

**FACULTY
OF
HOTEL & TOURISM MANAGEMENT**

**Curriculum and Syllabus
for
Bachelor of Science (Hospitality
Administration)**

Batch (2021 - 24)



Program: B.Sc. (HA)

Graduate Attributes- B.Sc. (HA)

Graduate Attributes are vital to the design, delivery and assessment of student learning in all faculty of Studies at the University. These University Graduate attributes are as follows:

1. Knowledge and Expertise in operational and managerial skills of hospitality and tourism business
2. Research and Enquiry
3. Information and Digital Literacy
4. Problem Solving
5. Communication
6. Behavioral Skills, Teamwork and Leadership
7. Global Citizen
8. Ethical, Social and professional understanding
9. Employability, Enterprise & Entrepreneurship
10. Lifelong Learning

Program Objective- B.Sc. (HA)

The objective of the Degree Programme in Hotel Management is to provide students with a high quality, practical yet academic training in hotel management. The programme emphasizes the development of skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, financing, business activities, product development and human resource management are also covered. Language studies also play a major role with special emphasis is given on learning the language of Hospitality-French Language. Upon completion of the required 132 credits within three years, graduates are awarded a B.Sc. (HA).

The set objective will be achieved by providing following learning environment:

A programme that is both challenging yet supportive. A truly professional atmosphere, achieved through the extensive links with partners abroad and in collaboration with International and national organizations. Co-operation with a network of hotel groups, ancillary network of hospitality business and local businesses. Professionally highly qualified faculty & staff with international experience in the hospitality segment.

Program Educational Objectives- B.Sc. (HA)

1. Knowledgeable and technically competent in Hotel Operations in-line with industry requirement.
2. Effective in communication and demonstrate good leadership quality in an organization.
3. Capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.
4. Able to demonstrate entrepreneurship skills and recognise the need of lifelong learning for successful and satisfied career enhancement.

Programme Learning Outcomes- B.Sc. (HA)

Upon successful completion of this program of study, the graduates shall:

1. Acquire, review, analyses and apply knowledge, skills and attitude towards hospitality and other related industry.
2. Demonstrate comprehensive technical abilities in Hotel operations, which includes expertise of following sections-Culinary, Restaurant Operations and Rooms Division.
3. Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry.
4. Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community.
5. Function individually or in teams, with a capability to engage effectively with other people and team members.
6. Display cultural sensitivity, ethics and with humane responsibility, in line with Hospitality Industry needs.
7. Recognize the need for and to engage in lifelong learning and professional development.
8. Self-motivate and enhance entrepreneurship skills for career advancement and development.
9. Realize and demonstrate effective leadership responsibility.

SYLLABUS

B.Sc. (HA) - 3 years

Sem/Year	1 st Semester / 1 st Year	
Subject	FOOD PRODUCTION FOUNDATION	
Course Objective	To make students understand professional kitchen, hierarchy, kitchen department layout, duties & responsibilities of kitchen staff members while understanding kitchen basic operations such as cuts of vegetables, methods of cooking etc and be able to perform tasks of stock, soup and sauce preparations. Learn the basics of Bakery, its equipment, ingredients and making of basic breads and cakes.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	PROFESSIONAL KITCHEN & COOKING: <ul style="list-style-type: none">• Introduction, Definition, and its importance• Hierarchy of Kitchen Department, Classical Kitchen Brigade, Duties & Responsibilities of various positions• Personal Hygiene, Uniform & Protective clothing.• Kitchen Equipment, Classification, Description, Handling & Upkeep. Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures.• Kitchen Layouts (Basic, Bulk, Larder and Show Kitchens)	15
2	STOCKS, SAUCES, SOUPS & CUTS OF VEGETABLE <ul style="list-style-type: none">• Stocks: Introduction, Classification, Usage, Preparation & Storage.• Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, texture of good sauce, emerging trends,• Soups: Introduction, Classification, Preparation, Care and precautions, trends in soup presentation.• Cuts of Vegetables, Effect of Heat on vegetables, Pigment and Colour Changes, hygiene aspects, Herbs & Spices, Cereals and Pulses.	15
3	FUEL, FIRE & SAFETY AND METHODS OF COOKING <ul style="list-style-type: none">• Types of fuel, Usage and Precautions. Fire-Introduction, Types and handling fires and usage of extinguishers. Basic First Aid- Burns, Scalds, Cuts.• ISO22000 Standards in Professional Kitchens.• Methods of Cooking- Boiling, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Baking, Sautéing, Braising	15
4	BAKERY <ul style="list-style-type: none">• Definition, equipment used in bakery and handling• Principles of baking, Formulas & measuring units, Baking temperatures and its importance.• Characteristics & Functions of various ingredients: Shortening (Fats & Oils), Raising Agents, Thickening Agents, types and cooking of Sugar, cream.	15

	<ul style="list-style-type: none"> • Bread making:- Raw Material, Processing, Bread Making Methods, How to judge quality of bread, Bread Faults, Bread Diseases, Staleness in Bread, Bread Improvers. • Cake Making: Basic methods of cake making, tools & equipment for cake making and its uses 	
	<p><u>PRACTICAL: FOOD PRODUCTION</u></p> <ol style="list-style-type: none"> 1. Understanding Personal Hygiene & Kitchen Hygiene 2. Grooming for Professional Kitchen–Do’s & Don’ts 3. Understanding kitchen Layouts. 4. Familiarization with kitchen equipment and tools 5. Identification of larder equipment. Larder hygiene standards 6. Familiarization, identification of commonly used ingredients in kitchen. 7. Preparation of Menu <ul style="list-style-type: none"> • Egg preparation- minimum 5 preparation • Vegetables-classification, cuts • Basic stock preparation. • Basic mother sauces preparations • Simple salad and soup preparation- Min 5each • Simple potato preparations-Min 5 types • Continental Vegetable Preparation- Min 5 types • Simple Main Course vegetarian or non-vegetarian-min 5 types • Indian sweets five types <p><u>PRACTICAL: BAKERY</u></p> <ol style="list-style-type: none"> 1. Basic Bread preparation-Min 5 types 2. Basic Cake sponges & variations of cake preparation–Min 5 types 3. Basic desserts preparation-Min 5 types (cold sweet, hot sweet) 	<p style="text-align: center;">40</p> <p style="text-align: center;">20</p>
	<p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery By Kauffman & Cracknel • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli • The Professional Chef: Le Rol A. Polsom • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers 	

Sem/Year	1 st Semester / 1 st Year	
Subject	FOOD AND BEVERAGE SERVICE FOUNDATION	
Course Objective	1. To provide an understanding of types of hotels and catering establishment 2. To understand about the duties and responsibilities of F& B service department. 3. To familiarize with the equipment used in F&B service.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	THE HOTEL & CATERING INDUSTRY Introduction to Food service industry Role of Catering establishment in the travel/tourism industry Classification of catering establishment. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F&B operations/ F&B outlets- coffee shop, bar, QSR, banquets etc.	15
2	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. Duties & responsibilities of F&B staff D. Attributes of a waiter E. Intra and Inter-departmental relationships of F&B department	15
3	I. F & B SERVICE EQUIPMENT Familiarization & Selection factors of: Cutlery, Crockery, Glassware, Flatware, Hollowware, latest equipments used in F&B Service (Ocean, Venus) II. ANCILLIARY DEPARTMENTS Pantry, Food pick-up area, Store, Linen room Kitchen stewarding	15
4	NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea, Origin & Manufacture, Types & Brands B. Coffee, Origin & Manufacture, Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages-Origin & Manufacture E. Healthy innovative drinks	15
	PRACTICAL 1. Food Service areas–Induction & Profile of the areas 2. Ancillary F&B Service areas–Induction & Profile of the areas 3. Familiarization of F&B Service equipment 4. Care & Maintenance of F&B Service equipment 5. Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine 6. Basic Technical Skills	60

