

HSNC University, Mumbai
(Established by Government of Maharashtra vide notification dated 30th
October, 2019 under section 3(6) of Maharashtra Public Universities Act)



Ordinances and Regulations
With Respect to
Choice based credit system
For the Programmes
Under
The Faculty of Commerce & Management
With effect from the Academic year 2025-26



HSNC UNIVERSITY, MUMBAI

Board of Studies in Vocational Studies (Tourism and Hospitality Management)

1. Name of Chairperson/Co-Chairperson/Coordinator:-

Dr Chandani Bhattacharjee, Professor, H.R College of Commerce and Economics., 9833971817, bhattacharjee.chandani@hrcollege.edu.

Co Chair- Dr Rani Tyagi, Professor, and Vice Principal, H.R College of Commerce and Economics., 9869435890, ranityagi@hrcollege.edu.

2. Two to five teachers each having minimum five years teaching experience amongst the full time teachers of the Departments, in the relevant subject.

- a) Mr Faaiz S Patel, Assistant Professor, H R College of Commerce and Economics, Mob-9503258364, Email- faaiz.patel@hrcollege.edu
- b) Ms Anjli Singh, Assistant Professor, H R College of Commerce and Economics, Mob-7506032552, Email- anjli.dhanani@hrcollege.edu

3. One Professor / Associate Professor from other Universities or professor / Associate Professor from colleges managed by Parent Body; nominated by Parent Body;-

- a) Dr Tanushree Chaudhuri, Associate Professor, Vivek College of Commerce, Vivek College Road, Siddharth Nagar, Goregaon West, Mumbai, 9819559629, tanusreec@gmail.com.

4. Four external experts from Industry / Research / eminent scholar in the field relevant to the subject nominated by the Parent Body;

- a) Ms. Sana Mehta, Advanced Diploma from HR, IATA, Head of Operations, Comfort Voyage, Mumbai.,9820071068, mehtasana8@gmail.com
- b) Mr. Ankit Jhaveri, Senior Credit Analyst, CRISL, Owner, Prathamesh Events and Holidays.,98119262924, a.jhaveri89@gmail.com.
- c) Mr. Jai Berry, First Batch of Travel and Hospitality, Topper, AGM , Belgium Waffles.8630262046, jaiberry123@gmail.com
- d) Mr. Sanket Pai, Owner, Balaji Travels, Mumbai.,9819262924, sanketdpai@gmail.com.

5. Top rankers of the Final Year Graduate and Final Year Post Graduate examination of previous year of the concerned subject as invitee members for discussions on framing or revision of syllabus of that subject or group of subjects for one year.

- a) Amanpreet Kaur Bhamra, Topper in Semester, 2,3,4& 5, 9869159505, amanpreetpayne93@gmail.com.
- b) Hitakshi Khira, Topper, 9594113036, hitaskshikhira25@gmail.com



HSNC University, Mumbai

(2020-2021)

Ordinances and Regulations

With Respect to

Choice Based Credit System

(CBCS)

For the Programmes Under

The Faculty of Commerce and Management

For the Programme

Bachelors of Vocational in

Tourism And Hospitality Management

Curriculum– Second Year Undergraduate Programmes

Semester-III and Semester -IV

INDEX

Semester III

Sr No	Particulars	Name of Subject	Credits
1	Major subjects (M1 and M2)	Travel Agency & Tour Business Operations M.I.C.E. Management	4+4
2	Minor Subjects(M3)	Business Management III- Management Accounting	4
3	Multidisciplinary Elective	Business Law	3
4	Skill Enhancement Course	Information Technology for Tourism & Hospitality Management	3
5	Modern Indian Language	Hindi/Sindhi	2
6	Co Curricular/Sports/ Fine Applied Visual Performing Arts/ Cultural / NCC/ NSS	Here students have to participate for 60 hours in the given cocurricular activities and have to submit the record of their participation	2*
	Total		20 + 2*

Semester IV

Sr No	Particulars	Name of Subject	Credits
1	Major subjects (M1 and M2)	Team Leader: Tour Guide Food and Beverage Management	4+4
2	Minor Subjects(M3)	Business Management IV - Entrepreneurship Management	4
3	Multidisciplinary Management	Research Analytics	3
4	Skill Enhancement Course	Corporate Grooming and Communication Skills	3
5	Modern Indian Language	Hindi/Sindhi	2
6	Co Curricular/Sports/ Fine Applied Visual Performing Arts/ Cultural / NCC/ NSS	Here students have to participate for 60 hours in the given cocurricular activities and have to submit the record of their participation	2*
	Total		20 + 2*

Preamble

The Bachelor of Vocation in Tourism and Hospitality Management is designed as a part of the NEP 2020 Guidelines of the UGC and as implemented by the HSNC University. It has been devised to create competency and skill in Tourism and Hospitality as a leading service-based discipline and additionally to impart ability to problem solve, become business leaders and effective communicators. It will encourage learners to understand decision making in organizations, values which impact thoughts and become cultural leaders with a zest for upholding the values of India and Indian knowledge base. The attempt has been to delve into finer parlance of subjects which will reorient a basic understanding of the contemporary issues, with appropriate subjects covering areas of Economics, Accounting, Business Management, Human Resource, Taxation, Marketing Management and Information Technology, Business Communication, Value Education Course and Indian Knowledge System.

The HSNC University follows the Choice Based Credit System (CBCS) under the New Education policy which is a proven, flexible mode of learning in higher education which facilitates a student to have guided freedom in selecting his/her own choices of courses in the curriculum for completing a degree program. The degree program has multiple entry and exits mode. This is coupled with a focus on Project Based Learning and Industrial Training to enable the students become eligible and fully equipped for employment in industries, higher studies, or entrepreneurship.

The course structure will equip the students to accept the challenges of globalization and constant change and will enable them to be well placed in business, academics, and administration in the country as well as abroad.

Process adopted for curriculum designing

The members of the respective departments initially developed a draft syllabus after research on the existing curriculum from other Universities, studying the current needs of the industry, analyzing the new trends in the subjects and even connecting to some NGOs in few subjects. The drafted syllabus was then shown to academicians, experts from industry and researchers through emails and their inputs were gathered through meetings. These valuable inputs were incorporated into the syllabus ensuring that the syllabus is enriched in all aspects.

Salient features, how it has been made more relevant

In the process of designing of the syllabus, care has been taken to ensure that the student learns application skills along with theory. Demonstrations of the practical applications shall be conducted through special lectures and workshops that will contribute to enhanced learning. A combination of lectures, problem solving during tutorials and the supplementary sessions all contribute to make a student job ready.

Input from stakeholders

For drafting the syllabus, each department has taken inputs from industry experts, parents, and notable alumni. The stakeholders have been impressed with the inclusion of e-learning options for the learners provided in the syllabus. They have suggested subsequently to add more practical hands-on examples, learning through games and GIS certificate programs. For more advanced related topics, there can be sharing of video lectures and seminars, workshops, short term courses could be organized.

Program Objectives

1. **PO 1:** Apply the theoretical knowledge and practical skills gained to address real-world challenges in the tourism and hospitality industry.
2. **PO 2:** Develop the ability to manage and operate tourism and hospitality enterprises effectively and ethically.
3. **PO 3:** Demonstrate leadership qualities, including decision-making and teamwork, in managing hospitality and tourism services.
4. **PO 4:** Understand the global scope of tourism and its impact on the economy, society, and environment.
5. **PO 5:** Engage in professional communication with guests, colleagues, and stakeholders in the tourism and hospitality industry.
6. **PO 6:** Promote sustainability and ethical practices within the tourism and hospitality sectors
7. **PO 7:** Utilize information technology and digital tools to enhance service delivery and management in tourism and hospitality operations

Program Specific Objectives

1. **PSO 1:** Analyze and apply knowledge of tourism products and resources to create value-driven tourism services.
2. **PSO 2:** Demonstrate proficiency in managing hotel operations, including front office, housekeeping, and food and beverage services.
3. **PSO 3:** Identify and assess customer needs and design customer-centric tourism and hospitality services.
4. **PSO 4:** Apply strategic management concepts to improve operational efficiency and profitability in the tourism and hospitality sectors.
5. **PSO 5:** Integrate sustainability principles into tourism planning and management for the long-term development of the sector

Program Educational Objectives

1. **PEO 1:** To equip students with the fundamental knowledge and practical skills required for the tourism and hospitality industry.
2. **PEO 2:** To develop leadership, problem-solving, and decision-making skills necessary for effective management in the tourism and hospitality sectors.
3. **PEO 3:** To foster an understanding of the global tourism industry and its dynamic nature while promoting ethical and sustainable business practices
4. **PEO 4:** To prepare students for diverse career opportunities in the tourism and hospitality industry, including entrepreneurship and management roles
5. **PEO5:** To nurture interpersonal communication skills, cross-cultural understanding, and professional etiquette for success in the hospitality industry.

Course Objectives

Semester III

Travel Agency & Tour Business Operations

- To introduce students to the structure, types, and functions of travel agencies and tour operations in the tourism industry.
- To develop an understanding of the contributions of travel agents to the growth and facilitation of tourism in India and abroad.
- To equip students with operational knowledge related to setting up and managing a travel agency, including departmental structure and approval procedures.
- To familiarize students with various types of tours, itinerary planning techniques, and principles of tour costing and pricing.
- To provide insights into the types and importance of travel documents including passports, visas, insurance, and other supporting documents.
- To build the ability to analyze and manage real-life travel agency operations through practical case studies and regulatory frameworks.

M.I.C.E. Management

- To introduce students to the concepts, evolution, and economic significance of the MICE industry globally and in India.
- To develop an understanding of the roles played by travel agencies, event planners, and support services in the planning and execution of MICE events.
- To equip students with the skills required to identify customer needs, plan and organize meetings, conferences, and exhibitions effectively.
- To build knowledge of budgeting, logistics, coordination, and the use of technology in managing virtual and hybrid events.
- To impart practical knowledge related to client servicing, payment processing, documentation, and customer satisfaction evaluation in MICE operations.

- To introduce the fundamental concepts, scope, and applications of Management Accounting.
- To enable students to understand and apply basic stock valuation methods.
- To provide knowledge of financial statements and the preparation of final accounts with simple adjustments.
- To develop students' ability to analyze financial performance using key accounting ratios.
- To help students interpret accounting information for informed managerial decision-making in a simplified manner.

Business Law

- To provide students with a comprehensive understanding of the Indian Contract Act, 1872 and its application to retail business operations.
- To familiarize students with the regulatory framework governing licensing, labour laws, and consumer protection in the retail industry.
- To equip students with practical knowledge on managing customer grievances and legal compliances in retail businesses.
- To develop awareness and application skills related to intellectual property rights protection in retail brands and products.
- To enable students to understand and comply with competition law requirements, ensuring fair business practices in tourism and hospitality industry.

Information Technology for Tourism & Hospitality Management

- To provide students with fundamental knowledge of computers, cloud computing, and basic cybersecurity practices.
- To familiarize students with the technological applications used in the tourism and hospitality industry, including PMS, GDS, and CRM systems.
- To introduce students to emerging technologies like IoT, AI, Virtual Tours, and Smart Hotels in the global travel and hospitality sector.
- To develop basic technical skills using MS Office and data analysis tools such as VLOOKUP & HLOOKUP for travel planning and business operations.
- To enable students to gain practical exposure through live demonstrations and simulations using PMS and GDS platforms.
- To prepare students to use technology effectively for enhancing customer service, business operations, and digital marketing strategies in tourism and hospitality management.

Modern Indian Language: Hindi

- नर्द्धानथायोमेंसोचि, समझि, मूल्ांकि कििेऔ स्वतंत्र निणाय लेिेकी क्षमता का नर्कास कििा।
- भाितीय सभ्यता-संस्कृ नत सेअर्गत किातेहुए डिमेंिेनतक एरंमाििीय मूल्ोंका नर्कास कििा।
- पाठ्यक्रम मेंनर्द्धानथायोको सावित्तिक ज्ञान के साथ व्याकरण ि भाषा संबंधी ज्ञान देनेपर विशेष ध्यान वदर्रा गर्ािे।

Modern Indian Languages: Sindhi

The basic Sindhi course aims to introduce learners to the Sindhi language and culture by providing fundamental vocabulary and grammar skills for communication, developing listening, speaking, reading, and writing proficiency, fostering cultural awareness, and empowering learners to engage effectively with Sindhi-speaking communities while appreciating linguistic diversity and cultural richness. The curriculum tries to re-engineer concepts by integrating rhymes thereby keeping Sindhi culture and tradition alive.

Course Outcome

Semester III

Travel Agency & Tour Business Operations

- Define the role and classification of travel agencies and distinguish between various forms and types of travel agents.
- Understand the contribution and responsibilities of travel agencies in promoting tourism in India.
- Explain the organizational structure and core functions of a travel agency, including ticketing, marketing, documentation, and customer service.
- Prepare and evaluate itineraries for different types of tours and demonstrate competence in costing, pricing, and packaging of tour operations.
- Identify and describe the types, purpose, and procedures of travel documents including passports, visas, insurance, and supporting documents.
- Apply theoretical knowledge to real-world case studies in travel agency management and evaluate operational procedures and legal requirements in tour business.

M.I.C.E. Management

- Explain the historical development and current trends in the global and Indian MICE sector.
- Classify different types of MICE events and outline the roles and responsibilities of agencies and service providers.
- Identify and analyze customer requirements and apply CRM and technology tools to enhance MICE services.
- Plan, budget, and coordinate meetings and conferences using operational best practices and sustainable methods.
- Execute event processes such as confirmation, payment handling, on-site support, documentation, and post-event evaluation for ensuring client satisfaction.

Business Management III- Management Accounting

- Explain the meaning, scope, and importance of Management Accounting in business decision-making.
- Understand and apply stock valuation techniques such as FIFO, LIFO, and Weighted Average.
- Prepare and interpret final accounts of a sole proprietor including basic adjustments.
- Calculate and analyze liquidity, profitability, and activity ratios using simple financial data.
- Use accounting data and ratio analysis to evaluate financial performance and assist in managerial decisions.

