

गोंय विद्यापीठ ताळगांव पठार गोंय - ४०३ २०६ फोन: +९१-८६६९६०९०४८



Goa University

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(Accredited by NAAC)

GU/Acad –PG/BoS -NEP/2023/202/1

Date: 13.07.2023

CORRIGENDUM

Ref: No: GU/Acad –PG/BoS -NEP/2023/102/43 Dated: 04.07.2023

In supersession to the above referred Circular, the updated approved Syllabus of the **Bachelor of Business Administration (Travel and Tourism)** for Semesters I and II with following changes is enclosed.

1. The Title for the Course Code MGH-100 shall be read as "Hospitality Management" instead of "Rooms Division Operations".

(Ashwin Lawande) Assistant Registrar – Academic-PG

Τo,

1. The Principals of Affiliated Colleges offering the Bachelor of Business Administration (Travel and Tourism) Programme.

Copy to:

- 1. The Director, Directorate of Higher Education, Govt. of Goa.
- 2. The Dean, Goa Business School, Goa University.
- 3. The Vice-Deans, Goa Business School, Goa University.
- 4. The Chairperson, BOS in Hospitality, Travel and Tourism Studies.
- 5. The Controller of Examinations, Goa University.
- 6. The Assistant Registrar, UG Examinations, Goa University.
- 7. Directorate of Internal Quality Assurance, Goa University for uploading the Syllabus on the University website.

Goa University

Bachelor of Business Administration (Travel and Tourism) w.e.f AY 2023-24

Objectives of the Programme:

- 1. Prepare students to take up entry-level managerial positions in the tourism industry.
- 2. Enhance students' knowledge and skills in the field of tourism and management.
- 3. Encourage ethical and value-based behavior among students.
- 4. Provide students with exposure to service-based organizations.

Programme specific Outcomes:

Students will be able to

- 1. Work in tourism and business organizations.
- 2. Communicate and provide solutions to problems in the field of tourism and management.
- 3. Exhibit ethical and moral behavior in their conduct.
- 4. Handle service-based processes in organizations.

		Programme St	ructure for Semester I to VI BBA (Travel and To		duate Programme					
Semester	Major -Core	Minor	MC	AEC	SEC	I	D	VAC	Total Credits	Exit
I	MGT-100 Fundamentals of Tourism (4)	COM -111 Principles and Practice of Management (4)	MGT-131 Introduction to Tourism (3) OR MGT-132 Tourism Entrepreneurship (3)		MGT-141 Soft Skills and Personality Development (3)				20	
11	MGH-100 Hospitality Management (4)	MGF-113 Business Ethics and Sustainability (4)	MGT-133 Tourism Products of Goa (3) OR MGT-134 Tourism Marketing (3)		MGT-142 Innovation and Start-ups (3)				20	* (4)
111	MGT-200 Organizational Behaviour (4) MGT-201 Economics of Tourism (4)	MGT-211 Strategic Management (4)	MGT-231 Principles of Accounting (3) OR MGT-232 E-Office Management (3)		MGT-241 Interview Facing Skills (1T + 2P)					
IV	MGT-202 Marketing for Hospitality and Tourism (4) MGT-203 Tourism Products of India (4)	MGT-221 Internship I (4)								

		I		1		
	MGT-204 Entrepreneurship in Tourism (4)					
	MGT-205 Travel Agency and Tour Operations (2)					
	MGT-300 Event Management (4)					
v	MGT-301 Sustainable Tourism (4) MGT-302	MGT-321 Internship II (4)		MGT-361 Internshi p III (2)		
	Destination Management (4) MGT-303 Airline Management (2)					
VI	MGT-304 Tourism Planning and Policies (4) MGT-305 International Tourism Management (4)	MGT-322 Internship VI (4)				
	MGT-306 Global Distribution System (4)					
	MGT-307					

	Integrated Marketing Communication in Tourism (4)					
	MGT-400 Management of Transport Operations (4)					
VII	MGT-401 Emerging Trends in Tourism (4) MGT-402 Business Research Mothods (4)	MGT-411 Case Writing and Analysis (4)				
	Methods (4) MGT-403 Sales Management (4)					
	MGT-404 Product Management in Tourism (4)					
VIII	MGT-405 Performance Management (4)	MGT-412 Ethical, Legal and Regulatory Aspects				
	MGT-406 Customer Relationship Management (4)	of Tourism (4)				
	MGT-407 Learning and Development (4)					

* List of Exit Courses along with the syllabus will be provided separately.

