

RISALI INSTITUTE OF MANAGEMENT
VISAKHAPATNAM – HYDERABAD

Diploma in Aviation, Tourism and Hospitality Management – 1 Year

Syllabus: 2020 - 2021

Subjects:

1. Aviation Management
2. Front Office Management
3. Food & Beverage Service
4. Travel & Tourism Management
5. Communication Skills in English
6. Communication Skills in Hindi

Subject: 1 Aviation Management

UNIT -1

Introduction to Aviation, Development of Air transportation in India, Aviation organization structure, Type of Aviation, Aviation regulatory Bodies (ICAO, IATA, DGCA, BCAS) & Functions.

UNIT -2

Aviation Terminology, Full forms, Abbreviations, Phonetic codes (ICAO, IATA), Airport signs, Airport Markings, Time Zones & Time calculations, Aviation Geography.

UNIT -3

Type of Airports, Airport codes (ICAO, IATA), Airport Areas (Landside, Terminal Building, Airside) & operation, Type of Airlines, Airlines Codes (ICAO, IATA), Airline related passengers services, (CIP, VIP, VVIP) handling

UNIT-4

Land side operations, Terminal operations, Ticketing, check in counters, Security Hold Areas, Baggage Check in (BMA, BBA), Airside operation, Ramp services, On Ramp Services, On Board services, External Ramp Equipment, Ramp Safety, Runways

UNIT-5

Safety & Security, Terrorism & Hijack, Dangerous goods, AEP (Airport Entry Pass), Type of Documents required of travelling, ATC(Air traffic control) & operations and functions.

References:

Airport operations by Norman J. Ashford, H.P .Martin Station, Clifton A. Moore, Pierre Coutu, John R. Beasley, 3rd Edition –McGraw Hill

Aviation and Airport Security –Kathleen M .Sweet-Pearson Education Inc

Air Traffic Control: Airport System-planning, Design and Management by Richard de Neufville / Amedeo Odoni

Annex 14 Aerodromes

Annex 17 safety and security

Subject: 2 Front Office Management

UNIT -1

Introduction to Hotel Industry:

Hospitality & its origin, Define Hotel, Hotel eco-tourism & growth.

Classification of Hotels-Size, Star, Location cliental, Ownership basic, Length of stay level of service management and Affiliation.

Types of Room & Room rates, Types of Meal plan used in the Hotel Industry, Types of Guests

UNIT -2

Organizational/Hierarchy chat, Front office Co-ordination with other Department, Front office functional area duties & Responsibilities of Front office person, Front office layout & Equipment, Front office operation Guest cycle, Front office system.

UNIT -3

Information of Bell desk & Equipment, Introducing of a Bell desk, Bell desk (Scanty left luggage procedure, luggage handling), paging, Mail & Message handling, Changing of Room, Function of Information service.

UNIT-4

Reservation: Types(Guaranteed & Non-Guaranteed) Importance & functions, Modes & Services of Reservation, Corporate clients, Group Reservation Guest cycle

Reservation Enquiries, Accepting or Denying reservation cancellation & Amendments.

UNIT-5

Introduction to the Reservation section, Basic check in & Check out activities, Sign of registration & pre-registration activities, Processing VIP, Foreigners & group registration

Subject: 3 Food & Beverage Service

UNIT -1

Introduction to Catering-Different types of catering establishment, Relation of catering industry with other Industries. Staff organization in different types of Restaurant, Duties & Responsibilities of Restaurant staff, Classification of Restaurant, Types of Restaurants, Status of waiter, Attributes of a waiter.

UNIT -2

Classification of Operating equipment used in Restaurant of their uses.

Ancillary departments: still room, Pantry, hot plates.

Restaurant service mise en scène, Mise-en-Place.

Table laying-points to remember when laying a table, uses of a dummy waiter

UNIT -3

Menu-Meaning, Types, food & their usual accomplishments, French classical menu, Types of service different styles, Factors influencing styles of service Advantages & disadvantages.

UNIT-4

Breakfast-Types, cover lying, Terms used.

Classification of Beverage-Preparation of Non-Alcoholic beverage, Examples of Non-Alcoholic beverage.

UNIT-5

Order taking procedures in Restaurant, Room service types, Order taking procedures for room service –Telephone, door hangers.

Cover laying for foods-Hors d'oeuvre, fish, main course, sweet, cheese, savory.

Savory-examples types.

Ice cream-meaning, categories.

Subject: 4 Travel & Tourism Management

UNIT-I

Travel Agency and Tour Operation business:

Concept of Travel and Tour Operations, Types of Travel Agencies and Tour Operators; History; Present status and future prospects of Travel Agency System.

The Indian Travel Agents and Tour Operators - an overview.

Travel Agency and Tour Operators: Linkages and arrangements with hotels, Airlines

and Transport Agencies and other segments of Tourism Plants.

UNIT-II

Need for marketing in Tourism – Defining Tourism marketing – The tourism Product.

Special features of Tourism Marketing - Marketing process - Marketing research –

Market segmentation. Market targeting - Tourism promotion -Advertising.

Public relation

technique.

UNIT-III

Travel Formalities & Regulations:

Passports: Functions, Types, Issuing Authority, Procedure for obtaining passport

etc.

Visas: Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations, Immigration laws, guidelines.

UNIT- IV

Function of a Travel Agency & Tour operator:

Understanding the functions of a Travel Agent, travel information and counselling to the tourists, reservation, ticketing, documentation, handling business/corporate

clients including Conference and Conventions, sources of income: commission, service charges.

UNIT-V

Role of communication in travel - Modern mass media techniques - Computer technology

in tourism - Use of computers by Airlines - Role of computers in reservations - Computers in railways - Videotex system.

Market research and tour package formulation:

Assembling, processing and disseminating information on destinations, preparation

of itineraries. Handling of tour file, sources of income for tour operation.

Subject: 5 Communication Skills in English

Unit - I	Listening Skills
Unit-II	Functional English - I
Unit - III	Functional English – II
Unit - IV	Situational English
Module – A	Vocabulary
Module – B	Verbs
Module – C	Interview Skills

*Modules A, B, C will be dealt with on a daily basis throughout the year.

Subject: 6 Communication Skills in Hindi

UNIT -1

Basics of Hindi

Communication in Hindi

General Hindi meanings (Relations, Food, Actions & Description words)

UNIT -2

Vachan, Shabd, Vakyaprayog, Vilom (Grammar)

Listening skills

Usage of words

UNIT -3

Sentence formation, Translation in Hindi, Self introduction and Sentence for workplace, Sentence for daily routine

UNIT-4

Reading Skills

Story telling

Writing Skills

UNIT-5

Conversations, Role plays