Business Law

- Explain the essentials of a valid contract, the rules of offer, acceptance, consideration, and the legal consequences of breach under the Indian Contract Act, 1872.
- Analyze issues of free consent, void agreements, E-contracts, and remedies available for breach of contracts in retail operations.
- Identify and apply licensing, labour law, and regulatory compliance requirements applicable to retail business establishments.
- Interpret and implement consumer protection frameworks and effectively handle consumer grievances and legal redressal in retail.
- Recognize the importance of intellectual property rights in retail branding and analyze challenges in enforcing IPR protections.
- Understand the fundamentals of competition law, including anti-competitive practices, market dominance, and ensure fair business operations in tourism and hospitality management.

Information Technology for Tourism & Hospitality Management

- Demonstrate an understanding of basic computer operations, MS Office applications, and secure communication practices.
- Apply knowledge of PMS and GDS systems for managing front office operations and reservations in hospitality businesses.
- Understand the use of CRM and social media tools for customer relationship management and digital marketing in tourism.
- Analyze simple data sets using MS Excel tools like formulas and VLOOKUP HLOOKUP to support decision-making.
- Identify and explain the impact of emerging technologies like IoT, AI, and Smart Hotels on the tourism and hospitality industry.
- Execute practical simulations of hotel front desk management and online travel planning using technology platforms.

Modern Indian Languages: Hindi

- [illegible]

Modern Indian Languages: Sindhi

- Communicate effectively in Sindhi and can hold basic conversations in Sindhi, including greetings, introductions, and expressing simple ideas.
- Demonstrate comprehension of common phrases and expressions used in daily communication.
- Read and understand basic Sindhi texts such as short stories, poems, or simple articles.
- Write simple sentences and short paragraphs on familiar topics using correct grammar and vocabulary.

Part 2 - The Scheme of Teaching and Examination
Semester – III
Summary

Sr. No.	Choice Based Credit System	Remarks
1	Major Subjects	Travel Agency & Tour Business Operations
		M.I.C.E. Management
2	Minor Subject	Business Management III- Management Accounting
3	Multidisciplinary Elective	Business Law
4	Skill Enhancement Courses (SEC)	Information Technology for Tourism & Hospitality Management
5	Modern Indian Language	Hindi/Sindhi

Second Year Semester III Internal and External Detailed Scheme

Sr · No.	Subject Title	Periods Per Week					Cred it	SLE/ PA	Internals				Total Mar ks
		U ni ts	SL	L	T	P			CT	AP	T	SE E	
1	Travel Agency & Tour Business Operations	4	20% *	4	0	0	4	15	20	5	40	60	100
2	M.I.C.E. Management	4	20% *	4	0	0	4	15	20	5	40	60	100
3	Business Management III- Management Accounting	4	20% *	4	0	0	4	15	20	5	40	60	100
4	Business Law	3	20% *	3	0	-	3	20	-	5	25	50	75
5	Information Technology for Tourism & Hospitality Management	3	20% *	2	0	1	3	25	0	-	25	50	75
6	Hindi/Sindhi	2	20% *	1	1	0	2	-	20	0		20	30
7	Hindi/Sindhi	2	20% *	1	1	0	2	-	20	0		20	30
8	Co-Curricular Activities						2						
	Total						22						

SL: Self Learning, L: Lecture, T: Total , P: Practical, SLE- Self learning evaluation, CT-Commutative Test, SEE- Semester End Examination, TA-Teacher Assessment, PA- Project Assessment

Second Year Semester – III Units – Topics – Teaching Hours

Sr No	Subject Unit Title	Lect ures	Total No. of hours	Cre dit	Total Marks
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1	I	Travel Agency and Tour Operations	15	60	4	100
	II	Travel Agency Business & Tour Operations Management	15			
	III	Tours, Itinerary Preparation and Costing	15			
	IV	Travel Documentation	15			
2	I	Introduction to MICE	15	60	4	100
	II	Map the Customer Requirement	15			
	III	Organize the Meeting & Conference Plans	15			
	IV	Process & Management	15			
3	I	Introduction to Management Accounting	15	60	4	100
	II	Stock Valuation and Inventory Concepts	15			
	III	Financial Statements and Final Accounts	15			
	IV	Ratio Analysis	15			
4	I	Indian Contract Act	15	45	3	75
	II	Consumer Protection and Tourism Business	15			
	III	Intellectual Property and Competition Law in Tourism & Hospitality	15			
5	I	Fundamentals of Information Technology	3	45	3	75
	II	Information Technology in Tourism and Hospitality Management	3			
	III	Practical Applications in Tourism and Hospitality Technology	3			
6	I	□□□□ □ : □□□□□□□□□□ □□□□□□□□□□□□ □□□□□□□□	15	30	2	50
	II	□□□□ □: □□□□□□ □□ □□□, □□□□□□□□□□□□ □□□□□□□□□□□□ □□□□□, □□□□□□ □□□□□, □□□□□□□□□□ □□□□□□□□ □□ □□ □□□□□	15			
7	I	Sindhi Language / Arabic Lipi, Devnagiri Lipi And Romanised Lipi	15			

	II	Spoken Sindhi (Sindhi regional accents, dialects & expressions) & Rhymes	15			
		Total			20	500

- **Lecture Duration – 1 hour**

One credit = 15 hours of lectures and 30 hours of practical

Part 3 - Detailed Scheme

Curriculum Topics along with Self-Learning topics - to be covered, through self-learning mode along with the respective Unit. Evaluation of self-learning topics to be undertaken before the concluding lecture instructions of the respective Unit.

Travel Agency and Tour Business Operations

Units	Units /Modules	Total lectures
1.	Travel Agency and Tour Operations 1.1 Meaning and Definitions of Travel Agency – Forms & typologies of travel agents and differentiation between them 1.2 Role, Contribution & Responsibilities of Travel Agents – In the development and growth of the tourism industry in India 1.3 Services Offered by Travel Agents – Relationship with airlines, transport providers, accommodation providers, and tour operators 1.4 Ethical, Legal and Regulatory Aspects – Legal compliance and professional standards in travel operations 1.5 Case Studies – Practical applications and examples of agency operations	15
2.	Travel Agency Business & Tour Operations Management 2.1 Core Areas and Functions – Ticketing, travel facilitation, documentation, marketing 2.2 Departmentalization & Organizational Structure – Of a standard travel agency 2.3 Setting Up a Travel Agency – IATA & DOT approvals, fiscal & non-fiscal incentives 2.4 Approval Procedures – From state, central government, and IATA 2.5 Tour Operation Unit Requirements – Obligatory conditions for establishing a tour operation unit	15

3.	Tours, Itinerary Preparation and Costing 3.1 Types of Tours – Package tours, custom tours, tour wholesalers 3.2 Tour Planning and Design – Principles of packaging, factors affecting design and selection 3.3 Itinerary Preparation – Tips, do's and don'ts, limitations, and itineraries for inbound, outbound, and common interest tours 3.4 Costing and Pricing – Factors affecting cost, cost sheet, confidential tariff, pricing strategies 3.5 Airline and Airport Codes – Major domestic and international identifiers	15
4.	Travel Documentation 4.1 Importance and Role of Travel Documents – Relevance in travel agency operations 4.2 Visas – Types and regulations 4.3 Passports – Types, application, renewal, and lost passport procedures 4.4 Travel Insurance – Types, procedures, and documentation 4.5 Other Documents – Tickets, accommodation documents, health certificates, customs & immigration, currency/financial docs, and special travel documents	15

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Services Offered by Travel Agents
2	2	Tour Operation Unit Requirements
3	3	Tour Planning and Design
4	4	Travel Insurance – Types, procedures, and documentation

Online Resources / MOOCs

https://onlinecourses.swayam2.ac.in/nou21_ge03/preview

https://onlinecourses.swayam2.ac.in/nou20_hs02/preview ;

<https://www.coursera.org/lecture/hotel-distribution/working-with-online-travel-agentsWUb5r>

<https://understandinsurance.com.au/types-of-insurance/travel-insurance>

<https://www.youtube.com/watch?v=INzecKtOfk>

Reference Books:

Bhatia, A. K. (2012): Business of Travel Agency & Tour Operations Management, Sterling Publishers.

Oxford Press (2011): Tourism: Operations and Management, Oxford University Press.

Bhat, S. S., & Seth, P. N. (2010): An Introduction to Travel and Tourism, Sterling Publishers.

Kotler, P. T., Bowen, J. T., Makens, J. C., & Baloglu, S. (2017): Marketing for Hospitality and Tourism, Pearson Education.

Dhiman, M. C., & Chauhan, V. (2015): Handbook of Research on International Travel Agency and Tour Operation Management, IGI Global.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

● Formative Assessment

40 marks

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Semester End Examination- 60 % 60 Marks

- Duration – These examinations shall be of 2 hours duration.

Question Paper Pattern: -

- There shall be four questions each of 15 marks.
- All questions shall be compulsory with internal choice within the questions.
- The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university

Travel Agency and Tour Business Operations

Units	Units /Modules	Total lectures
	Travel Agency and Tour Operations	

1.	1.1 Meaning and Definitions of Travel Agency – Forms & typologies of travel agents and differentiation between them 1.2 Role, Contribution & Responsibilities of Travel Agents – In the development and growth of the tourism industry in India 1.3 Services Offered by Travel Agents – Relationship with airlines, transport providers, accommodation providers, and tour operators 1.4 Ethical, Legal and Regulatory Aspects – Legal compliance and professional standards in travel operations 1.5 Case Studies – Practical applications and examples of agency operations	15
2.	Travel Agency Business & Tour Operations Management 2.1 Core Areas and Functions – Ticketing, travel facilitation, documentation, marketing 2.2 Departmentalization & Organizational Structure – Of a standard travel agency 2.3 Setting Up a Travel Agency – IATA & DOT approvals, fiscal & non-fiscal incentives 2.4 Approval Procedures – From state, central government, and IATA 2.5 Tour Operation Unit Requirements – Obligatory conditions for establishing a tour operation unit	15
3.	Tours, Itinerary Preparation and Costing 3.1 Types of Tours – Package tours, custom tours, tour wholesalers 3.2 Tour Planning and Design – Principles of packaging, factors affecting design and selection 3.3 Itinerary Preparation – Tips, do's and don'ts, limitations, and itineraries for inbound, outbound, and common interest tours 3.4 Costing and Pricing – Factors affecting cost, cost sheet, confidential tariff, pricing strategies 3.5 Airline and Airport Codes – Major domestic and international identifiers	15
4.	Travel Documentation 4.1 Importance and Role of Travel Documents – Relevance in travel agency operations 4.2 Visas – Types and regulations 4.3 Passports – Types, application, renewal, and lost passport procedures 4.4 Travel Insurance – Types, procedures, and documentation	15

	4.5 Other Documents – Tickets, accommodation documents, health certificates, customs & immigration, currency/financial docs, and special travel documents	
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Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Services Offered by Travel Agents
2	2	Tour Operation Unit Requirements
3	3	Tour Planning and Design
4	4	Travel Insurance – Types, procedures, and documentation

Online Resources / MOOCs

https://onlinecourses.swayam2.ac.in/nou21_ge03/preview

https://onlinecourses.swayam2.ac.in/nou20_hs02/preview ;

<https://www.coursera.org/lecture/hotel-distribution/working-with-online-travel-agentsWUb5r>

<https://understandinsurance.com.au/types-of-insurance/travel-insurance>

<https://www.youtube.com/watch?v=INzecKtOfk>

Reference Books:

Bhatia, A. K. (2012): Business of Travel Agency & Tour Operations Management, Sterling Publishers.

Oxford Press (2011): Tourism: Operations and Management, Oxford University Press.

Bhat, S. S., & Seth, P. N. (2010): An Introduction to Travel and Tourism, Sterling Publishers.

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Dhiman, M. C., & Chauhan, V. (2015): Handbook of Research on International Travel Agency and Tour Operation Management, IGI Global.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

● Formative Assessment

40 marks

Sr. No.	Particulars	Marks
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1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Semester End Examination- 60 % **60 Marks**

- Duration – These examinations shall be of 2 hours duration.
- Question Paper Pattern: -
 - There shall be four questions each of 15 marks.
 - All questions shall be compulsory with internal choice within the questions.
 - The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

M. I. C. E. Management

Unit	Contents	No. of Lectures
1.	Introduction to MICE 1.1 Introduction and History of MICE – Overview and historical background of MICE. Global importance of the MICE sector. 1.2 Meetings, Incentives, Conventions & Events – Definition and scope of MICE. Types of MICE events: Meetings, Incentives, Conferences, Exhibitions. 1.3 Role of Travel Agency in MICE – Travel agencies' involvement in MICE planning. Coordination and logistics support for MICE events. 1.4 Issues and Challenges in MICE – Challenges faced by the MICE industry. The role of MICE in driving economic growth. 1.5 Recent Trends and Sustainability – Emerging trends: Virtual events, hybrid meetings, and technology-driven solutions. Eco-friendly practices in MICE events.	15

2.	Map the Customer Requirement 2.1 Understanding the Needs of Customers – Identifying customer expectations and requirements for MICE events. 2.2 Attending to Customer Queries – Communication strategies for addressing queries. Personalized services for MICE clients. 2.3 Organizational Context – Understanding the client’s organizational goals and how MICE fits into them. 2.4 Technical Knowledge – Overview of MICE-related technological tools and software. 2.5 Customer Relationship Management – Use of CRM systems to track and respond to customer needs.	15
3.	Organize the Meeting & Conference Plans 3.1 Resource Collection and Coordination – Venue, equipment, staffing, and supplier/vendor coordination. 3.2 Estimating and Managing Budget – Cost estimation, pricing, and negotiation for MICE events. 3.3 Departmental Coordination – Roles of different teams involved: event planners, catering, AV teams, and support services. 3.4 Meeting and Conference Execution – Timeline management, logistics, and execution processes. 3.5 Technology Integration in MICE – Use of event apps, live streaming, and virtual/hybrid platforms.	15
4.	Process & Management 4.1 Confirming Arrangements – Final confirmation of bookings and communicating event details. 4.2 Payment Collection – Invoicing, deposits, payment schedules, and financial transaction handling. 4.3 On-Site Event Supervision – Event coordination, troubleshooting, and customer assistance. 4.4 Documentation and Reporting – Contracts, feedback, customer preferences, and post-event analysis.	15

