**TM-501 Human Resource Management**

**Course Contents:**

**I: Human Resource Management:**

Relevance and spectrum, concept and evolution, Organization of HR Department, Role, Functions of HRM, HR Policies. Emerging dimensions in HRM.

**II: Acquisition of Human Resource:**

Human Resource Planning- Process and Importance of HRP, Quantitative and Qualitative dimensions; job analysis – job description and job specification; Concept and sources; recruitment – selection – Concept and process; test and interview; placement induction, Turnover, Retirement, layoff, retrenchment and discharge, VRS.

**III: Training and Development:**

Concept and importance; identifying training and development needs; designing training programmes; role specific and competency based training; training process outsourcing; management development systems.

**IV: Performance Appraisal System*:***

Nature and objectives; techniques of performance appraisal; potential appraisal and employee counseling; job changes - transfers and promotions.

**V: Compensation:**

Concept, policies and administration; job evaluation; methods of wage payments and incentive plans; fringe benefits; performance linked compensation. Maintenance: employee health and safety; employee welfare; social security; grievance handling and redressal.

**VI: Career planning and succession planning.**

Concept, need and process of Career planning. Difference between Career planning and succession planning. Concept, process and benefits of both types of planning.

**VII: Separation :**Retirement, Resignation, Lay off, Retrenchment, Discharge and Dismissal.

**Suggested Books:**

1. Human Resource Management Principles and Practice, P.G. Aquinas, ISBN : 8125918097.

2. Personnel Management, ArunMonappa , MirzaSaiyadain, ISBN : 0074622643.

3. Human Resource Management , V S P Rao, ISBN : 8174464484.

4. Human Resource Management, Gary Dessler,ISBN : 8131754269.

5. Emotional Intelligence: Why It Can Matter More Than IQ by Daniel Goleman

**TM-502Transport Systems**

The paper will help the students find the clear differences of functions of air, surface and water

transportation system in the world vis-à-vis India.

**UNIT I Fundamentals of Transport**:

Evolution of Transportation, Importance of Tourist Transport Services, Essentials of Transport, Growth & Development of Means of Transport, Types of Transport, Distribution of Sales of Tourist Transport Services, Road Transport Network in India

**UNIT II Road Transport:**

Road Transport Network in North America, South America, Europe, South Africa, Asia and the Middle-East, Austria and New Zealand, Major Railway Transport Network in the World, Coach &Car Rental Services, Types of Coaches, Types of Car Rental Services

**UNIT III Rail Transport**:

Past, present, future types of tours available in India, Indrail pass, special schemes and packages available, palace on wheels, royal orient, fairy queen and toy trains. Planning itineraries on Indian Railways, reservation and cancellation procedures.

**UNIT IV Air Transport**:

Types of Airlines, Aircraft, Types of Airport & Its Facilities and Services, In-flight Services, Prohibition of Dangerous Goods, Safety Measures for Aircraft and Airport, ICAO and Its Freedom of Air, Director General of Civil Aviation (DGCA) & its Roles and Functions and Airports Authority of India(AAI) &Its Roles and Functions.

**UNIT V Organizations related to Air Transport**

ICAO and Its Freedom of Air, Director General of Civil Aviation (DGCA) & its Roles and Functions and Airports Authority of India (AAI) &Its Roles and Functions.

**UNIT VI Basic Airfares & Ticketing:**

Types of Journey, MPM, TPM, Extra Mileage Allowance, One-way, Return Trip and Circle Tri Journey, Higher Intermediate Fare Check Point, Add-on and Open Jaw Fare, Excursion Fare , Components in International Air Tickets, Airline Business in the World, Major International Air Carrier and Major Low-cost Airlines, Domestic Air Transport Business, Distribution of Sales of Airlines Tickets, Baggage and Travel Documents, Air Charter Services, Miscellaneous Charges order (MCO) -Multiple Purpose Document (MPD) -Billing and Settlement Plan.

**UNIT VII Water Transport Services**

Water Transport Network, Cruise Line Business, Distribution of Sales in Cruise Line Business, Inland Water Transport System in India Case Study of AMTRAK, KPN Transport Services, Indigo Airlines, Star Cruise Line.

SUGGESTED TEXT BOOKS

1.JagmohanNegi (2005) Air travel Ticketing and Fare construction , Kanishka,New Delhi.

2.Duval, DTimothy(2007).Tourism and Transport: Modes, Networks and Flows , Channel view Publications,New York.

SUGGESTED REFERENCE BOOKS

1.Ratandeep Singh (2008), Handbook of Global Aviation Industry and Hospitality services , Kanishka Publishers, New Delhi.

