



**Four-Year Undergraduate Programme**

**BACHELOR OF SCIENCE IN HOTEL MANAGEMENT & CATERING  
TECHNOLOGY**

**(Regular)**

**FACULTY OF HOTEL MANAGEMENT & CATERING  
TECHNOLOGY**

**Parul University**

**Vadodara, Gujarat, India**

## VISION OF THE FACULTY:

To nurture leaders with the ability to skilfully navigate the dynamic landscape of the hospitality industry.

## MISSION OF THE FACULTY:

**M1** To impart exemplary, innovative & Quality education in the field of Hospitality Industry.

**M2** To foster a participatory learning environment, enhancing the capacity of students through active engagement and collaboration.

**M3** To cultivate the necessary workforce to meet the expanding demands of the ever-growing hospitality industry

### 1. Program Educational Objectives

The statements below indicate the career and professional advancement that the Bachelors of science in Hotel Management curriculum intends to provides the students.

<b>PEO 1</b>	To provide the technical & scientific Knowledge to the students by inculcating in the curriculum the best practices that are followed by Academia & industry in hotel industry.
<b>PEO 2</b>	To create a supportive environment for lifelong learning through research & innovation that are critical to the growth of hotel industry.
<b>PEO 3</b>	To produce graduates with high caliber graduates with knowledge & skill required by hotel industry.

### 2. Program Learning Outcomes

Program Learning outcomes are statements conveying the intent of a program of study.

<b>PLO 1</b>	<b>TECHNICAL KNOWLEDGE-</b>	The student will be able to impart the understanding and proficiency in hotel industry.
<b>PLO 2</b>	<b>PROBLEM ANALYSIS SKILL-</b>	The student will be able to adapt to problem analysis skill, the ability to thoroughly examine and understand complex situations or challenges, identify the root causes of problems, and develop effective strategies for resolution.
<b>PLO 3</b>	<b>DEVELOPMENT AS A PROFESSIONAL-</b>	The student will be able to ensure Professional development that refers to the ongoing process of acquiring new knowledge, skills, and experiences to enhance the students' capabilities to excel in hotel industry.

<b>PLO 4</b>	<b>PROFESSIONAL SKILLS-</b>	The student will be able to perform professional skills that are essential for success in the workplace and will encompass a wide range of capabilities, including technical expertise, communication skills, problem-solving abilities, leadership qualities, and more.
<b>PLO 5</b>	<b>INDUSTRY ETHICS-</b>	The student will be able to understand & learn the moral principles, values, and standards that guide the conduct and behaviour of individuals and organizations within Hotel industry.
<b>PLO 6</b>	<b>RESEARCH SKILLS-</b>	The student will be able gain Research skills that refer to the ability to systematically investigate, analyse, and gather information on a specific topic or subject. These skills are crucial in various academic, professional, and personal contexts.
<b>PLO 7</b>	<b>EMPLOYABILITY</b> -	The student will be developing the employability skills that go beyond having the necessary qualifications and extends to a person's ability to effectively apply their skills and adapt to the changing demands of the job market.

### 3. Program Specific Learning Outcomes

<b>PSO 1</b>	Students will be enabled to apply & demonstrate the technical & scientific knowledge required by the hotel industry.
<b>PSO 2</b>	Develop & impart the research & Analytical skills through research projects & field visits in the areas of hotel industry.
<b>PSO 3</b>	Understand & practice Industrial ethics to upkeep the value system that guides the profession in the hotel industry.

### 4. Mapping of Program Educational Objectives and Mission statement

	<b>M1</b>	<b>M2</b>	<b>M3</b>
<b>PEO 1</b>	✓	✓	
<b>PEO 2</b>	✓	✓	
<b>PEO 3</b>			✓

### 5. Mapping of Program Learning Outcomes and Program Educational Objectives

	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7
PEO 1	3	3	3	3	3	2	3
PEO 2	3	2	3	3	1	3	3
PEO 3	3	2	3	3	3	1	3

1-Low correlation, 2- Moderate correlation, 3- High correlation

## 6. Mapping of Program Specific Outcomes and Program Educational Objectives

	PSO 1	PSO 2	PSO 3
PEO 1	3	3	2
PEO 2	1	3	2
PEO 3	3	1	3

1-Low correlation, 2- Moderate correlation, 3- High correlation

## 7. Credit Framework

Semester wise Credit distribution of the programme	
Semester-1	22
Semester-2	22
Semester-3	22
Semester-4	20
Semester-5	24
Semester-6	24
<b>Total Credits:</b>	<b>134</b>

Category wise Credit distribution of the programme	
Category	Credit
Major Core	76
Multidisciplinary	12
Ability Enhancement Course	10
Skill Enhancement Courses	10
Value added Courses	06
Industrial Training	20
<b>Total Credits:</b>	<b>134</b>

## 8. Program Curriculum

Program: _BSCHM (Single Major)					
SEMESTER -I			Teaching Scheme		
Course Code	Course title	Credit	Contact Hours		
			L	T	P

00019301AE01	MIL-1 (AEC-I)	2	2		
11011401VA01	VAC-1 (Climate change & sustainable environment)	2	2		
21010101SE02	SEC-II (Application of Computers) THEORY	1	1		
21010101SE03	SEC-II (Application of Computers) PRACTICAL	1			2
09010101UE02/ 07010101UE01/ 18010201UE01	UE-1(First Aid & Life Support/Health Promotion & Fitness/Basics of Photography)	4	4		
21010201DS01	Food & beverage Fundamentals-I(THEORY)	2	2		
21010201DS02	Food & beverage Fundamentals-I (PRACTICAL)	2			4
21010201DS03	Basics of Accommodation Operations-I (THEORY)	3	3		
21010201DS04	Basics of Accommodation Operations-I (PRACTICAL)	1			2
21010201DS05	Accounting in Hotel Management	4	4		
	Total Credits	22	18		8
<b>SEMESTER -II</b>		<b>Teaching Scheme</b>			
			<b>Contact Hours</b>		
<b>Course Code</b>	<b>Course title</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
00019302AE04	MIL-2 (AEC-II)	2	2		
00019302VA01	VAC-2 (IKS-I)	2	2		
00019101SE01	SEC-2 (Mathematical Aptitude)	2	2		
	(University Elective 2) Understanding the tribals/ Economics of food	4	4		
21010202DS01	Food & beverage Fundamentals-II(THEORY)	2	2		
21010202DS02	Food & beverage Fundamentals-II(PRACTICAL)	2			4
21010202DS03	Basics of Accommodation Operations-II (THEORY)	3	3		
21010202DS04	Basics of Accommodation Operations-II (PRACTICAL)	1			2
21010202DS05	Financial Management in Hotels	4	4		
	Total Credits	22	19		06
<b>SEMESTER -III</b>		<b>Teaching Scheme</b>			
			<b>Contact Hours</b>		
<b>Course Code</b>	<b>Course title</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
00019303AE01	MEL-1(AEC-III) French	2			
00019303VA01	VAC-3 (IKS-II)	2			
03010503SE01	SEC-3 Artificial Intelligence	2			
	UE-3(Gender, Health and Rights/Social Work & Disaster Management/Consumer Protection & RTI/IT Return & E-filing/Entrepreneurship & Small Business Development)	4			
21010203DS01	Food Production Functions-I (THEORY)	2	2		
21010203DS02	Food Production Functions-I (PRACTICAL)	2			4
21010203DS03	Food & Beverage Service Functions-I (THEORY)	3	3		
21010203DS04	Food & Beverage Service Functions-I (PRACTICAL)	1			2
21010203DS05	Accommodation Functions In Hotels-I (THEORY)	3	3		
21010203DS06	Accommodation Functions In Hotels-I (PRACTICAL)	1			2

	Total Credits	22			
<b>SEMESTER -IV</b>		<b>Teaching Scheme</b>			
			<b>Contact Hours</b>		
<b>Course Code</b>	<b>Course title</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
21010204DS01	INDUSTRIAL TRAINING IN MAJOR SUBJECTS	20			
<b>SEMESTER -V</b>		<b>Teaching Scheme</b>			
			<b>Contact Hours</b>		
<b>Course Code</b>	<b>Course title</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
00019304AE04	MEL-II (AEC-IV) French	2			
21010604SE01	(SEC-4)Leadership & Personality Development	2			
21010205DS01	Food Production Functions-II (THEORY)	2	2		
21010205DS02	Food Production Functions-II (PRACTICAL)	2			4
21010205DS03	Food & Beverage Service Functions-II (THEORY)	3	3		
21010205DS04	Food & Beverage Service Functions-II (PRACTICAL)	1			2
21010205DS05	Accommodation Functions In Hotels-II (THEORY)	3	3		
21010205DS06	Accommodation Functions In Hotels-II (PRACTICAL)	1			2
21010205DS07	Human Resources Management In Hotels	4	4		
21010205DS08	Business communication in Hotel Industry (THEORY)	2	2		
21010205DS09	Business communication in Hotel Industry(PRACTICAL)	2			4
	Total credits	24			
<b>SEMESTER -VI</b>		<b>Teaching Scheme</b>			
			<b>Contact Hours</b>		
<b>Course Code</b>	<b>Course title</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
06010105SE01	SEC-5 Digital Literacy / Finance for everyone	2			
00019306AE01	Professional Ethics & Comm. (AEC-5)	2			
21010206DS01	Food Production Functions-III (THEORY)	2	2		
21010206DS02	Food Production Functions-III (PRACTICAL)	2			4
21010206DS03	Food & Beverage Service Functions-III (THEORY)	3	3		
21010206DS04	Food & Beverage Service Functions-III (PRACTICAL)	1			2
21010206DS05	Accommodation Functions In Hotels-III (THEORY)	3	3		
21010206DS06	Accommodation Functions In Hotels-III (PRACTICAL)	1			2
21010206DS07	Sales& Marketing management in Hospitality	4	4		
21010206DS08	Basics of Management in Hospitality Industry	4	4		
	Total credits	24			

<b>Semester 1</b>	<b>University Elective- 1</b>
	First Aid & Life Support
	Health Promotion & Fitness
	Basics of Photography
	<b>University Elective- 2</b>
<b>Semester 2</b>	Understanding Tribals/Economics of food
<b>Semester 3</b>	<b>University Elective- 3</b>
	IT Return & E-filing
	Gender, Health and Rights
	Social Work & Disaster Management
	Consumer Protection & RTI
	Entrepreneurship & Small Business Development

### Semester -1

**Course Name: FOOD & BEVERAGE FUNDAMENTALS-I(THEORY)**

**Course Code: 21010201DS01**

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have basic knowledge about food & food selling outlets.

**Rationale:** The course provides basic theoretical knowledge about food production & food & beverage service.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To throw light on Cooking & culinary history along with the familiarization about F&B service outlets in a hotel.
<b>CLOBJ 2</b>	To provide knowledge about the Hierarchy structure followed for smooth operations in F&B division
<b>CLOBJ 3</b>	To make the students learn Handling tools and equipment's used in kitchen & F&B service outlets
<b>CLOBJ 4</b>	To emphasize on Methods of cooking & service.
<b>CLOBJ 5</b>	To give a basic knowledge about Purchasing & Preparing the Vegetable, fruit & egg dishes.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Describe Cooking & culinary history along with the focus on about F&B service outlets in a hotel.
<b>CLO 2</b>	Understand & explain the hierarchy structure followed for smooth operations in F&B division.
<b>CLO 3</b>	Understand & explain mechanism of Handling tools and equipment's used in kitchen & F&B service outlets.

<b>CLO 4</b>	Elaborate the methods of cooking & service.
<b>CLO 5</b>	Understand & apply the considerations for purchasing & preparing the Vegetable, fruit & egg dishes.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	0	2	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR.NO.	TOPIC	LECTURE	WEIGHT IN %
1	<b>INTRODUCTION TO F&amp;B DIVISION</b>	8	26.66
	Origin & aims of cooking, Different culinary in world, Different Kitchen Sections in Hotel & Their layout, Different F&B outlets in a hotel & their layout		
2	<b>F&amp;B DIVISION ORGANIZATION</b>	5	16.66
	Food Production Hierarchy Chart, Duties & Responsibilities of Kitchen Department, Food & Service Hierarchy Chart, Duties & Responsibilities of F&B Service Department, Intra division & inter departmental coordination, Grooming & Hygiene of F&B service & Food Production staff		
3	<b>EQUIPMENT AND TOOLS</b>	5	16.66
	Kitchen Equipment F&B Service equipment & Tools (Including CCG, Furniture & Linen), Uses, maintenance, points to be considered for selection of equipment's		
4	<b>BASIC PREPARATION FOR THE OPERATIONS</b>	7	23.33
	Mis-en-place & Mis-en-scene in F&B service & Food Production, Different Cooking methods, F&B Service methods		
5	<b>VEGETABLES, FRUIT &amp; EGG COOKERY</b>	5	16.66
	Classification, Purchasing, Cooking & Storing, Grading of egg, Structure of egg, types of egg		
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Practical Cookery-  
Theory of Catering,  
ELBS;  
Theory of Cookery,  
Chef Manual of Kitchen Management,  
Food Production Operation  
Food & Beverage Service Training Manual-  
Food & Beverage Service –  
Modern Restaurant Service –  
Food & Beverage Service-  
The New Gold Standards  
Professional F&B Service Management  
Introduction to F&B Service

Victor Ceserani & Ronald Kinton, ELBS;  
Victor Ceserani & Ronald Kinton,

Mrs. K.Arora, Frank Brothers;  
Fuller, John;  
Parvinder S. Bali  
Sudhir Andrews, Tata McGraw Hill;  
Lillicrap & Cousins, ELBS;  
John Fuller, Hutchinson;  
Boby George.  
Ritz Carlton hotel Company.  
Brian Varghese  
Brown, Hepper & Deegan

**Course Name: FOOD & BEVERAGE FUNDAMENTALS-I(PRACTICAL)**

**Course Code:** 21010201DS02

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have basic knowledge about normal food & food selling outlets.

