OBJECTIVE:
The basic purpose of the paper is to make the learners familiar about the basic and fundamental knowledge of the terms, concepts and system of tourism. It will form the base to move forward to interact with the advanced knowledge pertaining to tourism.

COURSE CONTENTS:

Unit-1 Introduction to Tourism 15hours
- Meaning, Definition, Scope of Tourism.
- Definition and differentiation- Tourist, travellers, visitor, transit visitor and excursionist.
- Leisure, recreation and tourism and their Interrelationship - Diagram.
- Nature of tourism – Service Characteristics, how to overcome service characteristics.
- Elements of tourism – man, time and space.
- Components of tourism – A’s and S’s of Tourism (Tourism resources, attractions, product, market, industry and destination).

Unit –2 Tourism: A Historical Account 10hrs
- Growth of travel and tourism through ages.
- Early Travels, 'Renaissance' and ‘Age of Grand Tours.
- Industrial revolution and its impact on travel.
- Growth and development of modern tourism.
- Concept of Pleasure travel, annual holiday, “Paid holiday” – LTC

Unit –3 Tourism System 20hrs
- Concept of Push and Pull factors in Tourism.
- Tourism Motivators, Barriers to Tourism – Overcoming barriers to tourism.
- Forms of Tourism – In bound outbound, domestic (UNWTO – Diagram).
- Types of Tourism – ethnic tourism, adventure tourism, rural tourism, eco-tourism, medical or health or wellness tourism, Sustainable tourism, etc.
- Defining tourist typology.
- Defining Types of Tour packages – mass, readymade – escorted, hosted, individual, - FIT, GIT.
- Defining Tourism Impacts – Socio cultural, economic and environmental.
- MICE: An introduction.

Unit –4 Tourism Components – I 18hrs
- Attraction – Resources, products, sites, destinations.
- Attraction man-made and symbiotic.
• Accessibility – Modes of Transportation and significance.
• Defining Surface Transport – Road and Rail.
• Defining Air Transport, Water transport – cruises (river and ocean).
• Amenities: health and hygiene, security.

Unit-5 Tourism Components-II 18hrs
• Accommodation Significance.
• Types of Accommodation – based on facilities, based on location, based on length of stay.
• Meal Plan of booking accommodation.
• Available packages – short trip, weekend trip, long trip.
• Ancillary services – guides, escorts, shopping for souvenirs, health services, documentation, telecommunication, Foreign Exchange.

Unit-6 Inter Linkage between Geography and Tourism Industry 15 hrs.
• Significance and importance of Geography in tourism.
• Defining – Longitude, latitude, time calculation.
• Physical and Cultural Geography.
• Geographical features and their role in Tourism – Canyon, Hills, rivers, lakes, deserts, beaches etc. with examples.
• Map reading and cartography.
• Indian geography.

Unit -7 Inter Linkage between History and Tourism Industry 14hrs
• Significance and importance of History in tourism.
• Defining – Heritage, historical sites, Archaeological sites.
• Heritage Tourism – types, promotion.
• Guiding around Heritage sites.
• Role of ASI and ASI sites.
• UNWTO world heritage sites in India.

Unit – 8 Tourism Organisations and Trends 10hrs
• Defining the role of Ministry of Tourism Govt. of India, Role of PPP, and Private Sector.
• Defining the role of local bodies, State Tourism Development Corporations, NGOs.
• Functions of UNWTO, IATA, IATO, TAAI.
• Factors responsible for growth and development of tourism.
• General Trends in National & International Tourism trends.

Suggested Readings:
13. Robinson, H.A. Geography of Tourism, Mc Donald & Evans, London.

--------------------------------------------

PRACTICAL COMPONENTS:
1. Computer Skills with access to computer for getting information related to tourism from internet as well as basic information from Windows and MS Office. 45 hrs/20 marks

2. Project work based on newspaper and magazine cutting on tourism related news. 10hrs /10marks

3. Role play with regard to information dispersal to guests / tourists. 25hrs /10 marks
Class XI

TOURISM RESOURCES IN INDIA

Objectives: The Course will make Students familiar with Tourism Resources of India and the opportunities provided by them in shaping India as one of the favourites at International level and will also help students to develop a vision for further growth and prosperity of Indian Tourism with sustainable approach.

