

2. TOURISM AND HOSPITALITY MANAGEMENT (Y4, Y5, Y6)

Scheme of Examination

Std. XI

Paper	Title of the Paper	Theory		Practicals		Term work	Project work	I.V.	OJT	Total Marks
		Marks	Time (Hrs)	Marks	Time (Hrs)					
1	Concepts of Tourism	80	3	80	3	10	10	10	10	200
2	Transport	80	3	80	3	10	10	10	10	200
3	Basic Hospitality Management	80	3	80	3	10	10	10	10	200

* IV = Industrial Visit

** OJT = On Job Training

Scheme of Examination

Std. XII

Paper	Title of the Paper	Theory		Practicals		Term work	Project work	I.V.	OJT	Total Marks
		Marks	Time (Hrs)	Marks	Time (Hrs)					
1	Event Management	80	3	80	3	10	10	10	10	200
2	Travel Agency Operations	80	3	80	3	10	10	10	10	200
3	Advanced Hospitality Management	80	3	80	3	10	10	10	10	200

* IV = Industrial Visit

** OJT = On Job Training

INTRODUCTION

Tourism being the second largest industry in the world today plays a very important role in revenue & employment generation. Tourism & Hospitality Industry comes under service sector, thus, it can be used to enhance international understanding, communal harmony, global peace & cultural exchange.

Tourism & Hospitality Industry requires advanced communication devices such as internet, satellite etc. It promotes various local income generation activities, generation of foreign currency as well as helps for export activities.

This course will introduce the basic principles of tourism and focus on the intricate aspects of the three major tourism industry components i.e. accommodation, travel and visitor services. This course will indicate how direct and indirect links between these components are mandatory for the very success of a country's tourism industry and in turn the global tourism industry.

This course aims at developing & promoting the basic vocational expertise in order to keep pace with this ever changing & dynamic tourism & hospitality industry. This proves to be the Job Oriented Course which is made keeping in mind the present need of the industry.

GENERAL OBJECTIVES

To enable the students –

1. To get a general idea about tourism & hospitality industry and various activities performed by these industries
2. To create awareness about need & importance of tourism & hospitality industry related techniques
3. To create the reliable & creative trained manpower for fast growing tourism & hospitality industry.
4. To encourage young entrepreneurs to start their own business related to tourism & hospitality industry.
5. To enhance the income generating activities in tourism & hospitality sector as service oriented industries.
6. To understand the concept and types of events, their management, advertising and marketing.

SPECIFIC OBJECTIVES

To enable the students –

1. To understand complete travel & hospitality related terminologies & formalities

2. To impart the knowledge about various modes of transport and respective reservation systems (CRS) for Rail, Air, Road and Water transport
3. To understand accommodation reservation systems in hospitality industry
4. To impart the skill to plan out and execute various tour programmes
5. To assist the learners to organize various events such as MICE (Meetings, Incentives Conferences & Conventions & Exhibitions)
6. To impart knowledge about effective communication skills
7. To impart various skills to the learners through On the Job Training Programmes & Industrial Visits
8. To handle various Front Offices, Food & Beverage & Housekeeping related activities
9. To inform about computer & related technologies like internet etc.
10. To impart knowledge about actual working of Travel Agency & Hotel as an industry, the probable difficulties faced by them & the action taken during the adverse situation.

Job Opportunities

Wage Employment

1. Reservation Assistant
2. Holiday Consultant
3. Booking Assistant
4. Manager, Assistant manager, tour manager, tour escort.
5. Marketing Executive
6. Passport, visa consultant
7. Jobs in various departments in hotel such as -
 - House keeping
 - Front office
 - Travel desk
 - Restaurants, Bar
 - Accounts
 - Sales and Marketing
8. Event escorts
9. Anchor
10. Technicians - sound & Light
11. Hostess
12. Decorators such as -
 - Floor
 - Stage
13. Designer
 - Web designing
 - Stage designing
 - Layout designing
14. Security and bouncers