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-100 Title of the Course: Fundamentals of Tourism Number of Credits: 4 Effective from AY: 2023-24

	2023-24	
Pre-requisites	Nil	
for the Course:		
Course	At the end of the subject, the student will be able to deal with Touris	m as a System
Objectives:	rather than as a set of separate entities or processes.	
Content:	Unit I: Overview of Tourism	No of
	Tourism: Definition, Components of Tourism and Tourism	hours
	Management. Basic Approach to the Study of Tourism, Economic	15 hours
	Importance, Benefits and Costs of Tourism	
	Tourism through the Ages: Early Beginnings, Early tourist	
	attractions, The first travel agents, Historic Transportations	
	Career Opportunities: Job forecasts, job requirements, career	
	possibilities, Career paths in Tourism	
	Practical:	
	Debates on tourism	
	Exercise on career planning in tourism	
	Unit II: Organization of Tourism	15 hours
	International Organizations, Development Organizations, Regional Organizations	
	Passenger Transportation: Airline Industry, Rail Industry, Motor	
	Coach Industry, Automobile, Cruise Industry, Other modes.	
	Hospitality and Related Services: The Lodging Industry, The Food	
	Service Industry, Meeting Planners	
	Organizations in the Distribution Process: Travel Agents, The	
	Internet, Consolidators, The Tour Wholesaler, Specialty	
	Channelers	
	Attractions, Entertainment, Recreation: Introduction,	
	Attractions, Gaming, Recreation, Entertainment, Festivals and	
	Events, Shopping, Education, Publishing, Marketing and Publicity	
	Organizations.	
	Practical:	
	Field study on passenger transportation, hospitality services,	
	travel agencies and tour operators, and other tourist	
	attractions.	
		15 hours
	Unit III: Tourism Supply and Demand	
	Tourism Components and Supply: Supply Components, Natural	
	Resources, Built Environment, Operating Sectors, Spirit of	
	Hospitality and Cultural Resources, Matching Supply with	
	Demand	
	Measuring and Forecasting Demand: Why Demand Is Important,	
	Demand to a Destination, Measuring Demand, Projection	
	Methodology	
	Tourism's Economic Impact, Optimization, Economic Multipliers Practical: Field study	
	Unit IV: Understanding Travel Behavior and Tourism Policy,	15 hours
	Planning and Development	
	Cultural and International Tourism for Life's Enrichment:	
	Developmental and Promotional Measures, Types of	
	Destinations as Travel Experiences, Other Tourist Appeals, Travel	
	experiences	

