

BBA-TH Semester II

OE PAPER

**Adventure
Tourism/Accommodation
Management**

ADVENTURE TOURISM 60 marks

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.

Unit II:

Adventure in Water: - River running-canoeing, kayaking, white water rafting, diving, rowing, surf 15 boating, wind surfing etc. River reading

Unit III:

Adventure in Air:- Ballooning, parachuting & sky diving, paragliding, Para sailing, gliding, soaring, hang gliding, micro lighting, weather observations.

Unit IV :

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

Unit V :

Safety and Precautionary Measures for Adventure Tourism(Land, Air, Water)

Accommodation Management 60 marks

UNIT - I ORGANISATION OF FRONT OFFICE AND HOUSEKEEPING – Layout, staff, duties and responsibilities of front office staff, symbols used in Front Office, Flow chart of Front Office, Coordination

of Front Office with other departments, Functions of receptionist. LOBBY

& BELL DESK OPERATION – Role of Lobby Manager, Role of Guest Relations Executive, Functions of Bell Desk, Bell Desk Layout and equipment, s staff organization and luggage handling

procedure on guest arrival and departure, Left Luggage Procedure. Organisation of Housekeeping -

Layout, Staff Organization, brief outline of duties of staff in Housekeeping department, duties of

executive Housekeeper.

UNIT - II RESERVATION - Importance of reservations, Functions of reservations, Sources and

modes of reservations, Reservation enquiry – use of letter, fax, telephone and e-mail, Methods of

recording booking, over booking, confirming bookings, Group reservations and VIP reservations,

instant reservation, instant reservation systems, Central reservation systems. Cancellation and

amendments, Forms and formats used in reservation, Reservation process, Group reservation.

UNIT– III REGISTRATION – Various types of registration, Documents Generated

Registration

process

INFORMATION – Functions of information section, Guest Alphabetical Index rack, Message

Handling, Handling Guest Rooms keys.

UNIT– IV HOUSEKEEPING CONTROL DESK Importance and role of control desk – Handling

telephone calls – Co-ordination with various departments – Handling difficult situations,

Forms, Formats

and registers used. Duty allotment and Duty chart, Leave application procedures, briefing and De-briefing

staff, Gate pass procedures, Housekeeping purchases and Indents, Security system, protecting guest, Safe

deposit, emergency procedures, master keys.

UNIT– V Linen & Laundry – Layout of linen & laundry room, types of linen, storage of linen, Linen

exchange procedure inventory & stock, textiles, types of fibers & fabrics used in hotels.