Self Employment

1. Travel agent
2. Tour Operator
 - Inbound
 - Outbound
 - Domestic
3. Tourist guide
4. Free lancing booking agent of
 - Bus
 - Car
 - Railway
 - Air
 - Hotel
5. Service providers such as -
 - House keeping
 - Catering
 - Floral decoration
 - Rangoli, Mehandi, DJ
 - Pick-up and drop service
6. Event Manager
7. Ice carving and salad decorator

Std. XI Paper I: Concepts of Tourism (Y4) Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	Terminology	1.1 Definition 1.2 Meaning, Scope & Limitation of Tourism 1.3 Elements of Tourism 1.4 Forms of Tourism 1.5 Types of Tourism	10
2.	Culture of India	2.1 Regions of India 2.2 Fairs & Festivals 2.3 Handicrafts 2.4 Dances & Music 2.5 Cuisine	30
3.	Maharashtra at a Glance	4.1 Political map & physical features of Maharashtra 4.2 Various Tourist places in Maharashtra	10

		4.3 Tourist potential Maharashtra 4.4 Role of MTDC in Tourism Promotion	
4.	Geography of India	9.1 Geographical regions of India (East, West, North, South) 9.2 Natural Tourist Destinations in India	50
5.	Tourism Organization	12.1 Introduction to Government Tourism Organizations 12.2 Functions and objectives of WTO, Ministry of Tourism, ITDC, State Tourism Development Corporations 12.3 IATA, AAI, TAAI, ASTA, PATA, IATO, ICAO etc, ASI State Archaeology	10
6.	Significance & Impact of tourism	6.1 Social benefits of Tourism 6.2 Economic benefits of Tourism 6.3 Negative impacts of Tourism	10
		Total	120

Practicals

Sr. No.	List of Practical	Periods
1.	Study of Tourism Destinations (Adventure, Natural, Pilgrimage places with respect to geographical surrounding) in and around course center.	25
2.	Visit and prepare Visit reports about places of Religious Importance	25
3.	Preparation of project report on places of tourist interest like temples, historical sites, monuments, places of natural beauty etc along with photographs.	25
4.	Map Reading -Locating, marking, plotting of location, places, areas, routes etc on Map of Maharashtra (Tourist map, Political Map & Physical Map)	25
5.	Visit to State Tourism Organization (like MTDC) and collection of information on tourist destination	25
6.	Map Reading with respect to longitude, latitude, Time Difference, International Date line & GMT	25
7.	Map Reading & marking Tourist Destinations in India & around the World along with important Airlines & Airline Codes	25
8.	Visit to various Tourism Organizations to know their facilities, functions and importance (Local Travel Agents Associations, Government Tourism Offices & State wise Tourism Offices)	25
9.	Visit to ASI or State Archaeology Office	20
10.	Case Studies to study positive and negative impacts of Tourism.	20
	Total	240

Paper II: Transport (Y5)

Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	TRANSPORT NETWORK	1.1 Introduction -Transport 1.2 Features of good transport 1.3 Criteria for selecting a good transport 1.4 Classification of types of transport 1.5 Infrastructure -Importance of infrastructure in tourism evolution need for development of infrastructure. 1.6 Contribution & role played by transport in the tourism industry.	15
2.	Roadways	2.1 Roadways - Introduction & Objectives 2.2 Features of Road Transport. 2.3 Role of Small Transport Services. 2.4 Major Transport Operators in India 2.5 Rules & Regulations for Roadways 2.6 Places of tourist interest in vicinity of Tourist Destination.	20
3.	Railways	3.1 Introduction, Objectives & Importance of Railways with respect to tourism. 3.2 Services & facilities offered by Railway to traveler. 3.3 Tourist Special Trains in India. 3.4 Comparison with travel passes abroad	30
4.	Airways	4.1 Objectives & Introduction 4.2 Contribution of airways 4.3 Role & Functions of national & domestic carrier/ feeder / airlines 4.4 Information about private airlines & their contribution to tourism industry.	30
5.	Airport Essentials	7.1 Objectives & Introduction 7.2 Formalities at Airport 7.3 Documentation in respect to Airways	15
6.	Water ways	8.1 Objectives & Introduction 8.2 Functions & Principles of Waterways 8.3 Types & Forms of Waterways 8.4 Cruise tourism	10
		Total	120