	4.5 Customer Satisfaction and Follow-Up – Surveying, evaluating success, and maintaining client relationships post-event.	
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Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Recent Trends and Sustainability in MICE
2	2	Customer Relationship Management (CRM) in MICE
3	3	Technology Integration in MICE (Virtual and Hybrid)
4	4	Customer Satisfaction and Follow-Up

Online Resources / MOOCs

<https://www.youtube.com/watch?v=KzfhGEyhAhY>

<https://www.youtube.com/watch?v=n3o66Lyanz0&t=60s>

https://www.youtube.com/watch?v=5VWDkPu_c5c

https://www.youtube.com/watch?v=bzIMp_CwufQ

<https://www.youtube.com/watch?v=W9yVCuXoF9s&t=923s>

<https://egyankosh.ac.in/handle/123456789/83812>

Reference Books:

- Fenich, G. G. (2020): *Meetings, Expositions, Events, and Conventions: An Introduction to the Industry*, Pearson Education.
- Singh, S. (2017): *MICE Management*, Excel Books.
- Thomas, J. F. (2015): *The International MICE Industry*, CABI Publishing.
- Bowdin, G. A. J. (2011): *Event Management: A Professional and Developmental Approach*, Routledge.
- Dowson, R., & Bassett, D. (2018): *Event Planning and Management*, Kogan Page.
- Jones, M. (2014): *Sustainable Event Management: A Practical Guide*, Routledge.
- Beech, J., & Kaiser, S. (2013): *The Business of Events Management*, Pearson Education.
- Allen, J. (2011): *Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives, and Other Events*, Wiley.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
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60	40	100
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Evaluation Pattern

● Formative Assessment

40 marks

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Semester End Examination- 60 %

60 Marks

- Duration – These examinations shall be of 2 hours duration.
- Question Paper Pattern: -
 - There shall be four questions each of 15 marks.
 - All questions shall be compulsory with internal choice within the questions.
 - The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

Business Management III - Management Accounting

Unit	Contents	No. of Lectures
1.	Introduction to Management Accounting 1.1 Meaning, Nature, and Scope of Management Accounting 1.2 Importance and Functions of Management Accounting 1.3 Difference between Financial, Cost, and Management Accounting 1.4 Role of Management Accounting in Decision-Making 1.5 Limitations of Management Accounting	15
2.	Stock Valuation and Inventory Concepts 2.1 Meaning and Importance of Inventory in Business 2.2 Need for Stock Valuation in Accounting 2.3 Methods of Stock Valuation – FIFO, LIFO, Weighted Average	15

	2.4 Practical Examples on Stock Valuation (Simple Numerical Problems) 2.5 Impact of Stock Valuation on Financial Statements	
3.	Financial Statements and Final Accounts 3.1 Introduction to Financial Statements – Trading A/c, P&L A/c, Balance Sheet 3.2 Objectives and Importance of Final Accounts 3.3 Format of Final Accounts for Sole Proprietor (With Simple Adjustments) 3.4 Simple Problems on Final Accounts 3.5 Understanding and Interpreting Final Accounts for Business Use	15
4.	Ratio Analysis 4.1 Meaning and Importance of Ratio Analysis in Management Accounting 4.2 Types of Ratios: Liquidity Ratios, Profitability Ratios, Activity Ratios 4.3 Calculation and Interpretation of Key Ratios (Simple Numerical Problems) 4.4 Use of Ratios for Decision-Making 4.5 Limitations of Ratio Analysis	15

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Role of Management Accounting in Decision-Making
2	2	Impact of Stock Valuation on Financial Statements
3	3	Understanding and Interpreting Final Accounts for Business Use
4	4	Use of Ratios for Decision-Making

Online Resources / MOOCs

<https://www.youtube.com/watch?v=3TgqOL1Bdms&list=PLaAhQ2ofZZRC82cz8ywjj3qQwHKHFqPiy>

<https://www.youtube.com/watch?v=ydUfHWBwLm0&list=PLLhSIFdZcUV-c7tEcs2SDsalpKr52859>

<https://www.youtube.com/watch?v=MTXDi0nDeI0>

https://www.youtube.com/watch?v=82Yn1dyOTyM&list=PL_JQUKZbOIhH7bOk-kamXBLHfM-m4LxoS

<https://www.youtube.com/watch?v=KEOmsbGJPwo&list=PLAyDRwwByUOuWXd7hf4pexvT9MqL6uxSD>

Reference Books

- Maheshwari, S. N., & Maheshwari, S. K. (2020): *An Introduction to Accountancy*, Vikas Publishing House.
- Jain, S. P., & Narang, K. L. (2022): *Management Accounting*, Kalyani Publishers.
- Khan, M. Y., & Jain, P. K. (2021): *Management Accounting*, Tata McGraw Hill.
- Drury, C. (2020): *Management and Cost Accounting*, Cengage Learning.
- Horngren, C. T., Sundem, G. L., & Stratton, W. O. (2019): *Introduction to Management Accounting*, Pearson Education.
- Arora, M. N. (2021): *Cost and Management Accounting*, Himalaya Publishing House.
- Tulsian, P. C. (2020): *Financial Accounting*, Pearson India.
- Lal, Jawahar (2018): *Advanced Management Accounting*, Himalaya Publishing House.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

A). Formative Assessment

40 marks

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Semester End Examination- 60 %

60 Marks

- 1) Duration – These examinations shall be of 2 hours duration.
- 2) Question Paper Pattern: -
 - There shall be four questions each of 15 marks.
 - All questions shall be compulsory with internal choice within the questions.
 - The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

Unit	Contents	No. of Lectures
1.	INDIAN CONTRACT ACT 1872 – PART I (GENERAL PRINCIPLES) 1.1 Contract – Definition of Contract and Agreement, Essentials of Valid Contract, Classification of Contracts. Offer and Acceptance – Rules of Valid Offer and Acceptance, Counter Offer, Standing or Open Offer, distinguish between Offer and Invitation to offer. Concept of Communication and Revocation of Offer and Acceptance (Ss. 3 – 5) 1.2 Capacity to Contract, Consideration (Ss. 2 & 25) – Concept and Importance of Consideration, Legal rules of Consideration, Exceptions to the Rule, ‘No Consideration No Contract’ (S. 25) Unlawful Consideration (S. 23). 1.3 Consent (Ss.13, 14-18, 39, 53, 55, 66)- Agreements in which consent is not free – Coercion, Undue Influence Misrepresentation Fraud, Mistake. 1.4 Void Agreements (Ss. 24-30) – Concept, Void Agreements under Indian Contract Act. Modes of Discharge of Contract, Remedies on Breach of Contract (S.73 - 75).	15
2.	Consumer Protection and Tourism Business Regulations 2.1 Need and nature of Consumer laws, Salient features of Consumer Protection Act 2019. Definitions-Advertisement, Complainant, Complaint, Consumer, Defect, Deficiency, Misleading Advertisement. Rights of Consumers Product Liability, Liability of Product Service Provider, Liability of Product Sellers, Consumer Protection Council, Consumer Dispute Redressal Mechanism 2.2. Licensing and Regulatory Compliance in Tourism Permits and Licenses for Hotels, Travel Agencies, and Tour Operators; Shops and Establishments Act applicability 2.3 Labour Laws and Tourism Industry Standards Working Hours, Wages, Staff Welfare Regulations in Hotels, Travel Services, and Resorts 2.4 Consumer Protection Act and Tourism Services Rights of Tourists and Hotel Guests; Service Deficiencies; Role of Consumer Courts 2.5 Handling Consumer Complaints in Tourism and Hospitality	15

	Redressal Mechanisms: Hotel Service Failures, Misleading Tour Packages, False Advertising Issues	
3.	Intellectual Property and Competition Law in Tourism & Hospitality 3.1 Intellectual Property: Introduction and the need for intellectual property right (IPR) Types of Intellectual Property Rights: Patent, Copyright, Trade Mark, Design, Geographical Indication, Plant Varieties and Layout Design Patents - Elements of Patentability: Novelty, Non-Obviousness (Inventive Steps) Industrial Application - Non - Patentable Subject Matter - Registration Procedure, Rights and Duties of Patentee, Assignment and license, Restoration of lapsed Patents, Surrender and Revocation of Patents Patent Infringement, Remedies & Penalties Copyrights - Nature of Copyright - Subject matter of copyright: original literary, dramatic, musical, artistic works; cinematograph films and sound recordings Registration Procedure, Term of protection, Ownership of copyright, Assignment and license of copyright, Copyright Infringement Trademarks - Concept of Trademarks - Different kinds of marks (brand names, logos, signatures, symbols, well-known marks, certification marks and service marks) - Non-Registrable Trademarks Registration of Trademarks - Rights of holder and assignment and licensing of marks Trademark Infringement, Remedies & Penalties - Trademarks registry Protection of Intellectual Property in Tourism & Hospitality Trademark and Copyright Importance for Hotels, Travel Agencies, and Tour Packages Challenges in Enforcing IPR in Tourism Fake Tour Packages, Misuse of Logos, Counterfeit Hospitality Services 3.2 Competition Act 2002 – Concept, Salient Features, Objectives and Advantages. Abuse of Dominant Position, Competition Commission of India, Anticompetition Agreements Prohibiting Anti-Competitive Practices in Tourism Businesses Role of CCI (Competition Commission of India) Price Fixing Issues like Price Fixing, Exclusive Deals, Market Dominance in Tourism and Hospitality Exclusive Supply Agreements and Legal Penalties	15

Online Resources:

<https://www.youtube.com/watch?v=YrVqfyktRNw>
<https://www.youtube.com/watch?v=8KQXGCCPgs0>
<https://www.youtube.com/playlist?list=PLLhSIFfDZcUXbaSuijo00gIh4pj5If0iX>
<https://www.youtube.com/watch?v=mrkKpB2qEsk>
<https://www.youtube.com/watch?v=OPdLIPiMUqE>
<https://www.youtube.com/watch?v=wWCN0c5ECdc>
<https://www.youtube.com/watch?v=udNf9nzzgr0>
<https://www.youtube.com/watch?v=ntfabDGiQdg>
<https://archive.nptel.ac.in/courses/129/106/129106006/>
<https://archive.nptel.ac.in/courses/110/105/110105139/>
<https://www.indiacode.nic.in/bitstream/123456789/16939/1/a2019-35.pdf>

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Remedies for Breach: Damages
2	2	Rights of Tourists and Hotel Guests; Service Deficiencies; Role of Consumer Courts
3	3	Fake Tour Packages, Misuse of Logos, Counterfeit Hospitality Services

Recommended Text:

- Kuchhal, M. C. (2020): *Business Law*, Vikas Publishing House.
- Singh, A. (2022): *Indian Contract Act, 1872*, Eastern Book Company.
- Singh, S. P. (2020): *Consumer Protection Act, 2019*, Universal Law Publishing.
- Narayan, P. (2021): *Intellectual Property Rights*, Eastern Book Company.
- Jain, P. K. (2019): *Business Law for Managers*, Tata McGraw Hill.
- Datey, V. S. (2022): *Competition Law in India*, Taxmann Publications.
- **Srivastava, S. C. (2020): *Labour and Industrial Laws*, Eastern Book Company.**
- Law and practice of Intellectual Property in India by Dr.Vikas Vashishth,Bharat Law House
- Laws Relating to Intellectual Property, Dr. B.L.Wadhera Universal Law Publishing Co.
- Consumer Protection Law and Practice by Dr.V.K.Agarwal, Bharat Law House.
- Competition Law by Avatar Singh, Eastern Book Company
- Competition Law in India by T. Ramappa, Oxford University Press.
- Intellectual Property Rights by Narayan.
- Indian Contract Act, Sale of Goods Act and Partnership Act – Desai T R – S C – Sarkar and sons

- Publication from ICAI
- E Books of ICSI

EXAMINATION PATTERN:

A. (Summative) External = 50 marks

B. (Formative) Internal = 25 marks

A. Summative Assessment QUESTION PAPER PATTERN SEMESTER III (SEM-END EXAM)

Duration: 2 hours

Marks: 50

Q. 1. Answer the following (two out of three) (Unit I) (15 marks)

Q. 2. Answer the following (two out of three) (Unit II) (15 marks)

Q. 3. Write short notes on (four out of six) (Unit I and II) (20 marks)

B. Formative Assessment: (25 marks)

Any one of the following methods of assessment may be undertaken:

1. Assignment/Project
2. SLE/Presentation

Note: Guidelines for Internal Assessment will be as per university norms.

