Roday, Archana Biwal, Vandana Joshi, TOURISM OPERATIONS AND MANAGEMENT

**PAPER : TSI010304 – OJT-I**

Total Credit: 4

Total Marks=100

• **Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects of travel consultant. Field visit will be conducted so that students will learn how to plan an itinerary, costing..

- Written examination
- Field Visit
- Preparing project report
- PPT
- prepare leaflet and poster
- viva

Reader list:

- Karma & Chand, Basics of Tourism, Theory, Operation and Practices
- Bhatia,A.K, International Tourism Management
- Sunetra Roday,Archana Biwal,Vandana Joshi, TOURISM OPERATIONS AND MANAGEMENT

## Semester 2<sup>nd</sup>

### QP: MEETING, CONFERENCE AND EVENT PLANNER

#### PAPER : TSI020104 - MEETING, CONFERENCE AND EVENT PLANNER

Total Credit: 4

Marks=100

**Learning outcome:** This paper will help the students to know in details about the concept of meeting, conference and event planner and their skills, along with how to conduct and manage a meeting, conference and event. And also learn about the risk management in emergency.

#### **Unit 1: Introduction to Meeting, conference and event planning**

**1credit (Marks 20)**

- An overview of the event industry
- Skills required for an event planner
- Difference between meeting and conference
- Different types of events- religious, musical, sporting, personal and private, political and government, commercial and business, corporate, special events and leisure events
- Technology Trends in Meeting industry
- Planning for event marketing

#### **Unit 2: Meeting Management**

**1credit (Marks 20)**

- Seminar, Workshop, symposium
- Purpose of meeting
- Rules of Meeting Management
- Managing yourself
- Identifying various requirements (i.e. accommodation, audio- visual, health service, waste disposal etc )

#### **Unit 3: Conference and Convention Management**

**1credit( Marks 20)**

- Conference Management services
- Benefits of Conference Planning
- Steps involve in organizing a conference
- Budgeting

#### **Unit 4: Risk Management Plan and Emergency Plan**

**1credit ( Marks20)**

- Meaning
- Risk Management Process
- Emergency Response Plan

#### **Internal Assessment**

**Marks 20**

#### **Reader list:**

- Singh, Ratandeep, Meeting, Conference and Event Planner
- Event Planning and Procedure Handbook

## **PAPER : TSI020204 - Etiquette required in tourism industry**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the concept of Business etiquettes, communication skills required to communicate with superior, colleagues and customers and to maintain health and hygiene while communicating.

### **Unit 1: Business etiquettes**

**1credit (Marks 20)**

- Greet, welcome and address the customer appropriately
- Maintain pitch and tone of voice while speaking to customers
- Dress professionally
- Maintain personal integrity and ethical behavior
- Maintain personal grooming and positive body language

### **Unit 2: Communicating with customers, superiors and colleagues**

**1credit (Marks 20)**

- Use appropriate language and tone and listen actively
- Show sensitivity to gender/ cultural and social differences
- Handle customer grievances professionally

### **Unit 3: Customer centric and Service quality requirements**

**1credit (Marks20)**

- Customer Expectation ,Customer Satisfaction, Customer Loyalty,
- Understand target customers, their profiles and needs
- Build good rapport with the customer
- Enhance company's brand value

### **Unit 4: Health and Hygiene**

**1credit (Marks 20)**

- Keep the workplace clean
- Identify waste and ensure its disposal
- Ensure waste bins are cleared everyday
- Point out requirements for pest control
- Ensure work place has fresh air supply and sufficient lighting
- Ensure maintenance check of air conditioners and other mechanical equipment in the department Hand wash procedure
- personal hygiene
- Set the standards for grooming, greeting, work, etc.

### **Internal Assessment**

**Marks 20**

Reader list:

- Business Ethics
- Chawla Romila, Tourism Marketing and Communication

**PAPER: TSIO20304-OJT-II**

Total Credit: 4

Total Marks=100

**Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects of meeting, conference and event planner. This will help in skilling the students. At the same time, this paper will provide an interface to students for industry interaction.

- Written examination
- Field Visit
- Preparing project report
- PPT
- viva

Reader List:

- Singh, Ratandeep, Meeting, Conference and Event Planner

## Semester 3<sup>rd</sup>

QP: TOUR MANAGER

### Paper :TSI030104 -Tour Manager

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the concept of Tour manager, Tour operator, Tour Packaging and designing, managing the staffing process, IPR meaning and its importance in tourism industry.