Practicals

Sr. No.	List of Practical's	Periods
1.	Preparation of Project Report on the development of travel from ancient, medieval & modern times	20
2.	Locate various tourist destinations & their routes with the help of Navigation Software available in Mobile.	20
3.	Study of reservation & cancellation systems of roadways	20
4.	Visit to Regional Transport Office to learn about Tourist Permit Insurance, IDP, registration procedure of different types of vehicles	20
5.	Field visit to booking office for bus /car reservation & related information.	20
6.	Preparation of database of timetable, types of class & fares etc of Bus / Small Car Services, booking ticket across the reservation counter/ website	30
7.	Visit to Railway Station to understand various formalities about-train ticket reservation /cancellation	20
8.	Collect information about destinations connected to India by air.	20
9.	Visit to Airline Office /Airport to understand about facilities, amenities, available reservation / Cancellation. Concessional air fares & in-flight service	20
10.	Preparations & understanding of Air Travel terminologies & documentation at airport.	20
11.	Collection of information related to water transport -Reservation, time tables, types of classes, fares, services etc. at the reservation counter/website	30
Total		240

Paper III: Basic Hospitality Management (Y6)

Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	Introduction & History of Hotels	1.1 Introduction & History of Hotels 1.2 Types of Hotels & Types of rooms 1.3 Significance of hotel in tourism 1.4 Terminologies 1.5 Information on Hotel facilities 1.6 Local knowledge 1.7 Importance of front office 1.8 Departments of a Hotel	15

		1.9 Front office functions 1.10 Front office's interactions with other departments 1.11 Organizational charts	
2.	Reservation	2.1 Introduction 2.2 Types of reservations 2.3 Room Assignment	15
3.	Room Availability & Assignment	3.1 Introduction 3.2 Terminology	25
4.	Registration procedure	4.1 Importance of registration card /form 4.2 Payment methods 4.3 Rooming 4.4 Reports 4.5 Special Situations	25
5.	Personal Hygiene for Tourism & Hospitality	5.1 Introduction 5.2 Need for Personal Hygiene 5.3 Sanitary procedures for personal hygiene.	20
6.	Health Tourism	6.1 Meaning, introduction & definition 6.2 Current Trends & avenues 6.3 Spas & Ayurvedic Massage centres 6.4 Role of sales person & buying procedure.	20
		Total	120

Practicals

Sr. No.	List of Practical	Periods
1.	Visit to various types of accommodation units like Hotels, Motels Resorts & Supplementary Accommodation units to understand standard procedures for <ul style="list-style-type: none"> - Arrival of guests - Departure of guests - Room Reservation method - Room allocation - Front Office Functions such as Wake-up calls, Guest Messages etc. 	40
2.	Study Standard procedures of welcoming the guests in Hotel – <ul style="list-style-type: none"> - Individual or group arrival - Standard Greeting or Welcoming procedures - Welcome Phrases - Politeness and etiquettes in front office - Welcome Cards - Providing information about facilities available for guests - Handling Guest feedback etc. 	50

3.	Study of Standard procedures of guest Check- in & Check -out including the following – <ul style="list-style-type: none"> - Individual, Group and VIP Check-in & Check Out - Documentation related to guests - Opening a Guest Folio /Master Bill - Handling Walk -ins & Skippers - Receiving Payment by cash /card /company account - Handling Guests luggage including the left luggage 	50
4.	Studying Various formats & understanding how to use them effectively for Front Office Work <ul style="list-style-type: none"> - Reservation card - Registration card - Message Slip - Housekeeping reports etc. 	30
5.	Study of Standard procedures to enter a guest room.	30
6.	Studying of Standard Procedures to be followed for personal hygiene by the hotel study such as <ul style="list-style-type: none"> - Hand wash procedures - Freedom from body odour - Clean teeth & breaths - Clean & Neat uniform - Personal care practices during illness to avoid spreading contagious diseases - Tips for hair, make-up, jewellery, perfumes etc for hotel staff. 	25
7.	Visit to Spa & nearest Hospitals to understand opportunities & growth in Medical Tourism	15
Total		240

