



RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL

PROGRAMME NAME: Three years Diploma in **HOTEL MANAGEMENT&CATERING TECHNOLOGY** []

Name of Scheme: **Jul.11**

Implemented from Session 2011– 2012

Scheme of Studies and Examinations for: **THIRD SEMESTER**

Exam Code:

COURSE CODE	COURSE TITLE	PAPER CODE	THEORY COMPONENT							PRACTICAL COMPONENT					TOTAL		
			LECTUR ES	CONTINUOUS EVALUATION		END OF THE TERM/ SEMESTER EVALUATION			TOTAL MARKS	CONTI NUOUS EVALUATION	END OF THE TERM/ SEMESTER EVALUATION			TOTAL			
																LAB. WORK	PRACTICAL / ORAL EXAMINATION (VIVA)
			Hrs. Per Week	TERM WORK	PROGR- ESSIVE TESTS (TWO)	THEORY PAPER	PRACTICAL Hrs. Per Week	NO.		MARKS	DURATION (Hrs.)						
		I	II	NO.	MARKS	DURATION (Hrs)											
301	Food Science	6489	03	30	10	10	01	100	03	150	-	-	-	-	-	-	150
302	Food Production - III	6490	02	15	10	10	01	100	03	135	08	15	-	50	03	65	200
303	Accommodation Operations - I	6491	02	15	10	10	01	100	03	135	06	15	-	50	03	65	200
304	Accountancy & Book Keeping	6460	05	30	10	10	01	100	03	150	-	-	-	-	-	-	150
305	Functional Communication - II	6463	02	30	10	10	-	-	-	50	04	50	01	50	03	100	150
306	Project Work		-	-	-	-	-	-	-	-	02	-	-	50	-	-	50
	Professional Activities (PA)		-	-	-	-	-	-	-	-	02	-	-	-	-	-	-
	TOTAL		14	120	50	50	04	400		620	22	80		200		230	900

Dr. BhimRao Ambedkar Polytechnic College, Gwalior

1. Number of Theory Papers	:	05
2. Total Theory Marks	:	400
3. Number of Practicals	:	04
4. Total Practical Marks	:	200
5. Total marks of Sessional +Prog. Asst.	:	300
6. Grand Total	:	900

Passing Marks for	(a) Theory	: 33%
	(b) Practical	: 40%
	(c) Sessional	: 60%



**RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL
DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

SEMESTER: THIRD
COURSE CODE: 301

SCHEME: JUL. 2011
PAPER CODE: 6489

NAME OF COURSE: **FOOD SCIENCE**
COMMON WITH PROGRAM (S):

Rationale

This course focuses on the aspects of Food Science with relevance to catering industry. It explains the concepts of collides and emulsions involving Carbohydrates, Proteins, Oils & Fats. Also trends in food evaluation and various reactions involved in processing and preparation of food are also covered in detail which helps the students to maintain the level of nutrition.



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SEMESTER: THIRD
COURSE CODE: 301
NAME OF COURSE: FOOD SCIENCE
COMMON WITH PROGRAM (S):

SCHEME: JUL. 2011
PAPER CODE: 6489

SCHEME OF STUDIES FOR THEORY

S.No.	TOPICS	Total (Hrs)
1.	Definition of Food Science	04
2.	Carbohydrates	06
3.	Fat & Oils	08
4.	Proteins	08
5.	Food Processing	06
6.	Evaluation of Food	02
7.	Emulsions	04
8.	Colloids	02
9.	Flavour	04
10.	Browning	04



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SEMESTER: THIRD
COURSE CODE: 301
NAME OF COURSE: FOOD SCIENCE
COMMON WITH PROGRAM (S):

