

University of Mumbai



No.AAMS (UG)/ 28 of 2022-23
Mumbai - 400 032.
6th June, 2022.

To
The Principal,
Laxmibai Sitaram Halbe College of Arts,
Science & Commerce,
1st - Doodiamarg,
Dist - Sindhudurg - 416 512.

Sub :- B.Voc (Tourism and Hospitality / Hospitality and
Tourism Administration).

Ref :- RB/MU-2022/CR-022/Edn-5/536, dated 13th May, 2022.

Sir / Madam,

I am to invite your attention to the Ordinances, Regulations and Syllabus relating to the **B.Voc (Tourism and Hospitality / Hospitality and Tourism Administration)** and to inform you that the resolution passed by the Board of Deans at its online meeting held on 23rd September, 2021 vide item No. 6.5 (N) have been accepted by the Academic Council at its online meeting held on 10th November, 2021 vide item No. 6.4 (N) and subsequently approved by the Management Council at its meeting held on 30th December, 2021 vide item No. 3 and that in accordance therewith, in exercise of the powers conferred upon the Management Council under Section 74(4) of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017) the Ordinance 6751 & 6752 Regulations 9494 & 9495 and the syllabus of **B.Voc (Tourism and Hospitality / Hospitality and Tourism Administration)** has been introduced as the said course has been sanctioned by the U.G.C., New Delhi, under NSQF and the same have been brought into force with effect from the academic year 2022-23, accordingly. (The same is available on the University's website www.mu.ac.in).

MUMBAI - 400 032
6th June, 2022


(Sudhir S. Puranik)
REGISTRAR

A.C/6.4 (N)/10/11/2021
M.C/3/30/12/2021

No. AAMS/ (UG)/ 28 - A of 2022

6th June, 2022

Copy forwarded with Compliments for information to:-

- 1) The Chairman, Board of Deans
- 2) The Dean, Faculty of Interdisciplinary,
- 3) The Chairman, Board of Studies in Management,
- 4) The Director, Board of Examinations and Evaluation,
- 5) The Director, Department of Students Development,
- 6) The Director, Department of Information & Communication Technology,
- 7) The Co-ordinator, MKCL,


(Sudhir S. Puranik)
REGISTRAR

Copy for information and necessary action :-

1. The Deputy Registrar, College Affiliations & Development Department (CAD),
2. College Teachers Approval Unit (CTA),
3. The Deputy Registrar, (Admissions, Enrolment, Eligibility and Migration Department (AEM),
4. The Deputy Registrar, Academic Appointments & Quality Assurance (AAQA)
5. The Deputy Registrar, Research Administration & Promotion Cell (RAPC),
6. The Deputy Registrar, Executive Authorities Section (EA)
He is requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to the above circular.
7. The Deputy Registrar, PRO, Fort, (Publication Section),
8. The Deputy Registrar, Special Cell,
9. The Deputy Registrar, Fort Administration Department (FAD) Record Section,
10. The Deputy Registrar, Vidyanagari Administration Department (VAD),

Copy for information :-

1. The Director, Dept. of Information and Communication Technology (DICT), Vidyanagari,
He is requested to upload the Circular University Website
2. The Director of Department of Student Development (DSD),
3. The Director, Institute of Distance and Open Learning (IDOL Admin), Vidyanagari,
4. All Deputy Registrar, Examination House,
5. The Deputy Registrars, Finance & Accounts Section,
6. The Assistant Registrar, Administrative sub-Campus Thane,
7. The Assistant Registrar, School of Engg. & Applied Sciences, Kalyan,
8. The Assistant Registrar, Ratnagiri sub-centre, Ratnagiri,
9. P.A to Hon'ble Vice-Chancellor,
10. P.A to Pro-Vice-Chancellor,
11. P.A to Registrar,
12. P.A to All Deans of all Faculties,
13. P.A to Finance & Account Officers, (F & A.O),
14. P.A to Director, Board of Examinations and Evaluation,
15. P.A to Director, Innovation, Incubation and Linkages,
16. P.A to Director, Department of Lifelong Learning and Extension (DLLE),
17. The Receptionist,
18. The Telephone Operator,