INFORMATION TECHNOLOGY FOR TOURISM & HOSPITALITY MANAGEMENT

Units	Modules/Units	No. of Lectures
I	Fundamentals of Information Technology 1.1 Basics of Computers – Hardware, Software, Input-Output Devices 1.2 Introduction to MS Office – Word, Excel, PowerPoint (Basic Practical Skills) 1.3 MS Excel for Data Management – Introduction to Formulas and Functions 1.4 Introduction to VLOOKUP & HLOOKUP (Simple Data Analysis Application) 1.5 Email Communication – Formal Communication, Attachments, CC/BCC 1.6 Introduction to Cloud Computing – Google Drive, Dropbox, Basics of Cloud Storage	15
II	Information Technology in Tourism and Hospitality Management 2.1 Online Booking Engines – OTA Platforms (MakeMyTrip, Booking.com, etc) 2.2 Global Distribution Systems (GDS) – Introduction to Amadeus, Galileo, Sabre 2.3 Property Management Systems (PMS) – Overview of Opera PMS, IDS Next, Cloudbeds 2.4 CRM Tools for Tourism and Hospitality – Managing Guest Relationships 2.5 Digital Marketing Tools – Role of Social Media in Travel and Hospitality 2.6 Emerging Technologies – IoT Applications (Smart Rooms, Connected Devices), Artificial Intelligence (Chatbots, Predictive Travel Recommendations), Virtual Tours, Contactless Check-in, Smart Hotels	15
III	Practical Applications in Tourism and Hospitality Technology 3.1 Introduction to PMS – Functions like Reservation, Check-in, Billing (using Opera PMS / Cloudbeds Demonstrations) 3.2 Practical Demonstration – Front Office Operations Simulation via PMS	15

	3.3 Introduction to GDS – Amadeus Basics (Simulation or Video Demo) 3.4 MS Excel Practical – Creating Itinerary and Simple Room Occupancy Charts 3.5 Digital Travel Planning Activity – Using Online Tools and Simulators 3.6 Small Live Project: Simulate Managing a Mini Hotel Front Desk Using PMS and Simple GDS Application	
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Reference Books

- Inkpen, G. (2008): Information Technology for Travel and Tourism, Pearson Education.
- Buhalis, D. (2003): eTourism: Information Technology for Strategic Tourism Management, Pearson Education.
- Collins, G. R., Cobanoglu, C., Bilgihan, A., & Berezina, E. (2022): Hospitality Information Technology: Learning How to Use It, Kendall Hunt Publishing Company.
- Tesone, D. V. (2005): Hospitality Information Systems and E-Commerce, Wiley Publications.
- Buhalis, D. (2003): *eTourism: Information Technology for Strategic Tourism Management*, Pearson Education.
- Collins, G. R., Cobanoglu, C., Bilgihan, A., & Berezina, E. (2022): *Hospitality Information Technology: Learning How to Use It*, Kendall Hunt Publishing Company.
- Tesone, D. V. (2005): *Hospitality Information Systems and E-Commerce*, Wiley Publications.

Online Resources/MOOCs:

1. <https://www.youtube.com/watch?v=fcy97qE3UqU&list=PLFEf8pRNIBCKui0o4EK89XJwNghjKuO-1>
2. <https://www.youtube.com/watch?v=3g1rB5MMEjg&list=PLSVUL7oPAqeKAxInj6VFcZxbIZ69L88Om>
3. <https://www.youtube.com/watch?v=XV61wEoyC-U&list=PLCoRcUkl2qwygantD2f52xKmkv-FtdyMl>
4. <https://www.youtube.com/watch?v=DCKjPWIRLds&list=PLmjDfElvmVAdPGMr9aXXuHNw3gS5umU0h>
5. <https://www.youtube.com/watch?v=xCrLqDDak70>

Examination Pattern:

A. (Summative) External = 50 marks

B. (Formative) Internal = 25 marks

A. Summative Assessment QUESTION PAPER PATTERN SEMESTER III (SEM-END EXAM)

Duration: 2 hours

Marks: 50

Q. 1. Answer the following (two out of three) (Unit I) (15 marks)

Q. 2. Answer the following (two out of three) (Unit II) (15 marks)

Q. 3. Write short notes on (four out of six) (Unit I and II) (20 marks)

B. Formative Assessment: (25 marks)

Any one of the following methods of assessment may be undertaken:

1. Assignment/Project

2. SLE/Presentation

Note: Guidelines for Internal Assessment will be as per university norms.

Hindi

Units	Modules	No. of Lectures
1	खंड क : पाठ्यक्रम में निर्धारित कविताएँ : 1. रात यों कहने लगा मुझसे गगन का चाँद : रामधारी सिंह 'दिनकर' 2. इस नदी की धार में ठंडी हवा आती तो है : दुष्यंत कुमार 3. बनाया है मैंने ये घर धीरे-धीरे : राम दरश मिश्र	20
2	खंड ख : वाक्य के भेद, पर्यायवाची शब्द, विलोम शब्द, अनेक शब्दों के एक शब्द	10

पर्यायवाची अथवा समानार्थक शब्द-

जिन शब्दों के अर्थ में समानता पायी जाती है उन्हें पर्यायवाची कहा जाता है। कुछ पर्यायवाची शब्द निम्न प्रकार हैं-

शब्द	पर्यायवाची शब्द
1. अग्नि	- आग, पावक, अनल, हुताशन, कृशानु
2. अतिथि	- मेहमान, पाहुना, आगन्तुक, अभ्यागत
3. आँख	- लोचन, नेत्र, चक्षु, नयन, दृग, अक्षि
4. आसमान	- नभ, आसमान, व्योम, शून्य, अम्बर
5. अहंकार	- गर्व, दर्प, घमण्ड, अभिमान, दम्भ

6. अमृत	- सुधा, मधु, सोम, अमी, अमिय, पीयूष
7. अच्छा	- शुभ, उचित, उपयुक्त, सौम्य
8. असुर	- राक्षस, दानव, दैत्य, दनुज, निशाचर
9. आनन्द	- हर्ष, उल्लास, प्रसन्नता, खुशी, आमोद-प्रमोद
10. आभूषण	- गहना, अलंकार, जेवर
11. इच्छा	- अभिलाषा, कामना, आकांक्षा, मनोरथ
12. ईश्वर	- भगवान, परमात्मा, दीनबंधु, ईश, प्रभु
13. इन्द्र	- देवेन्द्र, सुरेन्द्र, सुरपति, देवराज, सुरेश, देवेश
14. बाग	- बगीचा, वाटिका, उपवन
15. कमल	- पंकज, अरविन्द, राजीव, अम्बुज, नीरज, जलज,
16. किनारा	- कूल, तट, कगार, तीर
17. कृष्ण मुरारी	- घनश्याम, श्याम, कान्हा, गोपाल, मोहन, मुरलीधर, केशव, माधव, गिरिधर,
18. कोयल	- पिक, कोकिला, वसन्त दूत, श्यामा
19. तालाब	- सर, तडाग, सरोवर, जलाशय, ताल
20. दिन	- वासर, वार, दिवस, अहन्
21. देवता	- अमर, देव, सुर, आदित्य, विबुध
22. दुष्ट	- अधम, नीच, कुटिल, खल, दुर्जन
23. धन	- अर्थ, मुद्रा, लक्ष्मी, श्री, द्रव्य, दौलत, सम्पत्ति
24. नदी	- तटिनी, सरिता, सलिला, अपगा, तरंगिणी, नद
25. नौका	- नाव, पोत, जलयान, तरिणी, बेड़ा, तरी
26. नौकर	- सेवक, अनुचर, भृत्य, दास, परिचारक
27. पक्षी	- खग, पतंग, चिड़िया, विहं, नभचर, पखेरू
28. पत्नी	- सहचरी, भार्या, वामा, जीवनसंगिनी, वधू, प्रिया
29. पति	- स्वामी, नाथ, भर्ता, कांता, बालम, साजन
30. पवन	- हवा, वायु, समीर, अनिल, मारुत, जगत्प्राण, प्रकंपन
31. पंडित	- विद्वान, मनीषी, बुध, कोविद, सुधी
32. पुत्र	- लड़का, बेटा, सुत, तनय, लाल, नंदन, आत्मज
33. पुत्री	- तनया, सुता, बेटी, तनुजा, आत्मजा, दुहिता
34. पुष्प	- फूल, कुसुम, सुमन, प्रसून, मंजरी
35. पत्ता	- पत्र, दल, पात, पर्ण, किसलय
36. पृथ्वी	- भूमि, भू, धरा, वसुधा, वसुंधरा, धरित्री, अवनि
37. मनुष्य	- नर, मानव, मनुज, जन, मर्त्य, व्यक्ति
38. मेघ	- जलद, नीरद, पयोद, बादल, घन, जलधर, वारिद
39. मित्र	- सखा, साथी, सहचर, मीत, दोस्त
40. जननी	- माँ, धात्री, अम्बा, अम्बिका, माता

2. विलोम अथवा विपरीतार्थक शब्द : विपरीत अर्थ का ज्ञान कराने वाले शब्दों को विलोम अथवा विपरीतार्थक शब्द कहा जाता है। कुछ विपरीतार्थक शब्द निम्न प्रकार हैं-

शब्द	विलोम	शब्द	विलोम	शब्द	विलोम	शब्द	विलोम
अर्थ	अनर्थ	सक्रिय	निष्क्रिय	उचित	अनुचित	चिन्तित	निश्चिन्त
अच्छा	बुरा	आलोक	अन्धकार	उपस्थित	अनुपस्थित	थल	जल
अल्प	अधिक	अनुकूल	प्रतिकूल	उत्तर	दक्षिण/प्रश्न	चेतन	जड़
अमृत	विष	अपना	पराया	उपयुक्त	अनुपयुक्त	धीर	अधीर
आदि	अन्त	पक्ष	विपक्ष	जन्म	मरण	नूतन	पुरातन
आशा	निराशा	आदर	निरादर	उदय	अस्त	नवीन	प्राचीन
आकाश	पाताल	आचार	अनाचार	उष्ण	शीत	पराजय	जय
व्यय	आय	अपेक्षा	उपेक्षा	उतार	चढ़ाव	जंगली	पालतू
आस्तिक	नास्तिक	पुरस्कार	दण्ड	निकट	दूर	ठोस	तरल
आयात	निर्यात	पूर्ण	अपूर्ण	न्याय	अन्याय	तरुण	वृद्ध
अन्धकार	प्रकाश	धर्म	अधर्म	हिंसा	अहिंसा	प्रेम	घृणा
अनुग्रह	विग्रह	आर्द्र	शुष्क	देव	दानव	तीव्र	मन्द
विराग	अनुराग	आग्रह	दुराग्रह	उन्नति	अवनति	दुर्लभ	सुलभ
आदान	प्रदान	धनी	निर्धन	चल	अचल	दोषी	निर्दोषी
अनुज	अग्रज	अनिष्ट	इष्ट	चतुर	मूढ़	दुराचारी	सदाचारी

3. अनेक शब्दों के लिए एक शब्द - हिंदी में वाक्यांश अथवा अनेक शब्दों के लिए एक शब्द का प्रयोग किया जाता है। इस प्रकार लेखन में संक्षिप्तता आती है और लेख सुगठित हो जाता है। वाक्यांश के लिए एक शब्द के कुछ उदाहरण निम्न प्रकार हैं-

वाक्यांश	एक शब्द	वाक्यांश	एक शब्द
जिसके माता पिता न हों	अनाथ	प्रतिदिन होने वाला	दैनिक
जिसका आदि न हो	अनादि	सप्ताह में एक बार होनेवाला	साप्ताहिक
जिसका अंत न हो	अनंत	माह में एक बार होने वाला	मासिक
जो सबसे आगे रहता हो	अग्रणी	तीन महीने में होने वाला	त्रैमासिक
जो ईश्वर में आस्था रखता हो	आस्तिक	छह महीने में होने वाला	अर्द्धवार्षिक
जो ईश्वर में विश्वास न रखता हो	नास्तिक	वर्ष में होने वाला	वार्षिक
दूर की बात सोचने वाला	दूरदर्शी	उपकार को मानने वाला	कृतज्ञ
जिसका आकार हो	साकार	उपकार को न मानने वाला	कृतघ्न
जिसका आकार न हो	निराकार	जिसका रूप अच्छा हो	सुरूप
जो दान देता हो	दानी	जिसका रूप अच्छा न हो	कुरूप
जो अनुकरण करने योग्य हो	अनुकरणीय	जिसकी तुलना न हो	अतुलनीय
जो दिखाई न दे	अदृश्य	जिसके समान दूसरा न हो	अनन्य

जो पढ़ा लिखा न हो	अनपढ़	जिसमें दया हो	दयालु
जो धन का दुरुपयोग करता है	अपव्ययी	सबको समान देखने वाला	समदर्शी
जो कानून के विरुद्ध	अवैध	समान समय में होने वाला	समसामयिक
जिसका इलाज न हो सके	लाइलाज	नीति को जानने वाला	नीतिज्ञ
जिसे क्षमा न किया जा सके	अक्षम्य	जिसका वर्णन न हो सके	अवर्णनीय
अचानक होने वाली घटना	आकस्मिक	जो आकाश में घूमता हो	नभचर
आलोचना करने वाला	आलोचक	जिसका दस मुख हो	दसानन
जो प्रशंसा के योग्य हो	प्रशंसनीय	जिसका पेट बड़ा हो	लम्बोदर

4. मुहावरा- मुहावरा शब्द मूल रूप से अरबी भाषा का शब्द है तथा इसका वास्तविक अर्थ 'अभ्यास' अथवा बातचीत है। हिंदी में यह शब्द पारिभाषित रूप में एक ऐसे वाक्यांश का बोधक बन गया है, जिससे किसी साधारण अर्थ की प्रतीति विलक्षण तथा प्रभावशाली ढंग से होती है। मुहावरे का प्रयोग वाक्य में विलक्षणता उत्पन्न करने के लिए किया जाता है। मुहावरे के प्रयोग से भाषा में सौष्ठव, माधुर्य, कथन में चमत्कार और प्रभाव उत्पन्न होता है।

कुछ प्रचलित मुहावरें, उनके अर्थ तथा वाक्य में उनका प्रयोग इस प्रकार से हैं -

मुहावरा	मुहावरे का अर्थ	मुहावरे का वाक्य में प्रयोग
अंग-अंग मुस्काना	बहुत प्रसन्न होना	परीक्षा में सफल होने की सूचना पाकर शिवम् का अंग-अंग मुस्करा रहा था।
अंग-अंग ढीला पड़ना	बहुत थक जाना	आसाम से लम्बी रेल-यात्रा के बाद घर पहुँचने पर मेरा अंग-अंग ढीला पड़ गया।
अक्ल पर पत्थर पड़ना	समझ में न आना	युवाओं में बढ़ती लत को देखकर तो ऐसा ही लगता है, जैसे उनके अक्ल पर पत्थर पड़ गया है।
अगर-मगर करना	बहाना बनाना	राहुल दो दिन में मेरे पैसे लौटाने वाला था, लेकिन जब भी मांगो अगर-मगर करने लगता है।
अपना उल्लू सीधा करना	स्वार्थ पूरा करना	मोहन अपना उल्लू सीधा करने के लिए इतनी मीठी बातें करता है।
अंगारे उगलना	कठोर शब्द बोलना	सोहन के बिना बताए एक माह रहने पर घर आते ही पिताजी अंगारे उगलने लगे।
अक्ल के घोड़े दौड़ाना	सोच विचार करना	विमान में तकनीकी खराबी दूर करने के लिए इंजीनियरों ने अपनी अक्ल के घोड़े दौड़ाए।
अपना-सा मुँह लेकर रह जाना	लज्जित होना	जब किसी ने भी सोहन की बात नहीं सुनी तो वह अपना-सा मुँह लेकर रह गया।
अपने पाँव पर कुल्हाड़ी मारना	अपनी मुश्किल बढ़ाना	राधा ने अपनी सारी सम्पत्ति बेटे के नाम करके अपने पाँव पर आप कुल्हाड़ी मार ली।
अंगूठा दिखाना	इन्कार करना	राधा ने तीर्थ यात्रा से लौट कर जब बहू से अपने जेवर मांगे तो उसने अंगूठा दिखा दिया।
अपने मुँह मियाँ-मिट्टू बनना	अपनी बड़ाई स्वयं करना	राजू को हर जगह अपने मुँह मियाँ-मिट्टू बनने की आदत थी।
आँखें दिखाना	गुस्से में देखना	कक्षा में छात्रों को शोर करते देख कर अध्यापक ने अपनी आँखें दिखायीं।

