ORDINANCES & SYLLABUS
FOR B. Voc. Hospitality & Tourism
Semester System
Sem I & II (SESSION 2018 -2019 )
2019-2020

ORDINANCES (2018-19)
Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
Bachelor of Vocation (B. Voc.) is launched under the scheme of University Grants Commission on skill development based higher education leading to Bachelor of Vocation (B. Voc.) Degree with multiple exits as Diploma/Advanced Diploma under the National Skill Qualification framework. The B.Voc. programme incorporate specific job roles and their National Occupational Standards along broad-based general education.

1. B. Voc. Programme has been designed as per National Skill Qualification Framework emphasizing on skill-based education.

2. LEVELS OF AWARD:
The certification levels shall lead to Diploma/Advanced Diploma/B. Voc. Degree in Hospitality and Tourism.

<table>
<thead>
<tr>
<th>AWARD</th>
<th>DURATION</th>
<th>CORELEVEL/RESPONDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate</td>
<td>6 Months (1 Sem.)</td>
<td>4</td>
</tr>
<tr>
<td>DIPLOMA</td>
<td>1 YEAR</td>
<td>5</td>
</tr>
<tr>
<td>ADVANCED</td>
<td>2 YEAR</td>
<td>6</td>
</tr>
<tr>
<td>DIPLOMA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. VOC. DEGREE</td>
<td>3 YEAR</td>
<td>7</td>
</tr>
</tbody>
</table>

3. ELIGIBILITY FOR ADMISSION in B.Voc. The eligibility for B.Voc. programme Passed any stream of 10+2 examination or equivalent.

4. The course of study of B.Voc. shall be divided in to six semesters and university examination will be held at the end of every semester in the months of November/December (for semester I, III & V) and May/June (for semester II, IV & VI) or as fixed by the Vice Chancellor.

5. Semester examination will be open to regular candidates who have been on the rolls of a college affiliated to this University and meet the attendance and other requirements.

Subject to fulfilment of requirement of House examinations, the attendance requirements and these ordinances there will be no condition of passing papers for promotion from odd semester to even semester in an Academic Session.

(a) To qualify for admission to 3rd semester of the Course, the candidate must have passed 50% of total papers of the two semesters of the 1st year. In case, the result of 2nd Semester is not declared at the time of admission to 3rd Semester, the student may be admitted provisionally and will be allowed to take examination of 3rd semester if he/she has passed in 50% of the total papers of first year (i.e. 1st and 2nd Semesters). Similarly, to qualify for admission to 5th semester of the course, the student may be admitted provisionally if the result of previous semester has not been declared and will be allowed to take examination of 5th semester, if he/she has passed 50% of the total papers of previous semesters.

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

(b) A candidate placed under reappear in any paper, will be allowed two chances to clear the reappear, which should be availed within consecutive two years/chances i.e. to pass in a paper the candidate will have a total of three chances, one as regular student and two as reappear candidate.

The examination of reappear papers of odd semesters will be held with regular examination of the odd semester and reappear examination of the even semester will be held with regular examination of even semester. But if a candidate is placed under reappear in the last semester of the course, he will be provided chance to pass the reappear with the examination of the next semester, provided his reappear of lower semester does not go beyond next semester.

6. Attendance and Other Requirements

(a) Every candidate will be required to attend a minimum of 75% lectures delivered to that class in each paper as well as 75% of the laboratory work, seminars etc. separately. Provided that a deficiency in attendance may be condoned for special reasons, as per the relevant ordinances on the subject.

(b) To be eligible to appear in the semester examination, a candidate must have obtained in the house examination at least 25% marks in each paper, 33% marks in the aggregate of all subjects of the semester. The Principal at his discretion may allow a special test to a candidate who could not appear in the House examination owing to unavoidable reason or fails to secure the minimum marks as prescribed above.

Amount of examination fee to be paid by a candidate for each semester shall be as fixed by the University from time to time.

8. Applications for admission to the examination shall be made on the prescribed form attested by the competent authority as per University rules. The last date by which admission forms and fees must reach the Registrar shall be as follows:

<table>
<thead>
<tr>
<th>Semester Exam (Nov/Dec)</th>
<th>Without late fee</th>
<th>With late fee of Rs. 800/-</th>
<th>With late fee of Rs. 1200/-</th>
<th>With late fee of Rs. 5000/-</th>
<th>With late fee of Rs. 10000/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept. 30</td>
<td>Oct. 15</td>
<td>Oct. 21</td>
<td>Oct. 31</td>
<td>Nov. 16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester Exam (May/June)</th>
<th>Without late fee</th>
<th>With late fee of Rs. 800/-</th>
<th>With late fee of Rs. 1200/-</th>
<th>With late fee of Rs. 5000/-</th>
<th>With late fee of Rs. 10000/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb. 28</td>
<td>Mar. 15</td>
<td>Mar. 21</td>
<td>Mar. 31</td>
<td>April 15</td>
<td></td>
</tr>
</tbody>
</table>

* No Examination Form will be accepted after this date.

9. University medal will be awarded to a candidate who secured first position in the University on the basis of the marks of all the six semesters taken together. The general

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
rules and conditions of the University for the Award of Medal/Prizes etc. will be applicable in the award of University medal to the topper of this examination.

10. The medium of instruction and examination will be English & Punjabi\(^1\), except for the language subjects whose medium of instruction and examination will be that of the language subject.

11. The candidate shall also be entitled to grace marks as admissible under the general ordinance relating to the 'Award of Grace Marks'. The Award of Grace Marks shall be as per the existing norms of Punjabi University Patiala.

12. (a) The minimum number of marks required to pass the examination in each Part shall be 35% in each subject, in theory paper, practical examination and internal assessment separately.

(b) Internal assessment and its Components: Internal assessment, in each subject, shall be 30% of the total marks in each paper and shall be uniformly applicable to all the Subjects/Papers. The three Components for Internal Assessment shall be as follows (to be divided proportionately, as per the credit (100/150/200) of the paper):

<table>
<thead>
<tr>
<th>(i) Attendance:</th>
<th>20%</th>
</tr>
</thead>
<tbody>
<tr>
<td>(ii) Written Assignment/Project:</td>
<td>40%</td>
</tr>
<tr>
<td>(iii) Two Mid-Semester Tests/Internal Examination (Average of both Mid-Semester Tests/Internal Examination)</td>
<td>40%</td>
</tr>
</tbody>
</table>

13. A Candidate shall be allowed to join:

(i) First Semester:
Passed any stream of 10+2 examination or equivalent.

(ii) Second Semester:
Provided that he/she has undergone a regular course of studies of first semester.

(iii) Third Semester:
Provided that he/she has undergone a regular course of studies of First and Second semesters as provided under the regulations in sequential order and fulfils the conditions as aid in ordinance 6(a).

(iv) Fourth Semester:
Provided that he/she has undergone a regular course of studies of First, Second and Third semesters as provided under the regulations in sequential order and has passed the First Semester Examination as a whole, and fulfils the conditions as laid in ordinance 6(a).

\(^1\) Paper of NSQF Level Shall be conducted in English and Hindi only.

