

Aviation Management - 3 Months

Principles of Aviation

Module 1.1 History of Aviation

- Unit 1.1.1 The Evolution of Aviation, Growth Drivers, Issues and Challenges
 - Unit 1.1.2 Global Aviation Industry, Aviation Industry in India - An Overview
 - Unit 1.1.3 Aircraft Types and Structures
 - Unit 1.1.4 Aircraft Manufacturers
-

Module 1.2 World Airlines and Airports, World Aviation Bodies

- Unit 1.2.1 Airports - Civil , Military, Training , Domestic/International , Passenger/Cargo Terminals
 - Unit 1.2.2 World Airlines, World's Major Airports
 - Unit 1.2.3 IATA, ICAO
 - Unit 1.2.4 National Aviation Authorities & Role of State and Central Governments, Airports Authority of India
-

Module 1.3 General Subjects

- Unit 1.3.1 Layout of an Airport & Ground Handling
 - Unit 1.3.2 Airport & Aircraft Security/ Aircraft Familiarization/ Exterior/
 - Unit 1.3.3 Airline Catering & Various Bodies
-

Module 1.4 Air Traffic Control- Definitions and General Provisions

- Unit 1.4.1 Definitions in Air Traffic Management (ATM)
 - Unit 1.4.2 Scope of the Air Traffic Service (ATS) Procedure
 - Unit 1.4.3 Responsibilities Allocation in ATS
 - Unit 1.4.4 General Operating ATS Practices
-

Module 1.5 Aviation Services: The Indian Saga

- Unit 1.5.1 Ministry of Civil Aviation: The Nodal Agency and its Bodies
 - Unit 1.5.2 Airports Authority of India: The Key Service Provider
 - Unit 1.5.3 DGCA: Guardian of Safe Skies
 - Unit 1.5.4 BCAS: Emphasizing Security
-

Module 1.6 Aircraft Types and Manufactures

- Unit 1.6.1 Aircraft Types and Structures/ Exteriors/ Rules/ Certificates
 - Unit 1.6.2 Passengers, Cargo and Combi-Aircrafts: Configuration and Specialties
 - Unit 1.6.3 The Airbus Industry: History, Growth and New Projects, familiarization
 - Unit 1.6.4 The Boeing Industry: History, Growth and New Projects, familiarization
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Soft Skills for Aviation Operations Environment

Module 2.1 Personal Attributes

- Unit 2.1.1 Emotional Intelligence
- Unit 2.1.2 Attitude and Challenges
- Unit 2.1.3 Inter & Intra Personal Skills
- Unit 2.1.4 Confidence Building

Module 2.2 Team Building Skills

- Unit 2.2.1 Leadership
- Unit 2.2.2 Team Building
- Unit 2.2.3 Team Work
- Unit 2.2.4 Setting Common Goals

Module 2.3 Workplace Skills

- Unit 2.3.1 Airline & Corporate Etiquette
- Unit 2.3.2 Telephone/ Email Etiquette
- Unit 2.3.3 Time/ Stress Management/ Negotiation/ Assertiveness/ Creative Thinking/ Cross Culture Training
- Unit 2.3.4 Interview Handling

Module 2.4 Oratory Skills

- Unit 2.4.1 Mechanics of Grammar
- Unit 2.4.2 Phonetics and ESL
- Unit 2.4.3 Public Speaking
- Unit 2.4.4. Group Discussions & Free Speeches

Persona Management

Module 3.1 Personal Grooming

- Unit 3.1.1 The Grooming Process
- Unit 3.1.2 Skin Care
- Unit 3.1.3 Hair Care
- Unit 3.1.4 Nail Care

Module 3.2 The Art of Make Up

- Unit 3.2.1 Uses and Types of Make Up
- Unit 3.2.2 Instruments & Ingredients
- Unit 3.2.3 Formal Look
- Unit 3.2.4 Casual Look

Module 3.3 Power Dressing

- Unit 3.3.1 Elegant Dressing
- Unit 3.3.2 Selection of Outfits
- Unit 3.3.3 On the Job Dressing
- Unit 3.3.4 Accessories

Module 3.4 Health and Nutrition

- Unit 3.4.1 A Healthy Diet
- Unit 3.4.2 Nutritional Elements
- Unit 3.4.3. The Ideal Menu
- Unit 3.4.4. The Do's and Don'ts of Healthy Living

Customer Service for Global Clientele

Module 4.1 Components of Customer Care

- Unit 4.1.1 Cardinal Principles of Customer Care
 - Unit 4.1.2 Defining a Customer
 - Unit 4.1.3 Types of Customers
 - Unit 4.1.4 Customer Service and Retention
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Module 4.2 Passenger Handling

- Unit 4.2.1 International and Domestic Passenger Terminals/ Terminology
 - Unit 4.2.2 International Travel Documentation
 - Unit 4.2.3 Baggage Allowances & Baggage Irregularities
 - Unit 4.2.4 Passengers Needing Special Attention/ Understanding Basic First Aid
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Module 4.3 Airport/ Aircraft Handling

- Unit 4.3.1 Airport Services and Set Up- land side/ Terminal/ Airside
 - Unit 4.3.2 Standard Operations
 - Unit 4.3.3 Ramp Services & Airside Safety
 - Unit 4.3.4 Freight Warehouse Management
 - Unit 4.3.5 Aircraft Emergency Response/ Basic Emergency Visual and Audio Indicators, Evacuation during Ditching/ Crash/ Belly landing
 - Unit 4.3.7 Galley/ Aircraft Electrical system/ Fueling/ Boarding/ De boarding and On board F&B, Duty Free Services and Procedures
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Communication & Presentation Skills

Module 5.1 The Fundamentals of Communication

- Unit 5.1.1 The Communication Process
 - Unit 5.1.2 Types of Communication Skills
 - Unit 5.1.3 Fundamentals Components of Communication
 - Unit 5.1.4 Barriers to Effective Communication Skills
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Module 5.2 The Art of Conversation and Active Listening

- Unit 5.2.1 Conversational Skills
 - Unit 5.2.2 How to start a Conversation
 - Unit 5.2.3 Active Listening
 - Unit 5.2.4 Barriers to Good Listening
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Module 5.3 Master the 4 P's of Presentation Skills

- Unit 5.3.1 Types of Presentations
 - Unit 5.3.2 Parts of a Presentation
 - Unit 5.3.3 The 4 P's of Presentation Skills
 - Unit 5.3.4 Handling Queries and the Audience
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Module 5.4 Conquering Fear

- Unit 5.4.1 Extempore & Impromptu Speeches
- Unit 5.4.2 Eye Contact

- Unit 5.4.3. Hand Gestures
- Unit 5.4.4. Do's and Don'ts of Body Language

Security & Legislation

Module 6.1 Aviation Security: Infrastructural Requirements

- Unit 6.1.1 Planning and Design Considerations for Security at Airports
 - Unit 6.1.2 Annex 17: SARPs (Standard and Recommended Practices)
 - Unit 6.1.3 Access Control and Alarm Monitoring Mechanisms, Security Screening Infrastructure and Procedures
 - Unit 6.1.4 In Flight Safety & Security
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Module 6.2 Enforcement Agencies: Global and National – Their History, Role and Responsibilities

- Unit 6.2.1 ICAO and IATA
 - Unit 6.2.2 BCAS (Bureau of Civil Aviation Security)
 - Unit 6.2.3 Aviation Security Group
 - Unit 6.2.4 Other agencies performing Sovereign functions at the Airport
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Module 6.3 Crisis Management at Airports

- Unit 6.3.1 Various Crisis at Airport / Aircraft
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 - Unit 6.3.3 Mitigating Hijack, Bomb Threat/ Decompression/Fire Crisis Situation
 - Unit 6.3.4 Response to Acts of Unlawful Interference: Developing Plans
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Module 6.4 Ramp Services: Ground Handling Agencies

- Unit 6.4.1 Handling of Passengers
 - Unit 6.4.2 Handling of Baggage
 - Unit 6.4.3 Aircraft Handling
 - Unit 6.4.4 Catering
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Module 6.5 Airport Structures – Land side

- Unit 6.5.1 Terminal Area
 - Unit 6.5.2 Public Areas
 - Unit 6.5.3 Non – Public Areas
 - Unit 6.5.4 Security Screening Check-points and Lay- Out
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Module 6.6 Ground Handling Services

- Unit 6.6.1 Role and Responsibilities of Ground Handlers
 - Unit 6.6.2 Ground Handling: Self Handling vs. Outsourcing
 - Unit 6.6.3 Ground Handling: Case Studies at India and Abroad
 - Unit 6.6.4 IATA Ground Handling Council
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Module 6.7 Dangerous Goods Regulations

- Unit 6.7.1 Introducing DGR and the Manual
- Unit 6.7.2 The 10 sections and 9 Appendices
- Unit 6.7.3 The Nine Classes of DG

Unit 6.7.4 State & Operation Variations

Public Relations in the Aviation Industry

Module 7.1 Public Relations (PR)