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	Sociology of Tourism: Effects on the Individual, Effects on the
	Family, Effects on Society, Life Characteristics and Travel,
	Emergence of Group Travel Patterns, Social (Subsidized) Tourism,
	Summary of the Principal Social Effects of Tourism, Barriers to
	Travel
	Tourism Policy: A Definition, The Focus of Tourism Policy: The
	Competitive/Sustainable Destination, The Major Parameters of
	Tourism Destination Management, Tourism Policy: Structure,
	Content, and Process, The Process of Tourism Policy Formulation
	Tourism Planning, Development, and Social Considerations:
	Planning for a Competitive/Sustainable Destination, The Nature
	of Tourism Planning, Relating Tourism Planning to Tourism Policy,
	Why Tourism Planning Is Necessary, The Planning Process, Goals
	of Tourism Development, Political Aspects of Tourism
	Development
	Practical: Field study
Pedagogy:	Lectures/tutorials/laboratory work/field work/outreach activities/project work/
	vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-
	study/ Case Studies etc. or a combination of some of these. Sessions shall be
	interactive in nature to enable peer group learning.
References/	1. C. R. Goeldner, J. B. Ritchie, Tourism principles, practices, philosophies, John
Readings:	Wiley and Sons, 2017.
	2. B. I. Kastarlak, B. Barber, Fundamentals of planning and developing tourism,
	Pearson New International Edition, 2013.
	3. C. Cooper, Essentials of Tourism, SAGE Publication, 2020
	4. S. K. Swain, J. M. Mishra, Tourism: Principles and Practices, Oxford University
	Press, 2011.
	5. P.N Acha-Anyi, Fundamentals of Tourism, Van Schaik Publishers, 2020
Course	At the end of the course the student will be able to:
Outcomes:	1. Understand and identify evolution, importance of travel and tourism for the
	economy.
	2. Analyze various sectors and its role in the growth of tourism industry.
	3. Identify the reasons for the growth of famous tourist attractions and analyze
	its impact on tourism industry.
	4. Analyze the importance of tourism planning, and tourism policy formulation
	for competitive and sustainable development of destinations.
	5. Evaluate the importance of tourism industry as a system

Name of the Programme: BBA (Travel & Tourism) Course Code: COM-111 Title of the Course: Principles and Practice of Management Number of Credits: 4 Effective from AY: 2023-24

Effective from AY:		
Pre-requisites	Nil	
for the Course:	Objectives of the Course and	
Course	Objectives of the Course are:	
Objective:	1. To enable the learners to describe the competitive landscape of a co	mpany using
	Porter's five force model.	
	2. To acquaint the learners with skills to interpret the relevance of de	legation and
	decentralization of authority in an organization.	
	3. To acquaint the learners to recognize the various needs of an ind	ividual using
	Maslow's Need-Hierarchy Theory.	
	4. To elucidate the principles and major techniques of control ar	id apply the
	principles and techniques of coordination.	
Content:	Unit 1: Introduction to Management	No of
	Management: Concept and Need, Managerial Functions - An	hours
	overview; Coordination: Essence of Management. Evolution of	15 hours
	Management Thought, Classical Approach - Taylor, Fayol,	
	NeoClassical and Human Relations Approaches - Mayo, Hawthorne	
	Experiments, Behavioural Approach, Systems Approach, Contingency	
	Approach, MBO, Hammer and Champy- Business Process Re-	
	engineering, Porter's Five-forces' Model.	
	Unit 2: Planning and Organising	15 hours
	Types of Plan; Strategic planning - Concept, process, Importance and	
	limitations; Environmental Analysis and diagnosis (Internal and	
	external environment) - Definition, Importance and Techniques	
	(SWOT/TOWS/WOTS-UP, BCG Matrix, Competitor Analysis);	
	Decision-making: Process and Techniques; Perfect rationality and	
	bounded rationality. Concept and process of organizing - An	
	overview, Span of management, Different types of authority (line,	
	staff and functional), Decentralization, Delegation of authority;	
	Formal and Informal Structure; Principles of Organizing; Network	
	Organization Structure. Emerging types.	
		1 Chaura
	Unit 3: Staffing and Leading	15 hours
	Staffing: Concept of staffing, staffing process. b. Motivation &	
	Leadership: Concept, Importance, extrinsic and intrinsic motivation;	
	Major Motivation theories - Maslow's NeedHierarchy Theory;	
	Hertzberg's Two-factor Theory, Vroom's Expectancy Theory.	
	Leadership: Concept and importance; Leadership styles.	
	Communication: Concept, purpose, process; Oral and written	
	communication; Formal and informal communication networks,	
	Barriers to communication, Overcoming barriers to communication.	
	Emerging trends in communication.	
	Unit 4: Control and Coordination	15 hours
	Concept, Process, Limitations, Principles of Effective Control, Major	
	Techniques of control - Effective Control Systems. Coordination	
	Concept, Importance, Principles and Techniques of Coordination,	
	Concept of Managerial Effectiveness. Emerging issues in	
	Management.	
Pedagogy:	Lectures/ tutorials/ field work/ project work/ viva/ seminars/ term	

