

**SYLLABUS**

MANONMANIAM SUNDARANAR UNIVERISTY, TIRUNELVELI-12

**UG - COURSES – AFFILIATED COLLEGES**Course Structure for **B.A. Tourism**

(Choice Based Credit System)

(with effect from the academic year 2017- 2018 onwards )

Semester-VI				
Part	Subject Status	Subject Title	Subject Code	Credit
III	Core	AIR CARGO MANAGEMENT	SMT061	4
	Core	AIR TRAVEL, TICKETING AND FARE CONSTRUCTION	SMT062	4
	Core	HOUSE KEEPING MANAGEMENT	SMT063	4
	Core	TOURISM ACCOUNTING	SMT064	4
	Elective	HUMAN RESOURCE MANAGEMENT IN TOURISM	SET06A	4
	PROJECT	PROJECT	SMT06P	7



**Total Marks: 100 Internal Exam: 25 marks + External Exam: 75 marks**

**A. Scheme for internal Assessment:**

Maximum marks for written test: **20 marks**

**3 internal tests**, each of **1 hour** duration shall be conducted every semester.

To the average of the **best two** written examinations must be added the marks scored in. The **assignment** for 5 marks.

The break up for internal assessment shall be:

Written test- 20 marks; Assignment -5 marks Total - 25 marks

**B. Scheme of External Examination**

**3 hrs.** examination at the end of the semester

A – Part : 1 mark question two - from each unit

B – Part : 5 marks question one - from each unit

C – Part : 8 marks question one - from each unit

➤ **Conversion of Marks into Grade Points and Letter Grades**

S.No	Marks	Letter Grade	Grade point (GP)	Performance
1	90-100	O	10	Outstanding
2	80-89	A+	9	Excellent
3	70-79	A	8	Very Good
4	60-69	B+	7	Good
5	50-59	B	6	Above Average
6	40-49	C	5	Pass
7	0-39	RA	-	Reappear
8	0	AA	-	Absent

➤ **Cumulative Grade Point Average (CGPA)**

$$CGPA = \frac{\Sigma (GP \times C)}{\Sigma C}$$

- **GP** = Grade point, **C** = Credit
- CGPA is calculated only for Part-III courses
- CGPA for a semester is awarded on cumulative basis

➤ **Classification**

- First Class with Distinction : CGPA  $\geq$  7.5\*
- First Class : CGPA  $\geq$  6.0
- Second Class : CGPA  $\geq$  5.0 and  $<$  6.0
- Third Class : CGPA  $<$  5.0



# AIR CARGO MANAGEMENT

## Objectives:

The module is prescribed in the course to inform the students about the principles and concept of air cargo management to develop their skill in management.

## Unit – I:

Introduction to Cargo Management: Cargo history, concepts and common terms used in cargo handling, rules governing acceptance of Cargo. Cargo rating-familiarization of cargo tariffs. Round off of the weights/dimensions/currencies. Chargeable weight rating – specific commodity rates, class rates, general cargo rates, valuation charges.

## Unit – II:

Introduction to Air Cargo: Air Cargo Terminology – IATA cargo agent and agency operation – ABC air cargo Guide book – TACT rules, TACT tariff etc. – Chargeable weights & Principles of Air cargo.

## Unit – III:

Cargo booking acceptance : Acceptance of special cargo. IATA dangerous goods regulation. Perishable cargo, valuable cargo, baggage shipped as cargo, human remains. Life saving drugs, live animal regulations. Restrictions in acceptance of cargo. Identification of cargo, documentation, labels.

## Unit – IV:

Documents in Air Cargo : Airway bill: The function and completion of the airway bills, labeling & marking of packages. Cargo manifest, Cargo transfer Manifesto : Documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods. SMTP, IGM, SOB, LOC, FCL.

## Unit – V:

Cargo Handling : Handling Cargo. Cargo capacity of Air – cargo needing special attention. Instruction to dangerous goods regulations – Cargo liability & Insurance. – foreign Trade License activity - Export – Import Documentation.

## Books for Reference:

1. Course Material on Air Cargo Management, Swastick School for travel and Tourist Studies
2. Air Cargo Management Manual



# AIR TRAVEL, TICKETING AND FARE CONSTRUCTION

## **Objectives:**

The module is prescribed in the course to inform the students about the various methods of air ticketing and to develop their skill in said area.

## **Unit – I:**

Air travel and world airlines – air transport regulations – passenger aircraft and aeroplanes – airlines policies and practices.

## **Unit – II :**

World side city-to-city schedules- Familiarization with OAG: letter city and airport code, airline designated code, minimum connecting time, global indicator – air transport abbreviation and meaning. Familiarization with Air tariff : currency regulation, NUC conversion factors, general rules, planning itinerary by air.

## **Unit – III:**

Introduction to fare construction: Elements of air fares – types of fares – fare sheets- Abbreviation used in the fare formula.

## **Unit – IV:**

Air fare construction : Guidelines - mileage principles, fare construction with Extra Mileage Allowance (EMA), Extra Mileage Surcharge.

