

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI – 51.**

1	Name of Syllabus	<b>C.C.In Hospitality and Air Travel Management Training (417201)</b>																																																								
2	Max. nos. of Student	25 Students																																																								
3	Duration	1 year																																																								
4	Type	Part Time																																																								
5	Nos. of Days / Week	6 Days																																																								
6	Nos. of Hours / Day	4 Hrs.																																																								
7	Space Required	Class Room 2 nos. - 200 Sq. Ft. Mock Air Craft – 300 Sq. Ft. Mock Restaurant - 300 Sq. Ft. <u>Front Office Lobby - 400 Sq. Ft.</u> TOTAL - 1200 Sq. Ft.																																																								
8	Entry Qualification	S.S.C. appeared																																																								
9	Objective of Syllabus / Introduction	To provide employment and Self employment to the students.																																																								
10	Employment Opportunity	<ul style="list-style-type: none"><li>• Jobs in Travel and Tourism</li><li>• Jobs at Hotels And Airports</li><li>• Can set up own Travel Agency and Booking Counter</li></ul>																																																								
11	Teacher’s Qualification	Degree / Diploma in Hospitality Management																																																								
12	Training System	<div>Training system per Week</div> <table><tr><td>Theory</td><td>Practical</td><td>Total</td></tr><tr><td>6 Hours</td><td>18 Hours</td><td>24 Hours</td></tr></table>							Theory	Practical	Total	6 Hours	18 Hours	24 Hours																																												
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## **Theory - I - Hospitality Management**

- Chapter 1 - The Hotel industry and History & Future Trends. Types of Hotels
  - Definition of Hospitality
  - Ownership
  - Organizational hierarchy of a hotel
  - ORP, Minor ORP, ORNP Dept. of a hotel
- Chapter 2 - Front Office Services and Functions of F. O. Reservations
  - Organizational Chart
  - F. O. - Functional Organization
  - Attributes of a F. O. Personnel
  - Job Description of F. O. Personnel
- Chapter 3 - House Keeping
  - Duties & Responsibilities
  - Linen
  - Uniform
  - Laundry
- Chapter 4 - Hygiene & Cleanliness
  - Personal Hygiene
  - Cleanliness / Sanitizing Areas
  - Cleaning Procedures of (Silver Ware)
- Chapter 5 - Planning & Evaluating Operations
  - Managing Human Resource
  - Recruitment, Selection Process & Skills Training of staff
- Chapter 6 - Managing Staff Members. Managing functions in a hotel
  - Man Power Planning of Dept.

## **Theory - II - Air Travel Management**

- Chapter 1 - Aviation Industry
  - History of Aviation industry and Trends
- Chapter 2 - The Aircraft
  - Different Types
  - Parts of the Aircraft
- Chapter 3 - Interiors of an Aircraft
  - Aircraft Dimensions
  - External & Internal Features of an Aircraft
  - Aircraft Configuration / Seat Map
- Chapter 4 - Role of a Cabin Crew
  - Eligibility Criteria
  - Skills & Personal Qualities
  - Duties & responsibilities
- Chapter 5 - Aviation Terms and Procedures
  - Rules & Regulations
- Chapter 6 - Emergencies and Safety Methods
  - Preplanned Emergencies
  - Unplanned Emergencies
  - Crash Landing
  - Emergency Ditching
  - Precautionary Landing
- Chapter 7 - Ground Staff Role
  - Handling Disabled Passengers
  - Handling Unaccompanied Minors
  - Checking Passenger's Documents
- Chapter 8 - Handling different services