	combination of some of these. Sessions shall be interactive in nature to enable
	peer group learning.
References/	1. Tripathi, P. C. & Reddy, P.N. (2010). Principles of Management (Fourth ed.). Tata
Readings:	Mc Graw Hill Education Pvt. Ltd., New Delhi. 2. Chandan, J. S. (2004). Management, Theory & Practice (Second ed.). Vikas
	 Publishing House, New Delhi. 3. Prasad, L. M. (2000). Principles and Practice of Management (Fifth ed.). Soultan Chand & Sons.
	 Jain, V. (2010). Management Theory & Practice (First ed.). International Book House, New Delhi.
	 Prasad, M. (2008). Management Concepts & Practices. (Fourth ed.). Himalaya Publishing House, Mumbai.
	6. Subba Rao, P., & Venkatram T. K. (2010). Management Theory & Practice (First ed.). Himalaya Publishing House, Mumbai.
	7. Moshal, B. S. (2009). Principles of Mangement (First ed.). Ane Books Pvt. Ltd., New Delhi.
	8. Barton, G., & Thakur, H. (1997). Management Today, Principle & Practice (First ed.). Tata Mc Graw Hill Publishing Co. Ltd., New Delhi.
Course	After completion of this course, the learners will be able to:
Outcomes:	CO 1: Describe the competitive landscape of a company using Porter's five force model.
	CO 2: Interpret the relevance of delegation and decentralization of authority in an organization.
	CO 3: Recognise the various needs of an individual using Maslow's Need Hierarchy Theory.
	CO 4: Eucidate the principles and major techniques of control and apply the principles and techniques of coordination.

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-131 Title of the Course: Introduction to Tourism Number of Credits: 3

Effective from AY: 2023-24

Pre-requisites	Nil	
Course	At the end of the subject, the student will deal with Tourism as a System	rather than
Objectives:	as a set of disparate entities or processes.	
Content:	Unit I: Introduction to Tourism	No of
	Introduction to Tourism, Historical development of Tourism, Nature	hours
	and Significance of Tourism Industry, Concept of	15 hours
	Tourists/Visitors/Travelers/Excursionist, Forms and Types of	
	Tourism: Inter- regional and intra – regional tourism, inbound and	
	outbound tourism, domestic, international tourism. Forms of	
	Tourism- Religious tourism, Medical Tourism, Historical Tourism,	
	Social Tourism, MICE Tourism.	
	Unit II: Components of Tourism	15 hours
	Passenger Transportation: Airline Industry, Rail Industry, Motor	10 110 110
	coach Industry, The Automobile, The Cruise Industry, Other modes.	
	Hospitality and Related Services: The Lodging Industry, The Food	
	Service Industry, Meeting Planners	
	Organizations in the Distribution Process: Travel Agents, The	
	Internet, Consolidators, The Tour Wholesaler, Specialty Channelers	
	Attractions, Entertainment, Recreation: Introduction, Attractions,	
	Gaming, Recreation, Entertainment, Festivals and Events, Shopping,	
	Education, Publishing, Marketing and Publicity Organizations.	
	Unit III: Impact of Tourism	15 hours
	Economical Impact of Tourism, Social Impact of Tourism, and	13 110013
	Environmental Impact of Tourism, Political Impact of Tourism,	
	Cultural Impact of Tourism Impact of Technology in Tourism, the	
	Impact of Tourism on Job Opportunities, Strategies to overcome the	
	negative impact of Tourism, Tourism and International	
	Understanding.	
Dodogogyu	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ pro	
Pedagogy:	vocational training/viva/ seminars/ term papers/assignments/ presenta	
	study/ Case Studies etc. or a combination of some of these. Session	
	interactive in nature to enable peer group learning.	
 Deferences/		ac John
References/	1. C. R. Goeldner, J. B. Ritchie, Tourism principles, practices, philosophi Wiley and Sons, 2017.	es, joini
Readings:	2. B. I. Kastarlak, B. Barber, Fundamentals of planning and developin	na tourism
	Pearson New International Edition, 2013.	ig tourisin,
	3. C. Cooper, Essentials of Tourism, SAGE Publication, 2020	
	4. S. K. Swain, J. M. Mishra, Tourism: Principles and Practices, Oxford U	nivorcity
	Press, 2011.	liversity
	5. P.N Acha-Anyi, Fundamentals of Tourism, Van Schaik Publishers, 202	
Course	At the end of the course, the student will be able to:	.0
		ricm for
Outcomes:	1. Understand and identify evolution and importance of travel and tou	
	the economy.	ductor
	2. Analyze various sectors and their role in the growth of the tourism in	-
	3. Identify the reasons for the growth of famous tourist attractions and	i allalyze
	their impact on the tourism industry.	mulation
	4. Analyze the importance of tourism planning and tourism policy for	mulation
	for the competitive and sustainable development of destinations.	
	5. Evaluate the importance of the tourism industry as a system	

