

SISTER NIVEDITA UNIVERSITY
KOLKATA

School of Hospitality and
Tourism Administration

(B.A (Hons.) International Hotel
Management and Tourism
Administration)

Program Educational Objectives

The basic objective of the BA(Hons) IHMTA program is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

Program Outcome (PO's)

A graduate of Hospitality and Tourism Administration Program will demonstrate:

PO1: Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

PO2: Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PO4: Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.

PO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

Name of the department: Hospitality & Tourism (05)

Academic year:2023-27

Programme: B.A (Hons.) International Hotel Management and Tourism Administration

Programme code-001

Name	Code	level	Duration (Year)	Cumulative credit
BA(H) IHMTA	009	UG	4	172

**B.A (Hons.) International Hotel Management and Tourism Administration Academic
Session 2023 -2027
(4yrs UG Course)**

S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-I						
1	MC 1	Food Production I	2	0	0	2
		Food Production Practical I	0	0	2	2
2	MC 2	Food & Beverage Service I	2	0	0	2
		Food & Beverage Service Practical I	0	0	1	1
3	MC 3	Front Office Operations I	2	0	0	2
		Front Office Operations Practical I	0	0	1	1
4	MC 4	Accommodations Operations I	2	0	0	2
		Accommodations Operations Practical I	0	0	1	1
5	NM- 1	Food Science & Nutrition	2	0	0	2
6	AEC- 1	Communicative English-I	2	0	0	2
7	SEC - 1	Computer Application	3	0	0	3
8	VAC - 1	Environmental Science-I	2	0	0	2
9	NV-1	Sports and Fitness, Yoga, NCC, NSS	0	0	1	1
10	NV-2	Soft Skill Development	0	0	0	1
TOTAL						24
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-II						
11	MC 5	Food Production II	2	0	0	2
		Food Production Practical II	0	0	2	2
12	MC 6	Food & Beverage Service II	2	0	0	2
		Food & Beverage Service Practical II	0	0	1	1
13	MC 7	Front Office Operations II	2	0	0	2
		Front Office Operations Practical II	0	0	1	1
14	MC 8	Accommodations Operations II	2	0	0	2
		Accommodations Operations Practical II	0	0	1	1
15	AEC- 3	Communicative English -II	2	0	0	2
16	AEC- 4	Hotel French -I	2	0	0	2
17	SEC - 2	Basic Management Skill	0	0	0	3
18	VAC - 2	Environmental Science-II	2	0	0	2
19	NV-2	Sports and Fitness, Yoga, NCC, NSS	0	0	1	1
20	NV-3	Soft Skill Development	0	0	0	1
21	MDC 1	Multi Disciplinary Course	3	0	0	3
TOTAL						27
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	

SEMESTER-III						
22	MC 9	Food Production III	2	0	0	2
		Food Production Practical III	0	0	2	2
23	MC 10	Food & Beverage Service III	2	0	0	2
		Food & Beverage Service Practical III	0	0	2	2
24	MC 11	Front Office Operations III	2	0	0	2
		Front Office Operations Practical III	0	0	1	1
25	MC 12	Accommodations Operations III	2	0	0	2
		Accommodations Operations Practical III	0	0	1	1
26	NM- 2	Travel & Tourism Management	2	0	0	2
27	NV-4	Soft Skill Development	0	0	0	1
28	NV-5	Mentored Seminar-I	1	0	0	1
29	MDC 2	Multi Disciplinary Course	3	0	0	3
30	VAC - 3	Hotel French -II	2	0	0	2
TOTAL						23
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-IV						
16	MC 13	INTERNSHIP	0	0	16	16
17	NV-6	Mentored Seminar-II	2	0	0	2
TOTAL						18
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-V						
27	MC 14	Advance Food Production Operations I	2	0	0	2
		Advance Food Production Operations Practical I	0	0	2	2
28	MC 15	Beverage & Wine Studies I	2	0	0	2
		Beverage & Wine Studies Practical I	0	0	2	2
29	MC 16	Front Office Management I	2	0	0	2
		Front Office Management Practical I	0	0	1	1
30	MC 17	Accommodation Management I	2	0	0	2
		Accommodation Management Practical I	0	0	1	1
31	MDC 3	Multi Disciplinary Course	3	0	0	3
32	NV-7	Soft Skill Development	0	0	0	2
33	SEC - 4	Entrepreneurship Development	3	0	0	3
34	VAC - 3	Ethics in Hospitality & Tourism Industry	2	0	0	2
TOTAL						24
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-VI						
35	MC 18	Specialization (Food Production/Food & Beverage Service/ Housekeeping/Front Office) (any 1)	4	0	0	4
		Specialization Practical (Food Production/Food & Beverage Service/ Housekeeping/Front Office) (any 1)	0	0	2	2
36	MC 19	Personality Development	4	0	0	4
37	NM- 3	Customer Relationship Management	4	0	0	4
38	NV-8	Soft Skill Development	0	0	0	1

39	NV-9	Mentored Seminar-III	1	0	0	1
TOTAL						16
EXIT OPTION with B.Sc HTA/BA IHM&TA (with the completion of course equal to a minimum of 132 credits)						132
S. No.	Course Category	Course Name	Course Credit			Total Credit
SEMESTER-VII						
40	MC 20	Program Elective - 1 (Culinary Management/F&B Management/Rooms Division Management)	4	0	0	4
41	MC 21	MICE Management	4	0	0	4
42	MC- 22	Leadership Development	4	0	0	4
43	MC- 23	Services Marketing	4	0	0	4
44	NM- 4	Financial Management	4	0	0	4
TOTAL						20
S. No.	Course Category	Course Name	Course Credit			Total Credit
			L	T	P	
SEMESTER-VIII						
47	MC- 24	Human Resource Management	4	0	0	4
48	MC- 25	Organizational Behaviour	4	0	0	4
49	MC- 26	Principles of Management	4	0	2	4
51	MC- 27	Research Methodology	4	0	0	4
52	MC- 28	Facility Planning , Design & Management	4	0	0	4
TOTAL						20
TOTAL CREDIT SCORE for 4 yrs						172

Semester-I

Course title: Food Production I

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
MC	1050010101	02	02	00	00			26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	02

Component:

A. THEORY

Learning objectives:

1. Know the history of cooking, its developments and develop a brief idea of different cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have an understanding of kitchen organization, duties and responsibilities of kitchen staff, workflow and equipment's used in the kitchen;
4. Have thorough knowledge of raw materials and understanding basic bakery.

Prerequisite:

10+2 passed (Any stream), English as a compulsory subject with 40% marks

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : INTRODUCTION TO ART OF COOKERY Culinary history; Introduction to modern cookery; International, Continental and Pan Asian cuisine -meaning and characteristics; Aims and objectives of cooking; Attributes of culinary professional	02	10%
Module-II: KITCHEN ORGANISATION Levels of skills and experiences; Personal Hygiene and Food Safety; Uniform and Protective clothing; Safety Procedure in handling; Layout of a professional five- star hotel kitchen; Classical and modern kitchen brigade; Apportioning of staff among sections; Duties and responsibilities of kitchen staff; Responsibilities of each section; Co-operation with other departments	04	10%
Module-III: EQUIPMENTS AND FUELS USED IN THE KITCHEN Pre-preparation equipment's; Pre-preparation equipment's and storage equipment's; Ancillary equipment's- identification of knives and their usage; Utensils, pots and pans, Bakery equipment; Cooking fuels- uses	02	10%

and advantage of different types of cooking fuels		
<p>Module-IV: METHODS OF COOKING</p> <p>Modes of heat transfer- Conduction, Convection and Radiation; Dry cooking methods- roasting, baking, broiling, grilling, frying: Principles, Guidelines and Precautions; braising, stewing, steaming, boiling, poaching, simmering, blanching: Principles, Guidelines and Precautions</p>	02	15%
<p>Module V: FOUNDATION OF COOKERY</p> <p>Stock- Types, Rules of stock making, Use of stock, Reduction and glaze; Soup- Classification of soup with example and Consommé with garnishes; Sauce- Importance of sauce, Classification of mother sauce, Thickening agents (Roux)</p>	04	25%
<p>Module VI: FOOD COMMODITIES</p> <p>Flavouring and seasoning- uses and example; Sweetening agents- uses and example; Preparation of ingredients- Washing, peeling, scraping, pairing, etc.; Cutting terms used in vegetable cutting; binding agents- uses and example Fats and oils -classification and uses, catering use (Hydrogenation and rendering of fat); leavening agents- uses and examples; Spices used in India, spices name in English with Indian name; Dairy products; Rice, cereals and pulses; Vegetable and fruit classification and colour pigments; Eggs - Introduction to egg cookery, structure, selection, uses</p>	08	10%
<p>Module VII: BAKERY</p> <p>Shortenings (Fats and oils); Fats and Oils- Types, varieties; Raising agents- Classification of Raising agents, Role of raising agents, Actions and reactions; Thickening agents- Classification of thickening agents, role of thickening agents; Sugar- Importance of sugar; Types of sugar; Cooking of sugar: various stages; Equipment's- Identification, uses and handling, hot and cold desserts</p>	02	10%
<p>Module VII: BASIC COOKERY PRINCIPLES</p> <p>Menu planning; Principles of Storage; Standard recipes; work plan and costing, culinary term (commonly used in theory and practical)</p>	02	10%

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Course learning outcome:

At the end of course the student should be able to -

- CO1. Discuss History of cooking, its modern developments.
- CO2. Demonstrate Kitchen and personal hygiene
- CO3. Identify various kitchen equipment used in a commercial kitchen
- CO4. Methods of cooking, knowledge of raw materials and Basic Bakery

Pedagogy for Course Delivery:

- 1) With white board and marker
- 2) PPT presentation

List of Professional Skill Development Activities (PSDA):

Continuous assessment:

- 1) Quiz
- 2) Presentation
- 3) Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
18	48	4

List of practical

Practical-1: Introduction to various kitchen equipment, tools, and their usage. Safety precaution to be taken while handling equipment. Hygiene and safety practices to be observed in kitchen, Introduction to various commodities

Practical-2: Cuts of Vegetables, Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat. fish, chicken), Sprouting (pulses & legumes), Blanching, filleting of fish, Deboning & jointing poultry. Methods of mixing: Beating, Blending, Cutting In, Rubbing In, Creaming, Folding, Kneading, Rolling In, Pressing, Stirring

Practical-3: Stock Preparation

Practical-4: Egg cookery

Practical-5: Demonstration & Preparation of simple menu

Practical-6: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical 7: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-8: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-9: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-10: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-11: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-12: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-13: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-14: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-15: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-16: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-17: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-18: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Continuous assessment: 1) Assessment

2) Presentation

Text & Reference books:

- 1) FOOD PRODUCTION OPERATIONS (ENGLISH) 3RD EDITION, PARVINDER BALI, OXFORD UNIVERSITY PRESS,
- 2) THEORY OF COOKERY ARORA KRISHNA FRANK BROTHERS & CO

Additional reading:

- 1) www.ciachef.edu
- 2) www.escoffier.com

Semester-I

Course title: Food and Beverage Service I.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		02	02	00	00	00	00	00	26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	02

Component:

A. THEORY

Learning objectives:

1. To learn about hotel & catering industry.
2. To learn about various food service areas & ancillary F & B service departments.
3. To learn about departmental organization & staffing.
4. To learn about various F & B Service equipments.
5. To learn about Meals & menu planning.
6. To learn about various types of food services.
7. To learn about sale control system.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : THE HOTEL & CATERING INDUSTRY. Role of catering establishment in travel & tourism industry ,types of catering establishment ,Structure of catering industry	02	10
Module-II: FOOD SERVICE AREAS & ANCILLARY DEPARTMENTS. Various F & B Outlets – coffee shop, speciality restaurant , bar , pub , night club , discotheque etc Ancillary departments - pantry , pick up areas , store , linen room ,KST.	04	10

<p>Module-III :</p> <p>DEPARTMENTAL ORGANISATION & STAFFING.</p> <p>Organisation of F & B department , French terms related to F & B staff , duties & responsibilities of F & B staff ,attributes of a waiter , interdepartmental relationships.</p>	02	10
<p>Module-IV :</p> <p>F & B SERVICE EQUIPMENTS .</p> <p>Familiarization of selection factors of CGS , linen etc.</p>	04	15
<p>Module-V:</p> <p>MEALS & MENU PLANNING.</p> <p>Objectives of menu planning ,origin of menu ,types of menu ,courses of French classical menu , dish & accompaniments ,types of meal , different types of breakfast set up.</p>	08	25
<p>Module-VI :</p> <p>TYPES OF FOOD SERVICES.</p>	04	20

Preparation of service – organizing mis en place & mis en scene Types of food service – American service , English service , French service , Russian service.		
Module-VII : SALE CONTROL SYSTEM. Bill control system, triplicate checking system, duplicate checking system ,single order sheet, making bill ,cash handling equipment.	02	10

Course learning outcome:

At the end of course the student should know about: -

- CO1. The role of F & B department its functions and staffing
- CO2. Identify and use the different types of restaurant equipment.
- CO3. The Professional attributes of F& B staff.
- CO4. The role of Ancillary department in F&B.

Pedagogy for Course Delivery:

- 1) With white board & marker,
- 2) PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 2) Quiz,
- 3) Presentation,
- 4) Class test.

B. PRACTICAL

Learning objectives:

1. To learn about various F & B Service areas.
2. To learn about various ancillary F & B service department.
3. To learn to identify various F & B Service equipments & their uses.
4. To learn to take care of various F & B Service equipments.
5. To learn various service procedure.
6. To learn basic technical skills regarding food & beverage service.
7. To learn about table lay out.
8. To learn the procedure for service of a meal.

Total no. of practical	Total contact hour	Contact hour/week
18	24	2

List of practical

Practical-1: Food service areas – Introduction , profile of the areas.

Practical-2: Ancillary F & B service department – introduction & profile of the areas.

Practical-3: Familiarization of F & B service equipments .

Practical-4: Care & maintenance of F&B service equipment.

Practical-5: Cleaning & polishing of EPNS items.

Practical-6: Preparation of service.

Practical-7: Carrying a tray / salver.

Practical-8: Service of water.

Practical-9: Holding service gear.

Practical-10: Laying a table cloth.

Practical-11: Changing table cloth during service.

Practical-12: Placing meal plates & clearing soil plates.

Practical-13: Stocking sideboard.

Practical-14: Using service plate & crumbing down.

Practical-15: Napkin folds.

Practical-16: Cleaning glasswares .

Practical-17: Table lay out & services.

Practical-18: Procedure for service of a meal.

Continuous assessment :

1) Assessment

2) problem solving etc.

Text & Reference books:

Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford Univerity Press
Essential Reading / Recommended Reading

Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata
McGraw-Hill.

Additional reading:

Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education

Semester-I

Course title: Front Office Operations I

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2		0	0	0	0	24

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:

A. THEORY

Learning objectives: The student will get knowledge about

the various types of hotels and its classification

the organisation in Front Office department

the various designation in Front Office along with their duties

the reservation process in Hospitality Industry

Prerequisite:

Qualification 10+2

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : THE HOSPITALITY INDUSTRY <ul style="list-style-type: none">➤ Hospitality and its origin, diff brands and their origin➤ History and development of Hotel Industry➤ Defining the term hotel➤ Classification of hotels➤ Types of rooms Brief introduction to hotel core areas and coordination with special reference to Front Office	2	10%
Module-II: CLASSIFICATION OF HOTELS <ul style="list-style-type: none">➤ Size➤ Star➤ Location➤ clientele➤ Ownership basis➤ Independent hotels➤ Management contracted hotel➤ Chains➤ Franchise/Affiliated➤ Supplementary accommodation Time shares and condominium	4	10%
Module-III : FRONT OFFICE ORGANISATION <ul style="list-style-type: none">➤ Function area➤ Layout➤ Front office hierarchy➤ Duties and responsibilities	5	20%

Personality traits		
Module-IV FRONT OFFICE OPERATIONS ➤ The guest cycle ➤ Front office systems ➤ Front office forms ➤ The front desk ➤ Front office equipment Property management systems	4	10%
Module-V THE ACCOMMODATION PRODUCT ➤ Need for hotel product brochures, tariff cards ➤ Types of room rates, basis for charging room rates ➤ Meal plans - Types, needs and use of such plans Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign	3	20%
Module-VI FRONT OFFICE ORGANIZATION ➤ Function areas ➤ Front office hierarchy ➤ Duties and responsibilities Personality traits	4	10%
Module-VII Reservations ➤ Modes ➤ Types ➤ Sources ➤ Whitney and Diary system of reservation	2	20%

Course learning outcome:

At the end of course the student should know about:-

CO1. The evolution, meaning and classifications of Hotel.