SCHEME: JUL. 2011
PAPER CODE: 6489

CONTENT DETAILS

S.No.	Course Contents	Hrs of Study
01.	a) Definition and scope of food science and b) It's inter-relationship with food chemistry, food microbiology and food processing	04
02.	Carbohydrates : a) Introduction b) Effect of cooking (gelatinization and retrogradation) c) Factors affecting texture of carbohydrates (Stiffness of CHO gel and dextrinization d) Uses of carbohydrates in food preparations	06
03.	Fat and Oils : a) Classification (based on the origin and degree of saturation) b) Autoxidation (factors and prevention measures) c) Flavour reversion d) Refining, Hydrogenation & winterisation e) Effect of heating on fats and oils with respect to smoke point f) Commercial uses of fats (with emphasis on shortening value of different fats)	08
04.	Proteins : a) Basic structure and properties b) Type of proteins based on their origin (plant/animal) c) Effect of heat on proteins (Denaturation, coagulation) d) Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) e) Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)	08
05.	Food Processing a) Definition b) Objectives c) Types of treatment d) Effect of factors like heat, acid, alkali on food constituents	06
06.	Evaluation of Food a) Objectives	02

S.No.	Course Contents	Hrs of Study
	b) Sensory assessment of food quality c) Methods d) Introduction to proximate analysis of Food constituents e) Rheological aspects of food	
07.	Emulsions a) Theory of emulsification b) Types of emulsions c) Emulsifying agents d) Role of emulsifying agents in food emulsions	04
08.	Colloids a) Definition b) Application of colloid systems in food preparation	02
09.	Flavour a) Definition b) Description of food flavours (tea, coffee, wine, meat, fish spices)	04
10.	Browning a) Types (enzymatic and non-enzymatic) b) Role in food preparation c) Prevention of undesirable browning	04

REFERENCE BOOKS

1. Food Science & Nutrition - By Sunetra Roday, Oxford Pub.



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:302

PAPER CODE: **6490**

NAME OF COURSE: **FOOD PRODUCTION – III (THEORY)**

COMMON WITH PROGRAM (S):

Rationale

This course introduces the variety of spices used in Indian cooking and their role as well as their blends and masalas. It also focuses on the preparation of gravies that are used in Indian curries both vegetarian and non-vegetarian. A special emphasis is being given on chicken cookery.

Special focus is on the regional cuisine with emphasis on south indian and west indian menus



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SEMESTER: THIRD
COURSE CODE:302

SCHEME: JUL. 2011
PAPER CODE: 6490

NAME OF COURSE: FOOD PRODUCTION – III (THEORY)
COMMON WITH PROGRAM (S):

SCHEME OF STUDIES FOR THEORY

Lectures: 02 Hrs. per week

S.No.	TOPICS	THEORY (HRS.)
7.	Introduction to Indian Cooking	02
8.	Understanding Commodities and their use in Indian Kitchen	02
9.	Basic Indian Gravies	04
10.	Chicken Cookery	04
11.	Introduction to Cereals and Pulses	04
12.	Regional Cuisines of India - South Indian Food	08
13.	Regional Cuisines of India - West Indian Food	08



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:302

PAPER CODE: 6490

NAME OF COURSE: FOOD PRODUCTION – III (THEORY)

COMMON WITH PROGRAM (S):

CONTENT DETAILS

Lecturers: 02 Hrs. per week

S.No.	Course Contents	Hrs of Study
01.	Introduction to Indian Cooking - Introduction, Philosophy of Indian Food, Regional Indian Cuisine, Equipment and techniques employed in Indian cooking, concept of slow food and organic food.	02
02.	Understanding Commodities and their use in Indian Kitchen – <ul style="list-style-type: none"> • Introduction of Spices, Herbs, Condiments and nuts used in Indian Cuisine. • Souring used in Indian Cooking • Colouring agent used in Indian Cooking • Flavouring and aeromatic agents used in Indian cooking 	02
03.	Basic Indian Gravies – <ul style="list-style-type: none"> • Masalas and Pastes, Blending of spices and concept of Masalas, concept of dry and wet masalas, pastes used in Indian cooking. • Gravies and Curries. • Introduction - Mother gravies , White gravies, Brown gravies, Red gravies, Yellow gravies, Green gravies. • Regional Gravies. • Preparation of Gravies • Indian Curries - Preparation 	04
04.	Chicken Cookery – <ul style="list-style-type: none"> • Selection, Cut, Storage and method of cooking. 	04
05.	Introduction to Cereals and Pulses- <ul style="list-style-type: none"> • Preparation of wheat products • Rice - selection and cooking and preparation of rice products 	04