2.Page Stephen (2005), Transport and Tourism: Global Perspectives , Pearson Prentice Hall, New Delhi.

3.IATA Training Manual.

4.Air Cargo Tariff Manual.

5.IATA live Animals Regulation Manual.

**TM-503 Tour Guiding and Interpretation**

**Course Content**

**Unit** I

Introduction of tour guiding, tour escorting, definition of tour guide, roles of tour guide

Responsibilities of tour guide, qualities of ideal tour guide

**Unit** II

Guiding techniques, road blocks in communication, Tour commentary, presentation and oral communication, guide personality, working under difficult circumstances

**Unit III**

Practical guiding and on tour management, guiding at jungle safaris, guiding at a historical sites,

Guiding at a museums, guiding of leisure group tour, Guiding of a business tours.

**Unit IV**

Dealing with emergencies, Accidents, laws and orders, loss of documents ,Complaint handling, handling of on tour changes

**Unit V**

Management of guiding business, destination knowledge, itinerary planning, survey of your location, formation of good team, code of conduct for tour guide.

**Unit VI**

Tourist & visitors interpretation: popular understanding of place, potentials of attraction. Intrinsic qualities, personal stereotypes. theme interpretation, heritage interpretation & interpretation of nature.

**Unit VII**

Cultural rural & special interest tour.

Suggested Readings:

1. Susan Websters, Group Travel Operating Procedures

2. Kathleen Lingle, Pond,The Professional Tour Guiding

**TM-504 INDIAN CULTURE & HERITAGE**

**Course Content**

**UNIT I**

Indian Cultural History: Early and Post Vedic period - Ancient Indian Literature - Sacred Literature - Secular Literature - Ancient Society & Culture - Varna System – Purushartha – Cultural Erosion

**Unit – II**

Glimpses of Indian cultural history – Pre and Post Vedic periods - Ancient Indian Literatures - Sacred Literature - Secular Literature - Ancient Society & Culture – Ashramas – Purushartha - Indian vs. Western Culture.

**Unit – III**

Religions of India-Religious Shrines & Centers - Hindu, Buddhist, Jain, Sikh, Muslim, Christian and others-Basic Tenets – Indian Vs Western Philosophy

**UNIT IV**

Non-Material Cultural Heritage: Significance and Places of Importance of Ayurveda, Yoga and Meditation - Performing Arts, Dance Forms, Music – Vocal & Instruments - Folk Arts – Indian Paintings and Sculpture- Fair and Festivals, Indian Cuisine, Traditional Arts and Crafts.

**UNIT V**

Architectural Heritage: Significance & Places of Importance - Rock-cut Architecture –Architectural Styles - Indus Valley, Vedic, Buddhist, Jain, Mauryan Architecture, Vakataka (Ajanta), Nagara: Gupta Era (Bhitargaon, Deogarh, Udayagiri, Nachnakutara), Chandela (Khajuraho), Kalinga Style. Vesara/Sankara:EarlyChalukyan (Aihole, Badami, Pattadakkal), Hoyasala (Belur), Rashtrakutas (Ellora). Dravidian:Pallavas (Mahabalipuram, Kanchipuram) Pandyas (Madurai, Rameshwaram, Trichy, Tirunalveli) Cholas (Tanjore, aigaikondacholapuram, Darasuram), Vijayanagara (Hampi), Kakatiyas (Warangal) MharuGurjara (Gujarat & Rajasthan, Step wells), Himalayan style, Ratna Style(West Bengal), Indo Islamic (FatehpurSikhri, Agra, Delhi), Indo-European (Kolkata, Mumbai, Delhi –Lutyens area)

**UNIT VI :**

Museums and Art Galleries: Significance, Types and Importance of Museums and Art Galleries-Indian Museum, Kolkata, National Museum, New Delhi, Salar Jung Museum, Hyderabad, City Mahal.Museum, Jaipur, Udaipur & Jodhpur – Unique Museums of India

**Unit –VII**

Fairs and Festivals - Indian Cuisine - Traditional Arts and Crafts - World Heritage sites in India - Problems and Prospects of Cultural Tourism in India.

SUGGESTED TEXTBOOKS

1. 1. Basham, A.L. , The Wonder That Was India. Rupa & Co. New Delhi
2. 2. Thapar, Romila , A History of India: Volume 1. Penguin Book, New Delhi,
3. 3. Basham, A.L. , A Cultural History of India. Oxford University Press, USA.
   * 1. 4. Singh, Upinder , .A History Of Ancient and Early Medieval India: From The Stone Age To The 12Th Century, Pearson Education India, New Delhi.
4. 5. Chandra, B. , History of Modern India. Orient Blackswan, New Delhi
5. 6. Brown, P. , Indian Architecture (Buddhist and Hindu Period), Tobey Press, New York
6. 7. Brown, P. , Indian Architecture (the Islamic Period), Palmer Press, New York
7. 8. Allchin, B., Allchin, F.R. et al. Conservation of Indian Heritage, Cosmo Publishers, New Delhi.