	<p>Task-01: Holding Service Spoon & Fork</p> <p>Task-02: Carrying a Tray / Salver</p> <p>Task-03: Laying a Table Cloth</p> <p>Task-04: Changing a Table Cloth during service</p> <p>Task-05: Placing meal plates & Clearing soiled plates</p> <p>Task-06: Stocking Sideboard</p> <p>Task-07: Service of Water</p> <p>Task-08: Using Service Plate & Crumbing Down</p> <p>Task-09: Napkin Folds</p> <p>Task-10: Changing dirty ashtray</p> <p>Task-11: Cleaning & polishing glassware</p> <p>7. Tea – Preparation & Service</p> <p>8. Coffee - Preparation & Service</p> <p>9. Juices & Soft Drinks - Preparation & Service</p> <p>Mocktails</p> <p>Juices, Soft drinks, Mineral water, Tonic water</p> <p>10. Cocoa & Malted Beverages–Preparation & Service</p> <p>Text Books:</p> <ul style="list-style-type: none"> • Food & Beverage Service-R. Singravelavan, Oxford publication • Food & Beverage Service–Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS • Food & Beverage Service–Sudhir Andrews, Tata Mc Graw Hill. <p>Additional references/ other study material:</p> <ul style="list-style-type: none"> • Modern Restaurant Service- John Fuller, Hutchinson • Professional Food & Beverage Service Management – Brian Varghese • The Restaurant (From Concept to Operation) • Food & Beverage Service Lillicrap & Cousins, ELBS • Introduction F & B Service- Brown, Heppner & Deegan • International Journal of the Food & Beverage Industry https://www.journalnetwork.org/journals/international-journal-of-the-food-and-beverage-industry - Website: https://setupmyhotel.com/train-my-hotel-staff/f-and-b/370-non-alcoholic-bev.html 	
	<p>Course outcome: On completion of course the students are expected to-</p> <ol style="list-style-type: none"> 1. Understand the growth and role of hotel industry and catering establishment 2. Understand the growth and role of hotel industry and catering establishment. 3. Understand various F&B service equipment with its use and care 	

Sem/Year	1 st Semester / 1 st Year	
Subject	FRONT OFFICE & ACCOMMODATION FOUNDATION	
Course Objective	<ul style="list-style-type: none"> To understand the basic concept of housekeeping and front office and accommodation departments of a hotel To understand the organization of front office. And role of housekeeping To understand the type and size of hotel guest room To understand the Hotel classification and terminology used in front office and housekeeping. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	<ul style="list-style-type: none"> INTRODUCTION AND ORGANIZATION OF FRONT OFFICE DEPARTMENT Front Office as a core department of hotel and its importance Sections of Front Office: Front Desk, Reservation, Bell Desk, Communications, Business Centre, Concierge, Hospitality Desk, Lobby Manager's Desk, Travel Desk. Attributes of Front Office staff members Duties and Responsibilities of Front Office Staff Functions of the front office department Front Office Communication : Coordination of Front Office with other Departments (Intra Department and Inter-Department) Introduction to maintaining of the social distancing at the counter 	20
2	<p>HOTEL BROCHURE, TARIFF FIXATION, AND ROOM PRICING OPTIONS</p> <ul style="list-style-type: none"> Hotel Brochure and Tariff Cards Basis of Charging and Establishing Room Tariff Types of Room Rates Room Pricing Options as per the Stay and Meal Plans How rate float on the website of the Hotel <p>THE GUEST CYCLE</p> <ul style="list-style-type: none"> Meaning of the guest cycle Stages of Guest Cycle: Pre-arrival, Arrival, Occupancy and Departure Activities performed in different stages Forms and format used at different stages of guest cycle 	10
3	<p>ROLE OF HOUSEKEEPING IN HOSPITALITY INDUSTRY;</p> <ul style="list-style-type: none"> Definition and Importance of housekeeping Layout of the Department Organization Chart as per small, medium and large hotels Lost and Found Section Job Descriptions and Job specifications Control Desk – PMS 	15
4	<p>HOTEL GUEST ROOMS</p> <ul style="list-style-type: none"> Types of rooms Standard Layout-Single, Double, Twin, Suite Difference between smoking and non-smoking rooms Sizes of Rooms Scope of Housekeeping in institutions and facilities other 	15

	than hotel	
	<p><u>PRACTICAL: FRONT OFFICE</u></p> <ol style="list-style-type: none"> 1. Getting acquainted with the areas and sections of the front office department 2. Professional Dressing and Grooming Standards for Front Office staff 3. Telephone Handling Skills <ul style="list-style-type: none"> • Skills and Competencies of Guest Service Executive • General Telephone and Mobile using Etiquettes • Standard phases used while handling a Professional Call • Different Phone Call Situations: Answering Calls, Placing Calls, Ending Calls, Transferring Calls, Placing a Call on hold, Answering Multiple Calls, Cutting Calls, Taking Messages, Handling Complaints 4. Drawing Various Forms and Formats used in the front office department 	30
	<p><u>PRACTICAL: HOUSEKEEPING</u></p> <ul style="list-style-type: none"> • Practical Session for Identification of Cleaning Agents and Glass Cleaning Procedures {Cleaning Agents-Diversey chemicals used in hotels (R Series)} • Glass Cleaning Procedures • Setting of Chambermaid's Trolley • Bed Making Procedures • Polishing of Brass Articles in a hotel <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> ▪ Front Office Text Book–Sudhir Andrews. Publisher: Tata MacGraw Hill Publications ▪ Managing Front Office Operations–Kasavana & Brooks Educational Institution AHLA ▪ Managing Hotel Front Office Operations by Rajeev R Mishra CBS Publishers & Distributors Pvt. Ltd. ▪ Front Office Operations–Colin Dix & Chris Baird. ▪ Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers ▪ Hotel Front Office by Jatashankar R. Tewari, Oxford University Press ▪ Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS). ▪ Hotel House Keeping–Sudhir Andrews Publisher: Tata Mc Graw Hill. ▪ Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press. ▪ The Professional Housekeeper–Tucker Schneider; Wiley Publication 	30

