

**DEPARTMENT OF TOURISM STUDIES  
SCHOOL OF BUSINESS STUDIES  
CENTRAL UNIVERSITY OF KERALA**

**Minutes of the meeting of Board of Studies Meeting Held on 08 November, 2018  
in the Conference Hall of Gangotri Building.**

The following members were present in the meeting

1. **Dr. R. Kannan**, Professor, Centre for Tourism & Hotel Management, Madurai Kamaraj University, Madurai(**Member**)
2. **Dr. B. Rajendran**, Principal, KITTS, Thiruvananthapuram (**Member**)
3. **Dr. Vinod. C. Sugathan**, Head of the Department, S.N. College, Varkala(**Member**)
4. **Sri. Shaji Madhavan**, Director, Food Craft Institute, Thiruvananthapuram (**Special Invitee**)
5. **Sri. Raghu Dasan**, Additional Director, Dept. of Tourism, Govt. of Kerala(**Special Invitee**)
6. **Dr. Sibi.P.S** (Academic Coordinator, Department of Tourism Studies, Central University of Kerala(**Chairperson**))

The meeting of PG Board of Studies in Tourism Studies began with formal welcome to all the members to the first meeting of BOS extended by Dr. Sibi.P.S, Academic Coordinator and the chairperson of BOS.

The Chairman presented an overview about the department and placed the agenda for the deliberations of the members

**AGENDA ITEM 1: Review of the present syllabus and suggesting the amendments required.**

The current course curriculum prepared by the consultative committee was mailed to the members early for review and the suggestions. The Chairman presented the draft syllabus with necessary modifications required in the current syllabus. There were a detailed discussion and the board suggested few changes which are listed in the Annexure 1. Revised syllabus by incorporating the changes proposed by the members was presented in front of the board in the afternoon and the board approved it.

**AGENDA ITEM 2 : Approval of the Panel of Board of Examiners.** The members prepared the panel of examiners for MBA Travel and Tourism Management. Considering the number of Professors and Associate professors in Tourism discipline is comparatively less, few Assistant professors who are coordinators of PG departments were also suggested in the list (Annexure 2)

**AGENDA ITEM 3: Question paper pattern**

The members discussed the question paper pattern for the End Semester examinations of MBA (TTM) and approved it. (Annexure 3)

After deciding on these agenda, the meeting ended with vote of thanks to all the members by the Chair person.

  
Dr. R. Kannan (Member)

  
Dr. B. Rajendran (Member)

  
Dr. Vinod. C. Sugathan (Member)

  
Sri. Raghu Dasan (Special Invitee)

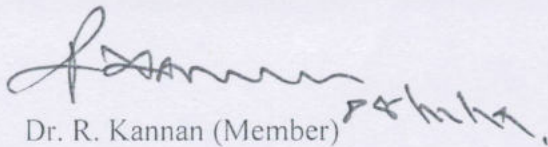
  
Sri. Shaji Madhavan (Member)

  
Dr. Sibi.P.S (Chairperson)

Annexure I

The changes proposed by the members of Board of Studies of MBA (Tourism and Travel Management) of Central University of Kerala

1. To change 'Business Communication & Soft Skills' and 'Personality Devt & Life skill' as core practical papers with only Continuous Evaluation.
2. To introduce credits for practical papers Destination visit I (credit 2), Destination visit II (credit 3), Destination visit III (credit 4)
3. To move few courses to other semesters, to add few courses and to merge two courses
4. To introduce MOOC courses with credits replacing Viva-voce examinations
5. Suggested a list of Audit courses and Open Elective courses
6. Four Elective streams were proposed for Third and fourth semester with four courses

  
Dr. R. Kannan (Member)

  
Dr. B. Rajendran (Member)

  
Dr. Vinod. C. Sugathan (Member)

  
Sri. Raghu Dasan (Special Invitee)

  
Sri. Shaji Madhavan (Member)

  
Dr. Sibi.P.S (Chairperson)

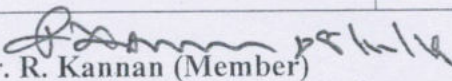
Annexure II

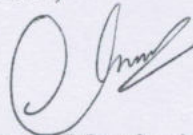
**CENTRAL UNIVERSITY OF KERALA  
SCHOOL OF BUSINESS STUDIES  
DEPARTMENT OF TOURISM STUDIES**

