



**Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222**

**Subject:** Counselling Schedules for current year (2020-2021)

**Name of School: - School of Commerce & Management**

<b>Name of Programme</b>	BBA (Aviation Hospitality and Travel & Tourism Management)
<b>Programme Code</b>	P90
<b>Level of Programme</b>	Degree
<b>Modes employed by the institution to provide academic counselling for theory courses</b>	Face to face counselling sessions Self instructional Textbooks Practical Group Discussion Mock Interviews Presentation Seminar Home Assignments
<b>Modes employed by the institution to provide academic counselling for practical courses</b>	Face to face counselling sessions Project work Practical Viva- voce
<b>Year</b>	First Year
<b>Semester</b>	I

ज्ञानगंगा घरोघरी

**Contact time for BBA - Ist Semester.**  
**School of Commerce and Management**  
**August 2020 - October 2020**

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b> <b>BAV 121 : Management and its Applications</b> <b>BAV 122 : Business Communication</b> <b>BAV 123 : Basics of Tourism</b> <b>BAV 124 : Tourism Product and Services</b> <b>BAV 125 : Geography of Tourism</b>	<b>Theory (T) And Practical (P).</b> <b>Timings: (1 hour session each)</b> <b>Morning Session 10:00 AM to 13:00 PM</b> <b>Break : 13:00 to 14:00 PM</b> <b>Evening Session 14:00 PM to 16:00 PM.</b>
1	02/08/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Introduction to Management & its Functions. Introduction to Communication. Leisure, Recreation and Tourism. Tourism Destination Management. Delhi
2	09/08/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Nature of Management. Communication Principles, Theories and Models. Types Of Tourists Transportation. Mumbai
3	16/08/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Management And Administration. Process of Communication. Classification of Tourism. Tourism and Travelling in India. Chennai
4	23/08/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Theories of Management. Forms of Communication. Motivation for Travel. Coastal Tourism, Beaches and Hill Stations in India. Hyderabad
5	30/08/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Planning. Verbal Skills. Tourism World and Tourist Flow. Indian Wildlife. Ahmadabad
6	06/09/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Organizing. Business Correspondence. Different Sectors of Tourism and its Barriers of Motivation. Fairs and Festivals in India. Chandigarh
7	13/09/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b>	Staffing. Listening Skills. Impact of Tourism

		<b>BAV 124</b> <b>BAV 125</b>	Religious tourism and States of India. Tourism World
8	20/09/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Directing. Kinesics and Proxemics. Components of Tourism. Indian Cuisine. Famous Places in International Tourism
9	27/09/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Co-ordination. Manners And Etiquettes Of Business Communication. Eco Tourism. Cultural and Heritage Tourism. World Culture
10	04/10/2020	<b>BAV 121</b> <b>BAV 122</b> <b>BAV 123</b> <b>BAV 124</b> <b>BAV 125</b>	Controlling. Communication and Technology. Medical and Health Tourism. Tourism Product

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<b>Year</b>	First Year
<b>Semester</b>	II

**Contact time for BBA - II<sup>nd</sup> Semester.  
School of Commerce and Management  
Jan 2021 - March 2021**

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b> BAV 221 : Introduction to Business Management BAV 222 : Human Resource Management BAV 223 : Travel and Tourism Management. BAV 224 : Travel Agencies and Tour Operations BAV 225 : Dimensions of International Tourism	<b>Theory (T) And Practical (P). Timings: (1 hour session each) Morning Session 10:00 AM to 13:00 PM Break : 13:00 to 14:00 PM Evening Session 14:00 PM to 16:00 PM.</b>
1	03/01/2021	BAV 221 BAV 222 BAV 223 BAV 224 BAV 225	Business and its Environment. Human Resource Management. Tourism Planning. Travel Trade. Impacts of Tourism on a Destination
2	10/01/2021	BAV 221 BAV 222 BAV 223 BAV 224 BAV 225	Corporate Social Responsibility. Job Analysis. Automation in Tourism. Operations of Travel Agents. Need of Sustainable Tourism
3	17/01/2021	BAV 221 BAV 222 BAV 223 BAV 224 BAV 225	Business Ethics. Job Evaluation. Important Tourist Services. Transport Network. Advantages of Sustainable Tourism
4	24/01/2021	BAV 221	Privatization and Globalization.