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Principal
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Sri Anandpur Sahib (Ropar)
(v) **Fifth Semester:**
Provided that he/she has undergone a regular course of studies of First, Second, Third and Fourth semesters as provided under the regulations in sequential order and fulfils the conditions as laid in ordinance 6(a).

(vi) **Sixth Semester:**
Provided that he/she has undergone a regular course of studies of First, Second, Third, Fourth and Fifth semesters as provided under the regulations in sequential order and has passed 50% papers of which result has been declared of previous semesters and fulfils the other conditions as laid in ordinances.

14. Three weeks after the termination of examination or as soon thereafter as possible, the Registrar shall publish the result of the candidates. Each candidate shall receive a certificate indicating details of marks obtained in each examination.

15. The Successful candidates shall be classified on the basis of aggregate marks secured
   a) 75% or more with Distinction.
   b) 60% or more in the First division.
   c) 50% or more but less than 60% in the Second division.
   d) Below 50% in the Third division.

16. A candidate who has passed B.Voc. examination from this University shall have one chance within a period of two years after passing the examination to improve division or 55% marks. Improvement shall be allowed in not more than three theory papers offered in each semester. However, previous marks of Practical/Project will be carried forward in the paper(s) in which he/she appears for improvement and be awarded one percent of grace marks on the basis of given papers, out of the papers taken up, the candidate will be given benefit of increase in marks, where the marks have increased in paper/papers.

17. Re-evaluation of scripts shall be admissible in B.Voc. Examination Semester I, II, III, IV, V, VI examination except practical examination. The re-evaluation shall be allowed in not more than two theory papers provided candidate has scored not less than 25% marks in the relevant paper. The candidate shall submit his/her application on specified form along with prescribed fee, for re-evaluation within 14 days from the date of declaration of the result.

19. A successful candidate after First Semester shall be awarded Certificate Course. After Second Semester (1st Year) year shall be awarded Diploma certificate, after two years of successful completion Advanced diploma and of the Final examination of B.Voc. third year Examination shall be granted a Degree in B.Voc. (as per Sr. no. 2)

20. **ACADEMIC EQUIVALENCE:**
20.1 Bachelor of Vocation (B. Voc.), a Bachelor level degree specified by UGC under section 22(3) of UGC Act, 1956 and notified in official Gazette of India dated 19th January, 2013 is recognized at par with the other Bachelor level degrees for competitive exams conducted by Union/State Public Service Commission, Staff Selection

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Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

Commission or other such bodies where the eligibility criteria is "Bachelor Degree in any discipline".

20.2 Students with B.Voc. Degree are considered eligible for the trans-disciplinary vertical mobility into such courses where entry qualification is a bachelor's Degree without specific requirement in a particular discipline.

20.3 Students qualifying B.Voc. in Hospitality and Tourism can take admission in M.Sc., M. Voc., M.A., M.B.A. and M.Com.(Any Post Graduate Degree related to Commerce, Economics and Management etc.)

[Signature]

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
# B. Voc. Hospitality & Tourism

## Sem I & II

### Skill Component

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Subject</th>
<th>Th.</th>
<th>Pr.</th>
<th>Hours</th>
<th>Total Credits</th>
<th>Ex. Marks</th>
<th>In. Marks</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>BVHT 101</td>
<td>Introduction to Tourism - Aviation, Hospitality Industry.</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>70</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>BVHT 102</td>
<td>Front Desk Operations -1</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>70</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>BVHT 103</td>
<td>Basics of Hospitality Service</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>70</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>BVHT 104</td>
<td>Customer Query and Complaint Management</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>70</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>BVHT 105</td>
<td>Seminar on Indian Tourism</td>
<td>-</td>
<td>2</td>
<td>30</td>
<td>2</td>
<td>-</td>
<td>50</td>
<td>50</td>
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<tr>
<td></td>
<td><strong>Total (a)</strong></td>
<td><strong>16</strong></td>
<td>2</td>
<td><strong>270</strong></td>
<td><strong>18</strong></td>
<td><strong>280</strong></td>
<td><strong>170</strong></td>
<td><strong>450</strong></td>
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</table>

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Subject</th>
<th>Th.</th>
<th>Pr.</th>
<th>Hours</th>
<th>Total Credits</th>
<th>Ex. Marks</th>
<th>In. Marks</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCH 101</td>
<td>Punjabi Compulsory/Mudla Gyan</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>15</td>
<td>50</td>
</tr>
<tr>
<td>BC 102</td>
<td>Communication Skills in English</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>15</td>
<td>50</td>
</tr>
<tr>
<td>BVHT 106</td>
<td>Workshop on Tourism</td>
<td>-</td>
<td>4</td>
<td>60</td>
<td>4</td>
<td>-</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td><strong>Total (b)</strong></td>
<td><strong>8</strong></td>
<td>4</td>
<td><strong>180</strong></td>
<td><strong>12</strong></td>
<td><strong>70</strong></td>
<td><strong>80</strong></td>
<td><strong>150</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Grand Total (a + b)</strong></td>
<td><strong>30</strong></td>
<td><strong>350</strong></td>
<td><strong>250</strong></td>
<td><strong>600</strong></td>
<td></td>
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<td></td>
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</table>

### General Education Component

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Subject</th>
<th>Th.</th>
<th>Pr.</th>
<th>Hours</th>
<th>Total Credits</th>
<th>Ex. Marks</th>
<th>In. Marks</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCH 201</td>
<td>Punjabi Compulsory/ Mudla Gyan</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>15</td>
<td>50</td>
</tr>
<tr>
<td>BC 202</td>
<td>Communication Skills in English</td>
<td>4</td>
<td></td>
<td>60</td>
<td>4</td>
<td>35</td>
<td>15</td>
<td>50</td>
</tr>
<tr>
<td>BVHT 206</td>
<td>Seminar on Hospitality</td>
<td>-</td>
<td>2</td>
<td>30</td>
<td>2</td>
<td>-</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td><strong>Total (b)</strong></td>
<td><strong>8</strong></td>
<td>4</td>
<td><strong>180</strong></td>
<td><strong>12</strong></td>
<td><strong>140</strong></td>
<td><strong>110</strong></td>
<td><strong>250</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Grand Total (a + b)</strong></td>
<td><strong>30</strong></td>
<td><strong>420</strong></td>
<td><strong>280</strong></td>
<td><strong>700</strong></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

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**Principal**

Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Kopar)
Course Overview: To provide basic knowledge of Tourism, Aviation and Hospitality. To aware about the functions of travel agency, Air Transportation, Airport policies and rule. Type of hotels and it’s working.

Course Contents

Group I


Group II


Pedagogy:
Try to give brief introduction about Tourism, Aviation, Hospitality Industry through softwares used in particular industry, Extensive Use of Technology in Class Rooms, Online modules of MOOCs, Research Based Teaching, Use of Concerned Articles from News papers, journals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism
Sem I & II

Text and Readings:
1. IATA Manual on Diploma in Travel & Tourism Management 2017, 18
2. ICAO Manuals. 2017, 18
4. AR Bhatia (2005), Tourism development – Principles and practices; Sterling Publishers Pvt.Ltd; 1st Edition

SCHEME OF EXAMINATION
• English and Punjabi will be the medium of instruction and examination.
• Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance
• This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
• The duration of written examination shall be three hours.
• The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).
• The minimum marks for passing the examination shall be 35 % to be obtained separately both in internal assessment and external written examination.