- Serving In-flight Passengers
  - Serving Passengers on ground
  - Serving Disabled Passengers
- Chapter 9 - Handling different passengers
  - Wheelchair Passengers
  - Expectant Mothers
  - Unaccompanied minors
  - Blind Passengers
- Chapter 10 - International Travel Organizations
  - IATA
  - UFTAA
  - ICAO
  - TAAI
- Chapter 11 - Functioning and Importance of IATA
  - Role of IATA
  - Financial Role
  - Tariff Co-ordination
- Chapter 12 - Travel Conventions and Agreements in Aviation
  - The Chicago Convention
  - International Civil Organization
  - The Warsaw Convention
- Chapter 13 - Aviation Geography and Terminology
  - World Geography
  - Domestic Airlines
  - 3 Letter Codes of Airports
  - Abbreviations of Airline Industry
- Chapter 14 - Documents and Regulations for Air Travel
  - Passport
  - Visa
  - Medical Insurance
  - Foreign Exchange
  - Airport Tax
- Chapter 15 - Planning an Air Travel Itinerary
  - Package –Domestic & International
  - Making a Travel Itinerary
  - Modes of Transport
  - Galileo – System Training

### **Theory - III – Food and Beverages**

- Chapter 1 - F & B Operations. F & B Dept. – Hierarchy & Functioning
  - F & B Service Area
  - F & B Outlet
  - Food Service Operation
- Chapter 2 - F & B Etiquette
  - Different type of services
  - F & B Outlet
- Chapter 3 - Napkin Folding, Crockery Arrangement, Table Laying and Clearing, Flower decoration
- Chapter 4 - Menu Course. BLD – Ways of arranging all
  - Types of Menus & Services
- Chapter 5 - Types of Cooking & Cuisines
  - Indian Cuisine
  - International Cuisine
- Chapter 6 - Beverages – Types & arranging all

- Alcohol & Non-alcohol
- Types & Services
- Chapter 7 - Knowledge of food
- Chapter 8 - Emergencies and how to deal with them
  - Bomb Threat
  - Fire
  - Terrorist Attack
  - Natural Calamities
  - Drunken / Sick Guest

## **Practical - I – Hospitality Management**

- Housekeeping Practical
- Different Lay outs of Single, Double & Suite Room
- Furniture & Detailing (Fixtures)
- Accessories – Coffee / Tea Maker, Flower Arrangement
- Soft Furnishing – Curtain, Carpet, Sofa Cover, Bed sheet
- Bathroom Layout & Fixtures
- Cleaning Procedures
  - (A) Daily
  - (B) Weekly
  - (C) Special
  - (D) Spring
- Bed Making / Flower Arrangement
- Cleaning Agents
- Room & Guest Supply
- **Front Office Practical**
  - Front Office System – Manual / Electronic / Computerized
  - Guest Cycle – Arrival / Departure
  - Telephone Handling & Etiquette
  - Reservation & Procedure
  - Use of Formats & Registers
  - Group Booking Handling
  - Computerized System
  - Liaison with Consider & Bell Captain
  - Check Out Procedure
  - Communication Skill
  - Handling Guest Complaint

## **Practical - II - AIR TRAVEL MANAGEMENT**

- **Communication Skill Practical**
  - Basic
  - Intermediate
  - Advance
  - Role Play / Demonstrations
- **Interview Skill Practical**
  - Preparation of Resume
  - Mock Interview
  - Group Discussion
  - Preparation for Psychometric Test
- **Guest Service / Customer Care**
  - Dealing with Guests
  - Dealing with Emergencies

- **In-flight Training**
- Different Types & Parts of Air Craft
- Interior of an Air Craft
- Mock Training for role of Cabin Crew
- Handling different Services – Food & Beverage Services
- Emergencies & Safety Methods
- Different Menus, Service of Alcoholic and Non-alcoholic Beverages
- Food & Beverage Service in Economy / Business / First Class
- **Grooming**
  - (A) Formal & Informal Make up
  - (B) Clothing
  - (C) Hair Care, Skin Care, Body Care
  - (D) Dental Care
  - (E) Different types of Hair Styles
  - (F) Body Language
- **Personality Development**
  - (A) Introduction , Types, Need
  - (B) Perception, Rationality, Learning, Knowledge
  - (C) Attitude, Persistence, Emotional Intelligence
  - (D) Communication, Role Play
  - (E) Public Speaking
  - (F) Character Building
- (A) **First Aid**
  - (B) Training
  - (C) How to deal with wounds, shocks, fracture and bleeding
  - (D) Dealing with major illness

