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

1	Name of Syllabus	**C.C.In Hospitality and Air Travel Management Training (417201)**
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. Front Office Lobby - 400 Sq. Ft. 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	• Jobs in Travel and Tourism • Jobs at Hotels And Airports • Can set up own Travel Agency and Booking Counter
11	Teacher's Qualification	Degree / Diploma in Hospitality Management
12	Training System	Training system per Week

Theory	Practical	Total
6 Hours	18 Hours	24 Hours

13 Exam System

Sr. No.	Paper Code	Name of Subject	TH / PR	Hours	Max. Marks	Min. Marks
1	**41720111**	Hospitality Management	TH-I	3 hrs.	100	35
2	**41720112**	Air Travel Management	TH-II	3 hrs.	100	35
3	**41720113**	Food and Beverage	TH-III	3 hrs.	100	35
4	**41720121**	Hospitality Management	PR-I	3 hrs	100	50
5	**41720122**	Air Travel Management	PR-II	3 hrs.	100	50
6	**41720123**	Food and Beverage	PR-II	3 hrs	100	50
			Total		600	255

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

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 Knifes---------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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