S.No.	Course Contents	Hrs of Study
	<ul style="list-style-type: none">• Corn - Preparation of the products• Other regional cereals and preparation of their products• Pulses, beans - their preparation	
06.	Regional Cuisines of India <ul style="list-style-type: none">• South Indian Food - Andhra Pradesh, Tamil Nadu, Karnataka & Kerala	08
07.	Regional Cuisines of India <ul style="list-style-type: none">• West Indian Food - Gujarat, Rajasthan, Madhya Pradesh, Maharashtra, Goa	08



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:302

PAPER CODE: 6490

NAME OF COURSE: FOOD PRODUCTION – III (THEORY)

COMMON WITH PROGRAM (S):

PRACTICALS

Lectures: 08 Hrs. per week

S.No.	Course Contents	Hrs of Study
01.	Identification and usage of different kitchen equipment	04
02.	Care and maintenance of different types of kitchen equipment	04
03.	Identification of spices and herbs and their usage in Indian Kitchen	04
04.	Preparation of different types of gravies	08
05.	Chicken- selection, cut and storage and all varieties of cooking	16
06.	Rice preparation - Pulao (Kashmiri), Biryani (Zaffarani, Hyderabadi) Plain Rice	12
07.	South Indian Menus : Meen Poriyal, Curd Rice, Thoran, Rasam Pal Payasam, Line Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam, Tamarind Rice Kori Gashi, Kalan, Sambhar, Savian Payasam, Coconut Rice, Chicken Chettinad, Avial, Huli Mysore Pak, Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaza ka Raita, Double Ka Meetha Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha	40
08.	West Indian Menus : Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand, Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman Jeera Poori, Mohantahal, Gatte Ka Pulao, Lal Maas Makki Ka Soweta, Chutny (Garlic), Dal Halwa, Dal Batti, Churma, Besan Ke Gatte, Ratalu Ki Subzi Safed Mass, Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli, Moong Dal Khichdee, Patrani Macchi, Tomato Saar Tilgul Chapatti, Amti, Basundi, Arroz, Galina Xacutti Toor Dal Sorak, Alle Belle, Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca	40



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SEMESTER: THIRD

COURSE CODE:302

NAME OF COURSE: FOOD PRODUCTION – III (THEORY)

COMMON WITH PROGRAM (S):

SCHEME: JUL. 2011

PAPER CODE: 6490

REFERENCE BOOKS

1. Food Production Operations
 - By Parvinder S. Bali, *Oxford Pub.*
2. Quality Food Production Operations and Indian Cuisine
 - By Parvinder S. Bali, *Oxford Pub*
3. The Indian Cuisine
 - By Krishna Gopal Dubey, *PHI Pub.*



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:303

PAPER CODE: **6491**

NAME OF COURSE: **ACCOMMODATION OPERATIONS – I**

COMMON WITH PROGRAM (S):

Rationale

Accommodation Operations which is an important aspect of Hotel Management as the staff should be sensitive to the attitude of the guests. This course enable the students to be aware of hotel as an organization and various house keeping duties such as cleaning of different areas of the hotel, its furniture as well as laundry operations.

This course also emphasizes the duties and responsibilities towards the safety of hotel as well as the guests. Also brings awareness in students regarding the esthetics of surroundings like flower arrangements and maintenance of indoor plants.



