



மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்

**MANONMANIAM SUNDARANAR UNIVERSITY**

**SYLLABUS FOR DIPLOMA IN AVIATION HOSPITALITY  
PROGRAM OFFERED THROUGH DIRECTORATE OF VOCATIONAL  
EDUCATION (COMMUNITY COLLEGES AND VOCATIONAL SKILL DEVELOPMENT  
CENTRES) FROM 2019 - 2020**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON  
ACADEMIC AFFAIRS HELD ON WEDNESDAY  
THE 22<sup>nd</sup> JANUARY 2020**

**DIPLOMA IN AVIATION HOSPITALITY**

விமான விருந்தோம்பல் பட்டயம்

**SCHEME OF EXAMINATION**

Subject Code	Title of the Course	Credit	Hours	Passing Minimum
<b>Semester I</b>				
C19AH11/E19AH01	Aviation Management	6	90	40/100
C19AH12/E19AH02	Travel Formalities	6	90	40/100
C19AH13/E19AH03	Cabin Crew Management	6	90	40/100
C19CE10/E19CE10	Communicative English	6	90	40/100
C19AHP1/E19AHP1	Practical I-MS Office	4	120	40/100
<b>Semester II</b>				
C19AH21/E19AH04	Airport Handling	6	90	40/100
C19AH22/E19AH05	Personality Development	6	90	40/100
C19LS23/E19LS05	Life Skill	6	90	40/100
C19AHP2/E19AHP2	Practical II-Etiquette Training	4	120	40/100
C19AHPW/E19AHPW	Project/Internship	10	150	40/100

**Eligibility for admission:** Pass in 10<sup>th</sup>Std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

**Examination:** Passing Minimum for each Course is 40%. Classification will be done on the basis percentage marks of the total marks obtained in all the Courses and as given below:

40% but less than 50%	-	Third class
50% but less than 60%	-	Second class
60% and above	-	First class

**Theory Paper**

Internal Marks-25

External Marks-75

## Syllabus

### **SEMESTER I**

Course – I	:	Aviation Management
Course – II	:	Travel Formalities
Course – III	:	Cabin Crew Management
Course – IV	:	Communicative English
Course – V	:	Practical I-MS Office

### **SEMESTER II**

Course – VI	:	Airport Handling
Course – VII	:	Personality Development
Course – VIII	:	Life Skill
Course – IX	:	Practical II-Etiquette Training
Course – X	:	Project / Internship

**\*(Semester Pattern for Community College Only)**

### **PROGRAM OBJECTIVE**

- To provide the best dining experience possible for customers who enter the establishment.
- To Apply background in scheduling reservations, greeting customers at the door
- To providing the services needed to give patrons an experience they will always remember.

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**Semester I**  
**Course I**  
(C19AH11/E19AH01)**AVIATION MANAGEMENT**

**OBJECTIVE:**

- To know main types of air travel.
- To identify IATA Training Programs.
- To study onboard Documentation.

**UNIT –I**

**18 Hrs**

**INTRODUCTION TO THE AVIATION INDUSTRY**

Define Aviation – history of Aviation - the modern age of aviation began – History of aviation – about general aviation – Military aviation – three main types of air travel – scheduled Airline, Charter and corporate – Private jets.

**UNIT –II**

**18 Hrs**

**REGULATORY AGENCIES AND AVIATION REGULATION**

Air transport regulatory agencies – what is ICAO– objectives of ICAO About ICAO – Government agencies in aviation safety – CAA, FAA, JAA and DGCA – Federal aims – Primary aims of the cabin safety office – IATA – History of IATA – IATA is a trade association and not a regulatory body – to provide the safety and highest standard of service to customers –IATA aims and objectives – IATA Training Programs.

**UNIT- III**

**18 Hrs**

**CUSTOMS AND IMMIGRATION FOR AIR TRAVEL**

What are customs and immigration – About common practices – Landing card – customs declaration – General declaration – onboard Documentation – freedom of air and their types – phonetic alphabet and call signs – Roles of cabin crew in Aviation Security.

