

## **Hospitality Operations Associate(HOA1 & HOA2)**

### **Core Qualification File Syllabus**

#### **Details Syllabus(T – Theory, P-Practical) for both HOA1 & HOA2 combined**

<b>Sl. No.</b>	<b>CONTENT</b>	<b>HOURS</b>
<b>1.</b>	<b>Tourism System and its impact on socio economic environment</b>	<b>16</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning, Definition, Scope of Tourism.</li> <li>— Meaning of - Tourist, traveller, visitor, transit visitor and excursionist.</li> <li>— Nature of tourism – Service Characteristics.</li> <li>— Types of Tour packages; Forms of Tourism</li> <li>— Impacts of Tourism – Socio-cultural, economic and environmental.</li> <li>— Barriers to Tourism – Overcoming barriers to tourism.</li> </ul>	
<b>2.</b>	<b>Different forms of tour packages and ancillary services.</b>	<b>32</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Accommodation – meaning and role.</li> <li>— Types of Accommodation – based on facilities, based on location, based on length of stay.</li> <li>— Meal Plan for booking accommodation.</li> <li>— Available packages – short trip, weekend trip, long trip.</li> <li>— Ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Make a survey on any 10 tourists visiting your state, to know their perceptions about availability of accommodation, transportation and other infrastructural facilities and prepare a report.</p>	<b>18</b>
<b>3.</b>	<b>Role of different private and public bodies associated with tourism industry in the growth and development of tourism.</b>	<b>34</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP).</li> <li>— Role of local bodies, State Tourism Development Corporations, NGOs.</li> <li>— Factors responsible for growth and development of tourism.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Visit to a tourism department's office in your city to know the demand, infrastructural facilities, types of tourists visiting different places and prepare a report.</p>	<b>20</b>

<b>4.</b>	<b>Setting up a Travel &amp; Tourism Business</b>	<b>34</b>
	<b>Theory</b>	
	<ul style="list-style-type: none"> <li>— Concept of Travel Business</li> <li>— Difference between Travel Agency and Tour Operator</li> <li>— Types of Travel Agents (TA) and Tour Operators (TO)</li> <li>— Rules for Setting up Travel Agency and Tourism business – Approval Procedure</li> </ul>	<b>14</b>
	<b>Project</b>	
	Visit to an office of a travel agency arm to study its operations and understand its role and prepare a report.	<b>20</b>
<b>5.</b>	<b>Operations of a Travel Agent</b>	<b>34</b>
	<b>Theory</b>	
	<ul style="list-style-type: none"> <li>— Role, Functions and Responsibilities of TA &amp; TO</li> <li>— Ticketing- Fare Calculation</li> <li>— Documentation required for a Package Tour</li> <li>— Foreign Exchange</li> <li>— Hotel, Cruise, Bus &amp; Rail Reservations .Car Rentals</li> <li>— Marketing &amp; Publicity</li> </ul>	<b>14</b>
	<b>Project</b>	
	Visit a railway station to study the procedure for booking, cancellation of tickets, etc., and prepare a report.	<b>20</b>
<b>6.</b>	<b>Tour Packaging &amp; Programming</b>	<b>32</b>
	<b>Theory</b>	
	<ul style="list-style-type: none"> <li>— Meaning and classification of Tour Packages</li> <li>— Components of a Package</li> <li>— Customized and Tailor-Made Package</li> <li>— Tour Formulation &amp; Designing Process</li> <li>— Tour Programming and its Importance</li> </ul>	<b>14</b>
	<b>Project</b>	
	Visit to an office of an Airline / Travel agency to study its workings in respect of issuance and cancellation of Air tickets and the concessions given (if any) to promote tourism.	<b>18</b>
<b>7.</b>	<b>Package Tour Costing</b>	<b>32</b>
	<b>Theory</b>	
	<ul style="list-style-type: none"> <li>— Concept of Tour Costing</li> <li>— Components of Tour Cost</li> <li>— Preparation of Cost Sheet</li> <li>— Tour Pricing</li> <li>— Calculation of a price to be charged for a tour</li> <li>— Factors influencing the Tour Costing</li> </ul>	<b>14</b>
	<b>Project</b>	
	Visit to Howrah/ Sealdah station to know the types of trains, class of travel, and types of fare and use of railway time table.	<b>18</b>