Sem/Year	1st Semester / 1st Year		
Subject	ENGLISH		
Course Objective	<ul style="list-style-type: none"> • To get knowledge for framing grammatically correct sentences • To know and practice about good Listening skills • To acquire knowledge for developing narrative skills on different situation • To develop communication skills as well as positive personality traits • To make students competent in professional and technical communication 		
Course Objective:	<ul style="list-style-type: none"> • To get knowledge for framing grammatically correct sentences • To know and practice about good Listening skills • To acquire knowledge for developing narrative skills on different situation • To develop communication skills as well as positive personality traits • To make students competent in professional and technical communication 		
Course Outcome:	<ul style="list-style-type: none"> • Students will be able to get knowledge for framing grammatically correct sentences. • Students will also come to know and practice about good Listening skills • The course will enable students to acquire knowledge for developing narrative skills on different situation • The course will be useful for students in understanding writing for communication media and conversational skills 		
A – Syllabus			
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED	DOMAIN
1	Review of Grammar (1) Functional Grammar a) Common errors, transformation of sentences, phrases, Tenses (2) Pronunciation a) Correction & practice b) Activate grammar and writing skills	10	Must Know
2	Developing Conversational Ability a) Greetings and Introduction b) Participating in small talks c) Talking on the telephone d) Fictional story telling e) Pause management	10	Desirable to know
3	Writing Skills a) Letter Writing b) Précis of a given passage c) Article writing d) Email Writing e) Report Writing	10	Must know
4	Career Building a) Resume writing b) Cover letter writing c) Interview skills d) Group Discussion e) Mock interviews	15	Desirable to know

B – Curriculum					
S No.	TOPIC	LEARNING OBJECTIVES	TEACHING GUIDELINES	METHODOLOGY	TIME
1	Unit 1 Review of Grammar	Students will be able to frame grammatically correct sentences.	To enable students understanding for Common mistakes: Spelling, Grammar and Punctuation	Lecture, Interactive sessions, Assignments, Organizing small events of the department.	As per syllabus
2	Unit 2 Developing Conversational Ability	Students will be able to develop narrative skills on different situation.	To enhance Narrative skills with the different narrative styles	Lecture, Interactive sessions, Assignments, Group activities, Mock Interviews	As per syllabus
3	Unit 3 Writing Skills	To understand writing for communication media and conversational skills	To enhance Writing skills with the different writing forms.	Lecture, PPT, Interactive sessions, Assignments, organizing an event	As per syllabus
4	Unit 4 Career Building	Students will be able to write well-worded resumes and appear for the interviews	To enable the student to apply the new gained knowledge in interviews, public speaking, and interpersonal situation.	Lecture, Interactive sessions, Assignments, Group activities, Mock Interviews	As per syllabus

SUGGESTED READINGS

1. Raymond Murphy '*Essential English Grammar*', Cambridge University Press 1998
2. Sanjay Kumar and Pushp Lata '*Communication Skills*', OUP 2012
3. S.P. Bakshi '*Objective General English*', Arihant Publications 2015
4. Meenakshi Raman and Prakash Singh '*Business Communication*' Second edition Oxford Publication 2012
5. Charles J. Stewart, William B. cash Jr. '*Interviewing Principles and Practices*', TATA McGraw-Hill Edition 201

Sem/Year	2 nd Semester / 1 st Year	
Subject	FOOD PRODUCTION OPERATIONS-I	
Course Objective	To make students understand various types of meats, poultry, game and fish cuts and their preparations. To perform various types of vegetables cuttings and their uses. Basics of Pastry making in Bakery.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	SALAD & DAIRY PRODUCTS <ul style="list-style-type: none"> • Salads: Introduction, compositions, types, dressings, emerging trends. • Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen. • International Cheese:- Fresh, semi hard, hard, blue and fermented cheese 	15
2	EGGS, POULTRY, GAME AND FISH <ul style="list-style-type: none"> • Egg, Structure & Classification, Storage and preparation of dishes with eggs. • Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple preparations. • Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations. • Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, common cooking methods used for Seafood. 	15
3	MEAT COOKERY <ul style="list-style-type: none"> • Meat cookery introduction, Characteristics, selection and grading, Classification Categories. Meat offal's • Cuts of Meat (Beef, Veal, Pork, Lamb), Storage and handling. CHARCUTIERIE <ul style="list-style-type: none"> • SAUSAGE: Introduction to charcuterie, Sausage–Types & Varieties, Casings–Types & Varieties, Fillings–Types & Varieties, Additives & Preservatives • FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats CANAPÉS & SANDWICHES <ul style="list-style-type: none"> • Parts of Sandwiches, Types of Bread, Types of filling–classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches 	15
4	PASTRY MAKING <ul style="list-style-type: none"> • Flour:- structure of wheat, types of wheat, types of flour, processing of wheat and uses of flour. • Types of pastry, Method of pastry making • Short Dough Pastries, Flaky Pastry, Laminated Pastry, Éclairs and Cream Puffs • Cream based desserts:- Mouse, soufflé and pudding. • Types of cookies, Faults & causes, types of tarts 	15

C. Opening, Operating & Closing duties

6. PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

7. Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

8. Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

9. Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre, Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Course outcome: on completion of course the students are expected to-

1. Understand French classical menu
2. Understand sequence of service
3. predicting about tobacco manufacturing.

Text Books:

- Food & Beverage Service- R. Singaravelavan, Oxford publication
- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service- Vijay Dhawan

Additional references/ other study material:

- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- International Journal of the Food & Beverage Industry
<https://www.journalnetwork.org/journals/international-journal-of-the-food-and-beverage-industry>
- Website: <https://setupmyhotel.com/train-my-hotel-staff/f-and-b/370-non-alcoholic-bev.html>

Sem/Year	2 nd Semester / 1 st Year	
Subject	FRONT OFFICE & ACCOMMODATION OPERATIONS-I	
Course Objective	<ul style="list-style-type: none"> To make students aware of the operational aspects of the reservation process in front office and the guest registration and check-in process. Explain the various types of beds and mattresses used in hotel guest room. Explain that the role of housekeeping supervisor, types of keys, handling guest complaints and coordination between various departments. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	RESERVATIONS <ul style="list-style-type: none"> Meaning and Importance of Reservations Types of Reservation Modes of Reservation Sources and Channels of Reservation Systems of Reservation The seven step Reservation Process for individuals Group Reservation Process Amendments and Cancellations of Reservations Full House Management – Reservations and Sales– Upselling, Overbooking and No Shows 	15
2	REGISTRATION AND GUEST CHECK-IN PROCESS <ul style="list-style-type: none"> Meaning of registration, its importance and legal applications Guest Registration methods used in hotels The six-step Check-in process for an FIT (DFIT and FFIT) Check-in process for a group (Domestic and International) Check-in process for VIPs and Foreigner Web check-in and Self Check-in systems Role of the Uniformed Services Staff of the front desk -The Bell Desk, its organization and functions of the bell desk, Pick and Drop facility, Butler Service, Concierge Services 	15
3	HOTEL HOUSEKEEPING <ul style="list-style-type: none"> Role of a supervisor in various areas of housekeeping department Special attention to neglected areas How to deal with guest complaints Types of Guest complaints Records and formats shared with Front Office department on a daily basis <i>and coordination</i> Interdepartmental coordination with maintenance department Coordination with security department Interdepartmental coordination with stores and purchase department Interdepartmental relationship with F&B service department Types of keys, Keys and their Control Procedure to change keys and locks Electronic Locks and smart card <i>Contract Services in a hotel</i> - Meaning of contract services in a hotel Types of contract services Advantages and Disadvantages of contract staff members Well known outsourced companies involved in operational 	20

