



MANONMANIAM SUNDARANAR UNIVERSITY
DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
TIRUNELVELI – 627012, TAMIL NADU.

SYLLABUS AND SCHEME OF EXAMINATION

(For the Candidates Admitted From the Calendar Year June 2010 – Dec 2010)

**Diploma in Aviation, Hospitality and
Travel Management**

Course Code: HTG11

Distance Education Programme

Annual Pattern

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Diploma in Aviation, Hospitality and Travel Management Regulations

Course Code	HTG11	
Name of the Course	Diploma in Aviation, Hospitality and Travel Management	
Duration of the Course	One Year (Non-semester)	
Eligibility for Admission to the Course	12th Standard Pass or any other examination accepted as equivalent thereto by the Manonmaniam Sundaranar University, Tirunelveli.	
Course of Study	The course of study for Diploma in Aviation, Hospitality and Travel Management shall consist of only the Core Subjects.	
Medium of Instruction	The medium of instruction and examination for all the papers shall be in ENGLISH ONLY.	
Conduct of Theory and Practical Classes	Theory and practical classes shall be conducted at the Distance Education Study Centres as per the guidelines of the DDCE, Manonmaniam Sundaranar University.	
Instructional Hours for both Theory and Practical Papers	Instructional Hours for both Theory and Practical Papers shall be decided by the Distance Education Study Centres in consultation with the DDCE, Manonmaniam Sundaranar University.	
Industrial Training	As prescribed by the DDCE, Manonmaniam Sundaranar University, Tirunelveli at Companies / Industries / Business Establishments associated with the Distance Education Study Centres.	
Examinations	Examination for all the subjects will be conducted at the end of each year. Date of commencement of examinations shall be 15 th May for Academic Year Batch and 15 th December for Calendar Year Batch.	
Duration of Examination	Theory	3 hours / paper
	Practical	3 hours / paper
	Industrial Training and Viva Voce	As stipulated by the Manonmaniam Sundaranar University
Passing Minimum	<p>a) A candidate shall be declared to have passed in a paper, if he / she obtains not less than 35% of marks in that paper. He / she shall be declared to have passed the whole examination, if he / she passed all the papers.</p> <p>b) A candidate failing to secure the minimum marks prescribed shall be required to re-appear for the examination in that paper and obtain not less than the minimum marks required for passing the paper.</p>	

<p>Classification of Successful Candidates</p>	<p>a) A candidate who passes all the examinations in the first attempt within a period of one year securing 75% of total marks or above the aggregate marks shall be declared to have passed the diploma examination in FIRST CLASS with DISTINCTION.</p> <p>b) Successful candidates passing the examinations securing not less than 60% of total marks shall be declared to have passed that Part in FIRST CLASS.</p> <p>c) Successful candidates passing the examinations securing not less than 50% of the total marks but below 60% shall be declared to have passed in SECOND CLASS.</p> <p>d) All other successful candidates shall be declared to have passed the examinations in THIRD CLASS.</p>
<p>Conferment of the Diploma</p>	<p>No candidate shall be eligible for conferment of the diploma unless the candidate has undergone the prescribed course of study for a stipulated period of time and has passed the examinations as have been prescribed.</p>

Diploma in Aviation, Hospitality and Travel Management Syllabus

Year I				
Sl. No.	Paper Code	Paper Name	Marks	
			Min	Max
1	HAT11	Introduction to Air Transport	35	100
2	HAT12	Tourism and Travel Management	35	100
3	HAT13	Hospitality Management	35	100
4	HAT14	Customer Relationship Management	35	100
5	HAT15	Practical – I Computerized Reservation System (CRS)	35	100
6	HAT16	Industrial Training & Viva Voce	35	100
Total				600

Paper Code:HAT11 Introduction to Air Transport		
Unit No.	Topic	Contents
1	Overview of Aviation	Means and Modes of Transport, Definition & Scope. The Air Transportation Industry. Role of Transport in the economic development of country. Air Transport. Advantages & Limitation of Air Transport.
		General Aviation, Ground and Airport Operations Terminology.
		Theory of Flight and How Aircraft Fly. Take Offs and Landings
		Introduction to world geography. Economic and physical geography. IATA and geography. Planning itineraries by Air, Time differences.
2	Air Travel Formalities and Facilities	The passport visas. Health Certificates. Taxes, customs and currency Travel Insurance. General preventive measures. Consequence of negligence
		Types of Aircraft. In-flight services. Airport facilities Facilities provided to special passengers
		Baggage: Definition and rule. Free baggage allowance. Excess baggage. Dangerous goods.
3	Reservation, Fare Construction and Ticketing	General Reservation Rules. Computer Reservation system (CRS)
		Arrangement of the Tariff manuals. Airfares IATA-UFTAA fare formula. Taxes.
		Ticketing. Billing and settlement plan (BSP). Stock control & security of accountable documents.
4	Emergency procedures, safety and First Aid	Emergency procedures & Equipment. Evacuation of passenger on land and water. First Aid- General rules.
		Treatment of bleeding. Bruises and unconsciousness. Artificial Respiration.
		Treatment of minor emergencies.
		Death On-board. Emergency child Birth
5	Air Transportation: Regulators and Associations	International Civil Aviation Organization (ICAO)
		International Air Transport Association (IATA)
		World Trade Organization
		World Tourism Organization
		Federal Aviation Administration (FAA)
		Civil Aviation Authority (CAA)
		Director General of Civil Aviation (DGCA)
Customs and Immigration for Air Travel		

