

SHIVAJI UNIVERSITY, KOLHAPUR



“A” Re accredited by NAAC
(2014) with CGPA 3.16

Faculty of Interdisciplinary Studies

**Structure, Scheme and Syllabus for
Bachelor of Vocation (B. Voc.)**

Tourism and Service Industry

Part I- Sem. I & II

(Subject to the modifications that will be made from time to time)
Syllabus to be implemented from June, 2018 onwards.

SHIVAJI UNIVERSITY, KOLHAPUR
STRUCTURE AND SYLLABUS OF B.VOC.

Bachelor of Vocation (B.Voc.) – TOURISM & SERVICE INDUSTRY

- TITLE** : B.Voc. (Tourism & Service Industry)
Syllabus (Semester Pattern)
Under Faculty of Interdisciplinary Studies
- YEAR OF IMPLEMENTATION:** Syllabus will be implemented from August, 2018
- DURATION** : B. Voc. Part I, II and III (Three Years)
B. Voc. Part I - Diploma (One Year)
B. Voc. Part II - Advanced Diploma (Second Year)
B. Voc. Part III – Degree (Third Year)
- PATTERN OF EXAMINATION :** Semester Pattern
- **Theory Examination** - At the end of semester as per Shivaji University Rules
 - **Practical Examination** - i) In the 1st, 3rd and 5th semester of B.Voc. there will be internal assessment of practical record, related report submission and project reports at the end of semester
ii) In the second semester of B. Voc. I, there will be internal practical examination at the end of semester
iii) In the 4th and 6th semester of B. Voc. there will be external practical examination at the end of semester
- MEDIUM OF INSTRUCTION :** English / Marathi
- STRUCTURE OF COURSE :** B. Voc. Part – I, II and III
Two Semester Per Year,
Two General Papers per year / semester Three Vocational Papers per Year / Semester Three Practical papers per Year / Semester.
One project/study tour/survey
- SCHEME OF EXAMINATION :**
- A) THEORY-**
- The theory examination shall be at the end of the each semester.
 - All the general theory papers shall carry 40marks and all vocational theory papers shall carry 50marks.
 - Evaluation of the performance of the students in theory shall be on the basis of semester examination as mentioned above.

- Question paper will be set in the view of entire syllabus preferably covering each unit of the syllabus.
- **Nature of question paper for Theory examination** (Excluding Business Communication Paper)
 - i) There will be seven questions carrying equal marks.
 - ii) Students will have to solve any five questions

Que. No. 1 : Short answer type question with internal choice (Two out of Three)

Que. No. 2 to Que. No. 6: Long answer type questions.

Que. No. 7 : Short Notes with internal choice (Two out of Three)

B) PRACTICALS:

Evaluation of the performance of the students in practical shall be on the basis of semester examination (Internal assessment at the end of Semester I, II and III and V and external examination at the end of Semester IV and VI as mentioned separately in each paper

Standard of Passing:

As per the guidelines and rules for B. Voc. (Attached Separately – Annexure I)

Eligibility Criteria:

1. The Eligibility for admission is 10+2 or equivalent, in any stream (Arts/Commerce/Science) from any recognized board or University.
 2. The candidates after with 10+2 year ITI course in any branch/trade also eligible for course.
 3. The candidates graduate from any faculty or engineering degree/diploma holders are also eligible.
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Structure of the Course:

B. Voc. –I (Diploma) Semester -I

Sr. No.	Paper No.	Title	Theory/ Practical /Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	I	Business Communication- I	Theory/ Practical	50	40	10	3	2
2	II	Basics of Computer	Theory/ Practical	50	40	10	3	2
3	III	Basics of Tourism	Theory	50	50	-	3	
4	IV	Geography of Tourism	Theory	50	50	-	3	-
5	V	Attraction in Tourism	Theory	50	50	-	3	-
6	VI	Laboratory Work- Basics of Tourism	Practical	50	-	50	-	3
7	VII	Laboratory Work- Geography of Tourism	Practical	50	-	50	-	3
8	VIII	Laboratory Work Attraction in Indian Tourism	Practical	50	-	50	-	3
9	IX	Project/ Industrial Visit / Study Tour/.Airport Visit		50	-	50	-	2

