

Vivekanand College, Kolhapur (Empowered Autonomous)

Department of Hotel Management

Departmental Teaching Evaluation Scheme

Three- Years UG Program

Department/Subject Specific Core or Major (DSC)

(as per NEP-2020 guidelines)

1. Title: Three Years UG degree in Bachelor in Hotel Management & tourism Studies
2. Year of implementation: academic year 2024-25 onwards
3. Examination pattern: semester wise for Theory and Practicals
4. Structure of program:

Abbr. TH-Theory, PR-Practical, ESE- End Semester Examination, CIE-Continuous Internal Examination

Note:

Minimum passing for 40 marks Theory paper = 16 marks

Minimum passing for 10 marks Internal evaluation = 04 marks

Minimum passing for 50 marks Practical = 20 marks

Separate passing for every head- ESE, CIE and Practicals

**Bachelor in Hotel Management & tourism Studies-I
Semester-I &II**

Sr. No.	Course Abbr.	Course code	Course Name	Teaching Scheme Hours/week		Examination Scheme and Marks				Course Credits
				TH	PR	ESE	CIE	PR	Marks	
Semester-I										
1	DSC-I	DSC38HMT11	Food Production - I	2	-	40	10	-	50	2
2	DSC-II	DSC38HMT12	Housekeeping -I	2	-	40	10	-	50	2
3	DSC-III	DSC38HMT13	Food & Beverage Service-I	2	-	40	10	-	50	2
4	DSC-IV	DSC38HMT14	Front Office -I	2	-	40	10	-	50	2
5	SEC-I	SEC38HMT11	Food Commodities	2	-	40	10	-	50	2
6	AEC-I	AEC-38ENG11	Business Communication	2	-	40	10	-	50	2
7	IKS-I	IKS38GEN11	Introduction to IKS (Indian knowledge System)	2	-	40	10	-	50	2
8	DSC-PR-I	DSC38PRA19	Food Production – I (Pra)	-	4	-	-	50	50	2
9	DSC-PR-II	DSC38PRB19	Housekeeping –I (Pra)		4			50	50	2
10	DSC-PR-III	DSC38PRC19	Food & Beverage Service-I (Pra)		4			50	50	2
11	DSC-PR-IV	DSC38PRD19	Front Office –I (Pra)		4			50	50	2
	Total (Semester-I)			14	16	280	70	200	550	22
Semester-II										
1	DSC-V	DSC38HMT21	Food Production – II	2	-	40	10	-	50	2
2	DSC-VI	DSC38HMT22	Housekeeping –II	2	-	40	10	-	50	2
3	DSC-VII	DSC38HMT23	Food & Beverage Service-II	2	-	40	10	-	50	2
4	DSC-VIII	DSC38HMT24	Front Office -II	2	-	40	10	-	50	2
5	DSC-IX	DSC38HMT25	Travel & Tourism-I	2	-	40	10	-	50	2
6	AEC-II	AEC38ENG21	Business Communication / French	2	-	40	10	-	50	2
7	VEC-I	VEC38DEG21	Democracy, Election and Good Governance(DEGG)	2	-	50			50	2
8	DSC-PR-V	DSC38PRA29	Food Production – II (Pra)	-	4	-	-	50	50	2
9	DSC-PR-VI	DSC38PRB29	Housekeeping –II (Pra)		4			50	50	2
10	DSC-PR-VII	DSC38PRC29	Food & Beverage Service-II (Pra)		4			50	50	2
11	DSC-PR-VIII	DSC38PRD29	Front Office –II (Pra)		4			50	50	2
	Total (Semester-II)			14	16	290	60	200	550	22
	Cumulative Total (1 st Year)			28	32	570	130	400	1100	44

Semester -I

Subject – Communication Skills

Course Outcome:

The student will be able to:-

1. Understand effective listening strategies.
2. Communication effectiveness.
3. Issue in structure during briefing and business ethics in communication

♦ Ch:-I. Communication

- Process and elements of communication
- Barriers to effective communication
- Types of communication & its advantages and disadvantages.