**Rationale:** The course provides basic practical knowledge about food production & food & beverage service.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware about the layout of kitchen & restaurant.
<b>CLOBJ 2</b>	To guide the students for mis-en-place & mis-en-scene in F&B service sections& mis-en-place in food production division.
<b>CLOBJ 3</b>	To familiarize the students with the equipment used for service & production of food.
<b>CLOBJ 4</b>	To familiarize the students with methods of cooking & service of food.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Understand & make the layout of kitchen & restaurant.
<b>CLO 2</b>	Perform & demonstrate the mis-en-place & mis-en-scene in F&B service sections& mis-en-place in food production division.
<b>CLO 3</b>	Identify & use the equipment used for service & production of food.
<b>CLO 4</b>	Practice & apply the methods of cooking & service of food.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

No.	Practical	No. of Hours	Weightage in %
1.	Familiarization and Understanding kitchen equipment and tools Understanding Personal Hygiene and Kitchen Hygiene & its importance.	4	6.66
2.	Understanding & Making kitchen layouts & Culinary Terms	4	6.66
3.	Identification of commonly used raw material	4	6.66
4.	Various Safety (Fire & First Aid esp.) & Hygiene practices to be observed in the kitchen	4	6.66

5.	Basic cuts of vegetable& Methods of Cooking	16	26.66
6.	Various classical preparation of Egg.	4	6.66
7.	Hygiene and Etiquettes in Restaurant & Practicing Mis- En –Place and Mis- En –Scene activities, Importance of Body Language and Dinning etiquettes.	4	6.66
8.	Identification & Caring of F&B Tools, Equipment, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.	4	6.66
9.	Cover layout for – Breakfast, Lunch & Dinner	4	6.66
10	Various types of Napkin folds	4	6.66
11	Carrying a Salver/Tray, Plates, Glasses & other Equipment, Handling the Service Gear	4	6.66
12	Service of Water	4	6.66
	<b>TOTAL</b>	<b>60</b>	<b>100</b>

**e. Text Book and Reference Book:**

Professional Chef Le Rol A. Polsom

Professional Cooking Wayne Gislen

Practical Professional Cookery Kauffman &Cracknell

Food Production Operation Parvinder S. Bali

Food & Beverage Service Training Manual- Sudhir Andrews, Tata McGraw Hill;

Food & Beverage Service – Lillicrap& Cousins, ELBS;

Modern Restaurant Service – John Fuller, Hutchinson;

Food & Beverage Service- Bobby George.

**Course Name: BASICS OF ACCOMMODATION OPERATIONS -THEORY**

**Course Code: (21010201DS03)**

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have undergone a familiarization round to Hotels Accommodation area.

**Rationale:** The course provides knowledge about basics about Front office& Housekeeping departments in hotel.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To throw light on classification of hotels.
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<b>CLOBJ 2</b>	To make the students understand about the Importance of Front office & Housekeeping departments & their functions.
<b>CLOBJ 3</b>	To get the students acquainted with Job Description of front office & Housekeeping personnels.
<b>CLOBJ 4</b>	To introduce Application of Different types of equipment used in front office & housekeeping.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Analyse & describe the classification of hotels.
<b>CLO 2</b>	Understand & explain the significance of Front office & Housekeeping departments & their functions.
<b>CLO 3</b>	Understand & follow the Job Description of front office & Housekeeping personnels for better insight in the job analysis.
<b>CLO 4</b>	Use different equipment in front office & housekeeping departments.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPIC	LECTURE	WEIGHTAGE IN %
1	<b>INTRODUCTION TO HOTEL INDUSTRY</b>	03	6.66
	Hospitality Definition History Classification of Hotels		
2	<b>INTRODUCTION TO ACCOMMODATION DIVISION</b>	14	31.11
	Housekeeping- Housekeeping functional area/Ancillary areas, layout, Responsibilities of Department Front Office- Introduction, Front office functional area/Ancillary areas, Front office layout, Responsibilities of Department		
3	<b>ACCOMMODATION ORGANIZATION</b>	14	31.11
	<b>Housekeeping-</b> Organizational Structure, Duties and Responsibilities & Attributes, of Housekeeping Personnel, Interdepartmental co-ordination with other Departments. <b>Front office</b> - Organizational Chart, Duties and Responsibilities, Attributes of F.O Personnel, co-ordination with other Departments		
4	<b>EQUIPMENT, TOOLS &amp; FLOOR COVERINGS</b>	12	26.66

	Housekeeping Equipment & Cleaning agents- Classification, usage, Handling precautions & Maintenance, Floor covering types & purpose. Front Office Equipment- Names, usage, Handling precautions & Maintenance		
5	<b>GLOSSARY OF TERMS (With Reference to above topics)</b>	02	4.44
	<b>Total</b>	<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations

Hotel F.O. Training manual

Front Office Management

Hotel front office management

Hotel Front Office- Operations & Management

Hotel Front Office- A Training Manual

Housekeeping Operation & Management

Hotel Housekeeping Management & Operations

Hotel Housekeeping Operations & Management

Hotel, Hostel and Hospital Housekeeping

M.Kasavana;

Suvradeep Gauranga Ghosh;

S.kBhatnagar;

James Bardi;

Jata Shankar. R. Tewari;

Sudhir Andrews;

Malini Singh;

Sudhir Andrews;

G. Raghubalan & Smritee Raghubalan

Joan C Branson & Margaret Lennox

**Course Name: INTRODUCTION TO ACCOMMODATION OPERATIONS -PRACTICAL**

**Course Code: 21010201DS04**

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have undergone a familiarization round with the housekeeping department.

**Rationale:** The course provides hands on skills about basic housekeeping procedures in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students Identify different floor coverings.
<b>CLOBJ 2</b>	To make the students learn about the layout of housekeeping department & Front office.
<b>CLOBJ 3</b>	To familiarize the students with Identification and use of different cleaning agents.
<b>CLOBJ 4</b>	To familiarize the students with Identification and use of housekeeping cleaning& front office equipment.
<b>CLOBJ 5</b>	To provide the knowledge about Understanding of hierarchy structure & soft skills used in front office.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Identify different floor coverings to be able to apply suitable cleaning agent, equipment & method for its maintenance.
<b>CLO 2</b>	Understand & make the layout of housekeeping department.
<b>CLO 3</b>	Identify and use different cleaning agents.
<b>CLO 4</b>	Identify and use of different cleaning equipment.
<b>CLO 5</b>	Understand & follow the hierarchy structure for smooth& effective communication in work & soft skills demonstration.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	20	-	-	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	PRACTICAL	NO. OF HOURS	WEIGH TAGE IN %
1.	Layout Of Housekeeping Department- <b>Model Making</b> - 2D/3D	4	13.33
2.	Identification of Floor coverings- <b>Demonstration/Visit</b> to the places for different identification	2	6.66
3.	Cleaning Agents- Application on Hard Surface- <b>Demo after explanation</b>	4	13.33
4.	Cleaning Agents- Application on Soft Surface- <b>Demo after explanation</b>	4	13.33
5.	Identification of Equipment- <b>Demo</b> – Manual & Mechanical	2	13.33
6.	Wishing &greeting-I - <b>Role Play- Different Situations</b> by the students (Understanding the importance of body language & Appearance along with verbal communication)	4	13.33
7.	Telephone etiquettes- <b>Demonstration&amp; Role Play</b> – Dos & Do nots	2	6.66
8.	Making Layout of Front Office – <b>Chart Making/ Model Making</b> Activities- under the guidance of the teacher	4	13.33

9.	Role Plays for Understanding Importance of Hierarchy structure-Activity(FO&HK)	2	6.66
10	Role Plays for Understanding Importance of Inter Departmental Coordination – Activity (FO& HK)	2	6.66
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations	M.Kasavana;
Hotel F.O. Training manual	Suvradeep Gauranga Ghosh;
Front Office Management	S.kBhatnagar;
Hotel front office management	James Bardi;
Hotel Front Office- Operations & Management	Jata Shankar. R. Tewari;
Hotel Front Office- A Training Manual	Sudhir Andrews;
Housekeeping Operation & Management	Malini Singh;
Hotel Housekeeping Management & Operations	Sudhir Andrews;
Hotel Housekeeping Operations & Management	G. Raghubalan& Smritee Raghubalan
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Margaret Lennox

**Course Name: ACCOUNTING IN HOTEL MANAGEMENT**

**Course Code: (21010201DS05)**

**Prerequisite:** The students should have the basic knowledge of English and having some mathematical skills.

**Rationale:** The course provides knowledge about basics of accounting skills in hotels.

a. **Course Learning Objective:**

<b>CLOBJ 1</b>	The course will focus on providing knowledge about Introduction, importance, and role played by accounting.
<b>CLOBJ 2</b>	To make the students aware about Primary, secondary, and subsidiary books.
<b>CLOBJ 3</b>	To provide the knowledge about Cash book and its use in hotels.
<b>CLOBJ 4</b>	To provide the knowledge about Trial balance concept.

b. **Course Learning Outcomes:**

<b>CLO 1</b>	Define the role of accounting in a business organization to maintain and providing business information to the users of accounting.
<b>CLO 2</b>	Identify, prepare and handling different types of accounts.
<b>CLO 3</b>	Define the advantages and limitations of trial balance.
<b>CLO 4</b>	Define and identify the importance and characteristics of audit.

c. **Mapping of Course Learning Outcomes and Bloom's Taxonomy:**

<b>Course Learning Outcomes</b>		<b>Bloom's Level</b>
<b>CLO 1</b>	Define the role of accounting in a business organization to maintain and providing business information to the users of accounting.	1,2
<b>CLO 2</b>	Identify, prepare and handling different types of accounts.	1,2,6
<b>CLO 3</b>	Define the advantages and limitations of trial balance.	1,2
<b>CLO 4</b>	Define and identify the importance and characteristics of audit.	1,2

d. **Mapping of Course Learning Outcomes and Program Learning Outcomes and Program Specific Outcomes:**

<b>CLOs</b>	<b>PLOs</b>							<b>PSO</b>		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>CLO 1</b>	3.00	1.00	1.00	1.00	3.00	1.00	3.00	3.00	0.00	3.00
<b>CLO 2</b>	3.00	2.00	2.00	2.00	3.00	1.00	3.00	3.00	0.00	3.00
<b>CLO 3</b>	3.00	1.00	1.00	1.00	3.00	1.00	3.00	3.00	0.00	3.00
<b>CLO 4</b>	3.00	2.00	2.00	2.00	3.00	1.00	3.00	3.00	0.00	3.00
<b>Weighted Average</b>	3.00	1.50	1.50	1.50	3.00	1.00	3.00	3.00	0.00	3.00

e. **Teaching & Examination Scheme:**

<b>Teaching Scheme</b>				<b>Evaluation Scheme</b>					
<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>	<b>Internal Evaluation</b>			<b>ESE</b>		<b>Total</b>
				<b>MSE</b>	<b>CE</b>	<b>P</b>	<b>Theory</b>	<b>P</b>	
<b>4</b>	<b>-</b>	<b>0</b>	<b>4</b>	<b>20</b>	<b>20</b>	<b>-</b>	<b>60</b>	<b>-</b>	<b>100</b>

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

f. **Course Content:**

<b>SR. NO.</b>	<b>TOPIC</b>	<b>WEIGHT AGE</b>	<b>TEACHING HOURS</b>
1	<b>INTRODUCTION TO ACCOUNTING</b> Meaning and definition, Types and Classification, Principles of Accounting, Introduction to Uniform System of account, Contents of Income statement, Contents of Financial statement, Practical problems of Income statement and financial statement	10	16.66
2	<b>PRIMARY BOOKS (JOURNAL)</b> Meaning and definition, Format of journal, Rules of Debit and Credit Practical problems	10	16.66
3	<b>SECONDARY BOOKS (LEDGER) AND SUBSIDIARY BOOKS</b> Meaning and Uses of Ledger, Format and Posting, Practical problems of ledger Needs and uses of subsidiary Books, Classification of subsidiary Books Purchase Book; Sales Book; Purchase Return Book; Sales Return Book; Journal Proper & Practical Problems	10	16.66
4	<b>CASH BOOK</b> Meaning and Use, Advantages, Simple, Double and Triple column cash book, Petty cash book, Practical Problems	10	16.66
5	<b>TRIAL BALANCE</b> Meaning; Advantages; Limitations & Practical problems; Profit & loss statement, examples from hotel industry.	06	10
6	<b>BANK RECONCILIATION STATEMENT</b> Meaning, Reasons why pass book and cash book do not balance Practical problems	06	10
7	<b>DEPARTMENTAL ACCOUNTING</b> An introduction of departmental Accounting, Allocation, and apportionment Advantages and Drawback of allocation, Basis of allocation, Practical problems	08	13.33
	<b>Total</b>	<b>60</b>	<b>100</b>

g. **Text Book and Reference Book:**

Comprehensive Accountancy by S.A. Siddiqui  
A Complete Course in Accounting Volume – I by N.D. Kapoor  
Double-Entry Book-Keeping by R.C. Chawla & C. Juneja  
Introduction to Accountancy by T.S. Grewal  
Elements of Hotel Accounts by G.S. Rawat, J.M.S. Negi

**Semester -2**

**Course Name- FOOD & BEVERAGE FUNDAMENTALS-II(THEORY)**

**Course Code:** 21010202DS01

**Prerequisite:** The students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking apart from basics of food service.

