

KALIABOR COLLEGE (AUTONOMOUS)
DEPARTMENT OF TOURISM
Syllabus

(w.e.f. ACADEMIC SESSION 2026-27
vide Board of Studies Resolution No. KC-AT-TSI/BoS/26/01
Dated: 24-05-2026



Learning Outcome Based Curriculum Framework (LOCF)
For B.Voc Programme
Under NEP-2020 Guidelines

Kaliabor College (Autonomous)
Nagaon-782137 :: Assam :: India

Kaliabor College(Autonomous)

**Complete approved syllabus
Of
Tourism & Service Industry**

B.Voc 1st and 2nd Semester

Approved at BoS Meeting dated 24.05.2026

Syllabus prepared by

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COURSE STRUCTURE

1st Semester(Major)

PAPER	NAME OF PAPERS	CREDIT
CORE 1	Travel Counsellor	04
CORE 2	Travel agency & Tour Operation Business	04
MDC	To be selected from the pool	03
AEC	To be selected from the pool	04(3+1)
SEC	Front Office Operations-I	03(2+1)
VAC	To be selected from the pool	02
	Total credit	20

2nd Semester (Major)

PAPER	NAME OF PAPERS	CREDIT
CORE 1	Meeting, Conference & Event Planner	04
CORE 2	Hospitality Etiquettes	04
MDC	To be selected from the pool	03
AEC	To be selected from the pool	04(3+1)
SEC	Front Office Operations II	03(2+1)
VAC	To be selected from the pool	02
	Total credit	20

Program objectives

- a) To provide with a comprehensive understanding of the theoretical and applied aspects of Tourism & Hospitality Industry
- b) To provide with a wide range of knowledge about local and National Tourist destinations.
- c) To offer practical exposure to Tourism Operations and procedures.
- d) To apply sustainable Tourism principles, Minimizing environmental impacts while promoting local culture and ethical practices.
- e) To encourage innovative thinking for identifying opportunities in a Travel, Aviation and Hospitality sectors.

Learning outcomes

On successful completion of the first semester students will be able:

- a) To get an overview of the History and Concepts of Tourism.
- b) To understand the terminologies of Tourism.
- c) To understand various components and elements of Tourism.
- d) To identify the emerging trends in Tourism Industry.
- e) To grasp the various forms and types of Tourism.
- f) To understand the significance of Tourism
- g) To understand the concept, types & Significance of Tourism Products
- h) To understand the concept of Travel agency and Tour operation business.
- i) To understand the meaning, History & importance of Hospitality Industry
- j) To get an overview of the Hotel organization & Responsibilities of Front Office.

On successful completion of the second semester students will be able:

- a) To understand the meaning and importance of MICE Tourism.
- b) To understand the various skills required for Event planning.
- c) To learn the meaning, importance and applications of Hospitality Etiquettes.
- d) To understand the concept, Types & Importance of Communication in Hospitality
- e) To learn the Hospitality etiquettes & Functional areas of Front office staff.

SEMESTER I

Paper name- Travel Counsellor (Core paper)

Paper code-

Paper Credit-4

Marks distribution- 100(Theory 60 + Internal 40)

Total hours- 60

Unit I

Basics of Tourism (Marks 15)

- Concept, Definition and Scope of Tourism
- Forms and types of Tourism
- Meaning of the term- Tourist, Traveller, Visitor, Transit Visitor and Excursionist
- Leisure, Recreation and Tourism and their interrelationship.
- Components and elements of Tourism

Unit II

Historical Dimensions of Tourism (Marks 15)

- Travel and Tourism through the ages: Early travels, Renaissance and 'Age of Grand Tour', Emergence of Modern Tourism and Concept of paid holiday.
- Understanding Tourism motivations
- Concept of Push and Pull factors in Tourism
- Factors affecting growth and development of National and International Tourism

Unit III

Significance of Tourism (Marks 15)

- Impacts of Tourism on Economy of an area(EL)
- Impacts of Tourism on Society and Culture of an area
- Ecological and Environmental impacts of Tourism (EL)

Unit IV

Tourism Products (Marks 15)

- Meaning and Definition of Tourism products
- Characteristics of Tourism products
- Types of Tourism products
- Unique features of Tourism products of Assam(EL)

Referred books

- Basics of Tourism Theory, Operations and Practices Karma & Chand
- International Tourism Management, A.K Bhatia
- Tourism Development A.K Bhatia

Abbreviations: EL: Experiential Learning

SEMESTER I

Paper name- Travel Agency and Tour Operation Business (Core paper)

Paper code-

Paper Credit-4

Marks distribution- 100(Theory 60 + Internal 40)

Total hours- 60

Unit I

Basics of Travel agency and Tour Operator (Marks 15)