Copy with compliments for information to :-

19. The Secretary, MUASA
20. The Secretary, BUCTU.

UNIVERSITY OF MUMBAI



Syllabus
for the
Program : Bachelor of Vocational
(Tourism and Hospitality/ Hospitality And
Tourism Administration)

(Choice Based and Credit System with effect from
the academic year 2022-23)

AC - 10/11/2021

Item No. 6.4

UNIVERSITY OF MUMBAISyllabus for Approval

| Sr. No. | Heading | Particulars |
|---------|--------------------------------------|---|
| 1 | Title of the Course O. 6751 | B.Voc. (Tourism and Hospitality/ Hospitality And Tourism Administration) |
| 2 | Eligibility for Admission O. 6752 | XII Pass |
| 3 | Passing Marks R. 9494 | 40 % |
| 4 | Ordinances / Regulations (if any) | |
| 5 | No. of Years / Semesters R. 9495 | Six Semesters |
| 6 | Level | UG |
| 7 | Pattern | Semester |
| 8 | Status | New |
| 9 | To be implemented from Academic Year | From Academic Year : 2022-2023 |

Principal Sign

Dr. Anuradha Majumdar
Dean, Science and Technology

2022-2023

Contents

| NSQF Level | Skill Component Credits | General Education Credits | Total Credits for Award | Normal Duration | Exit Points / Awards |
|-------------------|--------------------------------|----------------------------------|--------------------------------|------------------------|-----------------------------|
| 4 | 18 | 12 | 30 | One Sem. | Certificate |
| 5 | 36 | 24 | 60 | Two Sem. | Diploma |
| 6 | 72 | 48 | 120 | Four Sem. | Advanced Diploma |
| 7 | 108 | 72 | 180 | Six Sem. | B.Voc Degree |

SEMESTER-I

Q.P. - FRONT OFFICE ASSOCIATE (NSQF LEVEL-4)

| FIRST SEMESTER - GENERAL EDUCATION PAPERS | | | | | | | |
|--|--|-----------|------------|-----------|--------------------|-----------|------------|
| Paper | Subject | Credit | Hours | Mid-Sem. | Semester End Exam. | | Total Mark |
| | | | | | Theory | Pract. | |
| GC-101 | Introduction to Tourism, Aviation & Hospitality Industry | 4 | 60 | 20 | 80 | -- | 100 |
| GC-102 | IT Applications in Hospitality Services | 2 | 30 | 10 | 20 | 20 | 50 |
| GC-103 | Communication Skill- English-I | 2 | 30 | 10 | 40 | -- | 50 |
| GC-104 | Communication Skill- French/Hindi | 2 | 30 | 10 | 40 | -- | 50 |
| GC-105 | Accommodation Operation (Housekeeping) | 2 | 30 | 10 | 20 | 20 | 50 |
| TOTAL | | 12 | 180 | 60 | 200 | 40 | 300 |

| FIRST SEMESTER - SKILL COMPONENT PAPERS | | | | | |
|--|--------------------|---|-----------|------------|------------|
| Paper | Module No. | Subject | Credit | Hours | Total |
| SC-101: Front Desk Operation | THC/N0108 | Record guest details for registration | 5 | 75 | 100 |
| | THC/N0109 | Follow check-in procedure and allot room | | | |
| | THC/N9902 | Maintain customer-centric service orientation | | | |
| SC – 102: Basics of Hospitality Service | THC/ N9901 | Communicate with customer and colleagues | 5 | 75 | 100 |
| | THC/N9903 | Maintain standard of etiquette and hospitable conduct | | | |
| | THC/N9904 | Follow gender and age sensitive service practices | | | |
| | THC/N9905 | Maintain IPR of organization and customer | | | |
| SC – 103: Customer Query and Complaint Management | THC/N0107 | Attend to guest queries | 4 | 60 | 100 |
| | THC/N0110 | Perform cashiering activities | | | |
| | THC/N9906 | Maintain health and hygiene | | | |
| | THC/N9907 | Maintain safety at workplace | | | |
| Skill Paper-4 SC - 104 | On Job Training | Hospitality project and Report | 4 | 60 | 100 |
| TOTAL | | | 18 | 270 | 400 |

SEMESTER-II

Q.P. - FRONT OFFICE EXECUTIVE (NSQF LEVEL-5)

| SECOND SEMESTER - GENERAL EDUCATION PAPERS | | | | | | | |
|--|--------------------------------------|-----------|------------|-----------|--------------------|-----------|------------|
| Paper | Subject | Credit | Hours | Mid-Sem. | Semester End Exam. | | Total Mark |
| | | | | | Theory | Pract. | |
| GC – 201 | Tourism Products of India | 4 | 60 | 20 | 80 | -- | 100 |
| GC-202 | Food & Beverage Production & Service | 4 | 60 | 20 | 40 | 40 | 100 |
| GC-203 | Communication Skill- English-II | 2 | 30 | 10 | 40 | -- | 50 |
| GC-204 | Basic Accounting | 2 | 30 | 10 | 40 | -- | 50 |
| TOTAL | | 12 | 180 | 60 | 200 | 40 | 300 |

| SECOND SEMESTER - SKILL COMPONENT PAPERS | | | | | |
|--|-----------------|---|-----------|------------|------------|
| Paper | Module No. | Subject | Credit | Hours | Total |
| SC - 201 Front Office Operation | THC/N0119 | Assist guest in check-in and checkout process | 5 | 75 | 100 |
| | THC/N0107 | Attend to guest queries | | | |
| | THC/N0110 | Perform cashiering activities | | | |
| | THC/N9905 | Maintain IPR of organization and customers | | | |
| SC - 202 Guest Handling & Team Management | THC/N0120 | Handle guest complaints and guide front office staff | 5 | 75 | 100 |
| | THC/ N9901 | Communicate with customer and colleagues | | | |
| | THC/N9902 | Maintain customer-centric service orientation | | | |
| | THC/N9903 | Maintain standard of etiquette and hospitable conduct | | | |
| SC - 203 Hospitality Supervisory Skill | THC/N9904 | Follow gender and age sensitive service practices | 4 | 60 | 100 |
| | THC/N9906 | Maintain health and hygiene | | | |
| | THC/N9907 | Maintain safety at workplace | | | |
| Skill Paper-4 SC – 204 | On Job Training | Hospitality project and Report | 4 | 60 | 100 |
| TOTAL | | | 18 | 270 | 400 |

SEMESTER-III

Q.P. - GUEST RELATIONS MANAGER (NSQF LEVEL-6)

| THIRD SEMESTER - GENERAL EDUCATION PAPERS | | | | | | | |
|--|--|-----------|------------|-----------|--------------|-----------|------------|
| Paper | Subject | Credit | Hours | Mid-Sem. | Semester End | | Total Mark |
| | | | | | Theory | Pract. | |
| GC-301 | Entrepreneurship | 5 | 75 | 20 | 80 | -- | 100 |
| GC-302 | Customer Relation Management System (IT Based) | 5 | 75 | 20 | 50 | 30 | 100 |
| GC-303 | Human Resource Management | 4 | 60 | 20 | 80 | -- | 100 |
| GC-304 | Event Facilitation Services | 2 | 30 | 10 | 40 | -- | 50 |
| GC-305 | Environmental Studies | 2 | 30 | 10 | 40 | -- | 50 |
| TOTAL | | 18 | 270 | 80 | 290 | 30 | 400 |

| THIRD SEMESTER - SKILL COMPONENT PAPERS | | | | | |
|--|------------|---|-----------|------------|------------|
| Paper | Module No. | Subject | Credit | Hours | Total |
| SC - 301 Front Office Management | THC/N0113 | Facilitate a smooth stay for the guests at the hotel | 4 | 60 | 100 |
| | THC/N0107 | Attend to guest queries | | | |
| | THC/N0114 | Handle guest complaints | | | |
| | THC/N9905 | Maintain IPR of organization and customers | | | |
| SC - 302 Front Office Supervision | THC/N0115 | Train and supervise front office staff | 4 | 60 | 100 |
| | THC/ N9901 | Communicate with customer and colleagues | | | |
| | THC/N9902 | Maintain customer-centric service orientation | | | |
| | THC/N9903 | Maintain standard of etiquette and hospitable conduct | | | |
| SC - 303 Hospitality Management Skill | THC/N9904 | Follow gender and age sensitive service practices | 4 | 60 | 100 |
| | THC/N9906 | Maintain health and hygiene | | | |
| | THC/N9907 | Maintain safety at workplace | | | |
| | THC/N9909 | Corporate English | | | |
| TOTAL | | | 12 | 180 | 300 |

SEMESTER – IV

Q.P. - GUEST RELATIONS MANAGER (NSQF LEVEL-6)

| |
|---|
| <p style="text-align: center;"><i>Internship Training and Project Report</i> Six Months (740 Hours and 30 Credits) <i>Evaluation of project report – 200 marks</i> VIVA VOCE -100 MARK</p> |
|---|

SEMESTER-V

Q.P. - DUTY MANAGER (NSQF LEVEL-7)

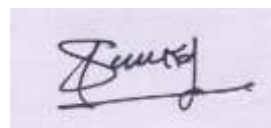
| FIFTH SEMESTER - GENERAL EDUCATION PAPERS | | | | | | | |
|---|--|-----------|------------|-----------|--------------|-----------|------------|
| Paper | Subject | Credit | Hours | Mid-Sem. | Semester End | | Total Mark |
| | | | | | Theory | Pract. | |
| GC-501 | Management Accounting | 4 | 60 | 20 | 80 | -- | 100 |
| GC-502 | Advertising & Personal Selling | 4 | 60 | 20 | 80 | -- | 100 |
| GC-503 | Ethical, Legal and Regulatory Framework of Tourism | 5 | 75 | 20 | 80 | -- | 100 |
| GC-504 | Organizational Behavior | 5 | 75 | 20 | 80 | -- | 100 |
| TOTAL | | 18 | 270 | 60 | 200 | 40 | 400 |

| FIFTH SEMESTER - SKILL COMPONENT PAPERS | | | | | |
|--|-------------------|---|---------------|--------------|--------------|
| Paper | Module No. | Subject | Credit | Hours | Total |
| SC – 501 Hotel Reservation System | | Hotel Reservation System | 4 | 60 | 100 |
| SC – 502 Management of Front Office Activities Operation and Staffing Process | THC/N0116 | Plan and control day to day front office activities | 4 | 60 | 100 |
| | THC/N0117 | Assist in managing the front office operation | | | |
| | THC/N0118 | Manage the front office staffing process | | | |
| SC – 503 Hospitality Management Skill | THC/N9901 | Communicate with customer and colleagues | 4 | 60 | 100 |
| | THC/N9902 | Maintain customer-centric service orientation | | | |
| | THC/N9903 | Maintain standard of etiquette and hospitable conduct | | | |
| | THC/N9904 | Follow gender and age sensitive service practices | | | |
| | THC/N9905 | Maintain IPR of organization and customers | | | |
| | THC/N9906 | Maintain health and hygiene | | | |
| | THC/N9907 | Maintain safety at workplace | | | |
| TOTAL | | | 12 | 180 | 300 |

SEMESTER-VI

Q.P. - DUTY MANAGER (NSQF LEVEL-7)

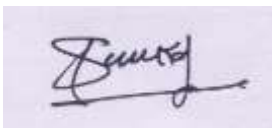
| |
|--|
| <p><i>Internship Training and Project Report</i> Six Months (740 Hours and 30 Credits) <i>Evaluation of project report – 200 marks</i> VIVA VOCE -100 MARK</p> |
|--|



**New ordinances 6751 & 6752 relating to the
B.Voc (Tourism & Hospitality & Tourism Administration)**

As per above mentioned subject I am sending herewith New Justification in the subject of Bachelor of Vocational (Tourism & Hospitality / Hospitality & Tourism Administration) in your format. Kindly accept the same and do the needful.

- 1) Necessity of starting these courses-Chances to be increased of employment of students in the current market.
- 2) Whether UGC has recommended to start the said courses? - Yes.
- 3) Whether all the courses have commended from the academic year 2019-20 – We will start from academic year 2022-23.
- 4) The Courses started by the University are self-financed whether adequate number of eligible permanent Faculties are available? Adequate number of eligible faculties are available.
- 5) To give details regarding duration of the Course and is it possible compress the course? Duration 3 years.
- 6) The intake capacity of each course and no of admissions given in the current academic year (2019-20) – No, as mentioned above course will start from 2022-23 educational year.
- 7) Opportunities of Employability / Employment available after undertaking these courses:-
 - (1) Set up their own business.
 - (2) Student can work in Hotel industry.



Principal Sign