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:303

PAPER CODE: 6491

NAME OF COURSE: ACCOMMODATION OPERATIONS – I

COMMON WITH PROGRAM (S):

SCHEME OF STUDIES FOR THEORY

S.No.	TOPICS	THEORY (HRS.)
1.	House keeping	02
2.	Cleaning Equipment & Procedures	04
3.	Public areas	10
4.	Care and Cleaning	04
5.	Linen and Laundry Operations	06
6.	Flower Arrangements	06



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SEMESTER: THIRD

COURSE CODE:303

NAME OF COURSE: ACCOMMODATION OPERATIONS – I

SCHEME: JUL. 2011

PAPER CODE: 6491

COMMON WITH PROGRAM (S):

CONTENT DETAILS

S.No.	Course Contents	Hrs of Study
01	House keeping Department, Importance, responsibilities. Duties of House keeping personnel. Organizational structure of House keeping personnel, their Personal attributes. Coordination with other departments Organizational chart- small hotels, medium hotels, large hotels	02
02.	Cleaning Equipment & Procedures. Objectives, Introduction, Use of Manual Equipment, Use of Mechanical Equipment, USE of Laundry Equipment. Principles and types of cleaning, standardized cleaning system, Organized cleaning, time distribution for cleaning operations, Cleaning Agents, Types of cleaning Agents, Uses and application of Cleaning Agents.	04
03.	Public areas - Introduction , Cleaning Procedures for public areas Cleaning the lobby, public rest room, Front desk area, restaurant, bar, Banquet hall, administrative offices, corridors, lifts and escalators. Environmental hygiene of public areas, Importance of environmental hygiene Entrances, Common facilities, and public toilets, air conditioning system, Smoke free environment	10
04.	Care and Cleaning of Metallic Surfaces, Other Surfaces- Leather, Rexene, glass and marble, wooden surfaces.	04
05.	Linen and Laundry Operations - Linen and uniform room, storage, linen exchange, linen quality and life span, discards and their reuse. Laundry equipment, laundry agents, laundry process, stain removal, dry cleaning, handling guest laundry	06
06.	Flower Arrangements - Introduction, tools used for flower arrangement, colour combinations, principles and styles of flower arrangement, shape of flower arrangement, placement of flower arrangement, indoor plants, care and cut of indoor plants.	06



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:303

PAPER CODE: 6491

NAME OF COURSE: ACCOMMODATION OPERATIONS – I

COMMON WITH PROGRAM (S):

PRACTICALS

Lectures: 08 Hrs. per week

S.No.	Course Contents	Hrs of Study
01.	Cleaning Procedures - Sweeping, Dry & Damp Dusting, Dry & Damp Mopping, Scrubbing and Polishing, Vaccum Cleaning.	10
02.	Cleaning of Silver & EPSN Articles.	06
03.	Cleaning of Brass, Copper, Bronze and Chrome Plated Surfaces	04
04	Cleaning of Glass Surfaces, Wooden Surfaces, Leather Surfaces	06
05.	Wood Polishing	06
06.	Care & Cleaning of Ceramic and plastic articles	04
07.	Laundering techniques, Laundering of Linen and Uniforms, Common Chemicals used in Laundering, Stain removal techniques, Cleaning of furnishings.	12
08.	Cleaning procedures of public areas - Lobby, Staircase, Elevator, Restaurant & Bar, Offices.	12
09.	Cleaning of wash room - Wash room floor	06
10.	Cleaning of swimming pool	06
11.	Cleaning Agents - Types - Mechanical, Chemical & their selections. Types of Polishes, Basic principles in using, selection and application and storage. Use of eco-friendly products	04
12	Flower Arrangement - Collection of flowers and foliage, arrangement - Japanese & Oriental.	20

REFERENCE BOOKS

1. Hotel House Keeping Operations and Management
- By G. Raghubalan, Smritee Raghubalan, Oxford.
2. Hotel Housekeeping - A Training Manual
- By Sudhir Andrews, Mc Graw - Hill Companies



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:304

PAPER CODE: **6460**

NAME OF COURSE: **ACCOUNTANCY & BOOK KEEPING**

Rationale

This course intends to give an understanding of the accounting procedures in an organisation. It will help the students to understand and apply the concepts of accounting to solve business problems.