B. Voc. –I (Diploma) Semester –II

Sr. No	Paper No.	Title	Theory /Practical /Project	Marks (Total)	Distribution of Marks		Credits	
					Theory	Practical	Theory	Practical
1	X	Business Communication- II	Theory/ Practical	50	40	10	3	2
2	XI	Communication at Work Place.	Theory/ Practical	50	40	10	3	2
3	XII	Tourism System	Theory	50	50	-	3	
4	XIII	Tourism Guideline	Theory	50	50	-	3	-
5	XIV	Tour Assistance /Tour operator	Theory	50	50	-	3	-
6	XV	Laboratory Work- Tourism System	Practical	50	-	50	-	3
7	XVI	Laboratory Work- Tourism Guidelines	Practical	50	-	50	-	3
8	XVII	Laboratory Work- Tour Assistance	Practical	50	-	50	-	3
9	XVIII	Project: Organizing a Tour		50	-	50	-	2

Scheme of Teaching: B. Voc. – Part I (Diploma) Semester – I

Sr.No.	Paper No.	Title	Distribution of Workload (Per Week)		
			Theory	Practical	Total
1	I	Business Communication- I	4	2	6
2	II	Basics of Computer	4	2	6
3	III	Basics of Tourism	4	-	4
4	IV	Geography of Tourism	4	-	4
5	V	Attraction in Tourism	4	-	4
6	VI	Laboratory Work- Basics of Tourism	-	4	4
7	VII	Laboratory Work- Geography of Tourism	-	4	4
8	VIII	Laboratory Work Attraction in Indian Tourism	-	4	4
9	IX	Project/ Industrial Visit / Study Tour/.Airport Visit	-	-	-
			20	16	36

B. Voc. – Part I (Diploma) Semester – II

Sr. No.	Paper No.	Title	Distribution of workload (Per Week)		
			Theory	Practical	Total
1	X	Business Communication- II	4	2	6
2	XI	Communication at Work Place	4	2	6
3	XII	Tourism System	4	-	4
4	XIII	Tourism Guidelines	4	-	4
5	XIV	Attraction in Indian Tourism	4	-	4
6	XV	Laboratory Work- Tourism System	-	4	4
7	XVI	Tourism Guidelines	-	4	4
8	XVII	Laboratory Work- Attraction in Indian Tourism	-	4	4
9	XVIII	Project: Organizing a Tour	-	-	-
			20	16	36

Eligibility for Admission 10 + 2 from any faculty or equivalent Diploma /Advanced Diploma in any related stream

Eligibility for Faculty 1) M.B.A Diploma In Hotel Management
2) M.B.A, M. A (English), M.A. (Geography).
3) Business Communication B.A/ M.A./ M.B.A

Eligibility for : B.Sc. & Diploma In Hotel Management M.A.
Laboratory Assistant:

Staffing Pattern : In 1st Year of B. Voc. - 1 Full Time and 1 Part Time Lecturer and 1 CHB Lecturer for Business Communication

Laboratory Assistant : For 1st Year of B. Voc. - 1 Part time

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B. Voc. Part – I, Semester - I

Tourism & Service Industry

Paper – I: Business Communication-I

Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20students

Objective :

- **To communicate with Passengers or Tourist.**
- **To understand the per- Plan for the event**
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Units PrescribedforTheory:

Marks :40

Unit- I :Use of English in Business Environment.

Business Vocabulary: Vocabulary for banking, marketing and for maintaining public relations. What is a sentence? Elements of a sentence. Types of sentence: Simple, compound, complex.

Unit –II :Writing a Letter of Application and CV/Resume

Structure of a letter of application for various sposts CV/ Resume and its essentials

Unit- III :Presenting Information / Data.

Presenting information/data using graphics like tables, pie charts, tree diagrams, bar diagrams, graphs, flowcharts

Unit – IV: Interview Technique

Dos and don'ts of an interview Preparing for an interview Presenting documents language used in an interview

Practical: Based on thetheoryunits

Marks: 10

Reference Books:

- Sethi, Anjanee&BhavanaAdhikari. *Business Communication*. NewDelhi: Tata McGraw Hill
- Tickoo, Champa& Jaya Sasikumar. *Writing with a Purpose*. NewYork: OUP, 1979.
- Sonie, Subhash C. *Mastering the Art of Effective Business Communication*. New Delhi: Student Aid Publication, 2008.
- Herekar, Praksh. *Business Communication*. Pune: Mehta Publications, 2007.
- Herekar, Praksh. *Principals of Business Communication*.Pune: Mehta Publi. 2003.