<b>8.</b>	<b>Basics on system components and behavioural requirements of Hospitality Management</b>	<b>56</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning of the hospitality industry.</li> <li>— Importance of customer care in hospitality.</li> <li>— Accommodation, Food and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.</li> <li>— Front desk grooming and other essentials – body language.</li> </ul>	<b>16</b>
	<b>Project</b> <ul style="list-style-type: none"> <li>i. Visit a hotel, note down the maintenance, cleaning and room services procedures followed there. Write a detailed report emphasizing on the dusting and polishing techniques, techniques of cleaning furniture, carpets, rooms, air conditioners and routine maintenance of rooms.</li> <li>ii. Visit two hotels, note down the food and beverages management and security surveillance system followed there and prepare a comparative and analytical report on the same.</li> </ul>	<b>40</b>
<b>9.</b>	<b>Hospitality Distribution Channels</b>	<b>34</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning of hospitality distribution channels,</li> <li>— Idea of major hospitality distribution channels (like travel agents, tour operators, consortia, reservation System, etc.),</li> <li>— Functions of distribution channels.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Field visits to know the procedure for booking of accommodation in a hotel for a tourist.</p>	<b>20</b>
<b>10.</b>	<b>Acts and Regulations Applicable to Hospitality Industry</b>	<b>32</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Workers Compensation, Liquid License, Food &amp; Drugs Regulations, Health &amp; Hygiene, Sale of Goods, Insurance, Environmental Pollution.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Visit a passport office to learn the procedure of obtaining a passport for a Tourist.</p>	<b>18</b>
<b>TOTAL Hours = 336(T-144, P-192)</b>		

## **Outcomes for both HOA1 & HOA2 combined**

<b>Outcomes to be assessed</b>	<b>Assessment criteria for the outcome</b>
1. Explain Tourism System and its impact on socio economic environment	1.1. Able to explain the meaning, definition and scope of tourism. 1.2. Able to explain the meaning of - Tourist, traveller, visitor, transit visitor and excursionist. 1.3. Able to explain the nature of tourism – Service Characteristics. 1.4. Able to explain types of Tour packages; Forms of Tourism 1.5. Able to explain impacts of Tourism – Socio-cultural, economic and environmental. Able to explain barriers to Tourism – Overcoming barriers to tourism.
2. Explain different forms of tour packages and ancillary services.	2.1. Able to illustrate accommodation – meaning and role. 2.2. Able to illustrate types of Accommodation – based on facilities, based on location, based on length of stay. 2.3. Able to illustrate a meal Plan for booking accommodation. 2.4. Able to illustrate available packages – short trip, weekend trip, long trip. 2.5. Able to illustrate ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange. 2.6. Able to list out basic problems related to accommodation, transportation and other infrastructural facilities faced by travellers
3. Explain the role of different private and public bodies associated with the tourism industry in the growth and development of tourism.	3.1. Able to explain role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP). 3.2. Able to explain the role of local bodies, State Tourism Development Corporations, NGOs. 3.3. Able to explain factors responsible for growth and development of tourism. 3.4. Able to explain the infrastructural facilities and types of tourists visiting different places of the respective cities.
4. Elaborate Setting up a Travel & Tourism Business	4.1. Able to illustrate the concept of travel business. 4.2. Able to illustrate the difference between Travel Agency and Tour Operator. 4.3. Able to illustrate types or Travel Agents (TA) and Tour Operators (TO). 4.4. Able to explain rules for Setting up Travel Agency and Tourism business – Approval Procedure. 4.5. Able to illustrate the operations of a travel agency and roles of various positions.
5. Perform operations of a Travel Agent	5.1. Able to explain the role, functions and responsibilities of TA & TO.