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-132 Title of the Course: Tourism Entrepreneurship Number of Credits: 3 Effective from AY: 2023-24

Pre-requisites	Nil	
for the Course:		
Course	To acquire knowledge to develop an ability to create a business plan	I
Objective:		
Content:	Unit I: Idea Generation	No of
	Recognizing opportunities in the tourism sector and generating	hours
	ideas: What is an opportunity, difference between idea and	15 hours
	opportunity, and ways to identify opportunity?	
	Analysis of the Business Environment in the tourism sector	
	Unit II: Planning and Feasibility Analysis	15 hours
	Procedures for registering a business, Government schemes and	
	incentives, and sources of Finance.	
	Feasibility Analysis: what a feasibility analysis is and why it's	
	important? Product/Service Feasibility, Tourism Industry/Target	
	Market feasibility, Organizationalfeasibility, Financial feasibility	
	Unit III: Business Plan	15 hours
	Guidelines and Components of the business plan and helping them	
	create the business plan.	
Pedagogy:	Lectures/ tutorials/ field work/ project work/ viva/ sem	•
	papers/assignments/ presentations/ self-study/ Case Studies etc. or a	
	of some of these. Sessions shall be interactive in nature to enabl	e peer group
	learning.	
References/	1. Bruce Barringer and R. Duane Ireland, 'Entrepreneurship: Succe	ssfully
Readings:	Launching New Ventures', Pearson Education, latest edition	. .
	Tim Berry, 'Hurdle: The book on Business Planning', Palo Alto Sc latest edition	oftware Inc,
Course	At the end of the course the student will be able to:	
Outcomes:	1. Generate new business Ideas.	
	2. Do a feasibility study on the pliability of these ideas	
	3. Create a business Plan for their ideas.	

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-141 Title of the Course: Soft Skills and Personality Development Number of Credits: 3 (1T+2P) Effective from AY: 2023-24