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Trends in Indian Transport Systems	D. Panduranga Rao	Inter-India Publications
2	Air Transportation: A Management Perspective	J. G. Wensveen	Ashgate Publishing, Ltd.
3	Fundamentals of Air Transport Management	P.S. Senguttuvan	Excel Books
4	Introduction to Air Transport Economics	Bijan Vasigh, Thomas Tacker, and Ken Fleming	Ashgate
5	IATA Training Manual		

Paper Code: HAT12 Tourism and Travel Management		
Unit No.	Topic	Contents
1	Conceptual Framework of Tourism	Travelers, excursionist, tourists/visitors. Tourism and tourist - domestic and international.
		Tourism product and its characteristics.
2	Types and Forms of Tourism	Inter–regional and intra–regional tourism, inbound and outbound tourism, domestic, international tourism.
		Forms of Tourism
3	Tourist Transportation	Air transportation
		Surface Transport
		Rail Transport
		Water Transport
4	Tourism resource potential of India	Geography and tourism. Architectural heritage. Ancient, medieval and modern architecture. Important monuments.
		Travel circuits: some popular and important tourism circuits in India and International circuits.
5	International Organisations & Tourism	Origin, location and functions of WTO, IATA, PATA, ASTA, UFTAA, and ICAO.
		Travel Agency and Tour Operator, Travel related documents, Passport, Visa, currency regulations, custom, health regulations, baggage regulations etc.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Tourism: Past. Present and Future	Burkart, A.J. & Medlik, S.	Heinemann, Professional Publishing, London, 1986 Reprint
2	The Tourism System: An Introductory Text	Mill, Robert and Christie & Morrison,	Prentice-Hall International, London, 1992.
3	The Business of Tourism	Alastair M. Holloway, J. Christopher	Pitman Publishing, London, 1989
4	Basics of Tourism: Theory, Operation and Practice	Kamra, Krishan, K & Chand, Mohinder:	Kanishka Publishers, New Delhi, 2002.
5	Tourism Development: Principles and Practices	Bhatia, A.K.	Sterling, New Delhi, 1995.
6	Travel and Tourism Management	Foster, Douglas	Macmillan, 1985.
7	Growth of Modern Tourism Monograph	IITTM	IITTM, New Delhi, 1989.
8	Tourism as an Industry	IITTM	IITTM, New Delhi, 1989.
9	Tourism Management	Wahab, S.E.	Tourism International Press, London, 1986.
10	Profiles of Indian Tourism	Dixit, M.	Royal Book House, Lucknow
11	Travel and Tourism	Negi, Jagmohan	Anmol Publication

Paper Code: HAT13		Hospitality Management
Unit No.	Topic	Contents
1	Introduction to the Hotel and Catering Industry	Role of catering establishments in travel and tourism industry. Duties & responsibilities of all Categories of Food and Beverage staff.
		Crockery & Glassware, Ancillary Departments
		Forms and methods of services: English; French & Russian, Service of a Table.
2	F & B Service	Mis en place, Arranging side-board, Receiving the Guests & Social Skills.
		Type of Room Service, List of Equipments, Trolley & Tray Setup, House Rules of Room Service Waiter, Room Service Menu
		Types of meal: Breakfast Lunch / Dinner / Supper / Brunch / High tea / Afternoon Tea / Elevenses.
		Classical French Menu. Cover laying for foods.
3	Housekeeping Fundamentals	Meaning and definition, Importance of Housekeeping, Responsibility of the Housekeeping department
		Organizational framework of the Department. Role of Key Personnel in Housekeeping
		Housekeeping Procedures
		Characteristics of a good cleaning agent Types of cleaning agent, cleaning products
		Types of Equipment. Metal, Glass, Leather, Rexene, Ceramic, Wood Wall and floor covering, Stain Removal.
		Beds & Mattresses: Single, Double, Queen, King Mattress Protector and Mattresses
4	Front Office Organisation	Front Office Organisation Chart, Front Office Functional Areas, Duties & Responsibilities of F.O. Personnel, Front Office layout and equipment
		Front Office Operations: The Guest Cycle, Front Office System, Front Office Forms and Formats, The Front Desk, Telecommunication and its importance, Property Management System.
5	Guest Handling and Reservations	Introduction to guest cycle - Pre arrival, Arrival, Stay, Departure and after departure
		Reservation - Importance of reservation, Modes, Channels and sources. Cancellation, Amendments and overbooking
		Tariff Structure, Different types of tariffs.
		Arrivals - Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration, Relevant records for FITs, Groups, Air crews & VIPs
		Guest Accounting: Job description of front office cashier, Records & ledgers maintained by cashier, Ways of settling bills.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Food and Beverage Service	Dennis R. Lillicrap, John A Cousins	Elbs
2	Food and Beverage Service	Vijay Dhawan	Frank Bros. & Co.
3	Hotel Housekeeping Training Manual	Andrews Sudhir (1985)	Tata Mc Graw-Hill Publishing Co. Ltd.
4	Hotel Housekeeping Principles and Practice	Joan C. & Lennox; Margaret Branson (1969)	Edward Arnold London.
5	Housekeeping Management for Hotels and Residential Establishments	Rosemary Hurst (1971)	William Heinemann.
6	The Professional Housekeeping	W. Winter; Doris Hatfield; H. Hatfield (1989)	Hyperion Books.
7	Hotel Housekeeping Training Manual	Andrews Sudhir (1985)	Tata Mc Graw-Hill Publishing Co. Ltd.
8	Front Office Management	S.K. Bhatnagar (2002)	Frank Bros. & Co. (Publishers) Ltd.
9	Hotel and Lodging Management: An Introduction	Alan T. Stutts; James Wortman (2005)	Wiley.
10	Introduction to the Hospitality Industry	Tom Powers; Clayton W. Barrows (2002)	Wiley.
11	Hotel Front Office Management	James A. Bardi (2002)	Wiley.
12	Front Office Management	S.K. Bhatnagar (2002)	Frank Bros. & Co. (Publishers) Ltd.