	departments of the hotel: laundry, flower room, kitchen stewarding, maintenance etc	
4	<p>TYPES OF BEDS AND MATTRESSES</p> <ul style="list-style-type: none"> • Classification of Beds • Special beds used by hotels • Cleaning of beds on a regular basis • Bed Comforter or Mattress topper • <i>Mattresses</i>- Costs involved • Classification of mattresses-Brands of mattresses used by well known chains of hotel 	10
	<p><u>PRACTICAL: FRONT OFFICE</u></p> <ol style="list-style-type: none"> 1. Role Play: Welcoming and Receiving of guests in the hotel 2. Role play: Handling of Reservation activities and Process 3. Role Play: Guest Registration and Check-in process 4. Role Play: Guest Luggage Handling for FITs and Groups 5. Role Play: Guest Services during Stay (Guest Messages and Mail handling, other requests) <p><u>PRACTICAL: HOUSEKEEPING</u></p> <ul style="list-style-type: none"> • <i>Cleaning of Guest Rooms</i> • <i>Turndown Service</i>-Procedures of turndown service in a 5 star hotel-Essentials required for undertaking turndown service in guest rooms-Standard phrases to be used for turndown service in guest rooms-Turndown Desserts-Importance of giving turndown service, Records and checklists to be maintained by evening shift employees and their supervisor's • Guest Room Inspection and checklist • <i>Minibar Management</i>-Parts of a minibar-Minibar handling procedures <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> ▪ Front Office Training manual–Sudhir Andrews. Publisher: Tata Mac Graw Hill ▪ Managing Front Office Operations–Kasavana & Brooks Educational Institution AHLA ▪ Managing Hotel Front Office Operations by Rajeev R Mishra CBS Publishers & Distributors Pvt Ltd. ▪ Hotel Front Office by Jatashankar R. Tewari, Oxford University Press ▪ Front Office Operations–Colin Dix & Chris Baird. ▪ Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers ▪ Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS). ▪ Hotel House Keeping–Sudhir Andrews Publisher: Tata Mc Graw Hill. ▪ Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press. ▪ Security Operations By Robert Mc Crie, Publishe: Butterworth–Heinemann ▪ The Professional Housekeeper–Tucker Schneider; Wiley Publications 	<p>30</p> <p>30</p>

Sem/Year	2 nd Semester / 1 st Year	
Subject	ENVIRONMENTAL STUDIES	
Course Objective	To make students aware and sensible about our environment in terms of use of the natural resources and the eco systems. The students should know the challenges the world is facing because of environmental pollution. Moreover, the students should be able to relate themselves to the social issues in environmental practices.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	<p>NATURAL RESOURCES</p> <p>Renewable and non-renewable resources: Natural resources and associated problems.</p> <ul style="list-style-type: none"> • Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. • Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams benefits and problems. • Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. • Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. • Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. • Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. 	15
2	<p>ECOSYSTEMS</p> <ul style="list-style-type: none"> • Concept of an ecosystem. • Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. <p>Biodiversity and its conservation</p> <ul style="list-style-type: none"> • Hot-spots of biodiversity. • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. 	15
3	<p>ENVIRONMENTAL POLLUTION</p> <p>Definition, causes, effects and control measures of:-</p> <ol style="list-style-type: none"> a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution 	15

	<ul style="list-style-type: none"> e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management: Causes, effects and control measures of urban and industrial wastes. • Fireworks, their impacts and hazards • Pollution case studies. • Disaster management: floods, earthquake, cyclone and landslides. 	
4	<p>SOCIAL ISSUES AND THE ENVIRONMENT</p> <ul style="list-style-type: none"> • From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case studies • Environmental ethics: Issues and possible solutions • Consumerism and waste products • Environmental Legislation (Acts and Laws) • Issues involved in enforcement of environmental legislation <p>Human Population and the Environment</p> <ul style="list-style-type: none"> • Population growth, variation among nations with case studies • Population explosion–Family Welfare Programmes and Family Planning Programmes • Human Rights • Value Education • Women and Child Welfare 	15
	<p><u>SUGGESTED BOOKS FOR READING:</u></p> <p>Text Books:</p> <ol style="list-style-type: none"> 1. Environmental Studies–R, Rajagopalan, Oxford Press. Limited. 2. Smriti Srivastava. “Environment & Ecology” S.K. Kataria & Sons, New Delhi 3. Kaushik and Kaushik “ Environmental Studies” (for undergraduate students) <p>Reference Books</p> <ol style="list-style-type: none"> 1. Friedman, Thomas Hot, Flat and Crowded 2.0 (2009). Picador 2. Hamschmidt, Jost and Michael Pirson: Case Studies in Social Enterprenership and Sustainability, Greenleaf. 3. Heal Geoffery , Nature and Marketplace : When Principle Pay : CSR and the bottom line (2000) 4. Yunus Muhammed, Building Social Business (2010) PubAffairs 5. Environment Science–G Miller, Publisher Cengage India 6. Environment Change Globalization : Double Exposure – Robin Leichenko and Karen O Brien , Oxford University Press 7. Environment Science and Engineering by Meenakshi, Prentice Hall of India 8. Environment Science-D.B. Botkin, E.A. Keller, Wiley India 9. Fundamental of Ecology–E.P. Odum, Publisher–Cengage, India 10. Environmental Studies–S.N. Chary, Macmillan Publisher, India Ltd. 	

Sem/Year	3rd Semester / 2nd Year
Subject	INDUSTRIAL TRAINING REPORT & VIVA VOCE
Training Objective	To make students familiar about the hotel operation. Students will be able to understand process and systems of the organization. They will be able to replicate the learning in the college after their return.
Training Duration	Duration of Exposure: 20 weeks
	<p>INDUSTRY EXPOSURE TRAINING GUIDELINES</p> <ol style="list-style-type: none"> 1."Twenty Weeks" Industrial Exposure Training is compulsory as a part of the curriculum in any of the star hotels/Hospitality Organization. 2. Training is not a matter of choice but a matter of one's ability and the frame one fits into. The training and placement cell of the department would provide students an opportunity to learn in a reputed organization. However if one wish to arrange the training on his/her own an application in written may be given to the coordinator training and placement well in advance so that the student next in merit list may be considered for the suitable unit. 3. After the confirmation of training from the hotel to the department, under any circumstances student will not be permitted to go for the change. 4. Students will be required to give a presentation based on training report & project Report. Also a viva would be conducted on the above said. <p>ATTENDANCE RULES:</p> <p>One weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 100-110 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 90 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 75 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.</p> <p>IT TRAINING SCHEDULE:</p> <p>Housekeeping: 3-4 weeks; Front Office: 3-4 weeks; Food and Beverage Service:4-5 weeks Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed</p> <p>Total weeks: 20 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 24. Being practical oriented the number of hours input per week comes as 48 hours per week.</p>

ACADEMIC CREDIT RULES

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a selective panel from the college and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. . There would be a viva voce and examination conducted by the expert committee. In case if the student is unable to clear it with minimum aggregates of fifty percent or leaves the training in between or does any code of misconduct during training, the training would be considered to be null and void. Thus he/She would have to re-do the training after sixth semester and would be able to get his / her pass certificate /degree there after only.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper-and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

