

**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: (RUVAECTTM)**

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

(Choice based Credit System)

### Course Code-RUVAECTTM.O101

### Course Title: Communication Skills in English - I

Academic year 2023-24

#### COURSE OUTCOMES:

COURSE OUTCOME	DESCRIPTION
	<b>A student completing this course will be able to:</b>
<b>CO 1</b>	Develop specific written, oral and body language abilities necessary to conduct effective communication in a professional environment.
<b>CO 2</b>	With special focus on the tourism industry, learning its particular mode of conducting business communication.
<b>CO 3</b>	Learn report writing and social correspondence and learning interpretations for technical data.

### DETAILED SYLLABUS

Course Code	Unit	Course/ Unit Title Semester I	Credits/ Hours
RUVAECTT M.O101		<b>Communication Skills In English - I</b>	<b>2/30</b>
	<b>Unit I</b>	<b>Spoken English:</b> <ul style="list-style-type: none"> <li>• Grammar and punctuation: Everyday English: Greetings, Describing people, places, activities, situations</li> <li>Concepts of Communication:</li> <li>• Process and barriers</li> <li>• Purpose and Types- Formal and Informal, Verbal and non-verbal</li> </ul>	<b>15</b>
	<b>Unit II</b>	<b>Verbal Communication:</b>	<b>15</b>

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		<p>Oral Communication:</p> <ul style="list-style-type: none"> <li>• Presentation, anchoring, viva voce, interview</li> <li>• public speaking, panel and group discussions</li> </ul> <p>audio-visual communication (telephonic, video call-based interactions).</p> <p><b>Non-verbal Communication and Body Language:</b></p> <ul style="list-style-type: none"> <li>• Forms of non-verbal communication</li> <li>• Interpreting body-language cues</li> <li>• Effective use of body language</li> </ul>	
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**Modality of Assessment: Ability Enhancement Course**

**A) Internal Assessment- 20%- 20 Marks**

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

**B) External Examination (Semester End)- 30%- 30 Marks**

**Semester End Theory Examination:**

1. Duration – The duration for these examinations shall be of **1 hour**.
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
	<b>TOTAL</b>	<b>30</b>	

**Course Code-RUVAECTTM.E111**  
**Course Title: Communication Skills in English - II**  
**Academic year 2023-24**

**DETAILED SYLLABUS**

Course Code	Unit	Course/ Unit Title Semester II	Credits/ Hours
RUVAECTT M.E111		Communication Skills in English - II	2/30
	<b>Unit I</b>	<b>Social and Official Correspondence:</b>  Letter Writing: Enquiries, complaints and replies; Basic Resume Writing and Cover letters Email Writing: Principles of E-mail: E-mail Etiquette , Overcoming Problems in E-mail Communication	<b>15</b>
	<b>Unit II</b>	<b>Report Writing:</b> Types of Reports and Different Formats, Committee reports, Newspaper and activity reports  <b>Writing Skills :</b>  Interpretation of Technical Data: To read and interpret maps, charts, graphs  Summary and Precise writing	<b>15</b>

**Modality of Assessment: Ability Enhancement Course**

**C) Internal Assessment- 20%- 20 Marks**

Sr No	Evaluation type	Marks
1	Class Test/ Project / Assignment / Presentation	20

	<b>TOTAL</b>	<b>20</b>

**D) External Examination (Semester End)- 30%- 30 Marks**

**Semester End Theory Examination:**

3. Duration – The duration for these examinations shall be of **1 hour**.
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
	<b>TOTAL</b>	<b>30</b>	