आँखे चुराना	सामना करने से बचना	मित्र को मुसीबत में पड़ा देख कर कपटी मित्रों ने उससे आँखे चुरा लीं।
आँखों में धूल झोंकना	धोखा देना	रमेश अपने माता-पिता के पैसे का गलत उपयोग कर; उनकी आँखों में धूल झोंक रहा है।
आँखों का तारा	बहुत प्रिय होना	राधा अपनी माता-पिता के आँखों की तारा है।
आँखे पथरा जाना	राह देखते-देखते थक जाना	भाई की प्रतीक्षा करते-करते बहन की आँखे पथरा गई।
आँखों पर पर्दा पड़ना	सच्चाई न दिखाई देना	आजकल लालच के चलते अच्छे-अच्छे लोगों की आँखों पर पर्दा पड़ जा रहा है।
आड़े हाथों लेना	खरी-खरी सुनाना	रवि के घर देर से पहुँचने पर उसके पिता ने उसे आड़े हाथों लिया।
आकाश से बातें करना	बहुत ऊँचा होना	मुंबई में हजारों की संख्या में ऐसी इमारतें हैं, जो आकाश से बातें करती हैं।
आसमान पर चढ़ना	बहुत अभिमान करना	कक्षा में प्रथम स्थान आने पर रवि का दिमाग आसमान पर चढ़ गया है।
आँच न आने देना	जरा भी नुकसान न होने देना	माता-पिता स्वयं कष्ट उठा कर अपनी सन्तान पर आँच नहीं आने देते।
आसमान सिर पर उठाना	बहुत शोर करना	कक्षा में शिक्षक के न होने पर छात्रों ने आसमान सिर पर उठा लिया।
आकाश-पाताल एक करना	कठिन प्रयत्न करना	राघव ने आईएस बनने के लिए आकाश-पाताल एक कर दिये थे।
आग-बबूला होना	गुस्से से भर जाना	राजू और रिया को पढ़ाई छोड़ कर टीवी देख रहे थे, जिसे देख कर पापा आग बबूला हो गए।
ईद का चाँद	बहुत दिनों बाद दिखाई देना	नौकरी लगने के बाद सोहन ईद का चाँद हो गया है।
इधर-उधर की हाँकना	व्यर्थ बोलना	मैं सब बातें जानता हूँ, मुझसे ज्यादा इधर-उधर की मत हाँको।
ईट का जवाब पत्थर से देना	जो जैसे पेश आए, उससे वैसे ही पेश आना	इस बार यदि तुमने मुझे गलत बोला न तो मैं भी अब ईट का जवाब पत्थर से दूँगा।
उल्लू बनाना	मूर्ख बनाना	अंग्रेज व्यापारी सरल भारतीयों का उल्लू बना कर सारा धन इंग्लैण्ड ले गए।
उंगली पर नचाना	अपने अधीन करना	राधा अपने पति को उंगली पर नचाती है।
ऊँट के मुँह में जीरा	जरूरत से कम मिलना	दारा सिंह जैसे पहलवान को नाश्ते में एक सेब देना ऊँट के मुँह में जीरा देना है।

संदर्भ ग्रंथ एवं अन्य स्रोत :

- | | | |
|---|---|--------------|
| ➤ पुस्तक का नाम | लेखक/संपादक | प्रकाशक |
| ➤ नील कुसुम
प्रकाशन | रामधारी सिंह दिनकर | लोकभारती |
| ➤ साये में धूप
प्रकाशन | दुष्यंत कुमार | राजकमल |
| ➤ दूसरा घर | रामदरश मिश्र | वाणी प्रकाशन |
| ➤ भोलाराम का जीव
प्रकाशन | हरिशंकर परसाई/सं. वेदप्रकाश | राजकमल |
| ➤ आधुनिक हिन्दी हास्य – व्यंग्य केशव चन्द्र वर्मा | भारतीय ज्ञानपीठ, काश | |
| ➤ सरल हिन्दी व्याकरण और रचना & D | वासुदेव नन्दन प्रसाद | भारती भवन P |
| ➤ | http://kavitakosh.org | |

Sindhi

Units	Content /Modules	No. of Lectures
1	Sindhi Language / Arabic Lipi, Devnagiri Lipi And Romanised Lipi Speaking, Reading and Writing, Translation Basic Sindhi Sindhi Idioms & Proverbs Pahaka, , Conversation (Conversation) Return From School (Conversation) Good Health Care (Conversation) Visit To The Doctor	15

2	Spoken Sindhi (Sindhi regional accents, dialects & expressions) & Rhymes Short Sentences – Grammar (Present Tense) Grammar – Short Sentences (Present Continuous, Past, Future Tense) Grammar – Short Sentences (Pronouns, Interrogative, Demonstrative, Indefinite) Grammar – Short Sentences (Linking & Helping Verbs And Some Indefinite Pronouns) Framing Simple Sentences Sindhi Rhymes -" when you are happy." And " hik nando bhij"	15
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Evaluation Pattern For 50 Marks

Written / Term End	Internal SLE	Total
30	20	50

Experiential Learning Evaluation SLE (20 marks)

Presentation / Studio activity on Sindhi book Review / Translation

Term End Exam – 30 Marks

Q1 Attempt any 4 questions out of 5 (20)

(5 marks each)

Q2 Attempt any one out of 2 (10) (10 Marks each)

Reference Books

Romanized Sindhi by Kamal Mirchandani

Course Objectives

Semester IV

Team Leader: Tour Guide

- To introduce students to the fundamentals of leadership within the context of guided tours and tourism operations.
- To develop the essential skills required to lead, coordinate, and supervise tour teams and guests effectively.
- To familiarize students with the tools and techniques used in handling real-time tour operations, guest engagement, and contingency planning.
- To provide practical knowledge on managing on-tour finances, client Communication, and handling unexpected travel challenges.
- To enhance the ability to market, sell, and promote guided tours using both traditional and digital platforms.
- To prepare students to take on the role of a professional tour guide with leadership qualities and entrepreneurial capabilities.

Food & Beverage Management

- To provide students with an in-depth understanding of the structure and operations of the food and beverage industry across various segments.
- To introduce the different types of food service methods and menu planning principles practiced in the hospitality sector.
- To enhance knowledge about restaurant operations, banquet setups, beverage service, and guest etiquette in food service establishments.
- To equip students with practical insights into menu design, meal experience enhancement, and service sequence management.
- To develop an understanding of F&B hierarchy, staffing, training, duty rosters, and performance evaluation in food service operations.
- To instill professionalism, interpersonal skills, grooming, and service etiquette required for the role of an F&B professional.

Business Management III - Entrepreneurship Management

- Introduce core concepts and definitions of entrepreneurship.
- Understand motivational and societal influences on entrepreneurs.
- Learn how to develop and plan entrepreneurial projects.
- Explore new trends in tourism, hospitality, and retail sectors.
- Use tools like SWOT, Porter's Five Forces, and Business Model Canvas.

Research Analytics

- To Understand Research Concepts and its usages in each field.
- To Understand different types of research and creating a research design.
- To study primary data collection techniques and sources of secondary data.
- To acquaint data analytic techniques through modern methods.

Corporate Grooming and Communication Skills

- To inculcate professional grooming standards and etiquette relevant to retail, hospitality, and tourism sectors.
- To develop students' self-awareness, emotional intelligence, and confidence as part of holistic personality development.
- To enhance students' communication skills through public speaking, interpersonal interaction, and written expression.
- To build practical competencies in group discussions, interview preparation, and real-time business scenarios.
- To expose students to AI tools and modern platforms that assist in improving communication in digital environments.
- To prepare students for culturally diverse workspaces through simulated activities and etiquette drills.

Modern Indian Language: Hindi

- नर्द्धान्थायोंमेंसोचि, समझि, मूल्ांकि कििेऔ स्वतंत्र निणाय लेिेकी क्षमता का नर्कास कििा।
- भाितीय सभ्यता-संस्कृ नत सेअर्गत किातेहुए डिमेंिैनतक एरंमािर्ीय मूल्ोका नर्कास कििा।
- पाठ्यक्रम मेंनर्द्धान्थायोंको सावित्यिक ज्ञान के साथ व्याकरण ि भाषा संबंधी ज्ञान देनेपर विशेष ध्यान वदर्रा गर्ा िै।

Modern Indian Language: Sindhi

Sauli Sindhi/ Simple Sindhi (Advanced)

The basic Sindhi course aims to introduce learners to the Sindhi language and culture by providing fundamental vocabulary and grammar skills for communication, developing listening, speaking, reading, and writing proficiency, fostering cultural awareness, and empowering learners to engage effectively with Sindhi-speaking communities while appreciating linguistic diversity and cultural richness.

Course Outcomes

Semester IV

Team Leader: Tour Guide

- Explain the concept of leadership and apply it in tourism-based scenarios and guiding roles.
- Demonstrate the personal and professional qualities of a successful tour leader and guide.
- Coordinate effectively with internal teams and manage guest interactions throughout a travel program.
- Handle operational aspects of tour guiding such as documentation, time management, and service quality.
- Solve on-tour challenges including emergencies, guest concerns, and logistical disruptions with confidence.
- Utilize technology tools and communication platforms to enhance service and promote tourism offerings.
- Develop sales pitches, handle customer queries, and build a professional tour guiding profile for business development.

Food & Beverage Management

- Define and describe the classification and scope of food and beverage service across commercial and non-commercial segments.
- Identify various F&B outlets within a hotel and their specific functions, formats, and customer service expectations.
- Differentiate between types of service styles (e.g., French, English, Gueridon, Buffet) and apply principles of effective table and beverage service.
- Understand the elements of menu planning, including types of menus, design factors, and merchandising strategies.
- Explain and execute the sequence of service in a restaurant, including meet, greet, serve, and billing protocols.
- Recognize the importance of restaurant etiquette, guest interaction, and communication techniques used in professional F&B environments.

- Plan staffing schedules, evaluate team performance, and understand basic HR functions like training, compensation, and appraisal.
- Develop sample duty rosters and demonstrate operational responsibilities in opening and closing food service establishments.

Business Management IV - Entrepreneurship Management

- Explain key entrepreneurial concepts and traits.
- Assess how motivation, ethics, and culture impact entrepreneurship.
- Generate and classify innovative business ideas.
- Create business plans using strategic tools.
- Analyze modern trends in tourism, hospitality, and retail.
- Apply digital tools and personalization in entrepreneurship.

Research Analytics

- Learners are expected to demonstrate an understanding of research methodologies.
- Identify the overall process of designing a research study from its inception to the report stage.
- Imbibe data collection, analysis, interpretation and presentation skills at par with globally accepted standards.
- It will equip students with strategies of making Questionnaire and conducting a survey.
- Learners will be able to analyse the data through different techniques using software

Corporate Grooming and Communication Skills

- Demonstrate an understanding of personal grooming, business etiquette, and professional appearance.
- Apply emotional intelligence and confidence-building techniques in professional communication.
- Display appropriate verbal and non-verbal behavior in interviews, group settings, and client interactions.
- Communicate clearly and effectively through public speaking, written reports, and digital platforms.
- Use AI-based communication tools like Grammarly, ChatGPT, VMock, and Yoodli to refine language and delivery.

- Perform role-plays, discussions, and simulations to prepare for real-world work environments across cultures and industries.

Modern Indian Language: Hindi

- विद्यार्थियों में सोचने, समझने, मूल्यांकन करने और स्वतंत्र निर्णय लेने की क्षमता का विकास होगा।
- विद्यार्थियों में भारतीय सभ्यता-संस्कृति के प्रति सम्मान तथा नैतिक एवं मानवीय मूल्यों के प्रति सम्मान की भावना जागृत होगी।
- विद्यार्थियों में साहित्यिक ज्ञान के साथ व्याकरण व भाषा संबंधी ज्ञान की समझ विकसित होगी। : Hindi Language and Poem (हिन्दी भाषा एवं कविताएँ)

Modern Indian Language: Sindhi

- Communicate effectively in Sindhi and can hold basic conversations in Sindhi, including greetings, introductions, and expressing simple ideas.
- Demonstrate comprehension of common phrases and expressions used in daily communication.
- Read and understand basic Sindhi texts such as short stories, poems, or simple articles.
- Write simple sentences and short paragraphs on familiar topics using correct grammar and vocabulary

Part 3 - Detailed Scheme
Semester IV

Curriculum Topics along with Self-Learning topics - to be covered, through self-learning mode along with the respective Unit. Evaluation of self-learning topics to be undertaken before the concluding lecture instructions of the respective Unit.