Sem/Year	4 th Semester / 2 nd Year	
Subject	FOOD PRODUCTION OPERATIONS-II	
Course Objective	To make students understand Indian cuisine and their regional & geographical influence, staple food and Indian sweets. Learn to be able to perform various specialty dishes from Indian cuisine on portions as well as in bulk cooking.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	INDIAN COOKERY <ul style="list-style-type: none"> • Introduction of Indian cuisine, Key features, • Geographical & Regional influences in Indian Food, • Condiments, Herbs and Spices Used in Indian Cuisine • Various ways of using spices, their storage and usage tips. • Spices used in various condiments. • Introduction, Geographical Perspectives, Brief Historical Background, and Characteristics & Salient Features of Cuisine, Key Ingredients, and Popular Foods, Seasonal Foods, Staple Diets, Specialties, Festivals and Other Occasions. 	15
2	MASALAS, PASTES AND GRAVIES IN INDIAN COOKING <ul style="list-style-type: none"> • Introduction of spices blends, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Basic Indian Gravies & Curries • Commodities and their usage in Indian Kitchens, Souring, Colouring, Thickening, Tenderizer, Flavouring and Aromatic Agents used in Indian Kitchens. • Indian Breads, Rice Preparation & Snacks • Indian Sweets, Introduction, Geographical Perspectives, Historical Background, Key Ingredients, Seasonal Sweets, Special Equipments, Specialities during Festivals. 	15
3	INDIAN COMMUNITIES <ul style="list-style-type: none"> • Community Foods of the following states: Cuisines of Kashmir, Himachal, Uttarakhand, Punjab, Haryana, Delhi, Rajasthan, Maharashtra & Gujarat, Andhra Pradesh, Karnataka, Tamil Nadu, Goa & Kerala, Madhya Pradesh, Lucknow, Bengal & Odisha • Food of India & Indian Communities: Jain Food, Bohri, Parsi Food, Chettinad, Malabari Christian, Home Style Cooking: Tandoori Foods, Dum Style Cooking, North Eastern Indian Foods, 	15
4	QUANTITY FOOD PRODUCTION <ul style="list-style-type: none"> • Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture. • INSTITUTIONAL AND INDUSTRIAL CATERING: Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth, • HOSPITAL CATERING: Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, • 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, • MOBILE CATERING: Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering, 	15

	<p>PRACTICAL</p> <ol style="list-style-type: none"> 1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, east and Central India its salient features and cooking). 2. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen. 3. Preparation of: 4. Makhni Gravy 5. Green Gravy 6. White Gravy 7. Lababdar Gravy 8. Kadhai Gravy 9. Achari Gravy 10. Malai Kofta Gravy 11. Yakhni Gravy 12. Yellow Gravy 13. Korma Gravy 14. Two Menus, about 4-5 dishes per (complete menu) per state. <p>Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.</p> <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ol style="list-style-type: none"> 1. Food Production Operations: Parvinder S Bali, Oxford University Press 2. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann 3. Modern Cookery (Vol-II) By Philip E. Thangam, Publisher: Orient Longman 4. Practical Cookery By Kinton & Cessarani 	60
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Sem/Year	4 th Semester / 2 nd Year	
Subject	FRONT OFFICE & ACCOMMODATION OPERATIONS-II	
Course Objective	<ul style="list-style-type: none"> • Make students aware of the function of a hotel's PMS, night auditing, check out and account settlement. • Understanding the cleaning of various public area, types of pest and controlling method. • Explaining the function of laundry and laundry process in hotel. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	FRONT OFFICE ACCOUNTING AND AUTOMATION <ul style="list-style-type: none"> • Types of Accounts in the front office • Folios, Vouchers and Ledgers in the front office • Front Office Accounting Cycle and System • Meaning of Automation and use of computer systems in hotel • Managing Guest Services with the help of technology • Property Management System (PMS) and its application in front office • System Interface of PMS with other software used in the hotel 	15
2	CHECK OUT AND ACCOUNT SETTLEMENT <ul style="list-style-type: none"> • Meaning of Check-out and the Departure Procedure • Handling FIT Departure • Handling Group Departure • Mode of Settlement of Bills and Types of settlement • Potential Checkout Problems and solutions • Innovative Checkout Options / Self Check-out etc • Post Departure Courtesy Services 	15
3	PUBLIC AREA CLEANING, PEST CONTROL AND SPECIAL PROVISIONS IN HOTEL <ul style="list-style-type: none"> • Front of the house area-main porch, lobby, front desk • Functional area-Banquet. restaurant and bar • Leisure area-swimming pool, gym or health club, saunas and solarium • Pest control-Meaning of Pest Control- Significance in hotels -Types of Pest and favorable conditions for their breeding - Common Pests and their controlling measures • Special provisions for single lady guest and differently abled guest. 	12
4	LAUNDRY OPERATIONS <ul style="list-style-type: none"> • Types of laundries and their advantages and disadvantages • Layout of OPL • Planning an OPL • Laundry equipment • Laundry agents or aids • Laundry process • Dry cleaning process • Handling guest laundry • Stain removal techniques followed in laundry • MSDS for all the agents 	18

	<ul style="list-style-type: none"> • PPE (Personal Protective Equipment to be used) • Well known off premises companies and their working process. 	
	<p><u>PRACTICAL: FRONT OFFICE</u></p> <ol style="list-style-type: none"> 1.Practice of creating guest folios, posting charges on PMS 2.Creating Folios and maintaining accounting on PMS 3.Making entries in the ledgers and Handling a paid outs 4.Handling allowance vouchers 5.Handling a check out 6.Role play of the check-out process <p><u>PRACTICAL: HOUSEKEEPING</u></p> <ul style="list-style-type: none"> • Laundry process • Valet service or laundry service process • Classification of stains and general procedure of stain removal • Public area cleaning procedure <p>Public area cleaning procedure</p> <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> • Hotel Front Office by Jatashankar R. Tewari, Oxford University Press ▪ Managing Front Office Operations–Kasavana & Brooks Educational Institution AHLA ▪ Managing Hotel Front Office Operations by Rajeev R Mishra CBS Publishers & Distributors Pvt. Ltd. ▪ Managing Computers in Hospitality Industry–Michael Kesavana & Cahell. ▪ Front Office Operations–Colin Dix & Chris Baird. ▪ Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers ▪ Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS). ▪ Hotel House Keeping–Sudhir Andrews Publisher: Tata Mc Graw Hill. ▪ Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press. ▪ Security Operations By Robert Mc Crie, Publishe: Butterworth–Heinemann ▪ The Professional Housekeeper–Tucker Schneider; Wiley Publications 	<p>30</p> <p>30</p>

Sem/Year	4 th Semester / 2 nd Year	
Subject	ACCOUNTING SKILLS FOR HOSPITALITY INDUSTRY	
Course Objective	Students will learn the basic of accounting principles and systems. Learn about different accounting formats and create account records in general and pertaining to hotel accounting.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	BASICS OF ACCOUNTING: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records	08
2	ACCOUNT RECORDS: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books–Cash, Sales & Purchase books, Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem, Depreciation Reserves and Provisions–Meaning, basic Methods	10
3	ACCOUNTING PRINCIPLES: Concepts and Conventions. Bank Reconciliation statement. Computer Application-Preparation of Records and Financial Statements	06
4	HOTEL ACCOUNTS MANAGEMENT SYSTEMS: Types of Accounts in a hotel Folios and types of folios Hotel Vouchers and their types Ledgers and types of ledgers	06
	<u>SUGGESTED BOOKS FOR READING:</u> <ul style="list-style-type: none"> • Hospitality Management Accounting, Michael M Coltman • Hotel Accountancy & Finance–S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana • Hotel Accounting Earnest B. Horwath & Luis Toth • Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai • Hospitality Accounting–Publisher: Prentia Hall Upper Sadde, River NewJersey • Accounting for Management, S K Bhattacharya, Vikas Publishing House • Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons • Introduction to Accountancy, T.S. Grewal 	

