

ST. JOSEPH'S COLLEGE OF COMMERCE
(AUTONOMOUS)

LESSON PLAN
2015-2016 EVEN SEMESTER
B.COM TT C2 12 402
TOURISM OPERATIONS AND INFRASTRUCTURE

PREPARED BY:
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• COURSE / SUBJECT OBJECTIVES:

To understand how several infrastructural components work together within the operations of the tourism sector

PREPARATION OF LESSON PLAN FRAMEWORK
(Module wise)

UNIT/ SESSION/ HOURS (TIME REQUIRED)	TOPICS FOR STUDENT PREPARATION (INPUT)	PROCEDURE (PROCESS)	LEARNING OUTCOME (OUTPUT)	ASSESSMENT
Module - 1 : Role of Travel Agency and Tour Operators Introduction 15 hours	Travel agent, meaning and its importance. Types of travel agencies, National and international classification of travel agency. Functions of travel agencies, setting up of travel agencies, Sources of income for a travel agency, Tour operator - meaning, types, Role of tour operators in growth of tourism industry. Package tours- meaning and types of package tours, Guides & escorts, corporate travel management, meeting planners and event managers.	<ul style="list-style-type: none"> Lecture with the help of power Point presentation Discussion 	To understand the importance of: <ul style="list-style-type: none"> Role of travel agents and tour operators and understand their functions. Types of travel agents and Tour Operators The difference between Travel agents and Tour Operators 	Evaluation through MCQs
Module-2: Travel formalities and	Concepts-meaning and scope-issues of Passports, Visa, foreign	<ul style="list-style-type: none"> Lecture 	To understand the importance of Travel Documents.	Evaluation through

Regulations 10 Hrs	exchange, Health regulations for international travel, Special permits for restricted areas, Customs regulation, Emigration & immigration, Taxes paid by travelers, Travel insurance.			assignments.
Module-3: Tourism Organizations 20 Hrs	Need for tourism organizations, Airline - IATA, Travel agencies - UFTAA, TAAI, ASTA, Tour operators-IATO, Hostels and restaurants-FHRAI, Transport - IRU, IUR -activities, aims and functions - international organizations- government organizations in India, private sector organizations in India, non-governmental organizations.	<ul style="list-style-type: none"> • Lecture • Discussion • Illustrations 	The student should be able to understand the need for Tourism Organisations and their role in tourism Industry.	Evaluation through assignments and tests
Module-4: Tourism Infrastructure 10 Hrs	Definition and scope of tourism Infrastructure, Transportation-air transport, air transport in India, security of aircraft and passengers, International Air travel classes, road transport, rail transport, water transport, parking areas, airport, runways, railway lines, bus stations. Accommodation-hotels, motels, resorts, lodges, holiday homes, government guest houses. Food and beverage-restaurants, fast food outlets, dhabas, mess, hostels. Attractions-natural, built, social, cultural. Telecommunications-internet, telephone, telex, facsimile.	<ul style="list-style-type: none"> • Lecture • Case Study • Discussion • Illustrations 	To understand the concept of Tourism Infrastructure and understand the importance of its every element in the smooth functioning of tourism sector.	Evaluation through MCQs, and tests

	Essential services- power, water supply, sewage disposal, garbage disposal, health, security			
Module-5: Government role in Tourism 5 Hrs	Role of government in improving and preserving tourism infrastructure, National policy of the government for promoting infrastructural facilities.	<ul style="list-style-type: none"> Lecture Discussion 	To understand the role of government in improving and preserving tourism infrastructure.	Evaluation through assignments .

UNIT WISE BREAK UP

LECTURE HOURS: 60

Objective

- To understand how several infrastructural components work together within the operations of the tourism sector

Sl. No	UNIT & OBJECTIVES	No. of Lecture Hours	Methodology/ Instructional techniques	Evaluation/ learning confirmation
MODULE 1	Role of Travel Agency and Tour Operators	15		
1.	Travel agent, meaning and its importance. Types of travel agencies, National and international classification of travel agency. Functions of travel agencies, setting up of travel agencies, Sources of income for a travel agency	6	Lecture and Discussion	-
2.	-, Tour operator - meaning, types, Role of tour operators in growth of tourism industry, Package tours-meaning and types of package tours,	6	Lecture and Illustrations	Question and Answer
3.	Guides & escorts, corporate travel management, meeting planners and event managers	3	Lecture	Question and Answer
MODULE 2	Travel formalities and Regulations	10		
1.	Concepts-meaning of travel documents and scope	2	Lecture	Question and Answer
2.	Procedure to obtain Passports, Visa, and its types	3	Lecture	Question and Answer
3.	foreign exchange, Health regulations for international travel, Special permits for restricted areas,	2	Lecture	Question and Answer
4.	Customs regulation, Emigration & immigration, Taxes paid by travelers, Travel insurance	3	Visit to Bglr International Airport	

MODULE 3	Tourism Organizations	20		
1.	Need for tourism organizations, Airline -IATA, Travel agencies -UFTAA, TAAI, ASTA,	5	Lecture	Question and Answer
	Tour operators-IATO, Hostels and restaurants-FHRAI	4	Lecture	Question and Answer
	Transport -IRU, IUR -activities, aims and functions -	3	Lecture	Question and Answer
	international organizations-government organizations in India,	4	Lecture	Question and Answer
	private sector organizations in India, non-governmental organizations.	4	Lecture	Question and Answer
MODULE 4	Tourism Infrastructure	10		
1.	Definition and scope of tourism Infrastructure, Transportation-air transport, air transport in India, security of aircraft and passengers, International Air travel classes, road transport, rail transport, water transport, parking areas, airport, runways, railway lines, bus stations	3	Lecture	Question and Answer
2.	Accommodation-hotels, motels, resorts, lodges, holiday homes, government guest houses. Food and beverage-restaurants, fast food outlets, dhabas, mess, hostels	3	Lecture	Question and Answer
3.	Attractions-natural, built, social, cultural. Telecommunications- internet, telephone, telex, facsimile	2	Lecture	Question and Answer
4.	Essential services- power, water supply, sewage disposal, garbage disposal, health, security.	2	Lecture	Question and Answer
MODULE 5	Governments role in Tourism	5		
1.	Role of government in improving and preserving tourism infrastructure.	3	Lecture	Question and Answer
2.	National policy of the government for promoting infrastructural facilities.	2	Lecture	Question and Answer

BOOKS FOR REFERENCE

TM Sunetraroday, Archana biwal, Vandana joshi-Tourism operations & management TM John R. Walker, Josielyn T Walker -Tourism- Concepts and practices TM A.K.Bhatia Tourism development principles & practices TM Mohinder Chand-Travel Agency Management-An Introduction TM Vikash Choudhary - business of tourism. TM Martin Mowforth and Ian Munt- Tourism and Sustainability. TM Shaloo Sharma- Indian Tourism- Policies and Programmes. *R. S. N. Pillai & Bagavathi: Management Accounting.*

- ❖ *Sharma & Shashi Gupta: Management Accounting.*
- ❖ *Vinayakam: Management Accounting Tools and Techniques*