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Pattern of a Question Paper
B. Voc. Part-I Business Communication-I
Semester-I Paper: I

Time:2hours		Total Marks:40
Q.1	Do as directed. Question items on Unit 1 to based.(10 out 12)	10
Q.2	Write a letter of application.	10
	OR	
	Draft a CV/ Resume for a particular post.	
Q.3	Present a given information or data using a table/chart/piediagram,etc (Any one diagram to be drawn.)	10
Q. 4	Fill in the blanks in the given interview.	10
Practical Evaluation:		10Marks
	Oral and Presentation based on the units prescribed.	

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER II - BASIC OF COMPUTER – I
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory:	04 lectures per week
Practical:	02 lectures per week per batch of 20students

Objectives :

- To communicate reservation and plans to Hotel Travel agent and make booking
- To Note the list of days planned for the tour print Itinerary and Record.

Units PrescribedforTheory: **Marks :40**

UNIT 1 – BASIC COMPUTING

Computer Fundamental-Theory, Definitions, Elements of A Computer System ,Hardware Feature And Uses, Components Of Computer.

UNIT 2 – WINDOWS OPERATIONS

Creating Folders Shortcuts Renaming Files Deleting Files Exploring Window, Quick Menu

UNIT 3 – OFFICE WORK

The Study And Use Of Typical Micro Computer Storage Software Packages Such As Word Processor, Spreadsheet And Ms-Office (Word, Excel, Power Point Access And Outlook Express.)

Unit 4 – INTERNET

Mail And Electronic Highway, Internet

References -

- 1.Lucky T, Management Information System,DP Publications
- 2.Clark A, Small Bussiness Computer Systems,Hodder& Stoughton,1987
- 3.ParkinsonLk&ParkisonSt,Using The Micro Computer In Marketing, Tata Mcgraw Hill,1987.
4. Braham B,Computer System In Hotel & Catering Industry,Cassell,1988.

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B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER III - Basics of Tourism
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students

Units Prescribed for Theory:

Marks :40

Objective :

1. Knowledge to students for the importance of Tourism.
2. Fundamentals and elements of tourism.

UNIT-1 –Classification of Tourism

Definition of Tourism, Classification of tourism in terms of –Destination visited-International Tourism and Domestic Tourism, Purpose of visit-Cultural tourism ,Business Tourism, Modes of travel arrangement.

UNIT-2- Components of Tourism

Basic components of Tourism Attraction Accessibility, Accommodation and Amenity

UNIT-3- Development of Tourism

Factors existing at the destination: terrorism ,& political and social environment, Factors barring a potential tourist from traveling: time, cost, and social barriers sources .Airways Roadways Railways and Seaways

UNIT-4 - Domestic tourism

Definition and Significance of Domestic tourism, Difference between the domestic tourist and International tourist. Positive and Negative impacts of tourism: Economic Impacts ,Socio-culture Impacts, Environmental impacts.

References:

- Bhatia A.k, International Tourism ; Fundamentals and Practices. Sterling Publishers Pvt. Ltd. New Delhi,1991
- Bhatia A. k, Tourism Development: Principles and Practices Sterling Publishers Pvt. Ltd. New Delhi 2012.
- Choudhari M . Tourism marketing ,Oxford Higher Education, New Delhi, 2010.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER IV - Geography of Tourism

Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objective :

- 1) To understand various seasons of India and visit to different places.
- 2) To understand Geography of the country.

Units Prescribed for Theory:

Marks :40

Unit I: India: General introduction: states & capitals, physiographic units, seasons and climatic regions & their impacts on tourism, Wildlife Sanctuaries & National Parks in India., India: a destination for all reasons & seasons,

Unit II: The Northern Mountains: General introduction of the Himalayas & other ranges, their importance for religious, hill station & adventure tourism. A case study of Sri Nagar, Shimlu, Nainital, Darjeeling & Gangtok.

Unit III: The Central Plains: General introduction of deserts & central plains. Their importance for cultural, religious & adventure tourism. A case study of Amritsar, Jaipur, Delhi, Lucknow. Kolkata,

Unit IV: The Peninsula: General features of Indian peninsula with their tourism significance. A case study of Bhopal, Khajuraho, Hyderabad, Bangalore, Ooty

References:

1. Ahmad, Aizaz: General Geography of India, NCERT, New Delhi.
2. National Atlas of India, Govt. of India Publication, Calcutta, 1997.
3. India Year book 2009, Publication Division . Govt. of India, New Delhi.
4. Lonely Planet – India.
5. Pilgrimage in India, R. N. Pillai.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER V - Attractions of Indian Tourism

Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objective :

- Planning and organizing tours around .
- Escorting group for the tour and time.

