

SUBJECT: HOSPITALITY OPERATIONS AND ASSOCIATE (PART I) (HOA1)

**CLASS XI
SEMESTER I**

THEORY

FULL MARKS –20

(MCQ Type Question)

UNIT	Topic	No of periods assigned	Marks
1	Tourism System and its impact on socio economic environment	24	11
2	Different forms of tour packages and ancillary services.	21	09

DETAIL SYLLABUS

UNIT	Topic	Sub Topic	No of periods assigned
1	Tourism System and its impact on socio economic environment	Meaning, Definition, Scope of Tourism.	3
		Meaning of - Tourist, traveler, visitor, transit visitor and excursionist.	3
		Nature of tourism – Service Characteristics.	5
		Types of Tour packages; Forms of Tourism	4
		Impacts of Tourism – Socio-cultural, economic and environmental.	5
		Barriers to Tourism – Overcoming barriers to tourism.	4
2	Different forms of tour packages and ancillary services.	Accommodation – meaning and role.	3
		Types of Accommodation – based on facilities, based on location, based on length of stay.	5
		Meal Plan for booking accommodation.	3
		Available packages – short trip, weekend trip, long trip.	4
		Ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange.	6

Outcomes for Hospitality Operations And Associate

Outcomes to be assessed	Assessment criteria for the outcome
1. Explain Tourism System and its impact on socio economic environment	<p>Able to explain the meaning, definition and scope of tourism.</p> <p>Able to explain the meaning of - Tourist, traveller, visitor, transit visitor and excursionist.</p> <p>Able to explain the nature of tourism – Service Characteristics.</p> <p>Able to explain types of Tour packages; Forms of Tourism</p> <p>Able to explain impacts of Tourism – Socio-cultural, economic and environmental. Able to explain barriers to Tourism – Overcoming barriers to tourism.</p>
2. Explain different forms of tour packages and ancillary services.	<p>Able to illustrate accommodation – meaning and role.</p> <p>Able to illustrate types of Accommodation – based on facilities, based on location, based on length of stay.</p> <p>Able to illustrate a meal Plan for booking accommodation.</p> <p>Able to illustrate available packages – short trip, weekend trip, long trip.</p> <p>Able to illustrate ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange.</p> <p>Able to list out basic problems related to accommodation, transportation and other infrastructural facilities faced by travellers</p>

CLASS XI SEMESTER II

THEORY

FULL MARKS – 30

(SAQ AND LAQ Type Question)

UNIT	Topic	No of periods assigned	SAQ Marks	LAQ Marks
1	Role of different private and public bodies associated with the tourism industry in the growth and development of tourism.	21	4 Marks (2 Questions of 2 Marks)	6 Marks (1 Question of 6 Marks)
2	Basics on system components and behavioural requirements of Hospitality Management	21	4 Marks (2 Questions of 2 Marks)	6 Marks (1 Question of 6 Marks)
3	Acts and Regulations Applicable to Hospitality Industry	21	4 Marks (2 Questions of 2 Marks)	6 Marks (1 Question of 6 Marks)

DETAIL SYLLABUS

UNIT	Topic	Sub Topic	No of periods assigned
1	Role of different private and public bodies associated with the tourism industry in the growth and development of tourism.	Role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP).	8
		Role of local bodies, State Tourism Development Corporations, NGOs.	8
		Factors responsible for growth and development of tourism.	5
2	Basics on system components and behavioural requirements of Hospitality Management	Meaning of the hospitality industry.	3
		Importance of customer care in hospitality.	3
		Accommodation, Food and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.	10
		Front desk grooming and other essentials – body language.	5
3	Acts and Regulations Applicable to Hospitality Industry	Workers Compensation	3
		Liquid License	3
		Food & Drugs Regulations	3
		Health & Hygiene	3
		Sale of Goods	3
		Insurance	2
		Environmental Pollution.	4

Outcomes for Hospitality Operations And Associate

1. Explain the role of different private and public bodies associated with the tourism industry in the growth and development of tourism.	<p>Able to explain role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP).</p> <p>Able to explain the role of local bodies, State Tourism Development Corporations, NGOs.</p> <p>Able to explain factors responsible for growth and development of tourism.</p> <p>Able to explain the infrastructural facilities and types of tourists visiting different places of the respective cities.</p>
---	---

<p>2. Outline Basics system components and behavioural requirements of Hospitality Management</p>	<p>Able to illustrate the meaning of the hospitality industry.</p> <p>Able to illustrate the importance of customer care in hospitality.</p> <p>Able to illustrate accommodation, Food and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.</p> <p>Able to demonstrate front desk grooming and other essentials – body language.</p> <p>Able to explain the maintenance and cleaning procedures of a hotel.</p> <p>Able to explain the food and beverage management and security system in a hotel.</p>
<p>3. Explain various Acts and Regulations Applicable to Hospitality Industry</p>	<p>Able to explain regulations related to workers Compensation, Liquid License, Food & Drugs Regulations, Health & Hygiene, Sale of Goods, Insurance, Environmental Pollution.</p> <p>Able to illustrate the procedure of obtaining a passport for a tourist.</p>

**PROJECT / PRACTICAL
CLASS XI**

FULL MARKS – 50

NO OF PERIODS ASSIGNED – 144

DETAIL SYLLABUS

Sl. No.	CONTENT	HOURS
1.	Make a survey on any 10 tourists visiting your state, to know their perceptions about availability of accommodation, transportation and other infrastructural facilities and prepare a report.	36
2.	Visit a tourism department's office of your city to know the demand, infrastructural facilities, types of tourists visiting different places and prepare a report.	36
3.	<p>i. Visit a hotel, note down the maintenance, cleaning and room services procedures followed there. Write a detailed report emphasizing on the dusting and polishing techniques, techniques of cleaning furniture, carpets, rooms, air conditioners and routine maintenance of rooms.</p> <p>ii. Visit two hotels, note down the food and beverages management and security surveillance system followed there and prepare a comparative and analytical report on the same.</p>	72