Course Contents:

GENERAL CONCEPTUAL SURVEY

UNIT-I
Definitions, Terminologies and Concept of Tourism resources, Linkage between Tourism Resources and Products, Types of Products, Categories of Tourism resources and bases of categorization of Tourism Resources in Indian context.

A. PHYSICAL RESOURCES
Role and Functions of Mountains, Hill Stations, Deserts, Beaches, Islands, Coastlines, Ocean, Seas, Bays and Gulfs, Rivers and Lakes as Tourism Providers and Facilitators.

B. BIOLOGICAL RESOURCES
Flora and Fauna and Natural Reserves in India as Tourism Providers and Facilitators.

C. CULTURAL RESOURCES
History, Culture and Heritage, Monuments, Religions, Customs, Traditions, Pilgrimage Destinations, Fairs and Festivals, Handicrafts and Handlooms, Dance Styles. Dargahs and Samadhies, Conservatories: Museums, Archives, Transportation, Communication and Tourist Accommodations, Cuisines and Gastronomie’s roles in Tourism.

FOCUSED STUDY

UNIT-II

PHYSICAL RESOURCES

Mountains: Himalayan Range, Ladakh Range, Pir Panjal Range, Siachin, Patkoi, Langpangkong Range, Namcha Barwa, Aravalli, Dundwa Range, Vindhyan Range, Satpura Range, Eastern Ghats, Western Ghats and Nilgiri mountains with special focus on their roles in providing Mountain Tourism, Geotourism and Adventure Tourism.

UNIT-III
**Hill Stations:** Andhra Pradesh (Araku Valley, Horsley Hills), Gujarat (Saputara, Wilson Hills), Himachal Pradesh (Chail, Dharamsala, Dalhousie, Kasauli, Manali, Shimla, Kufri, Palampur), Jammu and Kashmir (Srinagar, Pahalgam, Gulmarg, Leh), Karnataka (Kudremukh, Kemmannundi, Madikeri, Nandi Hills, Chikkamagaluru), Kerala (Munnar, Devikulam, Nelliampathi, Ponmudi, Vythiri, Vagamon), Madhya Pradesh, (Pachmarhi), Maharashtra (Lonavla, Amboli, Chikhaldara, Khandala, Lavasa, Mahabaleshwar, Matheran, Panchgani, Toranmal), Meghalaya (Nohkalikai), Odisha (Daringbadi), Rajasthan (Mount Abu), Sikkim (Gangtok, Pelling, Lachung), Tamil Nadu (Ooty, Coonoor, Kodaikanal), Uttar Pradesh (Nainital, Mussoorie, Almora, Auli, Kausani, Ranikhet, Uttarkashi), West Bengal (Darjeeling, Kalimpong, Kurseong) as contributors to Recreation, Health and Wellness Tourism.

**UNIT-IV**

**Beaches and Coastlines:** Anjunana Beach, Arambol, Baga Beach, Benavali, Beach, Bambolim Beach, Benaulim Beach, Bogmalo Beach, Candolim Beach, Cavellosim Beach, Colva Beach, Calangute Beach, Lakshadweep Beaches, Juhu Beach, Choupati Beach, Kanyakumari, Maple, Miramar, Palolem Beach, Beach, Vagator Beach, Varca Beach, Chenni Beach, roles of Beach, Coastal, Marine Sports and Adventure Tourism.

**UNIT-V**

**Islands:** Andaman and Nicobar, Lakshadweep Group of Islands and Majuli Islands in Assam as Island, Coastal, Tribal, Adventure and Ecotourism and Geotourism providers.