Units Prescribed for Theory:

Marks :40

Unit 1: Study of North Destinations in India

Jammu- Kashmir- Leh Ladakh , Gulmarg-Pehal- Shimla, Kullu Manali, Uttarakhand- Rushikesh, Haridwar, Badrinath, Kedarnath, Himachal, Nainital, Agra , Allahabad, Amritsar, Delhi , Varanasi, Khajuraho, Udaipur, Jaisalmer, Bishnoi etc.

Unit 2: Study of West Destinations in India

Div Daman, Goa Beach, Udaipur, Jodhpur, Jaipur, Bhuj, Mumbai, Lonavala, Khandavla, Ajanta, Ellora, Panchgani, Mahabaleshwar, Dandeli

Unit 3: Study of South Destinations in India

Ooty, Lakkidi, Kerala, Munnar, Coorg, Yercaud, Alleppey, Nandi Hills, Yelagiri, Kodaikanal, Idukki, Gokarn, Vattakanal, Pollachi, Arku valley etc.

Unit 4: Study of East Destinations in India

Gangtok, Kaziranga, Darjiling, Majuli, Tawang, Bodhi Gaya, Shillong, Ziro, Kalkatta, Dooars, Gopalpur, Konark, Mirik, Serchhip, Sibsagar, Tura, Mawsynram, Purl.

References:

1. Bhatia A. K (1983)– Tourism Development, Sterling Publishers (P) Ltd New. Delhi.
2. Bhatia A.K.(1991)- International Tourism Sterling Publishers (P) Ltd New. Delhi.
3. Bhatia A.k.(1997) Tourism Management and Marketing Sterling Publishers (P) Ltd New. Delhi.
4. Bezbaruah M.P.(1999), Indian Tourism-Beyond the Millennium, Gyan Publishing House, New Delhi.

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B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER VI - Lab Work of Basics of Tourism

Total Work Load 4 Lectures Per Week of 60 Minutes.

Distribution of work load:

Theory : 04 Lectures Per Week.

Total Marks 50 Marks.

- 1) Engage the Student for Business activity and explain him Tourism.
- 2) Exposure to Industry of tourism and Travel Destination.
- 3) Identify the social culture and environmental impacts.
- 4) Explore the global tourism industry

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B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER VII - Lab Work of Geography of Tourism

Total Work Load 4 Lectures Per Week of 60 Minutes.

Distribution of work load:

Theory : 04 Lectures Per Week.

Total Marks 50 Marks.

- 1) Map Reading Zooming enlarging the Map.
- 2) Use of symbols and signs in Map.
- 3) How to Create Rough Map before Tourism.
- 4) To identify the exact tourist center with the help of Latitude and Longitude.

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B. Voc. Part – I, Semester - I

Tourism & Service Industry
PAPER VIII Lab Work of Attraction of Tourism

Total Work Load 4 Lectures Per Week of 60 Minutes.

Distribution of work load:

Theory : 04 Lectures Per Week.

Total Marks 50 Marks.

Objectives:

- 1) Find out Exact Location of Popular Destination and Attractions of India
- 2) Physical and Economic Factors which Direct Impact on Tourist Places .
- 3) Visit holy Places Pilgrimage and Mela.
- 4) National Monuments such as World Wonders.

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B. Voc. Part – I, Semester - I

Tourism & Service Industry
PAPER IX Lab Work of Project

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Total Marks 50 Marks.

Objectives:

The student will undertake a Project work on the topic assigned by the concern guide in consultation with the department on the various issues problems themes case studies tourism organization study fields survey and relevant aspects pertaining to the tourism industry the project report will be 50 marks which would be assessed by the internal guide.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - II
Tourism & Service Industry
Paper – X : Business Communication-II
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objective :

- Explain Plan for tour to Customers
- Explaining Services and include and Exclude

Units Prescribed for Theory:

Marks :40

Unit- I :Group Discussion

Preparing for a Group Discussion Initiating a Discussion Eliciting Opinions, views etc. Expressing Agreement /Disagreement Making Suggestions; Accepting and Declining Suggestions Summing up.