**Rationale:** The course provides theoretical knowledge about Indian Regional cuisines along with the concept of menu apart from food service sequence & Non-alcoholic beverages.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware about food diversity in Indian regions as cultural heritage.
<b>CLOBJ 2</b>	To familiarize the student with Meal types & the concept of menu.
<b>CLOBJ 3</b>	To make the students learn about Sequence of service & Handling of Guest complaints.
<b>CLOBJ 4</b>	To throw light on Non-alcoholic beverages.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Explain the cultural heritage as a part of Indian cuisine.
<b>CLO 2</b>	Elaborate the types of meal & menu types.
<b>CLO 3</b>	Understand & Apply the sequence of service & guest complaint handling tactics.
<b>CLO 4</b>	Define & classify the Non-alcoholic beverages.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	0	2	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

**e. Text Book and Reference Book:**

UNIT	TOPIC	Lecture	Weightage in %
1.	<b>Stocks &amp; Sauces</b> Definition, Classification, Type & Uses.	3	10
2.	<b>BASIC INDIAN MASALAS &amp; GRAVIES-</b> Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination, White, red, green and yellow gravies.	3	10
3.	<b>PLANNING</b> Principles of planning for quantity food production about Space allocation Equipment selection Staffing	6	40
4.	<b>TYPES OF MEALS</b> Breakfast-Introduction, Meal types- Brunch, Lunch, Hi –Tea, Dinner, Supper, and others	3	10
5.	<b>MENU TYPES</b> Introduction to menu; Types-Ala Carte & Table D’hote, Menu Planning, considerations and constraints, Menu Terms, French Classical Menu- 11, 13 and 17 courses separately, Classical Foods & its Accompaniments with Cover, Indian regional dishes, accompaniments, and service	7	23.33
6.	<b>SEQUENCE OF SERVICE</b> Handling Table reservation, KOTs & BOTs Duplicate & Triplicate System, Computerised K.O. T’s, Sequence of Food Service, Table Clearing Process Billing Methods, Payment methods and Cash Handling	3	10
7.	<b>NON – ALCOHOLIC BEVERAGES</b> Definition and Classification of Beverages Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service.	2	6.66
8.	<b>CUSTOMER CARE AND HANDLING SITUATIONS</b> Unavailability of Table/reservation, Wrong Order Taking, Handling Unavailability of Food items, Handling Special Requests, Order Delays, Spillages, Return Food, Lost and found properties, Illness, Drunken Guest, Un expectable appearance of Guest Dealing with children and Infants, Handling Handicaps, Old age guest, Customer with communication difficulties.	3	10
	<b>Total</b>	<b>30</b>	<b>100</b>

Professional Chef –  
Professional Food & Beverage Service Management  
Food Service Operations –  
Menu planning  
Introduction to F&B Service

Arvind Saraswat.  
Brian ;  
Peter Jones & Casse;  
J Kivela,  
Brown, Hepper & Deegan

**Prerequisite:** The students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking apart from basics of food service.

**Rationale:** The course provides practical knowledge about Indian Regional cuisines along with the concept of menu apart from food service sequence & Non-alcoholic beverages.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students practice different famous dishes from Indian regions & international cuisines & prepare menu
<b>CLOBJ 2</b>	To instil the skills of Table, cover layout.
<b>CLOBJ 3</b>	To impart the food service skills.
<b>CLOBJ 4</b>	To make the students understand & adopt the situation handling in F&B section.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Demonstrate famous delicacies of Indian regional cuisines & basics of international cuisines & form menu list for the dishes
<b>CLO 2</b>	Demonstrate the cover layout.
<b>CLO 3</b>	Apply The service skills and will be able to serve the food & beverage (Non-Alcoholic) to the guest
<b>CLO 4</b>	Assess & handle guest complaints.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

UNIT	TOPIC	LECTUR E	WEIGHTAG E IN %
1.	Practical on Indian Cuisine	20	33.33
2.	Practical on International cuisine	16	26.66
3.	Writing a Menu	4	6.66
4.	Breakfast Table Lay-out.	4	6.66
5.	TDH & A la Carte Cover lay-out.	4	6.66
6.	Receiving the guest	4	6.66
7.	Sequence of Service of food & Service of Cold & Hot - Non-Alcoholic Beverages	4	6.66
8.	Handling common incidents-Guest complaints.	4	6.66
	<b>Total</b>	<b>60</b>	<b>100</b>

**e. Text Book and Reference Book:**

Theory of Cookery –  
 Modern Cookery –  
 Larousse Gastronomique -  
 Professional Chef –  
 Professional Food& Beverage Service Management  
 Food Service Operations –  
 Menu planning  
 Introduction to F&B Service

Krishna Arora.  
 Thangam Philip  
 Montagne  
 Arvind Saraswat.  
 Brian ;  
 Peter Jones & Casse;  
 J Kivela,  
 Brown, Hepper&Deegan

**Course Name- BASICS OF ACCOMMODATION OPERATIONS-II (THEORY)****Course Code:** 21010202DS03**Prerequisite:** The Students studying this course should have basic knowledge of Hotel Front Office & Housekeeping operations.**Rationale:** The course provides theoretical knowledge about procedures for day-to-day operations in Housekeeping & front office departments.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware about the basics of Room Reservation.
<b>CLOBJ 2</b>	To familiarize the students with Check In & Check Out Procedure.
<b>CLOBJ 3</b>	To throw light on Housekeeping Procedures.
<b>CLOBJ 4</b>	To explain about the critical Documentation in Housekeeping & Front office

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Elaborate the basic tenets of Room Reservation.
<b>CLO 2</b>	Understand & follow the Check In & Check Out Procedure.
<b>CLO 3</b>	Understand & follow the Housekeeping Procedures.
<b>CLO 4</b>	Understand & elaborate the explanation of the Housekeeping & Front office documents.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPIC	LECTURES	WEIGHTAGE IN %
1.	<b>ROOM RESERVATION</b> Importance, Functions, Different Channels & sources, and Types of reservation. Cancellations and Amendments Handling Individual & Group reservations Various Forms & Formats, Pre-Registration Activities	09	20
2.	<b>CHECK IN PROCEDURE, CHECK OUT PROCEDURE</b> I. Registration process, Check in Procedure, Check in in different situations like :- guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travellers, Club floor guest, Check in Procedure in Fully automated hotels II. Check out activity at various desk :- Bell Desk, lobby, Reception, Cashier	12	26.66

	Different Methods of Settlement :-Cash , Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method, Checking of minibar and taking of guest feedback. Check out options :- On Desk Express Check out, Self Check out Front Office Record, Forms & Formats.		
3.	<b>HOUSEKEEPING PROCEDURES</b> Types of surfaces, Cleaning Guest Rooms& Public Area – Daily Cleaning of Room, Weekly Cleaning/ Spring Cleaning, Evening Service/ Turndown Service, Replenishment of guest supplies & amenities. Lost and Found Procedure	12	26.66
4.	<b>FORMS &amp; FORMATS</b> <b>Housekeeping-</b> Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc. Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report. <b>Front office-</b> Guest Registration Card, Guest Folio, Non Guest Folios, Errand Card, Luggage Tags (coding), Reservation Request form etc.	8	17.77
5.	<b>CONCIERGE&amp; BELL DESK OPERATIONS</b> Introduction of Bell desk and Equipment used in Bell desk. Functions of Bell desk Luggage handling, left luggage procedure Paging, Mail and Message handling, Change of room etc Functions of information department	4	8.88
	<b>Total</b>	<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations  
Front Office Management  
Hotel front office management  
Hotel Front Office- A Training Manual  
Front Operation & Administration  
Housekeeping Operation & Management  
Hotel Housekeeping Management & Operations  
Hotel Housekeeping Operations & Management  
Hotel, Hostel and Hospital Housekeeping

M.Kasavana;  
S.kBhatnagar;  
James Bardi;  
Sudhir Andrews;  
Dennis Foster;  
Malini Singh;  
Sudhir Andrews;  
G. Raghubalan& Smritee Raghubalan  
Joan C Branson & Margaret Lennox

**Course Name- BASICS OF ACCOMMODATION OPERATIONS-II (PRACTICAL)****Course Code:** 21010202DS04**Prerequisite:** The students studying this course should have basic knowledge of Hotel Front Office & Housekeeping operations.**Rationale:** The course provides theoretical knowledge about procedures for day-to-day operations in Housekeeping & front office departments.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students practice the Reservation & Registration process.		
<b>CLOBJ 2</b>	To make the students practice the Check in & check out process.		
<b>UNIQUE TOPIC</b>	To make the students practice methods of cleaning.	<b>LECTURE</b>	<b>WEIGHTAGE</b>
		<b>E</b>	<b>E IN %</b>
1.	Basic Manners, Body language, Gestures, Facial expression, Grooming & Hygiene Standards, its importance, Welcoming, receiving, escorting of the guest to room.	8	13.33
2.	Reservation Handling	8	13.33
3.	Registration process	8	13.33
4.	Check in Process	8	13.33
5.	Check out process	8	13.33
6.	Methods of cleaning-I	8	13.33
7.	Methods of cleaning-II	8	13.33
8.	Filling of Forms and formats	4	6.66
	<b>Total</b>	<b>60</b>	<b>100</b>

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Identify with the Reservation & Registration process in hotels.
<b>CLO 2</b>	Interpret and illustrate the Check in & check out process.
<b>CLO 3</b>	Take part in the methods of cleaning and demonstrate the results.
<b>CLO4</b>	Apply the grooming standards as required by the department

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:****e. Text Book and Reference Book:**

Managing front office operations  
 Front Office Management  
 Front Operation & Administration

M.Kasavana;  
 S.kBhatnagar;  
 Dennis Foster;

Housekeeping Operation & Management  
Hotel Housekeeping Management & Operations  
Hotel Housekeeping Operations & Management  
Hotel, Hostel and Hospital Housekeeping

Malini Singh;  
Sudhir Andrews;  
G. Raghubalan & Smritee Raghubalan  
Joan C Branson & Margaret Lennox

**Course Name: FINANCIAL MANEGEMNT IN HOTELS**

**Course Code: (21010202DS05)**

**Prerequisite:** The student opting to pursue this course, must have basic understanding about the importance of finance in any business.

**Rationale:** The course provides knowledge about basics of financial management in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To familiarize the students about the importance of Finance objectives & Corporate Strategies in terms of finance management.
<b>CLOBJ 2</b>	To introduce the Application of working capital in hotel Industry.
<b>CLOBJ 3</b>	To Make the students know about the sources of finance for business.
<b>CLOBJ 4</b>	To Get the students acquainted the specific decisions in financial management.
<b>CLOBJ 5</b>	To let the students know about the financial Risk Management & Mitigation.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Demonstrate working capital management skills.
<b>CLO 2</b>	Plan & Arrange the Sources of finance for business.
<b>CLO 3</b>	Analyse & Take the Specific decisions in financial management.
<b>CLO 4</b>	Practice & demonstrate Financial Risk Management tactics.