INSTRUCTIONS FOR THE EXTERNAL PAPER SETTER

The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.
B. Voc. Hospitality & Tourism
Sem I & II

B.Voc: (Hospitality & Tourism) Part - 1 Sem. – 1
SC-2
(BVHT 102) - Front Desk Operation – I

Course Overview: To provide basic knowledge of Front Office Organization & Hierarchy. To aware about the Assist guest in check-in and checkout process, Customer- Centric Service, Customer service and Handling customer requests.

Course Contents

Group I
Front Office Organization & Hierarchy- Different sections & layouts of front office and their importance; coordination of FO with other departments; front office organization and hierarchy; duties and responsibilities of principal staff and their job description – FO Manager- Duty Manager- Lounge Manager- FO Agent- Cashier- Bell Captain- Bell Boy- GRE- Concierge; introduction to Bell Desk Operations. Customer- Centric Service - Understanding guest requirement- Inter- Departmental Communication- Responding to guest Queries- Protocol to contact guest in the Room- Front office consumables- What is customer service- Handling customer requests- Brand value.

Group II
Assist guest in check-in and checkout process - Welcoming and greeting the guests; understanding reservation status and arranging for booking; arranging for guest requirement; following guest check-in process; registration; registration card – importance of registration card; checking in a guest with confirmed booking; lobby attendant – errand card. Greeting guest as per SOP-Type of Guest- Types of rooms- Room allotment as per guest Preference- Rate negotiation and Discounts - Handle room allotment as per type of guest Upgrade/ Down grade - Procedure for upgrade / Downgrade- Transferring guest rooms.

Pedagogy:
Inviting experts from the hospitality and tourism industry to share their valuable insights on the use of softwares and techniques in front desk operations, Using Projectors in Class Rooms, Online modules of MOOCs and online tutorials, Research Based Teaching, Use of Concerned Articles from Newspapers, journals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
quantitative analysis of the problem solving and decision making.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and Readings:

SCHEME OF EXAMINATION
- English and Punjabi will be the medium of instruction and examination.
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- This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
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Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism
Sem I & II

B.Voc: (Hospitality & Tourism) Part - I Sem. - I
SC -3
(BVHT 103): Basics of Hospitality Service

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

Course Contents

Group I
Communication with Customers and Colleagues- Interacting with superiors; communicating with colleagues; communicating effectively with customers-Understanding guest needs- Handling customer complaints/ feedback- Build friendly but impersonal relationship with the customers-Use appropriate language and tone and listen actively-Show sensitivity to gender/ cultural and social differences and Understand customer expectations Service Quality Standards - Following behavioral- personal and telephonic etiquettes; treating customers with high degree of respect and professionalism; Achieving customer satisfaction- kind of customers customer- various market trends- Understand target customers- their profiles and needs-

Group II
Gender and Age Sensitivity Maintaining IPR- Women rights- Women Safety-Company policy on behavior with women- Women equality- Educating customers on specific facilities and services available. Securing company’s IPR; Respecting customer’s Copyright-Make sure new initiatives of Hotel are not leaked out-Report IPR violations- Read Copyright Clause- Protect infringement upon customer’s interests- Know which aspect of customer information can be used.

Pedagogy:
Visits to hotels and guest houses for exposure to hospitality services, Online Lectures and tutorials, Research Based Teaching and guest lectures, Use of Concerned Articles from News papers, journals, online portals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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. Student will go to Hotels for learn hospitality services.

Principal
Shri Guru Teg Bahadur Khalsa College

[Signature]
B. Voc. Hospitality & Tourism
Sem I & II

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and Readings:

SCHEME OF EXAMINATION

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Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism  
Sem I & II

B.Voc: (Hospitality & Tourism) Part - I  Sem. – 1  
SC- 4  
BVHT 104: Customer Query and Complaint Management.

Course Overview: To 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. To aware about Safe Health and Hygiene in Hotels especially on cleanliness and Safe health practices.

Course Contents

Group I
Customer Query and Complaint Management- Critical Thinking- Decision-making- Problem Solving: methods and techniques and positive attitude. Empowerment-Query Handling: Types of standard queries- information regarding the queries: structure and method- standard phrases-do's and don’ts of handing queries Understand customer dissatisfaction and address their complaints. Customer Complaints-Types of complaints- customer handling: structure and method- Do’s and Don’ts of Complaint Handling- the escalation process- Guest satisfaction- moments of truth and expectation vs. reality.

Group II
Cashiering Activities and Night Auditing Procedure - Receiving payment method details from the guests; preparing the invoice; receive the payment; documenting and recording the details- Master folio- Preparing bills as per standing instructions- Matching and updating invoices with the master bill (POS). Safe Health and Hygiene in Hotels- What is cleanliness- Importance of cleanliness- What is hygiene- Importance of Hygiene- Personal Hygiene- Safe health practices- What are hazards- Identifying work hazards- Preventive Measures- Standard safety procedures- Safety standards- Standard procedures in case of fire- Safety signs.

Pedagogy:
Visits to customer care centres, extensive Use of Technology in Class Rooms and industry learning. Video and audio tutorials, assignments on various complaint resolution mechanism and grievance redressal process, Research Based Teaching and Expert lectures

Case study/ Class Assignment / Class discussion in the Class:
Students will work in a group to prepare a brief write-up due before the start of class covering the

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Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism  
Sem I & II

case study/ Class Assignment. Question in the case study/ Class Assignment would include the quantitative analysis of the problem solving and decision making. Student will go to Hotels for learn hospitality services.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and Readings:
1. Jacob, Robinet et al, Indian Tourism Products, Abijeeth Publications, New Delhi
2. Acharya Ram (2014), Tourism and Cultural Heritage of India: ROSA Publication,
3. Basham A.L (2010), The Wonder that was India: Rupa and Company, Delhi.

SCHEME OF EXAMINATION

- English and Punjabi will be the medium of instruction and examination.
- Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance
- This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
- The duration of written examination shall be three hours.
- The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).
- The minimum marks for passing the examination shall be 35% to be obtained separately both in internal assessment and external written examination.

INSTRUCTIONS FOR THE EXTERNAL PAPER SETTER

The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.

Principal
Shri Guru Teg Bahadur Khalsa College  
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism  
Sem I & II

B.Voc: (Hospitality & Tourism) Part - 1 Sem. – I  
SC- 5

BVHT-105: Seminar on Indian Tourism

Course Overview: To provide basic knowledge of Customer Query and Complaint Management, Problem Solving: methods and techniques, positive attitude, empowerment and Query Handling.

Course Contents

Aware about the Indian Tourism and case studies related to the topic for Practical knowledge.