	<p>5.2. Able to explain ticketing- Fare Calculation.</p> <p>5.3. Able to prepare a document required for a Package Tour.</p> <p>5.4. Able to explain Foreign Exchange</p> <p>5.5. Able to demonstrate the process of reservation for Hotel, Cruise, Bus &amp; Rail, Car Rentals.</p> <p>5.6. Able to promote tour programmes through marketing &amp; Publicity.</p>
6. Prepare Tour Package & Programming	<p>6.1. Able to illustrate meaning and classification of Tour Packages.</p> <p>6.2. Able to illustrate the components of a Package.</p> <p>6.3. Able to prepare a customized and Tailor-Made Package.</p> <p>6.4. Able to perform tour formulation &amp; designing process.</p> <p>6.5. Able to explain tour programming and its Importance.</p> <p>6.6. Able to demonstrate the reservation and cancellation of Air tickets and provide for concessions to promote business.</p>
7. Prepare Package Tour Costing	<p>7.1. Able to explain Concept of tour costing.</p> <p>7.2. Able to explain the components of tour cost.</p> <p>7.3. Able to prepare Cost Sheet</p> <p>7.4. Able to prepare tour Pricing</p> <p>7.5. Able to do the calculation of a price to be charged for a tour</p> <p>7.6. Able to explain factors influencing the Tour Costing.</p> <p>7.7. Able to explain types of trains, class of travel, and types of fare and use of railway time table schedule.</p>
8. Outline Basics system components and behavioural requirements of Hospitality Management	<p>8.1. Able to illustrate the meaning of the hospitality industry.</p> <p>8.2. Able to illustrate the importance of customer care in hospitality.</p> <p>8.3. Able to illustrate accommodation, Food and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.</p> <p>8.4. Able to demonstrate front desk grooming and other essentials – body language.</p> <p>8.5. Able to explain the maintenance and cleaning procedures of a hotel.</p> <p>8.6. Able to explain the food and beverage management and security system in a hotel.</p>
9. Explain role of Hospitality Distribution Channels	<p>9.1. Able to explain the meaning of hospitality distribution channels.</p> <p>9.2. Able to list major hospitality distribution channels (like travel agents, tour operators, consortia, reservation System, etc.),</p> <p>9.3. Able to explain the functions of distribution</p>

	channels. 9.4. Able to perform the procedure for booking accommodation in a hotel for a tourist.
10. Explain various Acts and Regulations Applicable to Hospitality Industry	10.1.Able to explain regulations related to workers Compensation, Liquid License, Food & Drugs Regulations, Health & Hygiene, Sale of Goods, Insurance, Environmental Pollution. 10.2.Able to illustrate the procedure of obtaining a passport for a tourist.

**Segregated syllabus for class XI (Part 1) and Class XII (Part 2)**

**Class XI (HOA1)**

**Detailed syllabus (Part 1)**

<b>Sl. No.</b>	<b>CONTENT</b>	<b>HOURS</b>
<b>1.</b>	<b>Tourism System and its impact on socio economic environment</b>	<b>16</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning, Definition, Scope of Tourism.</li> <li>— Meaning of - Tourist, traveller, visitor, transit visitor and excursionist.</li> <li>— Nature of tourism – Service Characteristics.</li> <li>— Types of Tour packages; Forms of Tourism</li> <li>— Impacts of Tourism – Socio-cultural, economic and environmental.</li> <li>— Barriers to Tourism – Overcoming barriers to tourism.</li> </ul>	<b>16</b>
<b>2.</b>	<b>Different forms of tour packages and ancillary services.</b>	<b>38</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Accommodation – meaning and role.</li> <li>— Types of Accommodation – based on facilities, based on location, based on length of stay.</li> <li>— Meal Plan for booking accommodation.</li> <li>— Available packages – short trip, weekend trip, long trip.</li> <li>— Ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Make a survey on any 10 tourists visiting your state, to know their perceptions about availability of accommodation, transportation and other infrastructural facilities and prepare a report.</p>	<b>24</b>

3.	<b>Role of different private and public bodies associated with the tourism industry in the growth and development of tourism.</b>	<b>38</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP).</li> <li>— Role of local bodies, State Tourism Development Corporations, NGOs.</li> <li>— Factors responsible for growth and development of tourism.</li> </ul>	<b>14</b>
	<b>Project</b> <p>Visit a tourism department's office of your city to know the demand, infrastructural facilities, types of tourists visiting different places and prepare a report.</p>	<b>24</b>
4.	<b>Basics on system components and behavioural requirements of Hospitality Management</b>	<b>62</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning of the hospitality industry.</li> <li>— Importance of customer care in hospitality.</li> <li>— Accommodation, Food and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.</li> <li>— Front desk grooming and other essentials – body language.</li> </ul>	<b>14</b>
	<b>Project</b> <ol style="list-style-type: none"> <li>Visit a hotel, note down the maintenance, cleaning and room services procedures followed there. Write a detailed report emphasizing on the dusting and polishing techniques, techniques of cleaning furniture, carpets, rooms, air conditioners and routine maintenance of rooms.</li> <li>Visit two hotels, note down the food and beverages management and security surveillance system followed there and prepare a comparative and analytical report on the same.</li> </ol>	<b>48</b>
5.	<b>Acts and Regulations Applicable to Hospitality Industry</b>	<b>14</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Workers Compensation, Liquid License, Food &amp; Drugs Regulations, Health &amp; Hygiene, Sale of Goods, Insurance, Environmental Pollution.</li> </ul>	<b>14</b>
	<b>Total hours= 168 (T-72, P-96)</b>	