CO2. The various layouts of Front office in the Hotel.

CO3. He would become aware of attributes and hierarchy of front office staff.

CO4. Able to classify Hotels

Pedagogy for Course Delivery:

- 1) White board & marker,
- 2) PPT presentation.
- 3) Videos

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

- 1) Quiz,
- 2) Presentation,
- 3) Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

- *Identification of different equipment in Front Office*
- *Different forms and formats used in Front Office*
- *Grooming standards in Front Office*
- *Process of check in and check out in Front office department*

Total no. of practical	Total contact hour	Contact hour/week
12	24	2

List of practical

- Practical-1: Identification of equipment, work structure and stationery
- Practical-2: Study of countries, capitals, currencies, airlines and flags chart
- Practical-3 Telecommunication skills - How to pick up a call at reception
- Practical-4 Welcoming of guest
- Practical-5 Forms and formats
- Practical-6 Basic manners and grooming standards required for Front Office operation
- Practical-7 How to handle inquiries, suggestive selling, convert inquiries to valid reservations
- Practical-8 Preparing and filling up reservation forms
- Practical-9 Role play of accepting reservations and complaint handling for bumped reservations
- Practical-10 Reservation handling by computers with the PMS
- Practical-11 Preparing and filling up registration card
- Practical-12 Role play for different check ins as - Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups

Continuous assessment :

Quiz/assessment/presentation/problem solving /role play

Text & Reference books:

1. Hotel Front Office Operations and Management, Jatashankar R. Tewari, Oxford University Press, 2016, Second Edition
2. Principles of Hotel Front Office Operation by Sue Baker, Jeremy Huyton, 2001, Second Edition
3. Managing Front Office Operation by Michael L. Kasvana-AH and MA, 2017, Tenth Edition

Semester-I

Course title: Accommodation Operations-I

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2						26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. Organization, function of Housekeeping department and its different sections.
2. Different departments Housekeeping co-ordinates with.
3. Procedure of cleaning different status of room.
4. Cleaning equipment and cleaning agent.

Prerequisite: 10+2

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION	02	5
Module-II: ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25
Module-III : CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04	20
Module-IV: CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls	05	20
Module-V:COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass	05	20

C. Leather, D. Plastic E. Ceramics F. Wood		
Module-VI: INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel	02	10

Course learning outcome: At the end of course the student should be able to –

CO1. Discuss the structure, function, importance and different section of housekeeping department.

CO2. Describe the Co-ordination of Housekeeping with other department of hotel.

CO3. Plan different types of cleaning.

CO4. Handling of cleaning equipment & cleaning agents

Pedagogy for Course Delivery: Lecture, Presentation, Role Play, Demonstration

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

B. PRACTICAL(total contact hours, hr/week), if applicable

Learning objectives: Knowledge of cleaning equipment and cleaning agents • Public Area Cleaning Procedures (Cleaning of various surfaces) • Procedures to be followed to Daily Room Cleaning • Chamber Maid trolley setup • Bed Making Procedures

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: Identification of cleaning equipment manual and mechanical;

Practical-2: Cleaning of different surfaces (metal, glass, plastic, painted surface, wood, wall and floor covering)

Practical-3: Cleaning of public areas (lobby, clock room/ restaurant/ bar/ banquet hall/ administration office/ lifts and elevators/ staircase/ back area/ front area/ corridor);

Practical-4: Scrubbing, polishing, wiping, rinsing, swabbing, mopping, sweeping, brushing, buffing

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

Essential Reading / Recommended Reading

1. Tucker Schneider, The Professional Housekeeper, VNR

2. Martin Jones, Professional Management of Housekeeping Operations, Wiley

3. Rosemary Hurst, House Keeping Management for Hotels, Heinemann

4. Margaret Kappa & Aleta Nitschke, Managing House Keeping Operation,

R1. Sudhir Andrews, Housekeeping Training Manual

R 2. Brenscon & Lanox, Hotel, Hostel & Hospital Housekeeping

Semester-I

Course title: FOOD SCIENCE AND NUTRITION

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
NM		02	02	00	00				26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
32	02

Component:

A. THEORY

Learning objectives:

1. appreciate the importance of food science to a caterer in the context of the processed food revolution;
2. understand factors which affect the texture and consistency of starch, protein, fat and oil based products;
3. understand the importance of consuming a balanced diet;
4. understand the importance of cooking, holding and serving food in a hygienic manner.

Prerequisite:

10+2 passed (Any stream), English as a compulsory subject with 40% marks

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I: BASIC CONCEPTS OF NUTRITION Relation between food and health; Functions of food; Energy - Definition; Measurement of energy; Total energy requirement; Calculation of energy gained from meals; Macronutrients and Micronutrients; Carbohydrates- Types, Source, Functions, effect of deficiency or excess intake; Proteins- Types, Source, Functions, effect of deficiency or excess intake; Fats and Oils- Types, Source, Functions, effect of deficiency or excess intake; Vitamins- Types, Source, Functions, effect of deficiency or excess intake; Minerals- Types, Source, Functions, effect of deficiency or excess intake	08	25%
Module-II: BALANCED DIET Definition; Importance of balanced diet; RDA of various nutrients	03	15%
Module-III: FOOD CONTAMINATION AND SPOILAGE Classification of food according to the ease with which it spoils; Sources of contamination; Signs of spoilage in fresh, dry and preserved foods	03	10%

Module-IV: PERSONAL HYGIENE Importance; personal appearance; sanitary practices; habits; protective clothing; importance of rest; exercise and recreation	03	10%
Module V: FOOD STORAGE General guidelines; Dry food store; Refrigerated food store; Freeze store; High temperature storage	03	15%
Module VI: SANITARY PROCEDURES WHILE PREPARING, COOKING, HOLDING AND SERVING FOOD Importance of sanitary process for preparing food, cooking food, holding food and serving food	03	10%
Module VII: STORAGE AND DISPOSAL OF WASTE Classification; Storage and method of disposal	03	15%

Course learning outcome:

At the end of course the student should be able to -

CO1. Discuss the importance of nutrition and good health in his day to day life.

CO2. Discuss the composition, functions sources of nutrients.

CO3. Outline the effects of excess & deficiency of nutrients.

CO4. Modify attitudes and practices of use existing nutrition

MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:

Course Outcome	Program Outcome						
	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1						1	
CO2						2	
CO3			2				
CO4			1				

3 = Highly Related; 2= Medium 1= Low

Pedagogy for Course Delivery:

1) With white board and marker

2) PPT presentation

List of Professional Skill Development Activities (PSDA):

Continuous assessment:

1) Quiz

2)Presentation

3) Class test

Course title: Environmental Science - I.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
VAC		02	02	00	00				24

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	02

Component:**A. THEORY**

Learning objectives:

1. To learn the Multidisciplinary nature of environmental studies.
2. To learn about Natural Resources.
3. To learn about Environmental Pollution.

Prerequisite:

Qualification :10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : Multidisciplinary nature of environmental studies: <i>Definition; Scope and Importance; Need for public awareness; Importance of environment with respect to Hospitality Industry.</i>	04	20
Module-II: Natural Resources: <i>Renewable & Non-renewable resources: Natural Resources and associated; Forest Resources: Use and over exploitation; deforestation and case studies; problems; Timber Extraction; Mining; Dams; and their effects on forest and tribal people; Water resources: use and over utilization of surface and ground water; floods; drought; conflicts over water; dams-benefits and problems; Minerals resources: use and exploitation; environmental effects of extracting and using mineral resources; case studies; Food resources: World food problems; changes caused by agriculture; overgrazing effects of modern agriculture; fertilizer-pesticide problems; water logging; salinity case studies. Energy resources: growing energy needs; renewable & non-renewable energy; sources; use of alternate energy sources; case studies; land resources: land as a resources; land degradation; man induced landslides; soil erosion and desertification; Disaster management: floods; earthquake; cyclone and landslides.</i>	10	40
Module – III :	10	40

Environmental Pollution:

a) *Air Pollution: Concepts – Global warming; Greenhouse gases; Carbon footprint; Acid rain; Sustainability; Food-mile; LEED; TERI; ISO (14:004;14010; 14011;14012); IGBC 1.4. Disaster Natural and Manmade; Indoors air quality ; Potential sources of air pollution ; Improving indoor air quality ;External air emissions; its sources and Effects*

b) *Water and the environment: Sources of Water for hotels (Supply by govt. bodies; Rainwater harvesting; Bore-well; Grey water; Sewage Treatment Plant); Sources of water pollution by hotels (Sources: Laundry; Kitchen; Cleaning agents; Polishing machines; Sewage); Water quality (Filtration ; Boiling; Chlorination; Reverse Osmosis; Ultra-violet; Ozonation);Control of water consumption (Kitchen; Housekeeping; Guest room; Rest room); Benefits of water conservation; Improving water quality;*

c) *Soil Pollution; Marine Pollution; Noise Pollution Solid Waste Management and Hazardous Waste: The need for materials and waste management; Waste management hierarchy; Types of wastes (dry/wet; organic / inorganic; biodegradable / non biodegradable); Sources of solid waste found in hotels (e- waste & paper waste; organic-waste; glass; plastic; metals); 3 R's principle (Reduce; Reuse; Recycle); Product purchasing & Purchasing Principles*

Course learning outcome:

At the end of course the student should be able to :-

- CO 1: Assess the scope & importance of Environmental Studies.
- CO 2: Explain the Multi - disciplinary nature of Environmental studies.
- CO 3: Describe the Non renewable natural Resources.
- CO 4: Discuss Renewable natural resources.
- CO 5: Explain Disaster management.
- CO 6: Classify & solve the environmental pollution.

Pedagogy for Course Delivery:

1. With white board & marker,
2. PPT presentation.

List of Professional Skill Development Activities (PSDA):**Continuous assessment :**

1. Quiz,
2. Presentation,
3. Class test.

Text & Reference books:

Text Book For Environmental Studies – Erach Bharucha For UGC. (third edition).

(Detailed information with Author name(s), Publisher, year of publication, edition no.)

Additional reading:

1. *Perspectives In Environmental Studies – Anubha Koushik , C P Koushik. (7th Edition)*
2. *Ecology Environmental Science & Conversation – J S Singh ,S P Singh, S R Gupta .*

Please also provide the following data after every semester table for each programme:

A. Name of non-credit courses that is being offered, if any; social/extracurricular activities, if any (with weekly time). B. Internship [(mandatory/ optional, on campus/out campus, duration (weeks)], at which semester evaluation would be done.

Semester-II

Course title: Food Production II

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC	1221121	02	02	00	00				02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	02

Component:

A. THEORY

Learning objectives:

Students will be able to gain knowledge of:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning & standard recipes
3. The basic culinary skills
4. Basic preparation of soup and Sauce

Prerequisite: Knowledge of Food Production Sem 1

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I: GARNISHES AND ACCOMPANIMENTS Definition, Garnishes used in sandwiches; garnishes used in hors d' oeuvres; importance of culinary garnishes; definition of accompaniments; Accompaniment of appetizers; Accompaniment of soups; Accompaniment of fish; Accompaniment of meat	03	15%
Module-II: GRAVIES AND SAUCES Definition, Difference between sauce and gravies; different types of gravies; Derivatives of mother sauce; Contemporary and Proprietary sauces.	03	15%
Module-III: CONDIMENTS AND SPICES Introduction to Indian food; Spices used in Indian cookery; Role of spices in Indian cookery MASALAS: Blending of spices; Different masalas used in Indian cookery; Wet masalas; dry masalas; Composition of different masalas; Composition of different masalas; Varieties of masalas available in regional areas; Special masala blends	04	10%

Module-IV: RICE, CEREALS AND PULSES: Introduction; Classification and identification; Cooking of rice, cereals and pulses; Varieties of rice and other cereals	02	10%
Module V: WHEAT Structure, types, processing; Types of flour; Processing of flour; Uses of flour in Food production; cooking of flour (starch)	02	10%
Module VI: MILK: Introduction; Processing of milk; Pasteurisation- Homogenisation; Types of milk- skimmed and condensed; nutritive value CREAM: Introduction; Processing of cream; types of cream CHEESE: Introduction; Processing of cheese; types of cheese; classification of cheese; curing of cheese; uses of cheese BUTTER: Introduction; processing of butter; types of butter	06	10%
Module VII: MEAT COOKERY Cuts of beef/veal; cuts of lamb/mutton; cuts of pork; variety meats (offals); poultry	03	10%
Module VIII: FISH COOKERY Classification of fish with examples; cuts of fish with menu examples; selection of fish and shellfish; cooking of fish (effects of heat)	03	10%
Module IX: KITCHEN ORGANIZATION AND LAYOUT Layout of the kitchen in various organisations; layout of receiving areas; layout of service and wash up	01	10%

Course learning outcome:

At the end of course the student should be able to-

- CO1. Outline Various commodities.
- CO2. Plan Menu and standard recipe.
- CO3. Culinary skills.
- CO4. Various preparations of soups and sauces

Pedagogy for Course Delivery:

- 1) With white board and marker
- 2) PPT presentation

***List of Professional Skill Development Activities (PSDA):
Continuous assessment :***

- 1) Quiz
- 2) Presentation
- 3) Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
18	64	4

List of practical

Practical classes to incorporate simple menus both Indian and Continental comprising of following dishes.

Practical 1: Soups, Cream – vegetable, spinach, tomato, green peas; Consommé with garnishes like royale, carmen, madrilène, Clermont, Celestine; National soups – Oxtail, Mulligatawny, Minestrone, vichyssoise

Practical 2: Fish – fish Orly, a’langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, Mornay, Portuguese.

Practical 3: Entrée – lamb stew, hot pot, hamburgers, shepherd’s pie, scotch egg, grilled steaks & lamb/pork chops, casseroles, roast chicken/leg of lamb, beef

Practical 4: Potato – all basic preparation such as boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Practical 5: Vegetables, Boiled vegetables: cabbage, cauliflower, beans, Glazed vegetables: carrot, radish, turnip, Fried vegetables: aubergines, Stewed vegetables: courgette provencale, baked beans, ratatouille, Braised vegetables: onion, leeks, cabbage

Practical 6: Salads – basic simple salads & dressings, Cole slaw, salade niçoise, Russian Salad, beetroot salad, Potato salad, fruit salad, Carrot & celery, waldorf salad

Practical 7: Cold sweet – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé.

Practical 8: Hot sweet – bread & butter pudding, caramel custard, Albert pudding, Christmas pudding, Indian sweets – simple ones such as chicoti, gajjar halwa, kheer, Indian rice – dishes such as jeera pulao, vegetable pulao, lemon rice, aloo gobi ki thehari, khichdi., Indian breads – chappatis, pooris, parathas, missi roti, Indian meat/chicken dishes – korma, bafat, safed mas, shahjehani, jhalfratie, hussainey curry, rogini, Tandoori chicken., Vegetable preparation: salads, raitas, foogath, thoran, bhajees, bhujjia, cucumbers, dahi wadas, preparation of paneer.