- Unit 7.1.1 PR: An essential in Aviation for Ground and Inflight Personnel
- Unit 7.1.2 Issues in PR: Airport Operators, Air Operators, Security
- Unit 7.1.3 Requisites of a Good PR professional
- Unit 7.1.4 Challenges: Accessibility, Integrity of Information and Neutrality



Aviation Management (6 Months)

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Module 6.2 Legislative Framework

Unit 6.2.1 Genesis of Aviation Security: Global security perspective
Unit 6.2.2 Various Standard Security Programs
Unit 6.2.3 Important International Conventions, Protocols and National Legislations ensuring Aviation Security: Salient provisions.
Unit 6.2.4 Civil Aviation requirements: Salient features

Module 6.3 Enforcement Agencies: Global and National – Their History, Role and Responsibilities

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Module 6.8 Dangerous Goods Regulations

- Unit 6.8.1 Introducing DGR and the Manual
- Unit 6.8.2 The 10 sections and 9 Appendices
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Module 7.2 Handling the Media

- Unit 7.2.1 Types and Role of Media Handling
 - Unit 7.2.2 Do's and Don'ts in Media Handling
 - Unit 7.2.3 Preparation for Elective Media Handling
 - Unit 7.2.4 Electronic Media
-

Airline and Airport Organization

Module 8.1 Airport Operator

- Unit 8.1.1 Passengers' Terminal Management: Domestic
 - Unit 8.1.2 Passengers' Terminal Management: International
 - Unit 8.1.3 Cargo Terminal: Domestic and International
 - Unit 8.1.4 Airside Management: Ground and Flight safety
-

Airline and Travel Management

Module 9.1 The Transportation Industry

- Unit 9.1.1 Air Transportation Industry
 - Unit 9.1.2 Land Transportation Industry
 - Unit 9.1.3 Sea Transportation Industry
 - Unit 9.1.4 Multi-modal Transportation
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Module 9.2 International Travel Documentation

- Unit 9.2.1 Passport
 - Unit 9.2.2 VISAs/ Immigration/ Customs
 - Unit 9.2.3 Airlines Ticket or Authorization
 - Unit 9.2.4 Health Documents/ Immigration/ Customs
-

Module 9.3 Travel Information Manual (TIM)

- Unit 9.3.1 Referring the TIM

- Unit 9.3.2 Passport Requirements: Different Nations
 - Unit 9.3.3 VISA Requirements: Different Nations
 - Unit 9.3.4 Tax, Currency, Customs, Immigration requirements
-

Module 9.4 Official Airlines Guide (OAG)

- Unit 9.4.1 Referring the OAG
- Unit 9.4.2 Aircraft Types and Codes
- Unit 9.4.3 World Terminals
- Unit 9.4.4 Calculation of Flying time, Ground Time and Elapsed Time



Aviation Management - One Year

Principles of Aviation

Module 1.1 History of Aviation

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 - Unit 1.3.2 Airport & Aircraft Security
 - Unit 1.3.3 Airline Catering & Various Bodies
 - Unit 1.3.4 Passenger Handling Terminology
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Module 1.4 Load and Trim

- Unit 1.4.1 Importance, Objectives and Relevance to Safety
 - Unit 1.4.2 Terms and Terminologies
 - Unit 1.4.3 Balanced Condition and Weight limitation - Airbus / Boeing
 - Unit 1.4.4. Load Sheet of Airbus / Boeing
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Module 1.5 Aviation Services: The Indian Saga

- Unit 1.5.1 Ministry of Civil Aviation: The Nodal Agency and its Bodies
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 - Unit 2.4.4. Group Discussions & Free Speeches
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Cargo & Transportation Management

Module 3.1 Introducing Air Cargo Transportation

- Unit 3.1.1 Transportation of Cargo: Various ways – Relative Advantages and Disadvantages
 - Unit 3.1.2 Types of Aircrafts - Passenger, Cargo and Combi Aircrafts – Loading Principles
 - Unit 3.1.3 Weight and Volume considerations – Usage of Spreaders.
 - Unit 3.1.4 Cargo needing special attention and Restrictions in Air Cargo Acceptance
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Module 3.2 The Airway Bill

- Unit 3.2.1 Legal disposition of AWB (Airway Bill), its features and validity
 - Unit 3.2.2 Master Airway Bill (MAWB), Cargo processing and tracking
 - Unit 3.2.3 AWB Completion, Known Shippers: Concept and Responsibilities
 - Unit 3.2.4 Acceptance of Cargo
-

Module 3.3 Fares, Tickets & DG

- Unit 3.3.1 Global Indicators, Air Tariffs
- Unit 3.3.2 Fare Construction
- Unit 3.3.3 Automated & Electronic Ticketing
- Unit 3.3.4 DGR Manual

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Module 5.2 Behaviour Patterns and Building Rapport

- Unit 5.2.1 Behaviour Styles
 - Unit 5.2.2 Assertive Behaviour
 - Unit 5.2.3 Empathy versus Sympathy
 - Unit 5.2.4 Rapport Building Techniques
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Module 5.3 Passenger Handling

- Unit 5.3.1 International and Domestic Passenger Terminals
- Unit 5.3.2 International Travel Documentation
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- Unit 5.4.1 Airport Services
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- Unit 5.4.3.Ramp Services & Airside Safety
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Air Fares & Ticketing

Module 6.1 Introduction to Fares and Ticketing

- Unit 6.1.1 Types of Fares
- Unit 6.1.2 Tickets -Manual , Automated and E tickets
- Unit 6.1.3 Global Indicators, Geography,IATA Areas and Hemispheres
- Unit 6.1.4 Information Technology

Module 6.2 Fare Calculation Principles

- Unit 6.2.1 The Elements of Fare Calculation
- Unit 6.2.2 Point to Point Fare Calculation
- Unit 6.2.3 Fare Calculation Principle -Simple OW Journey, Simple Round Trip
- Unit 6.2.4 World Currencies and Conversion Principles of NUC to LCF

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Load Planning & DGR

Module 8.1 Introduction to Load and Trim

- Unit 8.1.1 Elements of Load and Trim & Aerodynamic Principles
 - Unit 8.1.2 The Four Forces and the Principles involved
 - Unit 8.1.3 Main Structural parts of the Aircraft and its Functions
 - Unit 8.1.4 Fuel
-

Module 8.2 Load Sheet and Balance Chart

- Unit 8.2.1 Elements of a Load sheet
 - Unit 8.2.2 Elements of a Trim sheet
 - Unit 8.2.3 Load Sheet Functionality
 - Unit 8.2.4 Trim sheet Functionality
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Module 8.4 Handling of DGR

- Unit 8.4.1 Check List Format
 - Unit 8.4.2 Principles of Storage
 - Unit 8.4.3 Principles of Loading with special reference Radio Active materials
 - Unit 8.4.4 Provision of Information to Pilot in Command, Passengers and Employees
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Ancillary Services

Module 10.1 Ground Handling Services

- Unit 10.1.1 Role and Responsibilities of Ground Handlers
 - Unit 10.1.2 Ground Handling: Self Handling vs. Outsourcing
 - Unit 10.1.3 Ground Handling: Case Studies at India and Abroad
 - Unit 10.1.4 IATA Ground Handling Council
-

Module 10.2 Passenger Services

- Unit 10.2.1 Passenger Handling: Departure Concourse
 - Unit 10.2.2 Passenger Handling: Transit and Arrivals
 - Unit 10.2.3 Passengers' Baggage Handling/ Tracing Mishandled Baggage
 - Unit 10.2.4 Specialized Handling of Passengers: VVIPs, VIPs, Physically Challenged
-

Module 10.3 Cargo Services

- Unit 10.3.1 Cargo Services at Export Shed
 - Unit 10.3.2 Cargo Services at Import Shed
 - Unit 10.3.3 Cargo Services at Transit Shed
 - Unit 10.3.4 Cargo Aircraft Handling
-

Module 10.4 Other Services: Responsibilities

- Unit 10.4.1 Catering: Preparation, Escort and Security, Inter-terminus Transfers
 - Unit 10.4.2 Medical Services, Accommodation and Hospitality, Information Dissemination
 - Unit 10.4.3 Airport Operations
 - Unit 10.4.4 Airport Management
-

The Airport Milieu

Module 11.1 Airport Infrastructure

- Unit 11.1.1 Airport Lay out and Boundaries
 - Unit 11.1.2 Facilities and their placements at Airport
 - Unit 11.1.3 Facilities for Passengers, Public and other Airport Users
 - Unit 11.1.4 Facilities for the Airlines
-

Module 11.2 Safety and Security

- Unit 11.2.1 Broad Parameters of Annex 2, 8, 13 and Annex 17
- Unit 11.2.2 Safety Management Systems at Aerodrome
- Unit 11.2.3 Management of Security at an Airport and for Airlines
- Unit 11.2.4 Role and Responsibility of Airport users with respect to Safety and Security

Module 11.3 Airport Users

- Unit 11.3.1 Passengers: Domestic, International and Transit
- Unit 11.3.2 Service Providers: All kinds
- Unit 11.3.3 Airlines and Aircraft operators: All kinds
- Unit 11.3.4 General Public and other agencies responsible for Crises Management