**c. Mapping of Course Learning Outcomes and Bloom's Taxonomy:**

<b>Course Learning Outcomes</b>		<b>Bloom's Level</b>
<b>CLO 1</b>	Demonstrate working capital management skills.	2
<b>CLO 2</b>	Plan & Arrange the Sources of finance for business.	3
<b>CLO 3</b>	Analyse & Take the Specific decisions in financial management.	3,4
<b>CLO 4</b>	Practice & demonstrate Financial Risk Management tactics.	2,3

**d. Mapping of Course Learning Outcomes and Program Learning Outcomes and Program Specific Outcomes:**

<b>CLOs</b>	<b>PLOs</b>							<b>PSOs</b>		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>CLO 1</b>	<b>3.00</b>	<b>1.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>1.00</b>	<b>3.00</b>	<b>3.00</b>	<b>1.00</b>	<b>3.00</b>
<b>CLO 2</b>	<b>3.00</b>	<b>1.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>1.00</b>	<b>3.00</b>	<b>3.00</b>	<b>1.00</b>	<b>3.00</b>
<b>CLO 3</b>	<b>3.00</b>	<b>1.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>1.00</b>	<b>3.00</b>	<b>3.00</b>	<b>2.00</b>	<b>3.00</b>
<b>CLO 4</b>	<b>3.00</b>	<b>1.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>1.00</b>	<b>3.00</b>	<b>3.00</b>	<b>0.00</b>	<b>3.00</b>
<b>Weighted Average</b>	<b>3.00</b>	<b>1.00</b>	<b>2.00</b>	<b>2.00</b>	<b>2.00</b>	<b>1.00</b>	<b>3.00</b>	<b>3.00</b>	<b>1.00</b>	<b>3.00</b>

**e. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
4	-	0	4	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**f. Course Content:**

Sr. no.	TOPIC	Lecture	Weightage(in %)
1	<b>FINANCIAL MANAGEMENT FUNCTIONS</b>	10	16.66
	The nature and purpose of financial management, Financial objectives and relationship with corporate strategy, Stakeholders and impact on corporate objectives, Financial and other objectives in not-for profit organizations		
2	<b>WORKING CAPITAL MANAGEMENT</b>	10	16.66
	The nature, Elements, and Importance of working capital, Management of Inventories, Accounts receivable, Accounts payable and Cash, Determining working capital needs and Funding strategies.		
3	<b>BUSINESS FINANCE</b>	12	20
	Sources of raising finance, Business finance, Estimating the Cost of capital, Sources of finance and their relative costs, Capital structure - theories and practical considerations, Finance for small- and medium-sized entities (SMEs)		
4	<b>FINANCIAL RISK MANAGEMENT</b>	8	13.33
	The nature and types of risk and approaches to Risk Management, causes of exchange rate differences and interest rate fluctuations, Hedging techniques for foreign currency risk.		
5	<b>FINANCIAL MANAGEMENT ENVIRONMENT</b>	10	16.66
	The economic environment for business, The nature and role of financial markets and institutions, The nature and role of money markets		
6	<b>SPECIFIC INVESTMENT DECISIONS (LEASE OR BUY, ASSET REPLACEMENT, CAPITAL RATIONING)</b>	10	16.66
	Evaluate leasing and borrowing to buy using the before- and after-tax costs of debt. Evaluate asset replacement decisions using equivalent annual cost and equivalent annual benefit, Evaluate investment decisions under single-period capital rationing, including: i) the calculation of profitability indexes for divisible investment projects ii) the calculation of the NPV of combinations of non-divisible investment projects iii) a discussion of the reasons for capital rationing.		
	<b>TOTAL</b>	<b>60</b>	<b>100</b>

**a. Text Book and Reference Book:**

Basic financial management, 3rd edition Paperback – Illustrated, 1 July 2017 by [M Y Khan](#) , [P K Jain](#)  
Prasanna Chandra, “Financial Management: Theory and Practice”, 9th ed, Mc Graw Hill.

Saunders Anthony and Cornett Marcia, “Financial Markets and Institutions A modern Perspective”, Mc Graw Hill. Latest edition

Bhole L M. and Mahakud, Jitendra. “Financial Institutions and Markets Structure, Growth and Innovations” Mc Graw Hill

I.M. Pandey, “Financial Management: Vikas Publishing house, Latest edition

### Semester -3

**Course Name:** FOOD PRODUCTION FUNCTIONS I (THEORY)

**Course Code:** 21010203DS01

**Prerequisite:** The students should have basic knowledge of Kitchen Operations, preparations, cooking methods.

**Rationale:** The course provides knowledge about basics about Food Production department in hotel.

a. Course Learning Objective:

<b>CLOBJ 1</b>	To familiarize the students with equipment used in quantity kitchen.
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<b>CLOBJ 2</b>	To explain the menu planning concept.
<b>CLOBJ 3</b>	To introduce volume cooking.

b. Course Learning Outcomes:

<b>CLO 1</b>	Elaborate & classify the equipment used in quantity kitchen.
<b>CLO 2</b>	Apply the menu planning considerations while making menu for F&B outlet.
<b>CLO 3</b>	Explain the functions & importance of volume cooking.

c. Teaching & Examination Scheme:

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	0	2	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

d. Course Content:

**e. Text Book and Reference Book:**

Art of Indian Cookery  
Roli;  
Modern Cookery (Vol-I)  
Longman;

Rocky Mohan,  
Philip. Thangam, Orient

SR. NO.	TOPIC	LECTURES	WEIGHTAGE IN %
1	<b>PRODUCTION EQUIPMENT- Types , equipment Planning , Metal used in Volume cooking</b> Equipment ,Points to be considered for purchasing the volume cooking equipment , Care, and maintenance of this equipment ,Modern developments in equipment manufacture.	05	16.66
2	<b>MENU PLANNING</b> -Basic principles of menu planning-recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway, Nutritional factors.	04	13.33
3	<b>INDENTING</b> - 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	03	10
4	<b>INDIAN REGIONAL CUISINE: Historical, Geographical &amp; cultural perspective)</b> A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils, and accompaniments.	13	43.33
5	<b>VOLUME FEEDING</b> - Definition, Types of Catering in Volume feeding, Production planning, Control systems & mechanism Advantages & Disadvantages.	05	16.66
	<b>Total</b>	<b>30</b>	<b>100</b>

Larousse Gastronomique,  
The Complete Guide to the Art of Modern Cookery  
Professional Chef  
Professional Cooking  
Practical Professional Cookery

Paul Hamlyn;  
Escoffier  
Le Rol A. Polsom  
Wayne Gislen  
Kauffman &Cracknell

**Course Code: 21010203DS02**

**Prerequisite:** The students studying this course should have basic knowledge of Kitchen and should know basic cooking preparations.

**Rationale:** The course provides knowledge about basics about Food Production department in hotel.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To Make the students practice Indenting.
<b>CLOBJ 2</b>	To Make the students practice the volume cooking in Industry, Institutes & transport sector.
<b>CLOBJ 3</b>	To Make the students practice the volume cooking for Theme events.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Create& use Indent sheet.
<b>CLO 2</b>	Plan, Organize & Perform volume cooking in Industry, Institutes & transport sector.
<b>CLO 3</b>	Plan, Organize & Perform volume cooking for Theme events.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	20	-	-	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. No.	PRACTICAL	No. OF HOURS	WEIGHTAGE IN %
1.	Volume Cooking- Institutional/Industrial/Hospital/Railways	8	13.33
2.	Practicing Kashmiri Cuisine	4	6.66
3.	Practicing Awadhi Cuisine	8	13.33
4.	Practicing Punjabi Cuisine	8	13.33
5.	Practicing Rajasthani Cuisine	8	13.33
6.	Practicing Gujarati Cuisine	8	13.33
7.	Practicing Konkan Cuisine	4	6.66
8.	Practicing Bengali Cuisine	4	6.66
9.	Practicing South Indian Cuisine	4	6.66
10.	Demonstration of North eastern cuisine	4	6.66
<b>Total</b>		<b>60</b>	<b>100</b>

**e. Text Book and Reference Book:**

Art of Indian Cookery  
 Modern Cookery (Vol-I)  
 Longman;  
 Larousse Gastronomies,  
 The Complete Guide to the Art of Modern Cookery  
 Professional Chef

Rocky Mohan, Roli;  
 Philip. Thangam, Orient

Paul Hamlyn;  
 Escoffier  
 Le Rol A. Polsom

Professional Cooking  
Practical Professional Cookery  
Food Production Operation

Wayne Gislen  
Kauffman &Cracknell  
Parvinder S. Bali

**Course Name: FOOD & BEVERAGE SERVICE FUNCTIONS-I (THEORY)**

**Course Code: 21010203DS03**

**Prerequisite:** The students should have basic knowledge of F& B operations, types of service and role of F&B Staff.

**Rationale:** The course provides theoretical knowledge about Food & Beverage Service topics like IRD service, Alcoholic beverages served in F&B outlets.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To familiarize the students with the operations of In Room Dining (IRD).
<b>CLOBJ 2</b>	To Throw light on F&B order taking Procedure, Service sequence and Billing process.
<b>CLOBJ 3</b>	To Elucidate the Classification and Knowledge of Alcoholic beverage.
<b>CLOBJ 4</b>	To illustrate the Wines, Beer, Aperitifs, Vermouths, brief about Distilled beverages and Tobacco (Cigars & Cigarette) .

**b. Course Learning Outcomes:**

<b>CLO 1</b>	The student will be able to describe the Operations of In Room Dining (IRD)
<b>CLO 2</b>	The student will be enabled to F&B order taking Procedure, Service sequence and Billing process
<b>CLO 3</b>	The student will be in a position to Classify and describe the Alcoholic beverages.
<b>CLO 4</b>	The student will be able to describe about making process & brand names of Wines, Beer, Aperitifs, Vermouths, brief about Distilled beverages and Tobacco (Cigars & Cigarette).

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR.NO.	TOPIC	LECTURES	WEIGHTAGE IN %
<b>1</b>	<b>IN ROOM DINING SERVICE</b>	<b>8</b>	<b>17.77</b>
	Introduction, general principles and types, care to be taken while dealing with active and passive guest, Cycle of Service, scheduling, and staffing Forms and Formats, Order Taking, Suggestive Selling, breakfast cards Usage of handheld devices and their roles while order taking and servicing guests at restaurants, Time management- lead time from order taking to clearance		
<b>2</b>	<b>ALCOHOLIC BEVERAGES</b>	<b>3</b>	<b>6.66</b>
	Definition & Classification of Alcoholic Beverages. Introduction to fermentation & Distillation process.		
<b>3</b>	<b>BEERS</b>	<b>7</b>	<b>15.55</b>

	Introductions to beer, Brief introduction to Beer Production, Types and Brands – Indian and International		
4	<b>WINE</b>	<b>13</b>	<b>28.88</b>
	Definition of wine, Types of grapes used in wine production. Wine making – vinification, Vinification types- Still, Sparkling, Aromatized and Fortified. Classification of Wines, Wines region of France-Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence, Wines of Italy, Spain, Germany, Portugal, Australia, South Africa, Chilly, California & India, Storage of wines, glassware types, other equipment's and tools associated to wines. Important brands of wine and Service of wines- Glassware used, temperature for service of wines., Wine & Food Pairing		
5	<b>AROMATIZED BEVERAGES</b>	<b>5</b>	11.11
	Definition Types- Wine based & spirit based, Usage and storage.		
6	<b>SAKE</b>	<b>3</b>	<b>6.66</b>
	Introduction, definition, manufacturing, storage & brands.		
7	<b>TOBACCO</b>	<b>6</b>	<b>13.33</b>
	Cigars & Cigarette, Cigar types& sizes Brands – Storage and service		
<b>Total</b>		<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Food & Beverage Service Training Manual-  
Food & Beverage Service  
Modern Restaurant Service  
Professional Food& Beverage Service Management  
Food Service Operations –  
Menu planning  
Introduction to F&B Service  
Hepper&Deegan

S. Andrews;  
Lillicrap& Cousins;  
John Fuller;  
Brian ;  
Peter Jones &Casse;  
J Kivela,  
Brown,

**Course Name: FOUNDATION IN FOOD & BEVERAGE SERVICE –II (PRACTICAL)-**

**Course Code: 21010203DS04**

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have undergone a familiarization with normal procedures in F&B service department.