The Scheme of Teaching and Examination
Semester – IV

Sr. No.	Choice Based Credit System	Remarks
1	Major Subjects	Team Leader: Tour Guide
		Food and Beverage Management
2	Minor Subject	Business Management IV - Entrepreneurship Management
3	Multidisciplinary Elective	Business Law
4	Skill Enhancement Course	Corporate Grooming and Communication Skills
5	Modern Indian Languages	Hindi/Sindhi

Second Year Semester IV Internal and External Detailed Scheme

Sr . No.	Subject Code	Subject Title	Periods Per Week							Internals				Total Marks
			Units	SL	L	T	P	Credit	SLE/P A	CT	AP	T	SEE	
1		Team Leader: Tour Guide	4	20% *	4	0	0	4	15	20	5	40	60	100
2		Food and Beverage Management	4	20% *	4	0	0	4	15	20	5	40	60	100
3		Business Management IV - Entrepreneurship Management	4	20% *	4	0	0	4	15	20	5	40	60	100
4		Research Analytics	3	20% *	3	0	0	3	25	0	-	25	50	75
5		Corporate Grooming and Communication Skills	3	20% *	1	0	2	3	25	0	-	25	50	75
6		Hindi	2	20% *	1	1	0	2	-	20	0	20	30	50
7		Sindhi	2	20%*	1	1	0	2	-	20	0	20	30	50
8		Cocurricular activities						2						
		Total						22						500

SL: Self Learning, L: Lecture, T: Total P: Practical, SLE- Self learning evaluation,
CT-Commutative Test, SEE- Semester End Examination, TA-Teacher Assessment
PA- Project Assessment

Second Year Semester – IV Units – Topics – Teaching Hours

Sr No	Subject Unit Title		Lect ures	Total No. of hours	Cre dit	Total Marks
1	I	Leadership in the Tourism Industry	15	60	4	100
	II	Team Coordination and Guest Handling	15			
	III	Operational Excellence in Guiding	15			
	IV	Selling, Branding, and Expanding Business	15			
2	I	Introduction to Food and Beverage Industry	15	60	4	100
	II	Menu Planning Principle	15			
	III	F & B Service Methods	15			
	IV	F&B Personnel and Operations	15			
3	I	Introduction to Entrepreneurship	15	60	4	100
	II	Entrepreneurial Motivation & Development	15			
	III	Entrepreneurial Project Development and Innovation in Tourism, Hospitality, and Retail	15			
	IV	New Trends in Entrepreneurship – Tourism, Hospitality, and Retail Management	15			
4	I	Introduction to Research	15	45	3	75
	II	Data Collection and Processing	15			
	III	Data Analysis and Interpretation	15			
5	I	Introduction	15	45	3	75
	II	Personality Development	15			
	III	Applied Communication and Grooming Skills (Practical)	15			
6	I	□□□ □ : □□□□□□□□□ □□□□□□□□□□□ □□□□□ □□□□□□□ :	15	30	2	50
	II	□□□ □ : □□□ □□ □□□, □□□□□□□□, □□□□□	15			
7	I	Stories & Prose	15	30	2	50

	II	Prose & Poem	15			
		Total			20	500

- **Lecture Duration – 1 hr**

One credit = 15 hours of lectures and 30 hours of practical

Part 4 - Detailed Scheme

Curriculum Topics along with Self-Learning topics - to be covered, through self-learning mode along with the respective Unit. Evaluation of self-learning topics to be undertaken before the concluding lecture instructions of the respective Unit.

Team Leader: Tour Guide

Unit	Contents	No. of Lectures
1.	Leadership in the Tourism Industry 1.1 Meaning and Scope of Leadership – Understanding the role of a leader in tourism and travel operations 1.2 Traits of a Successful Tour Leader – Adaptability, presence of mind, grooming, communication, and confidence 1.3 Leadership Styles – Autocratic, democratic, transformational, situational (with real-life travel-based examples) 1.4 Situational Leadership – Handling unpredictable tour conditions, crises, or guest expectations 1.5 Roles and Responsibilities of a Tour Guide – Before, during, and after the tour 1.6 Creating a Tour Leader Persona – Professionalism, storytelling, empathy, and global cultural awareness	15
2.	Team Coordination and Guest Handling 2.1 Designing the Daily Work Plan – Tour briefing, task delegation, time management 2.2 Leading Internal Teams – Guides, drivers, support staff, local experts 2.3 Client Communication and Engagement – Managing expectations and providing personal touch 2.4 Tour Management Tools – CRM systems, travel planning apps, checklists, communication protocols 2.5 Core and Professional Skills – Interpersonal, decision-making,	15

	emotional intelligence 2.6 Practical Exposure – Role-play on managing last-minute cancellations or flight delays	
3.	Operational Excellence in Guiding 3.1 Real-Time Tour Coordination – Ensuring safety, comfort, punctuality, and guest satisfaction 3.2 Reporting and Documentation – Guest feedback, daily summaries, issue reporting 3.3 Budget Handling – On-tour financial management, petty cash use, and vendor payments 3.4 Handling Challenges – Language barriers, medical emergencies, cultural sensitivities 3.5 Technical Tools in Guiding – Maps, GPS, mobile apps, language tools, e-vouchers 3.6 Practical Simulation – Mock supervision of a 2-day guided trip itinerary	15
4.	Selling, Branding, and Expanding Business 4.1 Understanding the Market – Domestic vs international clientele, niche markets (cultural, spiritual, adventure tours) 4.2 Sales Techniques for Tour Guides – Upselling experiences, souvenirs, add-on tours 4.3 Building a Client Base – CRM, referrals, feedback loops, and loyalty 4.4 Digital Branding for Tour Leaders – Using social media, content, video storytelling, and testimonials 4.5 Business Expansion – Starting your own tour guiding venture, networking with OTAs and DMCs 4.6 Final Pitch Activity – Creating and presenting a tour plan to a mock panel of clients	15

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Roles and Responsibilities of a Tour Guide
2	2	Client Communication and Engagement
3	3	Handling Challenges
4	4	Digital Branding for Tour Leaders

Online Resources / MOOCs

<https://www.youtube.com/watch?v=Q0kI3LNChis>

<https://www.youtube.com/watch?v=i5MeQc70xNs>

<https://www.youtube.com/watch?v=LhZbuVQj0aw>

<https://www.youtube.com/watch?v=9qDxAVwHjs>

<https://www.oxfordhomestudy.com/courses/travel-and-tourism-online-courses/travel-and-tourism-course-free>

Reference Books:

- Mancini, M. (2010): *Conducting Tours: A Practical Guide*, Cengage Learning.
- Pond, K. L. (1993): *The Professional Guide: Dynamics of Tour Guiding*, Van Nostrand Reinhold.
- Negi, J. (2016): *Travel Agency and Tour Operations: Concepts and Principles*, Kanishka Publishers.
- Bhatia, A. K. (2015): *Tourism Development: Principles and Practices*, Sterling Publishers.
- Holloway, J. C. (2002): *The Business of Tourism*, Pearson Education.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

- **Formative Assessment marks**

40

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Marks

- Duration – These examinations shall be of 2 hours duration.
- Question Paper Pattern: -
 - There shall be four questions each of 15 marks.
 - All questions shall be compulsory with internal choice within the questions.
 - The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

Food and Beverage Management

Unit	Contents	No. of Lectures
1.	Introduction to Food and Beverage Industry 1.1 Definition of F&B; F&B Service Classification – Military, Commercial, Non-Commercial Segments 1.2 F&B Establishments in Hotels – In-Room Dining, All-Day Dining, Bar, Banquets, Specialty Restaurants, Cake Shop, Night Club 1.3 Types of Service – Table, Assisted, Self & Single Point 1.4 Principles of Service – French, English, Pre-Plated, Gueridon, Russian, Butler, Buffet, Grill Room Service 1.5 Factors Affecting Meal Experience 1.6 People in Food Service – Hierarchy & Responsibilities 1.7 Personal Skills and Attributes Required for an F&B Professional	15
2.	Menu Planning Principle 2.1 Types of Menus – À la Carte, Table d'Hôte 2.2 Factors Influencing a Menu – Colour, Texture, Raw Materials, Variety, Nutrition, Cultural/Regional Influences 2.3 Basic Menu Criteria 2.4 Types of Food Menus 2.5 Contents of Food Menus 2.6 Beverage Menus and Lists 2.7 Menu Merchandising Techniques	15
3.	F & B Service Methods	15

	4.1 Banquet & Catered Events – On-Site Operations, Set-up & Service Styles 4.2 Restaurant Etiquette for Guests and Staff – Communication, Body Language, Posture, Service Conduct 4.3 Opening & Closing Duties in Food Service Establishments 4.4 Staffing and Evaluation – Performance Analysis, Fixed & Variable Labour 4.5 Creating Sample Duty Rosters – Planning & Scheduling Exercises 4.6 Recruitment, Selection, and Training in F&B Operations 4.7 Performance Appraisal, Compensation, and Employee Benefits	
4.	F&B Personnel and Operations 4.1 Banquet & Catered Events - On site Food Service Operations, Set-up & Style of Service 4.2 Restaurant Etiquette (To be followed by the guest and staff the set rules in relation to communication, approach, body language. Posture, pitch and service etiquette 4.3 Opening & Closing Duties of Food Service Establishments - Opening Duties & Closing Duties 4.4 Staffing & Evaluation of Work - Performance analysis, Fixed and variable Labour 4.5 Making of a sample duty roster and exercise 4.6 Requirement and selection, Training and performance appraisal – Compensation and benefits.	15

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Factors Affecting Meal Experience
2	2	Basic menu criteria
3	3	Opening & Closing Duties in Food Service Establishments
4	4	Making of a sample duty roster and exercise

Online Resources / MOOCs

<https://www.youtube.com/watch?v=ZQ-J65-VnY4>

https://www.youtube.com/watch?v=Yy_P73GMOEs

<https://www.coursera.org/learn/food-beverage-management>

<https://www.youtube.com/watch?v=QngU7S7yCbc>

<https://www.youtube.com/watch?v=ZQ-J65-VnY4&list=PLc4de-KFd7fGmuKL55b2WOimYAWaPRXLv>

Reference Books

- **Lillicrap, B. R., & Cousins, J. (2014):** *Food and Beverage Service*, Hodder Education.
- **Fuller, J. (2005):** *Modern Restaurant Service*, Hutchinson.
- **Dahmer, S. J., & Kahl, K. W. (2002):** *Restaurant Service Basics*, John Wiley & Sons, Inc.
- **Kotschevar, L. H., & Luciani, V. (2006):** *Presenting Service: The Ultimate Guide for the Foodservice Professional*, John Wiley & Sons, Inc.
- **Charles, E. E. (2011):** *Food Service Management*, New Delhi: Shafach Publications.
- **Singaravelvar, R. (2015):** *Food and Beverage Service*, New Delhi: Oxford University Press.
- 1. **Ninemeier, J. D. (2012):** *Food and Beverage Operation*, New York: American Hotel & Lodging Association (AH&LA).
- 1. **George, B., & Chatterjee, S. (2011):** *Food & Beverage Service and Management*, Mumbai: Jaico Publishing House.
- Andrews, S. (2007):** *Food and Beverage Service Management*, New Delhi: Tata McGraw-Hill.

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

- **Formative Assessment marks** **40**

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks
3	Active participation in routine class instructional deliveries	05 Marks

B) Summative Assessment

Semester End Examination- 60 %

60

Marks

- Duration – These examinations shall be of 2 hours duration.
- Question Paper Pattern: -
 - There shall be four questions each of 15 marks.
 - All questions shall be compulsory with internal choice within the questions.
 - The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

Business Management IV- Entrepreneurship Management

Unit	Contents	No. of Lectures
1.	Introduction to Entrepreneurship 1.1 Concept, meaning and definition of entrepreneur and entrepreneurship 1.2 Importance and significance of growth of entrepreneurial activity 1.3 Characteristics and qualities of entrepreneurs 1.4 Entrepreneurial Decision-Making activities Role models, mentors and support system for entrepreneurs 1.5 Factors influencing entrepreneurship (PESTLE) 1.6 Barriers to entrepreneurship	15
2.	Entrepreneurial Motivation & Development 2.1 Motivation 2.2 Culture & Society 2.3 Values/ Ethics	15

	2.4 Risk taking behaviour 2.5 Entrepreneurial Development Programme (EDP)	
3.	Entrepreneurial Project Development and Innovation in Tourism, Hospitality, and Retail 3.1 Entrepreneurial Project Development 3.2 Role of creativity and Innovation in entrepreneurship development 3.3 Idea Generation – Sources and Techniques 3.4 Idea Identification and Classification 3.5 SWOT Analysis and Porter’s Five Forces 3.6 Business Model Canvas 3.7 Components of a Comprehensive Business Plan	15
4.	New Trends in Entrepreneurship – Tourism, Hospitality, and Retail Management 4.1 Introduction to New Trends in Entrepreneurship- Digital transformation, sustainability, customer-centric models, and technological innovations. 4.2 Sustainability and Eco-friendly Business Models 4.3 The Impact of Social Media and Influencer Marketing on Tourism & Hospitality and Retail 4.4 Personalization and Customization in Consumer Experiences 4.5 Post-Pandemic Trends in Tourism, Hospitality, and Retail • <i>Case studies can be included for this module</i>	15

Self – Learning topics (Unit wise)

Sr. No	Unit	Topic
1	1	Factors influencing entrepreneurship (PESTLE)
2	2	Motivation
3	3	SWOT Analysis and Porter’s Five Forces
4	4	The Impact of social media and Influencer Marketing on Tourism & Hospitality And Retail

Online Resources

1. <https://nptel.ac.in/courses/110/107/110107094/>
2. <https://nptel.ac.in/courses/110/106/110106141/>

References

- Innovation and Entrepreneurship (1985) by Peter F. Drucker
- Angels, Dragons and Vultures (2011) by Simon Acland
- Crossing the Chasm (1991) by Geoffrey A. Moore
- The \$100 Startup (2012) by Chris Guillebeau
- A Dozen Lessons for Entrepreneurs by Tren Griffin
- The Sage handbook of small business and entrepreneurship by Blackburn, Robert A; De Clercq, Dirk; Heinonen, Jarna
- Dream With Your Eyes Open by Ronnie Screwvala by Ronnie Screwvala
- *Bhaag* by Ganesh V.
- Connect The Dots by Rashmi Bansal
- Dhirubhai Ambani: Against All Odds by A G Krishnamurthy
- Steel King: Lakshmi Mittal by Prateeksha M Tiwary
 - Competing in the Age of AI: Strategy and Leadership When Algorithms and Networks Run the World by Marco Iansiti and Karim R. Lakhani
 - The Launch Path: How to Start a Successful Business with Purpose and Impact by Arun Gupta

Evaluation Pattern For 100 Marks

Summative Assessment	Formative Assessment	Total Marks
60	40	100

Evaluation Pattern

A) Formative Assessment marks

40

Sr. No.	Particulars	Marks
1	ONE class test / online examination to be conducted in the given semester	20 Marks
2	Self-Learning Evaluation	15 Marks

3	Active participation in routine class instructional deliveries	05 Marks
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B) Summative Assessment

**Semester End Examination- 60 %
Marks**

60

1) Duration – These examinations shall be of 2 hours duration.