Effective from AY:		
Pre-requisites	Nil	
for the Course:		
Course	Objectives of the Course are:	
Objectives:	1. To provide soft skills training and practical orientation.	
	2. To acquaint learners with the personality traits and self-developm	
	3. To enable learners to place emphasis on goal setting and self-development	elopment.
Content:	Unit 1: Introduction to Soft Skills	No of
	Soft Skills: Meaning, Importance; Types: Self Management Skills,	hours
	Communication Skills; Leadership Skills, Negotiation Skills,	5 hours
	Presentation Skills; Life Skills, Time Management Skills, Social	
	Skills; Stress Management and Creative Thinking.	
	Practical	20 hours
	Unit 2: Personality Development	5 hours
	Body Language- Personality Traits; Postures and Gestures;	
	Importance of Listening; Value of Time; Team Work and Team	
	Building- Importance of Team Work/ Group Discussion; Social and	
	Corporate Etiquettes – Types Importance and Impact of Social	
	and Corporate Etiquettes; Interviews and CV Writing; Developing	
	trust and Integrity in Humans.	
	Practical	20 hours
	Unit 3: Self-Development and Goal Setting	5 hours
	Developing potential and self-actualization; SWOC analysis,	
	learning to maximize success using SWOC, how to do a personal	
	SWOC; Goal Setting - Importance of goal setting; Types of goals	
	interpersonal relationships, Understanding People; Conflict	
	Resolution Skills – Seeking Win-Win Solutions; Emotional	
	Intelligence.	
	Practical	20 hours
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activities/	project work/
	vocational training/viva/ seminars/ term papers/assignments/ prese	ntations/ self-
	study/ Case Studies etc. or a combination of some of these. Ses	sions shall be
	interactive in nature to enable peer group learning.	
References/	1. Stein, S. J. & Howard, E. B. (2011). The EQ Edge: Emotional Intell	igence and
Readings:	Your Success. Canada: Wiley & Sons.	
	2. Petes, S. J., & Francis. (2011). Soft Skills and Professional Commu	inication.
	New Delhi: Tata McGraw-Hill Education.	
	3. Dorch, P. (2013). What Are Soft Skills? New York: Execu Dress Pu	blisher.
	4. Kamin, M. (2013). Soft Skills Revolution: A Guide for Connecting	with
	Compassion for Trainers, Teams, and Leaders. Washington, DC: I	Pfeiffer &
	Company.	
	5. Klaus, P., Jane R., & Molly, H. (2007). The Hard Truth about Soft S	Skills.
	London: HarperCollins E-books.	
Course	After completion of this course, the learners will be able to:	
Outcomes:	CO 1: Explain the different soft skills and their importance.	
	CO 2: Identify the different personality traits and its implications.	
	CO 3: Prepare self - SWOC analysis, planning and goal setting.	

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-133 Title of the Course: Tourism Products of Goa Number of Credits: 3

Effective from AY: 2023-24

Pre-requisites	Nil	
for the Course:		
Course Objective:	To develop the competence in students to identify and analyse vario products of Goa. Students will also be able to reason how to establish product keeping in mind international standards	
Content:	Unit I: Introduction to tourism products of Goa & Architectural	No of
	Heritage of Goa	hours
	Definition, Types and unique features - Tourism resources of Goa, Differentiate tourism product from other manufactured products from a marketing view point. Identify Architectural Heritage of Goa, Gather detailed knowledge on Architectural Heritage of Goa, Design Architectural Heritage as Tourism Products.	15 hours
	Unit II : Nature based Tourism Products of Goa.	15 hours
	Identify Nature Based Tourism Resources of Goa, Gather detailed knowledge on Nature Based Tourism Resources of Goa, Understand concept such as Eco Tourism and Sustainable Tourism, Design Nature Based Tourism Resources of Goa as Tourism products.	
	Unit III : MICE Tourism in Goa & Rural Tourism Products of Goa Identify MICE Tourism Market of Goa, In Depth understanding of functioning of MICE Tourism market of Goa, Plan various strategies to promote MICE Tourism market of Goa in the International Market In Depth understanding of the concept Rural Tourism, Identify Rural Tourism Products of Goa, Gather detailed knowledge on Rural Tourism Products of Goa.	15 Hours
Pedagogy:	Lectures/tutorials/field work/project work/viva/seminars/term assignments / presentations / self-study/case studies etc. or a com some of these. Sessions shall be interactive in nature to enable p learning.	
References/ Readings:	 S.P. Gupta, Krishna Lal and Mahua Bhattacharya, Cultural Tourism i Indraprastha Museum of Art and Archaeology, New Delhi, and D.K. (P) Ltd., New Delhi, 2002. 	
	 Dixit, Manoj and Yadav, CharuSheela (2006): Tourism Products of Ir Lucknow: Royal Publishers 	ndia,
Course Outcomes:	 At the end of the course the student will be able to: 1. Understand the concept "Tourism Products" 2. Identify Various Tourism Products of Goa 3. Comprehend significance of Tourism Products 4. Plan and Promote Tourism Products of Goa through an Itinerary 	