Maximum Marks 50 (Internal)

Pedagogy:
Students have to prepare seminar report on practical aspects of the given topics assigned by teachers and have to prepare presentations on seminar report, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Hotel managers and executive. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

Case study/ Class Assignment / Class discussion in the Class:  
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 seminar report which is based on given topic by the concern teacher, which is internally evaluated by same concern teacher.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

SCHEME OF EXAMINATION
• English and Punjabi will be the medium of instruction and examination.
• This course will carry 50 marks which shall be reserved for internal assessment.
• The internal assessment marks shall be based on factors such as Seminar Report, Presentation, and Attendance and class Participation.
• The minimum marks for passing the examination shall be 35 %.

Principal  
Shri Guru Teg Bahadur Khalsa College  
Shri Anandpur Sahib (Ropar)
B.Voc: (Hospitality & Tourism) Part - I Sem. - 1
FOR 2018-19, 2019-20 & 2020-21
B.COM.(HONOURS) PART-I (1st Semester)
BCH 101 - PUNJABI

Max. Marks : 50
External Assessment : 35
Internal Assessment: 15

Time allowed : 3 hrs
Period per week : 6
Pass Marks : 35%

B.Com (Hons) Part-I (1st Semester)

B.Voc: (Hospitality & Tourism) Part - I Sem. - 1
FOR 2018-19, 2019-20 & 2020-21
B.COM.(HONOURS) PART-I (1st Semester)
BCH 101 - PUNJABI

Max. Marks : 50
External Assessment : 35
Internal Assessment: 15

(1) निर्देश-उपर्युक्त : महापत्र, दृष्टि-पर्युक्त अथवा निर्देश-प्रक्रिया का तत्त्व विशेष

(2) विषय-विवेचना:

(i) भन्नाथी पुत्री-विवृत्ति, नवरत, निर्गम, दृष्टि-पर्युक्त अथवा, दृष्टि-पर्युक्त माध्यम द्वारा दृष्टि-पर्युक्त घटनाक्रम दर्शावने।

(ii) स्वयं-विशेषता के उपन्यास: संदर्भ, पद्धति, निर्गम, दृष्टि-पर्युक्त, विशेष, निर्गम निर्गम, परम, दृष्टि-पर्युक्त माध्यम।

(iii) कक्षा के निर्देश-उपर्युक्त के विषय-विवेचना के दृष्टि-पर्युक्त मध्यम द्वारा दृष्टि-पर्युक्त माध्यम।

(1) निर्देश-उपर्युक्त:

1. मिलित-पूर्व के निर्देश-उपर्युक्त के दृष्टि-पर्युक्त घटनाक्रम दर्शावने।
2. प्रश्न के दृष्टि-पर्युक्त के निर्देश-उपर्युक्त पूर्व निर्देश-उपर्युक्त साधन।
3. कक्षा है विषय:

(1) निर्देश-उपर्युक्त के दृष्टि-पर्युक्त के पूर्व निर्देश-उपर्युक्त साधन।

4. कक्षा म-1 विषय-विवेचना के निर्देश-उपर्युक्त के पूर्व निर्देश-उपर्युक्त साधन।

स्नातक भाषा

1. उत्तराधिकार रचना, त्रिश्च प्रतिष्ठा नव नव नव नव, भाषा प्रतिष्ठा, भंडारी, 1973.
2. नव नव नव नव, भाषा प्रतिष्ठा नव के निर्देश-उपर्युक्त अथवा निर्देश-विशेष, भौतिकीय साहित्य, प्रतिष्ठा, 2000.
3. नव नव नव नव, भाषा प्रतिष्ठा: भाषाविद्या के भाषाविद्या, प्रतिष्ठा, 2008.
5. नव नव नव नव, भाषा प्रतिष्ठा: नव नव नव, प्रतिष्ठा, 2006.

Principal

Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism
Sem I & II

FOR 2018-19, 2019-20 & 2020-21
B.COM.(HONOURS) PART-I (1st Semester)
BCH 101-A: PUNJABI COMPULSORY (ELEMENTARY KNOWLEDGE)
(Special paper in lieu of Punjabi Compulsory)

Time allowed: 3 hrs
Period per week: 6
Pass Marks: 35%

Bhag-1 (1).

(1) बृहस्पति द्वादशशु में कश्यप-पुरुषव

(2) अंधित पिकारियों: उदाहरणतः के बुधशंकर अंधित।

(3) अंधित सुवाहस: अंधित तूँ के लेष्ट पे लिख।

5 अंक

Bhag-2 (2).

(1) बृहस्पति अंधित टे भैंडे पुरुषव ता पुरुषव

(2) मधु मुख भैंडे टे राजस्थान दे विचार।

(3) मधु महर भैंडे टे पुरुषव ता पुरुषव दे बुधव।

(4) विशेषता मुख भैंडे टे पुरुषव ता पुरुषव दे बुधव।

(5) भावण-भावण दी पुरुषव दे राम।

(6) भावण दी पुरुषव।

5 अंक

Bhag-3 (1).

(1) विषय पे भैंडे टे बुधव दे लिख।

(2) पूरे दे मधु अंधित टे पुरुषव दे बुधव।

(3) मधु मुख भैंडे टे राजस्थान दे विचार।

(4) मधु महर भैंडे टे विचार।

(5) मधु महर भैंडे टे पुरुषव दे राम।

(6) भावण दी पुरुषव।

5 अंक

Bhag-4 (2).

(1) राजस्थान की भावण टे विषय

(2) राजस्थान की भावण टे विषय।

(3) राजस्थान की भावण टे विषय।

(4) राजस्थान की भावण टे विषय।

(5) राजस्थान की भावण टे विषय।

5 अंक

Bhag-5

सभी निशाने टे भारत आर्थिक-वित्तीय राज्य धम।

30x1/2=15 अंक

अध्यापक टे भेंट फिट राही विनियम

1. विषयक वाणिज्य द्वारा बृहस्पति लिखी सिंह वेने राम।

(2) राजस्थान की भावण टे विषय।

2. भैंडे पूरे दे मधु विषयवाचीण टे तीनी हूँ निमंत्रण सिंह दंग टे लिखव।

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism
Sem I & II

2. मध्ये क्रमानं विंचते भूमत पृथ्वऱ्ड साठ.
3. मध्ये वें साधन पृथ्वऱ्ड पुढे साठ.
4. व्हाटफार्म भूमत लग पुढे साठ.
5. विष्णुआवज्ञण व ब्राह्मण बंगल लयऱ्ड साठी, इत्यऱ्ड विस्तृत चढऱ्ड भाषा भागे देवसंग रावणी संग्रह पृथ्वऱ्ड साठ. लेण मातमूर्क विष्णुआवज्ञण व बंगल लयऱ्ड तं गेट गेट शेट लगभग साठी है.
6. प्रेमपती वलएपला अंगे मध्ये क्रमानं विंचते भूमत पृथ्वऱ्ड साठ. लेण मातमूर्क गेट अंगे गेट गेट शेट लगभग.