		<b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Human Resource Planning. Types of Tourism and its varieties. Itinerary Planning. Community Based Tourism
5	07/02/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Organisation Management. Recruitment, Selection and Placement. Tourism Organization. Linkage in Travel Trade and Changing Scenario. Green Tourism
6	14/02/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Authority, Power and Politics. Training and Development. Rural Tourism. Tour Formulation and Diversification of Tour Operations. Travel Fairs
7	23/02/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Conflict Management. Performance Appraisal. Environmental effect of Tourism. Classification of Tour Package. Destination Planning and Development
8	28/02/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Change Management. Compensation Management. Sports Tourism. Package Tour Costing. Assessment of Tourism Potential.
9	07/03/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Managing Workforce Diversity. Health, Safety and Employee Relation. E-Tourism. Roles and Responsibilities of Travel Trade Associations. Tourism Distribution Channels
10	14/03/2021	<b>BAV 221</b> <b>BAV 222</b> <b>BAV 223</b> <b>BAV 224</b> <b>BAV 225</b>	Global Trends in Business and Management. Challenges In HRM. Global Distribution System. Computer Reservation System (CRS). Tourism Policy

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<b>Modes employed by the institution to provide academic counselling for practical courses</b>	Face to face counselling sessions Project work Practical Viva- voce
<b>Year</b>	Second Year
<b>Semester</b>	III

**Contact time for BBA - IIIrd Semester.  
School of Commerce and Management  
August 2020 - October 2020**

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b>	<b>Theory (T) And Practical (P). Timings: (1 hour session each) Morning Session 10:00 AM to 13:00 PM Break : 13:00 to 14:00 PM Evening Session 14:00 PM to 16:00 PM.</b>
		<b>BAV 311</b> : Customer Care and Interpersonal Skills <b>BAV 312</b> : Sales, Marketing & Personal Relations in Service Industry <b>BAV 313</b> : Hospitality Industry <b>BAV 314</b> : Hotel Housekeeping <b>BAV 315</b> : Front Office Operations & Hotel Accounting	
1	02/08/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	A Customer. Introduction to Marketing & Marketing Management. Introduction to Hospitality Industry. Hotel Housekeeping. Introduction to Front Office
2	09/08/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Customer Retention. Marketing Planning and Control. Organizational Structure and Departments of Hotel. Departments and Duties of Hotel Housekeeping. Front Office Department
3	16/08/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b>	Customer Orientation. Marketing Mix. Rating of Hotels.

		<b>BAV 314</b> <b>BAV 315</b>	Housekeeping Cleaning Agents and Equipments Reservation
4	23/08/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Types of Customers. Customer Behaviour & Market Information System. Classification of hotels. Cleaning Guest Room. Registration
5	30/08/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Interpersonal Skills. Sales Management. Distribution Channel. Hotel Bed Making Guest Cycle
6	06/09/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Body Language and its Importance. Sales Force Training. Career in Hotel Industry. Room Linen and Uniform Guest Accounting
7	13/09/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Customer Service Skills. Motivating Sales Force. Hotel Law. Hotel Laundry Hotel Key and Key Control
8	20/09/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Impact Of Good Customer Service. Sales Meetings. Hotel HR and Administration. Communication Skills and Personnel Hygiene. Safety and Security of Hotel.
9	27/09/2020	<b>BAV 311</b> <b>BAV 312</b> <b>BAV 313</b> <b>BAV 314</b> <b>BAV 315</b>	Communications skills in Serving Customer. Sales Territories. Strategies in Hospitality Marketing. Pest Control. Promoting In-house Sale and Training for Hospitality

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<b>Modes employed by the institution to provide academic counselling for practical courses</b>	Face to face counselling sessions Project work Practical Viva- voce
<b>Year</b>	Second Year
<b>Semester</b>	IV

**Contact time for BBA - IV<sup>th</sup> Semester.**  
**School of Commerce and Management**  
**Jan 2021 - March 2021**

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b> BAV 411 : Entrepreneurship Development BAV 412 : Fares and Reservations in Airline BAV 413 : Resort Management BAV 414 : Food and Beverage Operations BAV 415 : Customer Relationship Management	<b>Theory (T) And Practical (P).</b> <b>Timings: (1 hour session each)</b> <b>Morning Session 10:00 AM to 13:00 PM</b> <b>Break : 13:00 to 14:00 PM</b> <b>Evening Session 14:00 PM to 16:00 PM.</b>
1	03/01/2021	BAV 411 BAV 412 BAV 413 BAV 414 BAV 415	Concept of Entrepreneurship. Ticketing. Resort Definition- and Classification. Introduction to Food. Customer Relationship Management (CRM)
2	10/01/2021	BAV 411 BAV 412 BAV 413 BAV 414 BAV 415	Innovation & Entrepreneurship. Automation in Airlines and Travel Business. Types of Resorts. Restaurant and its Classification. Customer Relationship Management in Developing Tourism
3	17/01/2021	BAV 411 BAV 412 BAV 413 BAV 414 BAV 415	Entrepreneur. Itinerary Planning and Pricing of Air Ticket. Resort Tourism. Equipment's Used in Restaurant Customer Acquisition and Retention
4	24/01/2021	BAV 411 BAV 412 BAV 413	Starting a New Venture. Terms used in Airline. Difference between Resorts and Motels.