#### Unit 1: Meaning and definition

1credit( Marks 20)

- Tour Manager, tour operator
- Skill required to be a Tour Manager
- Types of Tour Operators
- Procedure for arranging a Tour Operation

#### Unit 2: Designing the tour packaging

1credit (Marks 20)

- visit various tourist destinations
- understand the various tourist attractions and places of interest in the destination
- suggest interesting travel routes to and within the destination
- design and develop various interesting and economical domestic and international tour packages
- ensure the packages will meet the needs of various types of customers

#### Unit 3: Managing the staffing process and setting standards

1credit (Marks 20)

- overview the appraisal forms and decide on the promotions, hikes and performance appreciations
- organize weekly or monthly meetings with all the staff of the company to understand their issues, brief them on the company future plans and updating, motivate them for work, train them on any new developments, assure them of more benefits if targets achieved, etc.
- handle interviews and hiring of staff
- monitor the retention and firing of staff based on their behavior, misconduct, low performance in spite of warnings given earlier
- bring in incentive and bonus schemes
- Ensure the staff is informed of the standards to be followed in cash handling, tour organizing, client management, etc.
- Decision Making

#### Unit 4: Maintain IPR of organization and customer

1credit (Marks 20)

- IPR and its Segments
- how IPR protection is important for competitiveness of a company
- significance of damages resulting from IPR infringement
- industrial and political espionages

Internal Assessment

Marks 20

Reader list:

- Negi,Jagmohan S,Tourist Guide and Tour Operation, Planning and Management
- Negi, J, Travel Agency & Tour Operation, Concept& Principles

**Paper : TSI030204 - Tourism Marketing**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the concept of Tourism marketing, their characteristics, marketing mix, marketing segment, ism marketing, their characteristics, marketing mix, marketing segment, consumer Behavior, CRM, marketing of tourism services and marketing skills.

**Unit 1: Basics of Tourism Marketing**

**1credit (Marks 30)**

- Meaning and Definition of Tourism Marketing
- Characteristics of Tourism Marketing
- Marketing Mix and Tourist Marketing Mix
- Marketing Segmentation

**Unit 2: Consumer Behavior and CRM**

**1credit (Marks 20)**

- Meaning
- Factors influencing Consumer Behavior
- Building Customer Relationship
- CRM Process in Tourism Marketing

**Unit 3: Marketing of Tourism Services**

**1credit (Marks 20)**

- Airlines
- Hotel, Resort
- Travel Agencies and other services
- Challenges and strategies

**Unit 4: Marketing Skill for Tourism**

**1credit (Marks 10)**

- Creativity- Communication-Self motivation- Team Building- Personality Development

**Internal Assessment**

**Marks 20**

Reader list:

- Singh, Ratandeep, Tourism Marketing
- Jha S.M, Tourism Marketing
- Jha S.M, Service Marketing

**PAPER : TSI030304 -OJT-III**

Total Credit: 4

Total Marks=100

• **Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects of tour manager and tourism marketing. Students . At the same time, this paper will provide an interface to students for industry interaction.

- Written examination
- Students have to go for field visit to understand the marketing aspects of tourism product.
- Preparing report
- PPT
- viva

Reader list:

- Negi,Jagmohan S,Tourist Guide and Tour Operation, Planning and Management
- Negi, J, Travel Agency & Tour Operation, Concept& Principles

**Semester 4<sup>th</sup>**  
**QP: TOUR MANAGER**  
**PAPER : TSI040104 - Tourism Resources of Assam**

Total Credit: 4  
Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of Tourism resources, its types and detail about natural, heritage and man-made tourism resources of Assam along with adventure sports and popular tourist festival of Assam as a tourism resources.

<b>Unit 1: Meaning and concept of Tourism Resources</b>	<b>1credit (Marks 20)</b>
<ul style="list-style-type: none"><li>• Concept of Tourism Resources</li><li>• Types of Tourism Resources</li></ul>	
<b>Unit 2: Heritage Resources of Assam</b>	<b>1credit (Marks 20)</b>
<ul style="list-style-type: none"><li>• Socio-cultural Resources</li><li>• Religious Resources</li><li>• Historical Resources</li><li>• Satra Institution of Assam</li></ul>	
<b>Unit 3: Natural Resources of Assam</b>	<b>1credit (Marks 20)</b>
<ul style="list-style-type: none"><li>• National Parks</li><li>• Wildlife Sanctuaries</li><li>• Bird Sanctuaries</li></ul>	
<b>Unit 4: Other Resources of Assam</b>	<b>1credit (Marks 20)</b>
<ul style="list-style-type: none"><li>• Man-made Resources</li><li>• Adventure Sports of Assam and their Tourism significance</li><li>• Popular Tourist Festival organized for the promotion of tourism in Assam</li></ul>	