2) Question Paper Pattern: -

- There shall be four questions each of 15 marks.
- All questions shall be compulsory with internal choice within the questions.
- The question may be sub-divided into sub-questions a, b, c, d & e only and the allocation of marks depends on the weightage of the topic.

The marks of the internal assessment should not be disclosed to the students till the results of the corresponding semester is declared by the university.

Research Analytics

Unit	Content	No. of Lectures
I	Introduction to Research 1.1 Definition and objectives of Research, Types of Research, Formulation of the Research Problem: Criterion for a good research problem. Stages of Research Process 1.2 Literature Review: Concept & Importance 1.3 Hypothesis: Meaning, Types and Sources. 1.4 Research Design: Purpose and need in structuring the study 1.5 Sampling: Concept & methods (probability and non-probability).	15
II	Data Collection and Processing 2.1 Data Types and Sources: Primary Data & Secondary Data: Definition, Characteristics and Sources 2.2 Methods of Collection of Primary data Observation: Structured and Unstructured, Disguised and Undisguised, Mechanical observations.	15

	Experimental: Field, laboratory. Interview: Personal interview, focused group, in-depth interview methods. Survey: Telephonic Survey, Mail, E-mail, internet survey, social media and Media listening. Survey Instrument: Questionnaire designing- Types of questions 2.3 Data Analysis : Meaning & Importance, Types : Descriptive & Inferential Analysis, Processing of Data: Meaning and Significance of – Editing, Coding, Classification, Tabulation & Graphical Representation 2.4 Structure and elements / layout of Research Report , Referencing & Citation Styles: APA & MLA	
III	Data Analysis and Interpretation (Practical) 3.1 Data Analysis through SPSS Software: Form Creation for Data Entry using Google Form, Splitting file in SPSS, filter the data, transform data, Frequency distribution table, Cross-Tabulation: Import data from excel to SPSS, Create a histogram /bar chart, Pie chart, Test of Reliability and Validity 3.2 Descriptive statistics: Calculation of Mean, Median, Mode and Measures of Dispersion: Standard Deviation, Variance, Range for a given variable Inferential Statistics :t test, Z test, Chí Square test Correlation Analysis	30

Practical

Sr. No	Unit	Topic
1	3	Data Analysis and Interpretation Data Analysis through SPSS Software: Form Creation for Data Entry using Google Form, Splitting file in SPSS, filter the data, transform data, frequency distribution

		table, Cross-Tabulation: Import data from excel to SPSS ,Create a histogram /bar chart, Pie chart, Test of Reliability and Validity Descriptive statistics: Calculation of Mean, Median, Mode and Measures of Dispersion: Standard Deviation, Variance, Range for a given variable Inferential Statistics :t test, Z test,Chi Square test Correlation Analysis
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Reference Books

- Research Methodology – Text and Cases with SPSS Applications, by Dr S.L. Gupta and Hitesh Gupta, International Book House Pvt Ltd
- Business Research Methodology by T N Srivastava and Shailaja Rego, Tata Mcgraw Hill Education Private Limited, New Delhi
- Methodology of Research in Social Sciences, by O.R. Krishnaswami, Himalaya Publishing House
- Research Methodology by Dr Vijay Upagude and Dr Arvind Shende
- Business Statistics by Dr S. K Khandelwal, International Book House Pvt Ltd
- Quantitative Techniques by Dr S. K Khandelwal, International Book House Pvt Ltd
- SPSS 17.0 for Researchers by Dr S.L Gupta and Hitesh Gupta, 2nd edition, Dr S. K Khandelwal, International Book House Pvt Ltd
- Foundations of Social Research and Econometrics Techniques by S.C. Srivastava, Himalaya publishing House
- Statistical Analysis with Business and Economics Applications, Hold Rinehart & Wrintston, 2nd Edition, New York
- Business Research Methods, Clover, Vernon T and Balsely, Howard L, Colombus O. Grid, Inc
- Business Research Methods, Emary C.Willima, Richard D. Irwin In. Homewood
- Research Methods in Economics and Business by R. Gerber and P.J. Verdoom, The Macmillan Company, New York
- Research and Methodology in Accounting and Financial Management, J.K Courtis
- Statistics for Management and Economics, by Menden Hall and Veracity, Reinmuth J.E
- Panneerselvam, R., Research Methodology, Prentice Hall of India, New Delhi, 2004.

- Kothari CR, Research Methodology- Methods and Techniques, New Wiley Ltd., 2009
- Mayan, M. J. (2016). Essentials of Qualitative Inquiry. Routledge. (Chapter 1, Introduction to Qualitative Inquiry, Chapter 4, Research Question and Sampling).
- Mickez, R. (2012). Interviewing Elites: Addressing Methodological Issues. Qualitative Inquiry 18: 482- 493.

Examination Pattern:

External Paper Pattern: (Theory Modules) : 50 Marks

Internal :25 Marks

Q. 1	Any 2 out of 3	15 Marks
Q. 2	Any 2 out of 3	15 Marks
Q. 3	Any 2 out of 3	20 Marks

Practical :25 Marks

Sr. No	Unit	Topic	
1	3	Data Analysis and Interpretation	25 Marks

Corporate Grooming and Communication Skills

Sr. No.	Modules/Units	No. of Lectures
I	Introduction 1.1 Importance of Grooming and Communication Skills in Retail, Hospitality and Tourism Industry 1.2 The Art of Public Speaking – Presentation Skills, Spontaneous Conversation 1.3 Professional Etiquette – Workplace/Telephone/Gender/Dining/Personal Etiquette	15

	1.4 E- Communication – Blogs, Tweets, Online Learning Platforms, Social Media 1.5 Report Writing – Methods and Types of Reports 1.6 Business Networking Skills	
II	Personality Development 2.1 Group Discussion and Interview Skills 2.2 Cross-Cultural Communication 2.3 Team Work 2.4 Decision Making 2.5 Communication Management – Theory, Conflict Resolution and Crisis Communication	15
III	Applied Communication and Grooming Skills (Practical) 3.1 Group Discussion and Peer Evaluation – Formal roundtable GD practice with structured reflection and feedback. 3.2 Elevator Pitch & Public Speaking Drills – Time-bound individual speaking practice with posture, tone, and eye contact refinement. 3.3 Interview Lab – Panel-based mock interviews with verbal and non-verbal performance reviews. 3.4 Enhancing Communication with AI Tools – Exposure to platforms like Grammarly, ChatGPT, VMock, and Yoodli to practice speech improvement, email drafting, and receive AI-generated feedback. 3.5 Professional Role-Play Exercises – Industry-based communication scenarios in hospitality, retail, and tourism setups. 3.6 Cross-Cultural Etiquette Simulation – Simulated sessions on country-wise do's and don'ts in professional interactions.	15

Reference Books:

- Kratz, A. R. (1995): *Effective Listening Skills*, Irwin Professional Publishing.
- Pease, A. (1998): *Body Language*, Sudha Publications.
- Monippally, M. M. (2001): *Business Communication Strategies*, Tata McGraw Hill.
- Lesikar, R. V. (2005): *Basic Business Communication: Skills for Empowering the Internet Generation*, Tata McGraw Hill.
- Barker, A. (2010): *Improve Your Communication Skills*, Replika Press Pvt. Ltd.

- Chibaya Mbuya, J. (2010): *Grooming and Etiquette for Corporate Men and Women*.
- Meier, M. (2011): *Modern Etiquette Made Easy: A Five-Step Method to Mastering Etiquette*.
- Guffey, M. E. (2016): *Essentials of Business Writing*, South-Western College Publishing.
- Bindra, V. (2017): *Everything About Corporate Etiquette*.
- Adler, R. B., & Elmhorst, J. M. (2018): *Communicating at Work*.
- Meier, M. (2020): *Business Etiquette Made Easy: The Essential Guide to Professional Success*.
- Rayborn, T. (2020): *This Book Will Teach You Business Etiquette: The Insider's Guide to Workplace Courtesy and Customs*.
- Burns, J. (2021): *How to Understand Body Language: A Guide to Improve Your Communication and Negotiation Skills*.
- Jain, G., & Moideen, M. (2021): *Decoding Communication: A Complete Handbook for Effective Communication*.

Additional References:

- Anderson, K., Maclean, J., & Lynch, T. (2007): *Study Speaking*, Cambridge University Press.
- Goodale, M. (2008): *Professional Presentations*, Cambridge University Press.
- Morley, D. (2007): *The Cambridge Introduction to Creative Writing*, Cambridge University Press.
- Dutt, P. K., & Rajeevan, G. (2007): *A Course in Listening and Speaking (Vol. I & II)*.
- Narayanswamy, R. (2005): *Strengthen Your Writing*, Orient BlackSwan.
- Anderson, M., Nayar, P. K., & Sen, M. (2013): *Critical Thinking, Academic Writing and Presentation Skills*, Pearson Education.

Online Resources/MOOCs:

<https://nptel.ac.in/courses/109/105/109105117/>

<https://www.youtube.com/watch?v=zA2PfKRcm0g>

<https://nptel.ac.in/content/storage2/courses/109104030/Module8/Lecture26.pdf>

<https://nptel.ac.in/courses/109/107/109107172/>

Examination Pattern:

A. (Summative) External = 50 marks

B. (Formative) Internal = 25 marks

A. Summative Assessment QUESTION PAPER PATTERN SEMESTER III (SEM-END EXAM)

Duration: 2 hours

Marks: 50

Q. 1. Answer the following (two out of three) (Unit I) (15 marks)

Q. 2. Answer the following (two out of three) (Unit I) (15 marks)

Q. 3. Write short notes on (four out of six) (Unit II) (20 marks)

B. Formative Assessment: (25 marks)

Any one of the following methods of assessment may be undertaken:

1. Assignment/Project

2. SLE/Presentation

Note: Guidelines for Internal Assessment will be as per university norms.

Hindi

Hindi Language and Hasya Vyangya (हिन्दी भाषा एवं हास्य व्यंग्य)

Units	Modules	No. of Lectures
1	खंड क : पाठ्यक्रम में निर्धारित हास्य व्यंग्य : 1. भोलाराम का जीव : हरिशंकर परसाई 2. घूस एक चिकनाई है : रवीन्द्र कालिया	20

	3. भगवान बचाए मेहमान से : पूरन सरमा	
2	खंड ख : काल के भेद, मुहावरें, निबंध	10

मूल्यांकन एवं प्रश्नपत्र का प्रारूप

सत्र 1 एवं 2 के लिए

आंतरिक परीक्षा : 20 अंक

सत्रांत परीक्षा : 30 अंक

	आंतरिक परीक्षा	अंक -20
1	प्रोजेक्ट	10
2	प्रत्यक्ष पुस्तक परीक्षण	10

	सत्रांत परीक्षा	अंक -30
1	अवतरण की संदर्भ सहित व्याख्या	10
2	दीर्घोत्तरी प्रश्न	10
3	टिप्पणियाँ	5
4	वस्तुनिष्ठ प्रश्न	5

पर्यायवाची अथवा समानार्थक शब्द-

जिन शब्दों के अर्थ में समानता पायी जाती है उन्हें पर्यायवाची कहा जाता है। कुछ

पर्यायवाची शब्द निम्न प्रकार हैं-

शब्द	पर्यायवाची शब्द
41. अग्नि	- आग, पावक, अनल, हुताशन, कृशानु
42. अतिथि	- मेहमान, पाहुना, आगन्तुक, अभ्यागत
43. आँख	- लोचन, नेत्र, चक्षु, नयन, दृग, अक्षि
44. आसमान	- नभ, आसमान, व्योम, शून्य, अम्बर
45. अहंकार	- गर्व, दर्प, घमण्ड, अभिमान, दम्भ
46. अमृत	- सुधा, मधु, सोम, अमी, अमिय, पीयूष