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-134 Title of the Course: Tourism Marketing Number of Credits: 3 Effective from AY: 2023-24

Pre-requisites	Nil	
for the Course: Course Objective:	To acquire knowledge on different marketing tools used by t	ourism and
Course Objective.	hospitality organizations for implementing marketing decisions.	ourisiii aliu
Content:	Unit I: Introduction	No of
content.	Introduction to Marketing for Hospitality and Tourism: Concept and	hours
	definition and its significance for the tourism industry, the basic	15 hours
	concept of need and want; demand, product, service, market, and	10 110 015
	sales. Service Characteristics of Hospitality and Tourism, Defining	
	marketing mix: the 7 Ps of Marketing, The Marketing Environment:	
	Internal and external factors effecting marketing.	
	Unit II: Marketing Mix Decisions	
	Product: Meaning and classification of product. Product life cycle	15 hours
	and marketing mix. Branding: concept, functions and qualities of	
	good brand name. Packaging and Labelling- concept and functions;	
	Place; Pricing: Concept, Factors affecting price of a product, Pricing	
	strategies; Promotion: Advertising, Personal selling, sales	
	promotion, Public relation, direct marketing; Distribution channel:	
	Meaning, types and strategies.	
	Unit III: Recent Trends in Marketing	
	Digital marketing: Meaning, types, Benefits. Traditional marketing	15 hours
	v/s Digital marketing. Marketing for services: Meaning, scope and	
	importance. Green marketing, social marketing, Rural marketing,	
	Relationship marketing, Influencer marketing.	
	Legal Issues in marketing- The Consumer Protection Act, 1986;	
	Ethical issues in marketing, Consumerism and need for consumer	
	protection.	
Pedagogy:	Lectures/ tutorials/ field work/ project work/ vocational training/viv	a/ seminars,
	term papers/assignments/ presentations/ self-study/ Case Studie	es etc. or a
	combination of some of these. Sessions shall be interactive in natu	re to enable
	peer group learning.	
References/	1. P. Kotler, R. John and J. Makens, Marketing for Hospitality a	nd Tourism,
Readings:	Pearson, 2018	
	2. P. Kotler, R. John, J. Makens and S. Balogu, Marketing for Ho	spitality and
	Tourism, Pearson, 2016	
	3. Kotler, Philip. (2003). Marketing Management. Prentice Hall	
	4. Kotler, P., Armstrong, G. and Agnihotri, P. (2018). Principles of	of Marketing
	(17th edition) Pearson Education. Indian edition.	
	5. Kotler, P., Keller, K.L. Koshy, A. & Jha. M. (2009). Marketing Mar	-
	South Asian Perspective. (Thirteenth Ed). Pearson Education, Net	
	 Maheshwari, R.P., Jindal, Lokesh, (2011). Marketing Managemen Practice. 	t Theory and
	7. Gandhi, J.C. (1987). Marketing a Managerial Introduction. Tata N	IcGraw Hill
	8. Etzel, M. J., Walker, B. J., Stanton, W. J., & Pandit, A. (2010). Mai	
	ed.). Mc Graw Hill.	יייא איזא איז איז איז איז איז איז איז אי
	9. 7. Patni, M. (2018). Digital Marketing (1st ed.). Literature house.	

CO 1: Explain the concepts of marketing.
CO 2: Develop the skills to analyze marketing mix.
CO 3: Familiarize about the current trends in marketing and discuss ethical and
legal issues in marketing.

