

To
The Dean
Vikrama Simhapuri University
Nellore.
SPSR Nellore District
Andhra Pradesh

To
Board Of Studies
Department Of History
Vikrama Simhapuri University
Nellore
SPSR Nellore District
Andhra Pradesh

Sir,

Sub:-Board of Studies – History – Resolution of meeting conducted on 24-07-2022 through on line – Submission of Report – Reg.

Ref: Rc. No. VSU/CDL/Const.of B06/2022-23 dt. 13-07-2022

With reference to the subject cited above, I am pleased to inform you that the Board of Studies of History for the Under Graduate (UG) programmes of the Vikrama Simhapuri University jurisdiction for the Academic year 2022-2023 met on 24-07-2022 and conducted on line meeting to discuss the following Agenda and resolved as detailed below.

1. The Chairman and BOS members met online because of the Approval of 1st to VI th Semester syllabus under CBCS pattern.
2. Discussed and unanimously approved and came to conclusion that there is no need of modification in the skill enhancement.
3. In skill enhancement courses for semester – V – Course 6B Tourism and Hospitality Services and Course 7B Tourism Guidance and Operating Skills unanimously approved for the Academic year 2022-2023.
4. Model question paper of course 6B Tourism and Hospitality Services and Course 7B Tourism Guidance and Operating Skills are Section A. to Resolved to Answer all questions such as Matching 5 marks, Multiple choice 5 marks and Fill in the blanks 5 marks. In section B Answer any three of the following, each answer carries 5 marks. In Section C Answer any 4 of the following, each answer carries 10 marks unanimously approved and submitted.

5. All the Board members unanimously approved that maximum marks should be 100 marks along with 65 hours of teaching and other activities including tests, guest lecture, debates, seminars, group discussions, quiz etc. and 10 hrs. for training in the actual field related skills in the class room by the teacher.

This is for your kind information.

Yours faithfully,



(Dr. K. SRAVANA KUMAR)

Chairman – BOS

HISTORY.

MEMBERS :

1. Sri. M.V.Ramana Rao



2. Sri. M.Madhusudana Rao



3. Smt. P. Revathi Reddy



4. Dr. G. Surendra



VIKRAMA SIMHAPURI UNIVERSITY
THREE YEAR B.A.(CBCS) DEGREE EXAMINATION 2022-23

V th Semester

HISTORY

Course 6B: Tourism and Hospitality Service
 (Model Question Paper)

Time : 3 hours.

Maxi. Marks: 75

Section - A

Answer all questions. Each question carries 1 mark.

Marks : 15x1= 15

1. Matching:

- | | |
|--------------------------|------------------------|
| 1. International Tourist | a. 2005 |
| 2. Gandi Kota | b. Mumbai |
| 3. Atithi Devo Bhava | c. Nilagiri Hills |
| 4. Taj Hotel | d. YSR Kadapa District |
| 5. Ooty | e. American |

Multiple Choice:

5. Which hill station is not served by Toy Train
 A). Darjeeling B). Coonoor C). Mount Abu D). Matheran (c)
7. What is Sagar Matha?
 a). National Park b). Bramhaputra river
 c). Mount Everest d). An Island (c)
8. Ruoshikoda Beach is here
 a). Visakhaptnam b). Chittoor
 c). Anantapuram d). Nellore (a)
9. A time for a Tourist to visit an area
 a). Above 24 hrs. b). Below 12 hrs.
 c). Below 10 hrs. d). Below 2 hrs. (a)
10. Salihundam famous for its
 a). Worship of Jain b). Worship of Christian
 c). The Holy place of Hindus d). Worship of Buddists (d)

Fill in the blanks:

11. _____ is dedicated to sale of food and liquids. (Restaurant)
12. Camel Safari is famous for _____ Tourists. (Adventure)

13. Taj Lake Palace hotel situated in _____ (Udayapur)
 14. The Restaurant service orders are taken by _____ (Captain)
 15. Fort William City located _____ in India (Kolcutta)
)

Section – B

Answer any four questions. Each question carries 5 marks. Marks: 4x5=20

16. International Tourism.
17. N I T H M
18. Nagarjuna Konda
19. Concept of Atithi Devo Bhava
20. House keeping staff
21. Catering Service
22. Room Service

Section – C

Answer any four questions. Each question carries 10 marks. Marks: 4x10=40

23. Explain the nature and scope of Tourism?
24. Why is History important for Tourism?
25. What are the Characteristics of Tourism and Hospitality Industry?
26. What are the classifications of hotels in India?
27. what are the duties and responsibilities of front desk receptionist?
28. What are the different types of service in Hotels?
29. Explain about service etiquettes.