**Internal Assessment**

**Marks 20**

Reader list:

- Bhattacharaya,P., Tourism in Assam, Trends & Potentialities
- Bhagawati,A.K.,Bora, A.K., &Kar, B.K., Geography of Assam
- Bora,Sheila & Bora, M.C, The Story of Assam: An Enchanting Journey Through India's North-East

**Paper- TSI040204: HOSPITALITY AND TOURISM ORGANIZATION**

Total Credit: 4

Total Marks=75(Theory=40+ Practical=20 + Internal Assessment=15)

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of hospitality and its evolution, meaning of hotel and accommodation and its types, booking procedure of hotel. Tourism Organizations- international, national and regional and their role in enhancing tourism industry.

**Unit 1: Hospitality**

**1credit 9(Marks 15)**

- Concept, Nature and Dimensions
- Evolution and History
- Growth of Indian Hotel Industry

**Unit 2: Hotel**

**1credit (Marks 25)**

- Definition
- Different types of Hotel
- Functional Departments of Hotel
- Booking procedure of Hotel
- Hotel Chains in India
- FHRAI

**Unit 2: Accommodation**

**1credit (Marks 25)**

- Meaning and Definition
- Types of Accommodation
- Accommodations in Assam
- Linkage of Accommodation with Transport Operator and Travel Agency

**Unit 4: Tourism Organization**

**1credit (Marks 15)**

- ITDC
- ATDC
- UNWTO
- PATA

**Internal Assessment**

**Marks 20**

Reader list:

- Johnny Sue Reynolds-Introduction to Hospitality Services Food and Lodging
- Sunetra Roday,Archana Biwal,Vandana Joshi, TOURISM OPERATIONS AND MANAGEMENT

## **PAPER :TSI040304 - TOURIST GUIDE & ESCORTS**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of Tourist Guide and escorts their responsibilities and skills and how to manage guiding business.

### **Unit 1: Fundamental of Tourist Guidance & Escorts**

**1credit (MARKS 20)**

- Meaning & Definition of Tourist Guide and Escort
- Importance of Tourist Guide and Escort in Tourism Industry
- Job description and Job specification of Tourist Guide and Escort
- Difference between Tourist Guide and Escort

### **Unit 2: Duties and Responsibilities of Tourist Guide 1credit (MARKS 20)**

- Guiding on Monuments
- Guiding on Wildlife
- Categories of Tourist Guide
- Earning Source of Tourist Guide
- Ethics of Tourist Guide & Escort

### **Unit 3: Skills for a Tourist Guide 1 credit (MARKS 20)**

- Knowledge of History, Culture and Geography
- Social and presentation skills
- Personality of a Tourist
- Mannerism for a Tourist Guide
- Decision making skill
- Tour Commentary Skills
- Knowledge of different languages

### **Unit 4: Managing Guiding Business 1credit (MARKS 20)**

- How to plan an itinerary
- Setting up a tour guiding business
- Code of conduct for tour guides in India (MoT)

**Internal Assessment**

**Marks 20**

Reference book:

- Chowdhary, Nimit (2013). Handbook for Tour Guides
- Mitchell, G.E (2005). How to start a Tour Guiding Business

**PAPER : TSI040404- OJT-IV**

Total Credit: 4

Total Marks=100

• **Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects of tourism resources and tour guiding and escorting. Students . At the same time, this paper will provide an interface to students for industry interaction.

- Written examination
- Students have to prepare a practical copy to draw map of Assam to spot natural, heritage and man-made tourism resources, adventure sports and tourist festivals of Assam
- viva

Reader list:

- Bhattacharaya,P., Tourism in Assam, Trends & Potentialities
- Bhagawati,A.K.,Bora, A.K., &Kar, B.K., Geography of Assam
- Bora,Sheila & Bora, M.C, The Story of Assam: An Enchanting Journey Through India's North-East

**Semester 5<sup>th</sup>**

**QP: TRANSPORT DUTY MANAGER**

**Paper: TSI050104 -TRANSPORTATION**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of Transportation and its types along with hospitality and transportation linkages and interrelationship.