Module 11.4 Airport Quality Framework

- Unit 11.4.1 General Overview and Aerodrome Data
- Unit 11.4.2 Physical characteristics
- Unit 11.4.3 Aerodrome Maintenance
- Unit 11.4.4 Obstacles restrictions and removal

Airline and Airport Organization

Module 12.1 Airport Operator

- Unit 12.1.1 Passengers' Terminal Management: Domestic
- Unit 12.1.2 Passengers' Terminal Management: International
- Unit 12.1.3 Cargo Terminal: Domestic and International
- Unit 12.1.4 Airside Management: Ground and Flight safety

Module 12.2 Ramp Services: Ground Handling Agencies

- Unit 12.2.1 Handling of Passengers
- Unit 12.2.2 Handling of Baggage
- Unit 12.2.3 Aircraft Handling
- Unit 12.2.4 Catering

Module 12.3 Air Operator

- Unit 12.3.1 Planning, Aircraft Fleet and its Maintenance
- Unit 12.3.2 Ground Handling Agreements
- Unit 12.3.3 Scheduling and Approvals
- Unit 12.3.4 Crew Management and Documentation

Module 12.4 International Tour and Travel Management

- Unit 12.4.1 Tour Operators
- Unit 12.4.2 Travel Agents and their role
- Unit 12.4.3 The Hotel Industry
- Unit 12.4.4 Tourist Attractions: Global and Indian

Resource Management at Airports

Module 13.1 Human Resources

- Unit 13.1.1 The role of Human Resources
- Unit 13.1.2 Dealing with Superiors
- Unit 13.1.3 Dealing with Peers and Sub-ordinates
- Unit 13.1.4 Dealing with Others: Passengers, Regulatory Authorities and Civic Bodies

Module 13.2 Spatial Considerations

- Unit 13.2.1 Space allocation in Terminals and Airside
- Unit 13.2.2 Hold / Gate Allocation
- Unit 13.2.3 Baggage Management: Make-up and Break-up
- Unit 13.2.4 Challenges and Solutions

Airline and Travel Management

Module 14.1 The Transportation Industry

- Unit 14.1.1 Air Transportation Industry
- Unit 14.1.2 Land Transportation Industry
- Unit 14.1.3 Sea Transportation Industry
- Unit 14.1.4 Multi-modal Transportation

Module 14.2 International Travel Documentation

- Unit 14.2.1 Passport
- Unit 14.2.2 VISAs
- Unit 14.2.3 Airlines Ticket or Authorization
- Unit 14.2.4 Health Documents/ Immigration/ Customs

Module 14.3 Travel Information Manual (TIM)

- Unit 14.3.1 Referring the TIM
- Unit 14.3.2 Passport Requirements: Different Nations
- Unit 14.3.3 VISA Requirements: Different Nations
- Unit 14.3.4 Tax, Currency, Customs, Immigration requirements

Module 14.4 Official Airlines Guide (OAG)

- Unit 14.4.1 Referring the OAG
- Unit 14.4.2 Aircraft Types and Codes
- Unit 14.4.3 World Terminals
- Unit 14.4.4 Calculation of Flying time, Ground Time and Elapsed Time

Airport Housekeeping

Module 15.1 General Housekeeping

- Unit 15.1.1 The Need & Importance of Housekeeping Activities
- Unit 15.1.2 Advantages of Good Housekeeping
- Unit 15.1.3 Poor Housekeeping – Disadvantages and Hazards
- Unit 15.1.4 Checklist of Housekeeping Activities

Module 15.2 Health and Safety

- Unit 15.2.1 Health and Safety Issues and its Management in the Aviation Industry
- Unit 15.2.2 Regulatory bodies connected with Health and Safety
- Unit 15.2.3 Falls from height
- Unit 15.2.4 Risks from handling of Baggage and Cargo

Module 15.3 Repairs and Maintenance

- Unit 15.3.1 The Role of a Maintenance Manager
- Unit 15.3.2 Airport Ground Repairs
- Unit 15.3.3 Airport Maintenance and Repair Programs
- Unit 15.3.4 Aircraft Maintenance and Repairs

Aviation Safety Management

Module 16.1 Major Accident Analysis

- Unit 16.1.1 Mid-Air Collisions
- Unit 16.1.2 Runway Incursions
- Unit 16.1.3 Weather Factors
- Unit 16.1.4 Human Factors and Mechanical Failures

Module 16.2 Managing Human Errors

- Unit 16.2.1 Identifying root causes of Human Errors
- Unit 16.2.2 Human Reliability Assessment
- Unit 16.2.3 Safety cultures in Airlines
- Unit 16.2.4 Threat and Error Management (TEM)

Module 16.3 Nature of Accidents

- Unit 16.3.1 Causes of Accidents
- Unit 16.3.2 Major Aviation Disasters: Case Studies
- Unit 16.3.3 Statistics of Aviation Disasters
- Unit 16.3.4 Investigation, Analysis and Reporting

Module 16.4 Major Issues: A Contemporary Assessment

- Unit 16.4.1 Psychological Aspects and Training
- Unit 16.4.2 Bird Strike: Airport Operators' responsibilities
- Unit 16.4.3 Airside Discipline
- Unit 16.4.4 Maintenance of Airport and Aircraft

Airport Infrastructure & Services Management

Module 17.1 Ownership and Administration

- Unit 17.1.1 Government Owned Airports
- Unit 17.1.2 Green Field Airports
- Unit 17.1.3 Status of Privatization and Private-Public Participation in India
- Unit 17.1.4 Capital Expenditure and Financial Outlay on Airport Development

Module 17.2 Airport Structures – Land side

- Unit 17.2.1 Terminal Area
- Unit 17.2.2 Public Areas
- Unit 17.2.3 Non – Public Areas
- Unit 17.2.4 Security Screening Check-points and Lay- Out

Module 17.3 Airport Structures – Airside

- Unit 17.3.1 Access Gates
- Unit 17.3.2 Runways / Taxiways, Rescue and Firefighting Facilities
- Unit 17.3.3 Aprons and Hangars
- Unit 17.3.4 Air Traffic Services Complex

Module 17.4 Services Management at Airport

- Unit 17.4.1 Cargo and Freight Services
- Unit 17.4.2 Airport Access and Transportation Services
- Unit 17.4.3 Support Services
- Unit 17.4.4 Premium Services

Principles of Travel & Tourism Operations

Module 18.1 Travels and Tourism

- Unit 18.1.1. Perception of Travel worldwide
- Unit 18.1.2 Perception of Tourism worldwide
- Unit 18.1.3 Travels - Yesterday, Today and Tomorrow
- Unit 18.1.4 Tourism - Yesterday, Today, Tomorrow

Module 18.2 India - a Tourist Destination

- Unit 18.2.1 Indian States, Capitals , Public holidays , Banks
- Unit 18.2.2. Important Festivals and Tourist attractions
- Unit 18.2.3 State Tourist Organizations
- Unit 18.2.4 Important Travel Agents & Tour Operators

Module 18.3 The Tourism Industry

- Unit 18.3.1 World Tourism - Important Countries/ Capitals / Currencies / Exchange
- Unit 18.3.2 World Tourism Attractions
- Unit 18.3.3 Indian Tourism - Types
- Unit 18.3.4 Transportation

Module 18.4 The Hospitality Industry

- Unit 18.4.1 Hotels and Star Ratings, Resorts , Boarding and Lodging houses
- Unit 18.4.2. Rating Systems and Classifications
- Unit 18.4.3 Hotel Products , Facilities,Services, Room types, Bedding Types, Meal Plans
- Unit 18.4.4 Terms and Conditions - Cancellations ,Currency Fluctuations and Commission Policies

Module 18.5 The Air Transportation

- Unit 18.5.1 Aviation Industries terminologies
- Unit 18.5.2. OAG
- Unit 18.5.3 Pooling of baggage and Allowances - Weight and piece concept
- Unit 18.5.4 Legal liability for Passengers and Baggage - Checked and Unchecked

Public Relations in the Aviation Industry

Module 19.1 Public Relations (PR)

- Unit 19.1.1 PR: An essential in Aviation
 - Unit 19.1.2 Issues in PR: Airport Operators, Air Operators, Security
 - Unit 19.1.3 Requisites of a Good PR professional
 - Unit 19.1.4 Challenges: Accessibility, Integrity of Information and Neutrality
-