**UNIT-IV**

**18 Hrs**

**INTRODUCTION TO AIRCRAFT AND AVIATION FAMILIARISATION**

Aircraft types – Aircraft layout and terminology – Aircraft furnishing, system &terminology – Cockpit- Communication systems – jump seat- Ground power unit & Auxiliary power unit – Light and Electrical systems – General aviation and Ground Airport Operations terminology – Movement of an Aircraft with diagrams.

**UNIT –V**

**18 Hrs**

**USING TIME ZONES**

24 hour clock time- Greenwich Mean Time & Time zones – Standard local Time – Day light saving time – International Date Line – world airport codes and airline codes – Airline designators – General terms used in Aviation – block out, block in.

## Reference Books

1. Indian Aviation Industry - Opportunities And Challenges – Ravi Kumar VV
2. Principles of Airport Economics (Excel Books, First Edition 2007) - P.S. Senguttuvan
3. Fundamentals of Air Transport Management (Excel Books, First Edition 2006) - P.S. Senguttuvan
4. Aviation Management (Kanishka Publishers, 2008) - Ratandeeep Singh,

## Course II

### (C19AH12/E19AH02) TRAVEL FORMALITIES

#### OBJECTIVE:

- 1- To study documents necessary for travels.
- 2- To know Customs and Currency information.
- 3- To identify benefits of Insurance.

#### UNIT – I

**18 Hrs**

Define Passport – Types of Passport – Visa Types of Visas – Other Travel Documents – How to obtain the documents necessary for travels

#### UNIT – II

**18 Hrs**

Health and preventive measures for travelers – Collection of taxes relating to travel – Customs and Currency information for customers – Different form of payment for International Travelers.

#### UNIT – III

**18 Hrs**

The benefits of Insurance – The Travel Insurance Policy – General conditions applying to Insurance Policies – Insurance Documents and Claims procedures – Auxiliary Services and information supplied by travel agents – Extra Services and information – Passenger Documents – Consequences of Negligence.

#### UNIT – IV

**18 Hrs**

Planning of Tourism – Evolution of Tourism Planning – various levels and types of Tourism Planning – The Airport of the Flight – Classes of services – Flight service – seating – Main Aircraft types – Airport areas.

#### UNIT – V

**18 Hrs**

Analysis of an Airline Ticket: Ticket coupons – Air Ticketing information – Writing Airline Tickets – Air related Traffic Documents – How to make an Airline Ticket? Airline Ticketing Procedures – Prepaid Ticket Advice (PTA) – Refund Exchange Notice (TEN) – Miscellaneous Changes Order – Tour Order – Chanted Tours.

#### OUTCOME:

- 1- Learn Tourism Planning.
- 2- Understand Air Ticketing information.
- 3- Receive idea about Ticketing Procedures.

## Reference Books

1. Travel Information Manual (TIM)
2. IATA Ticketing Hand Book
3. Chand, Mohinder, Travel Agency Management
4. Jagmohan Negi: Air Travel Ticketing and Fare Construction.

**Course III**  
**(C19AH13/E19AH03) CABIN CREW MANAGEMENT**

**OBJECTIVE:**

- To study cabin crew profession.
- To find Training and certification.
- To identify Health crew Life style.

**UNIT – I**

**18 Hrs**

**INTRODUCTION TO THE CABIN CREW PROFESSION**

Introduction to the cabin crew profession – Definition of cabin crew – History and origin of profession – Key historical milestones – A day in the life of a crew member – Landing the job – Resumes and applications – Training and certification – Minimum requirements – Introduction to crew Resource Management – Communication interpersonal skills and handling information – Basics of crew Resource Management.

