

**DEPARTMENT OF TOURISM**  
**SYLLABUS FOR DIPLOMA IN TOURISM AND SERVICE INDUSTRY**

**Semester I**

TOU-DTS-C101: Tourism Concept and Impact  
TOU-DTS-C102: Tourism Products of India  
TOU-DTS-C103: Travel Trade and Transport  
TOU-DTS-C104: Introduction to Hospitality Industry

**Semester II**

TOU-DTS-C201: Travel Agency and Tour Operation Business  
TOU-DTS-C202: Air Fare and Ticketing  
TOU-DTS-C203: Adventure and Eco-Tourism  
TOU-DTS-C204: Field study Tour

**SEMESTER I**

**TOU-DTS-101: Tourism Concept and Impact**

**Unit I: Tourism: Concepts**

Definitions and historical development of tourism  
Types of tourist-Visitor-Excursionist  
Types and Forms of Tourism  
Tourism system: Nature, characteristic  
Tourism: Components and Characteristics

**Unit II: Domestic and International Tourism**

Domestic Tourism: features, pattern of growth and profile  
International tourism: Tourist generating and destination regions  
Tourism motivation and tourism demand

**Unit III: Tourism Impacts**

Positive and Negative Impacts of Tourism; Economic, Socio-Cultural, and Environmental Impact

**Unit IV: Tourism Organizations**

Objectives and Role of ITDC, TFCI, IRCTC  
An overview of National and International organizations and associations: IATO, TAAI, WTO, IATA.

**Suggested readings:**

1. Travel Industry: Chunky Gee et-al
2. Tourism Systems - Mill and Morrison
3. Successful Tourism Management - Prannath Seth
6. Tourism Management Vol. - 4 - P.C. Sinha
5. Tourism Development - R. Gartner
6. Tourism Planning and Development - J.K. Sharma
7. Studies in Tourism - Sagar Singh
8. Tourism: Principles and Practices - Cooper C., Fletcher J., Gilbert D and Wanhil. S
9. Tourism: Principles and Practices - McIntosh, R.W.
10. Tourism: Past, Present and Future - Burkart & Medlik

**TOU-DTS-C102: Tourism Products of India****Unit I: Introduction**

Tourism products: meaning, characteristics, classification

Heritage: meaning, types, heritage sites of India

Historic monuments of tourist significance: forts, palaces, museums, art galleries

**Unit II: Architecture & religion**

Architectural Heritage of India

Popular religious centers of India: Hindu, Buddhist, Jain, Muslim and Christian

**Unit III: Nature based products**

Islands and beaches

Deserts and Hill stations

Protected areas: Wildlife sanctuaries, national parks

**Unit IV: Special interest tourism products**

Performing art of India: classical dances, folk dances and folk culture

Handicrafts and textiles of eastern India

Fairs and Festivals of India

**Suggested Readings:**

1. The Wonder that was India: A.L. Basham
2. A Cultural History of India: A.L. Basham
3. India - Lonely Planet:
4. India - Plan your own holiday: S. Jagannathan
5. Travellers Indian: H.K. Kaul
6. Museums of India: S. Punja
7. The Art of Ancient India: S. Huntington
8. Indian Architecture: Percy Brown

## **TOU-DTS-C103: Travel Trade and Transport**

### **Unit I: Introduction**

Evolution of Tourist Transport System- Importance of Transport in Tourism. Introduction to Transport System-Air, Road, Rail and Water Transport

### **Unit II: Air Transport Regulations**

Air Transport: Evolution and present scenario; Multi-national Regulations including Freedom of Air, Open Sky Policy. Functions of ICAO, DGCA, AAI

### **Unit III: Surface Transportation: Railways and Roadways**

Major Railway system of the world: Amtrak, Brit Rail, Euro Rail.  
Indian Railways and Rail Tourism in India, Indrail Pass

### **Unit IV: Water Transport System**

Water Transport: Historical past, Types of Water Transport System  
Problems and Prospects of Water Transport in India

### **Suggested Readings:**

1. Travel Industry: Chunk Y. Gee
2. Transport for Tourism: Stephen Page
3. Tourism System: Mill, R.C. and Morrison
4. Successful Tourism Management: P.N. Seth
5. Ministry of Tourism/Railways/Civil Aviation: Annual Report
6. Indian Motor Vehicle Act

## **TOU-DTS-C104: Introduction to Hospitality Industry**

### **Unit I: Introduction**

Introduction to hospitality management  
Hotel – Definition, classification and star categorization of hotel  
Meal Plan, Types of Room

### **Unit II: Departments/Functional units in Hotel and organizational Structure**

Front Office – Organization structure and its function  
Housekeeping- Organization structure and its function  
Food and Beverage Production- Organization structure and its function  
Food and Beverage service– Organization structure and its function

### **Unit III: Back Offices**

Purchasing, Accounts, Human Resource Management, Maintenance.

### **Unit IV: Hotel Groups**

Major Hotel chains in India, Heritage Hotels, FHRAI and HRACC

**Suggested Readings:**

1. Introduction to Tourism and Hospitality Management – Saurabh Dixit , APH Publishing House, New Delhi
2. Hotel Management – Yogendra K Sharma.
3. Introduction to Tourism and Hospitality Industry – Sudhir Andrew
4. Hotel Housekeeping Training Manual – Sudhir Andrew
5. Hotel Front office Training Manual – Sudhir Andrew
6. Housekeeping Operations – Raghubalan and Smritee Raghubalan.
7. FHRAI Guidebook.

**SEMESTER II****TOU-DTS-C201: Travel Agency and Tour Operation Business****Unit I: Introduction**

History and growth of Travel Agency and Tour Operation business

Definition of Travel Agent and Tour Operator; differentiation, interrelationship

Present business trends and future prospects.

**Unit II: Approval and Recognition**

How to set up travel agency/tour operation business:

Govt. rules for getting approval

IATA rules, regulation for accreditation

Sources of income of Travel Agency Business

**Unit III: Itinerary Planning**

Itinerary preparation, important considerations for preparing itinerary, costing, packaging and promotion.

**Unit IV: Travel Formalities**

Reservation and Cancellation procedures for Tour related services-Hotels, Airlines.

Travel Formalities: Passport, VISA, Health Regulations, Customs and Currencies

**Suggested Readings:**

1. Travel Agency and Tour Operation, Concepts and Principals - J.M.S. Negi
2. Professional Travel Agency Management - Chunk, James, Dexter & Boberg
3. The Business of Travel Agency Operations and Management - D.L. Foster
4. Travel Agency Management- Mohinder Chand
5. Conducting Tours- Dellers.

## **TOU-DTS-C202: Air Fare and Ticketing**

### **Unit I: Tourism Geography**

Aviation Geography: IATA areas, sub-areas, sub-regions.

Time calculation: GMT variation, concept of standard time and daylight saving time,

Calculation of elapsed time, flying time and ground time.

### **Unit II: Air fare Formalities**

Familiarization with OAG: 3 letters city code and airport code, airline designated

code, minimum connecting time, global indicator. Familiarization with Air tariff: currency

regulation, NUC conversion factors,

general rules.

### **Unit III: Itinerary Planning and Frontier Formalities**

Planning Itinerary by Air

Familiarization with TIM: Passport, Visa, currency regulation, custom regulation, health regulation and airport tax.

### **Unit IV: Air Ticketing**

Introduction to Fare construction

Mileage Principles

Fare Construction with Extra Mileage Allowance (EMA)

Extra Mileage Surcharge (EMS).

### **Suggested Readings:**

1. OAG Books
2. Air Tariff Book
3. Worldwide Rules
4. IATA Ticketing Hand Book
5. Travel Information Manual- IATA
6. Airport Business – R. Doganis
7. All you wanted to know about airlines functions – K. Sikdar.

## **TOU-DTS-C203: Adventure and Eco-Tourism**

### **Unit I: Introduction to Eco and Adventure Tourism**

Ecotourism: Concept and Definition. Adventure Tourism- Definition and forms.

Issues and challenges. Case studies: Sikkim, Goa, Himachal Pradesh, Uttarakhand

### **Unit II: Role of NGOs/ Organisations**

Non- governmental Organisations and Ecotourism

Role and importance of different organisations working for Eco and Adventure Tourism.

### **Unit III: Community development and Eco Tourism**

Components and principles of Ecotourism

Conservation and Community: Benefits and costs

Marketing of Eco and Adventure Tourism in India

#### **Unit IV: Eco Adventure Products**

Hill based Adventure Tourism in India: Problems and prospects.

Organisations involved in Planning and management of Eco and Adventure Tourism in India

#### **Suggested Readings:**

1. Ecotourism: Impacts Potentials, and Possibilities-Stephen Wearing and John Neil.
2. Sustainable Tourism – Wahab Salah and John Pigram.
3. Eco-tourism – Fennel.
4. Sustainable tourism –A marketing perspective- Victor C. Middleton & H. Rebecca.
5. Trends in tourism promotion: emerging issues - S. C Bagri.
6. Tourism in the Himalaya in the context of Darjeeling and Sikkim – B. Bhattacharya.

#### **TOU-DTS-C204: Field study Tour**

At the end of the first semester all the students will have to undergo a field study tour (FST) during the winter vacation and submit their report as a paper carrying 100 marks (4 credits) in the second semester. The students will have to give presentation based on their reports before a duly constituted board of faculty members.