**Unit 1: Transportation**

**1 credit (Marks 20)**

- Transportation- Transport System- Types
- Hospitality and Transportation –Linkage and interrelationship

**Unit2: Aviation**

**1 credit (Marks 20)**

- Types of Air Transportation
- Air Transportation Industry in India
- TAAI
- IATA

**Unit3: Water Transport**

**1 credit (Marks 20)**

- Types of water transport
- Water transportation in India
- Prospects of water transportation in Assam

**Unit 4: Road Transport**

**1 credit (Marks 20)**

- Road Transport- Changing dimension and typologies
- Tourist Transportations
- Rail Transport- Typologies

**Internal Assessment**

**Marks 20**

Reader list:

- Bhatia,A.K., Tourism Development, Principles & Practice

**PAPER : TSI050204 - TOURISM ENTREPRENEURSHIP**

Total Credit: 4

TotalMarks:100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of entrepreneurship, types and factors affecting entrepreneurship, characteristics of successful entrepreneurship, and entrepreneurship in tourism and hospitality industry. Business concept, Business Plan

**Unit 1: Entrepreneurship**

**1 credit (Marks 20)**

- Meaning, definition and importance
- Factors influencing entrepreneurship/enterprise
- Types of entrepreneurship
- Characteristics of successful entrepreneur

**Unit 2: Business Concept**

**1 credit (Marks 20)**

- Business enterprise – definition, steps involved in starting a business, formalities, licensing and registration procedures, financial, technical and social feasibility of the project
- Small Scale industries- definition, importance, problems faced by SSI, governing policies of SSI

**UNIT 3: Business Plan**

**1 credit (Marks 20)**

- Definition
- Importance of preparing business plan
- Project Financing
- Marketing aspects

**Unit 4: Entrepreneurship in Tourism and Hospitality**

**1 credit (Marks 20)**

- Role of Entrepreneurs in the development of Tourism industry in India
- Emerging areas of entrepreneurship in travel sector, tour operations and hospitality

**Internal Assessment**

**Marks 20**

Reader list:

- Bhatia,A.K., Tourism Development, Principles & Practice
- J.Negi, International Tourism & Travel Mangement,Concept and Principles
- Pareek, udai and Rao,T.V Developing Entrepreneurship
- Sharma, SVS Developing Entrepreneurship issues and problems

**PAPER :TSI050304 - Basics of Geography in Tourism**

Total Credit:4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of geography and its importance in tourism, importance of World Time Zone, and uses and importance of codes in tourism.

**Unit 1: Fundamentals of Geography**

**1 credit (Marks 20)**

- Definition
- Significance of Geography in tourism
- Latitude and longitude

**Unit 2: Airline geography- meaning and importance**

**1credit (Marks 10)**

**Unit 2: World Time Zone**

**1 credit (Marks 20)**

- Greenwich Mean Time
- International Date Line
- IST
- Calculation time

**Unit 3: Codes in Tourism**

**1 credit (Marks 30)**

- City Codes
- Airport Codes
- Airline Codes
- Country Codes
- Currency Codes

**Internal Assessment**

**Marks 20**

Reader list:

- SUNETRA RODAY, ARCHANA BIWAL, VANDANA JOSHI- TOURISM Operations and Management

**PAPER : TS1050404 – OJT-V**

Total Credit: 4

Total Marks=100

• **Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects of Transportation on map. At the same this paper will provide an interface to students for industry interaction.

- Written examination
- Internship in govt/pvt sector (1 month)
- Students have to prepare a practical copy to draw the maps of N-E India or Assam and to locate airways, railways, roadways, waterways.
- viva

Reader list:

- SUNETRA RODAY, ARCHANA BIWAL, VANDANA JOSHI- TOURISM Operations and Management
- Bhatia,A.K., Tourism Development, Principles & Practice

## SEMESTER 6<sup>th</sup>

### QP: Transport Duty Manager

#### PAPER: TSI060104 - TOURISM POLICY, PLANNING & DEVELOPMENT

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the meaning and concept of Tourism policy and planning, approaches of planning in tourism, tourism development and impact of tourism on environment, economy, society.