♦ Ch:-II. Presentation Skills

- Concept and importance
- Making PPT
- Speech
- Grooming for presentation

♦ Ch:-III. Listening

- Concept and importance
- Poor Listening'
- Good Listening

♦ Ch:-IV. Time Management

- Definition and properties
- Time planning process
- Time management

♦ **Ch:-V. Memory**

- Types of memory
- Memory Model
- Organization of knowledge

♦ **Ch:-VI. Written Communication**

- Comprehension
- Formal letter
- Memo
- Notice

Subject - Food & Beverage Service I

Course Objective:-

1. To get the basic knowledge of Food and beverage service.
2. To know the various Food and beverage outlets.
3. To know the various equipments used in the Food and beverage outlets.
4. To identify different types of services used in Food and beverage outlets.
5. To develop a Professional Service Personnel.

♦ Ch I:- Food & Beverage Service Industry.

- 1.1 Introduction
- 1.2 Classification of Catering Establishments (Commercial & Non-Commercial)

♦ Ch II:- Food and Beverage Service Outlets.

- 2.1 Introduction to Food & Beverage Operations (Types of F & B Outlets)
- 2.2 Bars, Banquets, Snack Bars, Business Centers, Discotheques & Night Clubs.
- 2.3 Room service, Restaurants, Coffee shops, Executive Lounges,
- 2.4 Auxiliary areas – Still room, silver room and hot plate.

♦ Ch III:- Food and Beverage Service Equipment.

- 3.1 Types and usage of equipment's, Furniture, Silverware, Glassware, linen,
- 3.2 Special equipments.
- 3.3 Disposables, its Advantages and Disadvantages.
- 3.4 Vending Machine, Various drink Dispensers, Optic measures

♦ Ch IV:- Food and Beverage Service Personnel

- 4.1 Personal Hygiene & grooming – in respect of Food Handlers
- 4.2 Attitude and attributes of F & B personnel
- 4.3 Interdepartmental coordination.

♦ Ch V:- Food and Beverage Service Methods

- 5.1 Table service, silver service, English service, Butler service, French, Russian, American service.
- 5.2 Self-Service- Cafeteria, Echelon, Free Flow and Supermarket
- 5.3 Assisted Service- Buffets, Carvery.
- 5.4 Single point service.
- 5.5 Introduction to Specialized service- Gueridon, lounge, Trolley

♦ Ch VI:- Indian Menu Planning

- 6.1 Menu planning
- 6.2 Popular dishes
- 6.3 Accompaniments
- 6.4 Cyclic menu
- 6.5 Institutional and Industrial menu

♦ Ch VI:- Indian Menu Planning

- 6.1 Menu planning
- 6.2 Popular dishes
- 6.3 Accompaniments
- 6.4 Cyclic menu
- 6.5 Institutional and Industrial menu

Assignments:

- 1. List down at least five Fine dine restaurants and report in brief along with photographs.

2. List in Detail any five suppliers for Food and Beverage equipment.
3. Collect at least 2 menu each of – Indian Restaurant , Institutional and industrial canteen
4. Write a report on any one Indian Specialty Restaurant with Photographs.
5. Plan an Indian menu for a restaurant.

Practical:

1. Grooming standards of Food and Beverage Personnel.
2. Mise en place, mise en scene
3. Identification of equipment- Glassware and cutlery.
4. Identification of equipment- Crockery, Linen and Furniture.
5. Organizing sideboard
6. Laying and relaying of Table cloth
7. Napkin folds
8. Laying cover - Indian
9. Carrying tray / salver and Service of water
10. Handling service gear
11. Indian menu planning and basic service
12. Snack service, platter service
13. Any relevant demonstrations and field visits for the same
14. Mock Practical's
15. Revision

Reference Books

1. John Cousins Dennis Lilli crape – Food and Beverage Service
2. Food & Beverage Service Training Manual – Sudhir Andrews,

Subject – Food Commodities

Course Outcome:

Student will be able to

1. Understand importance of commodities in cooking.
2. Develop knowledge of manufacturing of different food products.
3. Have basic knowledge about varieties of product in same category.