Std. XII
Paper I: Event Management (Y4)
Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	Event Management and Planning	1.1 Introduction 1.2 Event Crew & Team 1.3 Event Resource Management	20
2.	Event Marketing	2.1 Introduction 2.2 Event Leadership & Communication 2.3 Event Safety & Security 2.4 Event Communication & Presentation Skills	20
3.	Special Events	3.1 Introduction 3.2 Event Marketing	30

		3.3 Advertising & Public Relations 3.4 Event Sponsoring, Production & Logistics	
4.	Event Preparation	4.1 Introduction 4.2 Event Preparation & Designing 4.3 Mega Events Co-ordination	30
5.	Handling of media	5.1 Introduction to Handling of media 5.2 Events Risk Management 5.3 Event Ethics & Code of Conduct	10
6.	Event Evaluation	7.1 Event Monitoring 7.2 Event Evaluation 7.3 Handling of Emergencies	10
		Total	120

Practicals

Sr. No.	List of Practical	Periods
1.	Meet various event organizers and collect the information about various types of events conducted and duties & responsibilities of event crew.	25
2.	See the videos of various types of events conducted and prepare a PPT based information collected.	25
3.	Role plays and simulations of various activities involved in event management such as marketing, selling, booking.	25
4.	Preparation of an event checklist.	15
5.	Study the procedures followed for ushering & escorting for events.	15
6.	Study the procedures followed for manning counter & stall volunteering.	15
7.	Celebration of World Tourism Day and India Tourism Day as an event in your institute with the help of following points – <ul style="list-style-type: none"> - Guest lectures - Seminars - Exhibitions - Food Festivals - Cultural programmes - Quiz Contests - Preparation of an event report for the same. 	25
8.	Study the procedures followed for events preparation for different types of events.	20
9.	Attend various mega events, sports events, theme events in your city and prepare a visit report for the same.	20
10.	List out safety and security measures required for different types of events.	15

11.	Arrange visit to tourism/ hospitality / trade fair or exhibition and prepare a visit report for the same.	20
12.	Prepare a project report on celebration of local festivals.	20
	Total	240

Paper II: Travel Agency Operations (Y5) Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	Travel Agency Business	1.1 Introduction 1.2 Functions 1.3 Approval 1.4 Finance Assistance for tour promotion	25
2.	Documentation	2.1 Introduction 2.2 Passport & Visa 2.3 Insurance & Health Formalities 2.4 Forex 2.5 Liaisoning with Intermediaries	25
3.	Ticketing	3.1 Introduction 3.2 Special Fare	10
4.	CRS	4.1 Introduction 4.2 Roadways 4.3 Railways 4.4 Airways 4.5 Waterways	20
5.	Office Procedures	5.1 Introduction 5.2 Advantages of BSP 5.3 BSP Operations 5.4 Standard Traffic Documents (STD)	10
6.	Itinerary Planning	6.1 Introduction 6.2 Basics of Itinerary Planning 6.3 Steps 6.4 Types of Itineraries 6.5 Costing	30
		Total	120

