



चौधरी चरण सिंह विश्वविद्यालय, मेरठ।

CHAUDHARY CHARAN SINGH UNIVERSITY, MEERUT

National Education Policy-2020

Syllabus development guidelines (PG)

PG Diploma in Tourism and Hoteliering

(One Year Programme Under self financing)

Please provide these three tables in the beginning of the syllabus in each subject

For fourth and fifth years of Higher education (PG)

For Arts, Science and Commerce

Syllabus Developed by:

S. No.	Name	Designation	Department	College/ University	Signature
1	Prof. Naveen Lohani	Dean of Arts and Head, Deptt. of Hindi	Hindi	Ch. Charan Singh University, Meerut	<i>[Signature]</i>
2	Prof. Ajay Vijay Kaur	Professor	History	Ch. Charan Singh University	<i>[Signature]</i>
3	Prof. Aradhana	Professor	History	Ch. Charan Singh University	<i>[Signature]</i>
4	Prof. Vighnesh Kumar	Professor	History	Ch. Charan Singh University	<i>[Signature]</i>
5	Dr. Anshu Singh	Associate Prof.	History	D.A.V. College, Bulandshahr	- Absent -
6	Dr. C.S. Bhardwaj	Associate Prof.	History	Meerut College, Meerut	<i>[Signature]</i>
7	Dr. Anita Rathi	Associate Prof.	History	R.G. College, Meerut	<i>[Signature]</i>
8	Dr. Manila Rohtagi	Associate Prof.	History	A.K.P. College, Hapur	online approval
9	Prof. Raksesh Kumar Sharma	Professor/External Subject Expert	History	Gurukul Kangri University, Haridwar (U.K.)	online approval
10	Prof. Satish Kumar Singh	Professor/External Subject Expert	History	H.N.B. Garhwal University, Garhwal (U.K.)	online approval
11	Prof. Ravindra Kumar Sharma	Professor/External Subject Expert	History	Kurukshetra University, Kurukshetra	online approval
12	Prof. Sumangal Prakash	Principal/Retd. Principal	History	J.S. Hindu PG College, Amroha	SP
13	Prof. Gita Srivastava	Retd. Professor	History	Retd. Department of History, C.C.S. University, Meerut	online approval
14	Prof. C.M. Agrawal	Special Invitee	History	S.S.J. Campus Kumaun University, Almora	online approval

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Courses
Semester-wise Titles of the ~~Subject~~ in PG Diploma in Tourism and Hoteliering

(Subject name)

Year	Sem.	Course Code	Core Compulsory/ Elective/ Value added	Paper Title	Theory /Practical	Credits
1	I		Core Compulsory	COURSE 1 Indian Culture and Tourism Resources of India	Theory	
1	I		Core Compulsory	COURSE 2 Tourism : Concept and its application	Theory	
1	II		Core Compulsory	COURSE 3 Travel and Tour Operation	Theory	
1	II		Core Compulsory	COURSE 4 Hoteliering	Theory	

Core Compulsory Courses: These are main (major) courses of the subject which every student has to study who has taken admission in PG (First and Second Year). Usually all courses of first semester are compulsory courses.

Core Elective Courses: These are full major courses of the subject. There will be many such elective courses in the syllabus, to be taught over 2/3/4 Semesters. The colleges will run these courses in their colleges according to their resources/ specialization of teacher and students will opt them according to their choice.

Minor Electives: Some of the above courses, or any other such course developed by BoS, can be taken as Minor electives by the students of other Faculty, for multi-disciplinarily.

Value added course: Some of the above courses, or any other such course developed by BoS, can be taken as Value Added course (Minimum 2 Credits/ 30 Hours) by the students of other Faculty/ Subject, for value addition.

Format for developing syllabus for a Subject (PG)

- Subject prerequisites: To study this subject, a student must have had the subject(s) in class/12th or at UG level.
- Programme outcomes (POs)- (after 2 years PG) explained commonly for faculty.
- Programme specific outcomes (PSOs)- (after 2 years PG) explained commonly for subject after every year.

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Format for developing syllabus for a course/paper

Programme/Class: PG Diploma		Year: One	Semester: First
Subject: History			
Course Code:	Course Title: COURSE 1 Indian Culture and Tourism Resources of India		(Theory/Practical)
Course Objectives: Course outcomes: To aware of the origin of Indian Culture. To understand the Ancient Culture. To get the significance of the Vedic and Later Vedic Age. → To grasp the Religious Movements and Early dynasties. To aware of the Mauryas and Post Mauryas Times.			
Credits: 6		Core Compulsory / Elective	
Max. Marks: 50+50		Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 4-0-0 or 3-1-0 Etc.			
Unit	Topics	No. of Lectures Total 50.....	
I	UNIT 1 India, Land, People, Climate, Deserts, Forests, River Systems, Rural and Urban Settlement Pattern, National Symbols	10	
II	UNIT 2 Major Cultural Activities of India-Glimpses of Indian History and Culture. Fundamentals of Indian Art in Historical Perspective	10	
III	UNIT 3 Natural Resources-Wild life parks, Sanctuaries and Tiger Reserves with case study of Rajaji National Park, Jim Corbett Tiger Reserve and Hastinapur bird Sanctuary, Beaches and Islands: Resources and their use patterns, Major hill stations	10	
IV	UNIT 4 Man made Resources Museums-National Museum, New Delhi Indian Museum, Kolkata Historical Monuments-Monuments of Uttar Pradesh and Delhi-Agra, Fatehpur Sikri, Sarnath, Kushinagar, Hastinapur, Sardhana, Important Monuments of Delhi	10	
V	UNIT 5 Religious Resources-Hindu, Vaishanva and Shaiva Religions Islam-Important places of pilgrimage Sikhism-Important places of Sikh pilgrimage-Golden Temple, Anandpur Sahib. Buddhism-Important Buddhism pilgrimage sites-Bodh Gaya, Sarnath, Kushinagar.	10	