Sem/Year	4 th Semester / 2 nd Year	
Subject	FRENCH-I	
PROGRAMME OBJECTIVES AND PROGRAMME SPECIFIC OBJECTIVES		
<ul style="list-style-type: none"> • Students will learn to introduce themselves in French • They will learn to write how to take orders in French. • They will familiarize with the French terms used in kitchen • They will learn the herbs and spices in French. • They will be able to conjugate verbs in present and future tense • They will learn the usage of adjectives and nouns in French. 		
Course Objective	The student will learn– <ul style="list-style-type: none"> • To introduce themselves in French • To write how to take orders in French. • The French terms used in kitchen • The herbs and spices in French. • Conjugate verbs in present and future tense • The usage of adjectives and nouns in French. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	<ul style="list-style-type: none"> • Pronunciation–The Alphabet–The Accents; • ‘Formules de politesse’; • The numbers: Cardinal–Ordinal; • Time (only 24 hr clock); • Weights & Measures; • The subjective pronouns; • Auxiliary verbs : etre and avoir 	06
2	<ul style="list-style-type: none"> • Self-introduction; • presenting and introducing other person; • Name of vegetables and fruits; • Conjugation of first group of verbs; • Days of the week; • Months of the year; Date; • Name of the Countries and their Nationalities; • Preposition of place; • Describing a place (your city/ tourist place) 	04
3	<ul style="list-style-type: none"> • Vocabulary • Describe your family; • Name of dairy products and Cereals • Simple translation 	10
4	<ul style="list-style-type: none"> • The definite and indefinite articles • Conjugation of second group of verbs; • Adjectives of place • Negation; • Conjugation of irregular verbs : venir, aller; • Demonstrative Adjectives ORAL <ul style="list-style-type: none"> • Role-playing of different situations • Understanding questions • Conversation 	10

	<ul style="list-style-type: none">• Picture composition	
	<p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none">• Larousse compact Dictionary: French-English/English-French• Conjugaison–Le Robert & Nathan• Larousse French Grammar• Grammaire Collection “Le Nouvel Entraînez vous” level debutant• Parlez à l’hotel by A. Talukdar• A Votre Service 1• French for Hotel and Tourism Industry by S.Bhattacharya• Jumelage 1 by Manjiri Khandekar and Roopa Luktuke• Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav	

Sem/Year	5 th Semester / 3 rd Year	
Subject	FOOD AND BEVERAGE SERVICE MANAGEMENT	
Course Objective	1. To planning and organizing different types of functions. 2. To identifying requirement of various types of buffet according to function. 3. To understanding about Kitchen stewarding department.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	PLANNING & OPERATING VARIOUS F&B OUTLET Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment like crockery, Glassware, Cutlery - steel or silver etc., Planning Décor, furnishing fixture etc.	15
2	FUNCTIONCATERING BANQUETS History, Types, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows	15
3	FUNCTION CATERING BUFFETS Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list	15
4	GUERIDON SERVICE History of gueridon, Definition, General consideration of operations, Advantages & Dis-advantages, Types of trolleys, Factor to create impulse, Buying – Trolley, open kitchen, Gueridon equipment, Gueridon ingredients KITCHEN STEWARDING Importance, Opportunities in kitchen stewarding, Record maintaining, Machine used for cleaning and polishing, Inventory	15
	<u>PRACTICAL</u> 1. Case study of F&B outlets 2. Organizing formal banquet function 3. Various types of buffet setups 4. Various types of buffet setups 5. Mise-en-place for Gueridon service 6. Crepe Suzette 7. Peach Flambe 8. Banana au Rhum 9. Rum omelet 10. Physical inventory 11. Using dishwashing machine	60

	<p>Course outcome: on completion of the course the students are expected to-</p> <ol style="list-style-type: none">1. Understand function catering operation.2. Identifying importance of kitchen stewarding in F&B department3. Defining Gueridon service. <p>Text Books:</p> <ul style="list-style-type: none">• Food & Beverage Service- R. Singaravelavan, Oxford publication• Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS• Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill. <p>Additional references/ other study material:</p> <ul style="list-style-type: none">• Modern Restaurant Service- John Fuller, Hutchinson• Professional Food & Beverage Service Management – Brian Varghese• The Restaurant (From Concept to Operation)• Food & Beverage Service Lillicrap & Cousins, ELBS• Introduction F & B Service- Brown, Heppner & Deegan• International Journal of the Food & Beverage Industry https://www.journalnetwork.org/journals/international-journal-of-the-food-and-beverage-industry• Website: https://setupmyhotel.com/train-my-hotel-staff/f-and-b/370-non-alcoholic-bev.html	
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Sem/Year	5 th Semester / 3 rd Year	
Subject	FRONT OFFICE & ACCOMMODATION MANAGEMENT	
Course Objective	<ul style="list-style-type: none"> • To learn to coordinate various guest services and facilities for the guests • To understand the role of front office in guest safety and security • And handling of guest complains • To understand the various flower arrangement in hotel and function of sewing room, linen and uniform room. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	HANDLING GUEST SERVICES AND HANDLING FOREIGN CURRENCY <ul style="list-style-type: none"> • Coordinating Guest Services–Wake–up Calls • Guest Mail and Message Services • Guest Safe Deposit / Locker Facility • Guest Room Change procedure • Concierge Services • Foreign currencies and prevailing Exchange rates • Foreign Currency Exchange and types of exchangers • Procedures to be followed while exchanging Foreign Currency 	15
2	GUEST SAFETY, SECURITY, LOCKERS AND COMPLAINT HANDLING <ul style="list-style-type: none"> • Security of Guests, Staff and the Hotel • Safety & Security Measures • Handling Unusual Events & Emergency Situations • Fire Prevention & Fire Fighting • Safety Awareness & Accident Prevention • Latest technology used in Hotels for Guest security. • First Aid • Guest Complaints and types of guest complaints • Complaint handling procedure 	15
3	FLOWER MANAGEMENT AND INDOOR PLANTS <ul style="list-style-type: none"> • Flower arrangement in hotels • Basic ingredients • Designing flower arrangement • Common flowers and foliage • Major Outsourced companies catering to hotel industry- Latest Trends in the hospitality industry.eg: miniature plants - WOW factor created for guests with flowers 	10
4	SEWING ROOM, LINEN AND UNIFORM ROOM <ul style="list-style-type: none"> • Activities in the sewing room • Sewing area and equipment • Job specification of tailor • Activities in the linen and uniform room • Planning the linen and uniform room • Layout of the linen and uniform room • Linen exchange procedure • Par stock 	20

	<ul style="list-style-type: none"> • Linen control • Points to be considered while designing uniform • Issuing and exchange of uniform • Advantages of providing staff uniform • Brand names of linen and uniform manufacturing companies. 	
	<p><u>PRACTICAL: FRONT OFFICE</u></p> <ol style="list-style-type: none"> 1. Role play of Safety measures 2. Situations Handling 3. Role play of Guest Services 4. Guest Room Change procedures 5. Guest Complaint handling process practices <p><u>PRACTICAL: HOUSEKEEPING</u></p> <ul style="list-style-type: none"> • Flower arrangement • Housekeeping control desk handling and telephone etiquette • Develop an understanding about activities in linen and uniform room and different records maintained. • Preparing for interview <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> ▪ Front Office Training manual–Sudhir Andrews. Publisher: Tata Mac Graw Hill ▪ Managing Front Office Operations–Kasavana & Brooks Educational Institution AHLA ▪ Hotel Front Office by Jatashankar R. Tewari, Oxford University Press ▪ Front Office Operations–Colin Dix & Chris Baird. ▪ Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers ▪ Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS). ▪ Hotel House Keeping–Sudhir Andrews Publisher: Tata Mc Graw Hill. ▪ Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press. ▪ Security Operations By Robert Mc Crie, Publishe: Butterworth–Heinemann ▪ The Professional Housekeeper–Tucker Schneider; Wiley Publications 	<p>30</p> <p>30</p>