Practicals

Sr. No.	List of Practical	Periods
1.	Visit to different types of travel agencies in your city and tabulate your	25

	findings.	
2.	Find out various finance schemes in travel agencies for tour promotion.	15
3.	Visit the site - www.passport.gov.in and know the procedure of filling online passport application form.	25
4.	Know the formalities and documents required for various visas like Schengen, Dubai, Far East etc.	25
5.	Collect information about exchange rates of various currencies.	15
6.	Visit the site - www.irctc.co.in & create a profile on web portal and understand the process of railway ticket booking and cancellation.	25
7.	Visit the site - www.makemytrip.com or www.yatra.com or www.goibibo.com and understand the procedure of air ticket booking and cancellation.	25
8.	Introduction to any CRS and understand the basic commands applicable to CRS.	20
9.	Generate PNR in CRS.	15
10.	Understand the procedure of filling of various documents such as – i. Reservation Card ii. Payment vouchers iii. Refunds	25
11.	Prepare six itineraries (Domestic and International) with their costing i. Weekend (Domestic) ii. One Week (Domestic and International) iii. Two Weeks (Domestic and International) iv. Prepare and plan 8 days itinerary within Maharashtra preferably Ajanta and Ellora.	25
	Total	240

Paper III: Advanced Hospitality Management (Y6) Theory

Sr. No.	Unit	Sub-Unit	Periods
1.	The Food and Beverage Service Industry	1.1 Introduction 1.2 Classification of Catering establishments 1.3 Food and Beverage operations	20
2.	Types of Food and Beverage Service	2.1 Introduction 2.2 Various types of food and beverage service 2.3 Terms related to food & beverage service	20
3.	Food and Beverage Service Personnel	3.1 Introduction 3.2 Job Description and Job Specification 3.3 Attributes of Food and Beverage service personnel 3.4 Inter-departmental relationship	20

4.	Housekeeping Department	4.1 Introduction to Housekeeping department 4.2 Organizing the Housekeeping department 4.3 Job Description	30
5.	Functions of Housekeeping	5.1 Housekeeping Terms 5.2 Departments that Housekeeping co-ordinates with	20
6.	Marketing	6.1 Introduction, Definition and concept of Marketing 6.2 Difference between marketing and selling 6.3 Modern marketing concepts 6.4 Elements of Marketing mix and 4 P's	10
		Total	120

Practicals

Sr. No.	List of Practical's	Periods
1.	Study various Basic Technical Service Skills including the following – <ul style="list-style-type: none"> - Holding of service spoon and fork - Carrying glasses - Carrying clean cutlery, crockery and flatware's - Using of service salver and tray - Clearing the side plates and knife - Clearing accompaniments - Crumbing down 	35
2.	Study the procedures for laying a table including the following – <ul style="list-style-type: none"> - Laying and relaying of table cloth - Laying and relaying of cover - Removal of spare cover - Waiting at the table 	35
3.	Prepare a project report on Local Cuisine and supply of local cuisine at Tourist Destination	20
4.	Study various procedures followed in restaurant during serving a guest, including the following – <ul style="list-style-type: none"> - Napkin folds (lunch & dinner) - Forms & methods of service - Tray carrying - Order of table service 	35
5.	Study Various procedures followed for servicing a guest room including the following – <ul style="list-style-type: none"> - Room cleaning and servicing a vacant room, Bed making in occupied as well as check out room - Guest bathroom cleaning procedure - Handling various situations during servicing the room such as 	35

	<p>DND rooms, valuables found in room, guest's entry during servicing etc.</p> <ul style="list-style-type: none"> - Replenishing amenities in guest room i.e. ordinary guest room and VIP room - Setting up a chamber maid trolley for servicing rooms 	
6.	<p>Study various procedures followed for servicing public areas of the hotel</p> <ul style="list-style-type: none"> - Various job procedures along with cleaning agents / equipments used for servicing public area of the hotel. - Areas under public area & their respective cleaning schedules like lobby, corridors, elevators, swimming pool, restaurants, etc. - Various types of cleaning followed in public area like daily cleaning, weekly cleaning, special cleaning, spring cleaning etc. 	20
7.	<p>Study various procedures followed for safety standards and procedures for potential hazards including the following –</p> <ul style="list-style-type: none"> - Safety standards and precautions to be taken while cleaning public area - Preparation of cleaning schedules for public area. 	20
8.	<p>Preparation of a questionnaire for market research related to hospitality industry.</p>	20
9.	<p>Conduct a survey of tourist and get information from them about their visit. Then tabulate, evaluate and analyze the data collected.</p>	20
Total		240