♦ Ch:-I. Vegetables and Fruits –

- Classification, Storages and Uses

♦ Ch:-II. Cereals and Pulses

- Wheat – composition & structure; types of flour
- Rice – Types of rice and rice products
- Pulses – Types & cooking

♦ Ch:-III. Fats and Oils

- Sources & Types; Classification, Uses, hydrogenation; rendering of Fats Factors causing rancidity

♦ Ch :-IV. Sugar –

- Sources, types, uses, storage

♦ Ch:-VI. Eggs –

- composition, structure, uses, storage

♦ Ch:-V. Cheese –

- Process, Types, Storage

♦ Ch:-VI. Milk –

- composition, types, uses

♦ **Ch:-VII. Butter –**

- manufacturing, types, uses

♦ **Ch :VIII. Cream –**

- types, uses

Subject – Food Production – I

Course Outcome:

Student will be able to:-

1. Develop knowledge & interest in basic Indian food production.
2. Know different equipment used in cooking.
3. Understand basic skills required in the food production department.

♦ Ch I:- Introduction to cookery –

- Culinary history; Kitchen Brigade; Duties of kitchen staff; Inter departmental co-ordination; Personal Hygiene

♦ Ch II:- Mise-en-place –

- Importance; Weights and volume equivalents; preparation of Ingredients; Methods of mixing food; Textures.

♦ Ch III:- Methods of cooking food –

- Classification; Important features and principles of each method, advantages, disadvantages.
- Methods of heat transfer – conduction, convection, radiation.

♦ Ch IV:- Kitchen hand tools and equipments –

- Various hand tools used in kitchen, care, use and maintenance.
- Use and maintenance of OTG, Mixer, Refrigerator, Cooking range.

♦ Ch V:- Kitchen Hygiene-

- Importance; Basic rules to be followed,
- HACCP System

Practical:

15 Indian Menus (1 Menu per practical and 2 Hours per practical)

Indian Menus: Rice / Bread

- Main Course
- Accompaniment
- Dessert

Continental Menus: Soup / Starter

- Main Course
- Accompaniment
- Dessert (Hot/Cold)

Reference Books:

1. Theory Of Cookery- K. Arora
2. Modern Cookery- Thangam E Phillip (Vol. 1)
3. Modern Cookery- Thangam E Phillip (Vol. 2)

Subject – Front Office – I

♦ Chapter :-I. Introduction to Hospitality Industry:-

- 1.1 The term ‘Hotel’, evolution & development of hospitality industry and tourism, famous hotels worldwide.
- 1.2 Classification of hotels. (Based on various categories like size, location, clientele, length of stay, facilities, ownership)
- 1.3 Organizational chart of hotels (Large, Medium, Small)

♦ Chapter:-II. Front Office Department:-

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

♦ Chapter:- III. Room Types & Tariffs :-

- 3.1 Types of rooms.
- 3.2 Meal plans.
- 3.3 Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)

♦ Chapter-IV. Role of Front Office:-

- 4.1 Key control and key handling procedures
- 4.2 Mail and message handling
- 4.3 Paging and luggage handling

4.4 Rules of the house [for guest and staff]

4.5 Black list

4.6 Bell Desk and Concierge

♦ Chapter-V. Reservation:-

5.1 Importance of guest cycle (Various stages, sectional Staff in contact during each stage)

5.2 Modes and sources of reservation.

5.3 Procedure for taking reservations (Reservation form, Conventional chart, density chart, booking diary with their detailed working and formats)

5.4 Computerized system (CRS, Instant reservations)

5.5 Types of reservation (guaranteed, confirmed, groups, FIT)

5.6 Procedure for amendments, cancellation and overbooking.

Note: Glossary of Terms:-

Students should be familiar with the glossary of terms
Pertaining to above mentioned topics

Practical:

1. Building Telephone skills.
2. Understanding the uses of standard Telephone phrases.
3. Standard phrases for guest contact.
4. Role play for handling room keys (issuing, receiving, missing keys, computerized key cards).
5. Handling of guest messages (Internal & External) and paging for guests.
6. Handling of guest mails for resident guests.
7. Rules of the house for the staff and the guests.
8. Dealing with guest enquiries.
9. Wake-up call procedure.
10. Left luggage procedure.