Practical-9: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-10: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-11: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-12: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-13: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-14: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-15: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-16: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-17: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Practical-18: Continental menu: practical consisting of appetizer/soup, main course with starch and vegetables and dessert

Continuous assessment: 1) Assessment

2) Presentation

Text & Reference books:

- 3) FOOD PRODUCTION OPERATIONS (ENGLISH) 3RD EDITION, PARVINDER BALI, OXFORD UNIVERSITY PRESS,
- 4) INTERNATIONAL CUISINE & FOOD PRODUCTION MANAGEMENT, PARVINDER SINGH BALI, OXFORD UNIVERSITY PRESS
- 5) THEORY OF COOKERY ARORA KRISHNA FRANK BROTHERS & CO
- 6) Escoffier, A. (1979). The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire. London: Heinemann.
- 7) Larousse, L. (2001). Larousse Gastronomique: The World's Greatest Cookery Encyclopedia.
- 8) Le Rol A. Polsom, The Professional Chef (4th edition)
- 9) Jane Grigson, Jane Grigson 's book of European cookery
- 10) Philip E. Thangam, Modern Cookery (Vol-I) For Teaching & Trade

Additional reading:

- 1) www.ciachef.edu
- 2) www.escoffier.com

Semester-II.

Course title: FOOD & BEVERAGE SERVICE II.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	02	00	00	00	00	00	02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

A. THEORY

Learning objectives:

1. To learn about tobaccos.
2. To learn about various Non alcoholic beverages.
3. To learn to operate various F & B Outlets.
4. To learn about functional catering.
5. To learn about Kitchen Stewarding.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : TOBACCO. A. History B. Processing of Cigarettes, pipe tobacco, & Cigars. C. Cigarettes –Types & Brand names. D. Pipe tobacco – Types & Brand names. E. Cigars – shapes,sizes,colours & Brand names. F. Care & Storage of cigarettes & cigar.	04	20
Module-II: NON ALCOHOLIC BEVERAGES. Classification (nourishing , stimulating , refreshing beverages) A. Tea – Origin & Manufacture – Types & Brands B. Coffee – Origin & Manufacture – Types & Brands C. Juices & Soft drinks. D. Cocoa & Malted beverages – Origin & Manufacture.	04	25
Module-III :	05	25

<p>PLANNING & OPERATING VARIOUS F&B OUTLETS.</p> <ul style="list-style-type: none"> A. Physical layout of functional & ancillary areas. B. Objective of a good layout. C. Steps in planning. D. Factors to be considered while planning. E. Calculating space requirement. F. Various set ups of seating. G. Planning staff requirement. H. Menu planning. I. Constraints of menu planning J. Selecting & planning of heavy duty & light equipment. K. Requirement of quantities of equipment required like Crockery , Glassware, Cutlery- steel or silver etc. L. Suppliers & Manufacturers. M. Approximate cost. N. Planning Décor , furnishing fixtures etc. 		
<p>MODULE IV:</p> <p>FUNCTIONAL CATERING.</p> <p>BANQUETS:</p> <ul style="list-style-type: none"> A. History. B. Types. C. Organisation of banquet department. D. Duties & responsibilities. E. Sales. F. Booking procedure. G. Banquet menus. <p>BANQUET PROTOCOL :</p> <p>Space area requirement Table plans / arrangements Mis - en -place Service.</p>	6	20
<p>MODULE V :</p> <p>KITCHEN STEWARDING :</p> <ul style="list-style-type: none"> A. Importance. B. Opportunities in Kitchen stewarding. C. Record maintaining. D. Machine used for cleaning & polishing. E. Inventory. 	5	10

Course learning outcome:

At the end of course the student should know about:-

CO1. Various tobaccos & their services.

- CO2. Various Non alcoholic beverages & their service procedure.
 CO3. The planning & operating various F & B outlets.
 CO4. The role of Kitchen stewarding in hotel industry.

Pedagogy for Course Delivery:

- 3) *With white board & marker,*
 4) *PPT presentation.*

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 5) Quiz,
 6) Presentation,
 7) Class test.

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

1. To learn about service of tobaccos.
2. To learn about service of various Non alcoholic beverages.
3. To learn to operate various F & B Outlets.
4. To learn various banquet set ups.
5. To learn about Kitchen Stewarding operation.

Total no. of practical	Total contact hour	Contact hour/week
09	24	2

List of practical

Practical-1: Demonstration on Cigar.

Practical-2: Tea – Preparation & Service.

Practical-3: Coffee – Preparation & Service.

Practical 4: Juices & Soft drinks- Preparation & Services.

- Mocktails ,
- Juices,
- Soft drinks,
- Mineral water,
- Tonic water.

Practical 5: Cocoa & Malted beverages – Preparation & Services.

Practical 6: Social Skills:

- Handling Guest Complaints,
- Telephone manner,
- Dining & Service etiquettes.

Practical 7: Planning & operating Food & Beverage Outlets:

- Classroom exercise: Developing Hypothetical Business Model of Food & Beverage outlets.
- Case study of food & Beverage outlets – Hotel & Restaurant.

Practical 8: Functional catering - Banquets & Buffet.

- Planning & organizing formal & informal banquets & Outdoor caterings.

- Planning & organizing various types of buffet.

Practical 9: Kitchen stewarding :

- Using & operating machines.
- Exercise – physical inventory.

Continuous assessment :

- 3) Assessment
- 4) problem solving etc.

Text & Reference books:

Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford University Press
Essential Reading / Recommended Reading

Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education

Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.

Course title: FRONT OFFICE OPERATIONS II

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
MC		2	2					26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
28	2

Component:**A. THEORY**

Learning objectives:

1. Registration, its types, importance and other aspects.
2. Check in procedure for various categories of guest.
3. Meaning and Procedure of Night Auditing.
4. Room Tariff Fixation.

Prerequisite: Knowledge of Sem I

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : TARIFF STRUCTURE Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents	03	10%
Module-II : FRONT OFFICE AND GUEST HANDLING Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure	03	10%
Module-III : RESERVATIONS Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbookin	06	25%
Module- IV : ROOM SELLING TECHNIQUES A. Up selling	02	5%

B. Discounts		
Module V : ARRIVALS Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
Module VI: DURING THE STAY ACTIVITIES Information services B. Message and Mail Handling C. Key Handling D. Room selling technique Hospitality desk F. Complaints handling G. Guest handling H. Guest history	05	20%
Module VII: FRONT OFFICE CO-ORDINATION With other departments of hotel	02	10%

Course learning outcome:

CO- 1- To explain the Check in procedure and guest handling operations

CO 2- To explain the different types of room tariff.

CO-3-Understand and handle FIT and GIT guest arrival.

CO 4- Understand the procedure of reports prepared

Pedagogy for Course Delivery: Lecture, Presentation, Role Play, Demonstration.

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: Create and update guest profiles, Make FIT reservation, Send confirmation letters
Printing registration cards ,Make an Add-on reservation, Amend a reservation
Cancel a reservation-with deposit and without deposit.

Practical-2: Pre-register a guest, Check in a reserved guest, Check in day use
Check –in a walk-in guest, Maintain guest history, Issue a new key.

Practical- 3: ssue a duplicate key, Extend a key, Programme keys continuously, Re-programme keys, Programme one key for two rooms.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Principal Of Hotel Front Office Operation by Sue Baker

2. Managing Front Office Operation by Michael L Kasvana- AH And MA

3. Front Office Manual by Sudhir Andrews

4. Professional Hotel Management Concept, Principals by Dr. Jagmohan Negi.

Semester-II

Course title: Accommodation Operations-II

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2						26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. Room Layout and Guest Supplies
2. Area Cleaning- Guest room and Public Area
3. Routine systems and records of Housekeeping department
4. Pest Control and Key Control

Prerequisite: Knowledge of Sem 1

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	04	10
Module-II: AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas	06	30
Module-III : ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35
Module-IV: TYPES OF BEDS AND MATTRESSES	02	5
Module-V: PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	02	10
Module-VI: KEYS A. Types of keys B. Computerised key cards C. Key control	02	10

Course learning outcome: By end of this semester students able to know about:

- CO1. The cleaning and inspection of guest room and public area
- CO2. The routine systems and records of Housekeeping department
- CO3 The concept of pest control in the hotel
- CO4. The different types of keys and key control procedure

Pedagogy for Course Delivery : *Lecture, Presentation, Role Play, Demonstration*

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Assessment/Presentation/Quiz/problem solving etc.

B. PRACTICAL(total contact hours, hr/week), if applicable

Learning objectives: Servicing guest room • Bed Making Supplies • Records • Guestroom Inspection

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: Servicing guest room (checkout/ occupied and vacant) *ROOM*

Practical-2: Bed making supplies (day bed/ night bed)

Practical-3: Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book

Practical-4: Guest room inspection

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

Essential Reading / Recommended Reading

1. Tucker Schneider, The Professional Housekeeper, VNR
2. Martin Jones, Professional Management of Housekeeping Operations, Wiley
3. Rosemary Hurst, House Keeping Management for Hotels, Heinemann
4. Margaret Kappa & Aleta Nitschke, Managing House Keeping Operation,
- R1. Sudhir Andrews, Housekeeping Training Manual
- R 2. Brenscon & Lanox, Hotel, Hostel & Hospital Housekeeping

Course title: Environmental Science- II.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
VAC		02	02	00	00				24

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	02

Component:**A. THEORY**

Learning objectives:

1. To learn about Biodiversity .
2. To learn the Social issues on environment and Sustainable Development.
3. To learn about Human population and environment.
4. To learn the guidelines and best eco-practices implemented by the hotels.

Prerequisite:

Qualification :10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : Biodiversity & its conservation: <i>Introduction - definition; genetic; species; and ecosystem diversity; Biogeographical classification of India; Value of biodiversity: consumptive use; productive use; social; ethical aesthetic and option values; Biodiversity at global; National and local levels; India as a mega-diversity nation; Hotspots of Biodiversity; Threats to bio-diversity: Habitat loss; Poaching of wildlife; man wildlife conflicts; Endangered and endemic species of India; Conservation of biodiversity: In situ & Ex-situ conservation of biodiversity.</i>	08	30
Module – II : Social issues on environment and Sustainable Development: <i>a) Ecotel – Definition; Scope and Importance; Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry Case studies India; abroad; Building of the future ; Building materials – cement; bricks; wall panels; Paints; Smart buildings; Current technology; Wasteland reclamation; Environment Protection act; Air (Prevention and Control of Pollution) Act; Water (Prevention and Control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act; Issues involved in enforcement of environmental legislation; Public awareness .</i>	08	30

Module III : Human population and environment: <i>Environmental impact assessment; Environment Commitment Population growth; variation among nations.</i>	04	20
Module IV : Guidelines and best eco-practices implemented by following departments of hotels : <i>Housekeeping (Linen; Laundry; Guest rooms; Horticulture); Restaurants and Banquets; Maintenance; Swimming Pool and Health Club ; Front Office; Kitchen.</i>	04	20

Course learning outcome:

At the end of course the student will be able to :-

CO 1: Explain the biodiversity .

CO 2: Discuss the In situ & Ex - situ conservation.

CO 3: Solve the social issues in the environment .

CO 4: Describe sustainable development.

CO 5: Explain human population and environment.

CO 6: Enlist the guidelines and best eco-practices implemented by the hotels.

Pedagogy for Course Delivery:

1. With white board & marker,
2. PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

1. Quiz,
2. Presentation,
3. Class test.

Text & Reference books:

Text Book For Environmental Studies – Erach Bharucha For UGC. (third edition).

(Detailed information with Author name(s), Publisher, year of publication, edition no.)

Additional reading:

1. *Perspectives In Environmental Studies – Anubha Koushik , C P Koushik. (7th Edition)*
2. *Ecology Environmental Science & Conversation – J S Singh ,S P Singh, S R Gupta .*

Semester-III

Course title: Food Production III

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		02	02	00	02	00	00	00	26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	02

Component:

A. THEORY

Learning objectives:

1. The course is designed for all students of 3rd Semester which will surface around Indian spices, masalas, cooking methods, cooking techniques and menus. It will give a practical experience for students to analyze and taste the flavors of certain Indian Regional cuisine with an emphasis to house flavors. It will provide students hands on compilation of menus to experiment on. This course introduces students to current culinary trends which include a variety of preparation methods. Topics include current and developing trends such as adaptation of native/regional ingredients and preparation methods into conventional cuisines. Upon completion, students should be able to demonstrate knowledge of a variety of contemporary cuisines. It also gives an insight of the various cooking methods of regional India. It distinguishes between flavours and textures.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
<p>QUANTITY FOOD PRODUCTION EQUIPMENT A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p>	2	15%
<p>INDENTING AND COSTING Principles of Indenting for volume feeding Portion sizes of various items for different types of volume feeding Modifying recipes for indenting for large scale catering Practical difficulties while indenting for volume feeding</p>	2	15%
<p>VOLUME FEEDING A. Institutional and Industrial Catering Types of Institutional • & Industrial Catering Problems associated with this type of catering • Scope for development and growth • B. Hospital Catering Highlights of Hospital Catering for patients, staff, visitors • Diet menus and nutritional requirements • 07 5% 5% C. Off Premises Catering Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering • D. Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea • Catering) Branches of Mobile Catering • QUANTITY FOOD PURCHASE AND STORAGE Purchasing system Purchase specifications Purchasing techniques Storage</p>	4	15%

REGIONAL INDIAN CUISINE A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Assam, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal	12	35%
History of tandoor, Indian breads, indian sweets	3	10%
MENU PLANNING -Definition, types of menu, factors affecting in menu planning,	3	10%

Course learning outcome:

At the end of course the student should know about:-

CO1. · Learn from this course will be on fine tuning the cooking methods applied in the basic category.

CO2 Understand flavours, textures and Course about the practical use of certain ingredients will be the main focus of this course.

CO3 Help in understanding the pre preparation and experimenting of Indian Cuisine with various spices.

CO64 Design and visit to a large scale food production kitchen.

Pedagogy for Course Delivery:

- 1) With white board & marker,
- 2) PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 1) Quiz,
- 2) Presentation,
- 3) Class test.

B. PRACTICAL

Learning Objectives:

The course is designed for all students of III Semester which will surface around Indian spices, masalas, cooking methods, cooking techniques and menus. It will give a practical experience for

students to analyze and taste the flavors of certain Indian Regional cuisine with an emphasis to house flavors. It will provide students hands on compilation of menus to experiment on. This course introduces students to current culinary trends which include a variety of preparation methods. Topics include current and developing trends such as adaptation of native/regional ingredients and preparation methods into conventional cuisines. Upon completion, students should be able to demonstrate knowledge of a variety of contemporary cuisines. It also gives an insight of the various cooking methods of regional India. It distinguishes between flavours and textures.

1. Preparation of gravies and commonly used Indian masala
2. Regional cookery with accompaniments like chutney, Indian bread, rice and dessert preparations
3. Tandoori cooking with accompaniments
4. Planning elaborate Indian menus up to 100 portion according to quantity food production
5. Planning Indian fast food menus according to different region (East, West, North, South)

Total no. of practical	Total contact hour	Contact hour/week
16	48	4

List of practical

- Practical-1: Basic Indian gravy with simple menu
- Practical-2: Basic Indian gravy with simple menu
- Practical-3: Basic Indian gravy with simple menu
- Practical-4: Basic Indian gravy with simple menu
- Practical-5: Basic Indian gravy with simple menu
- Practical-6: Regional Cuisine Of Punjab
- Practical-7: Regional Cuisine Of Goa
- Practical-8: Regional Cuisine Of Maharashtra
- Practical-9: Regional Cuisine Of Bengal
- Practical-10: Regional Cuisine Of South India
- Practical-11: Regional Cuisine Of Kerala
- Practical-12: Regional Cuisine Of Rajasthan
- Practical-13: Regional Cuisine Of Kashmir
- Practical-14: Regional Cuisine Of Hyderabad
- Practical-15: Tandoori Preparation I
- Practical-16: Tandoori Preparation II

Continuous assessment :

- 1) Assessment
- 2) problem solving
- 3) Quiz

Text & Reference books:

1. A Taste Of India, Madhur Jaffery, Pavillion
2. Dastarkhwan-E- Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
3. Prashad, Cooking With Masters, J.Inder Singh Kalra, Allied
4. Zaika, Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine, Premjit Gills
6. Prasad kalra and dasgupta

Course title: Food & Beverage Service III.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		02	02	00	00	00	00	00	26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	2

Component:

A. THEORY

Learning objectives:

1. To learn about managing F & B outlets.
2. To learn about Alcoholic beverage & its production.
3. To learn about various Spirits.
4. To learn about dispense bars.
5. To learn about Beer.