REFERENCE BOOKS

1. Bhatia. Tourism Development (New Delhi, Sterling)
2. Seth : Tourism Management (New Delhi, Sterling)
3. Kaul : Dynamics of Tourism (New Delhi, Sterling)
4. Mill and Morrison - The Tourism system an Introductory Text (1992) Prentice hall
5. Cooper, Fletcher, Tourism, Principles and practices (1993) Pitman
6. Burkart and Medlik Tourism, Past, Present and Future (1981) Heinemann, ELBS.
7. P. S. Gill, Dynamics of Tourism (4 Vols.) Anmol Publication.
8. P. C. Sinha, Tourism Management, Anmol Publication.
9. P. C. Sinha, Tourism Evolution Scope Nature & Organization. Anmol Publication.
10. Travel Industry : Chunky Gee et-al
11. Tourism Systems - Mill and Morison
12. Successful Tourism Management - Prannath Seth
13. Tourism Management Vol. - 4 - P. C. Sinha
14. Tourism Development - R. Gartner
15. Tourism Planning and Development - J. K. Sharma
16. Studies in Tourism - Sagar Singh
17. Tourism: Principles and Practices - Cooper C., Fletcher J., Gilbert D and Wanhil. S
18. Tourism: Principles and Practices - McIntosh, R. W.

19. Tourism: Past, Present and Future - Burkart & Medli
20. Sustainable Tourism Development, Guide for Local Planners by WTO.
21. Basham A. L.: The Wonder that Was India.
22. Basham A. L.: Cultural History of India
23. Peroy Brown: Islamic Architecture
24. Peroy Brown: Indian Architecture
25. James Burgess: Western Cave Temples of India
26. Enakshi Bhavnani: Dances of India
27. Enakshi Banana: Handlooms and Handicrafts of India
28. R. Nath: Mughal Colour Decoration
29. Husaini S. A.: The National Culture of India, National Book Trust, New Delhi
30. Gupta M. L. and Sharma D. D.: Indian Society and culture
31. Coomarswamy A. K.: History of Indian and Indonesian Art
32. Davids T. W.: Rhys Buddhist Ida
33. Gangoly O. C.: Indian Architecture
34. Havell E. B.: Ancient and Medieval Architecture
35. Gupta, SP, Lal, K. Bhattacharya M. Cultural Tourism in India (DK Print 2002)
36. Dixit, M and Sheela, C. Tourism products (New Royal Book, 2001)
37. Oki Morihiro, Fairs and Festivals, World Friendship Association, Tokyo, 1988.
38. Mitra, Devla, Buddhist Architecture, Calcutta.
39. Brown Percy, Indian Architecture (Islamic Period), Bombay.
40. Hawkins R. E., Encyclopaedia of Indian Natural History.
41. Jain, Jyotindra & Arti, Aggrawala : National Handicrafts and Handlooms Museum.
42. Mode H & Chandra S.: Indian Folk Art, Bombay.
43. Mehta R. J.: Handicrafts & Industrial Arts of India, New York.
44. Grewal, Bikram (ed): Indian Wildlife.
45. Boniface B. and Cooper C. the Geography of Travel and Tourism (London, England, Heinemann Professional Publishing. 1987.)
46. Burton Rosemary: the Geography of Travel and Tourism (London).
47. Rohinson H. A. A. Geography of Tourism (Macdonald and Evans, London).
48. The Geography of India – Gopal Singh – Delhi (1988).
49. Dubey and Negi - Economic Geography Delhi (1988).
50. R. M. Desai - Strategy of food and agriculture - Bombay (1988).
51. Negi B. S. - Rural Geography Delhi Keelavnata Ram Nath.
52. Singh R. L. - Regional Geography of India (1985).
53. LAW B. C. ed. Mountains and Rivers of India Calcutta (1968).
54. National Atlas of India - Government of India Publication.
55. Hall, CM and Page, SJ. The Geography of Tourism and Recreation, Routledge.
56. Sinha, P.C. Tourism Geography, Anmol Publication
57. Dixit, M. Tourism Geography and Trends, Royal Publication
58. International Atlas, Penguin Publication and DK Publication
59. Tourism Guide lines published by Govt. of India, Ministry of Tourism.
60. Tourism guidelines issued by Department of Tourism for hotel and restaurant operation.
61. Sajnani Manohar (1999) Indian Tourism Business: A Legal Perspective, New Delhi
62. R. K. Malhotra (2005) Socio - Environmental and Legal issues in Tourism, New Delhi.

