

Resolution No. AC/II/(22-23).3.RUV3

**S. P. Mandali's**  
**Ramnarain Ruia Autonomous College**  
*(Affiliated to University of Mumbai)*



**Syllabus for**  
**Program: F.Y.BVoc Tourism and Travel**  
**Management.**

**Program Code: (RUVTTM)**

**Commented [1]:** Mention Prog code only for DSC

(As per the guidelines of National Education Policy  
2020-Academic year 2023-24)

(Choice based Credit System)

**Course Code-RUVTTM.O101**

**Course Title: Introduction to Hospitality Industry - I**

**Academic year 2023-24**

**COURSE OUTCOMES:**

<b>COURSE OUTCOME</b>	<b>DESCRIPTION</b>
	<b>A student completing this course will be able to:</b>
<b>CO 1</b>	Understand evolution and development of hospitality industry through ages.
<b>CO 2</b>	Learn about various services offered by hospitality industry.
<b>CO 3</b>	Get to know different departments of hotels and their functioning in relevance to tourism industry

**DETAILED SYLLABUS**

<b>Course Code</b>	<b>Unit</b>	<b>Course/ Unit Title Semester I</b>	<b>Credits/ Hours</b>
<b>RUVTTM.O101</b>		<b>Introduction to Hospitality Industry - I</b>	<b>4/60</b>
	<b>Unit I</b>	<b>Introduction to Hospitality Industry</b> Introduction to Sector Subsections of Hospitality Industry	<b>15</b>
	<b>Unit II</b>	<b>Evolution of Hotels and Hospitality</b> History of hospitality industry Evolution of hospitality industry over the years	<b>15</b>
	<b>Unit III</b>	<b>Hierarchy of Hotels</b> Understanding the organization structure of an Hotel Knowing Where and Whom to report and Handling Guest disputes/ Queries	<b>15</b>
	<b>Unit IV</b>	<b>Interdepartmental Coordination</b> Importance of Coordination between	<b>15</b>

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		<p>key departments related to Travel Desk, Frontier Office, Food and Beverages</p> <p>Concierge: Introduction to the backbone/ Catalyst department between travel agency and Hotel.</p> <p><b>Structure of Accommodation</b></p> <p>Relevance of Room Classification as per various Hotel gradation norms</p>	

**Modality of Assessment:**

**A) Internal Assessment- 40%- 40 Marks**

Sr No	Evaluation type	Marks
1	Class Test	20
2	Project / Assignment / Presentation	20
	<b>TOTAL</b>	<b>40</b>

**B) External Examination (Semester End)- 60%- 60 Marks**

**Semester End Theory Examination:**

1. Duration – The duration for these examinations shall be of 2 hours.
2. Theory question paper pattern:

**Paper Pattern:**

Question	Options	Marks	Questions Based on
1	A or B	15	Unit – I
2	A or B	15	Unit - II
3	A or B	15	Unit - III
4	A or B	15	Unit IV

	<b>TOTAL</b>	<b>60</b>	
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**Course Code-RUVTTM.E111**

**Course Title: Introduction to Hospitality Industry - II**

**Academic year 2023-24**

**DETAILED SYLLABUS**

Course Code	Unit	Course/ Unit Title Semester II	Credits/ Hours
RUVTTM.E11 1		Introduction to Hospitality Industry - II	4/60
	<b>Unit I</b>	<b>Hospitality/Hotels and travel Industry</b> Difference and its Relevance	<b>15</b>
	<b>Unit II</b>	<b>Hospitality Trends</b> Nature of changing pattern in Hotels	<b>15</b>
	<b>Unit III</b>	<b>Revenue Management</b> Introduction to RevPar, ARR Group booking revenue management	<b>15</b>
	<b>Unit IV</b>	<b>Hospitality Marketing</b> Creating a Brand strategy and developing the market in domestic as well as International market  <b>Current Policies in Hospitality and Tourism Sector</b> Keeping updated on Govt. policies directly affecting Hospitality and Travel Industry	<b>15</b>

**Modality of Assessment:**

**C) Internal Assessment- 40%- 40 Marks**

Sr No	Evaluation type	Marks
1	Class Test	20
2	Project / Assignment / Presentation	20
	<b>TOTAL</b>	<b>40</b>

**D) External Examination (Semester End)- 60%- 60 Marks**

**Semester End Theory Examination:**

3. Duration – The duration for these examinations shall be of 2 hours.
4. Theory question paper pattern:

**Paper Pattern:**

Question	Options	Marks	Questions Based on
1	A or B	15	Unit – I
2	A or B	15	Unit - II
3	A or B	15	Unit - III
4	A or B	15	Unit IV
	<b>TOTAL</b>	<b>60</b>	