Unit –II : Business Correspondence

Writing Memos, e-mails, complaints, inquiries, etc.
Inviting Quotations Placing Orders, Tenders, etc

Unit- III :English for Negotiation.

Business Negotiations Agenda for Negotiation Stages of Negotiation

Unit – IV :English for Marketing

Describing/Explaining a Product/Service Promotion of a Product Dealing/ bargaining with Customers Marketing a Product/Service: Using Pamphlets, Hoardings, Advertisement, Public Function/Festival

Practical: Based on the theory units

Marks: 10

Reference Books:

- Herekar, Praksh. *Business Communication*. Pune: Mehta Publications, 2007.
Herekar, Praksh. *Principals of Business Communication*. Pune: Mehta Publications, 2003.
John, David. *Group Discussions*. New Delhi: Arihant Publications.
Kumar, Varinder. *Business Communication*. New Delhi: Kalyani Publishers, 2000.
Pardeshi, P.C. *Managerial Communication*. Pune: Nirali Prakashan, 2008.
Pradhan, N. S. *Business Communication*. Mumbai: Himalaya Publishing House, 2005
Rai, Urmila & S. M. Rai. *Business Communication*. Mumbai: Himalaya Publishing House, 2007.
Sethi, Anjanee & Bhavana Adhikari. *Business Communication*. New Delhi: Tata McGraw Hill
Sonie, Subhash C. *Mastering the Art of Effective Business Communication*. New Delhi: Student Aid Publication, 2008.
Tickoo, Champa & Jaya Sasikumar. *Writing with a Purpose*. New York: OUP, 1979.
Whitehead, Jeffrey & David H. Whitehead. *Business Correspondence*. Allahabad: Wheeler publishing 1996

Pattern of a Question Paper
B. Voc. Part-I
Business Communication-II
Semester-II
Paper: X

Time:2hours

Total Marks:40

- | | | |
|------|--|----|
| Q. 1 | Fill in the blanks in the following Group Discussion.
(On Unit 5) (10 out 12) | 10 |
| Q. 2 | Attempt ANY ONE of the following (A or B):
(On Unit 6) | 10 |
| Q. 3 | Fill in the blanks with appropriate responses:
(On Unit 7) | 10 |
| Q. 4 | Attempt ANY ONE of the following (A or B):
(On Unit 8) (10 out 12) | 10 |

Practical Evaluation:

10Marks

Oral and Presentation based on the units prescribed.

- Bhatia A.k, International Tourism ; Fundamentals and Practices. Sterling Publishers Pvt. Ltd. New Delhi,1991

- Bhatia A.k, Tourism Development: Principles and Practices Sterling Publishers Pvt. Ltd. New Delhi 2012.

- ChoudhariM . Tourism marketing ,OxfordHgher Education, New Delhi, 2010.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - II
Tourism & Service Industry
Paper – XI Communication at Workplace
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objectives:

- 1) **Effective Communication to ensure the organizational Objectives**
- 2) **Explain the Goal.**

Units Prescribed for Theory:

Marks :40

UNIT 1- Listening Skills

Use of silence, How to Cultivate The Art of Listening

UNIT 2- Written Communication Theory

Personal Letters , Job Related Letters

UNIT 3- Interview Techniques

Rules of the Interviewer & the Interviewee, Techniques of conducting Interviews.

UNIT 4- Group Discussion.

References:

1. Effective Letters in Business by Robert. L Shurter ,Tata Magraw Hill Publishing Company Ltd. New Delhi.
2. Modern Business by L. Garside –The English language Book Society & Macdonald & Evans Ltd. London.
3. Business Communication P. P. Mehta & Saroj. p, Karnik, Orient Longmans, Mumbai.

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B. Voc. Part – I, Semester - II
Tourism & Service Industry
Paper – XII Tourism System
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week

Practical: 02 lectures per week per batch of 20 students.

Objective :

1) **Role of Maps in Tourism**

2) **Distance Measurement and Time of Travel.**

Units Prescribed for Theory:

Marks :40

UNIT 1- Tourist

Tourist Movement system, Domestic and International

UNIT 2- Tourism Business

Terms and Codes used for tour. Types of Journey

UNIT 3- Travel Agency

Travel Agency tours and itinerary

UNIT 4- Group Discussion.

References: Oral and Presentation based on the units prescribed.