Module 19.2 Handling the Media

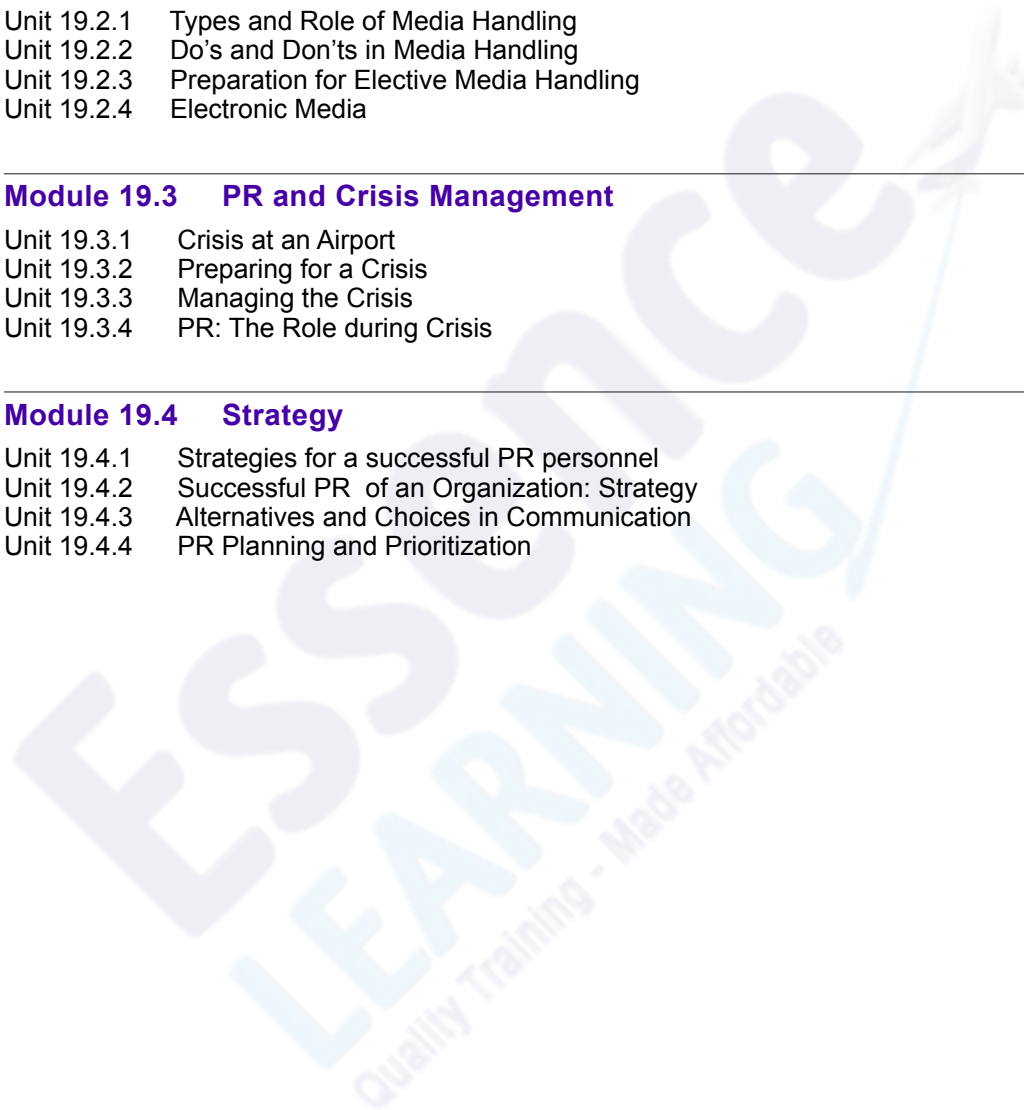
- Unit 19.2.1 Types and Role of Media Handling
 - Unit 19.2.2 Do's and Don'ts in Media Handling
 - Unit 19.2.3 Preparation for Elective Media Handling
 - Unit 19.2.4 Electronic Media
-

Module 19.3 PR and Crisis Management

- Unit 19.3.1 Crisis at an Airport
 - Unit 19.3.2 Preparing for a Crisis
 - Unit 19.3.3 Managing the Crisis
 - Unit 19.3.4 PR: The Role during Crisis
-

Module 19.4 Strategy

- Unit 19.4.1 Strategies for a successful PR personnel
- Unit 19.4.2 Successful PR of an Organization: Strategy
- Unit 19.4.3 Alternatives and Choices in Communication
- Unit 19.4.4 PR Planning and Prioritization



Airport Ground Services - 3 Months

Principles of Aviation

Module 1.1 History of Aviation

- Unit 1.1.1 The Evolution of Aviation, Growth Drivers, Issues and Challenges
 - Unit 1.1.2 Global Aviation Industry, Aviation Industry in India - An Overview
 - Unit 1.1.3 Aircraft Types and Structures
 - Unit 1.1.4 Aircraft Manufacturers
-

Module 1.2 World Airlines and Airports, World Aviation Bodies

- Unit 1.2.1 Airports - Civil , Military, Training , Domestic/International , Passenger/Cargo Terminals
 - Unit 1.2.2 World Airlines, World's Major Airports
 - Unit 1.2.3 IATA, ICAO, ATC
 - Unit 1.2.4 National Aviation Authorities & Role of State and Central Governments, Airports Authority of India
-

Module 1.3 General Subjects

- Unit 1.3.1 Layout of an Airport & Ground Handling
 - Unit 1.3.2 Airport & Aircraft Security
 - Unit 1.3.3 Airline Catering & Various Bodies
-

Module 1.4 Aviation Services: The Indian Saga

- Unit 1.4.1 Ministry of Civil Aviation: The Nodal Agency and its Bodies
 - Unit 1.4.2 Airports Authority of India: The Key Service Provider
 - Unit 1.4.3 DGCA: Guardian of Safe Skies
 - Unit 1.4.4 BCAS: Emphasizing Security
-

Module 1.5 Aircraft Types and Manufactures

- Unit 1.5.1 Aircraft Types and Structures/ Exteriors/ Rules/ Certificates
 - Unit 1.5.2 Passengers, Cargo and Combi-Aircrafts: Configuration and Specialties
 - Unit 1.5.3 The Airbus Industry: History, Growth and New Projects
 - Unit 1.5.4 The Boeing Industry: History, Growth and New Projects
-

Soft Skills for Aviation Operations Environment

Module 2.1 Personal Attributes

- Unit 2.1.1 Emotional Intelligence
 - Unit 2.1.2 Attitude and Challenges
 - Unit 2.1.3 Inter & Intra Personal Skills
 - Unit 2.1.4 Confidence Building
-

Module 2.2 Team Building Skills

- Unit 2.2.1 Leadership
- Unit 2.2.2 Team Building
- Unit 2.2.3 Team Work
- Unit 2.2.4 Setting Common Goals

Module 2.3 Workplace Skills

- Unit 2.3.1 Airline & Corporate Etiquette
- Unit 2.3.2 Telephone/ Email Etiquette
- Unit 2.3.3 Time/ Stress Management/ Negotiation/ Assertiveness/ Creative Thinking/ Cross Culture Training
- Unit 2.3.4 Interview Handling

Module 2.4 Oratory Skills

- Unit 2.4.1 Mechanics of Grammar
- Unit 2.4.2 Phonetics and ESL
- Unit 2.4.3 Public Speaking
- Unit 2.4.4. Group Discussions & Free Speeches

Persona Management

Module 3.1 Personal Grooming

- Unit 3.1.1 The Grooming Process
- Unit 3.1.2 Skin Care
- Unit 3.1.3 Hair Care
- Unit 3.1.4 Nail Care

Module 3.2 The Art of Make Up

- Unit 3.2.1 Uses and Types of Make Up
- Unit 3.2.2 Instruments & Ingredients
- Unit 3.2.3 Formal Look
- Unit 3.2.4 Casual Look

Module 3.3 Power Dressing

- Unit 3.3.1 Elegant Dressing
- Unit 3.3.2 Selection of Outfits
- Unit 3.3.3 On the Job Dressing
- Unit 3.3.4 Accessories

Module 3.4 Health and Nutrition

- Unit 3.4.1 A Healthy Diet
- Unit 3.4.2 Nutritional Elements
- Unit 3.4.3. The Ideal Menu
- Unit 3.4.4. The Do's and Don'ts of Healthy Living

Customer Service for Global Clientele

Module 4.1 Components of Customer Care

- Unit 4.1.1 Cardinal Principles of Customer Care
- Unit 4.1.2 Defining a Customer
- Unit 4.1.3 Types of Customers
- Unit 4.1.4 Customer Service and Retention

Module 4.2 Passenger Handling

- Unit 4.2.1 International and Domestic Passenger Terminals/ Terminology
- Unit 4.2.2 International Travel Documentation/ visa/ Immigration
- Unit 4.2.3 Baggage Allowances & Baggage Irregularities
- Unit 4.2.4 Passengers Needing Special Attention

Module 4.3 Airport Handling

- Unit 4.3.1 Airport Services and Set Up- land side/ Terminal/ Airside
- Unit 4.3.2 Standard Operations
- Unit 4.3.3.Ramp Services & Airside Safety
- Unit 4.3.4.Freight Warehouse Management

Communication & Presentation Skills

Module 5.1 The Fundamentals of Communication

- Unit 5.1.1 The Communication Process
- Unit 5.1.2 Types of Communication Skills
- Unit 5.1.3 Fundamentals Components of Communication
- Unit 5.1.4 Barriers to Effective Communication Skills

Module 5.2 The Art of Conversation and Active Listening

- Unit 5.2.1 Conversational Skills
- Unit 5.2.2 How to start a Conversation
- Unit 5.2.3 Active Listening
- Unit 5.2.4 Barriers to Good Listening