**UNIT – II**

**18 Hrs**

**CABIN CREW HEALTH LIVING**

Health crew Life style – Nutrition and Exercise – Proper Lifting Techniques – The life styles of cabin crew – The pressures of Frontline work – Personal health risks associated with travel and flying – other recognized effects from flying – Security and safety while away from home – In transit and in hotel – Leaving your room – Emergency situations to prepare for when travelling.

**UNIT- III**

**18 Hrs**

**CREW MEMBER COOPDINATION AND COMMUNICATION**

Roles and responsibilities of a cabin crew – senior cabin crew – Flight preparation for Pre-flight crew briefing – Pre-flight preparation- Flight preparation – Boarding process – take off preparation – Passenger safety briefing – Preparing for takeoff – Preparing for landing.

**UNIT – IV**

**18 Hrs**

**CUSTOMER SERVICE**

Passenger are guests – Managing Passenger interactions – Care giving – Giving a command and making a Request – Flight and flight reaction – Fear of flying – Passenger with special needs.

**UNIT – V**

**18 Hrs**

**INTRODUCTION TO AIRLINE CATERING**

Airliner catering- Food service in the airline Industry – Caterers – Galleys and equipment familiarization – Pre-flight Galley check – Delivery and Loading of catering services – Security procedures – Types and codes for special meals – Service type and levels – Types of meal service – food, and service hygiene.

**Reference Books:**

1. Cabin Crew Career Guide - Capt Shekhar Gupta Pilot and Capt Gopinath Air Deccan(2014)
2. Life of a Hostie: Everything you Need to Know to Become Cabin Crew - by Hayley Stainton

## **COURSE - IV**

### **(C19CE10/E19CE10) COMMUNICATIVE ENGLISH**

#### **1. Basic Grammar:**

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

#### **2. Bubbling Vocabulary:**

- a. Synonyms
- b. Antonyms
- c. One – work Institution

#### **3. Reading and Understanding English**

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

#### **4. Writing English**

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

#### **5. Speaking English**

- a. Expressions used under different circumstances
- b. Phonetics

**Reference:** 1. V.H.Baskaran – “English Made Easy”

2. V.H.Baskaran – “English Composition Made Easy”

(Shakespeare Institute of English Studies, Chennai)

3. N.Krishnaswamy – “Teaching English Grammar”

(T.R.Publication, Chennai)

4. “Life Skill” – P.Ravi, S.Prabakar and T.Tamzil Chelvam,

M.S.University, Tirunelveli.

## **Course V**

### **PRACTICAL I**

**(C19AHP1/E19AHP1)MS OFFICE**

#### **List of Exercises**

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

#### **Reference Books:-**

1. Gini Courter & Annetel Maraquis-MS Office 2010, BPB Publishing
2. Stephen L. Nelson-Office 2010
3. Tata Mc Graw Hill-Computer reference



## **SEMESTER II**

### **Course VI**

#### **(C19AH21/E19AH04)AIRPORT HANDLING**

#### **OBJECTIVE**

- To study Airport Security.
- To know Weather Observations.
- To find Air Traffic control.

#### **UNIT – I**

**18 Hrs**

#### **AIRPORT AND AIRPORT OPERATIONS**

Infrastructure – Airport designation and naming – Airport Security at Traffic Pattern – Navigational aids – Guidance Signs – Radio Navigational aids- Lighting – Weather Observations.

#### **UNIT – II**

**18 Hrs**

#### **AIR TRAFFIC CONTROL**

Air Traffic control – Airport control – Ground control – Local control or air control – Flight data/Clearance delivery – Approach and Terminal control – en-route center – Area control – Radar coverage – Flight traffic mapping- Traffic Weather – Call signs – Technology

#### **UNIT – III**

**18 Hrs**

#### **AIR CRAFT GROUND HANDLING**

Airport Check – in – Duties of a Check – in Staff – Boarding gate – Cabin Service – Catering – Ramp Service – Passenger Service – Field operation Service Baggage – Checked baggage – Unchecked – Free Carry – on items- Free Baggage Allowance (Weight / Piece Concept ), Prohibited Items – Dangerous Goods.