**Rationale:** The course provides hands on supervisory skills to be used by F&B service department in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To demonstrate the make the student Perform In Room Dining service (IRD)
<b>CLOBJ 2</b>	To develop the skills of F&B order taking, Serving the food, and presenting and handling the Billing process
<b>CLOBJ 3</b>	To develop the Knowledge of Wines, Beer, Aperitifs, Vermouths and Tobacco

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Perform IRD Service operations by following SOPs.
<b>CLO 2</b>	Apply Situation handling tactics.
<b>CLO 3</b>	Demonstrate the service of wines.
<b>CLO 4</b>	Demonstrate the service of Beer.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	20	-	-	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. No.	PRACTICAL	No. OF HOURS	WEIGHTAGE IN %
1.	Room Service Order taking (Demonstration followed by practice by students)	4	13.33
2.	Room Service (In Room dining Service) (Demonstration followed by practice by students)	4	13.33
3.	Handling Different Situations in room service operations (Demonstration followed by practice by students)-PART -I	4	13.33
4.	Handling Different Situations in room service operations (Demonstration followed by practice by students)-PART -II	4	13.33
5.	Wine Label Reading (Demonstration followed by practice by students)	4	13.33
6.	Wine Service (Demonstration followed by practice by students)	4	13.33
7.	Beer Service (Demonstration followed by practice by students)	4	13.33
8.	Service of Cigars (Demonstration followed by practice by students)	2	6.66
<b>Total</b>		<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Food & Beverage Service	Lillicrap& Cousins;
Modern Restaurant Service	John Fuller;
Professional Food& Beverage Service Management	Brian ;
Food Service Operations	Peter Jones &Casse;
Menu planning	J Kivela,
Food & Beverage Management	John Cousins, David Foskett

**Course Name: ACCOMMODATION FUNCTIONS IN HOTEL-I (THEORY)**

**Course Code: (21010203DS05)**

**Prerequisite:** The students should have knowledge of Front Office functions.

**Rationale:** The course provides knowledge about Advanced procedures practiced by Front office department in hotels

a. **Course Learning Objective:**

<b>CLOBJ 1</b>	To elucidate the Use of Computer in Front Office.
<b>CLOBJ 2</b>	To elaborate the types of rooms & tariff formulation.
<b>CLOBJ 3</b>	To explain the Guest cycle along cycle.
<b>CLOBJ 4</b>	To Classify the flower arrangement.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Identify, Relate & Describe various software used in Front Office.
<b>CLO 2</b>	Define & describe the types of rooms & tariff formulation.
<b>CLO 3</b>	Elaborate guest cycle.
<b>CLO 4</b>	Explain types of flower arrangement.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPIC	LECTURES	WEIGHTAGE %
1	<b>DAY TO DAY OPERATIONS IN HOUSEKEEPING</b> Housekeeping Control Desk, Importance, Role, Co-ordination, Key Handling & Control, Handling Guest query & requests. Linen Room- Activities, Layout, Linen Control Measures, Inventory handling & Discard Laundry- Classification, Laundry cycle, Guest Laundry order taking & Delivery Procedure, Lost & Found Procedure	14	31.11
2	<b>ROOM TYPES &amp; TARIFF</b> Types of Rooms Room tariff, Tariff fixation / calculating room tariff. Types of room tariff: Rack rate, discounted rates. Meal Plan and its type Forms & Format/ Tariff Card/Brochure	09	20
3	<b>PROPERTY MANAGEMENT SYSTEM</b> Importance of Computer in Front Office, Introduction to PMS PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back-office Module) Different PMS systems:- Opera, IDS	06	13.33

4	<b>FLOWER ARRANGEMENT AND INDOOR PLANTS</b> Introduction to different types of flower and indoor plant, types of it used in industry, Need and importance, Equipment's & Tools required Care and conditioning of cut flowers, types Principal of design, Styles of flower arrangement Selection and care of indoor plants Procedure of layering the pot	06	13.33
5	<b>TYPES OF GUESTS &amp; GUEST CYCLE</b> Defining Guest & Their basic requirements, Types of Guests- F.I.T, Business Travellers, G.I.T, S.I.T, Domestic, Foreigners Guest cycle- Pre Arrival, Arrival, Occupancy, Departure, Post departure	10	22.22
	<b>Total</b>	<b>45</b>	<b>100</b>

e. **Text Book and Reference Book:**

Managing front office operations	M.Kasavana;
Front office procedures & Management	Peter Abbot,
Front Office Operation & Management	Jatashankar R. Tewari
Managing Computers in Hospitality Industry	Michael Kesavana&Cahell
Front Office-Operations and Management	Ahmed Ismail (Thompson
Delmar)	
Housekeeping and Front Office	Jones
Housekeeping Operation & Management	Malini Singh;
Hotel Housekeeping Management & Operations	Sudhir Andrews;
Hotel Housekeeping Operations & Management	G. Raghubalan& Smritee Raghubalan
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Margaret Lennox

**Course Name: ACCOMMODATION FUNCTIONS IN HOTEL-I (PRACTICAL)**

**Course Code: (21010203DS06)**

**Prerequisite:** The students should have knowledge of Front Office & Housekeeping functions.

**Rationale:** The course provides practical knowledge about Advanced procedures practiced in accommodation department in hotels.

a. **Course Learning Objective:**

<b>CLOBJ 1</b>	To demonstrate and make the students practice the computer application in Front Office functions.
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<b>CLOBJ 2</b>	To demonstrate and make the students practice the guest cycle in hotels.
<b>CLOBJ 3</b>	To Make the students Perform Front office accounting cycle.
<b>CLOBJ 4</b>	To exemplify & make the students Perform Flower arrangements.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Adapt & apply the computer application skills in front office operation.
<b>CLO 2</b>	Illustrate & Demonstrate the Process of guest cycle in hotels.
<b>CLO 3</b>	Elaborate & Perform the Front office accounting cycle.
<b>CLO 4</b>	Demonstrate various flower arrangements.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. No.	PRACTICAL	No. OF HOURS	WEIGHTAGE IN %
1.	Handling Check-In process in PMS	4	13.33
2.	Handling Check-Out process in PMS	4	13.33
3.	Tariff Determination- Hubbart Formula, Thumb Rule ,	4	13.33
4.	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C-Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report	4	13.33
5.	Flower Arrangement- Different Types	4	13.33
6.	Creating model of a guest room / public area with interior decoration themes	4	13.33
7.	Guest Room Cleaning	4	13.33
8.	Turndown Service	2	6.66
<b>Total</b>		<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations  
 Front office procedures & Management  
 Front Office Operation & Management  
 Managing Computers in Hospitality Industry  
 Front Office-Operations and Management  
 Delmar)  
 Housekeeping and Front Office

M.Kasavana;  
 Peter Abbot,  
 Jatashankar R. Tewari  
 Michael Kesavana&Cahell  
 Ahmed Ismail (Thompson  
 Jones

Housekeeping Operation & Management  
 Hotel Housekeeping Management & Operations  
 Hotel Housekeeping Operations & Management  
 Hotel, Hostel and Hospital Housekeeping

Malini Singh;  
 Sudhir Andrews;  
 G. Raghubalan & Smritee Raghubalan  
 Joan C Branson & Margaret Lennox

### Semester -4

**Course Name: Industrial Training**

**Course Code: 21010204DS01**

**Prerequisite:** The students studying this course should be able to write, read and speak English and must have the basic knowledge of work procedures in all the core departments in the hotel.

**Rationale:** Industrial training (IT) is a practical and hands-on approach to training employees in a real work environment.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To provide the practical experience of working in Front office department.
<b>CLOBJ 2</b>	To provide the practical experience of working in housekeeping department.
<b>CLOBJ 3</b>	To provide the practical experience of working in Food Production department.
<b>CLOBJ 4</b>	To provide the practical experience of working in Food & Beverage Service department.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Understand, Apply, Demonstrate & Perform the basic functions of Front office department.
<b>CLO 2</b>	Understand, Apply, Demonstrate & Perform the basic functions of housekeeping department.
<b>CLO 3</b>	Understand, Apply, Demonstrate & Perform the basic functions of Food Production department.
<b>CLO 4</b>	Understand, Apply, Demonstrate & Perform the basic functions of Food & Beverage Service department.

**d. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
	-	-		-	-	100	-	200	300

**L-** Lectures; **T-** Tutorial; **P-** Practical; **C-** Credit; **MSE-** Mid-Semester Evaluation, **CE-** Continuous Evaluation, **ESE-** End Semester Examination

**Semester -5**

**Course Name: FOOD PRODUCTION FUNCTIONS II – THEORY**

**Course Code: 21010205DS01**

**Prerequisite:** The students must know about basic meat & vegetable preparations.

**Rationale:** The course provides advanced knowledge about Food Production department in hotel.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware with concept of Larder section in the kitchen.
<b>CLOBJ 2</b>	To introduce the students with Charcuterie.
<b>CLOBJ 3</b>	To let the students Know about the Appetizers & sandwiches.
<b>CLOBJ 4</b>	To give Basic Understanding of International cuisines.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Explain the functions of larder section.
<b>CLO 2</b>	Familiar with cuisines from China, France, Italy, Spain, Mexico, and Middle East to Classify, Simplify & choose them to Compile the best food products to attract the customer.
<b>CLO 3</b>	Identify & Explain Appetizers & sandwiches as products used in food & beverage business.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	0	2	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

<b>SR. NO.</b>	<b>TOPIC</b>	<b>LECTURE</b>	<b>WEIGHTAGE IN%</b>
1	<b>LARDER</b> Introduction, Definition, Terminology Equipment, Layout of a typical larder, Hierarchy, Duties & Responsibilities of Larder Function& Sections of the Larder, Control Functions in Larder Section	8	26.66
2	<b>CHARCUTIERIE</b> Definition, History, Art of Charcuterie, Ingredients used in preparation of Charcuterie, Special Methods of cooking, Different Charcuterie Products, Charcuterie Board, Pairing of food with Charcuterie Products.	6	20
3	<b>APPETIZERS &amp; GARNISHES</b> Introduction, Definition, Classification Examples Historic importance of Appetizers and culinary garnishes. Explanation of different Garnishes	2	06.66
	<b>SANDWICHES</b> -Introduction, Types, Parts& Varieties, type of filling	2	06.66
6	<b>INTERNATIONAL CUISINES</b> Introduction, their regional cooking styles, Methods of cooking, equipment, and utensils (Note: should be taught along with the relevant topics)	12	40
	<b>Total</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Art of Indian Cookery  
 Modern Cookery (Vol-I)  
 Longman;  
 Larousse Gastronomique,  
 The Complete Guide to the Art of Modern Cookery  
 Professional Chef  
 Professional Cooking

Rocky Mohan, Roli;  
 Philip. Thangam, Orient

Paul Hamlyn;  
 Escoffier  
 Le Rol A. Polsom  
 Wayne Gislen

**Course Name: FOOD PRODUCTION FUNCTIONS II – PRACTICAL**

**Course Code: 21010205DS02**

**Prerequisite:** The students must know about basic meat & vegetable preparations.

**Rationale:** The course provides advanced knowledge about Food Production department in hotel.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To Demonstrate & make the students practice the recipe formulation.
<b>CLOBJ 2</b>	To make the students learn about Preparing International Cuisines like – Chinese, Italian, French, Spanish, Mediterranean & Mexican etc.
<b>CLOBJ 3</b>	To make the student Prepare different Appetizers& sandwiches.
<b>CLOBJ 4</b>	To make the student learn about preserving the meat as well as making galantine & pate.

**b. Course Learning Outcomes:**

SR. No.	PRACTICAL	No. OF HOURS	WEIGHT AGE IN %
1.	Recipe Formulation	4	6.66
2.	International cuisine- Chinese	8	13.33
3.	International cuisine- Mexican	8	13.33
4.	International cuisine- Mediterranean	4	6.66
5.	International cuisine- Spanish	4	6.66
6.	International cuisine- French	8	13.33
7.	International cuisine- Italian	4	6.66
8.	International cuisine- Japanese	4	6.66
9.	Preparation of different Appetizers (popular)	4	6.66
10.	Preparation of different Sandwich (popular)	4	6.66
11.	Charcuterie Part-I(Meat preservation -Demo)	4	6.66
12.	Charcuterie Part-II(Galantine, Pate)	4	6.66
	<b>TOTAL</b>	<b>60</b>	<b>100</b>

<b>CLO 1</b>	Understand, Analyze, Evaluate & Apply the concept of Recipe to make recipe charts.
<b>CLO 2</b>	Demonstrate & prepare International Cuisines like – Chinese, Italian, French, Spanish, Mediterranean & Mexican etc.
<b>CLO 3</b>	Show different types of Appetizers & Sandwiches preparation skills
<b>CLO 4</b>	Prepare forced meat & galantine & pate.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

**e. Text Book and Reference Book:**

Art of Indian Cookery	Rocky Mohan, Roli;
Modern Cookery (Vol-I)	Philip. Thangam, Orient
Longman;	
Larousse Gastronomies,	Paul Hamlyn;
The Complete Guide to the Art of Modern Cookery	Escoffier
Professional Chef	Le Rol A. Polsom

Professional Cooking  
Practical Professional Cookery  
Food Production Operation

