

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22

SRI GURU TEG BAHADUR KHALSA COLLEGE SRI ANANDPUR SAHIB

**(An Autonomous College)
Affiliated to Punjabi University, Patiala**

SYLLABUS For B.Voc. Part-I (Semester I and II) Under Choice Based Credit System

Programme Code: BVHT



Academic Session: 2021-22

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**Scheme of Syllabus for Bachelor in Vocation
(B. Voc.)
Hospitality and Tourism Semester – I
As Per CBCS
Session 2021-22**

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**Scheme of Syllabus for Bachelor of Vocation
(B.Voc.) Hospitality and Tourism: I (Semester - I)
As per CBCS**

Semester 1 st						
Code	Subject	Component	Total Credit	Marks		Total Marks
				Internal	External	
PBVOC-101A / B	Punjabi Compulsory/ Mudla Gyan	GC	4	30	70	100
BVRM 107	English (Communication Skills)	GC	4	30	70	100
BVHT 101	Workshop on Customer query and Complaint Management	GC	4	50	-	50
	Total (a)		12	110	140	250
BVHT 102	Introduction to Tourism, Aviation and Hospitality Industry	SC	4	30	70	100
BVHT 103	Front Desk Operation I	SC	4	30	70	100
BVHT 104	Housekeeping Operation I	SC	4	30	70	100
BVHT 105	Seminar on Basics of Hospitality Service	SC	2	50	-	50
BC- 101	Environmental and Road Safety Awareness	SC	4	30	70	100
	Total (b)		18	170	280	450
	Grand Total (a+b)		30	280	420	700
Total Credits: General (4+4+4) 12 + Skill (4+4+4+2+4) 18 = (12+18) 30						

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**BVHT 101: WORKSHOP ON CUSTOMER QUERY AND COMPLAINT
MANAGEMENT**

Maximum Marks: 50
Internal Assessment: 50
Credit: 4 [3H(L)+1H(P)]

Pass Marks: 35%
Teaching Hours: 3 Per Week

Instructions for the teacher: Workshop will be in English or Punjabi medium. This course will carry 50 marks which shall be reserved for internal assessment. The internal assessment marks shall be based on factors such as: (a) Report (20 marks), Presentation (20 marks), and Attendance and class Participation (10 marks).

Instructions for the candidates: Students will work in a group to prepare a brief write-up due before the start of class covering the case study/ Class Assignment. Question in the case study/ Class Assignment would include the quantitative analysis of the problem solving and decision making. **Students will prepare report which is based on given topic by the concern teacher, which is internally evaluated by same concern teacher**

Course Objective: This paper is aimed at providing the basic knowledge of Customer Query and Complaint Management.

Pedagogy: The instructor is expected to use leading pedagogical approaches in the class room situation, lectures, case study analysis, group discussions, assignment writing and tests, research based methodology, innovative instructional methods, use of technology in the class room and comprehensive assessment practices to strengthen the teaching efforts.

SECTION – A

Attend to Guest Queries:

- Assist the guest on any requirement
- Respond to guest queries
- Deliver message and materials to guest
- Achieve guest satisfaction

Perform Cashiering Activities:

- Receive payment method details from guest
- Prepare the invoice
- Receive the payment
- Document and record the details

SECTION – B

Maintain Health and Hygiene:

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures

Maintain Safety at Workplace:

- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards

Course Learning Outcome: After completing the course, the student shall be able to:

Build an understanding of theoretical framework of financial management. This paper is provide basic knowledge of Customer Query and Complaint Management, Problem Solving: methods and techniques, positive attitude, empowerment and Query Handling: Cashiering Activities and Night Auditing Procedure, Receiving payment method details from the guests, Prepare bills as per different categories of guests and Various modes of bill settlement.

Suggested Readings:

1. Uday Kumar Halder (2010), Leadership and Team Building, Oxford University Press.
2. Walia M. Anubhaa andUppal Manpreet (2020), Fundamentals of Research, 1st Edition, Notion Press.
3. David L. Goetsch and Dr. Shalini Kalia, (2015), Effective Teamwork: Ten Steps for Technical Professions”, Pearson Education.
4. Leigh L. Thompson (2017), Making the Team, Pearson Education.

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**BVHT 102: INTRODUCTION TO TOURISM, AVIATION AND HOSPITALITY
INDUSTRY**

Maximum Marks: 100
External Examination: 70
Internal Assessment: 30
Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours
Pass Marks: 35 %
Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: This paper is aimed at providing the basic knowledge of Tourism, Aviation and Hospitality Industry.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Tourism Industry: Introduction and definitions, **Travel agency:** History, Operation/Functions, Types, Travel Agents, Tour Operators: Functions, Types. **Current Scenario** Major Players in India and abroad, present trends in industry, Latest technology in Industry. Hospitality and Tourism Organizations- WTO, FHRAI, IH and RA, IATA, PATA, DOT, etc. **Aviation:** Air Transportation Industry, International Organizations, ICAO, IATA, Evolution of Hub and Spokes, Carrier Codes, facilities to the passengers. **Procedure at airport:** policies, practices and rules.

SECTION - B

Hospitality and Hotel Industry: Meaning and definition, Historical evolution and development, Hospitality as an industry, Inter relation with tourism industry and its sectors, Contribution to Indian and global economy. **Hospitality Products and Services:** Hospitality accommodation, the various types Structured and non-structured accommodations, Hotels, Resorts, Condominiums, Guest Houses, Bread and Breakfast outlets etc., **Food and Beverage facilities:** Structured and Non structured, Ancillary services, Spa, Health Club, Recreational facilities, Shopping Arcades etc. **Support services:** Transport, Guides, Travel desk, Banking, Insurance etc. **Hotel Classification:** Various forms of ownership, Franchise, Chain Concept, Time Share, Management Contract, Classification of Hotels.

Course Learning Outcome: Course Learning Outcomes: After completing the course, the student shall be able to:

Build an understanding of Tourism, Aviation and Hospitality Industry. To aware about the functions of travel agency, Air Transportation, Airport policies and rule. Type of hotels and its working.

Suggested Readings:

1. Andrew, S., Tourism and Hospitality Industry, Tata McGraw,Hill, New Delhi,2009.
2. Rodaysumetra, Tourism Operation Management, Oxford University Press, New Delhi, Latest Edition.
3. Bansal, Lalit K., Tourism and hospitality industry, Neha, Delhi, 2012.
4. Kaul, Virender, Tourism planning: an introduction, Shri Sai Printo,Graphers, Delhi, 2007
5. Bagri, S.C., Introduction to Hospitality Industry, IHC, Aman Pub. Delhi, 2008.
6. AR Bhatia (2005), Tourism development – Principles and practices; Sterling Publishers Pvt. Ltd; 1st Edition

BVHT 103: FRONT DESK OPERATION- I

Maximum Marks: 100
External Examination: 70
Internal Assessment: 30
Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours
Pass Marks: 35 %
Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: This paper is aimed at providing the basic knowledge of Tourism, Aviation and Hospitality Industry.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Introduction to Front Office: Basic Activities of Front Office , F O Layout and Equipment (non, automated, semi, automated and automated), Various Sections of Front Office, **Organisation Structure of Front Office department** Large, Medium and Small hotel, Duties and responsibilities, Personality traits. **Introduction to guest cycle:** Pre arrival, Arrival, During Guest stay, Departure, after departure, Types of Rooms, Types of room rates, Basis of charging Types of plans and Room status definitions.

SECTION - B

Layout of a lobby: Placement of Bell Desk, Concept of Uniformed Services and its function. **Job Description and Specification:** Concierge, Bell Captain, Bell Boy, Doorman and Parking Valet, Layout and equipment of Bell Desk, Luggage handling Procedure on guest arrival, FIT, VIP, Group and Crew. **Reservations:** Importance of Reservation, Modes of reservation, Channels and sources Types of reservations, Systems (no automatic, semi-automatic fully automatic) .Procedure, Cancellation, Amendments, Overbooking, Room Selling Techniques and Up selling Discounts.

Course Learning Outcomes: After completing the course, the student shall be able to:
To provide basic knowledge of Front Office Organization and Hierarchy. Provide awareness about the guest check,in and checkout process, Customer, Centric Service, Customer service and Handling customer requests

Suggested Readings:

1. Front Office Operations – Colin Dix, Chris Baird · Professional Hotel Front Office Management – Anutosh Bhakta
2. Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)
3. Managing Front Office Operations – Micheal Kasavana and brooks ·
4. Principles of Front Office Operations – Sue Baker and Jermy Huyton
5. Practical Aspects of Hotel Guest Cycle, Pre Arrival Stage, Hardaman Singh Bhinder (Prowess Publisher)

BVHT 104: HOUSEKEEPING OPERATION- I

Maximum Marks: 100
External Examination: 70
Internal Assessment: 30
Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours
Pass Marks: 35%
Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: This paper is aimed at providing the basic knowledge of Housekeeping Operations.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

The Role of Housekeeping in Hospitality Operation: Role of Housekeeping in Guest Satisfaction and Repeat Business, **Organization Chart of The Housekeeping Department:** Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department. **Cleaning Organization:** Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special and Design features that simplify cleaning. **Hospitality Equipment:** Use and care of Equipment, Cleaning Agents, General Criteria for selection, Classification, Polishes, Floor finishes, Use, care and Storage, Distribution and Controls and Use of Eco friendly products in Housekeeping

SECTION - B

Surfaces Cleaning: Metals, Glass, Leather, Leather, Plastic, Ceramics, Wood, Wall finishes and Floor Finishes. **Inter Departmental Relationship:** With Front Office, With Maintenance, With Security, With Stores, With Accounts and With Personnel. Extensive Use of Technology and Computers in House Keeping department.

Practical Tasks:

- Welcoming and greeting the guests
- Attend to Guest queries
- Maintain Health and hygiene
- Maintain the safety at work place

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- Maintain customer centric service orientation

Course Learning Outcomes: After completing the course, the student shall be able to:

To provide basic knowledge of Role of Housekeeping in Guest Satisfaction and Repeat Business, Customer, Centric Service, Customer service and Handling customer requests. Identifying Housekeeping Responsibilities and Personality Traits of housekeeping Management

Suggested Readings:

1. Hotel Hostel and Hospital Housekeeping –by Joan C Branson and Margaret Lennox, ELBS with Hodder and Stoughton Ltd. ·
2. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw · Hill publishing company limited New Delhi. ·
3. Hotel Housekeeping Operations and Management by Raghubalan, Oxford · University Press
4. The Professional Housekeeper by Tucker Schneider, Wiley Publications · Professional management of Housekeeping by Manoj Madhukar, Rajat · Publications

BVHT 105: SEMINAR ON COMMUNICATION SKILLS

Maximum Marks: 50

Internal Assessment: 50

Credit: 2 [1H(L)+1H(P)]

Pass Marks: 35%

Teaching Hours: 3 Per Week

Instructions for the Teacher: Seminar will be in English or Punjabi medium. This course will carry 50 marks which shall be reserved for internal assessment. The internal assessment marks shall be based on factors such as: (a) Report (20 marks), Presentation (20 marks), and attendance and class participation (10 marks).

Instructions for the candidates: Students will work in a group to prepare a brief write-up due before the start of class covering the case study/ Class Assignment. Question in the case study/ Class Assignment would include the quantitative analysis of the problem solving and decision making. **Students will prepare report which is based on given topic by the concern teacher, which is internally evaluated by same concern teacher**

Course Objective: This paper is aimed at providing students with basics of communication in Hospitality Sector.

Pedagogy: Group discussion conducted for improving the skills to Organisational behaviour. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Organisational behaviour and motivation of employees to better understanding of basics of hospitality service. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Communication with Customers and Colleagues:

- Interacting with superiors;
- communicating with colleagues;
- Communicating effectively with customers.

Maintain Standard of Etiquette and Hospitable Conduct:

- Follow Behavioral, Personal and Telephone Etiquettes,
- treat Customers with High Degree of Respect and Professionalism ,
- Achieve Customer Satisfaction.

SECTION - B

Follow Gender and Age Sensitive Service Practices:

- Educate customer on specific facilities and services available for different categories of customers
- Provide gender and age specific services as per their unique and collective requirements
- Follow standard etiquette with women at workplace.

Maintain IPR of Organization and Customer:

- Secure company's IPR
- Respect customer's copyright.

Course Learning Outcomes: After completing the course, the student shall be able to:

To provide basic knowledge of Front Communication with Customers and Colleagues, Handling customer complaints/ feedback, Build friendly but impersonal relationship with the customers' aware about the Service Quality Standards, Achieving customer satisfaction, Gender and Age Sensitivity Maintaining IPR and educating customers on specific facilities and services available.

Suggested Readings:

1. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
2. A.K Bhatia (2015): The Business of Tourism concept and strategies, Sterling Publishers
3. Page, S (2011): Tourism Management: Routledge, London; 1st Edition.
4. Glenn.F.Ross (1998),,The Psychology of Tourism Hospitality; Press Victoria, Australia.

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ਬੀ.ਵਾਕ ਹਾਸਪੀਟੈਲਿਟੀ ਅਤੇ ਟੂਰਿਜ਼ਮ
ਭਾਗ ਪਹਿਲਾ, ਸਮੈਸਟਰ ਪਹਿਲਾ
ਵਿਸ਼ਾ: ਪੰਜਾਬੀ ਲਾਜ਼ਮੀ
ਸੈਸ਼ਨ :2021-22, ਪੇਪਰ ਕੋਡ: PBVOC-101A

ਕੁੱਲ ਅੰਕ :100
ਬਾਹਰੀ ਪਰੀਖਿਆ:70 ਅੰਕ
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ :30 ਅੰਕ
ਕ੍ਰੈਡਿਟ-04

ਸਮਾਂ:3 ਘੰਟੇ
ਪਾਸ ਅੰਕ: 35%
ਕੁੱਲ ਲੈਕਚਰ:60

ਪਾਠਕ੍ਰਮ ਅਤੇ ਪ੍ਰਸ਼ਨ-ਪੱਤਰ ਦੀ ਰੂਪ-ਰੇਖਾ
ਭਾਗ-ੳ

ੳ -ਮੇਰਾ ਜੀਵਨ ਅਨੁਭਵ (ਵਾਰਤਕ -ਸੰਗ੍ਰਹਿ), ਮੁੱਖ ਸੰਪਾਦਕ ਡਾ.ਜਸਵੀਰ ਸਿੰਘ, ਸੰਪਾ.ਡਾ.ਅਵਤਾਰ ਸਿੰਘ,
ਡਾ.ਗੁਰਪ੍ਰੀਤ ਕੌਰ, ਪ੍ਰੋ.ਸੁਖਵਿੰਦਰ ਸਿੰਘ, ਸ੍ਰੀ ਗੁਰੂ ਤੇਗ ਬਹਾਦਰ ਖਾਲਸਾ ਕਾਲਜ, ਸ੍ਰੀ ਅਨੰਦਪੁਰ
ਸਾਹਿਬ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ

ਭਾਗ-ਅ

ਅ-1: ਸਮਾਜਿਕ ਅਤੇ ਵਾਤਾਵਰਨ ਵਿਸ਼ਿਆ ਨਾਲ ਸੰਬੰਧਿਤ ਨਿਬੰਧ ਰਚਨਾ
ਅ-2: ਵਿਆਕਰਨ

- (i) ਸਵਰ: ਪਰਿਭਾਸ਼ਾ ਅਤੇ ਵਰਗੀਕਰਨ
- (ii) ਵਿਅੰਜਨ: ਪਰਿਭਾਸ਼ਾ ਅਤੇ ਵਰਗੀਕਰਨ
- (iii) ਉਚਾਰਨ ਅੰਗ
- (iv) ਨਾਂਵ ਅਤੇ ਇਸਦਾ ਰੂਪਾਂਤਰਣ
- (v) ਪੜਨਾਂਵ ਅਤੇ ਇਸਦਾ ਰੂਪਾਂਤਰਣ
- (vi) ਕਿਰਿਆ ਅਤੇ ਇਸਦਾ ਰੂਪਾਂਤਰਣ

ਭਾਗ-ੲ

ੲ - ਮੇਰਾ ਜੀਵਨ ਅਨੁਭਵ ਅਤੇ ਵਿਆਕਰਨ ਵਾਲੇ ਭਾਗ ਵਿਚੋਂ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ 15 ਲਾਜ਼ਮੀ ਪ੍ਰਸ਼ਨ

ਪੇਪਰ ਸੈਟਰ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਹਦਾਇਤਾਂ

1. ਭਾਗ-ੳ: ਵਿਚੋਂ ਨਿਬੰਧ ਦਾ ਵਿਸ਼ਾ-ਵਸਤੂ ਜਾਂ ਸਾਰ (ਤਿੰਨ ਵਿਚੋਂ ਇੱਕ) 10 ਅੰਕ
2. ਭਾਗ-ੳ: ਵਿਚੋਂ ਪੁਸਤਕ ਵਿਚਲੇ ਵਿਚਾਰਾਂ ਸੰਬੰਧੀ ਪ੍ਰਸ਼ਨ (ਪੰਜ ਵਿਚੋਂ ਤਿੰਨ) $4+4+4=12$ ਅੰਕ
3. ਭਾਗ-ਅ: 1 ਵਿਚੋਂ ਨਿਬੰਧ ਰਚਨਾ (ਤਿੰਨ ਵਿਚੋਂ ਇੱਕ) 08 ਅੰਕ
4. ਭਾਗ-ਅ: 2 ਵਿਚੋਂ ਵਿਆਕਰਨ ਨਾਲ ਸੰਬੰਧਿਤ ਵਰਣਾਤਮਕ ਪ੍ਰਸ਼ਨ (ਦੋ ਵਿਚੋਂ ਇੱਕ) 10 ਅੰਕ
5. ਭਾਗ-ੲ ਵਿਚ ਮੇਰਾ ਜੀਵਨ ਅਨੁਭਵ ਅਤੇ ਵਿਆਕਰਨ ਵਿਚੋਂ ਕੁੱਲ $15(8+7)$ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ ਲਾਜ਼ਮੀ ਪ੍ਰਸ਼ਨ। ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਾਰੇ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਲਾਜ਼ਮੀ ਹਨ। ਹਰੇਕ ਪ੍ਰਸ਼ਨ 2 ਅੰਕਾਂ ਦਾ ਹੋਵੇਗਾ।
 $15 \times 2 = 30$ ਅੰਕ

ਪਾਠਕ੍ਰਮ ਦਾ ਉਦੇਸ਼:

1. ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਸਾਹਿਤ ਪੜ੍ਹਨ ਦੀ ਰੁਚੀ ਪੈਦਾ ਕਰਨਾ।
2. ਮਾਤ ਭਾਸ਼ਾ ਵਿੱਚ ਉਚੇਰੀ ਸਿੱਖਿਆ ਗ੍ਰਹਿਣ ਕਰਨ ਦੀ ਜਾਗ ਲਾਉਣਾ।
3. ਵਿਆਕਰਨਕ ਪੱਖਾਂ ਨਾਲ ਰਾਬਤਾ ਕਾਇਮ ਕਰਵਾਉਣਾ।
4. ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਵਾਤਾਵਰਣ ਅਤੇ ਸਮਾਜਿਕ ਵਿਸ਼ਿਆਂ / ਸਮੱਸਿਆਵਾਂ ਤੋਂ ਜਾਣੂ ਕਰਵਾਉਣਾ।

ਪਾਠਕ੍ਰਮ ਨਤੀਜੇ:

1. ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਨਿਬੰਧਾਂ ਨਾਲ ਸੰਬੰਧਿਤ ਪਰਤਾਂ ਨੂੰ ਉਜਾਗਰ ਕਰਨ ਦਾ ਹੁਨਰ ਪੈਦਾ ਹੋਵੇਗਾ।
2. ਵਿਦਿਆਰਥੀ ਵਿਆਕਰਨਕ ਨੇਮ-ਵਿਧਾਨ ਅਤੇ ਸਮਕਾਲੀ ਸਮਾਜ ਵਿਚਲੇ ਮਸਲਿਆਂ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ

ਸਹਾਇਕ ਪੁਸਤਕਾਂ:

1. ਬਲਵੀਰ ਸਿੰਘ ਦਿਲ, ਪੰਜਾਬੀ ਨਿਬੰਧ :ਸਰੂਪ, ਸਿਧਾਂਤ ਅਤੇ ਵਿਕਾਸ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ,ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ।
2. ਖੋਜ ਪੱਤ੍ਰਿਕਾ, ਨਿਬੰਧ ਅੰਕ-29,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ,ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ
3. ਬੂਟਾ ਸਿੰਘ ਬਰਾੜ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਸ਼੍ਰੋਤ ਤੇ ਸਰੂਪ,ਵਾਰਿਸ਼ ਸ਼ਾਹ ਫਾਂਊਡੇਸ਼ਨ ਅੰਮ੍ਰਿਤਸਰ,2012
4. ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ, ਪੰਜਾਬੀ ਵਿਆਕਰਨ ਤੇ ਭਾਸ਼ਾ ਵਿਗਿਆਨ,ਤਕਨੀਕੀ ਸ਼ਬਦਾਵਲੀ ਦਾ ਵਿਸ਼ਾ ਕੋਸ਼,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2009
5. ਡਾ.ਜੋਗਿੰਦਰ ਸਿੰਘ ਪੁਆਰ ਅਤੇ ਹੋਰ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਵਿਆਕਰਨਕ ਭਾਗ I,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ,ਜਲੰਧਰ,1991
6. ਗਿਆਨੀ ਲਾਲ ਸਿੰਘ ਤੇ ਹਰਕੀਰਤ ਸਿੰਘ ,ਕਾਲਜ ਪੰਜਾਬੀ ਵਿਆਕਰਣ ,ਪੰਜਾਬ ਸਟੇਟ ਯੂਨੀ.ਟੈਕਸਟ ਬੁੱਕ ਬੋਰਡ,ਚੰਡੀਗੜ੍ਹ
7. ਸੰਤ ਸਿੰਘ ਸੇਖੋਂ,ਸਾਹਿਤਆਰਥ,ਲਾਹੌਰ ਬੁੱਕ ਸ਼ਾਪ,ਲੁਧਿਆਣਾ

ਬੀ.ਵਾਕ ਹਾਸਪੀਟੈਲਿਟੀ ਅਤੇ ਟੂਰਿਜ਼ਮ
ਭਾਗ ਪਹਿਲਾ, ਸਮੈਸਟਰ ਪਹਿਲਾ
ਵਿਸ਼ਾ: ਪੰਜਾਬੀ ਮੁੱਢਲਾ ਗਿਆਨ
ਸੈਸ਼ਨ :2021-22 ,ਪੇਪਰ ਕੋਡ:PBVOC-101B,

ਕੁੱਲ ਅੰਕ :100
ਬਾਹਰੀ ਪਰੀਖਿਆ:70 ਅੰਕ
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ :30 ਅੰਕ
ਕ੍ਰੈਡਿਟ-04

ਸਮਾਂ:3 ਘੰਟੇ
ਪਾਸ ਅੰਕ: 35%
ਕੁੱਲ ਲੈਕਚਰ:60

ਪਾਠਕ੍ਰਮ ਅਤੇ ਪ੍ਰਸ਼ਨ-ਪੱਤਰ ਦੀ ਰੂਪ-ਰੇਖਾ
ਭਾਗ-ੳ

- ੳ -1.ਪੈਂਤੀ ਅੱਖਰੀ ਅਤੇ ਭੁਲਾਵੇਂ ਅੱਖਰ
- 2.ਦੋ ਅੱਖਰਾਂ ਵਾਲੇ, ਤਿੰਨ ਅੱਖਰਾਂ ਵਾਲੇ ਅਤੇ ਚਾਰ ਅੱਖਰਾਂ ਵਾਲੇ ਪੰਜ-ਪੰਜ ਸ਼ਬਦ
- 3.ਲਗਾਂ-ਮਾਤਰਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਪੰਜ-ਪੰਜ ਸ਼ਬਦ
- 4.ਲਗਾਖਰਾਂ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਪੰਜ-ਪੰਜ ਸ਼ਬਦ

ਭਾਗ-ਅ

- ਅ-1.ਇੱਕ ਤੋਂ ਪੰਜਾਹ ਤੱਕ ਗਿਣਤੀ
- 2.ਹਓਨਦਤੇ ਦੇ ਦਿਨਾਂ ਦੇ ਨਾਂ
- 3.ਪੰਜ ਫਲਾਂ ਅਤੇ ਸਬਜ਼ੀਆਂ ਦੇ ਨਾਂ
- 4.ਪੰਜ ਘਰੇਲੂ ਵਸਤਾਂ ਅਤੇ ਆਵਾਜਾਈ ਦੇ ਸਾਧਨਾਂ ਦੇ ਨਾਂ
- 5.ਪੰਜ ਰਿਸ਼ਤਿਆਂ ਦੇ ਨਾਂ
- 6.ਪੰਜ ਪਸ਼ੂ ਪੰਛੀਆਂ ਦੇ ਨਾਂ

ਭਾਗ-ੲ

ਭਾਗ ੳ ਅਤੇ ਅ ਵਿਚੋਂ 15 ਅਬਜੈਕਟਿਵ ਪ੍ਰਸ਼ਨ

ਨੋਟ:ਵਿਦਿਆਰਥੀ ਪਹਿਲੀ ਵਾਰ ਗੁਰਮੁਖੀ ਸਿੱਖ ਰਹੇ ਹਨ। ਇਸ ਲਈ ਵਿਦਿਆਰਥੀਆਂ ਦੇ ਪੱਧਰ ਨੂੰ ਧਿਆਨ ਵਿੱਚ ਰੱਖਦੇ ਹੋਏ ਸਰਲ ਅਤੇ ਸਪੱਸ਼ਟ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ।

ਪੇਪਰ ਸੈਟਰ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਹਦਾਇਤਾਂ:

- 1.ਭਾਗ-ੳ: ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਦੋ ਵਿਚੋਂ ਇੱਕ)10 ਅੰਕ
- 2.ਭਾਗ-ੳ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਛੇ ਵਿਚੋਂ ਤਿੰਨ) 5+5+5=15 ਅੰਕ
- 3.ਭਾਗ-ਅ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਦੋ ਵਿਚੋਂ ਇੱਕ)10 ਅੰਕ
- 4.ਭਾਗ-ਅ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਛੇ ਵਿਚੋਂ ਤਿੰਨ) 5+5+5=15 ਅੰਕ
- 5.ਭਾਗ-ੲ ਵਿਚ ਭਾਗ ੳ ਅਤੇ ਅ ਵਿਚੋਂ ਕੁੱਲ 10 ਅਬਜੈਕਟਿਵ ਪ੍ਰਸ਼ਨ। ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਾਰੇ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਲਾਜ਼ਮੀ ਹਨ। ਹਰੇਕ ਪ੍ਰਸ਼ਨ 2 ਅੰਕਾਂ ਦਾ ਹੋਵੇਗਾ। (10X2=20 ਅੰਕ)

ਪਾਠਕ੍ਰਮ ਦਾ ਉਦੇਸ਼:

- 1.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਗੁਰਮੁਖੀ ਲਿਪੀ ਸਿਖਾਉਣਾ।
- 2.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਸ਼ੁੱਧ ਪੰਜਾਬੀ ਬੋਲਣਾ, ਪੜ੍ਹਨਾ ਅਤੇ ਲਿਖਣਾ ਸਿਖਾਉਣਾ।

ਪਾਠਕ੍ਰਮ ਨਤੀਜੇ:

1. ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਸ਼ੁੱਧ ਸੰਚਾਰ ਕਰਨ ਦੇ ਯੋਗ ਹੋਣਗੇ।
2. ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦੇ ਵਿਆਕਰਨਕ ਨੇਮਾਂ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ।

ਸਹਾਇਕ ਪਾਠ ਸਮੱਗਰੀ:

1. ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ, ਆਓ ਪੰਜਾਬੀ ਸਿੱਖੀਏ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ, 2009
2. ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ, ਗੁਰਮੁਖੀ ਸਿੱਖੋ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ, 2011
3. ਸੀਤਾ ਰਾਮ ਬਾਹਰੀ, ਪੰਜਾਬੀ ਸਿੱਖੀਏ, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ, 2002
4. ਪੰਜਾਬੀ ਗਿਆਨ ਸੀ.ਡੀ. (ਕੰਪਿਊਟਰ ਐਪਲੀਕੇਸ਼ਨ ਟੂ-ਲਰਨ ਐਂਡ ਟੀਚ ਪੰਜਾਬੀ), ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ
5. ਚਰਨ ਪੁਆਧੀ, ਆਓ ਪੰਜਾਬੀ ਸਿੱਖੀਏ, ਸੰਗਮ ਪਬਲੀਕੇਸ਼ਨ, ਪਟਿਆਲਾ

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22
2021-22, 2022-23 & 2023-24
Common for B.Voc. Semester-I
Hospitality and Tourism (BVHT-107)
English (Communication Skills)

Time Allowed: 3 Hours
Periods per week: 4
Credits: 04
Teaching Hours: 60

Max. Marks: 100
Written Examination: 70
Internal Assessment: 30
Pass Percentage: 35%

Instructions for the Paper Setter: The question paper will carry 70 marks and will be of three hours duration. The paper will consist of three Units. Following shall be the unit wise marks division:

- Unit-I – 18 Marks
- Unit-II – 22 Marks
- Unit-III – 30 Marks

Note: - We humbly request that the paper setter consults the testing pattern given in testing section.

Instructions for the candidates: Candidates are required to attempt all the questions as per the instructions given in the testing section.

Course Objective:

The chief objective of the paper is to sharpen the literary and grammatical skills of the students. Selected short stories have been incorporated in the syllabus to give impetus to creativity and imagination of the students. The syllabi will also help the students to understand the nuances of English language & usage.

Pedagogy: Primarily the chalk and duster method will be used to teach this course. To evoke the interest of the students in the curriculum due emphasis will be laid on assignments, homework and periodic tests.

Unit-I

Text Prescribed: *Let's Go Home and Other Stories*

The following stories are to be studied:

1. A shadow
2. The Meeting Pool
3. Green Parrots in a Cage
4. The Portrait of a Lady
5. Let's Go Home
6. The Terrorist
7. The Death of a Hero
8. The Cow of the Barricades

Unit-II

Text Prescribed: *The Students' Companion* by Wilfred D. Best, Rupa & Co.

The following contents of this book are to be studied:

1. One word substitution (Professions or Trades)
2. Correction of frequently misspelt words
3. Antonyms and Synonyms

Unit-III

Text Prescribed: *Living English Structure* by W. Stannard Allen
Grammar & Composition:

1. Voice
2. Narration
3. Composition: Précis Writing (Unseen Passage)

Testing

Unit-I

1. The examiner shall set one essay type question with internal alternative on theme, incident or character from *Let's Go Home and Other Stories* prescribed in unit-I of the syllabus. The candidate is required to write the answer in about 250 words. 8 marks
2. The examiner shall set seven short-answer type questions from *Let's Go Home and Other Stories* prescribed in unit-I. The candidate is required to attempt any five out of the given seven. Each question shall carry two marks. 10 marks

Unit-II

3. The examiner shall set ten sentences related to different Professions or Trades. The candidate shall give one word substitute for each sentence. The candidate is required to attempt any seven out of given ten. The examiner shall set these sentences from the book *The Students' Companion* prescribed in unit-II of the syllabus. Each answer shall carry one mark. 7 marks
4. The examiner shall set seven misspelt words for correction from the prescribed book *The Students' Companion*. The candidate is required to attempt any five. Each word shall carry one mark. 5 marks
5. This question will be pertaining to Antonyms and Synonyms. The examiner shall set seven words for antonyms and seven for synonyms from the prescribed book *The Students' Companion*. The candidate is required to attempt any five from each. Each word shall carry one mark. 5+5=10 marks

Unit-III

6. The examiner shall set 12 sentences for Change of Voice from the book *Living English Structure* prescribed in unit-III. The candidate is required to attempt any 10 sentences out of the given 12 sentences. Each correct answer shall carry one mark. 10 marks
7. The examiner shall set 12 sentences for Change of Narration from the book *Living English Structure* prescribed in unit-III. The candidate is required to attempt any 10 sentences out of the given 12 sentences. Each correct answer shall carry one mark. 10 marks
8. The examiner shall set an unseen passage for précis writing. The passage shall be of at least 150 words and not exceeding 220 words. The candidate is required to make a précis of the given passage along with a suitable/relevant title. The précis shall be one third of the given passage. 10 marks

Course Learning Outcomes:

1. Students will learn the nuances of English language
2. The course content is expected to improve their communicative skills and command over language
3. Students will acquire fundamental knowledge of language and literature.

Suggested Readings:

Oxford Practice Grammar by John Eastwood (Ed. 2014).

Current English Grammar and Usage with Composition by R.P. Sinha, Oxford University Press.

Sri Guru Teg Bahadur Khalsa College, Sri Anandpur Sahib

Autonomous College

SYLLABUS

**For B. Voc. Hospitality and Tourism
Semester System
Sem- II**

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22

**Scheme of Syllabus for Bachelor of Vocation
(B.Voc.) Hospitality and Tourism: I (Semester - II)
As per CBCS**

Semester 2 nd						
Code	Subject	Component	Total Credit	Marks		Total Marks
				Internal	External	
PBVOC -201A / B	Punjabi Compulsory/ Mudla Gyan	GC	4	30	70	100
BVRM -207	Business Communication Skills	GC	4	30	70	100
BVHT 201	Workshop on Geography of Tourism	GC	4	50	-	50
	Total (a)		12	110	140	250
BVHT 202	Tourism Products of India	SC	4	30	70	100
BVHT 203	Front Desk Operation II	SC	4	30	70	100
BVHT 204	Housekeeping Operation II	SC	4	30	70	100
BVHT 205	Seminar on Hospitality Supervisory Skills	SC	2	50	-	50
BVHT 206	On Job Practical Training and Report	SC	4	100		100
	Total (b)		18	240	210	450
	Grand Total (a+b)		30	350	350	700

CAE 1.2 Drug Abuse: Problems Management and Prevention (Qualify Paper)

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22

ਬੀ.ਵਾਕ ਹਾਸਪੀਟੈਲਿਟੀ ਅਤੇ ਟੂਰਿਜ਼ਮ

ਭਾਗ ਪਹਿਲਾ, ਸਮੈਸਟਰ ਦੂਜਾ

ਵਿਸ਼ਾ: ਪੰਜਾਬੀ ਲਾਜ਼ਮੀ

ਸੈਸ਼ਨ :2021-22, ਪੇਪਰ ਕੋਡ:PBVOC-201A

ਕੁੱਲ ਅੰਕ :100

ਬਾਹਰੀ ਪਰੀਖਿਆ:70 ਅੰਕ

ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ :30 ਅੰਕ

ਕੈਡਿਟ-04

ਸਮਾਂ:3 ਘੰਟੇ

ਪਾਸ ਅੰਕ: 35%

ਕੁੱਲ ਲੈਕਚਰ:60

ਪਾਠਕ੍ਰਮ ਅਤੇ ਪ੍ਰਸ਼ਨ-ਪੱਤਰ ਦੀ ਰੂਪ-ਰੇਖਾ

ਭਾਗ-ੳ

ੳ -ਜੀਵਨ-ਵਿਹਾਰ (ਵਾਰਤਕ-ਸੰਗ੍ਰਹਿ), ਮੁੱਖ ਸੰਪਾ.ਡਾ.ਜਸਵੀਰ ਸਿੰਘ, ਸੰਪਾ.ਡਾ.ਅਵਤਾਰ ਸਿੰਘ ,
ਡਾ.ਗੁਰਪ੍ਰੀਤ ਕੌਰ, ਪ੍ਰੋ.ਸੁਖਵਿੰਦਰ ਸਿੰਘ, ਸ੍ਰੀ ਗੁਰੂ ਤੇਗ ਬਹਾਦਰ ਖਾਲਸਾ ਕਾਲਜ, ਸ੍ਰੀ ਅਨੰਦਪੁਰ ਸਾਹਿਬ
ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ

ਭਾਗ-ਅ

ਅ-1: ਦਫਤਰੀ ਚਿੱਠੀ- ਪੱਤਰ

ਅ-2: ਵਿਆਕਰਨ

- (i) ਭਾਸ਼ਾ ਦਾ ਟਕਸਾਲੀ ਰੂਪ
- (ii) ਭਾਸ਼ਾ ਅਤੇ ਉਪਭਾਸ਼ਾ ਦਾ ਅੰਤਰ
- (iii) ਪੂਰਬੀ ਪੰਜਾਬ ਦੀਆਂ ਉਪਭਾਸ਼ਾਵਾਂ ਦੇ ਪਛਾਣ- ਚਿੰਨ੍ਹ
- (iv) ਸ਼ਬਦ :ਪਰਿਭਾਸ਼ਾ, ਬਣਤਰ ਅਤੇ ਕਾਰਜ

ਭਾਗ-ੲ

ਜੀਵਨ-ਵਿਹਾਰ ਅਤੇ ਵਿਆਕਰਨ ਵਿੱਚੋਂ ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ 15 ਲਾਜ਼ਮੀ ਪ੍ਰਸ਼ਨ

ਪੇਪਰ ਸੈਟਰ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਹਦਾਇਤਾਂ:

1.ਭਾਗ-ੳ: ਵਿੱਚੋਂ ਨਿਬੰਧ ਦਾ ਵਿਸ਼ਾ-ਵਸਤੂ ਜਾਂ ਸਾਰ

(ਤਿੰਨ ਵਿੱਚੋਂ ਇੱਕ)10 ਅੰਕ

2.ਭਾਗ-ੳ: ਵਿੱਚੋਂ ਪੁਸਤਕ ਵਿਚਲੇ ਵਿਚਾਰਾਂ ਸੰਬੰਧੀ ਪ੍ਰਸ਼ਨ

(ਪੰਜ ਵਿੱਚੋਂ ਤਿੰਨ) 4+4+4=12

ਅੰਕ

3.ਭਾਗ-ਅ:1 ਵਿੱਚੋਂ ਚਿੱਠੀ-ਪੱਤਰ

(ਤਿੰਨ ਵਿੱਚੋਂ ਇੱਕ) 08

ਅੰਕ

4.ਭਾਗ-ਅ:2 ਵਿੱਚੋਂ ਵਿਆਕਰਨ ਨਾਲ ਸੰਬੰਧਿਤ ਵਰਣਾਤਮਕ ਪ੍ਰਸ਼ਨ

(ਦੋ ਵਿੱਚੋਂ ਇੱਕ) 10

ਅੰਕ

5. ਭਾਗ-ੲ ਵਿੱਚ ਜੀਵਨ-ਵਿਹਾਰ ਅਤੇ ਵਿਆਕਰਨ ਵਿੱਚੋਂ ਕੁੱਲ 15(8+7) ਸੰਖੇਪ ਉੱਤਰਾਂ ਵਾਲੇ ਲਾਜ਼ਮੀ ਪ੍ਰਸ਼ਨ। ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਾਰੇ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਜ਼ਰੂਰੀ ਹਨ । ਹਰੇਕ ਪ੍ਰਸ਼ਨ 2 ਅੰਕਾਂ ਦਾ ਹੋਵੇਗਾ ।

15X2=30ਅੰਕ

ਪਾਠਕ੍ਰਮ ਦਾ ਉਦੇਸ਼:

- 1.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਸਾਹਿਤ ਪੜ੍ਹਨ ਲਈ ਪ੍ਰੇਰਿਤ ਕਰਨਾ।
- 2.ਮਾਤ ਭਾਸ਼ਾ ਵਿੱਚ ਉਚੇਰੀ ਸਿੱਖਿਆ ਗ੍ਰਹਿਣ ਕਰਨ ਦੀ ਜਾਗ ਲਾਉਣਾ।
- 3.ਵਿਆਕਰਨਕ ਪੱਖਾਂ ਨਾਲ ਰਾਬਤਾ ਕਾਇਮ ਕਰਵਾਉਣਾ।
- 4.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਚਿੱਠੀ-ਪੱਤਰ ਲਿਖਣਾ ਸਿਖਾਉਣਾ।

ਪਾਠਕ੍ਰਮ ਨਤੀਜੇ:

1. ਵਿਦਿਆਰਥੀਆਂ ਅੰਦਰ ਨਿਬੰਧਾਂ ਨਾਲ ਸੰਬੰਧਿਤ ਪਰਤਾਂ ਨੂੰ ਉਜਾਗਰ ਕਰਨ ਦਾ ਹੁਨਰ ਪੈਦਾ ਹੋਵੇਗਾ।
2. ਵਿਦਿਆਰਥੀ ਵਿਆਕਰਨਕ ਨੇਮ-ਵਿਧਾਨ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ।

ਸਹਾਇਕ ਪੁਸਤਕਾਂ:

1. ਬਲਵੀਰ ਸਿੰਘ ਦਿਲ, ਪੰਜਾਬੀ ਨਿਬੰਧ :ਸਰੂਪ, ਸਿਧਾਂਤ ਅਤੇ ਵਿਕਾਸ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ, ਪਟਿਆਲਾ
2. ਖੋਜ ਪੱਤ੍ਰਿਕਾ, ਨਿਬੰਧ ਅੰਕ-29,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ, ਪੰਜਾਬੀ,ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ
3. ਬੂਟਾ ਸਿੰਘ ਬਰਾੜ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਸ਼੍ਰੋਤ ਤੇ ਸਰੂਪ,ਵਾਰਿਸ਼ ਸ਼ਾਹ ਫਾਊਂਡੇਸ਼ਨ ਅੰਮ੍ਰਿਤਸਰ,2012
4. ਬਲਦੇਵ ਸਿੰਘ ਚੀਮਾ, ਪੰਜਾਬੀ ਵਿਆਕਰਨ ਤੇ ਭਾਸ਼ਾ ਵਿਗਿਆਨ,ਤਕਨੀਕੀ ਸ਼ਬਦਾਵਲੀ ਦਾ ਵਿਸ਼ਾ ਕੋਸ਼, ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2009
5. ਡਾ.ਜੋਗਿੰਦਰ ਸਿੰਘ ਪੁਆਰ ਅਤੇ ਹੋਰ,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਵਿਆਕਰਨਕ ਭਾਗ I,ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਅਕਾਦਮੀ,ਜਲੰਧਰ,1991
6. ਗਿਆਨੀ ਲਾਲ ਸਿੰਘ ਤੇ ਹਰਕੀਰਤ ਸਿੰਘ ,ਕਾਲਜ ਪੰਜਾਬੀ ਵਿਆਕਰਣ ,ਪੰਜਾਬ ਸਟੇਟ ਯੂਨੀ.ਟੈਕਸਟ ਬੁੱਕ ਬੋਰਡ,ਚੰਡੀਗੜ੍ਹ
7. ਸੰਤ ਸਿੰਘ ਸੇਖੋਂ,ਸਾਹਿਤਆਰਥ,ਲਾਹੌਰ ਬੁੱਕ ਸ਼ਾਪ,ਲੁਧਿਆਣਾ

ਬੀ.ਵਾਕ ਹਾਸਪੀਟੈਲਿਟੀ ਅਤੇ ਟੂਰਿਜ਼ਮ
ਭਾਗ ਪਹਿਲਾ, ਸਮੈਸਟਰ ਦੂਜਾ
ਵਿਸ਼ਾ: ਪੰਜਾਬੀ ਮੁੱਢਲਾ ਗਿਆਨ
ਸੈਸ਼ਨ :2021-22 ਪੇਪਰ ਕੋਡ:PBVOC-201B

ਕੁੱਲ ਅੰਕ :100
ਬਾਹਰੀ ਪਰੀਖਿਆ:70 ਅੰਕ
ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ :30 ਅੰਕ
ਕ੍ਰੈਡਿਟ-04

ਸਮਾਂ:3 ਘੰਟੇ
ਪਾਸ ਅੰਕ: 35%
ਕੁੱਲ ਲੈਕਚਰ: 60

ਪਾਠਕ੍ਰਮ ਅਤੇ ਪ੍ਰਸ਼ਨ-ਪੱਤਰ ਦੀ ਰੂਪ-ਰੇਖਾ
ਭਾਗ-ੳ

- ੳ - 1.ਵਿਰੋਧੀ ਸ਼ਬਦ,ਸਮਾਨਾਰਥਕ ਸ਼ਬਦ
2.ਲਿੰਗ,ਵਚਨ,ਕਾਲ ਅਤੇ ਪੁਰਖ
3.ਸ਼ਬਦ ਸ਼੍ਰੇਣੀਆਂ(ਨਾਂਵ,ਪੜਨਾਂਵ ਅਤੇ ਕਿਰਿਆ):ਪਰਿਭਾਸ਼ਾ ਅਤੇ ਉਦਾਹਰਣਾਂ
4.ਵਿਸ਼ਰਾਮ ਚਿੰਨ੍ਹਾਂ ਦੀ ਵਰਤੋਂ

ਭਾਗ-ਅ

- ਅ -1.ਲੇਖ ਰਚਨਾ(200 ਸ਼ਬਦਾਂ ਵਿੱਚ):ਮੇਰਾ ਅਧਿਆਪਕ,ਮੇਰਾ ਕਾਲਜ ਅਤੇ ਦੀਵਾਲੀ
2.ਚਿੱਠੀ ਪੱਤਰ:ਫੀਸ ਮੁਆਫੀ ਅਤੇ ਬਿਮਾਰੀ ਕਾਰਨ ਛੁੱਟੀ ਲੈਣ ਸੰਬੰਧੀ
3.ਦੇਸੀ ਅਤੇ ਅੰਗਰੇਜ਼ੀ ਮਹੀਨਿਆਂ ਦੇ ਨਾਂ
4. ਇੱਕ ਤੋਂ ਸੌ ਤੱਕ ਗਿਣਤੀ

ਭਾਗ-ੲ

ਭਾਗ ੳ ਅਤੇ ਅ ਵਿਚੋਂ 10 ਅਬਜੈਕਟਿਵ ਪ੍ਰਸ਼ਨ

ਨੋਟ:ਵਿਦਿਆਰਥੀ ਗੁਰਮੁਖੀ ਸਿੱਖ ਰਹੇ ਹਨ। ਇਸ ਲਈ ਵਿਦਿਆਰਥੀਆਂ ਦੇ ਪੱਧਰ ਨੂੰ ਧਿਆਨ ਵਿੱਚ ਰੱਖਦੇ ਹੋਏ ਸਰਲ ਅਤੇ ਸਪੱਸ਼ਟ ਪ੍ਰਸ਼ਨ ਪੁੱਛੇ ਜਾਣ।

ਪੇਪਰ ਸੈਟਰ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਹਦਾਇਤਾਂ:

- 1.ਭਾਗ-ੳ: ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਦੋ ਵਿਚੋਂ ਇੱਕ)10 ਅੰਕ
2.ਭਾਗ-ੳ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਛੇ ਵਿਚੋਂ ਤਿੰਨ)
5+5+5=15 ਅੰਕ
3.ਭਾਗ-ਅ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਦੋ ਵਿਚੋਂ ਇੱਕ)10 ਅੰਕ
4.ਭਾਗ-ਅ ਵਿਚੋਂ ਪ੍ਰਸ਼ਨ (ਛੇ ਵਿਚੋਂ ਤਿੰਨ)
5+5+5=15 ਅੰਕ
5.ਭਾਗ-ੲ ਵਿਚ ਭਾਗ ੳ ਅਤੇ ਭਾਗ ਅ ਵਿਚੋਂ ਕੁੱਲ 10 ਅਬਜੈਕਟਿਵ ਪ੍ਰਸ਼ਨ। ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਾਰੇ ਪ੍ਰਸ਼ਨ ਕਰਨੇ ਲਾਜ਼ਮੀ ਹਨ । ਹਰੇਕ ਪ੍ਰਸ਼ਨ 2 ਅੰਕਾਂ ਦਾ ਹੋਵੇਗਾ ।
(10X2=20 ਅੰਕ)

ਪਾਠਕ੍ਰਮ ਦਾ ਉਦੇਸ਼:

- 1.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਲੇਖ ਲਿਖਣਾ ਅਤੇ ਚਿੱਠੀ ਪੱਤਰ ਲਿਖਣਾ ਸਿਖਾਉਣਾ।
2.ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਸ਼ੁੱਧ ਪੰਜਾਬੀ ਬੋਲਣਾ,ਪੜ੍ਹਨਾ ਅਤੇ ਲਿਖਣਾ ਸਿਖਾਉਣਾ।

ਪਾਠਕ੍ਰਮ ਨਤੀਜੇ:

1. ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦਾ ਸ਼ੁੱਧ ਸੰਚਾਰ ਕਰਨ ਦੇ ਯੋਗ ਹੋਣਗੇ।
2.ਵਿਦਿਆਰਥੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਦੇ ਵਿਆਕਰਨਕ ਨੇਮਾਂ ਤੋਂ ਜਾਣੂ ਹੋਣਗੇ।

ਸਹਾਇਕ ਪੁਸਤਕਾਂ:

- 1.ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ,ਆਓ ਪੰਜਾਬੀ ਸਿੱਖੀਏ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2009
2. ਸਤਿਨਾਮ ਸਿੰਘ ਸੰਧੂ,ਗੁਰਮੁਖੀ ਸਿੱਖੋ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2011
- 3.ਸੀਤਾ ਰਾਮ ਬਾਹਰੀ, ਪੰਜਾਬੀ ਸਿੱਖੀਏ,ਪਬਲੀਕੇਸ਼ਨ ਬਿਊਰੋ,ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ,2002
- 4.ਪੰਜਾਬੀ ਗਿਆਨ ਸੀ.ਡੀ.(ਕੰਪਿਊਟਰ ਐਪਲੀਕੇਸ਼ਨ ਟੂ-ਲਰਨ ਐਂਡ ਟੀਚ ਪੰਜਾਬੀ),
ਪੰਜਾਬੀ ਯੂਨੀਵਰਸਿਟੀ,ਪਟਿਆਲਾ
5. ਚਰਨ ਪੁਆਧੀ,ਆਓ ਪੰਜਾਬੀ ਸਿੱਖੀਏ,ਸੰਗਮ ਪਬਲੀਕੇਸ਼ਨ,ਪਟਿਆਲਾ

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Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22
2021-22, 2022-23 & 2023-24
Common for B. Voc Semester-II
Hospitality and Tourism (BVHT-207
English (Communication Skills)

Time Allowed: 3 Hours

Periods per week: 4

Credits: 04

Teaching Hours: 60

Max. Marks: 100

Written Examination: 70

Internal Assessment: 30

Pass Percentage: 35%

Instructions for the Paper Setter: The question paper will carry 70 marks and will be of three hours duration. The paper will consist of three Units. Following shall be the unit wise marks division:

- Unit-I – 20 Marks
- Unit-II – 50 Marks

Note: - We humbly request that the paper setter consults the testing pattern given in testing section.

Instructions for the candidates: Candidates are required to attempt all the questions as per the instructions given in the testing section.

Course Objective:

The objective of the paper is to introduce the students to the theory, fundamentals and tools of communication. The course aims at developing the vital communication skills among students for personal, social and professional interactions

Pedagogy: Primarily the chalk and duster method will be used to teach this course. To evoke the interest of the students in the curriculum due emphasis will be laid on assignments, homework and periodic tests.

Unit I

Part-A

Communication Skills

1. Meaning of Communication
2. Importance of Communication
3. Process of Communication
4. Types of Communication
5. Channels of Communication
6. Barriers to Effective Communication
7. Effective listening skills
8. Public speaking skills

Part-B

Interview Skills

1. Types of Interview
2. Appearing for an Interview
3. Conducting an Interview
4. Body Language & Dress Code
5. Group Discussion

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22
Unit III

Composition:

1. Report Writing
2. E-mail Writing (Address, Subject, Content, Complementary Closed)
3. Meeting Skills (Writing Agenda and Minutes of Meeting)
4. Job application along with Resume/ Curriculum Vitae
5. Business Letters/ Official Letters/Memorandum Writing

Testing

Unit-I

1. The examiner shall set one long answer type question with internal choice from Part-A of Unit-I of the syllabus. 10 marks
2. The examiner shall set one long answer type question with internal choice from Part -B of unit-I of the syllabus. 10 marks

Unit-II

3. The examiner shall set one question pertaining to report writing with internal choice. 10 marks
4. The examiner shall set one question pertaining to email writing with internal choice. 10 marks
5. The examiner shall set one question about the Meeting Skills. An internal choice will be given between Agenda and Minutes of Meeting. 10 marks
6. The examiner shall set one question with an internal choice pertaining to job application & Resume/CV Writing. The candidate is required to write a job application along with resume/C.V. 5+5=10 marks
7. The examiner shall one question relating to letter and memorandum writing. There shall be an internal choice between business/official letters and Memorandum Writing. 10 marks

Course learning outcome:

1. Communication skills of students will improve.
2. The students will distinguish among various levels of organizational communication.
3. Students will develop an ability for effective business correspondence with brevity and clarity.

Suggested Readings:

Business Communication by M K Sehgal, Vandana Khetarpal.
Bovee and Thill. *Business Communication Today*, Pearson Education.
Brian R Hollaway. *Technical Writing Basis: A Guide to Style and Form*. 4th Pearson - Prentice Hall.
Kaur, Gurpreet. *Communication Skills and Technical Writings*. New Academic Publishing Co. 2014.

Bachelor of Vocation (B.Voc.) Hospitality and Tourism
Part –I, Sem. I and II
Session: 2021-22
BVHT 201: WORKSHOP ON GEOGRAPHY OF TOURISM

Maximum Marks: 50
Internal Assessment: 50
Credit: 4 [3H(L)+1H(P)]

Pass Marks: 35%
Teaching Hours: 3 Per Week

Instructions for the teacher: Workshop will be in English or Punjabi medium. This course will carry 50 marks which shall be reserved for internal assessment. The internal assessment marks shall be based on factors such as: (a) Report (20 marks), Presentation (20 marks), and Attendance and class Participation (10 marks).

Instructions for the candidates: Students will work in a group to prepare a brief write-up due before the start of class covering the case study/ Class Assignment. Question in the case study/ Class Assignment would include the quantitative analysis of the problem solving and decision making. **Students will prepare report which is based on given topic by the concern teacher, which is internally evaluated by same concern teacher**

Course Objective: This paper is aimed at providing students with a comprehensive understanding knowledge on Geography of Tourism.

Pedagogy: The instructor is expected to use leading pedagogical approaches in the class room situation, lectures, case study analysis, group discussions, assignment writing and tests, research based methodology, innovative instructional methods, use of technology in the class room and comprehensive assessment practices to strengthen the teaching efforts.

SECTION – A

Importance of Geography in Tourism: Geography and Tourism Interface. **Location Aspects:** Latitude, Longitude, Location of Places, Map Reading, International Date Line, Time Zones. **Geography Physical and Human Aspects:** Relief, Climate, Flora and Fauna, Economy, Population, and Transportation and Communication. Map reading, scale of the map and measurement of the distance on map, use of conventional signs and symbols in maps and signs especially significant for tourism sector Study of climatic, drainage, transport availability maps (road, air, water, and railway) of India.

SECTION – B

Asia and Europe: General geographical features; physiographic, climate, vegetation and Main countries, capitals and their tourist attractions. **Other countries:** General geographical features of given countries with information about physiographic, climate, vegetation and tourist attractions of USA (only 5 Places) South Africa, Australia. **Climate and Seasons of India:** Local state as an attractive tourist destination and Main Tourist attractions of India-focus USPs. **Location of important tourist cities:** National Parks, Wildlife Sanctuaries, Cultural, Historical and Religious Tourist Spots in India also locate important physiographic features on the map of India.

Course Learning Outcomes: After completing the course, the student shall be able to:
To give an overview to the student to become competent and to understand the mechanism for excelling to Importance of Geography in Tourism: Geography and Tourism Interface, Geography- Location Aspects.

Suggested Readings:

1. Boniface, Brian G. and Cooper, Chris: Worldwide destinations casebook: the geography of travel and tourism, Butterworth-Heinemann, London, 2005.
2. Williams, Stephen: Tourism geography, Routledge, 1998.
3. Lewis, Mark: Singapore, Rough Guides, 2003.
4. McPhee, Margaret: Australia's Top Tourist Destinations, Universal Publishers, 2003.
5. Encyclopaedia of Indian Natural History – Hawkins R E
6. Geography of Tourism – Robinson H
7. Tourism Development and Resource conservation- Jagmohan Negi
8. Indian Wildlife- Grewal, Bikram
9. Topics in Applied Geography- Douglas Pearce

BVHT 202: TOURISM PRODUCTS OF INDIA

Maximum Marks: 100

External Examination: 70

Internal Assessment: 30

Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours

Pass Marks: 35 %

Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: To provide basic knowledge of different tourism products in India.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Tourism Products and Heritage: Tourism products: meaning, characteristics and classification. **Heritage:** meaning, types, history, evolution and continuity. **Heritage management organizations:** UNESCO, ASI, ICOMOS and INTACH. **Historic monuments of tourist significance:** forts, palaces, museums and art galleries. **Architecture and Religion:** Architectural Heritage of India, glimpses on the prominent architecture style flourished in different period. Different style of architecture in India- Hindu, Buddhist and Islamic. **Popular religious centers:** Hindu, Muslim, Christian, Buddhist, Jain and Sikh.

SECTION - B

Nature Based Products: Islands and Beaches, Deserts and Hill Stations. **Protected Areas:** Wildlife sanctuaries, National Parks, Biosphere Reserves, Adventure and Eco-Tourism. **Special Interest Tourism Products:** Performing art of India, Classical dances, folk dances and folk culture. **Handicrafts and textiles:** Important Handicraft Objects and Centers, Craft Melas and Souvenir Industry. **Fairs and Festivals:** Social, Religious and Commercial Fairs of Touristic Significance. **Emerging:** Medical, Health, Rejuvenation, Rural, Gastronomy, Golf, Cruise, Wine and Dark tourism. **Case studies of World Heritage Sites:** Taj Mahal, Khandagiri, Udaygiri Caves, Darjeeling rail, Bhiterkanika, Konark sun temple, Bodh Gaya and Mahabalipuram.

Course Learning Outcomes: After completing the course, the student shall be able to:

To give an overview to the student to become competent and to understand the mechanism for excelling to Importance of Tourism Products and Heritage, Architecture and Religion, Nature Based Products and Special Interest Tourism Products.

Suggested Readings:

1. Patricia Ordóñez de Pablos, Robert D. Tennyson and Jingyuan Zhao (2012) Global Hospitality and Tourism Management Technologies –
2. Christopher.J. Hollway (2006); Longman ; The Business of Tourism
3. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
4. A.K Bhatia (2007):The Business of Tourism concept and strategies , Sterling Publishers
5. Page, S (2011): Tourism Management: Routledge, London
6. Glenn. F. Ross (1998) - The Psychology of Tourism, Hospitality Press, Victoria, Australia.

BVHT 203: FRONT OFFICE OPERATIONS II

Maximum Marks: 100

External Examination: 70

Internal Assessment: 30

Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours

Pass Marks: 35 %

Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: Objective: To provide basic knowledge of front office operations.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Reservation: Welcoming and Greeting the Guests, Understanding Reservation Status, Preparing for Guest Arrivals at Reservation and Front Office, Pre-Registration, Registration (Non-Automatic, Semiautomatic and Automatic). **Relevant Records:** Fits, Groups, Air Crews and VIP's. Rooming a Guest, Introduction to Hotel Facilities, Orientation of the Room, **Registration Procedure:** Recording Mandatory Information, Handling Late Registrations, Room Allotment as Per Guest Preferences, Attending Guest Queries, Rate Negotiation and Discounts.

SECTION - B

Check in and Checkout Process: Check in and Checkout meaning, Express checks in, Potential problems occur at the time of guest arrival and solutions. Room change procedure, safety locker and foreign currency exchange, Guest complaints and queries, feedback-build friendly but impersonal relationship with the customers and understand guest satisfaction. Perform Cashiering activities.

Practical Tasks:

- Welcoming and greeting the guests
- Record Guest details for Registration
- Follow check-in and room allotment
- Maintain customer centric service orientation
- Perform cashiering activities.

Course Learning Outcomes: After completing the course, the student shall be able to:

To provide basic knowledge of Front Office Organization and Hierarchy. Provide awareness about the guest check-in and checkout process, Customer- Centric Service, Customer service and Handling customer requests

Suggested Readings:

1. Check –In and During Stay Activities of Hotel Guest Cycle, Hardaman Singh Bhinder (Evincepub publisher)
2. Front Office Operations – Colin Dix, Chris Baird .
3. Professional Hotel Front Office Management – Anutosh Bhakta . Hotel Front Office Management – James. A. Bardi .
4. Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)
5. Managing Front Office Operations – Micheal Kasavana and brooks .
6. Principles of Front Office Operations – Sue Baker and Jermy Huyton .
7. Check-in check-out – Jerome Valley . A Manual of Hotel Reception – J. R. S. Beavis, S. Medlik Heinemann Professional.

BVHT 204: HOUSEKEEPING OPERATIONS - II

Maximum Marks: 100

External Examination: 70

Internal Assessment: 30

Credit: 4 [3H(L)+1H(P)]

Time Allowed: 3 Hours

Pass Marks: 35 %

Teaching Hours: 5 Per Week

Instructions for the paper setter: The paper will be divided into three sections. Section- A and Section- B will be based on Section – A and Section- B of the syllabus respectively. Each of these sections will contain four questions of 10 (Ten) marks each. The students will be required to attempt two questions from each of these sections. Section – C will be compulsory. It will be based on entire syllabus and will contain 12 short answer type questions of three marks each out of which the students will be required to attempt any 10.

Instructions for the candidates: Candidates are required to attempt any two questions from Section A and B each carrying 10 marks and any 10 short answer type questions from section C. Each carrying 3 marks each.

Course Objective: Objective: To provide basic knowledge of housekeeping operations.

Pedagogy: Group discussion conducted for improving the skills. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of legal environment to understand the current scenario. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

SECTION - A

Room Layout and Guest Supplies: Standard rooms, VIP Rooms, Guest's special requests Area Cleaning, Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc. Keys, Types of keys, Computerised key cards and Key control Topic.

SECTION - B

Routine Systems and Records of House Keeping Department: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet. Lost and Found, Register and Enquiry File. Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register-I, Record of Special Cleaning, Call Register, VIP Lists, Types of Beds and Mattresses and Pest Control, Areas of infestation, Preventive measures and Control measure.

Practical Tasks:

- Room Layout and Guest Supplies.
- Work Routine.
- Record Keeping.
- Perform Housekeeping activities.

Course Learning Outcomes: After completing the course, the student shall be able to:
To provide basic knowledge of Role of Housekeeping in Guest Satisfaction and Repeat Business, Customer- Centric Service, Customer service and Handling customer requests. Identifying Housekeeping Responsibilities and Personality Traits of housekeeping Management

Suggestive Reading:

1. Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
2. Hotel Housekeeping Operations and Management by Raghubalan, Oxford University Press.
3. Management of Hotel and Motel Security (Occupational Safety · and Health) by H. Burstein, CRC Punlisher.
4. Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin and Thomas J.A. Jones Wiley.
5. The Professional Housekeeper by Tucker Schneider, Wiley Publications .
6. Professional management of Housekeeping by Manoj, Madhukar, Rajat Publications.

BVHT 205: SEMINAR ON HOSPITALITY SUPERVISORY SKILLS

Maximum Marks: 50

Internal Assessment: 50

Credit: 2 [1H(L)+1H(P)]

Pass Marks: 35%

Teaching Hours: 3 Per Week

Instructions for the Teacher: Seminar will be in English or Punjabi medium. This course will carry 50 marks which shall be reserved for internal assessment. The internal assessment marks shall be based on factors such as: (a) Report (20 marks), Presentation (20 marks), and attendance and class participation (10 marks).

Instructions for the candidates: Students will work in a group to prepare a brief write-up due before the start of class covering the case study/ Class Assignment. Question in the case study/ Class Assignment would include the quantitative analysis of the problem solving and decision making. **Students will prepare report which is based on given topic by the concern teacher, which is internally evaluated by same concern teacher**

Course Objective: Objective: This paper is aimed at providing students with comprehensive Hospitality supervisory skills.

Pedagogy: Group discussion conducted for improving the skills to Organisational behaviour. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Organisational behaviour and motivation of employees to better understanding of basics of hospitality service. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

Course Contents

Aware About the Hospitality Services and Case Studies Related to The Topic For Practical Knowledge.

Course Learning Outcomes: After completing the course, the student shall be able to:
To provide basic knowledge of Hospitality and Tourism Management, Problem Solving: methods and techniques, positive attitude, empowerment and Query Handling.

Suggested Readings:

- 1 JagmohanNegi – Travel Agency and Tour Operations.
2. Mohinder Chand - Travel Agency and Tour Operations: An Introductory Text
3. Dennis L Foster – Introduction to Travel Agency Management
4. Pat Yale – Business of Tour Operations

BVHT 206: On Job Practical Training and Report (Front Office Executive)

Credit: 4 (2+2)

Project Report

External and internal evaluation: 50 marks

Every student is required to take up a training report in his/her relevant area of specialization.

Evaluation Process: The project shall be carried out under the supervision of faculty member and instructor in the industry. The project report shall be signed by both the instructor and the faculty member.

Presentation on Project Report

Internal evaluation : 50 marks

The student is required to give presentation the project report in his/her relevant area of specialization with help of PowerPoint presentation.

Evaluation Process: Presentation shall be carried under the supervision of faculty of concern subject in the college after the training.