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SEMESTER: THIRD

COURSE CODE:304

NAME OF COURSE: ACCOUNTANCY & BOOK KEEPING

SCHEME: JUL. 2011

PAPER CODE: 6460

SCHEME OF STUDIES

S.No.	TOPICS	Total (Hrs)
14.	Book keeping	2
15.	Principles of double entry	4
16.	Classification of accounts	4
17.	Journal	6
18.	Ledger meanings	6
19.	Cash book and petty cash book	4
20.	Bank reconciliation statement	6
21.	Final accounts	8
22.	Tools of accounting	4
23.	Bills of exchanges	2
24.	Billing and settling plan	5
25.	Tally	6
26.	Concept of service tax	6



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:304

PAPER CODE: 6460

NAME OF COURSE: ACCOUNTANCY & BOOK KEEPING

CONTENT DETAILS

S.No.	Course Contents	Hrs. of Study
1.	Book keeping – meaning / objectives / importance / utility	2
2.	Principles of double entry – define debit, credit and basic rules of GAAP	4
3.	Classification of accounts – personal / real / nominal	4
4.	Journal – meaning – steps in preparation and proforma – practical problems	6
5.	Ledger meanings – steps in preparation and proforma	6
6.	Cash book and petty cash book – meaning / steps in preparation and perform, practical problems. On simple cash book, two column, three column with emphasis on contra entries.	4
7.	Bank reconciliation statement – Meaning, reasons for reconciliation simple problems.	6
8.	Final accounts – trial balance / balance sheet	8
9.	Tools of accounting – Types of cheques / drafts / credit codes / vouchers / tradres cheque e-trnsaction	4
10.	Bills of exchanges types and their definitions	2
11.	Billing and settling plan	5
12.	Tally for Tourism accounting	6
13.	Concept of service tax, features, constitutional authority, taxable services and their calculation examples from taxable services, special provision for the payment of service tax, concept of VAT, and TDS	6



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:304

PAPER CODE: 6460

NAME OF COURSE: ACCOUNTANCY & BOOK KEEPING

LIST OF PRACTICALS

1. Preparation of Bills, Invoices and Cash Memo.
2. Preparation of Financial Instruments, Cheques, Demand Draft, Bills
of Exchange.
3. Prepare Pay bill and bank reconciliation statement.
4. Internal checking of various account books.
5. Prepare expenditure list from ledger.
6. Prepare Journal and Cash book from voucher specimen.
7. Preparation of Ledger
8. Calculation of VAT, TDS and Service Tax.



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:304

PAPER CODE: 6460

NAME OF COURSE: ACCOUNTANCY & BOOK KEEPING

REFERENCES

1. Financial Accounting - R.L. Gupta and M. Radha Swami, S. Chand and Sons, New Delhi.
2. Advance Accounts - M.C. Shukla, T.S. Gnewal and S.C. Shukla, S. Chand and Sons, New Delhi.
3. Financial Accounting - Dr. Ramesh Mangal, Satish Printers Indore.
4. Accountancy - B.K. Banerjee, PHI Publication.



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:305

PAPER CODE:**6463**

NAME OF COURSE:**FUNCTIONAL COMMUNICATION - II**

COMMON WITH PROGRAM (S): DTT

Rationale

This syllabus aims at enabling the students to develop all four English Language Skills (listening, reading, writing, speaking) simultaneously while honing their professional communication skills considering the need for diverse customer base, appropriate behavior adaptations and communication styles.

Objectives :

- To sensitize the students to their communicative behavior and enable them to reflect and improve upon it.
- To enhance communication skills by giving adequate exposure in reading, writing, listening and speaking skills based on English knowledge and comprehension.
- To build up the learners confidence in oral and interpersonal communication.
- To enable the students towards effective performances in personal and professional communicative behavior.