Wayne Gislen  
Kauffman &Cracknell  
Parvinder S. Bali

**Course Name: FOOD & BEVERAGE SERVICE FUNCTIONS-II THEORY)**

**Course Code: 21010205DS03**

**Prerequisite:** The students should have basic knowledge of F& B operations, types of alcoholic beverages.

**Rationale:** The course provides knowledge about basics about Food & Beverage Service department in hotel.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To explain different types of Spirits and their production.
<b>CLOBJ 2</b>	To elucidate the basics of Bar planning.
<b>CLOBJ 3</b>	To elaborate the cocktails and production.
<b>CLOBJ 4</b>	To impart the Knowledge of Gueridon Service.
<b>CLOBJ 5</b>	To provide the knowledge about Banquet Management.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Define & explain different types of Spirits and their production.
<b>CLO 2</b>	Elaborate the Bar set up aspects like Bar menu, staffing and equipment.
<b>CLO 3</b>	Classify & Explain varieties of cocktails based on different liquors.
<b>CLO 4</b>	Describe the process of Gueridon Service.
<b>CLO 5</b>	Understand & Explain banquet management procedures.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR.NO.	TOPIC	Lecture	Weightage in %
<b>1</b>	<b>DISTILLED BEVERAGES</b>	<b>15</b>	<b>33.33</b>
	Introduction to distillation process, classification of distilled beverages. (Whisky, Rum, Brandy, Vodka, Gin & Tequila) Production in brief. Brands- Indian and International. Other alcoholic beverage – Absinthe, Ouza Aquavit, Slivovitz, Arrack, Fenni, Grappa, Calvados etc. Brands- Indian and International & Service Concept of proof and its types, Gay-Lussac percentage.		
<b>2</b>	<b>BAR</b>	<b>10</b>	<b>22.22</b>
	Introduction, Types & Layout, Bar displays, Equipment used License Requirements, Staffing- Job description, Job specification, Bar planning & designing, Bar menus		
<b>3</b>	<b>COCKTAILS</b>	<b>04</b>	<b>8.88</b>
	Introduction & History, Types & preparation Classical cocktail, recipes, and garnishes, Costing, Innovative Cocktails & Mocktails, Cocktail bar, Equipment, Garnishes, Decorative accessories, Interaction with guest, Suggestive selling		

<b>4</b>	<b>GUERIDON SERVICE</b>	<b>06</b>	<b>13.33</b>
	Introduction, History, Staffing& Equipment used, Ingredients used, Common preparation, flambé dishes, Carving, Salad making etc. Trolley service – Beverages, Starters, High-tea, Desserts etc		
<b>5</b>	<b>FUNCTION CATERING</b>	<b>10</b>	<b>22.22</b>
	BANQUETS- Introduction, Types, Organization of Banquet department. Duties and responsibilities of the Banquet Manager. Booking procedures., Banquet menus, Buffets FORMAL &INFORMAL BANQUETS Reception, Cocktail parties (Standing & Sit down), Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding		
<b>Total</b>		<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Food & Beverage Service Training Manual-  
Food & Beverage Service  
Modern Restaurant Service  
Professional Food& Beverage Service Management  
Food Service Operations –  
Menu planning  
Introduction to F&B Service

S. Andrews;  
Lillicrap& Cousins;  
John Fuller;  
Brian ;  
Peter Jones &Casse;  
J Kivela,  
Brown, Hepper&Deegan

**Course Name: FOOD & BEVERAGE FUNCTIONS-II (PRACTICAL)**

**Course Code: 21010205DS04**

**Prerequisite:** The students studying this course should have basic knowledge of Food & Beverage Operations including cover layout, mis-en-place & Order taking.

**Rationale:** The course provides hands on Service skills to be used in Banquet & Bar Section department

in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To explain the Service procedure of different Alcoholic Beverages.
<b>CLOBJ 2</b>	To make the students aware about basics of Bar set up & layout making.
<b>CLOBJ 3</b>	To make the students learn the basics cocktail& Mocktail Making.
<b>CLOBJ 4</b>	To make the students perform the Gueridon Service.
<b>CLOBJ 5</b>	To Demonstrate the setting up different seating arrangements & buffet Styles.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Demonstrate service of different Alcoholic Beverages by performing the service.
<b>CLO 2</b>	Develop the basic Bar set up & layout.
<b>CLO 3</b>	Prepare different cocktail& Mocktails.
<b>CLO 4</b>	Perform the Gueridon Service.
<b>CLO 5</b>	Organize the Setup of different Seating Arrangements & Buffet Styles

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

**e. Text Book and Reference Book:**

Food & Beverage Service  
 Modern Restaurant Service  
 Professional Food& Beverage Service Management

Lillicrap& Cousins;  
 John Fuller;  
 Brian ;

<b>SR. No.</b>	<b>PRACTICAL</b>	<b>No. OF HOURS</b>	<b>WEIGHTAGE IN %</b>
1.	Understanding and observing Bar Layout & Set up	4	13.33
2.	Preparing Bar menus	2	6.66
3.	Wine Service	2	6.66
4.	Beer Service	2	6.66
5.	Service of Spirits- Vodka, Rum, Whiskey/Whisky, Tequila, Gin, Brandy	4	13.33
6.	Cocktail/ Mocktail Preparation, presentation, and service	4	13.33
7.	Practicing Trolley service – Preparing Dishes	4	13.33
8.	Preparing Function Prospectus	4	13.33
9.	Different Banquet set ups	4	13.33
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

Introduction to F&B Service

Brown, Hepper & Deegan

**Course Name: ACCOMMODATION FUNCTIONS IN HOTELS-II (THEORY)**

**Course Code: (21010205DS05)**

**Prerequisite:** The students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

**Rationale:** The course provides knowledge about Advanced procedures practiced by

Accommodation management department in hotels.

a. **Course Learning Objective:**

<b>CLOBJ 1</b>	To familiarize the students with front office accounting cycle and Cash control.
<b>CLOBJ 2</b>	To make the students aware about Budgeting, planning & organizing aspects in housekeeping department.
<b>CLOBJ 3</b>	To make the student understand about pest control in hotels.
<b>CLOBJ 4</b>	To get the students acquainted with the room forecasting techniques.

b. **Course Learning Outcomes:**

<b>CLO 1</b>	Understand & elaborate front office accounting cycle and Cash control.
<b>CLO 2</b>	Understand & explain the concepts of Budgeting, planning & organizing aspects in housekeeping department.
<b>CLO 3</b>	Define & Describe pest control.
<b>CLO4</b>	Define & explain the room forecasting techniques.

c. **Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

d. **Course Content:**

SR. NO.	TOPIC	LECTURES	WEIGHTAGE IN %
1	<b>FRONT OFFICE ACCOUNTING</b> Front office Accounting Cycle, Night audit, Safety deposit	08	17.77
2	<b>MANAGING CASH &amp; CREDIT</b> Credit control process in various cases:- guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group. Problems may arise in credit control Process required in cash Control Handling Foreign Exchange	08	17.77

<b>3</b>	<b>PLANNING AND ORGANIZING HOUSEKEEPING DEPARTMENT</b> Area inventory list, Frequency schedule, Performance standard and productivity standard, Time, and motion study SOP's, Job allocation and work schedule, Calculating staff and strength, Duty roaster, Team work and leadership, Training Inventory level for non-recycled items, Purchasing system, method of buying, Stock records issue and control	8	17.77
<b>4</b>	<b>HOUSEKEEPING BUDGETING-</b> Introduction, Types, Budget process, Controlling expenses, Income statement	10	22.22
<b>5</b>	<b>PEST CONTROL &amp; FIRE FIGHTING-</b> Types of pests, Methods to eradicate Types of fire, causes, Fire extinguishers, prevention of accidents	05	11.11
<b>6</b>	<b>ROOM FORECASTING</b> Hotel Performance measurement Benefit strategies and prospects of Forecasting, data required for fore casting and benefit of forecasting	06	13.33
	<b>Total</b>	<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations by  
Hotel F.O. Training manual by  
Front Office Management by  
Hotel front office management by  
Hotel Front Office- Operations & Management By-  
Housekeeping Operation & Management  
Hotel Housekeeping Management & Operations  
Hotel Housekeeping Operations & Management  
Hotel, Hostel and Hospital Housekeeping

M.Kasavana;  
Suvradeep GaurangaGhosh;  
S.kBhatnagar;  
James Bardi;  
Jata Shankar. R. Tewari

Malini Singh;  
Sudhir Andrews;  
G. Raghubalan  
Joan C Branson & Margaret Lennox

**Course Name: ACCOMMODATION FUNCTIONS IN HOTELS-II (PRACTICAL)**

**Course Code: (21010205DS06)**

**Prerequisite:** The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

**Rationale:** The course provides knowledge about Advanced procedures practiced by Accommodation

division in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To Make the students learn how to Plan operations to be done by Housekeeping Department
<b>CLOBJ 2</b>	To Impart Budget making skills for housekeeping department.
<b>CLOBJ 3</b>	To Make the students learn how to do front office accounting & night auditing.
<b>CLOBJ 4</b>	To make the students learn rooms forecasting and yield management.
<b>CLOBJ 5</b>	TO demonstrate the use of PMS in accommodation division.

**b. Course Learning Outcomes:**

SR. No.	PRACTICAL	No. OF HOURS	WEIGHTAGE IN %
1.	Front office Accounting Cycle	2	6.66
2.	Night Auditing	4	13.33
3.	Handling all type of cleaning procedures	4	13.33
4.	Preparing Duty Rota's for Accommodation Department	4	13.33
5.	Practicing yield management	4	13.33
6.	Practicing Rooms forecasting techniques.	4	13.33
7.	Practicing on software for Hotel Operations	4	13.33
8.	Preparing Operational Budget for Housekeeping Department	4	13.33
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

<b>CLO 1</b>	Plan & execute the operations to be done by Housekeeping Department
<b>CLO 2</b>	Demonstrate the Budget making skills for housekeeping department.
<b>CLO 3</b>	Understand & apply front office accounting & night auditing skills.
<b>CLO 4</b>	Relate & Apply forecasting and yield management with relevant situations.
<b>CLO 5</b>	Demonstrate & Use the PMS in accommodation division.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	-	-	20		30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

**e. Text Book and Reference Book:**

Managing front office operations by  
Hotel F.O. Training manual by  
Front Office Management by

M.Kasavana;  
Suvradeep Gauranga Ghosh;  
S.kBhatnagar;

Hotel front office management by  
Hotel Front Office- Operations & Management By-  
Housekeeping Operation & Management  
Hotel Housekeeping Management & Operations  
Hotel Housekeeping Operations & Management  
Hotel, Hostel and Hospital Housekeeping

James Bardi;  
Jata Shankar. R. Tewari  
Malini Singh;  
Sudhir Andrews;  
G. Raghubalan  
Joan C Branson & Margaret Lennox

**Course Name: HUMAN RESOURCES MANAGEMENT IN HOTELS**

**Course Code: 21010205DS07**

**Prerequisite:** The students should have basic knowledge of concept & role of Human resources.

**Rationale:** The course provides knowledge about the mechanism of human resources management in Event sector.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware with basics of Human resources planning concepts & its importance.
<b>CLOBJ 2</b>	To familiarize the students with Selection & Recruitment process.
<b>CLOBJ 3</b>	To Familiarize the students with developing a Training Program for Hotel sector employees.

<b>CLOBJ 4</b>	To throw light on Motivation & performance appraisal for Human resources planning in Hotel.
<b>CLOBJ 5</b>	To make the student acquainted with Building & Maintaining relationship in a professional arena.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Analyse & evaluate the needs of Human resources for planning Human resources.
<b>CLO 2</b>	Apply & Perform the Selection & Recruitment process of HR for the Hotels.
<b>CLO 3</b>	Develop need-based training Program for Hotel employees.
<b>CLO 4</b>	Understand & elaborate the performance appraisal of employees.
<b>CLO 5</b>	Build & Maintain relationship for the business.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
4	-	0	4	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPIC	LECTURE	WEIGHTAGE IN %
1	<b>HUMAN RESOURCES MANAGEMENT</b>	14	23.33
	Context and Concept of People Management in a Systems Perspective - Organization and Functions of the HR and Personnel Department - HR Structure and Strategy, Human Resources planning, Importance of Human Resources planning.		
2	<b>RECRUITMENT AND SELECTION</b>	12	20
	Human Resource Information System [HRIS] - Manpower Planning - Selection – Induction & Orientation - Performance and Potential Appraisal - Training and Mentoring - HRM issues and practices in the context of Outsourcing.		
3	<b>HUMAN RESOURCES DEVELOPMENT</b>	12	20
	Training and Development Methods - Design & Evaluation of T&D Program - Career Development - Promotions and Transfers - Personnel Empowerment including Delegation - Retirement and Other Separation Processes.		
4	<b>FINANCIAL COMPENSATION-</b>	12	20
	Productivity and Morale - Principal Compensation Issues & Management - Job Evaluation - Productivity, Employee Morale, and Motivation - Stress Management - Quality of Work Life.		
5	<b>BUILDING RELATIONSHIPS IN</b>	10	16.66

	Facilitating Legislative Framework - Trade Unions - Managing Conflicts - Disciplinary Process - Collective Bargaining - Workers Participation in Management - Concept, Mechanisms and Experiences.		
	<b>Total</b>	<b>60</b>	<b>100</b>

**e. Text Book and Reference Book:**

Tulsian P C – Business Organization & Management

Prasad L.M.- Principle of management

Luthans, Fred : Organizational Behavior

Human Resource Management Essentials You Always Wanted to Know (Self-Learning Management Series)

Senge, Peter : The Learning Organization

Harriss & Martman : Organizational Behavior, Jaico.