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	Jainism-Important Jain pilgrimage sites-Mount Abu, Hastinapur, Ramnagar.	
VI	UNIT 6 Important Fairs and Festivals Fairs-Kumbh Mela, Puskar Mela, Garh Mukteshwar Mela Festivals-Dussehra, Diwali, Holi, Muharram, Guruparva, Good Friday	
Very Short Answer Questions	2×5=10	
Short Answer Questions	5×2=10	
Detailed Answer Questions	10×3=30	
Total	=50 Marks	
Note : Very Short answer is required not exceeding 75 words. Short answer is required not exceeding 200 words.		
Suggested Readings:		
1. K.P. Tiwari Foundations of Indian Culture 2. AL.Basham. A Cultural History of India 3. N.Jayapalan A History of Indian Culture 4. S.V. Venkateswara Indian Culture through the Ages, Vol. I & II. 5. Luniya B.N Evolution of Indian Culture 6. V.D.Mahajan Ancient India 7. P.T.S. Ayyangar Stone Age in India 8. N.N Ghosh. Early History of India		

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Format for developing syllabus for a course/paper

Programme/Class: PG Diploma	Year: One	Semester: First
Subject: History		
Course Code:	Course Title: COURSE 2 Tourism : Concept and its application	(Theory/Practical)
<p>Course Objectives:</p> <p>Course outcomes: To aware of the Origin of Travel. To get the idea of the basic ideas about Business management . To acquire the knowledge of Components Accommodations . To aware of the Travel Statistics. To grasp the idea of benefits of Tourism.</p>		
Credits: 6	Core Compulsory / Elective	
Max. Marks: 50+50	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 4-0-0 or 3-1-0 Etc.		
Unit	Topics	No. of Lectures Total 60.....
I	UNIT 1 History of Tourism : Travel in Ancient times and in the middle ages. The Grand tour, travel and tourism in the 19 th century and after independence.	10
II	UNIT 2 Introduction of Tourism-What is Tourism? Concepts of Leisure, Recreation, Tourism, Tourists Destination Services and Industry.	10
III	UNIT 3 Tourists -Conceptual and Statistical definitions popular versus scientific concepts, typologies, stages in the touristic process, Role and implications of leisure. Type of Tourists-Tourist, Traveler, Excursionist Forms of Tourism : Inbound, Out bound, Domestic and International.	10
IV	UNIT 4 Tourism System-The nature of system; identifying the five elements and the environment constituting the basic tourism system. Kinds of tourism system: General and specific uses.	10
V	UNIT 5 Tourism Industry-Definition, Characteristics of purchase and consumption of tourist services, kinds of goods and services, sector of the tourism industry, illustrative example and tourist industry in relation to the tourism system.	10

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VI	UNIT 6 Guidelines for the Guides.	
Very Short Answer Questions	2×5=10	
Short Answer Questions	5×2=10	
Detailed Answer Questions	10×3=30	
Total	=50 Marks	
Note : Very Short answer is required not exceeding 75 words. Short answer is required not exceeding 200 words.		
Suggested Readings:		
1. The Business of Tourism - Christopher J.Holloway. 2. Tourism Development Principles and Practices - A.K. Bhatia. 3. Tourism and Hotel Industry in India - MM. Anand. 4. Dynamics of Tourism - R.H. Kaul. 5. Growth of Modern Tourism Monograph IITM - IITM (1989). 6. International tourism - A.K. Bhatia.		



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Format for developing syllabus for a course/paper