11. Handling a reservation request over telephone (Information giving)
12. Filling of advance letting Chart.
13. Filling of Density Chart.
14. Taking down a reservation.
15. How to handle overbooking.11

Suggested Assignments:

1. Countries, Capitals, and Currencies
2. Different airlines with their codes world wide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest historical monuments, etc--]
4. Beaches in India

Subject – Housekeeping – I

Course Outcome:

Student will be able to:-

1. Develop knowledge & interest in House Keeping's basic practices.
2. Know different equipment used in House Keeping
3. Understand basic skills required in the House Keeping department.

♦ Chapter:-I. Introduction to House Keeping:-

- 1.1 Importance & Functions of Housekeeping
- 1.2 Role of Housekeeping- Guest satisfaction and repeat business
- 1.3 House Keeping Areas – Front-of-the-house and Back of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

♦ Chapter:-II. Co-ordination with other Departments:-

Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.

♦ Chapter:-III. Layout of House Keeping Department:-

Sections of the housekeeping department, their functions and layout

♦ Chapter :-IV. Organization of Housekeeping Department:-

- 4.1 Hierarchy in star hotels
- 4.2 Attributes of staff.
- 4.3 Job Descriptions and Job Specifications of each position8

♦ Chapter:-V. Cleaning Equipment :-

5.1 Classification, use, care & maintenance

5.2 Selection & purchase criteria

♦ Chapter:-VI. Cleaning Agents :-

6.1 Classification, use, care and storage

6.2 Distribution & Control

6.3 Selection Criteria

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practical's:

1. Introduction to the Housekeeping department
2. Introduction to Guest Room and supplies & placement
3. Sweeping and Mopping – dry, wet.
4. Polishing of Laminated surfaces.
5. Polishing of Brass Articles.
6. Polishing of EPNS articles.
7. Polishing of Copper articles.
8. Cleaning of Glass surfaces.
9. Cleaning of oil painted and wooden surfaces
10. Cleaning of plastic painted surfaces.
11. Vacuum Cleaning
12. Bed making

Semester – II

Subject-Food & Beverage Service-II

Course Objective:

1. To understand the types of meals served in a day.
2. To know the French Classical menu
3. To understand the non alcoholic beverages.
4. To understand the service and menus offered at QSR.
5. To know the different billing methods used at hotels

♦ Ch I:- Types of meals

- 1.1 Breakfast
- 1.2 Brunch, Lunch
- 1.3 Hi Tea, Afternoon Tea.
- 1.4 Dinner, Supper

♦ Ch II:- French Classical Menu

- 2.1 Introduction
- 2.2 Types –Ala Carte & Table d' hote
- 2.3 Menu Planning, considerations and constraints
- 2.4 Menu Terms.
- 2.5 Classical French Menu.
- 2.6 Classical Food & its Accompaniments with Cover

♦ Ch III:- Fast Food Menu and Service

- 3.1 Kiosks
- 3.2 Food Trucks
- 3.3 QSR

♦ Ch IV:- Salads, Sandwich, Health Shakes & Smoothies

- 4.1 Definition and Types
- 4.3 Special Service Equipments
- 4.2 Service methods

♦ Ch V:- Non-alcoholic Beverages.

5.1 Classification

5.2 Hot Beverages – Types, Service

5.3 Cold Beverages – Types, Service

5.4 Brands

♦ Ch VI:- Control methods.

6.1 Necessity and functions of a control system,

6.2 POS, Use of TABS

6.3 Billing methods

6.4 Flow chart of KOT

6.5 Presentation of bill.

Note:

Students should be familiar with the glossary terms pertaining to above mentioned topics.

Suggested Assignments:

1. Plan Continental Breakfast Menus and English breakfast menu
2. Make list of brands for non-alcoholic beverages.
3. Visit & understanding of QSR and food truck Operations.
4. Preparation of QSR menu
5. List down at least five Quick service restaurants, their menu and report in brief along with photographs.
6. Preparation of menu for Brunch, Hi tea and mid night meal.