Paper Code: HAT14 Customer Relationship Management		
Unit No.	Topic	Contents
1	Customer Relationship Management	Definition of CRM, Components of CRM, Need for CRM
		Role of CRM in Improving Customer Relationships
		CRM and Marketing
2	CRM in Travel and Tourism	CRM in Travel and Tourism Industry
		CRM in the Front Office of the Hotel Industry
		Role of CRM in the Airline Industry
3	Communication Skills	Meaning and Definition, Process, Functions, Objectives
		Importance, Essentials of good communication
		Communication barriers - Overcoming communication barriers
		Principles of Communication or 7 Cs
		Media of Communication
		Types of Communication
4	Oral Communication	Meaning, nature and scope, Principles of effective oral communication
		Techniques of effective speech
		The art of listening, Principles of good listening.
5	Personality Development	Body Language Non verbal communication
		Etiquette Good Manners
		Mind Mapping
		Writing Skills
		Resume Preparation
		Facing Interview

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Customer Relationship Management: Modern Trends And Perspectives	Shanmugasundaram S.	PHI Learning Pvt. Ltd.
2	Customer Relationship Management	Rajendra Kumar Sugandhi	New Age International.
3	Customer Relationship Management: Concepts And Cases	Rai	PHI Learning Pvt. Ltd.
4	Customer Relationship Management: Lufthansa	P. Schulz et al.	GRIN Verlag, 2008
5	Business Communication (Principles, Methods and Techniques)	Nirmal Singh	Deep & Deep Publications Pvt. Ltd., New Delhi.(2006)
6	Business Communication	K. K. Sinha	Galgotia Publishing Company, New Delhi
7	Education & Personality Development	P.K.manoharan	APH Publishing

Paper Code: HAT15 Practical – I Computerized Reservation System(CRS)		
Expt. No.	Topic	Contents
1	Manual Fare Calculation	Fare calculations, rules for calculating fares (HIP,CTM) Regular tariffs, special offers Ticket structure
2	Computerized Reservation and Ticketing	Getting acquainted to CRS software
		Passport requirements and immigration and visa regulations (Timatic)
		Flight reservation, structure and change of passenger names Record (PNR) <ul style="list-style-type: none"> • flight information and availabilities • flight reservation and PNR structure • Fare calculation via CRS • Ticket selling / terms of payment
		Miscellaneous Charges Order (MCO)
		Baggage regulations, special baggage

Paper Code: HAT16 Industrial Training and Viva Voce					
Unit No.	Topic	Contents			
1	Objectives	Application of theoretical and practical knowledge gained through the curriculum in an industrial environment.			
2	Procedure	During the course of study, the student has to undergo Industrial Training for a period of three months in aviation industry.			
		During the training period, the student has to get exposed to all the departments of the aviation industry.			
		During the training period, the student has to maintain a Log Book periodically signed by the Training Manager.			
		At the end of the training period, the student has to submit the Log Book for university verification.			
		At the end of the training period, the Training Manager has to submit a Performance Appraisal Form (PAF), in a sealed cover, to the examiners through the Distance Education Study Centre.			
3	Evaluation	Examiners, one external, appointed by the university and another one internal, appointed by the Distance Education Study Centre shall evaluate the Log Book and award marks.			
		Student has to appear before the examiners for viva voce. The viva voce will have extensive questions from the curriculum as well as from the Industrial Training.			
		Distribution of Marks	Maximum		Minimum
			External	Internal	
		Log Book	5	5	35
		Viva Voce	20	20	
		Performance Appraisal by the Training Manager	50		
Total	100		35		