Sem/Year	5 th Semester / 3 rd Year	
Subject	BAKERY & PATISSERIE	
PROGRAMME OBJECTIVES AND PROGRAMME SPECIFIC OBJECTIVES		
The students should be able to		
<ul style="list-style-type: none"> • Learn about various types of breads and its varieties • Use the techniques taught while making types of breads. • Make types of pastries and its varieties and learn the techniques and recipes of the same. • Make types of cakes & learn methods, recipes of making cake and its varieties • Have a know how of Chaud i.e. hot and Froid i.e. cold Dishes. • Know the role and function of each ingredient used in baking cakes, breads, pastries, etc. • Differentiate between aspic and gelle 		
Course Objective	The students should be able to <ul style="list-style-type: none"> • Learn about various types of breads and its varieties • Use the techniques taught while making types of breads. • Make types of pastries and its varieties • Make types of cakes & learn methods, recipes of making its varieties • Explore an array of appetizers and garnishes • Have awareness of the chaud froid dishes. • Know the role and function of each ingredient used in baking cakes, breads, pastries, etc. • differentiate between aspic and gelee 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	ADVANCED BAKERY <ul style="list-style-type: none"> • SUGAR TECHNIQUES: Function of ingredients in sugar work and Sugar Boiling temperatures, blown, Spun, Pulled, and Rock sugar • ICINGS & GLAZES: Types of Icings and marzipan 	10
2	MICRO NUTRIENTS IN BAKERY AND CAKES <ul style="list-style-type: none"> • Human Nutrition and bakery foods • Micro Nutrition deficiencies and the role of fortification in control of Micro Nutrition deficiencies • Food Safety • Premixes of bakery foods • CAKES AND CAKE SPECIALTIES: Common Problems with Cake Production, Creamed Cakes, Common Problems with Creamed Cakes, Whipped Cakes, Common Problems with Sponge Cakes. 	20
3	BREAD MAKING: <ul style="list-style-type: none"> • Breads:- White Pan Bread; Pullman, Split-top, and Round Split Breads, French and Italian Breads and Rolls, Vienna Bread, Egg Bread and Rolls; Hard Roll Varieties, Soft Roll Varieties, Rye Bread Varieties, Cornmeal Bread, Whole Wheat Bread, Raisin Bread, Cheese Bread, Middle Eastern Pita Bread 	15
4	<ul style="list-style-type: none"> • SWEET YEAST DOUGH PRODUCTS: Buns; Coffee Cake, Dough Products, Specialty Rolls and Yeast-Raised Cakes, Croissant, Yeast-raised Doughnuts, Common Problems with Doughnuts. 	15

	<ul style="list-style-type: none"> • PASTRIES & TYPES OF PASTRIES : Short Dough Pastries, Puff Pastries, Common Problems with Puff Pastries, Cream Cheese Dough Products, Icings, Cream, Whipped Phyllo Pastry, Common pastry faults, Danish Pastry with Faults & causes • Conversion of formulas used in baking • Measures & equivalent weights of raw material 	
	<p><u>PRACTICAL: BAKERY & PATISSERIE</u></p> <ol style="list-style-type: none"> 1. Bread preparation-Min 08 type 1. Demonstration: Spun & Pulled Sugar, Blown Sugar & Rock Sugar, Moulded Chocolate and Carving 2. Preparation of International Breads 3. Preparation of Desserts- warm, cold 2. Bread Display for buffet 3. Different pastry preparation-Min 2 of each types <p style="padding-left: 40px;">Preparation of bakery Desserts-Min 5 types</p> <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ol style="list-style-type: none"> 1. “The Professional Chef” by Culinary Institute of America 2. Practical Baking, 5th Edition by William J. Sultan Wiley Publications 3. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications 4. Practical Baking, 5th Edition by William J. Sultan Wiley Publications 5. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications 	60

Sem/Year	5 th Semester / 3 rd Year	
Subject	COMPUTER APPLICATION	
Course Objective	To make students learn the basics of computers and its application in our day to day lives by providing knowledge of computer hardware as well as software. Besides the basics, the stress to be on learning the uses of internet based applications and use of social media apps.	
UNIT	TOPICS TO BE COVERED	PR. HOURS ALLOTTED
1	<p>INTRODUCTION TO COMPUTERS:</p> <p>Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarization with Components of Computers–Hardware: Hardware elements–input, storage, processing & output devices. Block diagram of computer,</p>	8
2	<p>INTRODUCTION TO COMPUTERS SOFTWARE:</p> <p>Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS-Word. MS- Excel and MS-Power Point</p>	8
3	<p>INTERNET AND ITS APPLICATIONS:</p> <p>Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email</p>	7
4	<p>SOCIAL MEDIA APPLICATIONS AND HOSPITALITY:</p> <p>Introduction to Social Media, Its Role in Hospitality Promotion, Face book–Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications</p>	7
	<p><u>PRACTICAL:</u></p> <ul style="list-style-type: none"> • MS Office: Basic of MS-Word, MS-Excel and MS-Power Point • Internet, Networks, Web Page, Website and Web Searching, World Wide Web (WWW), Web Browser, URL, Search Engines, Email • Application and use of Social Media: Facebook: Creating Pages and Profiles Linked In, Twitter and other social media applications <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> • Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi • June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay. • Comer 4e, Computer networks and Internet, Pearson Education • White, Date Communications & Computer Network, Thomson Learning, Bombay. • Computers in Hotels – Concepts & Applications: Partho P Seal Oxford University Press 	30

Sem/Year	5th Semester / 3rd Year	
Subject	HOSPITALITY LAWS	
Course Objective	This course aims to acquaint students with the basic concept of Mercantile Law, Industrial Law, Hotel and Lodging Rates, Food Legislations and Licenses pertaining to the hospitality and catering businesses.	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	INTRODUCTION TO LAW Indian contract act; definition, essential of contract, valid, void and voidable agreements, contract of bailment and pledge; sales of good acts; partnership act; define company, Types and formation of company, article of association, memorandum of association; insurance act.	15
2	INDIAN HOSPITALITY LAWS Shops and establishment act with reference to hotel industry. Prevention of Food Adulteration Act 1954, the Food Safety and Standards Act of India 2006 (FSSAI), The legal requirements Prior and at the time of doing Hotel business. in India, business contracts, Hotel Licenses and Regulations, Hotel Insurance	15
3	LABOUR LAWS Define contract labour, welfare and health. ; Rules regarding minimum wages, provident fund, ESI, Bonus payment of wages etc. c) Employment of women and children; leave, health, safety and hygiene provision	15
4	STATUTORY LICENSES FOR HOSPITALITY INDUSTRY The central committee for food standards ; central food laboratory; food inspector and their power and duties ;procedure to be followed by food inspector; food analysis by purchaser; report of the public analyst; notification of the food poisonings and penalties Statutory Licenses And Laws a) List of licenses and permit required to operate hotel, restaurant and other catering establishments b) Procedure of procurement, renewal, suspension and termination of licenses Food Legislation and Liquor Licensing. Public Health and Environmental Laws	15
	<u>SUGGESTED BOOKS FOR READING:</u> - Hotel Law by Amitabh Devendra, Oxford University Press - Hotel & Tourism Laws by Jagmohan Negi - Related Guidelines & Reports from Ministry of Tourism, Govt. of India	