Practical:

1. Breakfast service in – Room service, Banquets, Coffee shops.
2. English Breakfast Service and Setup
3. Continental Breakfast Service and Setup

4. Afternoon Tea Service and Setup
5. High tea Service and Setup
6. French Classical Hors-d oeuvre
7. French Menu Planning- Four Course Menu
8. French Menu Planning- Five Course Menu
9. French Menu Planning- Six Course Menu.
10. Service of tea / coffee
11. Service of Nonalcoholic beverages
12. Making of smoothies , Coffees , Teas and health shakes and its service
13. Software applications at Food and Beverage Service Department
14. Any relevant demonstrations and field visits for the same
15. Mock Practical's

Subject – Food Production - II

Course Outcome:

1. To prepare the students for basic continental cooking concepts.
2. To inculcate in students, sound knowledge of the principles of Food Production.
3. To use the basic techniques of European cooking effectively and efficiently.

♦ Ch I:- Stocks;

Definition; Ingredients in stock making; functions of stock; Rules of stock making; Recipes of 1 lit of white, brown, fish & vegetable stock. Storage of stocks; Essences & glazes

♦ Ch II:- Soups

Classification of soups with examples
1 liter recipe of consommé
Garnishes & Accompaniments of soup

♦ Ch III:- Sauces

Definition; Classification; Function
1 liter recipe of Mother sauces with 5 derivatives each
Examples of butter, dessert & miscellaneous sauces

♦ Ch IV:- Hors D'oeuvres & Appetizers

Introduction; Types; Definition; Uses; Composition

♦ Ch V:- Salad and Salad dressings

Definition; Parts of Salad; Classification of salad with examples; Definition of salad dressing; Types of salad dressings & ingredients used

♦ Ch VI:- Food Storage

Principles, Types, Temperature, Operating practices, Storage of Specific foods

♦ Ch VII:-Western Culinary terms pertaining to the above mentioned syllabus.

Practical:

16 Continental Menus of 3 course each

Subject –French

Course Outcome:

1. To create awareness about the importance of French in the hotel operations.
2. To acquire the correct pronunciation of French terminology.
3. To use standard phrases in French in hotel operations.

♦ Ch I:- Verbs – er; ir; oir; re: present tense

Conjugations

♦ Ch II:- Articles

Definite; indefinite, contracted; partitive

♦ Ch III:- Adjectives

Colour; size, shape; qualifying adjectives; possessive adjectives

♦ Ch IV:- Vocabulary

Fruits; vegetables; fish; meat; Basic vocabulary in day to day use.

♦ Ch V:- singular plural

Singular, plural of nouns and adjectives.

♦ Ch VI:- Self introduction in French

♦ Ch VII:- Translations –

French to English

♦ Ch VIII:- Vocabulary

Hotel rooms; Restaurant; Reception, Kitchen; Seasons, days, months

♦ Ch IX:- Expression of time, cardinal and ordinal numbers.

Subject – Front Office – II

♦ Chapter-I. Pre-Arrival Procedures

- 1.1 Pre arrival activities (Preparing an arrival list, notification etc)
- 1.2 Procedure for VIP arrival.
- 1.3 Procedure for group arrival (special arrangements, meal coupons, etc)

♦ Chapter-II. Guest Arrival

- 2.1 Types of registration. (Register, Loose Leaf, Registration Cards)
- 2.2 Receiving guests.
- 2.3 Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walk-in, with confirmed reservation)
- 2.4 Notification of guest arrival.
- 2.5 Criteria for taking advance. (Walk-ins, Scanty Baggage etc.)

♦ Chapter-III. Guest Stay

- 3.1 Rooming a guest (introduction to the hotel facilities, orientation of the room)
- 3.2 Procedure for room change
- 3.3 Safe deposit procedure.
- 3.4 Assisting guest with all possible information and Help (medical etc.)

♦ Chapter-IV. Basic Information (Travel& Tourism)

- 4.1 Role of a Travel Agent
- 4.2 Passport (concept and types)
- 4.3 Visa (concept and types)
- 4.4 Rules regarding customs, foreign exchange etc.