63. Gupta S. K. (1989) Foreign Exchange Laws and Practice, Taxman Publications Delhi
64. Food and Beverage Service-Denis Lilly Crap
65. Food and Beverage Service - Vijay Dhawan
66. Hotel House Keeping Training Manual - Sudhir Andrew
67. Hotel House Keeping-Sudhir Andrew (Tata Mac Graw Hill)
68. Hotel House Keeping Operations and Management-G. Raghu Balan.
69. The Professional Housekeeper (Tucker Schneider)
70. Michell, George, Monuments of India, Vol. 1. London
71. Davies, Philip, Monuments of India, Vol. II., London.
72. Brown Percy, Indian Architecture (Buddhist and Hindu), Bombay.
73. Vatsayana, Kapila, Indian Classical Dance, New Delhi.
74. Swami, Prayaganand, History of Indian Music.

List of space, Tools and equipments required

Classroom area required	-	400 sq. ft.
Area required for laboratory	-	800 Sq. ft.
Power Load required	-	2 Kw

Sr. No.	Particular	Quantity	Unit
1.	Service Tables	At least 1	Nos.
2.	Chairs	At least 4	Nos.
3.	Crockery Set	At least 1	Nos.
4.	Glass and jugs (including different types of wine glasses)	At least 1 Each	
5.	Table linen	As required	
6.	Side board	At least 1	Nos.
7.	Storage cupboards	At least 1	Nos.
8.	Coffee pots, Tea pots, Sugar Pots and Milk Jugs (Silver Types)	At least 1 Set Each	
9.	Tea Urn (5 lit. capacity)	1	Nos.
10.	Cutlery set as per eleven course menu (silver Type)	At least 1 Set Each	
11.	Silver Service trays/salver etc.	At least 2	Nos.
12.	Sundry equipment	As required	
13.	Furniture and furnishings	As required	
14.	Towels	01	Nos.
15.	Bed sheets	03	Nos.
16.	Blankets	01	Nos.
17.	Night spread	01	Nos.
18.	Bed covers	01	Nos.

19.	Pillow covers	02	Nos.
20.	Hand towels	01	Nos.
21.	Hand Napkins	01	Nos.
22.	Mattress protector	01	Nos.
23.	Bath Mats	01	Nos.
24.	Door Mats	02	Nos.
25.	Curtains	As required	
26.	Flower vase	01	Nos.
27.	Flower Pots	01	Nos.
28.	Carpet	01	Nos.
29.	Vaccum Cleaner wet and dry	01	Nos.
30.	Writing cum dressing table	01	Nos.
31.	Beds	01	Nos.
32.	Mattress	01	Nos.
33.	Pillows	02	Nos.
34.	Bed side tables	02	Nos.
35.	Sofa chairs	03	Nos.
36.	Coffee table	01	Nos.
37.	Computer with internet connection	01	Nos.
38.	LCD Projector	01	Nos.
39.	Reception Counter	01	Nos.
40.	Dummy EPABX board with telephone	01	Nos.
41.	CSR	01	Nos.
42.	Various charts	As per need	
43.	Maps - world, India and states	As per need	

Note: - IT Laboratory with internet connection of 25 computers can be utilized on sharing basis with other courses.