VIKRAMA SIMHAPURI UNIVERSITY

THREE YEAR B.A.(CBCS) DEGREE EXAMINATION 2022-23

V th Semester

HISTORY

Course 7B: Tourism Guidance and Operating Skills

(Model Question Paper)

Time : 3 Hours

Max. Marks: 75

SECTION - A

Answer all questions. Each question carries 1 mark.

Marks : 15x1= 15

Matching:

- | | |
|------------------|--------------------------------|
| 1. APTDL | a. Popular Tourist destination |
| 2. Tirupati | b. 1904 |
| 3. Hotel Kitchen | c. Srinagar |
| 4. ITDC | d. Exclusive Chef |
| 5. Boatels | e. Tourism Department |

Multiple Choice:

6. The main advantage of Tourism
 - a). Employment opportunities
 - b). Generate Income
 - c). Increase business opportunities
 - d). All of above
7. 'OPERA' is a
 - a). Travel company
 - b). Software Course used for reservation of Hotel
 - c). Airline Chapter company
 - d). Franchise hotel chair
8. The first Oberai Hotel is located at
 - a). Kolkata
 - b). Mumbai
 - c). Shimla
 - d). Nainital
9. The Head quarter of UNWTO is situated at
 - a). Paris
 - b). London
 - c). New Yark
 - d). Madrid
10. "Table d hot" is a term related to
 - a). Varied buffet service
 - b). Fixed number of items in a Memu
 - c). Choice of items in a Menu
 - d). Option for guest to prepare their own Menu

Fill in the Blanks:

11. Kite festival is famous for _____ state
12. Number of Heritage sites identified by UNESCO in India _____

13. In which year the wild life Conservation Act was made of _____
14. Camel Safari famous for _____ Tourism
15. Travel for religious purpose _____ Tourism

SECTION - B

Answer any four questions . Each answer carries 5 marks. (4x5=20)

16. UNWTO
17. ITDL
18. Social Skills
19. Tourism Training
20. VISA
21. Pass Port
22. Personal Hygiene

SECTION - C

Answer any four questions . Each answer carries 10 marks. (4x10=40)

23. Briefly explain about types guides?
24. How a Guide should work under difficult circumstances ?
25. what are the guiding techniques? Explain them?
26. Explain about the Guest Relationship management in travel and Tourism Industry?
27. Explain the role of accommodation in Tourism?
28. Briefly explain about operating Agencies?
29. Discuss the difference between Travel Agent and Tour Operator?

A.P. State Council of Higher Education
Semester-Wise Revised Syllabus under CBCS, 2020-21

Course Code:

Four-Year B.A. (Hons)

Domain Subject: **HISTORY**

IV Year B. A.(Hons) –Semester-V

Max Marks: 100

Course 6B: Tourism and Hospitality Services
(Skill Enhancement Course (Elective), 4 Credits)

I. Learning Outcomes:

Students after successful completion of the course will be able to:

1. Understand hospitality as a career
2. Inculcate interpersonal skills
3. Develop the ability for multitasking and crisis management
4. Understands the spirit of teamwork
5. Acknowledge the importance of guest service and satisfaction

II. Syllabus: (Hours: Teaching: 60, Skills Training: 10, others including unit tests: 05. Total: 75)

Unit: 1

Tourism – Definition – Nature and Scope – History of Tourism–Types of Tourism – Domestic and International Tourism – Causes of rapid growth of tourism – National Institute of Tourism and Hospitality Management

Unit: 2

Relationship between history and tourism - Major tourist spots in AP – Gandikota, Nagarjunakonda, Salihundam, Konaseema.

Unit: 3

Characteristics of Hospitality Industry - Inflexibility, Intangibility, Perish ability- Types of Hospitality jobs – Hotel Manager, Hotel Receptionist, Restaurant Manager, Catering Assistant, Executive Chef etc - Concepts of Atithi Devo Bhavah - Types of hotels in India

Unit: 4

Duties, responsibilities & skills of front office staff – duties, responsibilities and skills of housekeeping staff - guest stay process in a hotel - major processes and stages associated with it

Unit: 5

Different types of services offered in selected Hotels/Motels/Restaurants - Room Service, Catering Services -Different types of managerial issues - Service etiquettes.