Module 5.3 Master the 4 P's of Presentation Skills

- Unit 5.3.1 Types of Presentations
- Unit 5.3.2 Parts of a Presentation
- Unit 5.3.3 The 4 P's of Presentation Skills
- Unit 5.3.4 Handling Queries and the Audience

Module 5.4 Conquering Fear

- Unit 5.4.1 Extempore & Impromptu Speeches
- Unit 5.4.2 Eye Contact
- Unit 5.4.3.Hand Gestures
- Unit 5.4.4.Do's and Don'ts of Body Language

Security & Legislation

Module 6.1 Aviation Security: Infrastructural Requirements

- Unit 6.1.1 Planning and Design Considerations for Security at Airports
- Unit 6.1.2 Annex 17: SARPs (Standard and Recommended Practices)
- Unit 6.1.3 Access Control and Alarm Monitoring Mechanisms, Security Screening Infrastructure and Procedures
- Unit 6.1.4 In Flight Safety & Security

Module 6.2 Legislative Framework

- Unit 6.2.1 Genesis of Aviation Security: Global security perspective
- Unit 6.2.2 Various Standard Security Programs

Module 6.3 Enforcement Agencies: Global and National – Their History, Role and Responsibilities

- Unit 9.3.1 ICAO and IATA
- Unit 9.3.2 BCAS (Bureau of Civil Aviation Security)
- Unit 9.3.3 Aviation Security Group
- Unit 9.3.4 Other agencies performing Sovereign functions at the Airport

Module 6.4 Crisis Management at Airports

- Unit 6.4.1 Various Crisis at Airport
- Unit 6.4.2 SOP for Bomb Threat
- Unit 6.4.3 Mitigating Hijack Crisis Situation
- Unit 6.4.4 Response to Acts of Unlawful Interference: Developing Plans

Module 6.5 Ramp Services: Ground Handling Agencies

- Unit 6.5.1 Handling of Passengers
- Unit 6.5.2 Handling of Baggage
- Unit 6.5.3 Aircraft Handling
- Unit 6.5.4 Catering

Module 6.6 Airport Structures – Land side

- Unit 6.6.1 Terminal Area
- Unit 6.6.2 Public Areas
- Unit 6.6.3 Non – Public Areas
- Unit 6.6.4 Security Screening Check-points and Lay- Out

Module 6.7 Ground Handling Services

- Unit 6.7.1 Role and Responsibilities of Ground Handlers
- Unit 6.7.2 Ground Handling: Self Handling vs. Outsourcing

Module 6.8 Dangerous Goods Regulations

- Unit 6.8.1 Introducing DGR and the Manual
- Unit 6.8.2 The 10 sections and 9 Appendices
- Unit 6.8.3 The Nine Classes of DG

Airport Ground Services - 6 Months

Principles of Aviation

Module 1.1 History of Aviation

- Unit 1.1.1 The Evolution of Aviation, Growth Drivers, Issues and Challenges
 - Unit 1.1.2 Global Aviation Industry, Aviation Industry in India - An Overview
 - Unit 1.1.3 Aircraft Types and Structures
 - Unit 1.1.4 Aircraft Manufacturers
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- Unit 1.2.1 Airports - Civil , Military, Training , Domestic/International , Passenger/Cargo Terminals
 - Unit 1.2.2 World Airlines, World's Major Airports
 - Unit 1.2.3 IATA, ICAO
 - Unit 1.2.4 National Aviation Authorities & Role of State and Central Governments, Airports Authority of India
-

Module 1.3 General Subjects

- Unit 1.3.1 Layout of an Airport & Ground Handling
 - Unit 1.3.2 Airport & Aircraft Security
 - Unit 1.3.3 Airline Catering & Various Bodies
-

Module 1.4 Air Traffic Control- Definitions and General Provisions

- Unit 1.4.1 Definitions in Air Traffic Management (ATM)
 - Unit 1.4.2 Scope of the Air Traffic Service (ATS) Procedure
 - Unit 1.4.3 Responsibilities Allocation in ATS
 - Unit 1.4.4 General Operating ATS Practices
-

Module 1.5 Aviation Services: The Indian Saga

- Unit 1.5.1 Ministry of Civil Aviation: The Nodal Agency and its Bodies
 - Unit 1.5.2 Airports Authority of India: The Key Service Provider
 - Unit 1.5.3 DGCA: Guardian of Safe Skies
 - Unit 1.5.4 BCAS: Emphasizing Security
-

Module 1.6 Aircraft Types and Manufactures

- Unit 1.6.1 Aircraft Types and Structures/ Exteriors/ Rules/ Certificates
 - Unit 1.6.2 Passengers, Cargo and Combi-Aircrafts: Configuration and Specialties
 - Unit 1.6.3 The Airbus Industry: History, Growth and New Projects
 - Unit 1.6.4 The Boeing Industry: History, Growth and New Projects
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Soft Skills for Aviation Operations Environment

Module 2.1 Personal Attributes

- Unit 2.1.1 Emotional Intelligence
- Unit 2.1.2 Attitude and Challenges
- Unit 2.1.3 Inter & Intra Personal Skills
- Unit 2.1.4 Confidence Building

Module 2.2 Team Building Skills

- Unit 2.2.1 Leadership
- Unit 2.2.2 Team Building
- Unit 2.2.3 Team Work
- Unit 2.2.4 Setting Common Goals

Module 2.3 Workplace Skills

- Unit 2.3.1 Airline & Corporate Etiquette
- Unit 2.3.2 Telephone/ Email Etiquette
- Unit 2.3.3 Time/ Stress Management/ Negotiation/ Assertiveness/ Creative Thinking/ Cross Culture Training
- Unit 2.3.4 Interview Handling

Module 2.4 Oratory Skills

- Unit 2.4.1 Mechanics of Grammar
- Unit 2.4.2 Phonetics and ESL
- Unit 2.4.3 Public Speaking
- Unit 2.4.4. Group Discussions & Free Speeches

Persona Management

Module 3.1 Personal Grooming

- Unit 3.1.1 The Grooming Process
- Unit 3.1.2 Skin Care
- Unit 3.1.3 Hair Care
- Unit 3.1.4 Nail Care

Module 3.2 The Art of Make Up

- Unit 3.2.1 Uses and Types of Make Up
- Unit 3.2.2 Instruments & Ingredients
- Unit 3.2.3 Formal Look
- Unit 3.2.4 Casual Look

Module 3.3 Power Dressing

- Unit 3.3.1 Elegant Dressing
- Unit 3.3.2 Selection of Outfits
- Unit 3.3.3 On the Job Dressing
- Unit 3.3.4 Accessories

Module 3.4 Health and Nutrition

- Unit 3.4.1 A Healthy Diet
- Unit 3.4.2 Nutritional Elements
- Unit 3.4.3. The Ideal Menu
- Unit 3.4.4. The Do's and Don'ts of Healthy Living

Customer Service for Global Clientele

Module 4.1 Components of Customer Care

- Unit 4.1.1 Cardinal Principles of Customer Care
 - Unit 4.1.2 Defining a Customer
 - Unit 4.1.3 Types of Customers
 - Unit 4.1.4 Customer Service and Retention
-

Module 4.2 Passenger Handling

- Unit 4.2.1 International and Domestic Passenger Terminals/ Terminology
 - Unit 4.2.2 International Travel Documentation
 - Unit 4.2.3 Baggage Allowances & Baggage Irregularities
 - Unit 4.2.4 Passengers Needing Special Attention
-

Module 4.3 Airport Handling

- Unit 4.3.1 Airport Services and Set Up- land side/ Terminal/ Airside
 - Unit 4.3.2 Standard Operations
 - Unit 4.3.3. Ramp Services & Airside Safety
 - Unit 4.3.4. Freight Warehouse Management
-

Communication & Presentation Skills

Module 5.1 The Fundamentals of Communication

- Unit 5.1.1 The Communication Process
 - Unit 5.1.2 Types of Communication Skills
 - Unit 5.1.3 Fundamentals Components of Communication
 - Unit 5.1.4 Barriers to Effective Communication Skills
-

Module 5.2 The Art of Conversation and Active Listening

- Unit 5.2.1 Conversational Skills
 - Unit 5.2.2 How to start a Conversation
 - Unit 5.2.3 Active Listening
 - Unit 5.2.4 Barriers to Good Listening
-

Module 5.3 Master the 4 P's of Presentation Skills

- Unit 5.3.1 Types of Presentations
 - Unit 5.3.2 Parts of a Presentation
 - Unit 5.3.3 The 4 P's of Presentation Skills
 - Unit 5.3.4 Handling Queries and the Audience
-

Module 5.4 Conquering Fear

- Unit 5.4.1 Extempore & Impromptu Speeches
- Unit 5.4.2 Eye Contact
- Unit 5.4.3. Hand Gestures
- Unit 5.4.4. Do's and Don'ts of Body Language

Security & Legislation

Module 6.1 Aviation Security: Infrastructural Requirements

- Unit 6.1.1 Planning and Design Considerations for Security at Airports
 - Unit 6.1.2 Annex 17: SARPs (Standard and Recommended Practices)
 - Unit 6.1.3 Access Control and Alarm Monitoring Mechanisms, Security Screening Infrastructure and Procedures
 - Unit 6.1.4 In Flight Safety & Security
-