Programme/Class: PG Diploma	Year: One	Semester: Second
Subject: History		
Course Code:	Course Title: COURSE 3 Travel and Tour Operation	(Theory/Practical)
<p>Course Objectives: To understand fundamentals of Travel Management. To get the Indian and International Transports details. To acquire the knowledge of the Railways. To aware of the Travel Formalities. To gain the knowledge about Guide lines.</p> <p>Course outcomes: The students understand the History of Travel. The Students learn the Modes of Transport. The students acquire the significance of Railways. The students know the Travel Formalities. The students observe the Duties of Tourist Guide.</p>		
Credits: 6		Core Compulsory / Elective
Max. Marks: 50+50		Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 4-0-0 or 3-1-0 Etc.		
Unit	Topics	No. of Lectures Total 60.....
I	UNIT 1 History : Travel through the ages, Thomas Cook as the first travel agent. Advent of the railways, Shipping services, the automobile and the introduction of air transportation and cruises.	10
II	UNIT 2 World IATA Geography : Major Tourist Zones, IATA Geographical Areas; Major countries sand telephones codes and time zones.	10
III	UNIT 3 Travel Agency Operation -Services offered-Air, Sea, Railways, Motor coaches, Car rental; Tours, Insurance, Hotel reservation; Office procedures, Business planning, Travel accounting and Travel marketing..	10
IV	UNIT 4 Tourism Guides-ABC -World Airways Guide and ABC reading, OAG-Official Airline Guide, Tim-Travel information Manual, Documentation and Health requirements.	10
V	UNIT 5 Travel Documentation-Passport : Typology, Procedure for obtaining, Renewals, what to do if lost, its security, Visa: Procedure and requirements for obtaining Visa of different countries, Documentation involved and custom Regulations, Calculation of Transfer connection times.	10

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VI	UNIT 6 Travel Organisation-IATA, UFTAA, TAAT, WATA, PATA, IATO	
VII	UNIT 7 Tour Operation- The nature of operating, Non charter tour operation, Tour planning , Operating market research, Tour literature, itinerary preparation and Procedure for payment to airlines/GSA.	
VIII	UNIT 8 Travel and Health-Preparation for Travel, Travelers with special needs, some common troubles, diseases of contacts and diseases spread mainly by food, drink and poor hygiene.	
IX	UNIT 9 Ticketing-What is ticket? Types of tickets, Preparation of various tickets, Procedures and rules for tickets issue against credit cards, diplomats, foreign nationals, NRI's students, military man. What happens if a ticket is lost? Indian airlines and railways schedule, Understand city codes, Procedure and documents for cancellations/refunds. Airlines and Railways cancellation/refunds rules. Rules and regulations regarding Dollar fare tickets, fare calculations.	
X	Electronic Media and CRS.	

Very Short Answer Questions 2×5=10
Short Answer Questions 5×2=10
Detailed Answer Questions 10×3=30
Total =50 Marks

Note : Very Short answer is required not exceeding 75 words. Short answer is required not exceeding 200 words.

Suggested Readings:

1. Merrissen jone. W Travel agents and Tourism
2. David. H Howel Principles and methods of Scheduling reservations
3. Agarwa Travel agency management
4. Geo Chak Professional Travel management communication in India
5. A.K.Bhatia Tourism development: principles and practice
6. Mohindar Chand Travel agency management

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Format for developing syllabus for a course/paper

Programme/Class: PG Diploma	Year: One	Semester: Second
Subject: History		
Course Code:	Course Title: COURSE 4 Hoteliering	(Theory/Practical)
Course Objectives: To aware of Hotel Industry. To get the knowledge of the Accommodations. To aware of the Front office Management. To get the idea of Principles of Cooking. To make the students aware of the House keeping.		
Course outcomes: The students Understand the Hotel Industry. The students learn the Accommodations. The students know the Front office Management. The students learn the Principles of Cooking. The students gain the knowledge about the House keeping.		
Credits: 5	Core Compulsory / Elective	
Max. Marks: 50+50	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 4-0-0 or 3-1-0 Etc.		
Unit	Topics	No. of Lectures Total 50.....
I	UNIT 1 History : Growth and Development of hotel Industry, Defining a Hotel, types of Hotels, classification and graduation, changing pattern of demand and supply and different sections of hotel.	10
II	UNIT 2 Front Office : Hotel reservation, Cancellation procedure of registration of Domestic and International visitors, Mode of receiving payments, Communication and its use for hotels, Tourist information, Postage Handling, Guest History card, Paying, Night Auditor and Role of Lobby manager.	10
III	UNIT 3 House Keeping -Methods of cleaning hotel; lettable rooms, toilets and public areas, Major tools and equipments, Linen, Stationary, Decorative flower arrangements, Perfumes, House Keeping trolley needed for operation, house keeping and its relation with front office, staff organization for house keeping department.	10
IV	UNIT 4 Food and Beverage -Equipments for food and beverage preparation, General methods of food storage in Hotels, Disinfectants used in kitchen, Staff organization in food and beverage section.	10
V	UNIT 5 Requirements and Procedure for Constructing . Classified Hotel: Prescribed application form for approval of hotel projects, regulatory conditions and Guidelines for approval of hotel projects, star categorisation sources of finance, Incentives and subsidy extended to hotels in tourist areas and tourist backward area.	10

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Very Short Answer Questions	2×5=10
Short Answer Questions	5×2=10
Detailed Answer Questions	10×3=30
Total	=50 Marks

Note : Very Short answer is required not exceeding 75 words. Short answer is required not exceeding 200 words.

Suggested Readings:

1. Y.P.Singh Effective Hotel Management.
2. P.S. Gill. Tourism and Hotel Management.
3. Manish Rotti. Hotel Tourism and Hospitality Management.
4. V.K. Singh & J.M. Dewan. Hotel Management.
5. Andrews Hotel Front Office Training.

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