47. अच्छा	- शुभ, उचित, उपयुक्त, सौम्य
48. असुर	- राक्षस, दानव, दैत्य, दनुज, निशाचर
49. आनन्द	- हर्ष, उल्लास, प्रसन्नता, खुशी, आमोद-प्रमोद
50. आभूषण	- गहना, अलंकार, जेवर
51. इच्छा	- अभिलाषा, कामना, आकांक्षा, मनोरथ
52. ईश्वर	- भगवान, परमात्मा, दीनबंधु, ईश, प्रभु
53. इन्द्र	- देवेन्द्र, सुरेन्द्र, सुरपति, देवराज, सुरेश, देवेश
54. बाग	- बगीचा, वाटिका, उपवन
55. कमल	- पंकज, अरविन्द, राजीव, अम्बुज, नीरज, जलज,
56. किनारा	- कूल, तट, कगार, तीर
57. कृष्ण गिरिधर, मुरारी	- घनश्याम, श्याम, कान्हा, गोपाल, मोहन, मुरलीधर, केशव, माधव,
58. कोयल	- पिक, कोकिला, वसन्त दूत, श्यामा
59. तालाब	- सर, तडाग, सरोवर, जलाशय, ताल
60. दिन	- वासर, वार, दिवस, अहन्
61. देवता	- अमर, देव, सुर, आदित्य, विबुध
62. दुष्ट	- अधम, नीच, कुटिल, खल, दुर्जन
63. धन	- अर्थ, मुद्रा, लक्ष्मी, श्री, द्रव्य, दौलत, सम्पत्ति
64. नदी	- तटिनी, सरिता, सलिला, अपगा, तरंगिणी, नद
65. नौका	- नाव, पोत, जलयान, तरिणी, बेड़ा, तरी
66. नौकर	- सेवक, अनुचर, भृत्य, दास, परिचारक
67. पक्षी	- खग, पतंग, चिड़िया, विहं, नभचर, पखेरू
68. पत्नी	- सहचरी, भार्या, वामा, जीवनसंगिनी, वधू, प्रिया
69. पति	- स्वामी, नाथ, भर्ता, कांता, बालम, साजन
70. पवन	- हवा, वायु, समीर, अनिल, मारुत, जगत्प्राण, प्रकंपन
71. पंडित	- विद्वान, मनीषी, बुध, कोविद, सुधी
72. पुत्र	- लड़का, बेटा, सुत, तनय, लाल, नंदन, आत्मज
73. पुत्री	- तनया, सुता, बेटी, तनुजा, आत्मजा, दुहिता
74. पुष्प	- फूल, कुसुम, सुमन, प्रसून, मंजरी
75. पत्ता	- पत्र, दल, पात, पर्ण, किसलय
76. पृथ्वी	- भूमि, भू, धरा, वसुधा, वसुंधरा, धरित्री, अवनि
77. मनुष्य	- नर, मानव, मनुज, जन, मर्त्य, व्यक्ति
78. मेघ	- जलद, नीरद, पयोद, बादल, घन, जलधर, वारिद
79. मित्र	- सखा, साथी, सहचर, मीत, दोस्त
80. जननी	- माँ, धात्री, अम्बा, अम्बिका, माता

2. विलोम अथवा विपरीतार्थक शब्द : विपरीत अर्थ का ज्ञान कराने वाले शब्दों को विलोम अथवा विपरीतार्थक शब्द कहा जाता है। कुछ विपरीतार्थक शब्द निम्न प्रकार हैं-

शब्द	विलोम	शब्द	विलोम	शब्द	विलोम	शब्द	विलोम
अर्थ	अनर्थ	सक्रिय	निष्क्रिय	उचित	अनुचित	चिन्तित	निश्चिन्त
अच्छा	बुरा	आलोक	अन्धकार	उपस्थित	अनुपस्थित	थल	जल
अल्प	अधिक	अनुकूल	प्रतिकूल	उत्तर	दक्षिण/प्रश्न	चेतन	जड़
अमृत	विष	अपना	पराया	उपयुक्त	अनुपयुक्त	धीर	अधीर
आदि	अन्त	पक्ष	विपक्ष	जन्म	मरण	नूतन	पुरातन
आशा	निराशा	आदर	निरादर	उदय	अस्त	नवीन	प्राचीन
आकाश	पाताल	आचार	अनाचार	उष्ण	शीत	पराजय	जय
व्यय	आय	अपेक्षा	उपेक्षा	उतार	चढ़ाव	जंगली	पालतू
आस्तिक	नास्तिक	पुरस्कार	दण्ड	निकट	दूर	ठोस	तरल
आयात	निर्यात	पूर्ण	अपूर्ण	न्याय	अन्याय	तरुण	वृद्ध
अन्धकार	प्रकाश	धर्म	अधर्म	हिंसा	अहिंसा	प्रेम	घृणा
अनुग्रह	विग्रह	आर्द्र	शुष्क	देव	दानव	तीव्र	मन्द
विराग	अनुराग	आग्रह	दुराग्रह	उन्नति	अवनति	दुर्लभ	सुलभ
आदान	प्रदान	धनी	निर्धन	चल	अचल	दोषी	निर्दोषी
अनुज	अग्रज	अनिष्ट	इष्ट	चतुर	मूढ़	दुराचारी	सदाचारी

3. अनेक शब्दों के लिए एक शब्द - हिंदी में वाक्यांश अथवा अनेक शब्दों के लिए एक शब्द का प्रयोग किया जाता है। इस प्रकार लेखन में संक्षिप्तता आती है और लेख सुगंठित हो जाता है। वाक्यांश के लिए एक शब्द के कुछ उदाहरण निम्न प्रकार हैं-

वाक्यांश	एक शब्द	वाक्यांश	एक शब्द
जिसके माता पिता न हों	अनाथ	प्रतिदिन होने वाला	दैनिक
जिसका आदि न हो	अनादि	सप्ताह में एक बार होनेवाला	साप्ताहिक

जिसका अंत न हो	अनंत	माह में एक बार होने वाला	मासिक
जो सबसे आगे रहता हो	अग्रणी	तीन महीने में होने वाला	त्रैमासिक
जो ईश्वर में आस्था रखता हो	आस्तिक	छह महीने में होने वाला	अर्द्धवार्षिक
जो ईश्वर में विश्वास न रखता हो	नास्तिक	वर्ष में होने वाला	वार्षिक
दूर की बात सोचने वाला	दूरदर्शी	उपकार को मानने वाला	कृतज्ञ
जिसका आकार हो	साकार	उपकार को न मानने वाला	कृतघ्न
जिसका आकार न हो	निराकार	जिसका रूप अच्छा हो	सुरूप
जो दान देता हो	दानी	जिसका रूप अच्छा न हो	कुरूप
जो अनुकरण करने योग्य हो	अनुकरणीय	जिसकी तुलना न हो	अतुलनीय
जो दिखाई न दे	अदृश्य	जिसके समान दूसरा न हो	अनन्य
जो पढ़ा लिखा न हो	अनपढ़	जिसमें दया हो	दयालु
जो धन का दुरुपयोग करता है	अपव्ययी	सबको समान देखने वाला	समदर्शी
जो कानून के विरुद्ध	अवैध	समान समय में होने वाला	समसामयिक
जिसका इलाज न हो सके	लाइलाज	नीति को जानने वाला	नीतिज्ञ
जिसे क्षमा न किया जा सके	अक्षम्य	जिसका वर्णन न हो सके	अवर्णनीय
अचानक होने वाली घटना	आकस्मिक	जो आकाश में घूमता हो	नभचर
आलोचना करने वाला	आलोचक	जिसका दस मुख हो	दसानन
जो प्रशंसा के योग्य हो	प्रशंसनीय	जिसका पेट बड़ा हो	लम्बोदर

4. मुहावरा- मुहावरा शब्द मूल रूप से अरबी भाषा का शब्द है तथा इसका वास्तविक अर्थ 'अभ्यास' अथवा बातचीत है। हिंदी में यह शब्द पारिभाषित रूप में एक ऐसे वाक्यांश का बोधक बन गया है, जिससे किसी साधारण अर्थ की प्रतीति विलक्षण तथा प्रभावशाली ढंग से होती है। मुहावरे का प्रयोग वाक्य में विलक्षणता उत्पन्न करने के लिए किया जाता है। मुहावरे के प्रयोग से भाषा में सौष्ठव, माधुर्य, कथन में चमत्कार और प्रभाव उत्पन्न होता है।

कुछ प्रचलित मुहावरें, उनके अर्थ तथा वाक्य में उनका प्रयोग इस प्रकार से हैं -

मुहावरा	मुहावरे का अर्थ	मुहावरे का वाक्य में प्रयोग
अंग-अंग मुस्काना	बहुत प्रसन्न होना	परीक्षा में सफल होने की सूचना पाकर शिवम् का अंग-अंग मुस्करा रहा था।
अंग-अंग ढीला पड़ना	बहुत थक जाना	आसाम से लम्बी रेल-यात्रा के बाद घर पहुँचने पर मेरा अंग-अंग ढीला पड़ गया।
अक्ल पर पत्थर पड़ना	समझ में न आना	युवाओं में बढ़ती लत को देखकर तो ऐसा ही लगता है, जैसे उनके अक्ल पर पत्थर पड़ गया है।
अगर-मगर करना	बहाना बनाना	राहुल दो दिन में मेरे पैसे लौटाने वाला था, लेकिन जब भी मांगो अगर-मगर करने लगता है।
अपना उल्लू सीधा करना	स्वार्थ पूरा करना	मोहन अपना उल्लू सीधा करने के लिए इतनी मीठी बातें करता है।
अंगारे उगलना	कठोर शब्द बोलना	सोहन के बिना बताए एक माह रहने पर घर आते ही पिताजी अंगारे उगलने लगे।
अक्ल के घोड़े दौड़ाना	सोच विचार करना	विमान में तकनीकी खराबी दूर करने के लिए इंजीनियरों ने अपनी अक्ल के घोड़े दौड़ाए।
अपना-सा मुँह लेकर रह जाना	लज्जित होना	जब किसी ने भी सोहन की बात नहीं सुनी तो वह अपना-सा मुँह लेकर रह गया।
अपने पाँव पर कुल्हाड़ी मारना	अपनी मुश्किल बढ़ाना	राधा ने अपनी सारी सम्पत्ति बेटे के नाम करके अपने पाँव पर आप कुल्हाड़ी मार ली।
अंगूठा दिखाना	इन्कार करना	राधा ने तीर्थ यात्रा से लौट कर जब बहू से अपने जेवर मांगे तो उसने अंगूठा दिखा दिया।
अपने मुँह मियाँ-मिट्टू बनना	अपनी बड़ाई स्वयं करना	राजू को हर जगह अपने मुँह मियाँ-मिट्टू बनने की आदत थी।
आँखें दिखाना	गुस्से में देखना	कक्षा में छात्रों को शोर करते देख कर अध्यापक ने अपनी आँखें दिखायीं।
आँखे चुराना	सामना करने से बचना	मित्र को मुसीबत में पड़ा देख कर कपटी मित्रों ने उससे आँखे चुरा लीं।
आँखों में धूल झोंकना	धोखा देना	रमेश अपने माता-पिता के पैसे का गलत उपयोग कर; उनकी आँखों में धूल झोंक रहा है।
आँखों का तारा	बहुत प्रिय होना	राधा अपनी माता-पिता के आँखों की तारा है।
आँखे पथरा जाना	राह देखते-देखते थक जाना	भाई की प्रतीक्षा करते-करते बहन की आँखे पथरा गईं।

आँखों पर पर्दा पड़ना	सच्चाई न दिखाई देना	आजकल लालच के चलते अच्छे-अच्छे लोगों की आँखों पर पर्दा पड़ जा रहा है।
आड़े हाथों लेना	खरी-खरी सुनाना	रवि के घर देर से पहुँचने पर उसके पिता ने उसे आड़े हाथों लिया।
आकाश से बातें करना	बहुत ऊँचा होना	मुंबई में हजारों की संख्या में ऐसी इमारतें हैं, जो आकाश से बातें करती हैं।
आसमान पर चढ़ना	बहुत अभिमान करना	कक्षा में प्रथम स्थान आने पर रवि का दिमाग आसमान पर चढ़ गया है।
आँच न आने देना	जरा भी नुकसान न होने देना	माता-पिता स्वयं कष्ट उठा कर अपनी सन्तान पर आँच नहीं आने देते।
आसमान सिर पर उठाना	बहुत शोर करना	कक्षा में शिक्षक के न होने पर छात्रों ने आसमान सिर पर उठा लिया।
आकाश-पाताल एक करना	कठिन प्रयत्न करना	राघव ने आईएस बनने के लिए आकाश-पाताल एक कर दिये थे।
आग-बबूला होना	गुस्से से भर जाना	राजू और रिया को पढ़ाई छोड़ कर टीवी देख रहे थे, जिसे देख कर पापा आग बबूला हो गए।
ईद का चाँद	बहुत दिनों बाद दिखाई देना	नौकरी लगने के बाद सोहन ईद का चाँद हो गया है।
इधर-उधर की हाँकना	व्यर्थ बोलना	मैं सब बातें जानता हूँ, मुझसे ज्यादा इधर-उधर की मत हाँको।
ईंट का जवाब पत्थर से देना	जो जैसे पेश आए, उससे वैसे ही पेश आना	इस बार यदि तुमने मुझे गलत बोला न तो मैं भी अब ईंट का जवाब पत्थर से दूँगा।
उल्लू बनाना	मूर्ख बनाना	अंग्रेज व्यापारी सरल भारतीयों का उल्लू बना कर सारा धन इंग्लैण्ड ले गए।
उंगली पर नचाना	अपने अधीन करना	राधा अपने पति को उंगली पर नचाती है।
ऊँट के मुँह में जीरा	जरूरत से कम मिलना	दारा सिंह जैसे पहलवान को नाश्ते में एक सेब देना ऊँट के मुँह में जीरा देना है।

संदर्भ ग्रंथ एवं अन्य स्रोत :

➤ पुस्तक का नाम

प्रकाश

- नील कुसुम
- साये में धूप
- दूसरा घर
- भोलाराम का जीव

लेखक/संपादक

- | | |
|-----------------------------|------------------|
| रामधारी सिंह दिनकर | लोकभारती प्रकाशन |
| दुष्यंत कुमार | राजकमल प्रकाशन |
| रामदरश मिश्र | वाणी प्रकाशन |
| हरिशंकर परसाई/सं. वेदप्रकाश | राजकमल प्रकाशन |

- आधुनिक हिन्दी हास्य – व्यंग्य केशव चन्द्र वर्मा भारतीय ज्ञानपीठ, काश
- सरल हिन्दी व्याकरण और रचना वासुदेव नन्दन प्रसाद भारती भवन P & D
- <http://kavitakosh.org>

Sindhi

Unit no.	Content /Modules	No. of Lectures
1	Stories & Prose Haa Maa'n Sindhi Aahyaa'n Story Of Jhoole Laal Sain Bait~U / Poem Jo Kheeru Peee Bait~U / Poem Paiso Ladh~Um Pata T~Aa'n	15
2	Prose & Poem Geeta Jo Saar, Sindhu - Anand Golani Bait~U / Poem Vaah Re T~Aaraa Gol T~Aaraa Bait~U / Poem A B C D Maa'n Par^Haa'n	15

Evaluation Pattern For 50 Marks

Written / Term End	Internal SLE	Total
30	20	

Chandani Bhattacharjee

Dr Chandani Bhattacharjee
Chair- BOS in BVOC in THM