Prerequisite:

Qualification : 10+02

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
MODULE I : MANAGING FOOD & BEVERAGE OUTLETS : <ul style="list-style-type: none"> ● Supervisory skills ● Developing efficiency ● Standard Operating Procedure 	5	15
MODULE II : ALCOHOLIC BEVERAGES : <ul style="list-style-type: none"> ● Introduction & Definition ● Production of alcohol ● Fermentation process ● Distillation process ● Classification with examples. 	6	18
MODULE III :	12	32

<p>SPIRITS :</p> <p>A. Introduction & Definition</p> <p>B. Production of spirit</p> <ul style="list-style-type: none"> ● Pot still method ● Patent still method <p>C. Production & Brand names for the following :</p> <ul style="list-style-type: none"> ● Whiskey ● Rum ● Gin ● Brandy ● Vodka ● Tequila ● Liqueurs <p>D. APERITIFS :</p> <ul style="list-style-type: none"> ● Introduction & Definition ● Types & Brand names 		
<p>MODULE IV :</p> <p>DISPENSE BAR :</p> <ul style="list-style-type: none"> ● Introduction & Definition ● Bar layout – physical layout of bar ● Bar stock –alcohol & non alcoholic beverages ● Bar equipments. 	4	15
<p>MODULE V :</p> <p>BEER :</p> <ul style="list-style-type: none"> ● Introduction & Definition ● Types & Brand names ● Production of Beer ● Storage 	5	20

Course learning outcome:

At the end of course the student should be able to:-

- CO1. Describe Alcoholic beverage & its production.
- CO2. Discuss various Spirits.
- CO3. Plan the Dispense bar.
- CO4. Explain Beer & its production.

Pedagogy for Course Delivery:

1. With white board & marker,
2. PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

1. Quiz,
2. Presentation,
3. Class test.

B. PRACTICAL

Learning objectives:

1. To learn the supervisory skill to manage various outlets.
2. To learn about dispense bars.
3. To learn about the service of Spirits.
4. To learn about Liqueur service of Liqueur.
5. To learn about beer service .
6. To learn about bar set up.

Total no. of practical	Total contact hour	Contact hour/week
6	48	4

List of practical

Practical-1: Supervisory skill :

- Conducting Briefing & Debriefing
- Restaurant , Bar , Banquets , Special events
- Drafting SOPs for various F & B Outlet
- Supervising F & B operations
- Preparing Restaurant Log

Practical-2: Dispense bar :

- Organizing Mise – en – place
- Wine service equipment, Beer service equipment, Cocktail Bar equipment, Liqueur / wine trolley
- Bar stock –alcoholic & non alcoholic beverages
- Bar accompaniments & garnishes
- Bar accessories & disposables.

Practical 3: Service of Spirits :

- Service styles – neat /on the rocks/with appropriate mixers
- Service of Whisky , Rum , Gin, Vodka, Tequila, Brandy ,Aperitifs.

Practical 4 : Service of Liqueurs :

- Service styles – neat /on the rocks/with cream /en frappe
- Service from the Bar & Liqueur trolley

Practical 5 : **Service of Beer .**

Practical 6 : **Bar set up procedure.**

Continuous assessment :

- 1) Assessment
- 2) problem solving etc.

Text & Reference books:

Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford University Press
Essential Reading / Recommended Reading

Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder
Education

Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata
McGraw-Hill.

Additional reading:

Please also provide the following data after every semester table for each programme:

A. Name of non-credit courses that is being offered, if any; social/extracurricular activities, if any (with weekly time). B. Internship [(mandatory/ optional, on campus/out campus, duration (weeks)], at which semester evaluation would be done

Course title: Front Office Operations III

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC	1050042110	2	2		0	0	0	0	26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
28	2

Component:

A. THEORY

Learning objectives: The student will get knowledge about

- the procedure followed for check out
- the importance of safety and security of guests in hotels
- the procedure for Night Auditing followed in Front Office
- the importance of computer application in Front Office department

Prerequisite:

Qualification Knowledge of Sem II

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated 	3	10%
Module-II: CHECK OUT PROCEDURES <ul style="list-style-type: none"> ➤ Guest accounts settlement <ul style="list-style-type: none"> • Cash and credit • Indian currency and foreign currency • Transfer of guest accounts ➤ Express check out Franchise/Affiliated ➤ Supplementary accommodation Time shares and condominium	6	20%
Module-III : CONTROL OF CASH AND CREDIT	3	10%
Module-IV FRONT OFFICE & GUEST SAFETY AND SECURITY <ul style="list-style-type: none"> ➤ Importance of security systems ➤ Safe deposit ➤ Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	5	20%
Module- V NIGHT AUDITING Functions	6	20%

Audit procedures (Non automated, semi automated and fully automated)		
Module-VI COMPUTER APPLICATION IN FRONT OFFICE OPERATION ➤ Role of information technology in the hospitality industry ➤ Factors for need of a PMS in the hotel ➤ Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	5	20%

Course learning outcome:

At the end of course the student should know about:-

- CO1. The procedure followed for check out of the guest in Front Office
- CO2. The importance of guest's safety and security inside the hotel
- CO3. The process of Night Auditing in Front Office
- CO4. Able to understand the importance of computer application in Front Office department

Pedagogy for Course Delivery:

- 4) White board & marker,
- 5) PPT presentation.
- 6) Videos

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

- 4) Quiz,
- 5) Presentation,
- 6) Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

- Preparing a guest Folio
- Handle different situations like complaints , critical situations
- Working on Property Management system
- Front office accounting procedure

Total no. of practical	Total contact hour	Contact hour/week
9	24	2

List of practical

Practical-1 Role Play

- Reservation • Arrivals • Luggage handling • Message and mail handling • Paging

Groups

Practical-2 Situation Handling

Practical-3 Front office accounting procedures

Practical-4 Hands on practice of computer applications related to Front Office procedures

Practical-5 Hands on training in Property Management system

Practical-6 Role play on guest complaint handling, critical and dangerous situation handling

Practical-7 Preparation of guest folio

Practical-8 Calculating of occupancy percentages

Continuous assessment :

Quiz/assessment/presentation/problem solving /role play

Text & Reference books:

4. Hotel Front Office Operations and Management, Jatashankar R. Tewari, Oxford University Press, 2016, Second Edition
5. Principles of Hotel Front Office Operation by Sue Baker, Jeremy Huyton, 2001, Second Edition
6. Managing Front Office Operation by Michael L. Kasvana-AH and MA, 2017, Tenth Edition

Course title: Accommodation Operations-III

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2						26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. Linen Room Operations
2. Uniform Room Operations and Type of Uniform
3. Routine systems and records of Housekeeping department
4. Flower Arrangement

Prerequisite: Knowledge of Sem II

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire	10	35
Module-II: UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room	03	10
Module-III : LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	10	40
Module-IV: FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements	03	15

E. Principles of design as applied to flower arrangement		
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Course learning outcome: By end of this semester students able to know about:

- CO1. The laundry operations
- CO2. The sewing and linen room operations.
- CO3. Select and design the different type of required uniform.
- CO4. The different types of keys and key control procedure

Pedagogy for Course Delivery : *Lecture, Presentation, Role Play, Demonstration*

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Assessment/Presentation/Quiz/problem solving etc.

B. PRACTICAL(total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
5	24	2

List of practical

Practical-1: Layout of Linen and Uniform Room/Laundry

Practical-2: Laundry Machinery and Equipment

Practical-3: Stain Removal

Practical-4: Flower Arrangement

Practical-5: Selection and Designing of Uniforms

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

Essential Reading / Recommended Reading

1. Tucker Schneider, The Professional Housekeeper, VNR
2. Martin Jones, Professional Management of Housekeeping Operations, Wiley
3. Rosemary Hurst, House Keeping Management for Hotels, Heinemann
4. Margaret Kappa & Aleta Nitschke, Managing House Keeping Operation,
5. Sudhir Andrews, Housekeeping Training Manual
6. Brenson & Lanox, Hotel, Hostel & Hospital Housekeeping

Semester-IV

WEEKS MANDATORY INDUSTRIAL EXPOSURE TRAINING

Credit: 16

Students to complete compulsory 16 weeks of Industrial Training at any hotel assigned by the institution; Extensive training has to be completed in the four major departments of a hotel. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

TRAINING LOG BOOK

Training log book to be filled in by students during training and duly signed by respective HOD's of the various departments they have worked in; Training log book to cover points like special jobs done, accolades collected etc.

TRAINING PROJECT REPORT

Students to submit a detailed report on 16 weeks training completed by them mentioning all details about the training process, the hotel, the various processes followed etc.

MENTORED SEMINARI

Credit: 2

Students to present a power point presentation in front of a panel of experts on their learning's and observations during the training process.

COMPULSORY COMPONENTS:

- Background of the hotel group
- Back ground of the hotel property, star classification, number of rooms, various outlets, special facilities provided and specialties, if any.
- Hierarchy , specialty and structure of the core department- 1,2,3,4
- General observations
- Special observations
- Samples of forms, formats and promotional materials used in the hotel
- Accolades received, if any.
- References

Semester-V.**Course title: Advance Food Production Operations I**

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		02	02	00	00	00	00	00	02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	02

Component:**A. THEORY***Learning objectives:*

This course is offered by School of Hotel Management as a department core for the BS.c Hospitality & Tourism Administration programme, providing through this course a framework of understanding in global cuisine and bakery. This course offers extensive knowledge and understanding of global cuisine and its component cooking techniques, readily identifiable products as well as an understanding of influences shaping the various cuisines. Students are expected to have background knowledge as gleaned from previous semesters for better understanding of the content.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Popular International Cuisine: Features; Regional Classification; Ingredients; Methods Of Cooking; Courses Of The Menu; Mexican; Chinese; Thai; Italian; Spanish; Lebanese (Mediterranean); Menu Examples (Japanese Cuisine-Only Theory).	8	30%
Garde Manger: Definition; Functions; Importance Of Garde Manger And Butchery; Lay-Out; Staff Organization; Storage Points; SPS Of Meat Products; Yields Test Calculations And Portioning.	4	15%
PRODUCTION MANAGEMENT A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation	4	20%
BAKERY & CONFECTIONERY I. ICINGS & TOPPINGS A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes II. FROZEN DESSERTS A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and prese CHOCOLATE A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications	4	20%
Re-chauffeCookery : Definition, guideline for rechauffe dishes, and example.	1	5%
Use of Herbs and Wines in Cookery <ul style="list-style-type: none"> • Difference between cooking wine and table wines • Ideal use of wine in cooking • Herbs and spices- classification Ideal use of herbs and spices in cooking	3	10%

Course learning outcome:

After completion of the course learners will be able to-:

- CO1. Develop idea about classical French, Italian, and Japanese cuisine menus,
- CO2. Demonstrate understanding of cold cuts, charcutiere and think critically about their uses.
- CO3. Illustrate the types of flour, its production and international bread
- CO4. Explain the use of wine and herbs in cooking
- CO5 To master the students in particular area of culinary skill

Pedagogy for Course Delivery:

- 1) Lecturing
- 2) Collaborating
- 3) Self-study and Classroom discussion
- 4) Presentation on assigned topics by study group.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 1) Quiz,
- 2) Presentation,
- 3) Class test.

B. PRACTICAL

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
15	60	4

List of practical

- Practical-1: introduction to international cuisine
- Practical-2: Guided demonstration of French menu
- Practical-3 Guided demonstration of Italian menu.
- Practical-4: Guided demonstration of Mexican menu
- Practical-5: Guided demonstration of Spanish menu
- Practical-6: Guided demonstration of Lebanese menu
- Practical-7: Guided demonstration of Chinese menu
- Practical-8: Guided demonstration of Thai menu.
- Practical-9: Guided demonstration of cold cuts roulade, galantine, patte etc
- Practical-10: different method of preparing breads
- Practical-11: basic breads like knot and rolls.
- Practical-12: International breads
- Practical-13: display bread.
- Practical-14: Guided demonstration of preparing dessert
- Practical-15: preparing salads and salad dressing.

Continuous assessment :

- 1) Assessment
- 2) problem solving etc.

Text & Reference books:

Text book:

Victor Ceserani & Ronald Kinton, Practical Cookery , ELBS 2010

Victor Ceserani & Ronald Kinton, Theory of Catering , ELBS 2010

Ms Thangam Philip, Modern Cookery for Teaching & Trade Vol I , Orient Longman

REFERENCE BOOKS:

1. Le Rol A. Polsom, The Professional Chef (4th Edition)
2. Jane Grigson, The book of Ingredients
3. Michael Colleer & Colin Saussams, Success in Principles of Catering

Course title: Beverage & Wine Studies I.

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		02	02	00	00	00	00	00	02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:

A. THEORY

Learning objectives:

1. To learn about various Wines.
2. To learn about Food & Wine Harmony.
3. To learn about Cocktails & Mixed drinks.
4. To learn about Bar operation.

Prerequisite:

Qualification : 10+02

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
MODULE I : WINES: i. Definition a. Nature, Table /Still, Fortified Sparkling/Champagne (Regions, Process, Brands) & Aromatized b. Taste – Sweet /Dry c. Colour – White / Rose /Red d. Year – Vintage / Non vintage ii. Production of each category iii. Wine producing countries of the world iv. France / Germany/Italy/Portugal/ New world wines : Australia, New Zealand , South Africa, USA, India v. Wine terminology in English & French. vi. Storage of wine vii. Old World Wines vs New World Wines	12	40
MODULE II : FOOD & WINE HARMONY : <ul style="list-style-type: none"> • Introduction • Golden rules for Food & Wine pairing • Aromatic & Sweet wines • Light Bodied White Wine • Light to Medium Bodied White Wine • Full Bodied White Wine • Light Bodied Reds • Medium Bodied Reds • Full Bodied Reds • Dessert Pairings 	4	15

MODULE III : COCKTAILS & MIXED DRINKS: <ul style="list-style-type: none"> • Definition & History • Classification • Recipe, Preparation, & Service of Popular Cocktails 	7	25
MODULE IV : BAR OPERATIONS : <ul style="list-style-type: none"> • Types of Bar • Area of Bar • Front Bar • Back Bar • Under Bar (Speed Rack, garnish Container, Ice well) • Bar Stock, Bar control, Bar Staffing • Opening & Closing duties 	3	20

Course learning outcome:

After doing this course the student will able to:

- CO1. Explain various types of Wines.
- CO2. Examine Food & Wine Harmony.
- CO3. List varieties of Cocktails & Mixed drinks.
- CO4. Design Bar operations.

Pedagogy for Course Delivery:

With white board & marker,
PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

Quiz,
Presentation,
Class test.

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

5. To learn the service procedure of Wines
6. To learn about the preparation & service of Cocktails .
7. To learn pairing alcoholic beverages with food.
8. To learn about menu planning with accompanying wines.
9. To learn about table laying & service of menu with accompanying wines.
10. To learn to design & set the bar.

Total no. of practical	Total contact hour	Contact hour/week
07	64	04

List of practical

Practical-1: Service of different types of wines.

Practical-2: Preparation & Service of Cocktails.

Practical 3 : Pairing Alcoholic Beverages with Food

Practical 4: Menu planning with accompanying Wines

Practical 5: Continental Cuisine , Indian Regional Cuisine

Practical 6: Table laying & Service of menu with accompanying wines.

Practical 7 : Designing & setting the bar.

Continuous assessment :

5) Assessment

6) problem solving etc.

Text & Reference books:

Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford Univerity Press
Essential Reading / Recommended Reading

Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder
Education

Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata
McGraw-Hill.