**UNIT-VI**

**A. MAJOR RIVERS**

B. MAJOR LAKES

ANDHRA PRADESH (Hussain Sagar, Kambham Lake, Kolleru Lake, Pulicat Lake),
ASSAM (Chandubbi Lake), BIHAR (Ranchi Lake, Topchanchi Lake), GOA (Corambolin Lake, Mayem Lake), GUJARAT (Narayan Sarovar), HARYANA (Badkhal Lake, Brahma Sarovar, Suraj Kund), HIMACHAL PRADESH (Bhrighu Lake, Chamera Lake, Chandra Tal Lake, Gadhasaru Lake, Gobind Sagar Lake, Maharana Pratap Sagar Lake, Manimahesh Lake), JAMMU and KASHMIR (Dal Lake, Manasbal Lake, Mansar Lake, Wuler Lake), KARNATAKA (Karanji Lake, Kukkarahalli Lake, Ulsoor Lake), KERALA (Akkulam Lake, Pookot Lake, Venbanad Lake), MAHARASHTRA (Ambazari Lake, Lonar Lake, Pashan Lake, Rankala Lake, Ramkund Lake), MEGHALAYA (Thadlaskein Lake, Umhang Lake), ODISHA (Chilibar Lake), RAJASTHAN (Ana Sagar Lake, Fateh Sagar Lake, Pichola Lake, Sardar Samand Lake), SIKKIM (Khecheopalri Lake, Tsomgo Lake), TAMIL NADU (Berijam Lake, Ooty Lake, Pulicat Lake), UTTARAKHAND (Bhim Taal, Dodi Taal, Kedar Taal, Naini Lake, Nachiketa Taal, Naukuchia Taal, Roop Kund), UTTAR PRADESH (Barua Sagar Taal, Radha Kund) for providing the basis for Boating and Lake Tourism.

C. MAJOR CANALS


D. EASTERN, WESTERN AND SOUTHERN COAST LINES AND TOURISM

(INDIAN OCEAN, ARABIAN SEA, GULF OF KHAMBAT AND BAY OF BENGAL)

I PORTS

Jawaharlal Nehru Port (Navi Mumbai), Diamond Harbour, Kolkata, Haldia, Paradip, Vishakhapatnam, Ennore, Chennai, Tuticorin, Kochi, New Mangalore, Mormugao, Kandla

II PALK STRAIT AS SITE FOR GEOTOURISM AND RELIGIOUS TOURISM

III MARINE TOURISM

IV WATER SPORTS and ADVENTURE TOURISM
E. **Deserts**: Thar Desert with special reference to Jaisalmer, Bikaner and Barmer.

**UNIT-VII**

**BIOLOGICAL RESOURCES**

*Major Natural Reserves of India and Tourism Resources out of Them*: Jim Corbett National Park and Tiger Reserve (Western Himalaya), Kaziranga National Park (North-Eastern Himalaya), Kanha National Park and Tiger Reserve, Bandhavgarh National Park and Tiger Reserve (Central India), Ranthambore National Park and Tiger Reserve, Sariska Wildlife Sanctuary (Semi-Desert India), Sunderbans National Park and Tiger Reserve, Gir National Park (Coastal India) Nagarhole National Park and Wildlife Sanctuary, Periyar National Park and Tiger Reserve (Southern Peninsular India), Sunderbans Crocodile Reserves in form of Wildlife Sanctuaries (Eastern India), National Parks, Zoological Parks and Kolkata, Kashmir, Bangaluru Botanical Gardens and Valley of Flowers as backbone for Ecotourism, Wildlife and Green Tourism, Dachigam NP, Lok Tok NP.

**UNIT-VIII**

**CULTURAL RESOURCES**

A. **Monuments (With Spatio-Temporal and Architectural Significance)** - Qutub Complex (Delhi), Attalla Mosque (Jaunpur), Kirtistambha (Chittor), Humayun Tomb (Delhi), Sikandara and Buland Darwaza (Near Agra), Red Fort (Delhi), Taj Mahal, Red Fort (Agra), Golden Temple (Amritsar), Hawa Mahal (Jaipur), Bara Imambara (Lucknow), Ajanta and Ellora caves (Maharashtra), Amaranth cave (Kashmir), Victoria memorial (Kolkata), Gateway of India (Mumbai), Somnath and Akshardham Temples (Gujarat) Samadhies at the bank of river Yamuna (Delhi), Hampi (Karnataka), Rameswaram, Tirupati Temples (Tamilnadu), Agrasen ki Baoli (New Delhi), Rajon ki Baoli, (New Delhi), Charthana Barav (Parbhani District, Maharashtra), The Rani ki vav (Patan, Gujarat), The Adalaj ni Vav (Adalaj, Gandhinagar, Gujarat), Raniji ki Baori (Bundi, Rajasthan), Sarnath (Stupa and National emblem, Varanasi, U.P.), Stupa of Sanchi (Madhya Pradesh), Konark Sun Temple (Odisha), Jantar Mantar (Jaipur and Delhi), Dilwara Jain Temples of Mount Abu (Rajasthan).