Module 6.2 Legislative Framework

- Unit 6.2.1 Genesis of Aviation Security: Global security perspective
 - Unit 6.2.2 Various Standard Security Programs
 - Unit 6.2.3 Important International Conventions, Protocols and National Legislations ensuring Aviation Security: Salient provisions.
 - Unit 6.2.4 Civil Aviation requirements: Salient features
-

Module 6.3 Enforcement Agencies: Global and National – Their History, Role and Responsibilities

- Unit 9.3.1 ICAO and IATA
 - Unit 9.3.2 BCAS (Bureau of Civil Aviation Security)
 - Unit 9.3.3 Aviation Security Group
 - Unit 9.3.4 Other agencies performing Sovereign functions at the Airport
-

Module 6.4 Crisis Management at Airports

- Unit 6.4.1 Various Crisis at Airport
 - Unit 6.4.2 SOP for Bomb Threat
 - Unit 6.4.3 Mitigating Hijack Crisis Situation
 - Unit 6.4.4 Response to Acts of Unlawful Interference: Developing Plans
-

Module 6.5 Ramp Services: Ground Handling Agencies

- Unit 6.5.1 Handling of Passengers
 - Unit 6.5.2 Handling of Baggage
 - Unit 6.5.3 Aircraft Handling
 - Unit 6.5.4 Catering
-

Module 6.6 Airport Structures – Land side

- Unit 6.6.1 Terminal Area
 - Unit 6.6.2 Public Areas
 - Unit 6.6.3 Non – Public Areas
 - Unit 6.6.4 Security Screening Check-points and Lay- Out
-

Module 6.7 Ground Handling Services

- Unit 6.7.1 Role and Responsibilities of Ground Handlers
- Unit 6.7.2 Ground Handling: Self Handling vs. Outsourcing
- Unit 6.7.3 Ground Handling: Case Studies at India and Abroad
- Unit 6.7.4 IATA Ground Handling Council

Module 6.8 Dangerous Goods Regulations

- Unit 6.8.1 Introducing DGR and the Manual
- Unit 6.8.2 The 10 sections and 9 Appendices
- Unit 6.8.3 The Nine Classes of DG
- Unit 6.8.4 State & Operation Variations

Module 6.9 International Travel Documentation

- Unit 6.9.1 Passport
- Unit 6.9.2 VISAs/ Immigration/ Custom
- Unit 6.9.3 Airlines Ticket or Authorization
- Unit 6.9.4 Health Documents/ Immigration/ Customs

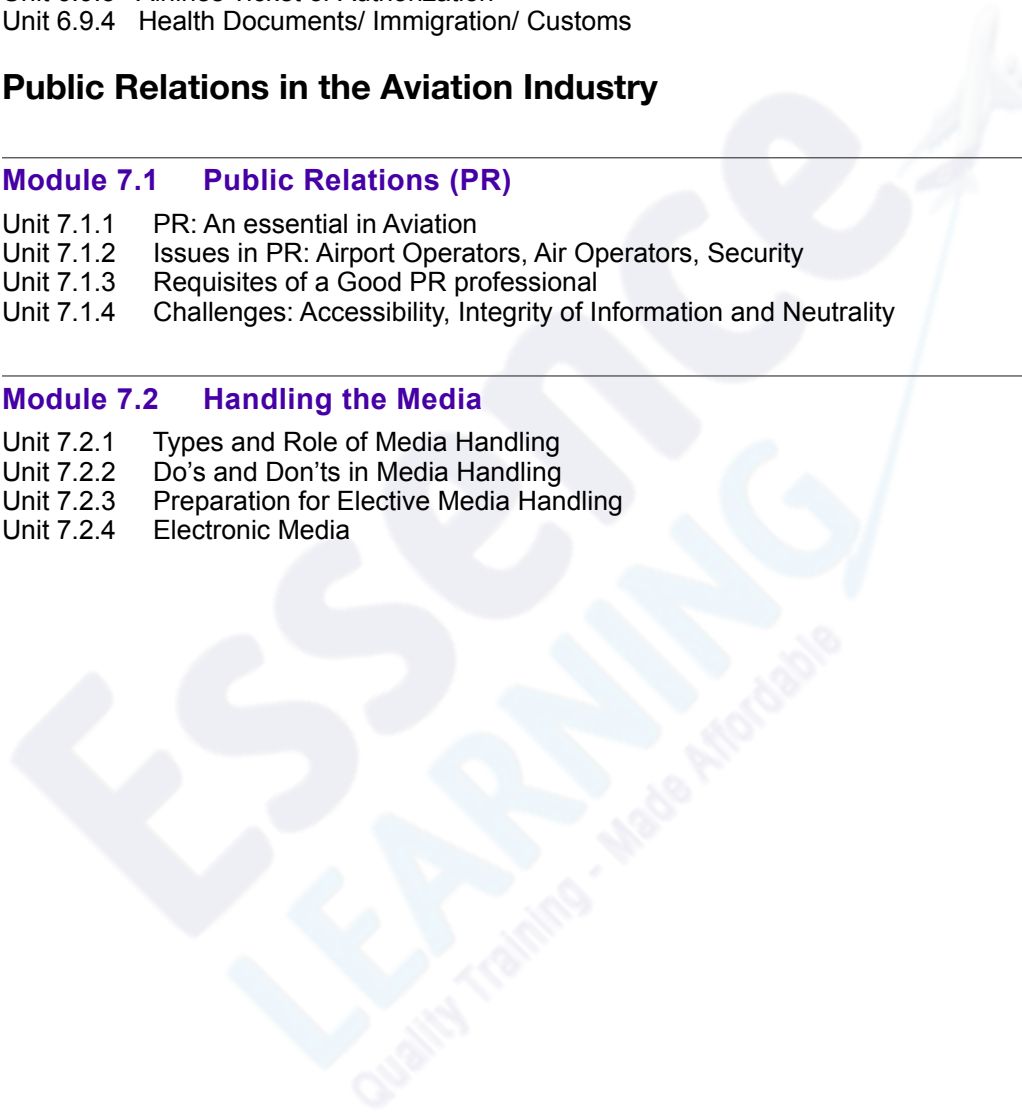
Public Relations in the Aviation Industry

Module 7.1 Public Relations (PR)

- Unit 7.1.1 PR: An essential in Aviation
- Unit 7.1.2 Issues in PR: Airport Operators, Air Operators, Security
- Unit 7.1.3 Requisites of a Good PR professional
- Unit 7.1.4 Challenges: Accessibility, Integrity of Information and Neutrality

Module 7.2 Handling the Media

- Unit 7.2.1 Types and Role of Media Handling
- Unit 7.2.2 Do's and Don'ts in Media Handling
- Unit 7.2.3 Preparation for Elective Media Handling
- Unit 7.2.4 Electronic Media



Hotel Management- 3 Months

1 Hospitality Industry

- 1.1 Introduction to Hospitality Industry
 - 1.1.1 The Nature of the Hospitality Industry
 - 1.1.2 The Tangible and Intangible Nature of the Hospitality Industry
 - 1.1.3 Relationship between the Hospitality Industry and Tourism

2 Accommodation Sector

- 2.1 Introduction to the Accommodation Sector
 - 2.1.1 Classification of Accommodation Establishment
- 2.2 Introduction to the Hotel Operations
 - 2.2.1 Hotel Ownership
 - 2.2.2 The Functions and Departments of a Hotel
 - 2.2.3 Introduction to the Rooms Division
 - 2.2.4 Front Office Operations
 - 2.2.4.1 Guest Cycle .
 - 2.2.4.2 Front Office Department
 - 2.2.4.3 Types of Hotel Guest
 - 2.2.4.4 The Accommodation Product
 - 2.2.5 Housekeeping Operations
 - 2.2.5.1 Housekeeping Department
 - 2.2.5.2 In-room Guest Supplies and Amenities
 - 2.2.5.3 Room Status Codes
 - 2.2.5.4 Types of Guest Requests
 - 2.2.5.5 Security Procedures

3 Food and Beverage Sector

- 3.1 Introduction to the Food and Beverage Sector
 - 3.1.1 Food and Beverage Operations (Hotel)
 - 3.1.2 The five main food Groups, Different styles of table service, Kitchen layout for different food and beverage services, Services of Alcoholic and Non Alcoholic Beverage, Preparation, Thawing, Cooking, Reheating Principals, Importance of Temperature control, Personal Hygiene, Pest Control
 - 3.1.2 Classification of Food Service Establishments, Restaurants, Bars, Café, Themed Restaurants, Kitchen Organization,
 - 3.1.3 Types of Food and Beverage Services
- 3.2 Food and Beverage Service Principles
 - 3.2.1 Basic Knowledge of Menus, Food and Beverage Services and Kitchen Operations Kitchen, Production Kitchen, Banqueting, A-la Carte Kitchen, Grill Kitchen, Pastry kitchen and Food Preparation Area.
 - 3.2.2 Ambience of an Establishment
 - 3.2.3 Menu Planning and Design
- 3.3 Food Safety and Personal Hygiene/ Food born diseases, Food Poisoning, keys to food safety, Applications of keys to food safety