**TM-505 ADVENTURE TOURISM**

**Course Contents:**

**Unit I:Adventure Tourism:**

Concept of adventure tourism, classification of adventure tourism, Adventure on Ground: Mountain climbing, trekking, skiing, ice skating, motor car rally, rock climbing, camel safari, bungee jumping. HMI, NIM.

**UnitII:Managing Adventure Tours**

: Major terms used in adventure activities (land, water and air). Illness, Injuries and First Aid (Hypothermia, Frost Bite, Altitude Illness, Snow Blindness etc). National and International Organizations (ATTA, UIAA, IMF, ATOAI, PADI, WPGA etc), its code of conducts.

**Unit III:Adventure in Water**

River running-canoeing, kayaking, white water rafting, diving, rowing, surfing,

boating, wind surfing etc. River reading Adventure in Air:-Ballooning, parachuting & sky diving, paragliding, Para sailing, gliding, soaring, hang gliding, micro lighting, weather observations.

**Unit IV:Air based adventure**.

Future prospects of adventure tourism in India, Importance of human resource in adventure tourism, emerging trends of adventure tourism.

**Unit V :Group management**

Preparing navigation routes, attitude of the State authorities, community tourists and other stakeholders, natural history of destination-ecology, climate, fauna and flora, land form features.

**Unit VI: Food Plan**

: Menu and nutrition considerations; hygiene, trail food preparation;

kitchen food preparation; packaging; presentation; and hygienic sanitation.

**Unit VII: Legal Liability and Risk Management :**

Legal liability concepts; owner and director liability; guide and leader liability; risk assessment and controlling; risk mitigation; risk financing and insurance.

Suggested Reading:

1. Pearce, D.G. and Butler, R.W. Contemporary issues in tourism development. Routledge

2. Satyendra Malik. Adventure Tourism.

3.Hall, CM and Page, SJ. The Geography of Tourism and Recreation. Routledge.

4.Dixit, M. Tourism Products. Royal Publishers.

5. Weare G, Trekking in the Indian Himalayas,

Lonely Planet Pub,Hong Kong,Hand book of National Parks, Wildlife Sanctuari

**TM-506 Disaster management**

**Course Content**

**Unit-I Disaster Management:** Meaning,Definition and Concept of Hazard, Risk, Vulnerability and Disaster;Types and classification of Disasters.

**Unit-IINatural Disasters:**Earthquakes, Volcanos, Floods, Cyclones and Cloud burst, Avalanches, Forest Fire, Tsunami, and other natural disasters. Risks posed by Natural disasters and Disaster Risk Reduction activities.

**Unit-IIINon-Natural Disasters:**Man-made, Nuclear, Chemical and Industrial Disasters, Global warming; Biological Disasters; Epidemics and other Non-Natural disasters. Risks posed by Non-Natural disasters and Disaster Risk Reduction activities.

**Unit-IV Influenza and Pandemic:** Seasonal influenza and pandemic influenza, Effects of a pandemic influenza to daily human life, community, organizational operations and basic services. Risks posed by Pandemic and Risk Reduction activities. Strategies for resolving continuity challenges presented in a pandemic situation.

**Unit-VPrevention and Risk Management Strategy:** Disaster Risk Reduction –Planning and Measures (Assessment, Early Warning, Natural Resource Management, Social and Economic Developmental Practices),Institutional and Individual'sresponsibilities during risk reduction, preparedness, response and recoveryphases. Managing Infrastructure, Health Aspects, Emergency and disaster risk management for health, Post-Disaster Recovery Planning.

**Unit-VI Institutional Framework for Disaster Management**: Disaster Management Act, National Disaster Management Authority (NDMA), National Disaster Response Force (NDRF), National Emergency Response Centre, National Disaster Relief Fund and other Government and Non-Government Disaster Management Agencies in India.

**Unit-VII Capacity Building for Disaster Management**: Educational and Training Institutions in India; Role of Technology in Disaster Management.

**List of Readings:**

1. Tushar Bhattacharya: Disaster Science and Management, McGraw Hill, India.
2. S.C. Sharma: Disaster Management, Khanna Publishing, India
3. P. Kumar: Disaster Management, OakBridge Publishing, India
4. R. Subramanian: Disaster Management, Vikas Publishing House, India
5. Coppola, D.P.: Introduction to International Disaster Management, Butterworth-Heinemann/Elsevier, UK