गणित वाण शंकांबाई

1. मंत्रमें मेंढ मंगु, भाव पंजाबी मिजऱ्डे, धसलीभमत विजऱ्डे पंजाबी युतीबहमिट, पिटासला, 2009. (विभि ने पंजाबी मिस्ट लक्षी)
2. मंत्रमें मेंढ मंगु, बुधमुखी मिजऱ्डे, धसलीभमत विजऱ्डे पंजाबी युतीबहमिट, पिटासला, 2011. (अंजऱ्डेली ने पंजाबी मिस्ट लक्षी)
3. मौर वन घाजी, पंजाबी मिजऱ्डे, धसलीभमत विजऱ्डे पंजाबी युतीबहमिट, पिटासला, 2002 (विभि)
4. रमणिएत मेंढ, पंजाबी निकात मो.डी. (विभि अया लीभमत दृ-तक गेंड टीच पंजाबी), धसलीभमत विजऱ्डे पंजाबी युतीबहमिट, पिटासला 2011.
5. Hardev Bahri, Teach Yourself Punjabi, Publication Bureau, Punjabi University, Patiala, 2011.

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Shri Guru Teg Bahadur Khalsa College
Sri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism  
Sem I & II  

B.Voc: (Hospitality & Tourism) Part - I Sem. – I  
BVHT-106: Workshop on Tourism  

Course Overview: To provide basic knowledge of Tourism Management and Complaint Management Traveler, Problem Solving: methods and techniques, positive attitude, empowerment and Tourist Spots.  

Course Contents:  

Aware and information about the Tourism Management, Tourist Guide and Tourist Spots in India and case studies related to the topic for Practical knowledge.  

Maximum Marks 50 (Internal)  

Pedagogy:  
Students have to prepare report on practical aspects of the given topics assigned by teachers and have to prepare presentations on report, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Hotel managers and Travel Agencies. Use of Concerned Articles from News papers, journals, online portals and magazines.  

Case study / Class Assignment / Class discussion in the Class:  
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.  

Class Participation:  
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.  

SCHEME OF EXAMINATION  
• English and Punjabi will be the medium of instruction and examination.  
• This course will carry 50 marks which shall be reserved for internal assessment.  
• The internal assessment marks shall be based on factors such as Report, Presentation, and Attendance and class Participation.  
• The minimum marks for passing the examination shall be 35 %.  

Principal  
Shri Guru Teg Bahadur Khalsa College  
Shri Anandpur Sahib (Ropar)
B.Voc: (Hospitality & Tourism) Part - 1 Sem. – 1

BC-102: COMMUNICATION SKILLS IN ENGLISH

Time: 3 Hrs

Max. Marks: 50
External Marks: 35
Internal Marks: 15

Course Contents:

1. Reading Skills: Reading Tactics and strategies; Reading purposes–kinds of purposes and associated comprehension; Reading for direct meanings; Reading for understanding concepts, details, coherence, logical progression and meanings of phrases/expressions.

Activities:
   a) Active reading of passages on general topics
   b) Comprehension questions in multiple choice format
   c) Short comprehension questions based on content and development of ideas

2. Writing Skills: Guidelines for effective writing; writing styles for application, resume, personal letter, official/business letter, memo, notices etc.; outline and revision.

Activities:
   a) Formatting personal and business letters.
   b) Organising the details in a sequential order
   c) Converting a biographical note into a sequenced resume or vice-versa
   d) Ordering and sub-dividing the contents while making notes.
   e) Writing notices for circulation/boards

3. Grammar: change of voice, narration, one-word substitutes, idioms.

Suggested Pattern of Question Paper:
The question paper will consist of five skill-oriented questions from Reading and Writing Skills. Each question will carry 8 marks. The questions shall be phrased in a manner that students know clearly what is expected of them. There will be internal choice wherever possible. 7x5=35 Marks

i) Multiple choice questions on the language and meanings of an unseen passage.

ii) Comprehension questions with short answers on content, progression of ideas, purpose of
writing etc. of an unseen passage.

iii) Personal letter and Official/Business correspondence

iv) Making point-wise notes on a given speech/technical report OR
Writing notices for public circulation on topics of professional interest

v) Do as directed (7x1= 7 Marks) (change of voice, narration, one-word substitutes, idioms).

Recommended Books:

2. *English Grammar in Use* (Fourth Edition) by Raymond Murphy, CUP
Course Overview: To provide basic knowledge of Tourism Management and Complaint Management Traveler, Problem Solving: methods and techniques, positive attitude, empowerment and Tourist Spots.

Course Contents

Aware and information about the Tourism Management, Tourist Guide and Tourist Spots in India and case studies related to the topic for Practical knowledge.

Maximum Marks 50 (Internal)

Pedagogy:
Students have to prepare report on practical aspects of the given topics assigned by teachers and have to prepare presentations on report, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Hotel managers and Travel Agencies. Use of Concerned Articles from News papers, journals, online portals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

SCHEME OF EXAMINATION
- English and Punjabi will be the medium of instruction and examination.
- This course will carry 50 marks which shall be reserved for internal assessment.
- The internal assessment marks shall be based on factors such as Report, Presentation, and Attendance and class Participation.
- The minimum marks for passing the examination shall be 35%.
B. Voc. Hospitality & Tourism  
Sem I & II

B. Voc: (Hospitality & Tourism) Part – I Semester – II  
SC -1  
BVHT 201: Hospitality and Tourism Products.

Course Overview: To provide basic knowledge of Assist Guests in Check-in and Check-out Process, attend to Guest Queries, Perform Cashiering Activities and Maintain IPR of Organization and Customers. To aware about Registration procedure, preparing bills as per standing instructions, protect infringement upon customer’s interests and Understanding guest requirement.

Course Contents

Group I  
Assist Guests in Check-in and Check-out Process- Documents needed- Registration procedure- Recording mandatory information, Handling late night registrations- Room allotment as per guest preference- Rate negotiation and discounts- Handle room allotment as per type of guest. Attend to Guest Queries- Understanding guest requirement- Inter-departmental communication- responding to guest Queries-Guest satisfaction,

Group II  
Perform Cashiering Activities- Preparing bills as per standing instructions- Matching and updating invoices with the master bill (POS)-Prepare bills as per different categories of guests- Various modes of bill settlement- Foreign currency procedure- Settlement of final bill. Maintain IPR of Organization and Customers- Make sure new initiatives of Hotel are not leaked out- Report IPR violations- Read copyright clause. Protect infringement upon customer’s interests-know which aspect of customer information can be used- Report any infringement.

Pedagogy:
Guiding students to assist guests in Check-in and Check-out process, imparting knowledge regarding hospitality and tourism products, extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Hotel managers and executive. Use of Concerned Articles from News papers, journals, online portals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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. Student will go to Hotels for learn hospitality services.

Principal
Shri Guru Teg Bahadur Khalsa College  
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism
Sem I & II

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and 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

SCHEME OF EXAMINATION

- English and Punjabi will be the medium of instruction and examination.
- Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance
- This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
- The duration of written examination shall be three hours.
- The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).
- The minimum marks for passing the examination shall be 35 % to be obtained separately both in internal assessment and external written examination.

INSTRUCTIONS FOR THE EXTERNAL PAPER SETTER
The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.

Principal
Sri Guru Teg Bahadur Khalsa College
Sahibganj, Jalandhar Sahib (Ropar)
B. Voc. (Hospitality & Tourism) Part - I Sem. – II
BVHT-202: Guest Handling and Team Management.