Semester-V

Course title: FRONT OFFICE MANAGEMENT I

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2						24

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	2

Component:

A. THEORY

Learning objectives: This course aims to feminize students with the operational and managerial

prospect of the front office department in the hotel industry.

Introduction to property management system (PMS), front office accounting; planning and evaluating

operations, front office budgeting, visitors tabular ledger (VTL), sales record and control of sale of

room and food, settlement of bills, night audit, credit control, occupancy ratios and yield management.

Prerequisite: Knowledge of Sem IV

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : PLANNING & EVALUATING FRONT OFFICE OPERATIONS Forecasting Room Availability Useful Forecasting data Forecasting Formula Budgeting for Operations Forecasting Room Revenue Estimating Expenses Budget Plans Evaluating Front Office Operations Daily Operation Report Occupancy Ratios Occupancy Percentage Average Daily Rate Revenue per available room Average Rate per Guest	10	30%
Module-II: BUDGETING Types of budget & budget cycle Making front office budget Factors affecting budget planning Capital & operations budget for front office Refining budgets, budgetary control Forecasting room revenue G. Advantages & Disadvantages of budgeting	10	30%
Module-III : PROPERTY MANAGEMENT SYSTEM	04	10%

Fidelio / IDS / Shawman B. Amadeus		
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Course learning outcome:

By end of this semester the students will be able to:

CO1: Explore the tools and technique of management accounting for analysis to understand different business strategies .

CO2: Analyze the affairs of the business through ratios.

CO3: Prepare cash flow statements

CO4: Outline budgets both fixed and flexible

Pedagogy for Course Delivery: Lecture, Presentation, Role Play, Demonstration

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

B. PRACTICAL (total contact hours, hr/week), if applicable

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: HMS Training – Hot Function keys , How to put message , How to put a locator , How to check in a first time guest , How to check in an existing reservation , How to check in a day use , How to issue a new key ,How to print and prepare registration cards for arrivals
How to programme keys continuously , How to programme one key for two rooms , How to re-programme a key , How to make a reservation , How to create and update guest profiles , How to update guest folio , How to print guest folio.

Practical-2: How to feed remarks in guest history , How to add a sharer , How to make add on reservation , How to amend a reservation ,How to cancel a reservation ,How to make group reservation , How to make a room change on the system .

Practical -3: How to log on cashier code ,How to close a bank at the end of each shift , How to put a routing instruction ,How to process charges , How to process a guest check out, How to check out a folio , How to process deposit for arriving guest , How to process deposit for in house guest.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

1. **Managing Computers In Hospitality Industry by Michael casavana and Cahell**
2. **Front Office Operations by Colin Dix & Chris Baird**
3. **Hotel Front Office Management by James Bardi**
4. **Management Front Office Operations by Kasavana & Brooks**
5. **Front Office Training Manual by Sudhir Andrews**
6. **Managerial Accounting And Hospitality Accounting by Raymond S ScBHMIdgall**

Semester-V**Course title: Accommodation Management-I**

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2						26

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
26	2

Component:**A.THEORY**

Learning objectives: The students will get knowledge about:

1. Linen Room Operations
2. Uniform Room Operations and Type of Uniform
3. Routine systems and records of Housekeeping department
4. Flower Arrangement

Prerequisite: Knowledge of Sem III

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control	18	50
Module-II: HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS	03	15
Module-III : CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	03	20

Course learning outcome:**By end of this semester the students will be able to:**

- CO1. Plan and organise the housekeeping department
- CO2. Outline housekeeping in institute & facilities other than hotels
- CO3. Analyse the different type of contract services
- CO4. Deliver First Aid to injured person

Pedagogy for Course Delivery : *Lecture, Presentation, Role Play, Demonstration*

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Assessment/Presentation/Quiz/problem solving etc.

B. PRACTICAL(total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: Standard operating procedure

Practical-2: First aid

Practical-3: Special decoration (theme related to hospitality industry)

Practical-4: Layout of guest room

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

Essential Reading / Recommended Reading

1. Tucker Schneider, The Professional Housekeeper, VNR
 2. Martin Jones, Professional Management of Housekeeping Operations, Wiley
 3. Rosemary Hurst, House Keeping Management for Hotels, Heinemann
 4. Margaret Kappa & Aleta Nitschke, Managing House Keeping Operation,
- R1. Sudhir Andrews, Housekeeping Training Manual
- R 2. Brenson & Lanox, Hotel, Hostel & Hospital Housekeeping

Course title: ENTREPRENURESHIP DEVELOPMENT

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
SEC		03	03	-	-	-	-	-	03

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
36 hrs.	03

Component:**Objective**

This course aims to enable students to learn the process of starting and building successful hospitality enterprises/ businesses. Students will explore array of issues pertaining to hospitality entrepreneurship – attributes, attitudes and behaviour of an entrepreneur, idea generation to idea conceptualizations, and finally develop a plan.

Course Description

This course deals with the introduction, developing business ideas, growth of hospitality firm, feasibility analysis, writing business plan, industry and competitive analysis, legal and ethical dimensions and start- up new business venture and marketing issues.

A. THEORY*Learning objectives:*

- To communicate effectively both orally and in writing.
- To apply new ideas, methods and ways of thinking.
- To engage with a range of stakeholders to deliver creative and sustainable solutions to specific problems.
- To know and work effectively with colleagues with diverse skills, experiences and be able to critically reflect on own practice.

Prerequisite:

Course content/Syllabus: One should have the basic knowledge of Hospitality & Tourism Management

Module Nos.	No of lecture/Contact hour	Weightage (%)
<p>Unit 1: Introduction Concept, becoming an entrepreneur, key elements of entrepreneurship, characteristics of successful entrepreneurs, entrepreneurship in hospitality business, types of start-up firms, Importance of entrepreneurship- entrepreneurial firms, society and larger firms, The process of new hospitality venture creation, Entrepreneurship development in India.</p>	3	12
<p>Unit 2: Developing Business Ideas Identifying and recognizing opportunities- observing trends and solving problems, personal characteristics of the entrepreneur, techniques for generating ideas, encouraging and protecting new ideas; definition of creativity, innate or learned creativity, idea generation, approaches and Techniques, Research and Exercises, linking creativity, innovation and entrepreneurship, developing business ideas for hospitality business.</p>	3	12
<p>Unit: 3 Growth of Hospitality Firm Nature of business growth, planning for growth, reasons for growth and managing growth, knowing and managing the stages of growth, managing capacity, day-to-day challenges of growing a firm, introduction to organic and inorganic growth of hospitality firms, Grainer's growth model, growth challenges for entrepreneurs, formula for successful growth, barriers to growth.</p>	3	12
<p>Unit 4: Feasibility Analysis Concept, product/service feasibility, industry/target market feasibility analysis, organizational feasibility analysis and financial feasibility analysis for hospitality business.</p>	3	12
<p>Unit 5: Writing a Business Plan Financing Hospitality Firms Concept, reasons for writing for a business plan, Guidelines for writing a business plan, section of the plan, presentation of business plan; introduction to financial characteristics of hospitality entrepreneurial business, sources of start-up funding, Sources of Financial, Financial Management in Hospitality Entrepreneur Businesses.</p>	6	16
<p>Unit 6: Industry and Competitor Analysis Industry trends analysis, Five competitive forces model, the</p>	3	12

value of the five forces model, industry types and the opportunities, identifying competitors, sources of competitive intelligence, completing a competitive analysis grid.		
Unit 7: Legal and Ethical Dimensions of Entrepreneurship in Hospitality Firms Establishing a strong ethical culture, business licenses and business permits, sole proprietorship and partnership, Provisions of establishing entrepreneurs' business in India, legal and ethical issues facing entrepreneurs' business in India.	3	12
Unit 8: Start-up New Business Venture and Marketing Issues Recruiting and selecting key employees, lenders and investors, funding requirements, sources of personal financing, venture capital, commercial banks, sources of debt financing; selecting a market and establishing a position, key market issues for new ventures, the 4 Ps of marketing for new ventures.	3	12

Course learning outcome:

- CO1: Identify qualities of entrepreneurs.
- CO2: Write project proposal
- CO3: Discuss the various schemes supporting entrepreneurship.
- CO4: Analyse use of various entrepreneurship models.
- CO5: Dissect the process of creative and innovative thinking

Pedagogy for Course Delivery: Lecture/ PowerPoint presentation/ Industry visit and role play

List of Professional Skill Development Activities (PSDA): Hotel Industry Visit, Casual Trainings

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text and Reference Books

Reference Books

Hallak, R., *Tourism and Hospitality Entrepreneurship: Examining the actors that Influence the Performance of Small and Medium Enterprises*. Saarbrücken, Germany: LAP Lambert Academic Publishing.

Morrison, A., & Rimmington, M., *Entrepreneurship in the Hospitality, Tourism and Leisure Industries*. United Kingdom: Oxford, Butterworth-Heinemann.

Ross, D., & Lashley, C., *Entrepreneurship and Small Business Management in the Hospitality Industry*. Amsterdam: Butterworth-Heinemann.

Sheppardson, C., & Gibson, H. *Leadership and Entrepreneurship in the Hospitality Industry*.

United Kingdom: Oxford, Goodfellow.

Sheppardson, C., & Gibson, H. *Leadership and Entrepreneurship in the Hospitality Industry.*

Semester-VI

Course title: Specialization Food Production

Type	Code	Credit	Credit division					Total no of lecture	
			L	T	P	SW	FW		No. of PSDA
MC		02	02	00	00				02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	02

Component:

A. THEORY

Learning objectives:

1. Regional cookery with accompaniments like chutney, Indian bread, rice and dessert preparations
2. Preparation of gravies and commonly used Indian masala
3. To provide an in-depth knowledge of purchasing and kitchen management
4. To impart the in-depth fundamental knowledge and induce professional competence in the students about International cuisine & Bakery.
5. To encourage and develop students to become independent entrepreneurs.
6. The objective is to get students to attain expertise in their culinary skills

Prerequisite:

Knowledge of Food Production Semester 1, 2,3,4,5

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I: Revision of basics of cookery Revision of syllabus from 1st/2nd /3rd and 5th semester.	10	10%
Module-II: Specialization Store/ lay and use of materials at work in safe manner; Selection of proper tools, equipment and material for a particular task; Checking of quality of raw materials as per standards ;	02	10%
Module-III: North Indian Cuisine Prepare different types of Indian Breads (Roti, Parantha, Kulcha); Preparation of different North Indian dishes (Chhole, Punjabi Aloo, Paneer dishes etc); Preparation of different types of Dal; Preparation of different types of rice dishes; Preparation of different snacks like Potato Tikkee and Pakoras etc; Preparation of different types of north indian desserts (Halwa and Kheers); etc	02	10%
Module-IV: South Indian Cuisine	02	10%

Preparation of different South Indian breakfast items (Idly, Dosa etc); Preparation of different chutneys and accompaniments; Preparation of special Biryani's and Tahari's; Preparation of different fish and chicken items from Kerala, Karnataka etc.		
Module V: East Indian Cuisine : Special dishes from THE SEVEN SISTERS states; preparation of 5 course menu from Bengali Cuisine; Special Equipment's used; Special terms used in the cuisine.	02	10%
Module VI: Specialization in Continental Cuisine Revision on making of basic mother sauces & accompaniments; Preparation of 5 course continental menu. Special Equipment's used; Special terms used in the cuisine.	02	20%
Module VII: Basic bakery and confectionery Principles Of Baking; Uses Of Different Types Of Oven; Role Of Ingredients Used And Menu Examples; Ingredient Proportions; Various Mixes; Methods And Temperature Variations.	02	20%
Module VIII: Specialization in Bakery and Confectionary Revision of making basic sponges breads; Preparation of sugar art, gateaux's, breakfast rolls, confectionaries, pies and tarts.	02	10%

Course learning outcome:

By end of this semester the students will be able to:

CO1. . Describe flavours, textures and course about the practical use of certain ingredients will be the main focus of this course

CO2. Use pre preparation and experimenting of Indian Cuisine with various spices.

CO3. Develop idea about classical French, Italian, cuisine.

CO4. Illustrate the types of chocolate, its production and sugar craft

Pedagogy for Course Delivery:

- 1) With white board and marker
- 2) PPT presentation

List of Professional Skill Development Activities (PSDA):

Continuous assessment:

- 1) Quiz
- 2) Presentation
- 3) Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
12	48	4

List of practical

- Practical-1: Menu 1
- Practical-2: Menu 2
- Practical 3: Menu 3
- Practical 4: Menu 4
- Practical 5: Menu 5
- Practical 6: Menu 6
- Practical 7: Menu 7
- Practical 8: Menu 8
- Practical 9: Menu 9
- Practical 10: Menu 10
- Practical 11: Menu 11
- Practical 12: Menu 12

Continuous assessment:

Text & Reference books:

- 1) FOOD PRODUCTION OPERATIONS (ENGLISH) 3RD EDITION, PARVINDER BALI, OXFORD UNIVERSITY PRESS,
- 2) THEORY OF COOKERY ARORA KRISHNA FRANK BROTHERS & CO
- 3) INTERNATIONAL CUISINE & FOOD PRODUCTION MANAGEMENT, PARVINDER SINGH BALI, OXFORD UNIVERSITY PRESS
- 4) Escoffier, A. (1979). The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire. London: Heinemann.
- 5) Larousse, L. (2001). Larousse Gastronomique: The World's Greatest Cookery Encyclopedia.
- 6) Le Rol A. Polson, The Professional Chef (4th edition)
- 7) Jane Grigson, Jane Grigson 's book of European cookery
- 8) Philip E. Thangam, Modern Cookery (Vol-I) For Teaching & Trade
- 9) A Taste Of India, Madhur Jaffery, Pavillion
- 10) Dastarkhwan-E- Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- 11) Prashad, Cooking With Masters, J.Inder Singh Kalra, Allied
- 12) Zaika, Sonya Atal Sapru, Harper Collins
- 13) Punjabi Cuisine, Premjit Gills

Additional reading:

- 1) www.ciachef.edu
- 2) www.escoffier.com

Semester-VI.

Course title: Specialization Food & Beverage Service

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
MC		02	02					02

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	02

Component:

A. THEORY

Learning objectives:

1. To learn to manage various outlets.
2. To learn the Bar operations.
3. To learn to prepare & service various Mixed drinks.
4. To learn in depth of English service.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	Contact hours.	Weightage (%)
Module - I : MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skill 8. Developing efficiency C. Standard Operating Procedure	14	30

<p>Module - II :</p> <p>BAR OPERATIONS</p> <p>A. Types of Bar</p> <p>Cocktail</p> <p>Dispense</p> <p>B. Area of Bar</p> <p>C. Front Bar</p> <p>D. Back Bar</p> <p>E. Under Bar</p> <p>(Speed Rack, Garnish Container, Ice well etc.)</p> <p>F. Bar Stock</p> <p>G. Bar Control H. Bar Staffing</p> <p>H. Opening and closing duties</p>	14	30
<p>Module - III:</p> <p>COCKTAILS & MOCKTAILS</p> <p>A. Definition and History</p> <p>B. Classification</p> <p>C. Recipe</p> <p>Preparation and Service of Popular Cocktails & Mocktails.</p>	14	30
<p>Module - IV :</p>	06	10

In depth on: English service		
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Course learning outcome:

At the end of course the student should be able to-

CO 1. Manage F & B outlets.

CO 2. Manage the Bar operations.

CO 3. Prepare various Mixed drinks.

CO 4. Perform English service (in depth).

MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM

Pedagogy for Course Delivery:

1) With white board & marker,

2) PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

3) Quiz,

4) Presentation,

5) Class test.

B. PRACTICAL

Learning objectives:

1. To learn to manage F & B outlet.
2. To learn to identify various Bar tools.
3. To learn to operate Bar.
4. To learn to prepare various Mixed drinks.