#### **UNIT – IV**

**18 Hrs**

#### **RUNWAY TAXIWAY AND RAMP**

Runway Lighting – Runway markings – Sections of a runway – Precision Approach path indicator – Visual Approach slope indicator – Landing system - Runway marking –Taxiway lights – Airport ramp – Aviation Ground support equipment.

#### **UNIT – V**

**18 Hrs**

#### **AIRCRAFT**

General construction aircraft and their basic parts – Theory of flight and how air craft fly – Movement of an aircraft take off and landings – Flight instrument – Regulatory bodies – Metrological information's- Hazards in flight – Flight rules.

#### **OUTCOME:**

- 1- Understand Dangerous Goods.
- 2- Receive idea on Landing system.
- 3- Learn Flight rules.

#### **Reference Books:-**

1. Fundamentals of Air Transport Management (Excel Books, First Edition 2006) - P.S. Senguttuvan

## Course VII

### (C19AH22/E19AH05)PERSONALITY DEVELOPMENT

#### OBJECTIVE:

- To know Personality Development.
- To find out Importance of Personality Development.
- To study about Communication system.

#### UNIT-I

**18 Hrs**

Personality Development – Meaning, Scope and Importance of Personality Development. Methods to improve Personality.

#### UNIT-II

**18 Hrs**

Enhancing, Personality, Confidence, Communication, Presentation Skill.

#### UNIT-III

**18 Hrs**

Personality Training – Needs – Important Methods of Training.

#### UNIT-IV

**18 Hrs**

Planning and promoting inter-personal skills – Motivating and achieving the goals.

#### UNIT-V

**18 Hrs**

Promoting Personality Development – Planning and Implementing Conflict, Resolution, Strategies and Skills.

#### OUTCOME:

- 1- Understand the Presentation Skill.
- 2- Learn about Important Methods of Training.
- 3- Receive Motivating and achieving the goals.

#### Reference Books:

- 1.Hand Book for Personality Development.
- 2.Beehaviour Change in the Human services- Thomsan.

## **COURSE - VIII**

(C19LS23/E19LS05)**Life Skill**

### I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

### II Attitude

- (a) Attitude
- (b) Self acceptance, self – esteem and self actualization
- (c) Positive thinking

### III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

### IV Computers

- (a) Introduction to Computers
- (b) M.S.Office
- (c) Power Point

### V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

### References:

- 1) Life Skill Programme course I & II by Dr. Xavier Alphona MCRDCE Publications. R.K.Mutt Road, Chennai – 28
- 2) ஆளுமை பண்பு வளர்த்தல் மற்றும் தகவல் தொடர்பு by M.Selvaraj Community College, Palayamkottai
- 3) "Life Skill" –P.Ravi, S.Prabahar & T.Tamil Chelvam, M.S. University, Tirunelveli

## **Course IX**

### **PRACTICAL II**

#### **(C19AHP2/E19AHP2)ETIQUETTE TRAINING**

##### **List of Exercises**

- Etiquette Matters
- Common Courtesies of life
- Polite conversation
- Telephone Etiquette
- Correspondence
- Basic Table manners
- Moment of sorrow
- The Rules of work place
- Gift giving guidelines
- Appropriate Behavior for children

## **Course X**

#### **(C19AHPW/E19AHPW)PROJECT/INTERNSHIP**

- The students of this course are required to undertake either a Project Work or Internship training individually on a specific topic during the second semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The objective of the Project work is to understand the problems faced by the organization and offer specific suggestions to solve those problems.
- The objective of the internship is to understand the day to day activities of the organization in which the internship is undertaken and intensive training should be provided in all the departments of the organization.
- The period of the project work / Internship can be decided by the centres concerned according to the availability of the opportunities available. The choices could be either the student can take up the work on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.

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