B. **Museum and Archives**- National Museums of Delhi and Kolkata, Important National and State Archives, Fish Aquarium of Mumbai.

C. **Pilgrimage Destinations**

Buddhist: Lumbini, Bodhgaya, Sarnath, Kushinagar, Sharavasti, Sankisa, Vaishali, Rajgir, Kapilvastu, Nalanda, Sanchi, Ajanta.

Jains: Kashi, Pav puri, Shatrunjaya, Girnar, and Dilwara (Mt. Abu), Sharavanbelgola, Palitana.

Muslims: Ajmer Sharif, Nizamuddin (Delhi), Fatehpur Sikri, Hazrat Bal (Kashmir), Haji Ali ki Dargah (Mumbai), Bada Imambara (Lucknow) and some important Mazars.

Sikhs: Patna Sahib (Patna), Nanded Sahib (Nanded), Guru-ka-Tal (Agra), Golden Temple (Amritsar).


D. Fairs and Festivals:
Kumbha, Pushkar, Sonepur, Dadari, Tarnetar, Chhatha, Pongal/ Makar-Sankranti, Baishakhi, Meenakshi Kalyanam, Holi, Gangaur, Onam, Durga Puja, Ramalila, Diwali, Kartik Purnima (Dev Deepawali, Guru Parb), Dashahara (Kullu), Rathyatra, Nag Nathaiya (Varanasi), Barawafat, Id-ul-Fitr, Easter, Christmas, Carnival (Goa), Burhawa Mangal (Varanasi), Ganga Mahotsava, Taj Mahotsava, Karva Chauth, Urs, Khajuraho Mahotsava and Desert Festival, Phool Walon ki Sair.

E. Dance And Music:
Sangeet Kala Academy (Delhi), Dance Styles and main Gharanas of Indian Music, Qawalies, Rubaies, Thumries, Bhajan-Kirtan, Regional Classical Dances, Regional Folk Songs and dances, Dramas and Theatre in India.

F. Handicrafts and Handlooms:
Khadi Gram Udhyog, Gandhi Hathkargha Ashrams, Kuteer Udhyog, Aagan Vadis, Lucknow Chicken Art, Kashmiri Firan and Kangri, Kanchipuram and Banarasi Sarees, Shahtoos and Pashmina Shawls, Tribal Handicraft and Artifacts, Shopping Malls and Emporiums, Haats etc.

G. Regional and Ethnic Cuisines:
Bengali Food, Goan Food, Gujarati Food, Kashmiri Food, Punjabi Food, Rajasthani Food, Mughlai Food Maharashtrian Food, South Indian Food and Non-Vegetarian Food (Jhatka and Halal Meat preferential Communities).

**Practical Component:**

- **Map Work:** Identification, Demarcation and Plotting  **32 Hrs.**
- **A visit to a tourist site/hotel**  **48 Hrs.**

**Suggested Readings:**

1. a. NCERT, Human Geography (Class-XI)
   b. NCERT, Geography of India (Class-XI)
2. a. NCERT, Human Geography (Class-XII)
   b. NCERT, Geography of India (Class-XII)
3. Manoj Kumar Yadav: Food and Beverage Service in India, AP Publications
9. Hawkins. R.E., Encyclopaedia of Indian Natural Resources.
## Class XII (Travel Agency and Tour Operations Business)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Unit Name</th>
<th>Duration</th>
<th>Key Learning outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>The students will be able to understand:</strong></td>
</tr>
</tbody>
</table>
| 1      | Introduction to Travel & Tourism Business | 15 Hours | - Evolution, Meaning & Concept of Travel Business  
- Difference between Travel Agency and Tour Operator  
- Types and Organization Structure of TA & TO - Retailers and Wholesalers  
- Market Trends and TA business scenario  
- Business Integration |
| 2      | Operations of Travel Agent               | 15 Hours | 20 Hours 35 Hours  
- Role, Functions and Responsibilities of TA & TO  
- Ticketing - Fare Calculation  
- Documentation - Packaging Tour  
- Foreign Exchange  
- Hotel, Cruise, Bus & Rail Reservations - Car Rentals  
- Travel Documentations  
- Marketing & Publicity  
- Market Research |
| 3      | Transport Network-                      | 15 Hours | - Features of Good Transport  
- Criteria for Selecting a Good Transport  
- Types of Road, Rail, Sea and Air Transport  
- Contract and Approval for Owning Transport  
- Scheduling the Car and Bus Bookings  
- Preparation of Documentations for Running Car and Bus Transport |
| 4      | Itinerary Planning                      | 15 Hours | 20 Hours 35 Hours  
- Techniques of store operations  
- Procedures for product sale  
- Efficient systems of different channels involved  
- Store design  
- Effective rapport with consumer  
- Ensuring efficient and economic system for RIS  
- Selling skills  
- Avoiding business risks |
| 5 | **Tour Packaging & Programming** | 15 Hours | - | 15 Hours | • Meaning and Classifications of Tour Packages  
• Components of Package  
• Customized and Tailor-Made Package  
• Tour Formulation & Designing Process  
• Tour Brochure Designing  
• Tour Programming and its Importance |
|---|---|---|---|---|---|
| 6 | **Package Tour Costing** | 15 Hours | 20 Hours | 35 Hours | • Meaning and Types of Cost  
• Concept of Tour Costing  
• Components of Tour Cost  
• Preparation of Cost Sheet  
• Tour Pricing  
• Calculation of Tour Price  
• Pricing Strategies- Factors  
• Influencing the Tour Costing |
| 7 | **Government and Professional Bodies** | 15 Hours | - | 15 Hours | • Rules for Setting up TA & To-Approval Procedures  
• Different Government Schemes and Policies for TA Business  
• Professional Bodies and their activities (UFTAA- PATA-ASTA-TAAI-IATO-ATAOI- ADTOI- TAFI- FIYTO) |
| 8 | **Global Distribution System** | 15 Hours | 20 Hours | 35 Hours | • Display Airlines Schedules & Availability  
• Display Fares  
• Display Complete Hotel Description & Availability- Decode & Encode Countries, Cities & Airports, Aircrafts, Airlines  
• Display Exchange Rates, Maps-Airline Seat Maps, Local Times-Online Portals |
| **Total Hours** | 120 | 80 | 200 |
Class XII

Introduction to Hospitality Management

Learning Objective

This paper provides an overview of the hospitality industry and brings out its importance to tourism industry.

UNIT I


UNIT II

The important functional departments of the hotel, their functions. Organizational chart of hotels (Large, Medium, Small). Facilities provided in hotels.

UNIT III

Room Types & Tariffs - Types of rooms, Food / Meal plans, Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.) ; Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership) Registration and gradation of hotels.

UNIT IV

Meaning and definition of hospitality distribution channels, functions and levels of distribution channels, basics of major hospitality distribution channels-travel agents, tour operators, consortia and reservation system.

UNIT V

Front Office department and its functions. Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff. The guest cycle, Property management systems, Attributes of front office personnel, Co-ordination of front office with other departments of the hotel. The organisation structure of rooms division.

UNIT VI

Equipments used (Manual and Automated); Role of Front Office- Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff), Black list, Bell Desk and Concierge
UNIT VII

Communication Fundamentals- Telephone etiquettes, Important terminology used in hotels
Professional Attributes- Attitude towards your job, Personal Hygiene, Uniforms ,Care for your own health & safety.

UNIT VIII

Safety practices & procedures- Accidents, types, nature, classification ; Preventive measures for each type of accident, Reporting accidents; First aid - meaning, importance, and basic rules. Fire Prevention.

Practical Sessions:

A. FRONT OFFICE PRACTICAL (Identification of various vouchers): The students will have to draw one or two of the following vouchers and according to the case study fill up the vouchers (desk work)
   - Registration Card
   - Reservation Form
   - Amendment Slip
   - Cancellation Slip
   - Arrival/departure notification slip
   - VIP amenities voucher
   - Miscellaneous charge voucher
   - Allowance voucher
   - Paid out voucher
   - Message slip
   - Guest Folio

B. Telephone etiquettes and manners.

C. Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality.

D. Role play: Guest Check-in and check-out procedures for FIT’s / GIT’s / Crews etc. (The student should be able to handle the entire procedure independently); Luggage handling procedures on guest arrival / departure; Scanty Baggage procedures; Left Luggage procedures; Safety locker procedures; Calculation of various occupancies & revenue.