Total no. of practical	Total contact hour	Contact hour/week
06	64	4

List of practical:

PR 1	Supervisory Skills: Conducting Briefing & Debriefing Restaurant, Bar, Banquets & Special events Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log
PR 2	Identification of Bar tools
PR 3	Bar Operation Designing & Setting the bar
PR 4	Preparation & Service of: Classic cocktails
PR 5	Preparation & Service of: Mocktails
PR 6	In depth on: Service of Non Alcoholic beverages

Continuous assessment :

- 1) Assessment
- 2) problem solving etc.

Text & Reference books:

1. Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford University Press
2. Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education
3. Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.

Additional reading:

4. Thomas, C., & Hansen, B. (2013). *Off-premise catering management* (3rd ed.). New Jersey: John Wiley & Sons.
5. McVety, P., Ware, B., & Ware, C. (2009). *Fundamentals of menu planning* (3rd ed.). New Jersey: John Wiley & Sons
6. Davis, B., & Lockwood, A. (1998). *Food and beverage management* (3rd ed.). Oxford [England: Butterworth-Heinemann.
7. Dias, P. (1996). *The steward*. New Delhi: Orient Longman Limited.
8. Kivela, J. (1994). *Menu planning for the hospitality industry*. Melbourne: Hospitality Press. Fuller, J. (1992). *Modern restaurant service: A manual for students and practitioners*. Cheltenham: Stanley Thrones.

Semester-VI

Course title: Specialization-Front Office

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		2	2			0	0	0	2

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	2

Component:

A. THEORY

Learning objectives:

To learn about the guest relations in Front Office operations

To learn about the Yield Management

To learn about the human resource work in Front Office operations

To learn about the Revenue Management

Prerequisite:

Qualification 10+2

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : GUEST RELATIONS <ul style="list-style-type: none">➤ Conversation with guests➤ Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.	3	20%
Module-II : YIELD MANAGEMENT <ul style="list-style-type: none">➤ Concept and importance➤ Applicability to rooms division➤ Capacity management➤ Discount allocation➤ Duration control➤ Measurement yield➤ Potential high and low demand tactics➤ Yield management software➤ Yield management team	6	20%
Module-III: HUMAN RESOURCE MANAGEMENT <ul style="list-style-type: none">➤ Human Resource management – Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation	5	20%
Module-IV: MARKETING <ul style="list-style-type: none">➤ Marketing, Mktg. Segments, Product Knowledge, Brain Storm Areas for Promotion, Aids to Improve Selling	5	20%

<ul style="list-style-type: none"> ➤ Delivery of Hospitality, TQM, To develop a service Mktg. Program ➤ Case Studies ➤ Project work on Management Problems 		
Module-IV:REVENUE MANAGEMENT <ul style="list-style-type: none"> ➤ Segment Mix in Hotel Industry ➤ Inventory Management ➤ Rate Management ➤ Central revenue management 	5	20%

Course learning outcome:

At the end of course the student should know about:-

CO1. To be able to provide the guest relations in Front Office operations

CO2. To be able to understand Yield Management

CO3. To implement the work as human resource work in Front Office operations

CO4. To be able to understand about the Revenue Management

CO5. To understand the marketing techniques in Front Office

CO6. To be able to learn different guest handling situations

Pedagogy for Course Delivery:

White board & marker, PPT presentation. Videos

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Quiz,
Presentation,
Class test

B. PRACTICAL (total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
5	48	4

List of practical

Practical-1: Hands on practice of computer application (Hotel Management System) related to front office procedures such as (night audit, income audit, accounts)

Practical-2: To be familiar with Front Office computer package

Practical-3: Scanty Baggage procedures

Practical-4: Left Luggage procedures

Practical-4: Safety locker procedures

Practical-5: Apart from the above mentioned practicals, the faculty should teach through giving assignments, case studies, situation handling, role plays, quiz, group discussions, public speaking, etc. to enhance the student personality.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

- 1) Assessment
- 2) Problem solving

Text & Reference books:

7. Hotel Front Office Operations and Management, Jatashankar R. Tewari, Oxford University Press, 2016, Second Edition
8. Principles of Hotel Front Office Operation by Sue Baker, Jeremy Huyton, 2001, Second Edition
9. Managing Front Office Operation by Michael L. Kasvana-AH and MA, 2017, Tenth Edition

Semester-VI

Course title: Specialization Housekeeping

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
MC		2	2					24

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	2

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. Safety and Security
2. Colour and Lighting
3. Flooring, furniture and fittings
4. New Property Countdown

Prerequisite: Knowledge of Sem III

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I Planning Trends in Housekeeping <ul style="list-style-type: none">• Planning Guest Rooms• Bathrooms• Suites • Lounges• Planning for the provision of leisure facilities for a guest	04	25
Module-II: INTERIOR DECORATION A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	16	60
Module-III Handling case studies and situations on accommodation handling	04	15

Course learning outcome: By end of this semester students able to know about:

CO1. Understand importance of safety and security

CO2. Know about colour and lighting in interior design

CO3. Select and knowledge of different type of flooring, furniture and fittings

CO4. Understand the concept of Handling case studies and situations on accommodation handling

Pedagogy for Course Delivery : Lecture, Presentation, Role Play, Demonstration

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Assessment/Presentation/Quiz/problem solving etc.

B. PRACTICAL(total contact hours, hr/week), if applicable

Learning objectives:

Total no. of practical	Total contact hour	Contact hour/week
4	24	2

List of practical

Practical-1: Basic revision of Semester 1 to 5

Practical-2: Interior designing – using various elements of art, principles of design.

Practical-3: Special decoration (theme related to hospitality industry)

Practical-4: Designing of

a. Lobby

b. Guest Rooms

c. Restaurants

d. Ethnic restaurants, etc.

(Visit to various hotels / establishments to study interiors should be encouraged by the faculty) Students should design any one prepare a report)

• Case studies and situations on accommodation handling (students should be able to analyse case studies and situations and arrive at solutions).

Text & Reference books:

O'Fallon, M. and Rutherford, D. (2013).Hotel Management and Operations. Hoboken, New Jersey: John Wiley & Sons, Inc. Matt, A. (2011). Housekeeping Management. John Wiley & Sons, Inc

Thomas J. A. (2007). Professional Management of Housekeeping Operations. John Wiley & Sons, Inc

Essential Reading / Recommended Reading

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

Semester-VI

Course title: Personality Development

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		04	04	00	00				48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	04

Component:

A. THEORY

Learning objectives:

1. Making students aware of the various dynamics of personality development
2. Provide information about the significance about various skills in personality development which help to promote interpersonal communication thereby facilitating all round development of personality
3. Helpful for those who are striving to learn more about whom they are, which direction their life should take, to learn more about others around them.
4. The programme aims to bring about personality development with regard to the different behavioural dimensions that have far reaching significance in the direction of organizational effectiveness.
5. To make students know about self-awareness, life skills, soft skills, need for personal development etc.
6. The course intends to develop talent, facilitate employability enabling the incumbent to excel and sustain in a highly competitive world of business.

Prerequisite:

1. Student needs to have basic idea about traits of Personality Development
2. Basic idea of significance and reasons for Personality development and self-grooming

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I: Introduction to Personality Development The concept of personality - Dimensions of personality – Theories of Freud & Erickson- Significance of personality development. The concept of success and failure: What is success? - Hurdles in achieving success - Overcoming hurdles - Factors responsible for success – What is failure - Causes of failure. SWOT analysis.	09	20%
Module-II: Attitude & Motivation Attitude - Concept - Significance - Factors affecting attitudes - Positive attitude – Advantages –Negative attitude- Disadvantages - Ways to develop positive attitude - Differences between personalities having positive and negative attitude. Concept of motivation -	09	20%

Significance – Internal and external motives - Importance of self- motivation- Factors leading to de-motivation		
Module-III: Self-esteem Term self-esteem - Symptoms - Advantages - Do's and Don'ts to develop positive self-esteem – Low self-esteem - Symptoms - Personality having low self-esteem - Positive and negative self-esteem. Interpersonal Relationships – Defining the difference between aggressive, submissive and assertive behaviours - Lateral thinking.	09	15%
Module-IV: Other Aspects of Personality Development Body language - Problem-solving - Conflict and Stress Management - Decision-making skills - Leadership and qualities of a successful leader – Character building -Team-work – Time management - Work ethics –Good manners and etiquette.	09	15%
Module V: Employability Quotient Resume building- The art of participating in Group Discussion – Facing the Personal (HR & Technical) Interview -Frequently Asked Questions - Psychometric Analysis - Mock Interview Sessions.	12	30%

Course learning outcome:

At the end of course the student should know about –

CO1. The student will be able to understand, analyse develop and exhibit accurate sense of self.

CO2. The student will be able to think critically.

CO3. Demonstrate knowledge of personal beliefs and values and a commitment to continuing personal reflection and reassessment.

CO4. Learn to balance confidence with humility and overcome problems associated with personality

CO5. Attendance, classroom participation, small group interactions.

CO6. Individual or in-group class presentations pertaining to the applications of concepts, theories or issues in human development

Pedagogy for Course Delivery:

1) With white board and marker

2) PPT presentation

List of Professional Skill Development Activities (PSDA):

Continuous assessment:

1) Quiz

2)Presentation

3) Class test

Text & Reference books:

1. Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGraw Hill.
2. Stephen P. Robbins and Timothy A. Judge(2014), Organizational Behavior 16th Edition: Prentice Hall.

Additional reading:

1. Andrews, Sudhir. How to Succeed at Interviews. 21st (rep.) New Delhi.Tata McGraw-Hill 1988.
2. Heller, Robert.Effective leadership. Essential Manager series. Dk Publishing, 2002
3. Hindle, Tim. Reducing Stress. Essential Manager series. Dk Publishing, 2003
4. Lucas, Stephen. Art of Public Speaking. New Delhi. Tata - Mc-Graw Hill. 2001
5. Mile, D.J Power of positive thinking. Delhi. Rohan Book Company, (2004).
6. Pravesh Kumar. All about Self- Motivation. New Delhi. Goodwill Publishing House. 2005.
7. Smith, B . Body Language. Delhi: Rohan Book Company. 2004

Course title: Customer Relationship Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
NM		03	03	00		00	00	00	36

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
36	3

Component:

A. THEORY

Learning objectives:

Prerequisite: Qualification: 10+02. (Any Stream)

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
INTRODUCTION TO CRM: Introduction, Meaning & Definition ➤ Concepts and context of Relationship Management External Relationship ➤ Internal Relationship ➤ Role of Internal Relationship Management ➤ Benefits of CRM, ➤ Evolution of CRM ➤ Transactional Vs Relationship Approach ➤ The key points ➤ CRM as a Strategic Marketing Tool ➤ The major areas of CRM ➤ CRM significance Types of CRM & Scope of CRM	9	30
CRM STRUCTURES ➤ Elements of CRM ➤ CRM Process ➤ Strategies for Customer Acquisition ➤ Strategies for prevention of Defection ➤ Customer Retention ➤ Strategies for customer Retention ➤ Customer Defection ➤ Types of Defection ➤ Models of CRM CRM Implementation Roadmap	5	20
CRM IN MARKETING ➤ CRM in Marketing ➤ One-to-one Relationship Marketing ➤ Cross Selling & Up Selling ➤ Customer Retention, Behaviour Prediction ➤ Customer Profitability & Value Modelling ➤ Channel Optimization ➤ CRM and Customer Service ➤ The Call Centre Customer Satisfaction Measurement.	5	15

UNDERSTANDING CUSTOMERS BEHAVIOUR <ul style="list-style-type: none"> ➤ Customer information ➤ Information to be included in customer database ➤ Benefits of a customer database ➤ Developing a customer information database ➤ Customer profile & its components ➤ Factors influencing customer ➤ Expectations of services ➤ Customer perception analysis ➤ Customer behaviour Customer behaviour in relationship perspective	6	15
CRM PLANNING AND IMPLEMENTATION <p>CRM Planning:</p> <ul style="list-style-type: none"> ➤ Strategic CRM planning process ➤ Organizational and Industrial impact ➤ Success factors of ERP Implementation ➤ Key success factors ➤ Failure factors of ERP Implementation. <p>CRM Implementation:</p> Issues and Problems in implementing CRM, Information Technology tools in CRM, Challenges of CRM Implementation. CRM Implementation Roadmap, Road Map (RM) Performance; CRM Metrics	5	10
TRENDS IN CRM <ul style="list-style-type: none"> ➤ e-CRM Introduction ➤ Data Warehousing ➤ Data Marts ➤ Data Mining in CRM An introduction to CRM Packages	3	5
ASSIGNMENTS & CASE STUDIES	3	5

Pedagogy for Course Delivery:

- 1) With white board & marker,
- 2) PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 1) Quiz,
- 2) Presentation,
- 3) Class test.

Continuous assessment: Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

1. Customer Relationship Management: The Foundation of Contemporary Marketing Strategy 2nd Edition by Roger J. Baran & Robert J. Galka .
2. Customer Relationship Management 4th Edition by Francis Buttle.

Semester- VII

Course title: Culinary Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		4	04	00	00	00	00	00	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A. THEORY

Learning objectives:

This course aims to make students understand the theoretical knowledge skills of culinary management. This course also imparts the knowledge of overall planning of kitchen and food production system practiced in food industry.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
MODULE 1 PRODUCTION MANAGEMENT <ol style="list-style-type: none"> 1. Kitchen Organisation and types of kitchen 2. Allocation of Work - Job Description, Duty Rosters. 3. Production Planning 4. Production Scheduling 5. Production Quality & Quantity Control 6. Forecasting & Budgeting 7. Yield Management 	8	30%
MODULE 2 PRODUCT & RESEARCH DEVELOPMENT <ol style="list-style-type: none"> 1. Testing new equipment, 2. Developing new recipes 3. Food Trails 4. Organoleptic & Sensory Evaluation 	7	20%
MODULE 3 Menu Engineering Menu redesigning, Menu evaluation and engineering, Menu engineering grid, Computing the cost of menu, Yield management.	6	15%
MODULE 5 BAKERY and CONFECTIONERY Different types of paste Different types of tarts Exclusive cake item Exclusive bread roll Food and food hazards	5	10%
MODULE 6 RECHAUFE COOKING <ol style="list-style-type: none"> 1. Principles 2. Methods MENU PLANNING <ol style="list-style-type: none"> 1. Types of Menu 2. Principles 3. Presentation INVALID COOKERY <ol style="list-style-type: none"> 1. Principles 2. Important Points 3. Suitable Dishes 	6	15%
MODULE 7 Inventory Control Importance Objective Method Levels and Technique Perpetual Inventory Monthly Inventory Pricing of Commodities Comparison of Physical and Perpetual Inventory	4	10%

Course learning outcome:

After completion of the course learners will be able to-:

1. The student will discuss the different types of kitchen in the hospitality industry
2. The student will experience different cooking procedures.
3. The student will integrate human management skills into the classes.
4. The student will compare various employability skills.
5. The student will apply Inventory control procedures in food service operations.
6. The student will identify procedures relating to cost controls.
7. The student will differentiate various food service operations.

Pedagogy for Course Delivery:

- 5) Lecturing
- 6) Collaborating
- 7) Self-study and Classroom discussion
- 8) Presentation on assigned topics by study group.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 4) Quiz,
- 5) Presentation,
- 6) Class test.

Continuous assessment :

- 3) Assessment
- 4) problem solving etc.

Text & Reference books:

Text book:

Foskett, D. & Ceserani, V. Theory of Catering. London: Book Power.

Bali, P. S. International Cuisine and Food Production Management. New Delhi: Oxford Press Publication.

REFERENCE BOOKS:

1. Bali, P. S. Quantity Food Production Operations. New Delhi: Oxford Press Publication.

Semester-VII

Course title: F&B Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		4	04	00	00	00	00	00	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A. THEORY

Learning objectives:

1. Distinguishes the phases of management process in food and beverage organizations
2. Explaining the storing process.
3. Identification of the purchasing process.
4. Compile a job roster.
5. Explain the factors affecting the customer's choice of a meal.
6. Explain the concept & functions of Cost Control Process in F&B Operations.
7. Understanding the MICE Operations process & apply the same in day to day operation.