## **Outcome**

<b>Outcomes to be assessed</b>	<b>Assessment criteria for the outcome</b>
1. Explain Tourism System and its impact on socio economic environment	1.1. Able to explain the meaning, definition and scope of tourism. 1.2. Able to explain the meaning of - Tourist, traveller, visitor, transit visitor and excursionist. 1.3. Able to explain the nature of tourism – Service Characteristics. 1.4. Able to explain types of Tour packages; Forms of Tourism 1.5. Able to explain impacts of Tourism – Socio-cultural, economic and environmental. Able to explain barriers to Tourism – Overcoming barriers to tourism.
2. Explain different forms of tour packages and ancillary services.	2.1. Able to illustrate accommodation – meaning and role. 2.2. Able to illustrate types of Accommodation – based on facilities, based on location, based on length of stay. 2.3. Able to illustrate a meal Plan for booking accommodation. 2.4. Able to illustrate available packages – short trip, weekend trip, long trip. 2.5. Able to illustrate ancillary services – guides, escorts, health services, telecommunication, Foreign Exchange. 2.6. Able to list out basic problems related to accommodation, transportation and other infrastructural facilities faced by travellers
3. Explain the role of different private and public bodies associated with the tourism industry in the growth and development of tourism.	3.1. Able to explain role of Ministry of Tourism, Govt. of India; Role of Private Sector and Public-Private Partnership (PPP). 3.2. Able to explain the role of local bodies, State Tourism Development Corporations, NGOs. 3.3. Able to explain factors responsible for growth and development of tourism. 3.4. Able to explain the infrastructural facilities and types of tourists visiting different places of the respective cities.
4. Outline Basics system components and behavioural requirements of Hospitality Management	4.1. Able to illustrate the meaning of the hospitality industry. 4.2. Able to illustrate the importance of customer care in hospitality. 4.3. Able to illustrate accommodation, Food



	<p>and Beverages, Entertainment, Recreation, Relaxation, Functions and Banquets, Security, Seminars, Conferences and Exhibitions.</p> <p>4.4. Able to demonstrate front desk grooming and other essentials – body language.</p> <p>4.5. Able to explain the maintenance and cleaning procedures of a hotel.</p> <p>4.6. Able to explain the food and beverage management and security system in a hotel.</p>
5. Explain various Acts and Regulations Applicable to Hospitality Industry	<p>5.1. Able to explain workers Compensation, Liquid License, Food &amp; Drugs Regulations, Health &amp; Hygiene, Sale of Goods, Insurance, Environmental Pollution.</p> <p>5.2. Able to illustrate the procedure of obtaining a passport for a tourist.</p>

### **Class XII(HOA2)**

#### **Detailed syllabus (Part 2)**

<b>Sl. No.</b>	<b>CONTENT</b>	<b>HOURS</b>
<b>1.</b>	<b>Outline for Setting up a Travel &amp; Tourism Business</b>	<b>46</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Concept of Travel Business</li> <li>— Difference between Travel Agency and Tour Operator</li> <li>— Types of Travel Agents (TA) and Tour Operators (TO)</li> <li>— Rules for Setting up Travel Agency and Tourism business</li> <li>— Approval Procedure</li> </ul>	<b>14</b>
	<b>Project</b> <ul style="list-style-type: none"> <li>i. Visit to an office of a travel agency arm to study its operations and understand its role and prepare a report.</li> <li>ii. Visit a passport office to learn the procedure of obtaining a passport for a Tourist.</li> </ul>	<b>32</b>
<b>2.</b>	<b>Operations of Travel Agent</b>	<b>30</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Role, Functions and Responsibilities of TA &amp; TO</li> <li>— Ticketing- Fare Calculation</li> <li>— Documentation required for a Package Tour</li> </ul>	<b>14</b>