**Panel of Members - Board of Examinations  
(MBA- Tourism and Travel Management)**

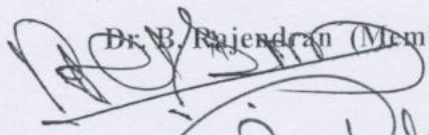
Sl. No.	Name of the Panel Member	Designation
1	Prof. Sampada Kumar Swain	Professor & Head, Department of Tourism, Pondicherry University, Pondicherry
2	Prof. Bheemanagouda	Professor, Department of Commerce, Sri Krishnadevaraya University, J Vinayaka Nagara, Cantonment, Bellary, Karnataka
3	Prof. Y. Venkata Rao	Professor, Department of Tourism, Pondicherry University, Kalapet, R V Nagar, Pondicherry
4	Prof. R. Kannan	Professor, Center for Tourism and Hotel Management, Madurai Kamaraj University, Madurai
5	Dr. Robinet Jacob	Director, School of Tourism Studies, Priyadarshini Hills, MG University, Kottayam, Kerala
6	Dr. B. Rajendran	Principal, KITTS, Thiruvananthapuram
7	Dr. B George	Associate Professor & Head, Department of Tourism, MKU College, Madurai
8	Dr. Dileep M R	Head, Department of Tourism, Pazhassiraja College, Pulpally, Wayanad
9	Dr. Jitendra Mohan Mishra	Associate Professor & Head, Dept. of Tourism, Indira Gandhi National Tribal University, Amarkantak, MP
10	Dr. Binoy T A	Co-ordinator, Department of Tourism Administration, Kuvempu University, Shankaraghatta, Shimoga
11	Dr. Shyju P J	Head, Department of Tourism Studies, Banarus Hindu University, Varanasi
12	Dr. Joby Thomas	Associate Professor, Department of Tourism, Christ University, Bangalore
13	Dr. Sindhu Joseph	Head, Department of Tourism, Govinda Pai Government College, Manjeshwaram, Kasaragod
14	Dr. Joseph P D	Head, Department of Tourism Administration, Mangalore University, Mangalore
15	Dr. Dileep	Head, Department of Tourism, Government college, Kondotty
16	Dr. Bindu V T	Head, Department of Tourism

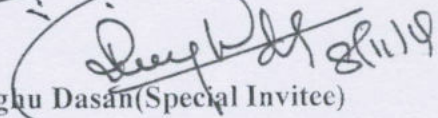
		Avinashlingam University for Women, Coimbatore, Tamilnadu-641 043
17	Mr. Shelji Mathew	Associate Professor Department of Tourism Pazhassi Raja College, Pulpally Wayanad
18	Dr. Bindi Varghese	Associate Professor Department of Tourism Studies Christ University, Bangalore
19	Dr. Rajasekhar	Professor Department of Studies in Commerce University of Mysore, Manasagangothri, Mysore-577006
20	Dr. S. Riyasudheen	Associate Professor, Department of Management Studies, Pondicherry University, Puducherry
21	Dr. T.N. Sreedhara	Professor, Department of Management studies, Mangalore University
22	Dr. K. Chandrasekhar	Professor and Director ,IMK, University of Kerala, Karyavattam campus, Thiruvananthapuram
23	Dr. Santhoshkumar	Associate Professor, MG college, university of Kerala
24	Dr. Deva Balane	Associate Professor, Department of Tourism Tagore Arts college, Pondicherry
25	Dr. Vinod C Sugathan	Head, Research Department of Economics, S.N College, Sivagiri, Varkala, Thiruvananthapuram

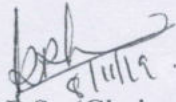
  
Dr. R. Kannan (Member)

  
Dr. Vinod. C. Sugathan (Member)

  
Sri. Shaji Madhavan (Member)

  
Dr. B. Rajendran (Member)

  
Sri. Raghu Dasan (Special Invitee)

  
Dr. Sibi.P.S (Chairperson)

Annexure III  
**CENTRAL UNIVERSITY OF KERALA**  
**SCHOOL OF BUSINESS MANAGEMENT**  
**DEPARTMENT OF TOURISM STUDIES**

**Question paper pattern for**  
**MBA(Tourism and Travel Management semester- end examinations**

Section A

Answer all questions.