Prerequisite: Qualification: 10+02. (Any Stream)

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Food and Beverage Management – An Overview: The Food and Beverage Service Industry; Organisation of Food and Beverage Operations; Planning for Success in the Restaurant Industry; Trends and Developments in the Food and Beverage Sector. Cost and Sales Concept; Introduction; Cost Concepts; Sales Concepts; Cost to Sales Ratio: Cost Percent; Control Process; Introduction; Control; The Control Process; Control Systems; Cost Benefit Ratio; Control Cycle; Purchasing; Receiving; Storing; Issuing	8	24
Menu Management - Planning the Menu; Designing the Menu; Nutritional Considerations; Food Safety; Standardized Recipes: Quality Control and Costing Procedures; The Menu as a Marketing Tool. Menu Engineering & Analysis; Introduction; Menu Engineering; Menu Analysis	10	16

Food and Beverage Production: Production Forecasting; Purchasing; Inventory Management; Cost Control; Managing Food and Beverage Costs; Managing Labour Costs; Managing Other Costs. Managing Revenue and Profit; Revenue Analysis; Menu Analysis; Revenue Control; The Budget Process; The Corrective Action Process.	10	10
Human Resource Management in Food and Beverage Operations: Securing Professional Staff; Leading Professional Staff; Staff Scheduling. Managing Quality in Food and Beverage Operations;	8	15
Food Quality and Sustainability: The Importance of Quality Service; A Systematic Approach to Quality Management; Developing Approaches to Quality Management	6	20
MEETINGS, INCENTIVES, CONFERENCES AND EVENTS: Concept of MICE: Introduction of meetings, incentives, conference/ conventions, and exhibitions; Components and structure of the MICE Industry; Role of events for promotion of tourism ;Types of events ; Pre & Post Event Activities ; Impacts of Event;	6	15

Pedagogy for Course Delivery:

- 1) *With white board & marker,*
- 2) *PPT presentation.*

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 1) Quiz,
- 2) Presentation,
- 3) Class test.

Text & Reference books:

- a) Food & Beverage Operations to Management by Tarun. K. Bansal
- b) Food and Beverage Cost Control 7th Edition by Lea R. Dopson , David K. Hayes

Semester-VII

Course title: Rooms Division Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		4	4		0	0	0	0	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
24	2

Component:

A. THEORY

Learning objectives:

To learn about the marketing in hospitality operations

To learn about the Sales and Marketing in Front Office

To learn about the different types of Budget

To learn about the Environmental Management

Prerequisite:

Qualification 10+2

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : HOSPITALITY MARKETING <ul style="list-style-type: none">➤ IntroductionBasic ConceptsMarketing MixMarket Segmentation	4	15%
Module-II : SALES AND MARKETING <ul style="list-style-type: none">➤ Sales and marketing team➤ Sales techniques➤ Role of Front Office in maximizing Revenue	6	15%
Module-III: BUDGET <ul style="list-style-type: none">➤ Types of budget➤ Budgetary control	5	15%
Module-IV: ENVIRONMENTAL MANAGEMENT: <ul style="list-style-type: none">➤ Environmental Pollution➤ Environmental Education➤ Environmental legislations➤ Environmental Management	6	10%
Module-V: TOTAL QUALITY MANAGEMENT <ul style="list-style-type: none">➤ Guest's perception of quality➤ Introduction of total quality management➤ Benefits of total quality management	5	10%
Module-V: EVALUATING HOTELS PERFORMANCE <ul style="list-style-type: none">➤ Methods of measuring Hotel	6	15%

performance ➤ Evaluation of Hotels by guest		
Module-VI: Safety & Security in Rooms Division Work environment safety Job Safety Analysis Safety Awareness & Accident Prevention Case Studies, Security in guest corridors, Latest safety equipment's on guest floors, women only floors	6	10%
Module-VII: Ecotel Ecotel certification Choosing Eco-friendly site Hotel Design and construction for ecotel, Environment friendly House Keeping practices Case study.	6	10%
Module-VIII:Lecture by industrial expert	4	

Course learning outcome:

At the end of course the student should be able to:

CO1. Demonstration of marketing in hospitality operations

CO2. Conduct Sales and Marketing in Front Office

CO3. Discuss the different types of Budget

CO4. Explain the total quality management

CO5. Evaluate hotel performance

Pedagogy for Course Delivery:

- 7) White board & marker,
- 8) PPT presentation.
- 9) Videos

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

- 7) Quiz,
- 8) Presentation,
- 9) Class test

Text & Reference books:

10. Hotel Front Office Operations and Management, Jatashankar R. Tewari, Oxford University Press, 2016, Second Edition
11. Principles of Hotel Front Office Operation by Sue Baker, Jeremy Huyton, 2001, Second Edition
12. Managing Front Office Operation by Michael L. Kasvana-AH and MA, 2017, Tenth Edition

Semester-VII

Course title: MICE Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		04	03	00		00	00	00	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A. THEORY

Learning objectives:

1. Students have the basic understanding of the different characteristics of meetings, incentives, conventions, and exhibitions
2. Enhance the students by developing their technical, practical and professional skills to allow Students will learn importance of events as a business, important types of events and managing event.
3. The focus is on specialized events and to help learner to be able to organize events in professional manner.

Prerequisite: Qualification: 10+02. (Any Stream)

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module 1 OVERVIEW OF CATERING :	3	12
Module 2 TYPES OF FUNCTIONS :	4	16
Module 3 Menu Planning and Pricing for Banquets and Group Catering Event	6	22
Module 4 Catering Organization and Supervision	4	16
Module 5 Types of Banquet Service Styles	3	7
Module 6 Off Premise Catering	3	10
Module 7 Concept of MICE: Introduction of meetings, incentives, conference/ conventions, and exhibitions Components and structure of the MICE Industry	7	11
Module 8 Role of events for promotion of tourism Types of events Pre & Post Event Activities	3	3
Module 9 ASSIGNMENTS & CASE STUDIES	3	3

Pedagogy for Course Delivery:

- 3) *With white board & marker,*
- 4) *PPT presentation.*

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

- 4) Quiz,
- 5) Presentation,
- 6) Class test.

Continuous assessment: Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Semester-VII

Course title: Services Marketing

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	S W	F W	No. of PSDA	
MC		04	04	00	0	00	00	00	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week

Component:

A. THEORY

Learning objectives:

The course brings out the emerging service environment in India and the world. It emphasises the distinctive aspects of Services Marketing. It aims at equipping students with concepts and techniques that help in taking decisions relating to various services marketing situations.

Prerequisite:

Qualification : 10+02.

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
<p><u>MODULE 1</u> <u>INTRODUCTION OF SERVICES MARKETING</u></p> <p>Services Marketing Concept, Distinctive Characteristics of Services, Services Marketing Triangle, Purchase Process for Services, Marketing challenges of Services</p> <ul style="list-style-type: none"> • Role of Services in Modern Economy, Services Marketing Environment • Goods vs Services Marketing, Goods Services Continuum • Consumer Behaviour, Positioning a Service in the Market Place • Variations in Customer Involvement, Impact of Service Recovery • Efforts on Consumer Loyalty Type of Contact: High Contact Services and Low Contact Services • Sensitivity to Customers' Reluctance to Change 	14	30%
<p><u>MODULE 2</u> <u>KEY ELEMENTS OF SERVICES MARKETING MIX</u></p> <ol style="list-style-type: none"> 1. The Service Product, Pricing Mix, Promotion & 2. Communication Mix, Place/Distribution of Service, People, Physical Evidence, 3. Process-Service Mapping- Flow-charting 4. Branding of Services – Problems and Solutions 5. Options for Service Delivery 	8	15%
<p><u>MODULE 3</u> <u>MANAGING QUALITY ASPECTS OF SERVICES MARKETING</u></p> <ol style="list-style-type: none"> 1. Improving Service Quality and Productivity 2. Service Quality – GAP Model, Benchmarking, Measuring Service Quality - Zone of 3. Tolerance and Improving Service Quality 4. The SERVQUAL Model 5. Defining Productivity – Improving Productivity 6. Demand and Capacity Alignment 	12	25%

<p><u>MODULE 4</u> <u>MARKETING OF SERVICES</u></p> <ol style="list-style-type: none"> 1. International and Global Strategies in Services Marketing: Services in the Global 2. Economy- Moving from Domestic to Transnational Marketing 3. Factors Favouring Transnational Strategy 4. Elements of Transnational Strategy 5. Recent Trends in Marketing Of Services in: Tourism, Hospitality, 6. Health-care, Banking, Insurance, Education, IT and Entertainment Industry 7. Ethics in Services Marketing: Meaning, Importance, Unethical Practices in Service Sector 	14	30%
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Course learning outcome:

After completion of the course the student will be able to-:

CO1. Describe the Concept of Services and intangible products

CO2. Discuss the relevance of the services Industry to Industry

CO3. Examine the characteristics of the services industry and the modus operandi

CO4. Analyse the role and relevance of Quality in Services

CO5. Visualise future changes in the Services Industry

Pedagogy for Course Delivery:

9) Lecturing

10) Collaborating

11) Self-study and Classroom discussion

12) Presentation on assigned topics by study group.

List of Professional Skill Development Activities (PSDA):

Continuous assessment :

1 Quiz,

2 Presentation,

3 Class test.

Continuous assessment :

Assessment

Problem solving etc.

Text & Reference books:

Text book:

Ravi Shanker, SERVICES MARKETING: THE INDIAN PERSPECTIVE, Excel Books, New Delhi, 2008

Rajendra Nargundkar, SERVICES MARKETING: TEXT & CASES, Tata McGraw-Hill Publishing Company, New Delhi, 2008

Christopher H. Lovelock, SERVICES MARKETING: PEOPLE, TECHNOLOGY, STRATEGY, Pearson Education Asia.

R. Srinivasan, SERVICES MARKETING, Prentice Hall of India Private Limited, New Delhi.

REFERENCE BOOKS:

Zeithaml Valerie A, & Bitner Mary Jo., Gremler Dwayne D., Pandit Ajay; Services Marketing, McGraw Hill

. Zeithaml, Parasuraman & Berry, DELIVERING QUALITY SERVICE, The Free Press, Macmillan. 2008

Semester-VII

Course title: Leadership Development

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		04	03	00	0	00	00	00	48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

B. THEORY

Learning objectives:

1. Build self-awareness and understanding around your leadership profile and trajectory.
2. Fostering teamwork & communication.
3. Understanding varieties of Leadership styles.
4. Prepare for successful transitions, including moving up and laterally in an organization
5. Bridging differences and collaborate more effectively across various levels within an organization
6. Extending network by connecting and working with accomplished executives from various backgrounds, industries, and countries across the globe
7. Build relationships with a diverse group of peers who can provide wide-ranging insights into business challenges, career decisions, and who can grow over time.
8. Students will learn to engage in controversy with civility.
9. Students will learn to practice team leadership through active group participation.
10. Students will examine their own and others' intrinsic and extrinsic motivations as leaders.
11. Students will gain a greater understanding of their own personal identities and how their identities shape their leadership and followership.
12. Students will learn how to use their minds, their hearts, their voices, and their ears to constructively engage and collaborate with others.

Prerequisite: Qualification: 10+02. (Any Stream)

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module 1 : INTRODUCTION TO LEADERSHIP (Introduction, Objectives, Concept, Skills, Functions of Leader, Power Authority & Leadership)	7	15
Module 2 : TYPES OF LEADER SHIP & ROLES OF THE LEADERS (Leadership Styles & Roles of the Leaders)	6	15

Module 3 : OVERVIEW OF LEADERSHIP (The attributes of a leader, Three Leadership Theories, Important keys of Leadership)	6	16
Module 4 : PERSONAL STYLES (Personal Style Inventory of Personal Style Identify your leadership style Manage your emotions as a leader)	5	10
Module 5: LEADERSHIP STYLES (Basic Leadership Styles , Adjusting the styles)	5	10
Module 6: STYLES FLEXIBILITY (Steps to adapting styles, General Style Tendencies')	5	10
Module 7 : ORGANIZATIONAL DESIGN & CHANGE (Teamwork, Identify the bond and make it stronger Hire the right people, Understanding cooperation, Learn to manage conflicts, Emotions)	5	10
Module 8 : EMPLOYEE RELATIONS & MANAGING CHANGE (Management of Change technology, Latest technology promoting creativity, Leadership strategy using technology, Managing Downsizing,	5	10
Module 9: ROLE PLAYS & GLOSSARY Unit-1 Cases / Caselets on Leadership Unit-2 Games / Activities / Exercises on Leadership	4	4

Pedagogy for Course Delivery:

- 5) With white board & marker,
- 6) PPT presentation.

List of Professional Skill Development Activities (PSDA):

Continuous assessment:

- 7) Quiz,
- 8) Presentation,
- 9) Class test.

Text & Reference books:

1. The Leadership Challenge by James Kouzes & Barry Posner.
2. Leadership Essentials You Always Wanted to Know (Self-Learning Management Series) by Vibrant Publishers and Dr. Carrie Picardi

3. The Pfeiffer Book of Successful Leadership Development Tools: The Most Enduring, Effective, and Valuable Training Activities for Developing Leaders: 154 (Jossey-Bass Leadership Series) by Jack Gordon
4. The Leadership Pipeline: How to Build the Leadership Powered Company by Ram Charan
5. Leadership and Management Development: Developing Tomorrow's Managers by Kevin Dalton

Course title: Financial Management

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
NC		4	4					48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:**A.THEORY**

Learning objectives: The objective of this course is to enable the students to understand the fundamentals of financial management in the context of a corporate entity. It attempts to acquaint them with different dimensions of financial management with a focus on the application of the relevant tools and techniques of financial decision making aimed at shareholder's wealth maximization

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : Introduction : Nature and Scope of Financial Management; Financial Goals Conflict of interest between the stakeholders; Functions of Financial Manager, Changing Financial Environment, Emerging Challenges faced by the Finance Manager.	04	10
Module-II: Financing Decisions: Sources of Long Term Capital Equity, Debt, Term Loan, Preference share, Hybrid Securities, Internal Funds- Issues relating Financing Decisions. Cost of Capital : Computation of Cost of Equity- cost of Debt-Cost of Preference Capital- Cost of Internal Reserve Weighted Average Cost of Capital.	10	20
Module-III : Leverage and Capital Structure Analysis : Analysis of Operating Leverage and Financial Leverage-Combined Financial and Operating Leverage. Concept of Capital Structure: Determinants, Theories of Capital Structure, Relevance and Irrelevance, Problems of Optimal, Capital Structure.	10	20
Module-IV: Long Term Investment Analysis : Investment idea Generation – Tools and techniques of Analysis- Risk Analysis in Capital Investment Decisions. Dividend Decisions: Issues in Dividend Decisions-Models and Theories of Dividend-Forms of Dividend- Corporate Dividend Behaviour.	12	25
Module-V: Short Term Asset Management: Strategic Planning and Estimation of Short-Term	12	25

Funding. Need –Financing Sources – Computation of Cost of Short term Fund.. Management of Cash, Inventory and Receivables.		
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Course learning outcome: By end of this semester students able to know about:

- 1) Recognize the importance of financial management from a strategic perspective
- 2) Compute cost of capital and develop innovative financial strategies
- 3) Analyze the capital structure decisions through relevant models
- 4) Discuss the dividend policy of a firm
- 5) Take both long-term and short-term financing decisions

Pedagogy for Course Delivery: *Lecture, Presentation, Role Play, Demonstration*

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text &Reference books:

1. Arnold, G.C: Corporate Financial Management, Financial Times Pitmom Publishing.
2. Atrill, P; Financial Management for Non-Specialists, Prentice Hall.
3. Besant Raj. A: Corporate Financial Management, Tata McGraw Hill.
4. Block & Hirt: Foundation of Financial Management, Irwin Homewood.
5. Boltmam & Conn: Essentials of Managerial Finance, Hongnton & Mifflin.
6. Brealy, R. A. and Myers, S: The principle of Corporate Finance, McGraw Hill Internal.
7. Brigham and Ehrhardi: Financial Management- Theory and Practice, Thompson.
8. Brigham and Houston: Fundamentals of Financial Management, Thompson
9. Chandra Prasanna: Financial Management, Tata McGraw.
10. Cooper, Kaplani and E: mastering Finance, Financial Times
11. Damodaran Aswath: Applied Corporate Finance, Wiley Student Edition
12. E. J. Mclancy: “Business Finance: Theory and Practice”. Pearson Education.
13. Gitmam, L. J.: Principles of Management Finance, Addison-Wasley
14. Higgins, R. C: Analysis on Financial Management, Irwin, McGraw Hill
15. Hompton, John: Financial Decision making: Concept, problem & Cases, Prentice hall India.
16. Joseph, P. Ogden, Frank.C.Jen and Philip, F.O’Conner : Advanced Corporate Finance: Policies and Strategies, Pearson Education
17. Khan & Jain: Financial Management, Tat McGraw

Semester-VIII

Course title: Human Resource Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		4	4						48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. To develop an insight into meaning nature scope and value of contemporary approach to human resource management in an organization.
2. To describe organization of a human resource management functionary in an establishment, and to identify attributes of a successful personnel manager.
3. To impart knowledge and techniques involved in human resource planning, Job-Analysis, and Job-Design.
4. To explain various methods of recruitment, selection, induction and placement.
5. To develop the importance and methods adopted for training and development of employees in days' environment in workplace.
6. To provide a detailed orientation regarding methods of evaluation of a job, compensation management, performance appraisal.
7. To discuss matters relating to job changes; and definition and explanation of terms pertaining to employee separation.