	<ul style="list-style-type: none"> <li>— Foreign Exchange</li> <li>— Hotel, Cruise, Bus &amp; Rail Reservations .Car Rentals</li> <li>— Marketing &amp; Publicity</li> </ul>	
	<b>Project</b> Visit a railway station to study the procedure for booking, cancellation of tickets, etc., and prepare a report.	<b>16</b>
<b>3.</b>	<b>Tour Packaging &amp; Programming</b>	<b>30</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning and classification of Tour Packages</li> <li>— Components of a Package</li> <li>— Customized and Tailor-Made Package</li> <li>— Tour Formulation &amp; Designing Process</li> <li>— Tour Programming and its Importance</li> </ul>	<b>14</b>
	<b>Project</b> Visit to an office of an Airline / Travel agency to study its workings in respect of issuance and cancellation of Air tickets and the concessions given (if any) to promote tourism.	<b>16</b>
<b>4.</b>	<b>Package Tour Costing</b>	<b>30</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Concept of Tour Costing</li> <li>— Components of Tour Cost</li> <li>— Preparation of Cost Sheet</li> <li>— Tour Pricing</li> <li>— Calculation of a price to be charged for a tour</li> <li>— Factors influencing the Tour Costing</li> </ul>	<b>14</b>
	<b>Project</b> Visit to Howrah/ Sealdah station to know the types of trains, class of travel, and types of fare and use of railway time table.	<b>16</b>
<b>5.</b>	<b>Hospitality Distribution Channels</b>	<b>32</b>
	<b>Theory</b> <ul style="list-style-type: none"> <li>— Meaning of hospitality distribution channels,</li> <li>— Idea of major hospitality distribution channels (like travel agents, tour operators, consortia, reservation System, etc.),</li> <li>— Functions of distribution channels.</li> </ul>	<b>16</b>

	<b>Project</b>	<b>16</b>
	Field visits to know the procedure for booking of accommodation in a hotel for a tourist.	
	<b>Total hours= 168 (T-72, P-96)</b>	

### **Outcome**

<b>Outcomes to be assessed</b>	<b>Assessment criteria for the outcome</b>
1. Elaborate Setting up a Travel & Tourism Business	1.1. Able to illustrate the concept of travel business. 1.2. Able to illustrate the difference between Travel Agency and Tour Operator. 1.3. Able to illustrate types of Travel Agents (TA) and Tour Operators (TO). 1.4. Able to explain rules for Setting up Travel Agency and Tourism business – Approval Procedure. 1.5. Able to illustrate the operations of a travel agency and roles of various positions.
2. Perform operations of a Travel Agent	2.1. Able to explain the role, functions and responsibilities of TA & TO. 2.2. Able to explain ticketing- Fare Calculation. 2.3. Able to explain the documentation required for a Package Tour. 2.4. Able to explain Foreign Exchange 2.5. Able to explain Hotel, Cruise, Bus & Rail Reservations , Car Rentals 2.6. Able to explain marketing & Publicity.
3. Prepare Tour Package & Programming	3.1. Able to illustrate meaning and classification of Tour Packages. 3.2. Able to illustrate the components of a Package. 3.3. Able to illustrate customized and Tailor-Made Package. 3.4. Able to illustrate tour formulation & designing process. 3.5. Able to illustrate tour programming and its Importance.

	3.6. Able to illustrate the issuance and cancellation of Air tickets and concessions given to promote business.
4. Prepare Package Tour Costing	<p>4.1. Able to explain Concept of tour costing.</p> <p>4.2. Able to explain the components of tour cost.</p> <p>4.3. Able to prepare Cost Sheet</p> <p>4.4. Able to prepare tour Pricing</p> <p>4.5. Able to do the calculation of a price to be charged for a tour</p> <p>4.6. Able to explain factors influencing the Tour Costing.</p> <p>4.7. Able to explain types of trains, class of travel, and types of fare and use of railway time table.</p>
5. Explain role of Hospitality Distribution Channels	<p>5.1. Able to explain meaning of hospitality distribution channels.</p> <p>5.2. Able to explain the idea of major hospitality distribution channels (like travel agents, tour operators, consortia, reservation System, etc.),</p> <p>5.3. Able to explain the functions of distribution channels.</p> <p>5.4. Able to explain the procedure for booking of accommodation in a hotel for a tourist.</p>