III. References:

1. Marketing for Tourism and Hospitality, Philip Kotler, Bowens and James Makens, Pearson Pub, New Delhi, 2010
2. Soft Sills for Hospitality, Amitabh Devendra, Oxford Higher Edn, 2015
3. The Indian Hospitality Industry: Dynamics and Future Trends, Ed: Sandeep Munjal, Sudhanshu Bhushan, CRC Press, 2017

4. Hotel Front Office: Operation and Management, Jatashankar Tewari, Oxford Higher Edn, 2016
5. www.ilo.org
6. https://riginstitute.com
7. nitahm.ac.in
8. web sources as suggested by teacher/librarian

IV. Co-Curricular Activities:

a) **Mandatory:** (Training of student in skills by Teacher: Total 10 Hours)

1) **For Teacher:** Training of students by the teacher in the classroom and in the field for a total of not less than 10 hours on various practical aspects related to tourism and hospitality industry. The teacher shall also train students with the help of experts in skills such as flower arrangements, cooking and catering supervision, speaking to guests etc. related to hospitality services.

2) **For Student:** Students shall visit any one of the local tourism offices, tourism sites, hotels, restaurants, catering offices to make personal observations and to gain hands-on experience.

These individual observations shall be written as a Fieldwork/Project work Report not exceeding 10 pages and submit to teacher in the given format.

3) Suggested Fieldwork/Project work Format:

Title Page, Student Details, Acknowledgments, Index of Contents: *Objectives, Step-wise process, Findings & References*

4) Max Marks for Fieldwork/Project work Report: 05

5) Unit Tests/Internal Examinations

b) **Suggested Co-Curricular Activities**

- 1) Invited Lectures
- 2) Hands on Experience with the help of Field Experts.
- 3) Debates on Interesting Topics
- 4) Seminars, Group Discussions, Quiz, etc.
- 5) Assignments
- 6) Alumni Interactions
- 7) Periodical Interactions with HR Managers

Handwritten signatures in green ink:

U. S. R. A. W.
R. S.
M. S. R. A. W.
C. S. R. A. W.
P. S. R. A. W.

A.P. State Council of Higher Education
Semester-Wise Revised Syllabus under CBCS, 2020-21

Course Code:

Four-Year B.A. (Hons)
Domain Subject: **HISTORY**
IV Year B. A.(Hons) - Semester – V

Max Marks: 100

Course 7B: **Tourism Guidance and Operating Skills**
(Skill Enhancement Course (Elective), 4 Credits)

II. Learning Outcomes:

Students after successful completion of the course will be able to:

1. Acquire tour guiding, operating and soft skills
2. Understand different situations under which one has to work
3. Cultivate cultural awareness and flexibility
4. Understand and apply team spirit
5. Plan and organize tour operations efficiently

II. Syllabus: (Hours: Teaching: 60, Skills Training: 10, others including unit tests: 05 Total: 75)

Unit: 1

Meaning of tour guide - types of tour guide: heritage guide, nature guide, adventure guide, business guide, special interest guide etc – duties and responsibilities of guides -various roles of tour guide.

Unit: 2

Guiding techniques: leadership skills, social skills, presentation skills, communication skills - Guide's personality skills: passion, empathy, enthusiasm, punctuality, humour etc - Personal hygiene and grooming – code of conduct.

Unit: 3

Guest Relationship Management- Handling emergency situations- Medical, Personal, Official, VISA/Passport, Death, Handling Guest with special needs/Different Abilities/ Different age groups.

Unit: 4

Conducting Tours: Pre-Tour Planning, Route Chart, Modes of Transportation, Security Measures, and Check list etc. - Conducting various types of tours- Relationship with Fellow Guides - Coordination with hospitality institutions.

Unit: 5

Travel Agency and Tour operations – Difference between Travel Agent and Tour operator – Functions of Tour Operator – Types of Tour Operations and of Tour Operators - A brief study of tour operating agencies like APTDC, Southern Travels etc.

III. References:

1. Jagmohan Negi, Travel Agency and Tour Operations, Kanishka Publishers,

New Delhi, 2006

2. Mohinder Chand, Travel Agency and Tour Operations: An Introductory Text, Anmol Publications Pvt. Limited, New Delhi, 2009
3. Dennis L Foster – Introduction to Travel Agency Management
4. Pat Yale (1995); Business of Tour Operations, Longman Scientific & Technical, New Delhi
5. Pond K L, The Professional Guide: Dynamics of Tour Guiding, 1993
6. www.tourism.gov.in
7. www.qtic.com
9. www.cedeop.europe
10. web sources as suggested by teacher/librarian

