

Resolution No. AC/II/(23-24).3.RUV3

S. P. Mandali's
Ramnarain Ruia Autonomous College
(Affiliated to University of Mumbai)



Syllabus for
Program: F.Y.BVoc Tourism and Travel
Management.

Program Code: (RUVTTM)

(As per the guidelines of National Education Policy
2020-Academic year 2023-24)

(Choice based Credit System)

Course Code-RUVTTMO102

Course Title: Introduction to Hospitality Industry - I

Academic year 2023-24

COURSE OUTCOMES:

| COURSE OUTCOME | DESCRIPTION A student completing this course will be able to: |
|----------------|--|
| CO 1 | Understand evolution and development of hospitality industry through ages. |
| CO 2 | Learn about various services offered by hospitality industry. |
| CO 3 | Get to know different departments of hotels and their functioning in relevance to tourism industry |

DETAILED SYLLABUS

| Course Code | Unit | Course/ Unit Title Semester I | Credits/ Hours |
|-------------|-----------------|---|-------------------|
| RUVTTMO102 | | Introduction to Hospitality Industry - I | 4/60 |
| | Unit I | Introduction to Hospitality Industry Introduction to Sector Subsections of Hospitality Industry | 15 |
| | Unit II | Evolution of Hotels and Hospitality History of hospitality industry Evolution of hospitality industry over the years | 15 |
| | Unit III | Hierarchy of Hotels Understanding the organization structure of an Hotel Knowing Where and Whom to report and Handling Guest disputes/ Queries | 15 |
| | Unit IV | Interdepartmental Coordination Importance of Coordination between key departments related to Travel Desk, Frontier Office, Food and Beverages Concierge: Introduction to the | 15 |

| | | | |
|--|--|---|--|
| | | backbone/ Catalyst department between travel agency and Hotel. | |
| | | Structure of Accommodation Relevance of Room Classification as per various Hotel gradation norms | |
| | | | |

Modality of Assessment:

A) Internal Assessment- 40%- 40 Marks

| Sr No | Evaluation type | Marks |
|-------|-------------------------------------|-----------|
| 1 | Class Test | 20 |
| 2 | Project / Assignment / Presentation | 20 |
| | TOTAL | 40 |

B) External Examination (Semester End)- 60%- 60 Marks

Semester End Theory Examination:

1. Duration – The duration for these examinations shall be of 2 **hours**.
2. Theory question paper pattern:

Paper Pattern:

| Question | Options | Marks | Questions Based on |
|----------|--------------|-----------|--------------------|
| 1 | A or B | 15 | Unit – I |
| 2 | A or B | 15 | Unit - II |
| 3 | A or B | 15 | Unit - III |
| 4 | A or B | 15 | Unit IV |
| | TOTAL | 60 | |

Course Code-RUVTTM E112
Course Title: Introduction to Hospitality Industry - II
Academic year 2023-24
DETAILED SYLLABUS

| Course Code | Unit | Course/ Unit Title Semester II | Credits/ Hours |
|-------------------------|-----------------|--|---------------------------|
| RUVTTM.E11 2 | | Introduction to Hospitality Industry - II | 4/60 |
| | Unit I | Hospitality/Hotels and travel Industry Difference and its Relevance | 15 |
| | Unit II | Hospitality Trends Nature of changing pattern in Hotels | 15 |
| | Unit III | Revenue Management Introduction to RevPar, ARR Group booking revenue management | 15 |
| | Unit IV | Hospitality Marketing Creating a Brand strategy and developing the market in domestic as well as International market Current Policies in Hospitality and Tourism Sector Keeping updated on Govt. policies directly affecting Hospitality and Travel Industry | 15 |

Modality of Assessment:
C) Internal Assessment- 40%- 40 Marks

| Sr No | Evaluation type | Marks |
|-------|-------------------------------------|-----------|
| 1 | Class Test | 20 |
| 2 | Project / Assignment / Presentation | 20 |
| | TOTAL | 40 |

D) External Examination (Semester End)- 60%- 60 Marks
Semester End Theory Examination:

3. Duration – The duration for these examinations shall be of 2 **hours**.
4. Theory question paper pattern:

Paper Pattern:

| Question | Options | Marks | Questions Based on |
|----------|--------------|-----------|--------------------|
| 1 | A or B | 15 | Unit – I |
| 2 | A or B | 15 | Unit - II |
| 3 | A or B | 15 | Unit - III |
| 4 | A or B | 15 | Unit IV |
| | TOTAL | 60 | |