**Course Name: BUSINESS COMMUNICATION IN HOTEL INDUSTRY**

**Course Code: 21010205DS08**

**Prerequisite** The Students studying this course should have basic knowledge of writing, reading, and speaking English language in workplace.

**Rationale:** The course provides knowledge about Business communication in hotels.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students understand the process of communication in hotels.
<b>CLOBJ 2</b>	To increase the ability of understanding, examining, Evaluating & discussing the barriers to different communication styles allowing them to take informed decisions in hotels.
<b>CLOBJ 3</b>	To make the students learn to critically write all the business correspondence (Hotel) and make sure that the right hierarchy is followed in the communicate.
<b>CLOBJ 4</b>	To make the students learn to match, infer, develop some understating on writing marketing blogs and about the key word management while writing blog in hotels.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Understand, classify, Explain the process of communication while communicating in hotels.
<b>CLO 2</b>	To increase the ability of understanding, examining, Evaluating & discussing the barriers to different communication styles allowing them to take informed decisions in hotels.
<b>CLO 3</b>	Understanding of importance of writing the business correspondence (hotels) and make sure that the right hierarchy is followed in the communique.
<b>CLO 4</b>	The students will be able to match, infer, some understating on writing marketing blogs and about the key word management while writing blog for hotels.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	-	2	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR.NO.	TOPICS	LECTURE	WEIGHTAGE IN %
1.	<b>THE COMMUNICATION PROCESSES IN HOTELS</b> Sender, receiver, message, channel, feedback, Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback The Communication required Between Organization & client	8	26.66
2.	<b>OFFICE MANAGEMENT IN HOTELS</b> Types of Correspondence, Role & Function of correspondence, Facsimile., Filing Systems: types and importance. E mail writing: dos and don'ts	4	13.33
3.	<b>ORGANIZATIONAL COMMUNICATION IN HOTELS</b> Definition& Meaning of Upward, downward, lateral organization communication Definition - Reports, memos, circulars, notices, advertisements, press notes, Communicating with outside world- Business letters of different types, e-mail Communicating within groups- nature, purpose, merits, demerits, Role of wit and humor	8	26.66
4	<b>HANDLING MEETINGS IN HOTELS</b> Types of meetings, structuring a meeting: writing agenda and minutes, Conducting a meeting	5	16.66

<b>5</b>	<b>PROFESSIONAL WRITING IN HOTELS</b> Synopsis writing, Writing Business Plans, Writing proposals, Blog writing and web content writing	5	16.66
		<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Communication Skills – BV Pathak;

Business Communication- Sinha; Business Communication- Dr. S.K.Singh

**Semester -6**

**Course Name: FOOD PRODUCTION FUNCTIONS-III (THEORY)**

**Course Code: 21010206DS01**

**Prerequisite:** The students studying this course should have basic knowledge of kitchen layout, methods of cooking.

**Rationale:** The course provides advanced theoretical knowledge about bakery section in Food Production department.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To introduce the bakery & confectionary works.
<b>CLOBJ 2</b>	To explain about, Classic& modern Bakery Products

<b>CLOBJ 3</b>	To provide about research & development in food production.
<b>CLOBJ 4</b>	To ensure the Familiarization of students with production management.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Explain about bakery & confectionary works.
<b>CLO 2</b>	Elaborate the Classic& modern Bakery Products.
<b>CLO 3</b>	Apply research & development in food production.
<b>CLO 4</b>	Discuss about effective production management.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
2	-	0	2	20	20	-	60	-	100

**L-** Lectures; **T-** Tutorial; **P-** Practical; **C-** Credit; **MSE-** Mid-Semester Evaluation, **CE-** Continuous Evaluation, **ESE-** End Semester Examination

**d. Course Content:**

<b>SR. NO.</b>	<b>TOPIC</b>	<b>LECTURE</b>	<b>WEIGHTAGE IN%</b>
1	<b>BREADS-</b> Definition, Ingredients & its use, Types, Faults & Rectification, commercial Bread Making & international Breads.	5	16.66
2	<b>PASTRIES-</b> Short crust , Laminated, Choux, Filo- Definition, Ingredients & its use, Types, International Dishes.	6	20
3	<b>CAKE-</b> Definition, Ingredients & its use, Types, Faults & Rectification, commercial cake Making & international Cakes.	4	13.33
4	<b>ICINGS &amp; TOPPINGS</b> Introduction, Varieties of icing, Using of Icings Difference between icings & Toppings, Recipes.	4	13.33
5	<b>FROZEN DESSERTS</b> Types and classification of frozen desserts, Ice Creams-Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture <b>MERINGUES</b> Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues	3	10
6	<b>CHOCOLATE</b> History, Sources, Manufacture & Processing, Types of chocolate, Tempering of chocolate Cocoa butter, white chocolate, and its applications.	5	16.66
7	<b>COOKIES-</b> Definition, Types, International Cookies & Faults	3	10
	<b>Total</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Art of Indian Cookery  
Roli;  
Modern Cookery (Vol-I)  
Longman;  
Larousse Gastronomique,  
The Complete Guide to the Art of Modern Cookery  
Professional Chef  
Professional Cooking

Rocky Mohan,  
Philip. Thangam, Orient  
Paul Hamlyn;  
Escoffier  
Le Rol A. Polsom  
Wayne Gislen

**Course Name: FOOD PRODUCTION FUNCTIONS-III (PRACTICAL)**

**Course Code: 21010206DS02**

**Prerequisite:** The students studying this course should have basic knowledge of kitchen layout, methods of cooking.

**Rationale:** The course provides advanced practical knowledge about bakery section & research in Food Production department.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students prepare different type of breads.
<b>CLOBJ 2</b>	To make the students prepare different type of cookies, chocolate preparations & Meringues.
<b>CLOBJ 3</b>	To make the students aware about production planning & forecasting & budgeting in food production.
<b>CLOBJ 4</b>	To make the students prepare different famous Indian desserts.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Demonstrate & perform cooking skills on type of breads.
<b>CLO 2</b>	Demonstrate & prepare different type of cookies, chocolate preparations & Meringues.
<b>CLO 3</b>	Plan production & create duty schedule along with forecasting & budgeting in food production.
<b>CLO 4</b>	Demonstrate & prepare different famous Indian desserts with sensory evaluation.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	4	2	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content**

**e. Text Book and Reference Book:**

<b>SR. No.</b>	<b>PRACTICAL</b>	<b>No. OF HOURS</b>	<b>WEIGHT AGE IN %</b>
1.	Bakery Part-I (Different types of Breads- white, brown multigrain etc.)	8	6.66
2.	Bakery Part-II (Bread)	4	6.66
3.	Bakery Part-III (Pastries)	4	6.66
4.	Bakery Part-IV (Pastries )	4	6.66
5.	Bakery Part-V(Pastries )	4	6.66
6.	Bakery Part-VI(Cakes)	4	6.66
7.	Bakery Part-VII (Cakes)	4	6.66
8.	Product planning & Scheduling (ICINGS & TOPINGS)	4	6.66
9.	Chocolates	4	6.66
10.	Confectionery –PART-I(Cookies)	8	13.33
11.	Confectionery –PART-II(Cookies)	4	6.66
12.	Confectionery –PART-III(Frozen Desserts & Meringue)	4	6.66
13.	Sensory evaluation- in lab	4	6.66
	<b>TOTAL</b>	<b>60</b>	<b>100</b>

Art of Indian Cookery  
 Modern Cookery (Vol-I)  
 Longman;  
 Larousse Gastronomies,  
 The Complete Guide to the Art of Modern Cookery  
 Professional Chef  
 Professional Cooking  
 Practical Professional Cookery

Rocky Mohan, Roli;  
 Philip. Thangam, Orient  
  
 Paul Hamlyn;  
 Escoffier  
 Le Rol A. Polsom  
 Wayne Gislen  
 Kauffman &Cracknell

**Course Name: FOOD & BEVERAGE SERVICE FUNCTIONS-III (THEORY)****Course Code: 21010206DS03****Prerequisite:** The students should have basic knowledge of F& B operations, types of alcoholic beverages.**Rationale:** The course provides knowledge about costing, pricing & managing concept.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	The make the students aware about the Factors for planning F& B operations.
<b>CLOBJ 2</b>	To explain Basics of Managerial Operations.
<b>CLOBJ 3</b>	To throw light on F&B Cost Controls aspects.
<b>CLOBJ 4</b>	To demonstrate the Inventory procedure.
<b>CLOBJ 5</b>	To elucidate the importance of Budgeting in F&B beverage service outlet.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Define the outlets along with enhancing the skill in regards with being Able to plan, design & execute layout plan for different F&B outlets Planning F& B operations.
<b>CLO 2</b>	Understand the concept of management to evaluating the need of management & applying management tricks in managerial operations related with operating an F&B outlet.
<b>CLO 3</b>	Define, experiment, and assess the planned menu to rephrase to as per the Menu Engineering techniques.
<b>CLO 4</b>	Know about what is Sales promotions and how it will be performed by doing which will be enabled to apply these techniques into his/her professional life.
<b>CLO 5</b>	Understand the importance & evaluate F&B Controls and Inventory Controls to ensure cost control & standard maintenance in F&B department or outlet.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO	TOPIC	LECTURE HOURS	WEIGHTAGE IN %
1	<b>PLANNING &amp; OPERATING VARIOUS FOOD&amp; BEVERAGE OUTLETS</b>	10	22.22
	Physical layout of functional and ancillary areas.		

	Factors to be considered while planning, Calculating space requirements. Selection and planning of heavy duty and light equipment, Quantities of crockery, cutlery and glassware required. Planning décor, furnishings -. Factors, Concept, Menu, Space, Lighting, Colors and Market, Standard Operating procedures Staffing in a Restaurant – points to be considered- Duty Rota’s, Staff Training, (Night Club, Disco, Bar, Restaurant & Theme Restaurant, Coffee Shop, Room Service, Banquet Hall)		
<b>2</b>	<b>MANAGERIAL OPERATIONS</b>	<b>08</b>	<b>17.77</b>
	Concept of Management , Sales promotion-introduction, advertising, merchandising, public relations, Quality aspects of restaurants and catering outlet and performance measurement, Menu Engineering & Menu Merchandising		
<b>3</b>	<b>UNDERSTANDING F&amp;B CONTROL</b>	<b>12</b>	<b>26.66</b>
	Introduction and objectives of F&B Control, fundamentals of control, Problems in F&B Control F&B Controls- Purchasing, Receiving, Storage and Issuing Controls, F&B Sales Controls, Prevention of frauds and pilferage		
<b>4</b>	<b>INVENTORY CONTROL</b>	<b>06</b>	<b>13.33</b>
	Objective, Method, Levels and Technique, Perpetual Inventory, Monthly Inventory, Pricing of Commodities, Comparison of Physical and perpetual Inventory		
<b>5</b>	<b>COST DYNAMICS &amp; BUDGETARY CONTROL</b>	<b>09</b>	<b>20</b>
	Elements of cost, cost group, Price, Cost and Sales Concept- Definition, Elements, Classification, Volume/Profit Relationships ( Breakeven Analysis), Budgetary Control- Introduction, Objectives & types of Budget, Budgetary Control Process Importance		
<b>Total</b>		<b>45</b>	<b>100</b>

**e. Text Book and Reference Book:**

Food & Beverage Service Training Manual-  
Food & Beverage Service  
Modern Restaurant Service  
Professional Food& Beverage Service Management  
Food Service Operations –  
Menu planning  
Introduction to F&B Service  
Hepper&Deegan

S. Andrews;  
Lillicrap& Cousins;  
John Fuller;  
Brian ;  
Peter Jones &Casse;  
J Kivela,  
Brown,

**Course Name: ADVANCED FOOD & BEVERAGE SERVICE AND CONTROL (PRACTICAL)**

**Course Code: 21010206DS04**

**Prerequisite:** The students studying this course should have basic knowledge of Food & Beverage Operations & basic mathematical calculations.