4 The Role of Technology in the Hospitality Industry

4.1 The Development of Technology in the Hospitality Industry

4.1.1 The Importance of Employing Up-to-date Information Technology

4.1.2 The Ways Technological Changes Improve the Operational Efficiency of the Hospitality Industry for Customers, Tourists and Staff

4.1.3 The Property Management System (PMS) in Hotels

5 Soft Skills for Hospitality Environment

Personal Attributes

5.1.1 Emotional Intelligence

5.1.2 Attitude and Challenges

5.1.3 Inter & Intra Personal Skills

5.1.4 Confidence Building

Module 5.2 Team Building Skills

5.2.1 Leadership

5.2.2 Team Building

5.2.3 Team Work

5.2.4 Setting Common Goals

Workplace Skills

5.3.1 Airline & Corporate Etiquette

5.3.2 Telephone/ Email Etiquette

5.3.3 Time/ Stress Management/ Negotiation/ Assertiveness/ Creative Thinking/ Cross Culture Training

5.3.4 Interview Handling

Module 5.4 Oratory Skills

5.4.1 Mechanics of Grammar

5.4.2 Phonetics and ESL

5.4.3 Public Speaking

5.4.4. Group Discussions & Free Speeches

6 Persona Management

Personal Grooming

6.1.1 The Grooming Process

6.1.2 Skin Care

6.1.3 Hair Care

6.1.4 Nail Care

The Art of Make Up

6.2.1 Uses and Types of Make Up

6.2.2 Instruments & Ingredients

6.2.3 Formal Look

6.2.4 Casual Look

Power Dressing

- 6.3.1 Elegant Dressing
- 6.3.2 Selection of Outfits
- 6.3.3 On the Job Dressing
- 6.3.4 Accessories

Health and Nutrition

- 6.4.1 A Healthy Diet
- 6.4.2 Nutritional Elements
- 6.4.3. The Ideal Menu
- 6.4.4. The Do's and Don'ts of Healthy Living

7 Customer Service for Global Clientele

Components of Customer Care

- 7.1.1 Cardinal Principles of Customer Care
- 7.1.2 Defining a Customer
- 7.1.3 Types of Customers
- 7.1.4 Customer Service and Retention

8 Communication & Presentation Skills

The Fundamentals of Communication

- 8.1.1 The Communication Process
- 8.1.2 Types of Communication Skills
- 8.1.3 Fundamentals Components of Communication
- 8.1.4 Barriers to Effective Communication Skills

The Art of Conversation and Active Listening

- 8.2.1 Conversational Skills
- 8.2.2 How to start a Conversation
- 8.2.3 Active Listening
- 8.2.4 Barriers to Good Listening

Master the 4 P's of Presentation Skills

- 8.3.1 Types of Presentations
- 8.3.2 Parts of a Presentation
- 8.3.3 The 4 P's of Presentation Skills
- 8.3.4 Handling Queries and the Audience

Conquering Fear

- 8.4.1 Extempore & Impromptu Speeches
- 8.4.2 Eye Contact
- 8.4.3. Hand Gestures
- 8.4.4. Do's and Don'ts of Body Language

Hotel Management- 6 Months with Internship

1 Hospitality Industry

- 1.1 Introduction to Hospitality Industry
 - 1.1.1 The Nature of the Hospitality Industry
 - 1.1.2 The Tangible and Intangible Nature of the Hospitality Industry
 - 1.1.3 Relationship between the Hospitality Industry and Tourism

2 Accommodation Sector

- 2.1 Introduction to the Accommodation Sector
 - 2.1.1 Classification of Accommodation Establishment
- 2.2 Introduction to the Hotel Operations
 - 2.2.1 Hotel Ownership
 - 2.2.2 The Functions and Departments of a Hotel
 - 2.2.3 Introduction to the Rooms Division
 - 2.2.4 Front Office Operations
 - 2.2.4.1 Guest Cycle .
 - 2.2.4.2 Front Office Department
 - 2.2.4.3 Types of Hotel Guest
 - 2.2.4.4 The Accommodation Product
 - 2.2.5 Housekeeping Operations
 - 2.2.5.1 Housekeeping Department
 - 2.2.5.2 In-room Guest Supplies and Amenities
 - 2.2.5.3 Room Status Codes
 - 2.2.5.4 Types of Guest Requests
 - 2.2.5.5 Security Procedures

3 Food and Beverage Sector

- 3.1 Introduction to the Food and Beverage Sector
 - 3.1.1 Food and Beverage Operations (Hotel)
 - 3.1.2 The five main food Groups, Different styles of table service, Kitchen layout for different food and beverage services, Services of Alcoholic and Non Alcoholic Beverage, Preparation, Thawing, Cooking, Reheating Principals, Importance of Temperature control, Personal Hygiene, Pest Control
 - 3.1.2 Classification of Food Service Establishments, Restaurants, Bars, Café, Themed Restaurants, Kitchen Organization,
 - 3.1.3 Types of Food and Beverage Services
- 3.2 Food and Beverage Service Principles
 - 3.2.1 Basic Knowledge of Menus, Food and Beverage Services and Kitchen Operations Kitchen, Production Kitchen, Banqueting, A-la Carte Kitchen, Grill Kitchen, Pastry kitchen and Food Preparation Area.
 - 3.2.2 Ambience of an Establishment
 - 3.2.3 Menu Planning and Design
- 3.3 Food Safety and Personal Hygiene/ Food born diseases, Food Poisoning, keys to food safety, Applications of keys to food safety

4.1 Introduction to Food and Beverage Service

4.1.1 Various Outlets/ Sectors of the Department

4.1.2 Quality

Attributes of F&B Service Personnel, Equipments, Glasses, Laying the Dining Table, Courses of Menu, Food Accompaniments, Refrigeration, Principles of storage, correct temperature and time of storage.

4.1.3 Receiving Guests and taking order, Clearance and Crumbing, Billing system, Room Service Operations, Afternoon tea service, Beer/ Cigarette/ food/ Alcoholic/ Non Alcoholic Beverage Service.

4.1.4 Loading carrying- Trays/ Trolleys

4.2 Introduction to Catering Management

4.1.1 Cycle of Control

4.1.2 Purchasing, Receiving, Storing, Issuing etc

4.1.3 Stores and Stock Control, Registers, The Store Keeper's Log Book

4.1.4 Kitchen Planning- Area Selection/ Space Requirement, Setting of equipments, Maintenance

4.1.5 Food and Beverage Service Area- Planning Lay Out and Designing

4.1.6 Food Cost Control- Objectives of Food Catering, Checks, and checking System, analyzing costs, Quality and Quality Control,

4 The Role of Technology in the Hospitality Industry

4.1 The Development of Technology in the Hospitality Industry

4.1.1 The Importance of Employing Up-to-date Information Technology

4.1.2 The Ways Technological Changes Improve the Operational Efficiency of the Hospitality Industry for Customers, Tourists and Staff

4.1.3 The Property Management System (PMS) in Hotels

5 Soft Skills for Hospitality Environment

Personal Attributes

5.1.1 Emotional Intelligence

5.1.2 Attitude and Challenges

5.1.3 Inter & Intra Personal Skills

5.1.4 Confidence Building

Module 5.2 Team Building Skills

5.2.1 Leadership

5.2.2 Team Building

5.2.3 Team Work

5.2.4 Setting Common Goals

Workplace Skills

5.3.1 Airline & Corporate Etiquette

5.3.2 Telephone/ Email Etiquette

5.3.3 Time/ Stress Management/ Negotiation/ Assertiveness/ Creative Thinking/ Cross Culture Training

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- 5.4.1 Mechanics of Grammar
- 5.4.2 Phonetics and ESL
- 5.4.3 Public Speaking
- 5.4.4. Group Discussions & Free Speeches

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- 6.1.1 The Grooming Process
- 6.1.2 Skin Care
- 6.1.3 Hair Care
- 6.1.4 Nail Care

The Art of Make Up

- 6.2.1 Uses and Types of Make Up
- 6.2.2 Instruments & Ingredients
- 6.2.3 Formal Look
- 6.2.4 Casual Look

Power Dressing

- 6.3.1 Elegant Dressing
- 6.3.2 Selection of Outfits
- 6.3.3 On the Job Dressing
- 6.3.4 Accessories

Health and Nutrition

- 6.4.1 A Healthy Diet
- 6.4.2 Nutritional Elements
- 6.4.3. The Ideal Menu
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7 Customer Service for Global Clientele

Components of Customer Care

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- 7.1.2 Defining a Customer
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- 8.1.1 The Communication Process
- 8.1.2 Types of Communication Skills
- 8.1.3 Fundamentals Components of Communication
- 8.1.4 Barriers to Effective Communication Skills

