**General English**

<table>
<thead>
<tr>
<th>Component</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Essay Writing</td>
<td>20</td>
</tr>
<tr>
<td>(Not more than 300 words)</td>
<td></td>
</tr>
<tr>
<td>b) Idioms &amp; Phrases</td>
<td>16</td>
</tr>
<tr>
<td>(Objective Type/MCQ)</td>
<td></td>
</tr>
<tr>
<td>c) Comprehension of given passages</td>
<td>12</td>
</tr>
<tr>
<td>(Objective Type/MCQ)</td>
<td></td>
</tr>
<tr>
<td>d) Grammar</td>
<td>20</td>
</tr>
<tr>
<td>Parts of Speech: Nouns, Adjective, Verb, Adverb, Preposition, etc.</td>
<td></td>
</tr>
<tr>
<td>(Objective Type/MCQ)</td>
<td></td>
</tr>
<tr>
<td>e) Composition</td>
<td>16</td>
</tr>
<tr>
<td>(Objective Type/MCQ)</td>
<td></td>
</tr>
<tr>
<td>(i) Analysis of complex and compound sentences.</td>
<td></td>
</tr>
<tr>
<td>(ii) Transformation of sentences.</td>
<td></td>
</tr>
<tr>
<td>(iii) Synthesis of sentences.</td>
<td></td>
</tr>
<tr>
<td>f) Correct usage and vocabularies</td>
<td>16</td>
</tr>
<tr>
<td>(Objective Type/MCQ)</td>
<td></td>
</tr>
</tbody>
</table>
Technical Paper-I

Full Marks : 150 Marks

1. Fundamentals of Tourism - 50 Marks
   i) Tourism and its importance in India - Historical Evolution and Development
   ii) Heritage of India - Use of History, Monuments and Museums, Living Culture and Performing Arts, Religions of India
   iii) Geography of Tourism - India’s Biodiversity: Landscape, Environment and Ecology, Seasonality and Destinations, Monsoon, rainfall, weather and climate - Water resources - rivers in India - Soil, minerals & natural resources - Natural vegetation - Forest & wildlife - Agricultural pattern, livestock & fisheries - Transport & communication - Centres of trade, commerce & art - Social geography - population - density and distribution - Natural calamities - disaster management - Bottom topography of Indian ocean, Arabian Sea and Bay of Bengal - Climate change - impact and consequences - mitigation measures - Pollution Control, Map and Chart Work
   iv) Tourism Impact - Economic Impact, Social, Environmental and Political Impacts, Threats and Obstacles to Tourism

2. Fundamentals of Hospitality Management - 50 Marks
   i) Hospitality and its origin - Hotels, their evolution and growth
   ii) Hotels and their core areas - Fundamentals of Front office, Housekeeping, Food & Beverage Service and Food Production
   iii) Classification of Hotels - Size, Star, Location & Clientele, Independent hotels, Hotel chains of India, Franchise/Affiliated hotels, Time shares and condominiums, Hotels & tourist accommodations
   iv) Regional cuisines - Major regions of India

3. Fundamentals of Business Communication - 20 Marks
   i) Introduction to communication - Need, Purpose, Nature & Models of communication, Barriers to communication & overcoming the barriers
   ii) Listening skills - Definition, Levels & Types of listening, barriers and guidelines for effective listening
   iii) Spoken communication - Restaurant and hotel English, Essential qualities of a good speaker, Defining the purpose of a speech, Organizing the ideas, Formal Presentation guidelines and Dos and Don’ts while making and delivering formal presentations
SYLLABUS FOR ASSISTANT TOURIST OFFICER (ATO) 
UNDER TOURIST DEPARTMENT 

iv) **Written communication**- Formal letters, Informal letters, Memoranda, Technical report writing, Minutes of meetings, Travelogues, Articles for newspapers, Leveraging social media- Twitter, Facebook, Instagram, Pinterest, LinkedIn etc

4. **Basic Computer Application** – 10 Marks

i) **Computer Fundamentals**– Elements of a Computer System- Definitions, Characteristics of Computers, Classification of Computers, Limitations

ii) **Hardware Features and Uses**- Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices

iii) **Software Concepts**- System Software, Application Software

iv) **Operating Systems**– Introduction to Windows: GUI/Features, Windows 95 and above OS, Parts of a Typical Window and their Functions

5. **Basics of Accounting & Finance**- 20 Marks

i) **Introduction** – Book keeping, Financial analysis & Control, Cost Volumes, Profit Analysis, Break even Analysis, Cost of different sources of rising capital, Capital structure, Operating Costing, Transport Costing, Utilization of Ratio and Ratio statement, Hotel Costing and Canteen Costing, Working Capital Management

*****
SYLLABUS FOR ASSISTANT TOURIST OFFICER (ATO) UNDER TOURIST DEPARTMENT

Technical Paper-II

Full Marks : 150 Marks

1. Tourism Administration & Operations- 100 Marks
   i) **Tourism Industry**- Tourism system, Constituents of Tourism Industry and Tourism Organisations, Tourism Regulations, Statistics and Measurements, Ministry of Tourism schemes for Travel Trade
   ii) **Tourism Services and Operations** – Travel Agency, Tour Operators, Guides and Escorts Unit, Tourism Information, Modes of Transport, Tourist Accommodation, Informal Services in Tourism, Subsidiary Services: Categories and Roles, Shops, Emporiums and Fairs
   iii) **Tourism Marketing and Communications**- Tourism Marketing – Relevance, Product Design, Market Research, Tourism Marketing – Promotional Events, Advertising Publicity, Selling, Role of Media and Writing for Tourism, Travel documentation
   iv) **Tourism Planning and Policy**- Tourism Policy and Planning, Infrastructural Development, Local Bodies, Officials and Tourism, Tourism Development, Ministry of Tourism schemes in Infrastructure Development, Niche Tourism
   v) **Managerial Practices in Tourism**- Tour Operators, Travel Agencies Unit, Public Relations, Tourist Transport, Airlines, Airports, Convention Industry- Planning Conventions/ Events, Management and Implementation of Conventions/ Events
   vi) **Tourism in Mizoram**- Ministry of Tourism schemes- Rural Tourism, Infrastructure Development Schemes, Public Private Partnership in Infrastructure Development, Regulations & permits for tourists, Department of Tourism- General awareness, activities, achievements, Tour operators, Mizoram-History, Geography, Politics, Religions, Socio- Economic landscape, Places of Interest- Major Districts, Events & Festivals, Dances, Literary contributors & contributions- Folklore, songs, poetry

2. Hospitality Management in Mizoram- 50 Marks
   i) **Hospitality Facilities in Mizoram**- Accommodation- Gov. & Private facilities- Types, Location, Facilities provided, Rates
   ii) **Traditional Cuisine**: History of local Cuisine, drinks- Types of locally brewed rice wine (Zu) and their significance, Regional Cuisines, Recipes, Ingredients, Methods of Cooking, Speciality Restaurants and other Catering Outlets, Gov. policies & regulations pertaining to Sale, Service & Consumption of Liquor
   iii) **Prevalent Alternative Leisure Activities, Picnic Spots & Resorts**- Promotion, Management, Varieties, Locations, Gov. and Private ownership, Facilities provided, Rates

*****