Course Overview: To provide basic knowledge of Handling Guest Complaints and Guide Front Office Staff, Communicate with customer and colleagues, Maintain Customer-Centric Service Orientation, Maintain standards of etiquette and hospitable conduct. To aware about Understanding of Support and guidance to trainees and Communication skills, attitudes, Personality traits of employees in Front Office.

Course Contents

Group I
Handling Guest Complaints and Guide Front Office Staff - Effective listening- Escalation procedure- Follow up- Taking decisions in best interest of Organization- Upgrade / Downgrade- Training of staff- Support and guidance to trainees. Communicate with customer and colleagues - Job requirements and work standards- Interacting with supervisor and colleagues- Teamwork- Interacting with customers- Understanding guest needs- Handling customer complaints/ feedback- Define Communication – Listening Skills- Formal and informal communication Systems- Effective business writing: Style – Email writing.

Group II
Maintain Customer- Centric Service Orientation - Ensure fair and honest treatments to customers- Enhance company’s brand value- Read customer expectations and ensure they are met- Readily accept and implement new ideas to improve customer satisfaction- Communicate customer feedback to superior- Offer promotions to improve product satisfaction- Consult with senior on unscheduled customer requests. Maintain standards of etiquette and hospitable conduct - How to address a guest- Friendliness v/s familiarity- Customer loyalty- Face – to - Face Conversation – Procedure- Behavior -Personal Presentation –Telephone- Mannerism-Personality traits of employees in Front office- Work Etiquettes – Common principles – Office etiquettes – Punctuality – Stay Away from Gossip – Appropriately; Business Etiquette: Greeting.

Pedagogy:
Assigning practical tasks for guest handling and team management, organising Group Discussions (GDs) for improving communication skills and team spirit, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Visit customer care centers for providing the complaint handling process

Case study/ Class Assignment / Class discussion in the Class:
Students will work in a group to prepare a brief write-up due before the start of class covering the

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism  
Sem I & II

Case study/Class Assignment. Question in the case study/Class Assignment would include the quantitative analysis of the problem solving and decision making. Student will go to Hotels for learn hospitality services.

Class Participation:  
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and Readings:  
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

Scheme of Examination:  
- English and Punjabi will be the medium of instruction and examination.  
- Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance  
- This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.  
- The duration of written examination shall be three hours.  
- The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).  
- The minimum marks for passing the examination shall be 35 % to be obtained separately both in internal assessment and external written examination.

Instructions for the External Paper Setter:  
The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.

Principal  
Shri Guru Teg Bahadur Khalsa College  
Shri Anandpur Sahib (Kopar)
Course Overview: To provide basic knowledge of Follow gender and age sensitive service practices, Maintain Health and Hygiene, Maintain Safety at workplace and Communication. To aware about Understanding of Educate customer on specific facilities and services available for different categories of Customers, Knowledge of safety signs- Document first aid treatments and safety procedures.

Course Contents

Group I
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. Maintain Health and Hygiene- Ensure cleanliness around workplace in hospitality and tourist areas- Follow personal hygiene practices- Take precautionary health measures- What is hygiene- Importance of Hygiene- Personal Hygiene- Safe health practices- What are hazards- Identifying work hazards

Group II
Maintain Customer- Centric Service Orientation - Ensure fair and honest treatments to customers- Enhance company's brand value- Read customer expectations and ensure they are met- Readily accept and implement new ideas to improve customer satisfaction- Communicate customer feedback to superior- Offer promotions to improve product satisfaction- Consult with senior on unscheduled customer requests. Maintain standards of etiquette and hospitable conduct - How to address a guest- Friendliness v/s familiarity- Customer loyalty- Face - to - Face Conversation - Procedure- Behaviour-Personal Presentation -Telephone- Mannerism- Personality traits of employees in Front office- Work Etiquettes - Common principles - Office etiquettes - Punctuality - Stay Away from Gossip - Appropriately; Business Etiquette: Greeting.

Pedagogy:
Imparting knowledge about gender and age sensitive service practices, Provide knowledge of maintain standards of hospitality conducts through new regulations. Provide information about the first aid and other safety standards. Arrange softwares which helps to maintain the data base of the customers.

Case study/Class Assignment/Class discussion in the Class:
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. Student will go
to Hotels for learn hospitality services.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Text and Readings:
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

SCHEME OF EXAMINATION

- English and Punjabi will be the medium of instruction and examination.
- Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance
- This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
- The duration of written examination shall be three hours.
- The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).
- The minimum marks for passing the examination shall be 35 % to be obtained separately both in internal assessment and external written examination.

INSTRUCTIONS FOR THE EXTERNAL PAPER SETTER
The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.

Principal
Shri Guru Teg Bahadur Khalsa College

[Signature]
Course Overview: To provide basic knowledge about Introduction & Duties and responsibilities, Communication Skills, Customer – Centric service, Maintain Customer and Hospitality Conduct. To aware about Understanding of Front Office Department, handling procedures and Reservation -Importance of guest cycle.

Course Contents

Group I
Introduction & Duties and responsibilities - Front Office Department -Sections and layout of Front Office - Organizational chart of front office department- (small, medium and large hotels) - Classification & Categorization Duties and responsibilities of various staff Customer – Centric service Reservation -Importance of guest cycle (Various stages, sectional staff in contact during each stage) -Modes and sources of reservation. -Procedure for taking reservations (Reservation form, conventional chart, density chart, booking - diary with their detailed working and formats).

Group II
Maintain Customer- Pre-Arrival Procedures - Pre-arrival activities (Preparing an arrival list, notification etc)- Procedure for VIP arrival- Procedure for group arrival (special arrangements, meal coupons, etc) Guest Arrival - Types of registration. (Register, Loose Leaf, Registration Cards) - Receiving guests. Hospitality Conduct- Guest Stay - Rooming a guest (introduction to the hotel facilities, orientation of the room) Procedure for room change - Safe deposit procedure. -Assisting guest with all possible information and help(medical etc.) Guest Departure - Departure notification - Task performed at bell desk.

Pedagogy:
Inviting experts from the hospitality and tourism industry to share their valuable insights on the use of softwares and techniques in front desk operations, Using Projectors in Class Rooms, Online modules of MOOCs and online tutorials, Research Based Teaching, Use of Concerned Articles from Newspapers, journals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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. Student will go to Hotels for learn hospitality services.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

Principal
Shri Guru Teg Bahadur Khalsa College
Anandpur Sahib (Ropar)
Text and Readings:
2. Mohammed Zulfiker (2015), Introduction to Tourism and Hotel Industry, UBSPub, New Delhi

SCHEME OF EXAMINATION

• English and Punjabi will be the medium of instruction and examination.
• Written Examinations will be conducted at the end of each Semester as per the Academic Calendar notified in advance
• This course will carry 100 marks of which 30 marks shall be reserved for internal assessment and the remaining 70 marks for written examination to be held at the end of semester.
• The duration of written examination shall be three hours.
• The internal assessment marks shall be based on factors such as: (a) Mid-term test (12 marks), Written assignments (12 marks), and Attendance and class Participation (06 marks).
• The minimum marks for passing the examination shall be 35% to be obtained separately both in internal assessment and external written examination.