- Bhatia A. k, International Tourism ; Fundamentals and Practices. Sterling Publishers Pvt. Ltd. New Delhi, 1991
- Bhatia A .k, Tourism Development: Principles and Practices Sterling Publishers Pvt. Ltd. New Delhi 2012.
- Choudhari M . Tourism marketing ,Oxford Higher Education, New Delhi, 2010.

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B. Voc. Part – I, Semester - II
Tourism & Service Industry
Paper – XIII Tourism Guidelines
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objective:

- 1) Tour Itinerary drafts and Broachers .
- 2) To explain the weather and Guidelines,

Units Prescribed for Theory:

Marks :40

UNIT 1- Greets

Tourist Guidelines ,Tour group Rules and regulations, Welcome the group,

UNIT 2- Fire and Safety information

Fire types ,First Aid, emergency & disaster management. Emergency procedure.
Signal

UNIT 3- Knowledge of Health

Health and safety rules and Location. Dress guide ,Woolen ware Leather ware and
Summer ware.

UNIT 4- Group Discussion.

References :

- Bhatia A.k, International Tourism ; Fundamentals and Practices. Sterling Publishers Pvt. Ltd.
New Delhi,1991
- Bhatia A.k, Tourism Development: Principles and Practices Sterling Publishers Pvt. Ltd.
New Delhi 2012.
- Choudhari M . Tourism marketing ,Oxford Higher Education, New Delhi, 2010.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - II
Tourism & Service Industry
Paper – XIV Tour Assistance and Tour operator
Total Workload: 06 lectures per week of 60 min.

Distribution of Workload:

Theory: 04 lectures per week
Practical: 02 lectures per week per batch of 20 students.

Objectives :

- 1) **Planning and Organizing areas of interest.**
- 2) **Providing Directions to the Customers Designation.**

Units Prescribed for Theory:

Marks :40

UNIT 1- Tour Assistance

Tour assistance Knowledge of functions and route as well time.

UNIT 2- Destination

Geography features tourist destinations and Sea and Oceans Island national parks and Lakes.

UNIT 3- Tour Briefing

Pre-Tour Guidelines with safety rules Weather condition Brief and time .

UNIT 4- Tour Ethics

Cleanliness personal life and tourist sites with manners.

References :

- Bhatia A.k, International Tourism ; Fundamentals and Practices. Sterling Publishers Pvt. Ltd. New Delhi, 1991
- Bhatia A.k, Tourism Development: Principles and Practices Sterling Publishers Pvt. Ltd. New Delhi 2012.
- Choudhari M . Tourism marketing , Oxford Higher Education, New Delhi, 2010.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER XV Lab Work of TOURISM SYSTEM

Total Work Load 4 Lectures Per Week of 60 Minutes.

Total Marks 50 Marks.

Objective:

- 1) Engage the Student for Tourism. Domestic and International plans
- 2) Exposure to Industry of tourism and Travel Destination.
- 3) Identify the social culture and design the Tour.
- 4) Explore the person to Tour exports.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER XVI Lab Work of TOURISM GUIDELINES

Total Work Load 4 Lectures Per Week of 60 Minutes.

Total Marks 50 Marks.

Objective:

- 1) Providing guideline to tourist during the Tour.
- 2) To conduct guest Satisfaction.
- 3) Communicate with the travellers and list the points.
- 4) Must have knowledge about Fire and First Aid.

SHIVAJI UNIVERSITY, KOLAPUR
B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER XVII - Lab Work of ATTRACTIONS

Total Work Load 4 Lectures Per Week of 60 Minutes.

Total Marks 50 Marks.

Objective:

- 1) **To Enable students to have a basic knowledge of the important travel destination of North South West and East**
- 2) **To study and understand the Various destination site and situations.**
- 3) **Famous places like Historical Monuments Places like Cultural study and Religious Places.**
- 4) **Famous Festivals Like Poogal in South Carnival In Goa, KumbhMela in North Holi in India Diwali all over.Lohri in Mid India GanapatiInMaharashtra.**

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B. Voc. Part – I, Semester - I
Tourism & Service Industry
PAPER XVIII - Lab Work of Project

Total Marks 50 Marks.

Objectives:

The student will undertake a Project work on the topic assigned by the concern guide in consultation with the department on the various issues problems themes case studies tourism organization study fields' survey and relevant aspects pertaining to the tourism industry the project report will be 50 marks which would be assessed by the internal guide.