- Travel agency and Tour operation business: Meaning, Definition and Types
- Origin and Growth of Travel agency business
- Role of Travel agency and Tour Operator in Tourism Industry
- Sources of income of Travel agency and Tour Operator

Unit II

Functions and approvals (Marks 20)

- Major functions of Travel agency and Tour Operator
- Linkages between Travel Agency and Tour Operator
- Procedure for setting up a Travel agency and Tour Operating Enterprises
- Approval from Department of Tourism (DOT), International Air Transport Association(IATA)

Unit III

Travel documents (Marks-15)

- Passport and it's types
- VISA and it's types
- Health regulations
- RAP & ILP
- FOREX and Travel Insurance
- Other related documents of Travel

Unit IV

Customer feedback (Marks-10)

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

Referred books:

- 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

SEMESTER I

Paper- Front Office Operations – I (Skill paper)

Paper code-

Total credit- 3(2+1)

Marks distribution- 75(Theory 30 + Practical 25 + Internal 20)

Total hours- 45

Unit I

Introduction to Hospitality Industry (Marks – 12)

Meaning and Evaluation of Hospitality Industry, Importance of Hospitality Industry, Types of accommodation in Tourism & Hospitality Industry, Core areas of Hotels, Classification of Hotels, Hotel Tariff plans, Types of Guest room.

Unit II

Hotel Organization and Front Office (Marks-12)

Hotel Organization, Major departments of a Hotel, Front Office Organization, sections and layout, Organization of Front Office staff, Duties and Responsibilities of Front office personnel.

Unit III

Meet and Greet service (Marks- 06)

Meaning and importance of Meet and Greet service in Tourism Industry,

Procedure of Meet and Greet services for Guest on Arrival & Departure at Hotels.

PRACTICAL- Role play, Field visit, On job Training, Project report, Viva-voce (Marks-25)

INTERNAL- 20

Referred books:

- Basics of Hospitality, P. Kumar & G. Gomase, Orangeboks publications.
- Hospitality reception and Front Office Procedures and Systems Jagmohan Negi, S Chand Edutech pvt ltd. Noida

SEMESTER II

Paper- MEETING, CONFERENCE AND EVENT PLANNER (Core paper)

Paper code-

Total credit- 4

Marks distribution- 100(Theory 60 + Internal 40)

Total hours-60

Unit I

Introduction to Meeting, conference and event planning.(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 II

Meeting Management (Marks-15)

- 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 III

Conference and Convention Management (Marks 15)

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

Unit IV

Risk Management Plan and Emergency Plan (Marks-10)

- Meaning
- Risk Management Process
- Emergency Response Plan

Referred books

Singh, Ratandeep, Meeting, Conference and Event Planner

Event Planning and Procedure Handbook

:

SEMESTER II

Paper name- Hospitality Etiquettes (Core paper)

Paper code-

Total credit- 4

Marks distribution- 100 (Theory 60 + Internal 40)

Total hours- 60

Unit I

Business etiquettes (Marks 15)

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

Unit II:

Communicating with customers, superiors and colleagues (Marks15)

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

Unit III:

Customer centric and Service quality requirements.(Marks 15)

- 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 IV: Health and Hygiene (Marks 15)

- 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 (EL)
- personal hygiene
- Set the standards for grooming, greeting, work, etc.(EL)

Referred books

- Business Ethics,Shital Kakkar Mehta,Harper Collins Publishers,India
- Chawla Romila, Tourism Marketing and Communication

Abbreviation: EL-Experiential Learning

SEMESTER II

Paper- Front Office Operations- II (Skill Paper)

Paper code-

Paper Credit-3 (2+1)

Marks distribution- 75 (Theory 30 + Practical 25 + Internal 20)

Total hours- 45

Unit I

Front office Communication & Hospitality Etiquettes (Marks- 13)

Meaning of Communication, The seven C's of Communication, Importance and types of Communication, Flow of Communication, Communication with other departments of Hotel, Room tariff, Meaning and elements of Hospitality Etiquettes

Unit II

Guest Cycle and Reservation (Marks-10)

Guest Cycle, types of reservation, Modes of Reservation, Processing reservation request, Importance of reservation for Guest and Hotels.

Unit III

Registration and Check in & Check out (Marks-07)

Pre registration and registration, Registration records and Process, Different functions in Check in and Check out time.

PRACTICAL- Role play, Field Visit, On Job training, Project report, Viva-voce (Marks-25)

Referred books:

- Hotel Front Office Operations Sikha Agarwal, CBCS Publishers & Distributors Pvt Ltd, New Delhi
- Basics of Front Office Operations Jagmohan Negi, Redshine publication, Mumbai