INSTRUCTIONS FOR THE EXTERNAL PAPER SETTER

The question paper will be divided into three sections. Section – A and Section – B will be based on Unit – I and Unit- II 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 3 (three) marks each out of which the students will be required to attempt any 10.

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

B.Voc: (Hospitality & Tourism) Part - I Sem. - II
SC-5
BVHT-205: WORKSHOP ON BUSINESS ENVIRONMENT

Course Overview:
To provide basic knowledge of business environment and Strategic Management, Problem Solving: methods and techniques and day to day Tourism business requirement.

Course Contents

Aware and information about the Tourism Introduction to Business Environment in India, Strategy and Planning for Business Environment and SWOT Analysis and case studies related to the topic for Practical knowledge.

Maximum Marks 50 (Internal)

Pedagogy:

Students have to prepare report on practical aspects of workshop on the given topics assigned by teachers and have to prepare presentations on report, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of business environment and emerging issues. Use of Concerned Articles from News papers, journals,
online portals and magazines

Case study/ Class Assignment / Class discussion in the Class:

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

Class Participation:

Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

SCHEME OF EXAMINATION

- English and Punjabi will be the medium of instruction and examination.
- This course will carry 50 marks which shall be reserved for internal assessment.
- The internal assessment marks shall be based on factors such as Report, Presentation, and Attendance and class Participation.
- The minimum marks for passing the examination shall be 35 %.

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Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

FOR 2018-19, 2019-20 & 2020-21
B.COM.(HONOURS) PART-1 (1Ind Semester)
BCH 201: Punjabi

Max. Marks: 50
External Assessment: 35
Internal Assessment: 15

Time Allowed: 3 Hrs.
Period per week: 6
Pass percentage: 35%

(1) लेखन-खिलेबा, मंथा, धा, वदिसल थान लिख यादगार, धा, नवाबस सिन्ध, भन्नही नीतिविज्ञानी, वित्तिवाणी।

(2) लेखन-आ-1

ख-2 फिसिस्नरत:
(i) स्वाग-वयु अन्त राख रचना: परिक्रमा, भीम मंथा, भुज धार, अल्फा, धार्मिक, हिंदुस्तान तुच्छ अन्त बुध राख राख तुच्छ तुच्छ।
(ii) ब्राह्मणीवाणी: ब्राह्मण द्वारक रुप, ब्राह्मण अन्त धुम-धुम अन्त अंत अंत-अंत, भन्नही धुम-धुम अन्त पहाड़-पहाड़।

लेखन-बैतूल

1. सिल्सिला बांट रखने के लिए इतिहास 3।
2. कृतियाँ की पढ़ने के लिए इतिहास 3।
3. ग्राम दिखाये:

(i) इतिहास इतिहास दिखाये इतिहास दिखाये 05 अंक
(ii) इतिहास इतिहास दिखाये इतिहास दिखाये (भूमिका दिखाये) 2×3= 6 अंक
4. ब्राह्मण भ-1 दिखाये सिल्सिला दिखाये दिखाये के लिए इतिहास दिखाये। (दिखाये दिखाये) 04 अंक
5. लेखन-बैतूल फिसिस्नरत लेखन-बैतूल फिसिस्नरत फिसिस्नरत फिसिस्नरत 3।

5×1= 15 अंक

ग्रंथित पक्ष-पक्षवादी

1. उद्योग सिक्ष, धार्मिक इलेक्ट्रॉन भन्नही धार, धार्मिक धारमिक, धिलिकी, 1973.
2. बजट लेखन चित्रा, भन्नही धार्मिक इलेक्ट्रॉन इलेक्ट्रॉन उद्योगी (उद्योगी सबसे दो दो दो)।
3. धार्मिक लेखन धार्मिक लेखन धार्मिक लेखन भारत, धार्मिक विकासवाद, 2000.
4. पुराव धार्मिक मन्त्र, भन्नही धार्मिक मन्त्र भन्नही धार्मिक, 2008.
5. धार्मिक पुस्तक धार्मिक पुस्तक धार्मिक पुस्तक, धार्मिक विकासवाद, 2002.
6. पुस्तक विकासवाद (विकासवाद मंथा), भन्नही धार्मिक, धार्मिक, 1996.
7. पुस्तक विकासवाद (विकासवाद मंथा) (विकासवाद मंथा), 1997.
8. पुस्तक विकासवाद अन्त एवं, भन्नही धार्मिक इलेक्ट्रॉन इलेक्ट्रॉन, 1999.

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Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

FOR 2018-19, 2019-20 & 2020-21
B.COM.(HONOURS) PART-I (IIInd Semester)

BCH 201-A : Punjabi Compulsory (Elementary Knowledge)

Time Allowed: 3 Hrs.
Period per week : 6
Pass percentage : 35%

Max. Marks: 50
External Assessment: 35
Internal Assessment: 15

5 अंक
(1). सार्वजनिक: समय नामूने 'क' बढ़ाएं
(इ) दे अभ्यासी सरकार के साबस-नीडर
(ऋ) दि किलव अभ्यासी सरकार के साबस-नीडर
(ऋ) कु राम के सरकार के साबस-नीडर

5 अंक
(2). सार्वजनिक प्रवक्ताओं के विवादवाले रचनाएं की पहला
(इ) अभ्यासी सार्वजनिक प्रवक्ताओं के मिसाप, द्रव्य के बढ़ाएं
(ऋ) विवादवाले रचनाओं के मिसाप, द्रव्य के बढ़ाएं
(ऋ) सार्वजनिक में: मिसाप के बढ़ाएं

5 अंक
(2). विभिन्न वित्त देश की बढ़ाएं

5 अंक

5 अंक

30x1/2=15 अंक

गैंग के बन्द दे ये प्रमाण नीदर दसी पुस्तक

1. विभिन्न वित्त देश शुभभुवनी की संख्या वह देश। दे मुद्रा है विभिन्न वित्त देश के अनुसार वदें।
   में पुस्तक के दो पूर्व विभिन्न वित्त देश की सभ्यता है विभिन्न वित्त देश के अनुसार वदें।
2. दे पार्व रिहित शुद्धता शुद्धता नाम।
3. मित्र के समान पुस्तक पूर्ण शुद्धता नाम।
4. विभिन्न वित्त देश के अनुसार वदें।
5. विभिन्न वित्त देश की भूमिका नभूतीय विभिन्न वित्त देश के अनुसार वदें। तें भूमिका विभिन्न वित्त देश की वदें।

गैंग के बन्द सामाजिक

1. मानव सिर्फ मूल, अर्थ प्रथावी सिर्फी, प्रथमवाक्ष हिंदी, प्रथमवाक्ष पुस्तक, प्रथमवाक्ष पुस्तक, 2009.
(रिहित के प्रथावी सिर्फी सिर्फी)
2. मानव सिर्फ मूल, मूलभूती सिर्फी, प्रथमवाक्ष हिंदी, प्रथमवाक्ष पुस्तक, प्रथमवाक्ष पुस्तक, 2011.
(रिहित के प्रथावी सिर्फी सिर्फी)
3. मानव नभूतीय, प्रथावी सिर्फी, प्रथमवाक्ष हिंदी, प्रथमवाक्ष पुस्तक, प्रथमवाक्ष पुस्तक, 2002 (रिहित)

Principal
Shri Guru Teg Bahadur Khalsa College
Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

4. वनस्पतिक लिखित, पंजाबी विश्वविद्यालय मी.डी. (वनस्पतिक लिखित मी.डी. टू-रूटर ओवर वीडियो पंजाबी), पंजाबी विश्वविद्यालय, पंजाब, पटियला 2011.
5. Hardev Bahri, Teach Yourself Punjabi, Publication Bureau, Punjabi University, Patiala, 2011.