Name of the Programme: BBA (Travel & Tourism) Course Code: MGT-142 Title of the Course: Innovation and Start-ups Number of Credits: 3 Effective from AY: 2023-24

Pre-requisites for	Pass in 12 th Standard in any discipline	
the Course:		
	Objectives of the Course area	
Course Objectives:	Objectives of the Course are:	
	1. To develop an entrepreneurial mind-set.	
	2. To acquaint learners with skills to develop a business model.	
	3. To enable learners to explore funding and growth opportunities.	
Content:	Unit 1: Introduction to Startups and Entrepreneurship	No of
	Introduction to Entrepreneurship, Factors influencing	hours
	Entrepreneurship, Characteristic of Entrepreneur; Process and	5 hours
	Phases of Entrepreneurship, Types of Entrepreneurs, Barriers to	
	entrepreneurship, Entrepreneurship Motivation Theories,	
	Entrepreneurship Models - Introduction to various form of	
	business organization (sole proprietorship, partnership,	
	corporations, Limited Liability company); Skills of an	
	Entrepreneur, Ethics and Entrepreneurship	
	Practical	20 hours
	Unit 2: Exploring Business Opportunity, Developing a Business	5 hours
	Model and Starting up	
	Exploring Business Opportunity: Self-Discovery, Environment	
	Scanning for idea generation, Problem Identification and Idea	
	Generation, Spotting Trends, Creativity and Innovation, Idea	
	Evaluation; Developing a Business Model: Team, Market	
	Understanding, Product/ Market Fit, Customer Validation,	
	Business Model Canvas Preparation, Preparation of Business	
	model and Business Plan; Translating Business Model into	
	Startup: Business Planning (Finance, HR, Marketing, Distribution,	
	Production Plan, Networking), Obtaining Business Licenses,	
	Applicability of Regulations	
	Practical	20 hours
	Unit 3: Startup Growth and Expansion	5 hours
	Growth Opportunities, Funding Aspects of Entrepreneurship for	
	Growth, Retention & Expansion Strategies, Expansion model,	
	Maximizing Profits, Exit strategies for entrepreneurs; Funding	
	Agencies both private and government aided, types of fundings:	
	Debt Funding, Bootstrap, Seed, Series A; Organizational	
	Assistance by government for startup and various policies;	
	Incubation Centres – role, support and mentorship, prototyping	
	and stakeholder connects, startup scaling.	
	Practical	
		20 hours
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activit	ies/ project
	work/ vocational training/viva/ seminars/ term papers/a	ssignments/
	presentations/ self-study/ Case Studies etc. or a combination of sol	me of these.
	Sessions shall be interactive in nature to enable peer group learning	5.
References/	1. Ramachandran, K. (2008). Entrepreneurship Development, McGraw Hill	
Readings:	2. Katz, J., & Green, R. (2020). Entrepreneurial Small Business (6th E	
	McGraw Hill	- //

	3. Byrd, M. J., & Megginson, L. C. (2012). Small Business Management an
	Entrepreneur's Guidebook (7th Ed.), McGraw Hill
	4. Fayolle, A., & Lyon, E. M. (2007) Entrepreneurship and new value creation:
	The Dynamic of the Entrepreneurial Process. Cambridge University Press.
	5. Hougaard S. (2005) The Business Idea: The Early Stages of Entrepreneurship.
	Springer
	6. Lowe, R., & Mariott, S. (2006) Enterprise: Entrepreneurship & Innovation.
	Butterworth Heinemann
	7. Dana, L. (2013). World Encyclopedia of Entrepreneurship, Edward Elgar.
	8. Akhouri, M. M. P., & Mishra, S. P. Udyamita (in Hindi) MMP. By National
	Institute for Entrepreneurship and Small Business Development (NIESBUD),
	NSIC-PATC Campus, Okhla
Course Outcomes:	After completion of this course, the learners will be able to:
	CO 1: Develop an entrepreneurial mind-set by learning key skills.
	CO 2: Create and validate a business model and business plan.
	CO 3: Explore funding and growth opportunities.