## **Unit – V:**

Air Ticketing techniques : Reservation Sheets – Airline Reservations – Domestic Airline ticketing – International Airline Tickets. Universal air travel plan: types of air travel card. Bank Settlement Plan (BSP)- Case studies of selected Airlines Modules. Books for

## **Reference:**

1. Jagmohan Negi, ‘Air travel Ticketing and Fare construction’, Kanishka, New Delhi, 2005
2. OAG, Consultant, IATA, Geneva
3. Air Tariff Book
4. Stephen Shaw, ‘Airlines in Shifts & Mgt’, Ashgate Pub, USA, 2004
5. IATA, Geneva
6. R. Doganis, ‘Airport Business’
7. K.Sikdar, All you wanted to know about airlines functions
8. Journal of Air Transport Management by Elsevier Science
9. Joel Lech, ‘Airfare secrets exposed’, Powell Books, London, 2002



## **HOUSE KEEPING MANAGEMENT**

### **Objectives:**

The module is prescribed in the course to inform the students about the importance of housekeeping and to develop their skill in the relevant area.

### **Unit – 1:**

**Introduction to House Keeping: Importance & Functions of Housekeeping**  
House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas. Co-ordination with other Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.

### **Unit - II :**

**Layout of House Keeping Department :** Sections of the housekeeping department, their functions and layout. **Organization of Housekeeping Department :** Hierarchy in large, medium & small hotels - Attributes of staff. Job Descriptions and Job Specifications

### **Unit – III:**

**Guest Rooms: Types - Amenities & facilities for Standard & VIP guest rooms.**

### **Unit – IV:**

**Cleaning Equipments :** Classification, use, care & maintenance **Selection & purchase criteria.** **Cleaning Agents: Classification, use, care and storage - Distribution & Control - Selection Criteria**

### **Unit – V:**

**Key Control :** Computerized keys - Manual keys - **Key Control Procedures**  
**Glossary of Terms:** Students should be familiar with the glossary of terms pertaining to above mentioned topics

### **REFERENCE BOOKS: -**

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenson & Lanox



# TOURISM ACCOUNTING

## **Objectives:**

The module is prescribed in the course to inform the students about the principles and concept of tourism accounting and to develop their skill in the relevant area.

## **Unit – I:**

Accounting Principles: Concepts and Conventions, double entry system – journal – ledger – trial balance and its preparations – final accounts of proprietary partnership and joint stock companies of tourism industry – insurance claims.

## **Unit – II:**

Analysis and interpretation of financial statement – ratio Analysis – fund floor (operating ratios in tourism industry)

## **Unit – III:**

Costing accounting – concepts – classification of costs – preparation of cost sheet- Methods of costing operation costing (canteen costing)

## **Unit – IV:**

CVP – Analysis – Break Even Point, Break Even Chart – application of CVP analysis fro managerial decisions.

## **Unit – V:**

Précising – Importance – pricing in tourism – conventional pricing methods – determination of room rates – food and beverage pricing – menu engineering – pricing package tours and budgeting and budgetary control.

## **Books for Reference :**

Richard Kotas, Management Accounting for Hospitality and Tourism



# HUMAN RESOURCE MANAGEMENT IN TOURISM

## **Objectives:**

The module is prescribed in the course to inform the students about the importance of HRM in tourism and to develop their skill in management.

## **Unit I:**

Basic Philosophy and Approaches in HRD Planning. HRD Functions

## **Unit II:**

Human Resource Management (HRM) in Perspective: HRM: The Field and It's Environment. The Evolving Role of HRM in the tourism industry: the Changing Emphasis

## **Unit III:**

Meeting Human Resource Requirements: Human Resource Planning (HRP). Job/Role Analysis. Recruitment & Selection. Orientation & Placement.

## **Unit IV:**

Developing Effectiveness in Human Resources: Training & Development (T&D). Performance Management. Potential Appraisal. Career/Succession Planning.

## **Unit V :**

Managing Employee Growth: Conflict and Stress management. Importance of Discipline and Counseling in Tourism. Human Resource Management in Tourism: HRM in the service Industry. Emerging trends and Perspectives

## **Books for Reference:**

1. Ian Beardwell & Len Holden– Human Resource Management: A contemporary perspective, Macmillan
2. Wayne F. Cascio – Managing Human Resources: Productivity, Quality of Work Life, profits, Tata Mcgraw Hill
4. M. Madhukar - Human Resource Management in Tourism , R. Publications



## **Group Project and Viva**

### **Objectives :**

The Group Project / Dissertation with Viva - Voce in B.A. Degree Course in Tourism and Hospitality Management has to be guided by the Course teacher. Students (not more than 5 members in a Group) can chose a topic of their own interest related to their subject in consultation with the respective teachers under whom they are assigned to work.

Students have to submit the Project/ Dissertation at least 15 days before the commencement of their Theory Paper Examinations. Students have to write the Project / Dissertation in not less than 40 pages and not more than 50 pages adopting the techniques of Research Methodology offered during the V Semester. It has to contain 3 to 4 chapters apart from the Introduction and Conclusion. There shall be a review of the progress of the Group project / Dissertation writing every week by the teachers who guide the students so as to expedite the completion of the work.

### **Group Project / Dissertation**

A Group consists of not more than 5 members.