10 X 2 = 20 Marks

1 to 10 Questions

Section B

Answer all questions.

5 x 6 = 30 Marks

11 A) or B)

12 A) or B)

13 A) or B)

14 A) or B)

15 A) or B)

Section C

Case Study

1 x 10 =10 Marks

16 (Read the case and in light of given description and answer the questions given below)

**Questions:**

1.

2.

3.



Dr. R. Kannan (Member)



Dr. B. Rajendran (Member)



Dr. Vinod. C. Sugathan (Member)



Sri. Raghu Das (Special Invitee)



Dr. Sibi.P.S (Chaiperson)



# Programme: MBA Tourism & Travel Management

**MBT5001**

## **ITINERARY PREPARATION AND TOUR PACKAGING**

Course Code	MBT5001	Semester	III/IV
Course Title	Itinerary Preparation and Tour Packaging		
Credits	3	Type	Elective

### **Course Description**

The course aims to provide a comprehensive theoretical and practical knowledge and skill development on tour operation, types of tour, standard components of tour package and preparation of tour packages- their costing and pricing and marketing strategies.

### **Course Outcome**

By the end of the course, students are expected to be able to:

- CO1: Understand the concept of itinerary planning and tour packaging
- CO2: Demonstrate different tour packages and itinerary
- CO3: Familiarize the practicality of tour operation and operational skills
- CO4: Acquaint the travel documentation process
- CO5: Provide practical exposure on itinerary preparation and tour costing

### **Course Structure**

The following is a detailed syllabus of Itinerary Preparation and Tour Packaging:

#### **Module I: Itinerary Planning & Development**

Meaning, Importance and Types of Itinerary - Resources and Key Steps for Itinerary Planning - Do's and Don'ts of Itinerary Preparation.

#### **Module II: Developing & Innovating Package Tour**

Tour Formulation and Designing Process: FITs & Group- Special Interest Tours (SITs), Tour Packaging: Importance of Tour Packaging – Classifications of Tour Packages - Components of Package Tours, Pre-Tour Management, Tour Operation, Post Tour Management - supplier relationship management.

#### **Module III: Operation of Package Tour**

Confirmation of Tour, Creation of Docket/ File, Issue of Tour Vouchers, Reconfirmation with Airlines, Hotel & Ground Service Providers, Distributing Customized Itinerary to Tour Leader, Guide, Driver & Transporter, Standard Procedures for Pickup and Drop, Check-in and Check-out in the Hotel, Sightseeing, Do's and Don'ts of Sightseeing, Crisis Management in tour, Preparation of Feedback or Guest Comment Sheet, Filling the Guest Comment Sheet, Analysis of Comments of Guest, Service providers, Tour Escorts- Concierge service - Travel App.

#### **Module IV: Travel Documentation**

Passport & VISA - Meaning, Types, Procedures, Validity, Necessary Information to fill the Passport and VISA Form for Issuance, Health Certificates, Currency, Travel Insurance, Credit & Debit Card - Practical Exercise: Passport application, Visa application: online and offline, Travel Insurance, e-mail handling, call handling.

#### **Module V: Booking and Costing**

Types of Costs, Components of Tour Cost - Practical Exercise: Preparation of Cost Sheet - Tour Pricing - Calculation of Tour Price – Pricing Strategies - Tour Packages of important travel agencies and travel portals - Bookings of flight tickets, hotels, transfers, car hire, sightseeing, comparative websites, itinerary preparation and costing.



## Programme: MBA Tourism & Travel Management

### Testing & Evaluation:

Internal Assessment (40 Marks)	External Assessment (60 Marks)
Two Class Tests – 20 Marks (10+10) Assignment – 10 Marks Presentation – 10 Marks	End Semester Assessment

### References

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- Negi. J (2005), Travel Agency Operations: Concepts and Principles, Kanishka, New Delhi.
- Holloway, J.C. (2002), The Business of Tourism, Prentice Hall, London, pp.220-279.
- Roday S., Biwal A.& Joshi. V. (2009), Tourism Operations and Management, Oxford University Press, New Delhi, pp-164-296.
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