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DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:305

PAPER CODE:6463

NAME OF COURSE:FUNCTIONAL COMMUNICATION - II

COMMON WITH PROGRAM (S): DTT

SCHEME OF STUDIES

Lectures : 02 Hrs. per week

Practical : 04 Hrs. per week

S.No.	TOPICS	THEORY (HRS.)
27.	Telephonic Skills	04
28.	Speaking Skills	08
29.	Listening Skills And Comprehension	08
30.	Writing Skills	12
31.	Common Errors in English	12



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:305

PAPER CODE:6463

NAME OF COURSE:FUNCTIONAL COMMUNICATION - II

COMMON WITH PROGRAM (S): DTT

CONTENT DETAILS

Lectures : 02 Hrs. per week

Practical : 04 Hrs. per week

S.No.	Course Contents	Hrs. of Study
1.	Telephonic Skills - <ul style="list-style-type: none"> ➤ How to handle calls- telephone manners ➤ Leaving a message, making requests ➤ Asking for and giving information, giving instructions ➤ Listening for tone ,mood and attitude at the other end .Handling the situation especially trouble shooting. 	04
2.	Speaking Skills - <ul style="list-style-type: none"> ➤ Para language: Tone,pitch, speed of Delivery,pauses,Stress, speech breakers. ➤ Simulation and role plays ➤ Group discussion 	08
3.	Listening Skills And Comprehension <ul style="list-style-type: none"> ➤ Deterrants to the listening process i.e involving self, fear, stress and the familiarity gap ➤ Comprehending maps and graphs 	08
4.	Writing Skills – <ul style="list-style-type: none"> ➤ Principles of effective written communication. ➤ Drafting advertisements, Notices, Circulars and memos ➤ Agenda formation and minutes of the meeting. 	12
5.	Common Errors in English - <ul style="list-style-type: none"> ➤ Infinitives, Clauses & Connectors ➤ Conversation practice involving the usage of key words from Hotel & Tourism Industry 	12



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SEMESTER: THIRD

SCHEME: JUL. 2011

COURSE CODE:305

PAPER CODE:6463

NAME OF COURSE:FUNCTIONAL COMMUNICATION - II

COMMON WITH PROGRAM (S): DTT

Practical: 04 Hrs. per week

LIST OF PROPOSED ACTIVITIES

S.NO.	NAME OF PROPOSED ACTIVITIES	HRS OF PRACTICAL
1.	Students can practice mock telephonic conversations	18
2.	Students can be taught to understand the tone/mood and attitude of the customer with the help of case studies	18
3.	Vocabulary and Language games	16



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NAME OF COURSE:FUNCTIONAL COMMUNICATION - II

COMMON WITH PROGRAM (S): DTT

REFERENCE BOOKS

Title	Author	Publisher & Address
Professional Communication	Kavita Tyagi, Padma Misra	PHI Learning Publications Pvt. Ltd. New Delhi-110001
Communication Skills for Professionals	Nira Konar	PHI Learning Publications Pvt. Ltd. New Delhi-110001
Effective Business Communication	Asha Kaul	-Do-
Business And Managerial Communication	Shailesh Sengupta	-Do-
Essentials of Technical Communication	Asraf Rizvi	Tata Mc graw Hills
Business Communication	Shirley Taylor	Pearson Publication
Developing Communication skills	Mohan Krishna&Banerji	Macmillan India, New Delhi
A Course in Listening and speaking I and II	V.Sasikumar,Kiranmai Dutt and Geeta Rajeevan	Foundation Books, Cambridge House, New Delhi.
Communication in Tourism &Hospitality	Lynn Vander Wager	Hospitality Press Pvt. Ltd
Inter Personal Skills For Travel &Tourism	John &Lisa Burton	Long man group Ltd.
Effective Business communication	M.V. Rodriques	Concept Publications. Co New Delhi .
Practical English Grammer	Thomson &Martinet	
Communication For Business	Shirley Taylor	Longman ,England