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Shri Anandpur Sahib (Ropar)
B. Voc. Hospitality & Tourism

B.Voc: (Hospitality & Tourism) Part - I Sem. – II
B.COM. PART-I (IInd Semestert)
BC 202: ENGLISH (COMMUNICATION SKILLS)

Time allowed : 3 hours
Periods per week: 6
Pass Marks : 35%  
Max Marks : 50
External Assessment : 35
Internal Assessment : 15

COURSE CONTENT AND TESTING

Texts Prescribed (Literary):
A Thing of Beauty  S. Jaga Disan
Selection from English Poetry  V. Saraswathi

The following poems are not to be studied
From Henry VIII
The Affliction of Margaret

Testing
Q1.
   a) One essay type question with an internal alternative on theme or summary  4 marks
   b) Five short answer questions to be attempted out of the given eight from the prescribed
text in about 30 words each.  5 marks

Q2. Report Writing
The student may be asked to write a report on any of the following with an internal alternative
   a) Current trends
   b) Event
   c) Business Reports  4 marks

Q3. Acquiring Business Skills
The following topics are to be covered
   a) Leadership
   b) Time Management
   c) Goal Oriented Tasks
   d) Stress Busters
   e) Risk Initiative
   f) Setting New Benchmarks
The student should be asked to attempt any one of the given three topics  4 marks

Q4. Language Usage
1.
   a) Use of tenses
   b) Use of verbs
   c) Use of relative clauses and connectives
   d) Use of articles
   e) Use of Preposition and Conjunction

The students should be asked to attempt two sentences in each part from the given four
sentences  10 marks
2. Words commonly mis-spelt  4 marks

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The students should be asked to correct any four incorrect words from the given seven words.

3. Proverbs
The student may be asked to complete any four proverbs from the given seven. 4 marks

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B. Voc. Hospitality & Tourism

B.Voc: (Hospitality & Tourism) Part - I Sem. - II

BVHT- 206 Seminar on Hospitality

Course Overview: To provide basic knowledge of Hospitality and Tourism Management, Problem Solving: methods and techniques, positive attitude, empowerment and Query Handling.

Course Contents

Aware about the hospitality services and case studies related to the topic for Practical knowledge.

Pedagogy:
Students have to prepare seminar report on practical aspects of the given topics assigned by teachers and have to prepare presentations on seminar report, Extensive Use of Technology while using Projectors in Class Rooms and industry learning. Online Lectures and online tutorials, Research Based Teaching and Expert lectures from field of Hotel managers and executive. Use of Concerned Articles from Newspapers, journals, online portals and magazines.

Case study/ Class Assignment / Class discussion in the Class:
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 seminar report which is based on given topic by the concerned teacher, which is internally evaluated by same teacher.

Class Participation:
Attendance will be taken in each class and class participation is scored for each student for each class as per Punjabi University, Patiala Norms.

SCHEME OF EXAMINATION
• English and Punjabi will be the medium of instruction and examination.
• This course will carry 50 marks which shall be reserved for internal assessment.
• The internal assessment marks shall be based on factors such as Report, Presentation, and Attendance and class Participation.
• The minimum marks for passing the examination shall be 35 %.

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OUTLINE FOR THE SYLLABUS OF A MODULE ON
DRUG ABUSE: PROBLEM, MANAGEMENT AND PREVENTION
Session: 2016-17, 2017-18 & 2018-19

(FOR ALL UNDERGRADUATE COURSES)

Note: This is a compulsory qualifying paper, which the students have to study and qualify during three years of their degree course.

REGULAR STUDENTS

Max Marks: 70
Internal Assessment: 30
Total Marks 100

Max Time: 3hrs.
Lectures per week 5

INSTRUCTIONS FOR THE PAPER SETTERS

The question paper will consist of three sections A, B and C. Each of sections A and B will have four questions from the respective sections of the syllabus. Each question shall carry 7 marks. Section C will consist of 14 short answer type of 2 marks each.

INSTRUCTIONS FOR THE CANDIDATES

Candidates are required to attempt any three questions from section A and any three questions from section B. Section C is compulsory.

PRIVATE STUDENTS

Max Marks: 100

Max Time: 3hrs.
Lectures per week 5

INSTRUCTIONS FOR THE PAPER SETTERS

The question paper will consist of three sections A, B and C. Each of sections A and B will have three questions from the respective sections of the syllabus. Each question shall carry 15 marks. Section C will consist of 20 short answer type of 2 marks each.

INSTRUCTIONS FOR THE CANDIDATES

Candidates are required to attempt any two questions from section A and any two questions from section B. Section C is compulsory.

SECTION A

UNIT: I – Problem of Drug Abuse: Concept and Overview; Types of Drug Often Abused

(a) Concept and Overview

What are drugs and what constitutes Drug Abuse?
Prevalence of menace of Drug Abuse
How drug Abuse is different from Drug Dependence and Drug Addiction?
Physical and psychological dependence- concepts of drug tolerance

(b) Introduction to drugs of abuse: Short Term, Long term effects & withdrawal symptoms

Stimulants: Amphetamines, Cocaine, Nicotine

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Dépressants: Alcohol, Barbiturates- Nembutal, Seconal, Phenobarbital Benzodiazepines - Diazepam, Alprazolam, Flunitrazepam

Narcotics: Opium, morphine, heroin

Hallucinogens: Cannabis & derivatives (marijuana, hashish, hash oil)

Steroids

Inhalants

UNIT: II - Nature of the Problem

Vulnerable Age Groups

Signs and symptoms of Drug Abuse

(a) Physical indicators

(b) Academic indicators

(c) Behavioral and Psychological indicators

SECTION B

UNIT: III - Causes and Consequences of Drug Abuse

a) Causes

Physiological

Psychological

Sociological

b) Consequences of Drug Abuse

For individuals

For families

For society & Nation

UNIT: IV - Management & Prevention of Drug Abuse

Management of Drug Abuse

Prevention of Drug Abuse

Role of Family, School, Media, Legislation & Deaddiction Centers

Suggested readings


3. Ahuja, Ram (2003), Social Problems in India, Rawat Publications: Jaipur

4. 2003 National Household Survey of Alcohol and Drug Abuse. New Delhi, Clinical Epidemiological Unit, All India Institute of Medical Sciences, 2004.


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B. Voc. Hospitality & Tourism


Pedagogy of the Course Work:
The pedagogy of the course work will consist of the following:
70% lectures (including expert lectures).
30% assignments, discussion and seminars and class tests.
Note: A visit to drug de-addiction centre could also be undertaken.

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Anandpur Sahib (Punjab)