**Rationale:** The course provides knowledge about costing, pricing & managing concept.

**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To demonstrate approach to Planning F& B operations.
<b>CLOBJ 2</b>	To make the students understand the Execution of Managerial Operations.
<b>CLOBJ 3</b>	To make the students aware about Cost Controlling mechanisms aspects.
<b>CLOBJ 4</b>	To make the students Practice the Inventory procedure.
<b>CLOBJ 5</b>	To impart Budgeting skills required in F&B beverage service outlet.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Plan F& B operations.
<b>CLO 2</b>	Execute Managerial Operations like managing events , menu management, merchandising & marketing
<b>CLO 3</b>	Apply Cost Controlling mechanisms
<b>CLO 4</b>	Perform the Inventory procedure
<b>CLO 5</b>	Make the Budget for an F&B beverage service outlet

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	-	-	20	-	30	50

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

<b>SR. No.</b>	<b>PRACTICAL</b>	<b>No. OF HOURS</b>	<b>WEIGHTAGE IN %</b>
1.	Planning a layout for a coffee shop, specialty fine dine restaurant, take away, cafeteria and Practicing service of these areas	4	13.33
2.	Organizing theme parties & food festivals	4	13.33
3.	Taking inventory of store & F&B Outlets	4	13.33
4.	Calculating costs for cafeteria & F&B outlets	4	13.33
5.	Designing a menu for a fine dine restaurant	4	13.33
6.	Planning Sales Promotion for a restaurant	4	13.33
7.	Cost calculation in F&B	2	6.66
8.	Budget making for F&B Outlet	4	13.33
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Food & Beverage Service	Lillicrap& Cousins;
Modern Restaurant Service	John Fuller;
Professional Food& Beverage Service Management	Brian ;
Food Service Operations	Peter Jones &Casse;
Menu planning	J Kivela,
Food & Beverage Management	John Cousins, David
Foskett	
Introduction to F&B Service	Brown,
Hepper&Deegan	

**Course Name- ACCOMMODATION FUNCTIONS IN HOTELS-III (THEORY)****Course Code: (21010206DS05)****Prerequisite:** The students studying this course should have basic knowledge of writing, reading, and speaking English language and basic computer operating skills.**Rationale:** The course provides knowledge about Advanced procedures practiced by Front office & housekeeping department in hotels.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To provide the knowledge about interior designing elements & principles.
<b>CLOBJ 2</b>	To familiarize the students with management aspects of housekeeping in Hospital, malls & institutes.
<b>CLOBJ 3</b>	To make the students aware about guest safety handling in the hotels.
<b>CLOBJ 4</b>	To get the students acquainted with Room sales techniques.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Understand & describe the interior designing elements & principles.
<b>CLO 2</b>	Elaborate the Management of housekeeping in Hospital, malls & institutes.
<b>CLO 3</b>	Understand & describe the importance of guest safety handling in the hotels.
<b>CLO 4</b>	Apply the Room sales techniques.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
3	-	0	3	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TITLES	LECTURES	WEIGHTAGE IN %
1	<b>INTERIOR DESIGNING-</b> Elements of Design, Principles of design Colour Schemes, Types of Lighting, Types of Floors, types of Floors Covering, Types of Window treatments	10	22.22
2	<b>HOUSEKEEPING IN INSTITUTION AND FACILITIES OTHER THAN HOTELS</b> Hospitals, Malls, Multiplex and Airlines	8	17.77
3	<b>SALES TECHNIQUES</b> Internal / In-house sales promotion	10	22.22

	Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information centre, direct mail, personal calls, and selling letters		
<b>4</b>	<b>GUEST SAFETY &amp; SECURITY</b> Importance of Security systems Control over room keys Items kept in First aid box Handling situations like accident, illness, theft, fire, bomb Forms & Formats	8	17.77
<b>5</b>	<b>MANAGING ACCOMMODATION DIVISION PERSONNEL</b> Recruiting and Selecting Employees, The Orientation Process Training, Career Path for Front Office employees, Professional Enrichment.	09	20
	<b>Total</b>	<b>45</b>	<b>100</b>

e. **Text Book and Reference Book:**

Managing front office operations  
Hotel F.O. Training manual  
Front Office Management  
Hotel front office management  
Housekeeping Operation & Management  
Hotel Housekeeping Management & Operations  
Hotel Housekeeping Operations & Management  
Hotel, Hostel and Hospital Housekeeping

M.Kasavana;  
Suvradeep Gauranga Ghosh;  
S.kBhatnagar;  
James Bardi;  
Malini Singh;  
Sudhir Andrews;  
G. Raghubalan  
Joan C Branson & Margaret Lennox

**Course Name: ACCOMMODATION FUNCTIONS IN HOTELS-III (PRACTICAL)****Course Code: (21010206DS06)****Prerequisite:** The students studying this course should have basic knowledge of writing, reading, and speaking English language and basic computer operating skills.**Rationale:** The course provides knowledge about Advanced procedures practiced by Accommodation division in hotels.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the student Perform Check in & check out process for international guest/Group/ & FIT.
<b>CLOBJ 2</b>	To Impart skills of Handling different situations taking place in hotels.
<b>CLOBJ 4</b>	To Teach the students about Making Tariff card, brochures & sales letters.
<b>CLOBJ 5</b>	To demonstrate Performing of interior designing.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Demonstrate & Perform Check in & check out process for international guest/Group/ & FIT.
<b>CLO 2</b>	Handle different situations taking place
<b>CLO 3</b>	Create Tariff card, brochures & sales letters
<b>CLO 4</b>	Demonstrate & Perform interior designing.

**c. Teaching & Examination Scheme:**

**L-** Lectures; **T-** Tutorial; **P-** Practical; **C-** Credit; **MSE-** Mid-Semester Evaluation, **CE-** Continuous Evaluation, **ESE-** End Semester Examination

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
-	-	2	1	-	-	20		30	50

**d. Course Content:**

<b>SR. No.</b>	<b>PRACTICAL</b>	<b>No. OF HOURS</b>	<b>WEIGHTAGE IN %</b>
1.	Role plays on Check in process: guest having confirmed reservation, &International Travelers.	4	13.33
2.	Role plays on Check outs process: guest having confirmed reservation, &International Travelers.	4	13.33
3.	Role plays on Check in& check out process-Walk –in Guest	4	13.33
4.	Handling various situations- Bomb Threat, Fire, Accidents, Demise of the Guest in Premises etc.	2	6.66
5.	Role plays and problem handling on different accommodation problems- Service quality (Maintenance, service delay etc.)	4	13.33
6.	Preparation of sales letters, brochures.	4	13.33
7.	Preparation of Tariff cards using different methods	4	13.33
8.	Design the Interior of A premises with suitable colour, lighting & furnishings	4	13.33
	<b>TOTAL</b>	<b>30</b>	<b>100</b>

**e. Text Book and Reference Book:**

Managing front office operations by M.Kasavana  
Hotel F.O. Training manual by Suvradeep Gauranga Ghosh;  
Front Office Management by S.kBhatnagar;  
Hotel front office management by James Bardi;  
Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari;  
Front Operation & Administration, By- Dennis Foster;  
Front office procedures & Management, By- Peter Abbot

**Course Name- SALES& MARKETING MANAGEMENT IN HOSPITALITY INDUSTRY****Course Code:** 21010206DS07**Prerequisite:** The students studying this course should be able to write, read and speak English and must have a basic understanding of marketing sector.**Rationale:** The course provides theoretical knowledge about the Marketing & branding strategies applicable in Hotels.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To make the students aware about Marketing as a Concept & marketing management as a technique.
<b>CLOBJ 2</b>	To familiarize the student with Structuring the product/ service basket for hotel industry.
<b>CLOBJ 3</b>	To make the students learn about Pricing the product / service basket of hotel industry.
<b>CLOBJ 4</b>	To throw light on distribution patterns of hotel industry products.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Understand and Apply marketing mix techniques Making hotel industry products.
<b>CLO 2</b>	Come up with hotel industry product & Price.
<b>CLO 3</b>	Decide the Distribution channel of hotel industry products.
<b>CLO 4</b>	Develop the Promotional strategies for hotel industry outlets.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
4	-	-	4	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPIC	LECTURE	WEIGHTAGE IN %
1	<b>INTRODUCTION TO MARKETING AND MARKETING MANAGEMENT</b>	12	20
	Marketing Concepts - Marketing Process Marketing mix - Marketing environment. - Consumer Markets and buying behavior - Market segmentation and targeting and positioning.		
2	<b>PRODUCT DECISIONS</b>	12	20
	Concept of a Product - Product mix decisions - Brand Decision - New Product Development – Sources of New Product idea - Steps in Product Development - Product Life Cycle strategies- Stages in Product Life Cycle		
3	<b>PRICE DECISIONS</b>	12	20

	Pricing objectives - Pricing policies and constraints - Different pricing method - new product pricing, Product Mix pricing strategies and Price adjustment strategy		
4	<b>CHANNEL DECISION</b>	12	20
	Nature of Marketing Channels -. Types of Channel flows - Channel functions - Functions of Distribution Channel – Structure and Design of Marketing Channels -Channel co-operation, conflicts and competition – Retailers and wholesalers.		
5	<b>PROMOTION DECISION</b>	12	20
	Promotion mix - Advertising Decision, Advertising objectives - Advertising and Sales Promotion – Developing Advertising Program – Role of Media in Advertising - Advertisement effectiveness - - Sales force Decision.		
	<b>Total</b>	<b>60</b>	<b>100</b>

**e. Text Book and Reference Book:**

Prasad L.M.- Principle of management

Tapan K Panda - Marketing Management Text and Case Indian Context Student CD Included, Excel Books.

Srinivasan, R - Case Studies In Marketing : The Indian Context, PHI

S. Jaychandran, Iit, Chennai - Marketing Management Text and Cases, Excel Publications.

RajanSaxena - Marketing Management, Tata McGraw Hill

V. S. Ramaswamy, S. Namakumari- Marketing Management : Planning, Implementation and Control, McMillion,

**Course Name: BASICS OF MANAGEMENT IN HOSPITALITY INDUSTRY****Course Code: 21010206DS08****Prerequisite:** The students should have the basic knowledge about planning, Organizing, leading & controlling.**Rationale:** The course provides theoretical knowledge about the concept of management.**a. Course Learning Objective:**

<b>CLOBJ 1</b>	To explain the hotel management principles and their approach to work.
<b>CLOBJ 2</b>	The elucidate the requirement of basic functions of management in hotel industry.
<b>CLOBJ 3</b>	To explain & elaborate the role of each designation of personnel management in hotel industry.
<b>CLOBJ 4</b>	To make the student learn the importance of motivation and incentivization which they will be able to incorporate in their work environment in hotel industry.

**b. Course Learning Outcomes:**

<b>CLO 1</b>	Imbibe, Explain & apply the management principles and their approach to work in hotel industry.
<b>CLO 2</b>	Understand, Evaluate the requirement & incorporate the basic functions of management in hotel industry.
<b>CLO 3</b>	Define, explain & elaborate the role of each designation of personnel management in hotel industry.
<b>CLO 4</b>	learn the importance of motivation and incentivization which they will be able to incorporate in their work environment in hotel industry.

**c. Teaching & Examination Scheme:**

Teaching Scheme				Evaluation Scheme					
L	T	P	C	Internal Evaluation			ESE		Total
				MSE	CE	P	Theory	P	
4	-	0	4	20	20	-	60	-	100

L- Lectures; T- Tutorial; P- Practical; C- Credit; MSE- Mid-Semester Evaluation, CE- Continuous Evaluation, ESE- End Semester Examination

**d. Course Content:**

SR. NO.	TOPICS	LECTURE	WEIGHTAGE IN %
1	<b>NATURE &amp; FUNCTIONS</b> Importance of Management Definition of Management Management Functions in Events Role of an Event Manager Management Skills for event management	6	10
2	<b>DEVELOPMENT OF MANAGEMENT THOUGHT</b> Early Classical Approaches Neo Classical Approaches Modern Approaches	4	6.66

<b>3</b>	<b>PLANNING &amp; DECISION MAKING</b> Nature & Importance of Planning Types of Plans Meaning of Decision Types of Decisions Steps in Rational Decision making	10	16.66
<b>4</b>	<b>ORGANISING</b> Concept, nature, significance of organizing, Formal and informal organization, Organization chart of a 5 star hotel, Types of organization, functional , Line and staff relationship, Delegation and Authority, Centralization and Decentralization. Recruitment – internal and external sources, Steps in the process of selection, recruitment Vs selection.	12	20
<b>5</b>	<b>DIRECTING</b> Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-accountability relationship Elements of Direction – supervision, communication, training and development, leadership, motivation. Leadership – meaning, importance, theories and styles. Communication – meaning, significance, types, process and barriers to communication. Supervision – Meaning, nature and significance of supervision.	10	16.66
<b>6</b>	<b>MANAGERIAL CONTROL</b> Meaning of Managerial Control Steps in Control Process Need for Control System Benefits of Control Control Techniques	10	16.66
<b>7</b>	<b>MOTIVATION</b> Meaning, nature and importance of motivation, morale incentives, Motivation and productivity relationship, Types of motivation, theories of motivation – Herzberg’s hygiene-motivation (two factor) theory, Maslow’s theory of need hierarchy, Mc Gregory’s theory ‘X’ and theory ‘Y’.	8	13.33
	<b>TOTAL</b>	<b>60</b>	<b>100%</b>

**e. Text Book and Reference Book:**

Principles of Management by PC Tripathi & PN Reddy;  
Principles of Management by BS Moshal