IV. Co-Curricular Activities:

- a) **Mandatory:** (*Training of students in the related skills by the Lecturer, Total 10 Hours*)
 - 1) **For Teacher:** Training of students by the teacher in the classroom and in the field for a total of not less than 10 hours on various practical skills related to guidance and operating tours in tourism sector, with the help of local experts. The teacher shall lead students to local tourist sites and guide them to work with local tourist guides or local tourist operators.
 - 2) **For Student:** Students shall individually choose and visit a local tourist place/monument such as a historical site, temple etc., and talk to local guides personally. Observe their functioning to gain experience, including suggestions for the improving the guidance. These individual observations shall be written in the given format not exceeding 10 pages and submit to the teacher as Fieldwork/Project work Report.
 - 3) Suggested Fieldwork/Project work Format:
Title Page, Student Details, Acknowledgments, Index page, Objectives, Step-wise process, Findings & References
 - 4) Max Marks for Fieldwork/Project work Report: 05
 - 5) Unit Tests/Internal Examinations

a) Suggested Co-Curricular Activities

- 1) Invited Lectures
- 2) Hands on experience with the help of field experts.
- 3) Debates on interesting topics
- 4) Seminars, Group Discussions, Quiz, etc.
- 5) Assignments
- 6) Alumni Interactions
- 7) Periodical interactions with Tour Managers

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JSSR/hw
RQ
no name
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P. P. P.



VIKRAMA SIMHAPURI UNIVERSITY NELLORE

Rc.No.VSU/CDC/ Const. of BOS/2022-23

Dated: 13.07.2022

PROCEEDINGS OF THE VICE-CHANCELLOR

Sub:- Vikrama Simhapuri University, Nellore – Constitution of Board of Studies (UG) from 2022-23 – Regarding – Orders - Issued

Ref:- Vice – Chancellor's Orders dated 11.07.2022

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ORDER:

With reference to the subject cited, I am to inform that the Hon'ble Vice – Chancellor is pleased to issue proceedings in respect of Board of Studies in **History** for the Under-Graduate (UG) Programmes of the V. S. University Jurisdiction from the Academic Year 2022-23.


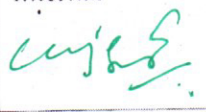
The Board of Studies (UG) meeting is to be conducted for the Programmes to discuss the following agenda:-

1. Approval of I, II & III years (I to VI Semesters) syllabus under CBCS pattern.
2. Modifications of Syllabus if any (10%).
3. Model Question papers.
4. Scheme of Examinations
5. List of Panel of Examiners.
6. Industry and Academic interaction.
7. Measures to be taken to enhance society and academic interaction.
8. Any other item with the permission of the chair.

The following are the members of the Board of Studies (UG) in **History**

S.No.	Capacity	Name of the personnel appointed / to be appointed	Whether Internal Or External
1	Ex-Officio Member & Chairman (Senior Professor of the University or Departments in the subject)	Dr. K. Sravana Kumar Lecturer in History D. K. Govt. Degree College for Women, Nellore Ph:9989594694	Chairman 
2	Ex-Officio Member (the Head of the University Department)	Chairman of PG BOS	Internal
3	Members	Sri. M. V. Ramana Rao Lecturer in History PRR & Vs Govt. College, Vidavaluru Ph:9398191536	Internal 
4		M. Madhusudhana Rao Lecturer in History Govt. Degree College, Kovur Ph:9440874502	Internal 

P.T.O.

5	Members	Smt. P.Revathi Reddy Lecturer in History Visvodaya Govt. Degree College, Naidupet Ph:9704565798	Internal 
6		Sri G.Surendra Lecturer in History SKR Govt. Degree College, Gudur Ph:9866008662	Internal 

The term of the BoS is for a period of 3 years, provided, as he / she holds the respective positions at their Institutions.

The Chairman/Chairperson of the concerned is informed to conduct BoS meeting in (UG) – **History** along with the members for finalization of the syllabus prepared by the subject experts/committees with your modifications, if necessary, to an extent of 10% without disturbing the frame work and submit the syllabus along with resolutions to the University by appending signatures of all the members.

The TA / DA and Sitting allowance will be paid as per the University rules to the Chairperson / Members of the Committee.

The expenditure in this regard shall be met from General Admin & Maintenance – (5) Travelling allowance (3) Committee Commission & delegates.

// By Order//


REGISTRAR

To
The Parties Concerned.

Copy to the Controller of Examinations (FAC), VSU, Nellore.
Copy to the DR, Finance / Accounts Section, V.S. University, Nellore
Copy to File / Bill.