#### **Unit 1: Fundamentals of Tourism Policy and Planning**

**1credit (Marks 20)**

- Meaning and definition of Tourism Policy
- Formulating Tourism Policy
- Tourism Policy in India
- National Act Plan for Tourism 1992(NAPT)
- Tourism Policies of North Eastern States

#### **Unit 2: Approaches of Planning in Tourism**

**1credit (Marks 20)**

- Types of Tourism Planning
- Tourism planning Process
- Planning approaches for different forms of Tourism
- Planning for the development of a Tourist destination

#### **Unit 3: Tourism Development**

**1 credit (Marks 20)**

- Economic development and Tourism
- Concept of Planned Tourism Development
- Impact of Unplanned Tourism development in a Tourist destination

#### **Unit 4: Impact of Tourism**

**1 credit (Marks 20)**

- Economic impact
- Environmental impact
- Socio- cultural impact
- Measures to regulate Tourism

#### **Internal Assessment**

**Marks 20**

Reader list:

- Sharma,J.K.,Tourism Development: Design for Ecological Sustainability
- Sharma.K.K.,Planning for Tourism
- SUNETRA RODAY, ARCHANA BIWAL, VANDANA JOSHI- TOURISM Operations and Management

**PAPER : TSI060204 - BUSINESS LAWS IN TRAVEL AND TOURISM**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the importance of laws and regulation relating to travel agency, tour operation, transport operation, passport, forex, wildlife and forest act formulated by govt. to protect tourism product and safety and security of tourist.

**Unit 1: Laws and Regulations**

**1 credit (Marks 20)**

- Travel Agency
- Tour Operation
- Transport Operation
- Adventure Tourism as Sports

**Unit 2: Passport and Foreign Exchange**

**1 credit (Marks 20)**

- Definition
- The Passport Act, 1967
- Foreign Exchange Management, 1999

**Unit 3: Wildlife Act and Forest Act**

**1 credit (Marks 20)**

- Wildlife (protection) Act 1972
- Forest( Conservation) Act 1980

**Unit 4: Contract Legislation in relation to travel and tourism customers**

**1 credit (Marks 20)**

**Internal Assessment**

**Marks 20**

Reader list:

- M,Annamalai., Hospitaiiy And Tourism Laws with Conventions
- Godwin,J.R.&Gaston,J.R.,Hotel, Hospitality and Tourism Law

**PAPER : TSI060304 - Principles of Management**

Total Credit: 4

Total Marks=100

**Learning outcome:** This paper will help the students to learn in details about the need of management, planning, organizing, directing and controlling in tourism industry.

**Unit 1: Introduction to Management**

**1 credit (Marks 20)**

- Definition, Meaning, Characteristics, Importance/ significance, Objectives, Nature, Levels of management, Management Vs Administration, managerial Skills and Roles.
- Management Principles- Henry Fayol's fourteen principles of management.

**Unit 2: Planning**

**1 credit (Marks 20)**

Meaning and definition, Characteristics, Objectives, need/ importance, Limitations, Essential Elements of Effective Planning, Process/ Steps in planning, Elements/ Components of Planning, Tools and techniques

**Unit 3: Organizing**

**1credit (Marks 20)**

Meaning and definition, Characteristics, Objectives, need/ importance, Process, Theories, Formal and informal Organization, Concept of Organization Structure, Forms of Organization Structure, Authority, Delegation, Centralization, decentralization, Span of Control.

**Unit 4: Directing and controlling**

**1 credit (Marks 20)**

- Meaning and definition of Directing, Characteristics, Need/ Importance, Objectives, Techniques of directing.
- Meaning and definition Controlling, Characteristics, Objectives, Need and Importance, Process, Techniques, Difficulties.

**Internal Assessment**

**Marks 20**

Reader list:

- Durbin, Andrew J.(2012) Essentials of Management
- Koontz Harold and Weihrich Heinz. (2012). Essentials of Management: An International & Leadership perspective.
- Essentials of Management – Kontz & O'Donnell
- Functions & Principles of Management- J.K. Jain

**PAPER: TSI060404 – OJT-VI**

Total Credit: 4

Total Marks=100

• **Field Visit +Project Report + PPT Presentation +Viva**

**Marks 100**

The On Job Training will be a practical paper where the students will learn the practical aspects via internship At the same this paper will provide an interface to students for industry interaction.

- Written examination
- Internship in govt/pvt sector (1 month)
- viva

Reader list:

- Sharma,J.K.,Tourism Development: Design for Ecological Sustainability
- Sharma.K.K.,Planning for Tourism
- SUNETRA RODAY, ARCHANA BIWAL, VANDANA JOSHI- TOURISM Operations and Management