Prerequisite: Sem-6 Knowledge

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : INTRODUCTION Nature and scope human resource management:- a. Concept and Nature, Human Resource Management as a profession, objectives and importance, functions and scope of Human Resource Management. b. Organization of personnel department, Qualities of Personnel Manager role of Personnel Manager, Status of Personnel Manager. c. Characteristics of Hospitality Industry for a Human Resource Manager, HRD as responsibility of all managers..	06	15
Module-II: PROCUREMENT OF HUMAN RESOURCES a. Human Resource Planning – Concept and objectives, importance, process of Human Resource Planning, problems and guidelines for Human Resource Planning. b. Job Analysis and Job Design – Concept of job analysis, process of job analysis, job description and job specification, concept of job design, approaches and methods of job design. c. Recruitment and Selection – Meaning and process of recruitment, recruitment policy and organization, sources and techniques of recruitment, meaning and process of selection.	12	25

Module-III : TRAINING AND DEVELOPMENT Concept and need of training, importance and objectives of training, identifying training needs, designing a training programmes, methods of training, evaluating training effectiveness, retraining.	08	15
Module-IV: JOB EVALUATION Concept, process and objectives of job evaluation, advantages and limitations, essentials of successful job evaluation, methods of job evaluation. Wage and Salary Administration. Objectives and principles, essentials of sound wage structure, factors affecting wages, methods of wage payment, and wage policy in India, executive compensation..	10	20
Module-V: PEFORMANCE APPRAISAL Concept and objectives, uses and process, problems in performance appraisal, essentials of effective appraisal system, methods and techniques of appraisal, appraisal of managrs, appraisal, interview, appraisal of potential. JOB CHANGES a. Transfers, promotions and separations. b. Purpose of job changes, concept and objectives of transfers. Types of transfer, transfer policy, concept and basis of promotion, promotion policy, demotion, types of separations.	12	25

Course learning outcome: By end of this semester students should be able to-

CO1: Describe organization of a human resource management functionary in an establishment, and to identify attributes of a successful personnel manager.

CO2: Impart knowledge and techniques involved in human resource planning, Job-Analysis, and Job-Design.

CO3: Explain various methods of recruitment, selection, induction and placement.

CO4: Develop the importance and methods adopted for training and development of employees in days' environment in workplace.

CO5: Provide a detailed orientation regarding methods of evaluation of a job, compensation management, performance appraisal.

CO6: Discuss matters relating to job changes; and definition and explanation of terms pertaining to employee separation.

Pedagogy for Course Delivery: Lecture, Presentation, Role Play, Demonstration

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Achary, B. S. *Frame Work of Human Resource Management*. Kathmandu: Asmita Publicatioion

Adhikari, D. R. & Gautam, D. K. *Human Resource Management: Text and Cases*, Kathmandu: Buddha Academic Publishers

Agrawal, G. R. *Human Resource Management in Nepal*, Kathmandu: M.K. Publishers Aswathappa K. *Human Resource and Personnel Management: Text and Cases, New Delhi:* Tata McGraw Hill.

Hayes, D. K & Ninemeier, J. D. *Human Resources Management in the Hospitality Industry*,

New York: American Hotel & Lodging Association (AH&LA)

Decenzo and Robbins, *Human Resource Management, New Delhi*: Prentice Hall of India Pvt.

Dessler, G. A *Framework of Human Resource Management, New Delhi*: Pearson Education Jyothi,

P. & Venkatesu, D.N., *Human Resource Management, New Delhi*: Oxford University Press.

Course title: Organisation Behaviour

Type	Code	Credit	Credit division					Total no of lecture
			L	T	P	SW	FW	
MC		4	4					48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

1. To help the students to develop cognizance of the importance of human behaviour.
2. To enable students to describe how people behave under different conditions and understand why people behave as they do.
3. To provide the students to analyse specific strategic human resources demands for future action.
4. To enable students to synthesize related information and evaluate options for the most logical and optimal solution such that they would be able to predict and control human behaviour and improve results. *Prerequisite: Sem-2 Knowledge*

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : Meaning, Fundamental concepts, Definition, Approaches to OB, Characteristics and limitations of OB, Challenges and Opportunities of OB, Models of OB.	04	10
Module-II: Personality: Definition, Features, Big five model, MBTI, Johari Window, Managerial Implications of Personality. Perceptions and Attributions: Definition, Features, factors affecting perception, Process. Attribution, perceptual and attribution errors, Managerial Implications of Perception.	08	20
Module-III : Learning: Definition, Features, Classical and operant conditioning, social learning theory, Behavioral modification. Attitude: Definition, Features, ABC model of Attitude, Managerial Implications of Attitude.	08	15
Module-IV: Motivation: Concept, Definition, Features, Types of Motivation, Process, Managerial Implications of Motivation. Leadership: Concept, Definition, Leadership Styles, Transactional and Transformational Leadership, Leadership development.	10	20
Module-V: Groups and Teams: Definition, Features, Group development stages, Group vs. Teams, Managing and developing effective teams. Conflict Management: Definition, Features, Types of Conflict, Conflict Resolution Strategies, Relationship between Conflict and Performance.	08	15
Module-VI:	10	20

<p>Organizational Culture: Elements and dimensions of organizational culture, Importance of organizational culture in shaping the behavior of people.</p> <p>Organizational Change: Understanding the issues and managing change, Approaches to organizational change.</p>		
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Course learning outcome: By end of this semester students should be able to-

CO1: Demonstrate the applicability of the concept of organizational behavior to understand the behavior of people in the organization.

CO2: Demonstrate the applicability of analyzing the complexities associated with management of individual behavior in the organization.

CO3: Analyze the complexities associated with management of the group behavior in the organization.

CO4: Demonstrate how the organizational behavior can integrate in understanding the motivation (why) behind behavior of people in the organization.

Pedagogy for Course Delivery: *Lecture, Presentation, Role Play, Demonstration*

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

Robbins, S. P., & Judge, T. (2013). Organizational behavior (15th ed.). Boston: Pearson.

Newstrom J. W., & Davis, K. (2011). Human behavior at work (12th ed.). Tata McGraw Hill

Nelson, D , Quick, J.C., & Khandelwal, P., (2011). ORGB . Cengage Learning.

Reference Books

Pareek. U. (2010). Understanding Organizational Behavior (2nd ed.). Oxford University Press

Schermerhorn, J. R., Osborn, R.N., Hunt, M.U.J (2016). Organizational Behavior (12th ed.). Wiley.

Course title: Principles of Management

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		04	04	-	-	-	-		48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48hrs.	04

Component:

A. THEORY

Learning objectives:

- To learn the elements of Hospitality and tourism management.
- To examine the various approaches to studying Hospitality operations & tourism.
- To Understand the detailed cleaning procedure as per Hotel’s SOP..
- To know the operations of a Hotel.

Prerequisite:

Course content/Syllabus: One should have the basic knowledge of Hospitality & Tourism Management

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I: Introduction, Concept, nature, process and significance of management; Managerial roles; An overview of functional areas of management; Development of Management Thought; Classical and neo-classical systems; Contingency approaches	08	15
Module-II: Planning Concept, process and types. Decision making- concept and process; Bounded rationality; Management by objectives; Corporate Planning; Environmental analysis and diagnosis: Strategy formulation	08	15
Module-III: Organizing Concept, nature, process and significance; Authority and Responsibility relationships; Centralization and Decentralization; Departmentation; Organisation Structure- forms and contingency factors	08	20
Module-IV: Motivating and Leading people at work; Motivation concepts; Theories; – Maslow, Herzberg, McGregor, and Ouchi; Financial and Non-Financial incentives ,Concept and Leadership styles; Leadership Theories (Tannenbaum and Schmidt); Likert’s System Management	08	20

Module-V: Managerial Control Concept and process; Effective Control System; Techniques of Control traditional and modern	08	15
Module-VI: Management of Change Concept, nature, process of planned change; Resistance to Change; Emerging horizons of management in a changing Environment	08	15

Course learning outcome: By end of this semester students should be able to-

CO1 Students will be able to have clear understanding of managerial functions.

CO2 Students will be able know planning, organizing process and will able to apply appropriately.

CO3 Develop basic knowledge on international aspect of management to understand the planning process in the organization.

CO4 Demonstrate the ability to directing, leadership and communicate effectively.

CO5 Formulate best control methods.

Pedagogy for Course Delivery: Lecture/ PowerPoint presentation/ Industry visit and role play

List of Professional Skill Development Activities (PSDA): Hotel Industry Visit, Casual Trainings

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

(Detailed information with Author name(s), Publisher, year of publication, edition no.)

Additional reading:

Course title: Research Methodology

Type	Code	Credit	Credit division					No. of PSDA	Total no of lecture
			L	T	P	SW	FW		
CC		4	4						48

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48	4

Component:

A.THEORY

Learning objectives: The students will get knowledge about:

- To learn basic concepts of research and familiarize with the process of research.
- To formulate research problems and outline research designs.
- To analyze data being used for decision making.
- To explain the format of research reports.

Prerequisite: Sem-2 Knowledge

Course content/Syllabus:

Module no.	No of lecture/Contact hour	Weightage (%)
Module-I : Introduction to Research: Nature and Scope, Problem Formulation and Statement of Research Objectives. Research Process & Research Designs-Exploratory, Descriptive and causal Research designs, Quantitative and qualitative research	12	25
Module-II: Methods of Data Collection, Questionnaire Design, Measurement & Scaling, Sampling Design, Research Proposals	12	25
Module-III : Sampling & Sampling Distribution, Data Preparation and Processing, Data Analysis, Interpretation and Presentation, Factor Analysis.	12	25
Module-IV: Cluster Analysis, Multidimensional Scaling, Discriminant and Logit Analysis, Presentations of findings, Software applications to research.	12	25

Course learning outcome: By end of this semester students able to know about:

1. Prepare a research proposal and propose appropriate research designs and methodologies for a specific research project in a business function.
2. Formulate research problems and use statistical tools and techniques to analyze data.
3. Differentiate local and international perspective towards research after undertaking a comprehensive review of the literature.
4. Formulate representative sampling methods to investigate the research problem for better decision making
5. Generate effective research reports to fulfill the need of funding agencies or clients.
6. Enhance skills capability.

Pedagogy for Course Delivery: Lectures, Case Discussions, Presentations, Assignments, Research projects based learning

List of Professional Skill Development Activities (PSDA):

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

1. Cooper Donald R. and Schindler Parnela.; Business Research Methods; McGraw Hill International Editions, Ninth Edition.
2. Malhotra Naresh K; Marketing Research- An Applied Orientation, Pearson Education Asia
3. Zikmund William G; Business Research methods, Thomson South-Western
4. Naval Bajpai; Business Research Methods; Pearson Education; New Delhi

Course title: FACILITY PLANNING, DESIGN AND MANAGEMENT

Type	Code	Credit	Credit division						Total no of lecture
			L	T	P	SW	FW	No. of PSDA	
MC		04	04	-	-	-	-	00	04

SW = Self work, FW = Field work, Professional Skill Development Activities (PSDA)

Total contact hour	Contact hour/week
48hrs.	04

Component:

A. THEORY

Learning objectives:

- To learn the elements of the hospitality facility requirements.
- To examine the detail of the facility asset management & maintenance requirements.
- To understand the facility management as an enterprise.
- To know the process of building construction, in reference to facility management.

Prerequisite:

Course content/Syllabus: One should have the basic knowledge of Hospitality & Tourism Management

Module no.	No of lecture/Contact hour	Weightage (%)
1. HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management 	04	9
2. FACILITIES PLANNING The systematic layout planning pattern (SLP) Planning consideration <ul style="list-style-type: none"> A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/ 5 star hotel Architectural consideration <ul style="list-style-type: none"> A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print 	06	9

<p>(plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)</p> <p>B. Approximate cost of construction estimation</p> <p>C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room</p> <p>D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>		
<p>3. STAR CLASSIFICATION OF HOTEL</p> <p>Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p>	04	9
<p>4. KITCHEN</p> <p>A. Equipment requirement for commercial kitchen</p> <ul style="list-style-type: none"> · Heating - gas/electrical · Cooling (for various catering establishment) <p>B. Developing Specification for various Kitchen equipment</p> <p>C. Planning of various support services (Pot wash, wet grinding, chef room, larder, store & other staff facilities)</p>	04	9
<p>5. KITCHEN LAY OUT & DESIGN</p> <p>A. Principles of kitchen layout and design</p> <p>B. Areas of the various kitchens with recommended dimension</p> <p>C. Factors that affect kitchen design</p> <p>D. Placement of equipment</p> <p>E. Flow of work</p> <p>F. Space allocation</p> <p>G. Kitchen equipment, manufacturers and selection</p> <p>H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)</p> <p>I. Budgeting for kitchen equipment</p>	04	9
<p>6. KITCHEN STEWARDING LAYOUT AND DESIGN</p> <p>A. Importance of kitchen stewarding</p> <p>B. Kitchen stewarding department layout and design</p> <p>C. Equipment found in kitchen stewarding department</p>	04	9
<p>7. STORES – LAYOUT AND DESIGN</p> <p>A. Stores layout and planning (dry, cold and bar)</p> <p>B. Various equipment of the stores</p> <p>C. Work flow in stores</p>	04	9

8. ENERGY CONSERVATION A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel	04	9
9. CAR PARKING Calculation of car park area for different types of hotels	04	9
10. PLANNING FOR PHYSICALLY CHALLENGED	04	9
11. PROJECT MANAGEMENT A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost	06	10

Course learning outcome:

- CO1: Illustrate how exactly a hotel/restaurant has been conceptualised, planned and built.
CO2: learn the basics of facility asset management and the key elements of the systematic management approach.
CO3: learn the asset maintenance requirements from time to time.
CO4: Analyse key supporting capabilities for facilities as a business function.
CO5: Dissect the process of construction, with reference to Hotels & Restaurants.

Pedagogy for Course Delivery: Lecture/ PowerPoint presentation/ Industry visit and role play

List of Professional Skill Development Activities (PSDA): Hotel Industry Visit, Casual Trainings

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Continuous assessment : Quiz/assessment/presentation/problem solving etc.

Text & Reference books:

(Detailed information with Author name(s), Publisher, year of publication, edition no.)

Additional reading:

