

## D.Y.Patil University

(Established under Section -3 of the UGC Act 1956 vide Notification No.F-9.21/2000-U-3 dated 20.06.2003 of the Govt. of India)

ACCREDITED by NAAC with 'A' Grade

### School Of Hospitality & Tourism Studies

Dr.D.Y.Patil Vidyannagar, Sector-7, Nerul, Navi Mumbai – 400706

Tel.: 27709270 / 65145570, E.mail : [shts@dy.patil.edu](mailto:shts@dy.patil.edu), Web.: [www.dypatil.com](http://www.dypatil.com)



**D Y PATIL**  
UNIVERSITY  
SCHOOL OF  
HOSPITALITY &  
TOURISM STUDIES

Name of the Course - **Diploma in Hospitality Studies**

Duration: **1 Years /2 Semesters**  
**Semester I**

Code	Subject	Hours Per Week			Maximum Marks				Total	No. Of Credits	
		Lec	Tut	Pr	Theory		Practical			Th	Pr
					Internal Assessment	Final Examination	Internal Assessment	Final Examination			
Dip.1.1.01	Food Production & Culinary Art – I	2		8	20	80	20	80	200	2	4
Dip.1.1.02	Food & Beverage Service Operation – I	2		2	20	80	20	80	200	2	1
Dip1.1.03	Front Office Operation – I	2		2	20	80	20	80	200	2	1
Dip 1.1.04	Accommodation Operation – I	2		2	20	80	20	80	200	2	1
Dip.1.1.05	English	2			20	80			100	2	
		<b>10</b>	<b>2</b>	<b>14</b>	<b>100</b>	<b>320</b>	<b>80</b>	<b>240</b>	<b>900</b>		<b>17</b>

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## Diploma in Hospitality & Tourism Studies-

### Sem-II

Code	Subject	Hours Per Week			Maximum Marks				Total	No. Of Credits	
		Lec	Tut	Pr	Theory		Practical			Th	Pr
					Internal Assessment	Final Examination	Internal Assessment	Final Examination			
Dip.1.2.01	Food Production & Culinary Art – I	2		8	20	80	20	80	200	2	4
Dip.1.2.02	Food & Beverage Service Operation – II	2		2	20	80	20	80	200	2	1
Dip1.2.03	Front Office Operation – II	2		2	20	80	20	80	200	2	1
Dip 1.2.04	Accommodation Operation – II	2		2	20	80	20	80	200	2	1
Dip.1.2.05	English	2			20	80			100	2	
<b>Dip.1.2.06</b>	<b>Travel &amp; Tourism</b>	<b>2</b>			<b>20</b>	<b>80</b>			<b>100</b>	<b>2</b>	
		<b>12</b>		<b>14</b>	<b>120</b>	<b>400</b>	<b>100</b>	<b>240</b>	<b>1000</b>	<b>19</b>	

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## Program for Diploma in Hospitality & Tourism Studies - Sem I

### Subject - Food Production & Culinary Art – I-Theory

Topics to be Covered : -

To Introduce the Historical progression leading to modern cookery

History of cooking

Aims & Objective

Cooking –art or science

#### **To impart knowledge about different kitchen equipment**

Heavy and Light equipment

Utensils & Knives

Care & maintenance

Use

#### **To impart Knowledge of various culinary terms, level of skill, attitude towards work, behaviour & personal hygiene**

Western & Culinary terms

Personal grooming, hygiene & uniform

Do's and don'ts while working in the kitchen

#### **To understand the functioning of Food Production Dept.**

Organizational structure

Layout

Duties & responsibilities

Interdepartmental relations

#### **Foundation ingredients & their role in F.P**

Composition of different ingredients & the action of heat on fat, carbohydrates, proteins, vitamins & minerals.

#### **Classification of cooking factors**

Classification according to function like – fats, raising agents, sweetening agents, egg, liquids/stock flavouring & seasoning, thickening

#### **To understand the methods of Preparation**

Mis-en-place

Methods of mixing

#### **To understand the texture of cooked food products**

Various textures

Faults and remedies

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## Subject - Food Production & Culinary Art – I-Sem-I

### Practical

Topics to be Covered : -

1. Identification of equipment. Mis-en-place (cutting, peeling, slicing, chopping, shredding, paring, etc)
2. Egg preparation (boiled egg, fried egg, scrambled egg, omlette, poached egg, egg akuri)
3. Boiled rice, Masala Dal, Bengal Fish Curry, Cucumber cucumber
4. Zeera Rice, Dal Makhani, Vegetable curry, Shahi tukra
5. Bread Roll, Sponge Cake, Swiss Roll, Caramel custard
6. Bread Roll, Sponge cake, Swiss Role, Bread and butter pudding
7. Consomme Brunnoise, Poisson Poach Hollandaise, Cheu Fleur Mornay
8. Madras Soup, Fish Meuniere, Courgettes Saute, Pommes Nature, Bavarioux Rubanee
9. Minestrone Soup, Goan Fish Curry, Cheu Fleur Potato Bhaji, Steamed Rice, Fruit Conde
10. Sandwich Bread, Bread stick, Diplomat pudding, Coffee Mousse
11. Macedoine Mayonnaise, Fillet de Poisson Duglere, Nouilles Fraiches, Beginets 'aubergines, Crème Caramel
12. Assiette de Crudite, Sole Colbert, Pommes Persilles, Puree Cercy, Mousse au Chocolate
13. Oeufs Fracis Chimay, Poulet Shahjahani, Pulao a la tomate, Haricot Verte Foogath
14. Oeufs Frit Bacon, Fillet de Sole Bonne Femme, Pommes a Ranglaise, Epinards a la Crème
15. Sweet Buns, Butter Buttons, Doughnuts
16. Mulligatwanny Soup, Poisson Grille Beurre Blanc, Pommes Vapur, Epinards a la Crème, Pudding Diplomat
17. Crème de Vollaile, Gigot D'agneau Roti, Pommes Noisette, Haricot, Bretonne, Charlotte aux Fruits

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#### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Food & Beverage Service Operation – I—Theory

Topics to be Covered :-

##### **INTRODUCTION**

Various outlets of the Departments

Various sectors of the Department

##### **QUALITY**

Attributes of F&B Service Personnel

Equipment

Equipment in a Restaurant

##### **GLASSES**

Types and Capacity of glasses

Dining Table

Laying the Dining table

##### **ORGANIZATIONAL CHART**

Drawing

Duties and responsibilities of waiter –F&B Manager

##### **KITCHEN STEWARDING**

Hierarchy & responsibility

##### **RESTAURANT BRIGADE**

Hierarchy

##### **COURSES OF MENU & FOOD ACCOMPANIMENT**

#### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Food & Beverage Service Operation – I—Practical

Topics to be Covered:-

- Familiarization of Restaurant Equipment
- Methods of cleaning and upkeep of silver
- Arrangement of sideboards
- Laying of table Linen
- Layout of various meals
- Folding serviettes in various designs

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#### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Front Office Operation – I-theory

Topics to be covered : -

- Introduction to Hotel Industry
- To Define Target Market & explain intangibility of service and potential
- Advantages & Disadvantages of different types of Hotel Ownerships & Affiliations to describe the Introduction of Automation of Hotels
- To define mission and create organization charts
- Classify the Hotel's functional areas and discuss
- The nature and uses of Job Description/Specification
- Classification of Hotels
- To Describe the various F.O Dept and describe how the organization is likely to differ in large and small hotels
- Types of Rooms
- Tariff Structure & plans
- Sections of F.O and their Importance.

#### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Front Office Operation – I-Practical

Topics to be Covered : -

##### **IDENTIFICATION OF VARIOUS VOUCHERS ---**

The students will have to draw one or two of the following vouchers and according to the question (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

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

- Accepting reservation by telephone and recording it
- Answering guest enquiries – case studies

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#### Project

This project includes a study of the various airlines, capital, currencies of the various countries of the world. The student is required to visit airlines offices and collect the data concerning the above study. They will also have to make use of the colour photographs and pictures collected from journals and magazine for the logo of airlines etc. The student will have to make two copies of the project and submit before the final practical examinations

#### Project 2

This project includes a study of any one tourist destination of world. This would include the geographic location of the place.

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### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Accommodation Operation-( Housekeeping & Laundry Operation) – Sem-I

Topics to be Covered : -

- An overview of the position of H/K in the Hospitality Industry
- List of functions of the H/K Dept.
- H/K working towards 'Customer delight'
- Why is H/K indispensable
- Organisation of the Hotel
- Staff Hierarchy, lines of Authority & areas of responsibility
- Vertical & horizontal coordination within & outside the Dept.
- Areas of responsibility of the H/K Dept.
- Essential qualities in H/K staff
- Effective communications skills, interpersonal skills & good grooming standards
- Duties of staff at the managerial level
- Duties of staff at the Operational level
- Duties of staff at the supervisory level
- Glossary of H/K terms
- Abbreviations commonly used in H/K
- Types of Rooms & suites
- Various status of Rooms
- Amenities provided in standard, superior & deluxe rooms
- VIP amenities
- Items provided on request
- Placement of Supplies in a room
- General principles of cleaning
- Cleaning Schedules
- Daily, weekly & Spring Cleaning
- Morning & evening service
- Second service
- Daily cleaning in a Department room
- Planning a weekly cleaning schedule
- Public area cleaning methods & Schedules



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### Diploma in Hospitality & Tourism Studies –Sem-I

**Subject-** Accommodation Operation-( Housekeeping & Laundry Operation) – Sem-I (Practical)

Topics to be Covered : -

- Equipment handling, Care & Cleaning & Identification of Cleaning Equipments (both manual & Mechanical)
- Maid's Trolley Setting
- Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets
- Paints, Varnishes
- Daily Cleaning of Rooms and Bath Rooms
- Evening Service
- Weekly Cleaning
- Special/Periodic Cleaning
- Public Area Cleaning
- Message/Departure/Maintenance Register & follow ups

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## Diploma in Hospitality & Tourism Studies – Sem-I English

### Course Objective:

The course is intended to give a foundation of English Language. The literary texts are indented to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond from different perspectives.

### Course Contents:

#### MODULE 1 – MYSELF

- Spoken communication – self introduction, family background, ambition of life .
- Extempore – hotel management topics (eg reason for choosing hotel management , where do you see you self-1 year down the line , etc)

#### MODULE 2- FORMAL/INFORMAL LETTER WRITING

- Format of formal /Informal letter
- Language used in letters
- Difference between formal and informal letter
- Complimentary closure of formal and informal letter
- Eg – application to principal for granting 2 days leave
- Informal letter writing – ( eg - sharing the news of your enrolment in Hotel Management college with your cousin/unde/aunt )

#### MODULE 3- WRITING SKILLS

- CV writing
- Paragraph writing
- Comprehension writing
- Pictorial story writing
- Article writing ( newspaper /blogs)
- Essay writing

#### MODULE 4 –TOOLS FOR INTERVIEW SELECTION

- Debate
- Elocution
- Telephonic skills

#### MODULE 5- GROOMING & SELF DISCIPLINE

- Manners & Etiquettes

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- Body language
- Behavioural skills
- Self-presentation ( public speaking, confidence, correct posture ,etc)

#### Text & References:

- Madhulika Jha, Echoes, Orient Long Man
- Ramon & Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, Malra Treece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

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## Diploma in Hospitality Studies-Sem-II

**Subject-** Food Production & Culinary Art – II

Sem-II

Topics to be Covered : -

### **Various methods of cooking food**

- Dry & wet method
- Basic Rule
- Food Example

### **Stocks**

- Definition
- Classification
- National/International soups
- Preparation of soups

### **Sauces**

- Definition
- Classification
- Preparation of other sauces
- Derivatives
- Sauces of it's own Class

### **Understanding the methods of storage**

- Refrigeration
- Principles of storage
- Correct Temperature
- Time of Storage

### **Element of Presentation**

- Classical & modern garnish
- Proper accompaniments

### **INTRODUCTION**

- Introduction
- Introduction of various commodities used in food production department

Cereals – Rice , Wheat, Other Cereals , Pulses

- Uses of different types of Pulses
- Tea and processing
- Fresh fruits and vegetables
- Cheese – Classification, Manufacture and uses
- Coffee, processing & uses
- Cocoa – Manufacture of chocolate, processing, cocoa powder
- Herbs and spices – Classification, description and uses procurement and storage

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## Diploma in Hospitality & Tourism Studies.

### Sem-II

#### Subject- Food Production & Culinary Art – II

Topics to be Covered : -

- Thenga Buns, Danish Pastry, Short Bread, Fruit Jam
- Danish Pastry, Orange Biscuit, Cherry Buns
- Potage Saint Germaine, Roast Chicken, Roast Gravy, Roast Potatoes, Coffee Bavarois
- Ouefs Brouilles Portugaise, rogan josh, Riz Creol
- Potage Esau, Steak Saute Bercy, Pommes Mignonette, Petits Pois a la Fracaise, crepes au Sucre
- Spaghetti Napoletaine, Steak Grill Bearnaise, Pommes Pont Neuf, Bouquetiere de Legumes
- Oeufs Poache Florentine, Escalpoie Vinnoise, Pommes saute, Carrots Vichy
- Muffins, Jam Tart, Chocolate Mousse
- Nankhatai, Croissants, Fruit Custard
- Vegetable Patties, Chicken Patties, Cheese Patties, Egg patties
- Quiche Lorraine, Piece de Boeuf Roti, jardiniere de Legumes, pommes Chateau, Beginettes de fruits
- Madeira Cake, Melting Moment, Fruit Trifle

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#### Diploma in Hospitality & Tourism Studies-Sem-II

##### Subject -Food & Beverage Service Operation – II- Theory

Topics to be Covered :-

##### **Menu Planning**

- Types of service
- Billing systems & cost controls
- Breakfast Service
- Non Alcoholic Beverages

Classify alcoholic beverages

Beer

Cidar

Perry

Tobacco

Cigar, Cigarettes

Guest Complaints

Room Service Operations

#### Diploma in Hospitality & Tourism Studies-Sem-II

##### Subject -Food & Beverage Service Operation – II- Practical .

Topics to be Discussed:-

- Receiving Guest and taking orders
- Soup service.
- Menu wise service.
- Clearance & Crumbing down.
- Service of breakfast.
- Making the extra cover.
- Afternoon tea set up.
- Beer service.
- Cigarette service.
- Loading carrying trays.
- Taking the order by K.O.T.&B.O.T.
- Service of Food
- Service of non alcoholic beverages
- Service of Breakfast
- Loading carrying – trays/trolleys

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#### Diploma in Hospitality & Tourism Studies-Sem II

##### Subject- Front Office Operation – II Theory

Topics to be Covered : -

Reservations

- Feedback
- Cancellation & Amendments
- Identification of Vouchers
- Manual Tabulation ; Ledger and Billing
- Mechanical Ledger. Billing
- Computerised Ledger, Billing
- Tourism
- International Hotel Regulations

#### Diploma in Hospitality & Tourism Studies-Sem II

##### Subject- Front Office Operation – II Practical

Topics to be Covered :-

##### **CASHIERING**

- Cashiering while check in of VIP's / FIT's / Group
- Cashiering procedure during stay of the guest
- Cashiering while check out

##### **AUDITING**

- Night Auditor's job
- Vouchers / Document generated
- Working with National cash Registers

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## Diploma in Hospitality & Tourism Studies-Sem II

### Subject- Accommodation Operation – II-Theory

Topics to be Covered : -

#### Identifying Cleaning Equipments

- Classification of Cleaning Equipments
- Functioning and care of Manual Cleaning Equipment
- Functioning and care of Mechanical Cleaning Equipment
- Groups of Cleaning agents
- Use of Detergents
- Use of water, Abrasives, degreasers, acids, organic solvents and drycleaning agents.
- Lost and found procedures / Records maintained for lost and found.
- Floors and floor finishes
- Granolithic and Terrazzo floors
- Wooden flooring / Carpets & Advantages and care of carpets
- Use of Glass fiber, Acoustic Walls
- Various finishes applied to walls
- Register and forms maintained in H/K & Formats of Registers and reports
- Desk control operations / Importance of Desk control
- Personal , environment hygiene, garbage-safe and correct disposal of garbage.
- Protective clothing
- Pest control
- Personal Environment Hygiene Garbage -safe and correct disposal of garbage

#### WATER

- Sources of water and hazards of water pollution

#### AIR

- Sources of air Pollution
- Health effects of air pollution
- Pollution Control

#### PROTECTIVE CLOTHING

- Protective Clothing in Different Dept.
- Selection of materials care and use
- It's efficiency and comfort
- Care maintenance of Protective Clothing

#### HANDLING OF FOOD

- Personal hygiene of the food handlers
- Programme of Good Health For Food handlers
- Food Borne Diseases – Roots of Contamination
- Habits and Abuse

#### PEST CONTROL

- Rodent and Insect Control Technique



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- Rays and Cockroaches

## BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

### Diploma in Hospitality & Tourism Studies- Sem II

#### Subject- Accommodation Operation – II-Practical

Topics to be Covered :-

- STAIN REMOVAL
- SPECIAL DECORATION
- IDENTIFICATION OF VARIOUS FORMATS & REGISTERS

### Diploma in Hospitality & Tourism Studies- Sem II

#### Subject- English

#### - ENGLISH - II

#### Course Objective:

The course is intended to give a foundation of English Language. The literary texts are intended to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond from different perspectives.

#### Course Contents:

## SEMESTER -2

### MODULE 1- INTERVIEW FACING

- How to face interview
- Tentative questions asked in interview
- Body language – positive and negative
- How to tackle the tricky questions, whose answer student don't know.

- **MODULE 2- POWER POINT PRESENTATION**

- Preparing a PPT (content wise)
- How to present your PPT
- Report writing
- Bibliography / Reference difference
- 

### MODULE 3- WRITING SKILLS

- Invitation writing (format, language, do's and don't's)

## D.Y.Patil University

(Established under Section -3 of the UGC Act 1956 vide Notification No.F-9.21/2000-U-3 dated 20.06.2003 of the Govt. of India)

ACCREDITED by NAAC with 'A' Grade

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- Event management
- Social networking
- Blog writing
- Personal presentation in meetings
- Minutes of meeting

## MODULE 4- GREETING ETTIQUITES

- Indian style
- American style
- Chinese style
- French style

### Text & References:

- Madhulika Jha, Echoes, Orient Long Man
- Ramon & Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, Malra Treece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

## Diploma in Hospitality & Tourism Studies Sem-II

Subject- Travel & Tourism –

## Diploma in Hospitality & Tourism Studies Sem-II

Subject- Travel & Tourism –

### Tourism Development Management

- 1            **Tourism Phenomenon**
- 1.1        What is Tourism ?
- 1.2        Tourism Concepts
- 1.2.1     Defining Tourism
- 1.2.2     Tourism Products and services

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**D Y PATIL**  
UNIVERSITY  
— SCHOOL OF —  
**HOSPITALITY &  
TOURISM STUDIES**

- 1.2.3 Tour
- 1.2.4 Tourists
- 1.2.5 The Tourist Destination
- 1.3 Tourism : Form and Types
- 1.3.1 Future Trends
- 1.4 Purpose of Tourism
- 1.4.1 Sun, Sea, Sand & Sex
- 1.4.2 Leisure, Touring, Sightseeing and Future
- 1.4.3 Visiting Friends and Relation
- 1.4.4 Business & Incentive Travel
- 1.5 Alternative Tourism
- 1.6 Other Departments
- 1.6.1 Psychological
- 1.6.2 Socio – Political
- 1.6.3 Economic
- 1.6.4 Time
- 1.7 Sources of Data
- 1.7.1 Statistical Records
- 1.7.2 Secondary Records
- 2 Tourism as an Industry**
- 2.1 Tourism System
- 2.1.1 People and Their Environment
- 2.1.2 Pull and push
- 2.1.3 Demand Led System
- 2.1.4 Tourism impacts
- 2.2 Tourism Industry
- 2.2.1 It's Constituents
- 2.2.2 Tourism Organisations
- 2.2.3 International Organisations
- 2.2.4 Government Organisations
- 2.2.5 Private Sector Organisations in India
- 2.3 Tourism Regulations
- 2.3.1 Inbound-outbound Travel Regulations
- 2.3.2 Economic Regulations
- 2.3.3 Health Regulations
- 2.3.4 Law and Order Regulations
- 2.3.5 Accommodation and Catering Regulations
- 2.3.6 Environment Protection and Conservation
- 3. Tourism Services and Operation**
- 3.1 Modes of Transport in Details
- 3.1.1 Role of Transport in Tourism
- 3.1.2 National Transport Policy
- 3.2 Tourist Accommodation
- 3.2.1 Types of Accommodation
- 3.2.2 Principal Considerations
- 3.2.3 Camp Resort
- 3.3 Informal Services in Tourism
- 3.3.1 Dimensions of Informal Sector
- 3.3.2 Souvenir Sellers
- 3.3.3 Street Guide
- 3.3.3.1 Role of Street Guides

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- 3.3.3.2 Mechanism to Regulate street Guides
- 3.4 Common Services
  - 3.4.1 Link Transport Needs
  - 3.4.2 Eating Joints and Bars
  - 3.4.3 Entertainment and recreation
  - 3.4.4 Tourist Police
  - 3.4.5 Communications
  - 3.4.6 Book shops and Libraries
  - 3.4.7 Photography
- 3.5 Shops Emporiums and melas
  - 3.5.1 Seasonal and festivals melas
  - 3.5.2 The Emporiums
- 3.6 The Emporium
- 4 Tourism services and operations**
  - 4.1 Travel Agency
    - 4.1.1 Operations i.e. Ticketing, Booking and Special Services
  - 4.2 Facilitation
    - 4.2.1 Tour Operator
    - 4.2.2 Additional Responsibilities
  - 4.3 Tour Operator and operations
    - 4.3.1 Main partners
    - 4.3.2 Package Tour
    - 4.3.3 Planning & Tour
    - 4.3.4 Costing Tour
    - 4.3.5 Marketing Materials
    - 4.3.6 Tourist Transport Operations
  - 4.4 Guide and Escorts
    - 4.4.1 Who is a Guide?
    - 4.4.2 Who is an Escort?
    - 4.4.3 Tourist Respectation
    - 4.4.4 Role of Guide
    - 4.4.5 Guiding as a Technique
    - 4.4.6 Escorting a Tour
  - 4.5 Tourism information Sources
    - 4.5.1 Importance of Information
    - 4.5.2 Sources of information & Govt.
      - 4.5.2.1 Private Agencies
      - 4.5.2.2 Media