The Art of Conversation and Active Listening

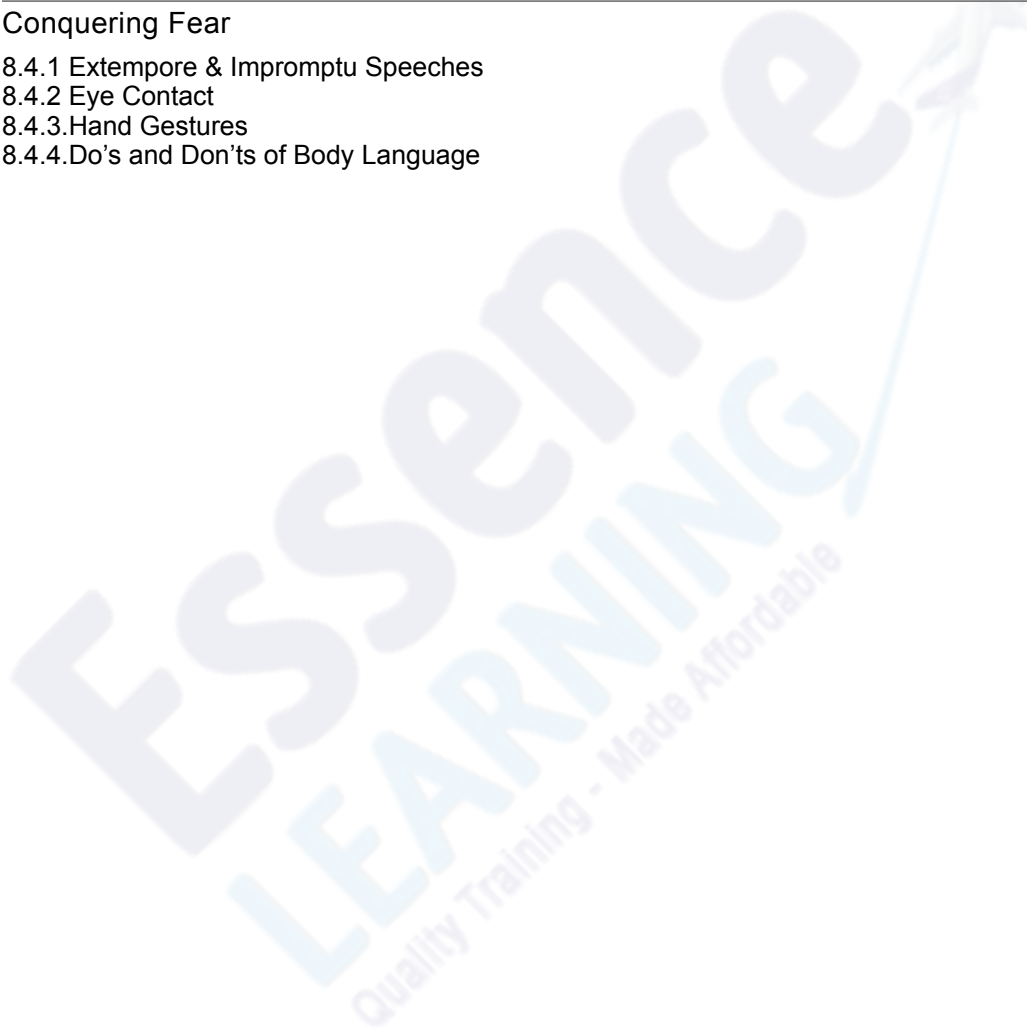
- 8.2.1 Conversational Skills
- 8.2.2 How to start a Conversation
- 8.2.3 Active Listening
- 8.2.4 Barriers to Good Listening

Master the 4 P's of Presentation Skills

- 8.3.1 Types of Presentations
- 8.3.2 Parts of a Presentation
- 8.3.3 The 4 P's of Presentation Skills
- 8.3.4 Handling Queries and the Audience

Conquering Fear

- 8.4.1 Extempore & Impromptu Speeches
- 8.4.2 Eye Contact
- 8.4.3. Hand Gestures
- 8.4.4. Do's and Don'ts of Body Language



Hotel Management- One Year with Internship

1 Hospitality Industry

- 1.1 Introduction to Hospitality Industry
 - 1.1.1 The Nature of the Hospitality Industry
 - 1.1.2 The Tangible and Intangible Nature of the Hospitality Industry
 - 1.1.3 Relationship between the Hospitality Industry and Tourism

2 Accommodation Sector

- 2.1 Introduction to the Accommodation Sector
 - 2.1.1 Classification of Accommodation Establishment
 - 2.1.2 International Hotel Regulations
- 2.2 Introduction to the Hotel Operations
 - 2.2.1 Hotel Ownership
 - 2.2.2 The Functions and Departments of a Hotel
 - 2.2.3 Introduction to the Rooms Division
 - 2.2.4 Front Office Operations
 - 2.2.4.1 Guest Cycle .
 - 2.2.4.2 Front Office Department
 - 2.2.4.3 Types of Hotel Guest
 - 2.2.4.4 The Accommodation Product
 - 2.2.5 Housekeeping Operations
 - 2.2.5.1 Housekeeping Department, Laundry Operations and Cleaning
 - 2.2.5.2 In-room Guest Supplies and Amenities
 - 2.2.5.3 Room Status Codes
 - 2.2.5.4 Types of Guest Requests
 - 2.2.5.5 Security Procedures
 - 2.2.5.6 Auditing
 - 2.2.5.7 Cashiering
 - 2.2.5.8 Banqueting- Reservation, Layouts, Function Prospectus.

3 Food and Beverage Sector

- 3.1 Introduction to the Food and Beverage Sector
 - 3.1.1 Food and Beverage Operations (Hotel)
 - 3.1.2 The five main food Groups, Different styles of table service, Kitchen layout for different food and beverage services, Services of Alcoholic and Non Alcoholic Beverage, Preparation, Thawing, Cooking, Reheating Principles, Importance of Temperature control, Personal Hygiene, Pest Control
 - 3.1.2 Classification of Food Service Establishments, Restaurants, Bars, Café, Themed Restaurants, Kitchen Organization
 - 3.1.3 Types of Food and Beverage Services
- 3.2 Food and Beverage Service Principles
 - 3.2.1 Basic Knowledge of Menus, Food and Beverage Services and Kitchen Operations Kitchen, Production Kitchen, Banqueting, A-la Carte Kitchen, Grill Kitchen, Pastry kitchen and Food Preparation Area.

- 3.2.2 Ambience of an Establishment
- 3.2.3 Menu Planning and Design
- 3.3 Food Safety and Personal Hygiene/ Food born diseases, Food Poisoning, keys to food safety, Applications of keys to food safety
 - 3.3.1 Setting up of tandoor and related products
 - 3.3.2 Preparations of menu from regions of India
 - 3.3.3 Preparation of menu from International Cuisine
 - 3.3.4 Preparation of some specialized Indian Sweets- milk/ cereal/ Vegetable based.
 - 3.3.5 Preparation of some specialized bakery items- Pizza/ Pastry/ Show piece bread.
 - 3.3.6 Types of salads and different Salad dressings/ Sandwiches.
 - 3.3.7 Principles, Bread making, Faults & Remedies, General idea of Cakes, Pastries, Sponge & Icing , Basic Pastas

- 4.1 Introduction to Food and Beverage Service
 - 4.1.1 Various Outlets/ Sectors of the Department
 - 4.1.2 Quality
 - Attributes of F&B Service Personnel, Equipments, Glasses, Laying the Dining Table, Courses of Menu, Food Accompaniments, Refrigeration, Principles of storage, correct temperature and time of storage.
 - 4.1.3 Receiving Guests and taking order, Clearance and Crumbing, Billing system, Room Service Operations, Afternoon tea service, Beer/ Cigarette/ food/ Alcoholic/ Non Alcoholic Beverage Service
 - 4.1.4 Loading carrying- Trays/ Trolleys
 - 4.1.5 Kitchen Stewarding- Hierarchy and Responsibilities
- 4.2 Introduction to Catering Management
 - 4.2.1 Cycle of Control
 - 4.2.2 Purchasing, Receiving, Storing, Issuing etc
 - 4.2.3 Stores and Stock Control, Registers, The Store Keeper's Log Book
 - 4.2.4 Kitchen Planning- Area Selection/ Space Requirement, Setting of equipments, Maintenance
 - 4.2.5 Food and Beverage Service Area- Planning Lay Out and Designing
 - 4.2.6 Food Cost Control- Objectives of Food Catering, Checks, and checking System, analyzing costs, Quality and Quality Control
 - 4.2.7 Buffet- Introduction, Space required, Factors, Types, Equipments and Checklist
- 5.1 Food Science and Nutrition
 - 5.1.1 Proteins- Introduction, Composition/ Classifications, Functions & Imbalances, RDA'S for Different groups
 - 5.1.2 Mineral- Classifications, Functions
 - 5.1.3 Major and Minor Minerals- Distribution, Sources, Functions, Imbalances
 - 5.1.4 Balanced Diet

4 The Role of Technology in the Hospitality Industry

- 4.1 The Development of Technology in the Hospitality Industry
 - 4.1.1 The Importance of Employing Up-to-date Information Technology
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- 5.2.1 Leadership
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- 8.3.2 Parts of a Presentation
- 8.3.3 The 4 P's of Presentation Skills
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