♦ Chapter-V. Guest Departure

5.1 Departure notification

5.2 Task performed at bell desk, cashier /reception.

5.3 Express check outs

5.4 Late check outs and charges.

♦ Chapter-VI. Methods of Payment

6.1 Credit card handling

6.2 Traveler cheques, Personal checks

6.3 Handling cash Indian, Foreign currency

6.4 Other methods of payment [Travel agent, Bill to Company etc--]

Note: Glossary of Terms

Students should be familiar with the glossary of terms
Pertaining to above mentioned topics

Practical's:

1. Registration procedure.
2. Registration procedure for guest with reservation.
3. Registration of Walk-in.
4. VIP Registration procedure.
5. Registration of group / Group check-in.
6. Registration procedure of foreigner guest.
7. Registration procedure of scanty baggage guest.
8. Registration procedure of guest in fully automated hotel.
9. Handling of guest enquires at GRE desk.
10. Different modes of payments – Cash settlement.
11. Mode of payments – credit settlement.
12. Mode of payments – Foreign exchange.
13. Mode of payments – Traveller cheque.
14. Mode of payments – Bill to company.

15. Mode of payments – Travel Voucher.

16. Guest departure / Check-out procedure.

Assignments:

1. Wild life sanctuaries

2. Collection of information Regarding International chain of hotels

Subject – Housekeeping – II

Course Outcome:

1. The subject aims to establish the importance of House Keeping and its role in the hospitality Industry.
2. To prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

♦ Chapter-I. Cleaning Routine of Housekeeping Department

- 1.1 General principles of cleaning
- 1.2 Work routine for floor supervisors and chamber maids

♦ Chapter-II. Cleaning Routine of Guest Rooms

- 2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms
- 2.2 Evening service & second service procedures.
- 2.3 Weekly / Periodic cleaning – Special cleaning tasks to be carried out.
- 2.4 Spring Cleaning procedures

♦ Chapter-III. Cleaning Routine of Public Areas

- 3.1 Areas to be maintained
- 3.2 Daily, weekly and spring-cleaning Procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and Staircase & corridors.

♦ Chapter-IV. Lost and Found Procedure

- 4.1 Procedure for Guest articles
- 4.2 Records maintained

♦ Chapter-V. Control Desk

- 5.1 Importance of Control Desk
- 5.2 Records maintained
- 5.3 Functions performed by C.D.

♦ Chapter-VI. Key Control

6.1 Computerized keys/key cards

6.2 Manual keys

6.3 Key Control Procedures

♦ Chapter-VII. Housekeeping Supervision

7.1 Importance of supervision

7.2 Inspection records – Preparing Checklist for various areas

7.3 Dirty Dozen

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

PRACTICALS:

1. Bed making practice practical.
2. Cleaning routine of Public Areas - Guest Floor, Corridors, etc.
3. Cleaning routine of Public Areas - Restaurants and bar.
4. Cleaning Routine of Public areas – Banquet Halls.
5. Cleaning routine of Public Areas – Lobby, staircase, cloak room
6. Cleaning of elevators, swimming pool, club & sauna.
7. Cleaning procedure for an occupied room and bathroom.
8. Room cleaning procedure for vacant room.
9. Cleaning procedure for Departure room.
10. Room cleaning & servicing at VIP room.
11. Cleaning procedure of bathrooms.
12. Spring cleaning procedure.
13. Housekeeping supervisor.
14. Importance of Housekeeping desk control.
15. Housekeeping desk control formats.

16. Key control procedure.

17. Inspection checklist of guest room and bathroom.

18. Daily Cleaning of Guest rooms –, occupied and vacant

Subject – Travel and Tourism – II

Course Outcome:-

1. To understand important International Tourist zones.
2. To understand the geography and Travel Planning.
3. To evaluate impact of tourism.

♦ Ch I:- Tourist Transport:-

- Air Transport
- Road Transport
- Rail Transport
- Water transport
- Transport as an attraction

♦ Ch II:- Tourism Organization:-

- Need for tourism organization
- International Organization
- Government organization in India
- Private sector organizations in India
- Non-Government organization
- Other important tourism organizations

♦ Ch III:- the travel agent and the tour operator:-

- Function & Types of Travel agencies
- Setting up a travel agency
- Source of Income for travel agency
- Function and types of tour operator
- Package tours and types
- Guides and escorts

♦ Ch IV:- Travel Formalities and regulations:-

- Passport
- Visa
- Health regulation for international travel
- Special permits for restricted areas
- Custom regulations
- Immigration and Emigration
- Taxes paid by travelers
- Travel Insurance