

1st YEAR TEACHING, EXAMINATION & CREDIT SCHEME

| No. | Subject code | Subject | Hours per week | | Marks* | | Credits |
|-------------|--------------|--|----------------|-----|--------|-----|---------|
| | | | Th. | Pr. | Th. | Pr. | |
| 1 | BHM101 | Food Production - I | 2 | 8 | 100 | 100 | 8 |
| 2 | BHM102 | Food & Beverage Service - I | 2 | 4 | 100 | 100 | 6 |
| 3 | BHM103 | Front office-I | 2 | 2 | 100 | 100 | 4 |
| 4 | BHM104 | Housekeeping-I | 2 | 2 | 100 | 100 | 4 |
| 5 | BHM105 | Application of Computers in Hotel Industry | 1 | 4 | 50 | 100 | 4 |
| 6 | BHM106 | Hotel Engineering | 4 | - | 100 | - | 4 |
| 7 | BHM107 | Hygiene and sanitation | 2 | - | 50 | - | 2 |
| 8 | BHM 108 | Introduction to the Tourism Industry - I | 3 | - | 100 | - | 4 |
| 8 | BHM109 | Food Production - II | 2 | 8 | 100 | 100 | 8 |
| 9 | BHM110 | Food & Beverage Service - II | 2 | 4 | 100 | 100 | 6 |
| 10 | BHM111 | Front Office - II | 2 | 2 | 100 | 100 | 4 |
| 11 | BHM112 | Housekeeping - II | 2 | 2 | 100 | 100 | 4 |
| 12 | BHM113 | Basics of Food science | 2 | - | 50 | - | 2 |
| 13 | BHM114 | Accountancy | 4 | - | 100 | - | 4 |
| 14 | BHM115 | Business Communication | 2 | - | 50 | - | 2 |
| | BHM116 | Introduction to the Tourism Industry -II | 3 | - | 100 | - | 4 |
| TOTAL: | | | | | 1400 | 900 | 70 |
| GRAND TOTAL | | | | | 2300 | | |

BHM101 - FOOD PRODUCTION – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|-------|--|-------|
| 01 | Food Technology A. The origin of cooking B. Attitudes and behaviour of staff C. Personal hygiene D. Uniforms & protective clothing E. Safety procedures | 02 |
| 02 | CULINARY HISTORY A. Origin of modern cookery B. Indian Cuisine, Chinese Cuisine, French Cuisine etc. | 02 |
| 03 | HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments | 02 |
| 04 | CULINARY TERMS A. List of culinary (common and basic) terms B. Explanation with examples | 02 |
| 05 | AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Cooking materials C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation | 02 |
| 06 | PRINCIPLES OF FOOD PRODUCTION - I i) VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Cuts of vegetables D. Classification of fruits E. Uses of fruit in cookery F. Types of Salads and salad dressings | 03 |
| | ii) STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Bouquet Garni, White Chicken Stock, White fish stock, Brawn stock E. Uses of stocks | 03 |

| | | |
|--------------|---|-----------|
| | iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Importance of sauces in food preparation | 02 |
| 07 | METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <input type="checkbox"/> Principles of each of the above <input type="checkbox"/> Care and precautions to be taken <input type="checkbox"/> Selection of food for each type of cooking | 04 |
| 08 | SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes | 02 |
| 09 | EGG COOKERY A. Introduction to egg cookery B. Various courses in which eggs are used C. Methods of cooking eggs D. Uses of egg in cookery | 02 |
| 10 | COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various | 04 |
| TOTAL | | 30 |