		<b>BAV 414</b> <b>BAV 415</b>	Preparation for Service. Measurement of Customer Satisfaction
5	07/02/2021	<b>BAV 411</b> <b>BAV 412</b> <b>BAV 413</b> <b>BAV 414</b> <b>BAV 415</b>	Managing & Running a Successful Venture. Technology in the Field of Travel. Resort Operations. Service Techniques. Tourism as a Customer Service industry
6	14/02/2021	<b>BAV 411</b> <b>BAV 412</b> <b>BAV 413</b> <b>BAV 414</b> <b>BAV 415</b>	Managing Competition for a New Enterprise. IATA. Famous Resorts to visit. Waiter. Economic Generation from Customer Service
7	23/02/2021	<b>BAV 411</b> <b>BAV 412</b> <b>BAV 413</b> <b>BAV 414</b> <b>BAV 415</b>	Entrepreneurship Development Programmes (EDPs). Linkages and Integration in Travel Business. Internal and External Challenges faced by Resorts. Beverages. Relation of Business to Customers.
8	28/02/2021	<b>BAV 411</b> <b>BAV 412</b> <b>BAV 413</b> <b>BAV 414</b> <b>BAV 415</b>	Micro, Small & Medium Enterprises. Travel Trade Association. Role of Resort Tourism in Expanding Economy. Menu and Procedures of Taking Order in Hotel. Delivery of Service
9	07/03/2021	<b>BAV 411</b> <b>BAV 412</b> <b>BAV 413</b> <b>BAV 414</b> <b>BAV 415</b>	Government Schemes for MSMEs. Travel Procedure. Resort - Leisure and Recreation Activity. Ice cream. Failure of Effective Service

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<b>Modes employed by the institution to provide academic counselling for practical courses</b>	Face to face counselling sessions Project work Practical Viva- voce
<b>Year</b>	Third Year
<b>Semester</b>	V

**Contact time for BBA -V<sup>th</sup> Semester.**  
**School of Commerce and Management**  
**August 2020 - October 2020**

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b> BAV 511 : Research Methodology and Management BAV 512 : Personality Development BAV 513 : Aviation Technology BAV 514 : Airline Management BAV 515 : Conference and Event Management	<b>Theory (T) And Practical (P).</b> <b>Timings: (1 hour session each)</b> <b>Morning Session 10:00 AM to 13:00 PM</b> <b>Break : 13:00 to 14:00 PM</b> <b>Evening Session 14:00 PM to 16:00 PM.</b>
1	02/08/2020	BAV 511 BAV 512 BAV 513 BAV 514 BAV 515	Introduction to Research Methodology. Positive Thinking. Understanding the Airport Basics of Aviation. Introduction to Event Management
2	09/08/2020	BAV 511 BAV 512 BAV 513 BAV 514 BAV 515	Types of Business Research and the Research Process. Motivation. Airport Definition, Function, Customers and Partners. Airline Schedule Generation. The Dynamics of Event Management
3	16/08/2020	BAV 511 BAV 512 BAV 513 BAV 514 BAV 515	Problem Formulation and the Research Proposal. Self Esteem. Need of Standardization at Airport. Airport Safety Concept. Event Marketing.

4	23/08/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Research Design. Developing Effective Communication Skills. Airline operations at Airport Terminal. Airside Driving and Foreign Object Debris (FOD). Event Proposal and Logistics in Event Management.
5	30/08/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Methods of Data Collection. Stress Management. Landside of Airport. Airside Precautionary Measure at Diverse Situations Financing in Event Management
6	06/09/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Questionnaire Designing. Body Language and Facial Expressions. Airport Security. Apron Safety. Monitoring and Evaluation of Event
7	13/09/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Attitude Measurement Techniques and Multidimensional Scaling. Etiquettes. Support Services. Health Safety and Risk Management
8	20/09/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Administration of Surveys. Leadership and Learning English. Airport Issues and Challenges. Airlines and Airport Safety Management Systems. Conference Management
9	27/09/2020	<b>BAV 511</b> <b>BAV 512</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Sampling Designs. Public Speaking. Ownership and operations of Airport. Risk and Risk Management. Travel Industry Fair.
10	04/10/2020	<b>BAV 511</b> <b>BAV 513</b> <b>BAV 514</b> <b>BAV 515</b>	Analysis and Interpretation of Data. Air-side Inspection. Safety Risk Assessment (SRA)

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<b>Year</b>	Third Year
<b>Semester</b>	VI

Contact time for BBA - VI<sup>th</sup> Semester.  
School of Commerce and Management  
Jan 2021 - March 2021

<b>Counselling Session No.</b>	<b>Counselling Date</b>	<b>Course Code</b> BAV 611 : On job Training BAV 612 : Project BAV 613 : Seminar	<b>Theory (T) And Practical (P).</b> <b>Study centre should abide by University rules.</b>
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**Director**  
**Student Services Division,**  
**Y.C.M. Open University, Nashik.**

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