## **Practical - II – Food & Beverages Practical**

- Introduction
- Table Laying
- Silver Service
- Different Types of Food Service
  - (A) Cafeteria
  - (B) Buffet
- Menu
  - (A) A la carte'
  - (B) Table d' hotel'
- Breakfast Menu
- Sandwiches Making / Salad Decoration
- Tobacco
- Banquets
- Napkin Folding
- Mini Bar Service

## **AVIATION EQUIPMENTS**

### **GALLEY EQUIPMENTS**

### **QUANTITY REQUIRED**

- |  |                   |
|--|-------------------|
| • Full Meal Cart                                   | 1                 |
| • Cutlery Pack P / B/ Y                            | 6/ each           |
| • S. S. Tray                                       | 4                 |
| • Doily  | all sizes 12 each |
| • Damasks (Trolley Runner, Table Cloth, Serviette) | 1/each            |
| • Plastic Glasses (Y)                              | 6                 |
| • Dixie / Paper Cups                               | 6                 |

• Paper Coasters	6
• Tea / Coffee Acrylic Cups and S. S. Pots (Y)	6
• Sugar / Creamer / Sachets	6
• Gash Bags (Black / Transparent)	6

#### **CABIN EQUIPMENTS**

• In flight Magazine (Namesake)	2
• Pox Safety Card (any aircraft type)	2

#### **SAFETY EQUIPMENTS**

• Life Vest	1
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#### **HOSPITALITY EQUIPMENTS QUANTITY REQUIRED**

• Dinner Plates ----	6
• Serving Dishes-----	6
• Quarter Plates-----	6
• Under Plates-----	6
• Tea Spoons-----	6
• Table Spoons-----	6
• Soup Spoons-----	6
• Fish Knives and Forks--	6
• Small Knives and Forks--	6
• Large Knives and Forks--	6
• Small Knives-----	6
• Service Spoons and Forks--	6
• Long Spoons-----	6
• Desert Spoons and Forks----	6
• Pastry Forks-----	6
• Ice-cream Spoons----	6
• Butte Dish -----	2
• Ash Tray-----	1
• Menu Stand-----	2
• Flower Vases----	2
• Table Cloth, Waiter Cloth-----	4
• Napkins-----	12
• Aprons-----	2
• Paper Napkins -----	2 PKT OF 50 EACH
• Soup Bowls---	2
• Beer Mugs---	2
• Champaign Saucers / Tulips-----	2
• Shot Glasses---	2
• Martini Glasses---	2
• Punch Glasses-----	2
• Red Wine, White Wine Glasses---	2
• Brandy Glasses----	2
• Parfait Glasses-----	2
• Whisky Glasses----	2
• Cocktail Glasses – Long Stem / Short Stem---	2
• Sour Glasses-----	2
• Knives----	2
• Peg Measure-----	1
• Cocktail Shaker---	2
• Ice Bucket-----	2

- Ice Tongue----1
- Wine Bottle Opener---2
- Champaign Opener----1
- Stainless Still Jugs----2
- Cruet Sets ----2
- Bread Baskets----2
- Doily Papers----1
- Cocktail Stirrers, Garnishees----4
- Dining Table 48 X 48----2
- Chop Sticks----2

### **LIST OF BOOKS**

1. Indian Aviation Industry – Opportunities & Challenges :- V. V. Ravi Kumar
2. Aviation Industry – Global and Indian Scenario :- Suresh K, Amit Kumar Singh
3. “Handbook of Global Aviation industry and Hospitality Services” –: Ratnadeep Singh
4. Hotel Front Desk Management and Online Services –: Ratnadeep Singh
5. Management of Tourism and Hospitality Industry :- Meenakshi Thakur
6. Management of Tourism and Hospitality Industry :- E. K. Murthy
7. Food and Beverage Service :- Sudhir Andrews
8. Hotel Front Office – A Training Manual :- Sudhir Andrews
9. Hotel Housekeeping – A Training Manual :- Sudhir Andrews

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