Sem/Year	6 th Semester / 3 rd Year	
Subject	ADVANCED FOOD PRODUCTION	
Course Objective	To make students understand international cuisines and their staple food specialties and importance in large kitchen and its standard operation procedures. Be able to prepare various international dishes along with their accompaniments	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	INTERNATIONAL CUISINE <ul style="list-style-type: none"> Geographic location, Historical background, Staple food with regional Influences, Specialties, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic 	15
2	<ul style="list-style-type: none"> CHAUD FROID: Meaning of Chaud froid, Making of chaud froid & Precautions, Types of chaud froid, Uses of chaud froid ASPIC & GELEE: Definition of Aspic and Gelee, Difference between making of Aspic and Gelee, Uses of Aspic and Gelee QUENELLES, PARFAITS, ROULADES: Preparation of Quenelles, Preparation of Parfaits, Preparation of Roulades 	15
3	<ul style="list-style-type: none"> BRINES, CURES & MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades HAM, BACON & GAMMON: Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon, Processing of Ham & Bacon, Green Bacon, Uses of different cuts GALANTINES: Making of galantines, Types of Galantine, Ballotines 	15
4	<ul style="list-style-type: none"> PATES MOUSE: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison, Truffle–sources, Cultivation and uses and Types of truffle. MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline 	15

	<p>Practical: Food Production</p> <ul style="list-style-type: none"> • Pate, galantines, Ballontines, Roulades Preparation of Menu • Preparation of different Non-vegetarian with using different marinade. • International Cuisines-Min 8 Menu-two or three course dishes • Preparation of continental buffet dishes-Min 2 Buffet <p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Cooking Essentials for the New Professional Chef • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann • Practical Professional Cookery By Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Nita Mehta–Italian Vegetarian Cookery, Snab Publishers • Ken Hom–Chinese Cookery, BBC Books • E N Anderson–The Food of China, Yale University Press • Practical Baking, 5th Edition by William J. Sultan Wiley Publications • Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications 	60
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Text Books:

- Food & Beverage Service- R. Singravelavan, Oxford publication
- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.

Additional references/ other study material:

- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- International Journal of the Food & Beverage Industry
<https://www.journalnetwork.org/journals/international-journal-of-the-food-and-beverage-industry>

Website: <https://setupmyhotel.com/train-my-hotel-staff/f-and-b/370-non-alcoholic-bev.html>

Sem/Year	6th Semester / 3rd Year	
Subject	ADVANCED FRONT OFFICE & ACCOMMODATION MANAGEMENT	
Course Objective	<ul style="list-style-type: none"> • To understand the use of latest technology in hotel industry, concept of budgeting and planning of housekeeping operations. • To understand the concept of revenue management and market segmentation in front office. • To be able to understand the importance/ benefits of forecasting demands and types of forecasting. 	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	NIGHT AUDITING AND GUEST CREDIT MONITORING <ul style="list-style-type: none"> • Importance of Night Audit • Night Auditors-Duties & Responsibilities • The Night Audit Process • Common Errors During the Night Audit • Credit Monitoring and Role of the Credit Manager • Credit monitoring process 	15
2	FRONT OFFICE BUDGETING, YIELD MANAGEMENT, AND FORECASTINGS <ul style="list-style-type: none"> • Management Function, Budgeting and Evaluating front Office Operations • Basics of Revenue and Yield concepts • Yield Management systems and strategies • Forecasting Room Availability • Forecasting Data: Percentage of No-show, Percentage of Cancellations, Percentage of walk-ins, Percentage of overstay, Percentage of under stay etc 	15
3	LATEST TRENDS AND TECHNOLOGY USED IN HOTEL HOUSEKEEPING <ul style="list-style-type: none"> • Artificial intelligence in hotel guest room. • Use of latest technology in hotel housekeeping 	12
4	BUDGETING AND PLANNING HOUSEKEEPING OPERATIONS <ul style="list-style-type: none"> • Types of budgets • Housekeeping expenses • Budget planning process • The planning process • Division of work document • Area inventory lists • Frequency schedules • Performance standards • Equipment and operating supply inventory level • Determining the par levels • Work schedules • Manpower planning and Planning duty roaster 	18

Sem/Year	6 th Semester / 3 rd Year	
Subject	RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT WITH PROJECT WORK	
Course Objective	<p>To make the students familiar with the research process.</p> <p>To make the students aware of various research methods and their applications in hospitality industry.</p> <p>To apprise students on how data can be interpreted for business growth</p> <p>To guide students in preparing of their Research Project work</p>	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	INTRODUCTION TO RESEARCH METHODOLOGY: <ul style="list-style-type: none"> • Meaning and definition • Types of research • Methodology of research 	10
2	SAMPLING DESIGN AND DATA COLLECTION: <ul style="list-style-type: none"> • Meaning of sampling • aims in selection a sample • Types of sample design • Types of data • Concept of hypothesis • Methods of collecting 	15
3	PROCESSING AND ANALYSIS OF DATA: <ul style="list-style-type: none"> • Editing, • Coding, • Classification and tabulation, • Graphical presentation of Data-Bar-chart, pie-chart 	10
4	REPORT WRITING: <ul style="list-style-type: none"> • Types and steps involved in writing report • Layout of the research report • Mechanics of writing a research report • Challenges of a good writing 	10
	Practical RESEARCH PROJECT WORK (2 weeks earmarked for counseling on above aspects which will enable a students to write a comprehensive research dissertation, under the supervision of research guide before a student's undertakes research activity or project research)	15

SUGGESTED BOOKS FOR READING:

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
- Kothari C.R.: Research Methodology, New Age International, 2011.
- Shajahan S.: Research Methods for Management, 2004.
- Mustafa A.: Research Methodology, 2010.
- Thanulingom N : Research Methodology, Himalaya Publishing
- C. Rajendar Kumar : Research Methodology, APH Publishing
- Gupta Hitesh and Gupta S. L.: Research Methodology, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner: Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
- Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

Sem/Year	6 th Semester / 3 rd Year	
Subject	RETAIL MANAGEMENT	
Course Objective	To make the students familiar with the retail management To make the students understand the need of retail management in hospitality industry To make the students familiar with the new practices use in the retail management industry	
UNIT	TOPICS TO BE COVERED	HOURS ALLOTTED
1	The Business of Retail: Retailing-Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.	10
2	Retail Models and Theories of Retail Development- Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.	15
3	Merchandise Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.	10
4	Retail Operating Skills: Pre-Check, Opening the Sale, Probing, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations. Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.	10
	<p><u>SUGGESTED BOOKS FOR READING:</u></p> <ul style="list-style-type: none"> • Retail Management: An Effective Management Strategy for Retail Store Managers by Chetan Bajaj, Nidhi V. Srivastava, and Rajnish Tuli • Retail Management: A Strategic Approach by Joel Evans 	