FOOD PRODUCTION – I (PRACTICALS)
PART ‘A’ - COOKERY
HOURS ALLOTTED: 50 MAXIMUM MARKS: 50

| S.No | Topic | Method | Hours |
|------|---|--|-------|
| 1 | i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, knife handling iii) Safety and security in kitchen | Demonstrations & simple applications | 04 |
| 2 | i) Vegetables - classification Different types of cuts iii) Salad dressings | Demonstrations & simple applications by students | 04 |
| 3 | Selection of Ingredients - Qualitative and quantitative measures. | Market survey/tour | 04 |
| 4 | i) Basic Cooking methods ii) Blanching of Tomatoes and Capsicum iii) Boiling (potatoes, Beans, Cauliflower, etc) iv) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. v) Braising - Onions, Leeks, Cabbage vi) Starch cooking (Rice, Pasta, Potatoes) | simple applications by students | 04 |
| 5 | i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock | Demonstrations & simple applications | 06 |
| 6 | Sauces - Basic mother sauces | | 05 |
| 7 | Egg cookery - Preparation of variety of egg dishes A. Boiled B. Fried C. Poaches | Demonstrations & by students | 04 |
| 8 | Demonstration & Preparation of simple menu | Demonstrations & simple applications by students | 04 |
| 9 | Simple Salads & Soups: A. Potato salad, B. Green salad, B. Fruit salad, | Demonstration by instructor and students | 15 |

| | | | |
|-------|---|--|----|
| | <p>C. Consommé</p> <p>Simple Egg preparations:</p> <p>Simple potato preparations</p> <p>Vegetable preparations</p> <p>A. Boiled vegetables</p> <p>B. Glazed vegetables</p> <p>C. Fried vegetables</p> <p>D. Stewed vegetables.</p> | | |
| TOTAL | | | 50 |

PART 'B' - BAKERY & PATISSERIE
HOURS ALLOTTED: 40 MAXIMUM MARKS: 50

| S.No | Topic | Method | Hours |
|--------------|--|---|--------------|
| 1 | Equipments A. Identification B. Uses and handling Ingredients - Qualitative and quantitative measures | Demonstration by instructor and applications by students | 04 |
| 2 | BREAD MAKING A. Bread recipes B. Bread Loaf C. Bread Rolls D. French Bread | As above | 08 |
| 3 | CAKES A. Cakes, recipes B. Sponge, Genoise, Swiss roll C. Fruit Cake D. Rich Cakes | As above | 08 |
| 4 | COOKIES A. Nan Khatai B. Golden Goodies C. Melting moments D. Swiss tart E. Tri colour biscuits F. Chocolate chip G. Cookies H. Chocolate Cream Fingers | As above | 08 |
| 5 | DESSERTS A. Bread and Butter Pudding B. Queen of Pudding C. Soufflé D. Mousse E. Diplomat Pudding F. Apricot Pudding G. Steamed Pudding | As above | 12 |
| TOTAL | | | 40 |

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 04.30 HRS

Indenting and Scullery 30 minutes before and after the practical

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

- | | |
|-------------------------------|-----------|
| 1. One simple salad OR soup | 10 |
| 2. One simple sauce | 10 |
| 3. One simple egg preparation | 10 |
| 4. Journal | 10 |
| | 40 |

Part – B (Bakery)

- | | |
|----------------------------|-----------|
| 1. Bread or bread rolls | 10 |
| 2. Simple cake or cookies | 10 |
| 3. One dessert hot or cold | 10 |
| 4. Journal | 10 |
| | 40 |

Part – C (General Assessment)

- | | |
|---|-----------|
| 1. Uniform & Grooming | 05 |
| 2. Scullery, equipment cleaning and Hygiene | 05 |
| 3. Viva | 10 |
| | 20 |

**BHM102 - FOOD & BEVERAGE SERVICE – I (THEORY) HOURS
ALLOTTED: 30 MAXIMUM MARKS: 100**

| S.No. | Topic | Hours |
|-------|--|----------------|
| 01 | THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Structure of the catering industry | 06 |
| 02 | DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Inter-departmental relationships | 05 |
| 03 | I FOOD SERVICE AREAS A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Grill Room E. Banquets F. Bar G. Vending Machines | 06 |
| | II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store | 04 |
| 04 | F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware | 04 |
| 05 | NON-ALCOHOLIC BEVERAGES Classification A. Tea - Origin & Manufacture - Types & Brands B. Coffee - Origin & Manufacture | 01 01 01 |

| | | |
|--------------|---|-----------|
| | - Types & Brands | |
| | C. Juices and Soft Drinks | 01 |
| | D. Cocoa & Malted Beverages - Origin & Manufacture | |
| TOTAL | | 30 |

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I
(PRACTICAL) HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

| S.No | Topic | Hours |
|--------------|---|--------------|
| 01 | Food Service areas – Induction & Profile of the areas | 04 |
| 02 | Ancillary F&B Service areas – Induction & Profile of the areas | 04 |
| 03 | Familiarization of F&B Service equipment | 06 |
| 04 | Care & Maintenance of F&B Service equipment | 04 |
| 05 | Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine | 05 |
| 06 | Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Service of Water Task-07: Using Service Plate & Crumbing Down Task-08: Napkin Folds | 14 |
| 07 | Tea – Preparation & Service | 05 |
| 08 | Coffee - Preparation & Service | 05 |
| 09 | Juices & Soft Drinks - Preparation & Service | 09 |
| 10 | Cocoa & Malted Beverages – Preparation & Service | 04 |
| TOTAL | | 60 |

MARKING SCHEME FOR PRACTICAL EXAMINATION

| | | | |
|---------------|----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00HRS | | |

All Technical Skills to be tested as listed in the syllabus

| | | | MARKS |
|----|--|---|--------------|
| 1. | Uniform / Grooming | : | 10 |
| 2. | Service Equipment Knowledge / Identification | : | 20 |
| 3. | Care Cleaning & Polishing of service equipment | : | 20 |
| 4. | Service skills / tasks | : | 20 |
| 5. | Beverage service Tea / Coffee / Soft drinks | : | 20 |
| 6. | Journal | : | 10 |
| | | | 100 |

BHM103 - FRONT OFFICE – I (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|--------------|--|--------------|
| 01 | INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. An overview of Tourism Industry B. Hospitality C. Hotels, their evolution and development D. Brief introduction to hotel core areas with special reference to Front Office | 05 |
| 02 | CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation | 05 |
| 03 | TYPES OF ROOMS A. Single B. Double C. Twin D. Suits E. Cabana F. Lanai G. Duplex | 03 |
| 04 | ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits | 05 |
| 05 | HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout of the Front Office B. Front office equipments | 04 |
| 06 | BELL DESK A. Functions B. Procedures and records | 03 |
| 07 | Tariff structure A. Basis of charging Plans, competition, customer's profile, standards of service B. & amenities C. Hubbart formula | 05 |

| | | |
|--------------|--|----|
| | D. Different types of tariffs E. Room tariff card | |
| TOTAL | | 30 |

FRONT OFFICE – I (PRACTICALS)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|--------------|--------------------------------------|-------|
| 1 | Front office equipment and furniture | 2 |
| 2 | Rack, Front desk counter & bell desk | 2 |
| 3 | Welcoming of guest | 2 |
| 4 | Telephone handling | 5 |
| 5 | Filling up of various proforma | 4 |
| 6 | Role play | 15 |
| TOTAL | | 30 |

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

| | | MARKS |
|----|------------------------------|--------------|
| 1. | UNIFORM & GROOMING | 10 |
| 2. | TECHNICAL KNOWLEDGE | 25 |
| 3. | COURTESY & MANNERS | 10 |
| 4. | SPEECH AND COMMUNICATION | 15 |
| 5. | PRACTICAL SITUATION HANDLING | 30 |
| 6. | JOURNAL | 10 |
| | | 100 |

BHM104 - HOUSEKEEPING – I (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|-------|---|-------|
| 01 | THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Hotels | 04 |
| 02 | ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Small, medium, large and chain hotels B. Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel D. Layout of the Housekeeping Department E. Staff in the Housekeeping Department | 08 |
| 03 | CLEANING ORGANISATION A. Cleaning, hygiene and safety factors B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Types of cleaning equipments, selection and storage | 04 |
| 04 | CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping | 04 |
| 05 | CARE AND CLEANING OF SURFACES A. Metals B. Glass C. Plastic D. Ceramics E. Wood F. Wall finishes G. Floor finishes H. Windows and Carpets | 04 |
| 06 | INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Stores D. With Accounts E. With Personnel F. With Security G. Use of Computers in House Keeping department | 03 |
| 07 | HOUSE KEEPING DEPARTMENT & COMPUTERS | 03 |
| TOTAL | | 30 |

HOUSEKEEPING – I (PRACTICAL)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

| S.No. | Topic | Hours |
|--------------|--|--------------|
| 01 | Sample Layout of Guest Rooms Single room Double room Duplex Suite | 03 |
| 02 | Guest Room Supplies and Position Standard room Suite VIP room special amenities | 04 |
| 03 | Cleaning Equipment-(manual and mechanical) Familiarization Different parts of Equipment Functioning of different Equipments Care and maintenance | 04 |
| 04 | Cleaning Agent Familiarization according to classification Function | 03 |
| 05 | Public Area Cleaning (Cleaning Different Surface) WOOD SILVER/ EPNS BRASS GLASS FLOOR WALL | 10 |
| 6 | Maid's Cart Contents Cart setup | 03 |
| 07 | Familiarizing with different types of Rooms, facilities and surfaces Double Suite Conference etc | 03 |
| TOTAL | | 30 |

MARKING SCHEME FOR PRACTICAL EXAMINATION

| | | | |
|---------------|----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00HRS | | |

| | MARKS |
|--|--------------|
| 1. UNIFORM & GROOMING | : 15 |
| 2. GUEST ROOM SUPPLIES & POSITION | : 10 |
| 3. SURFACE CLEANING (TWO DIFFERENT SURFACES) | : 20 |
| 4. MAID'S CART | : 10 |
| 5. CARE & CLEANING OF EQUIPMENT | : 10 |
| 6. VIVA | : 25 |
| 7. JOURNAL | : 10 |
| | 100 |

**BHM105 - APPLICATION OF COMPUTERS IN HOTEL INDUSTRY
THEORY**

HOURS ALLOTTED: 15

MAXIMUM MARKS: 50

| S.No. | Topic | Hours |
|--------------|--|-------|
| 01 | <p>COMPUTER FUNDAMENTALS - THEORY</p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Introduction to computers B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software B. Application Software C. Language Classification</p> | 05 |
| 02 | <p>INTRODUCTION TO WINDOWS & INTERNET</p> <p>A. GUI/Features B. Windows XP and above C. Parts of a Typical Window and their Functions D. Use of internet in Hotel Industry</p> | 06 |
| 03 | <p>M.S Office 2003 & 2007</p> <p>A. MS Word B. MS Excel C. Ms PowerPoint</p> | 04 |
| Total | | 15 |

APPLICATION OF COMPUTERS – PRACTICAL

HOURS ALLOTTED: 45

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|-------|---|-------|
| 01 | Windows XP, Windows Vista and Windows 7 | 10 |
| 02 | Typing, Internet and Email | 15 |
| 03 | MS word 2007 MS Excel 2007 MS Powerpoint 2007 | 20 |

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

MARKS

1. VIVA : 20
2. Typing : 20
3. 6 tasks of 10 marks each : 60

100

BHM106 - HOTEL ENGINEERING

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|-------|--|-------|
| 01 | HOTEL MAINTENANCE MANAGEMENT A. Objective of Hotel Maintenance B. Maintenance and Engineering department, difficulties and benefits of Hotel maintenance C. Routine and schedule maintenance | 06 |
| 02. | Fuels used in Hotel: A. Types of fuel used in catering industry; calorific value; comparative study of different fuels B. Calculation of amount of fuel required and cost. | 08 |
| 03 | Gas: A. Heat terms and units B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. C. Gas bank, different types of manifolds | 05 |
| 04 | Electricity: A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; earthing, reason for placing switches on live wire side. C. Electric wires and types of wiring D. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination. E. External lighting F. Safety in handling electrical equipment. | 07 |
| 05. | Water systems: A. Water distribution system in a hotel B. Cold water systems in India C. Hardness of water, water softening, base exchange method (Demonstration) D. Hot water supply system in hotels E. Flushing system, water taps, traps and closets. | 07 |

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|--------------|---|-----------|
| 06 | Refrigeration & Air-conditioning: A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Conditions for comfort, relative humidity, humidification, de-humidifying, dew point control, unit of air conditioning C. Window type air conditioner, central air conditioning, preventive maintenance D. Vertical transportation, elevators, escalators. | 10 |
| 07 | Fire prevention and fire fighting system: A. Classes of fire, methods of extinguishing fires (Demonstration) B. Fire extinguishes, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices E. Legal requirements | 06 |
| 08 | Waste disposal and pollution control: A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements | 07 |
| 09 | Safety: A. Accident prevention B. Slips and falls C. Other safety topics | 02 |
| 10. | Security | 02 |
| TOTAL | | 60 |

BHM107 – HYGIENE AND SANITATION

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|-------|--|-------|
| 01 | Introduction to hygiene and sanitation. A. Hygiene & sanitation - Definition and meaning use in hotel industry B. Importance of hygiene and sanitation in catering industry C. Personal hygiene – Introduction and necessity, personal appearance, sanitary practices and habits D. Protective clothing, selection, comfort, care and maintenance | 04 |
| 02 | Microbiology A. Micro organisms- Types and characteristics, routes of contamination B. Food poisoning- Introduction to bacterial food poisoning and viral infections C. Food borne diseases, modes of transmission of disease D. Food contamination- Introduction and sources E. HACCP- brief introduction | 10 |
| 03 | Hygienic food handling and regulation A. Food storage, sanitation practices B. Basic rules for food services C. Outdoor catering D. Introduction, regulatory agencies E. Control of food quality | 08 |
| 04 | Environmental sanitation A. Layout of premises. B. Equipment, furniture and fixtures- General sanitary requirement, General guidelines for cleaning equipments, arrangement of equipments, materials used for making large and small equipments, Water and air pollution | 04 |
| 05 | Cleaning methods A. Cleaning and sanitizing, cleaning of premises and | 04 |

| | | |
|--|---|--|
| | <p>surroundings</p> <p>B. Cleaning agents, Cleaning schedule, Pest control and waste disposal</p> | |
|--|---|--|

BHM107 – INTRODUCTION TO TOURISM INDUSTRY - I

HOURS ALLOTTED: 45

MAXIMUM MARKS: 100

| | | |
|---|---|-----------|
| 1 | <p>TOURISM OVERVIEW</p> <p>A. Introduction to Tourism</p> <p>B. Tourism through the Ages</p> <p>C. Basic approaches to the study of Tourism</p> <p>D. Benefits and costs of Tourism</p> | 12 |
| 2 | <p>TOURISM INDUSTRY</p> <p>A. Tourism System</p> <p>B. Constituents of Tourism Industry and Tourism Organisations</p> <p>C. Tourism Regulations</p> | 10 |
| 3 | <p>TOURISM SERVICES AND OPERATIONS -1</p> <p>A. Modes of Transport</p> <p>B. Tourist Accommodation</p> <p>C. Informal Services in Tourism</p> <p>D. Subsidiary Services: Categories and Roles</p> <p>E. Shops, Emporiums and Melas (Fairs)</p> | 11 |
| 4 | <p>TOURISM SERVICES AND OPERATIONS – 2</p> <p>A. Travel Agency</p> <p>B. Tour Operators</p> <p>C. Guides and Escorts</p> <p>D. Tourism Information</p> | 12 |