



SRM
UNIVERSITY
DELHI-NCR, SONEPAT

**4 Year Undergraduate Programme Credit Structure Semester Wise in
alignment with NEP 2020
in**

**SRM UNIVERSITY DELHI-NCR
w.e.f. Academic Year 2025-26**

For

4 Years B.Sc. (Hons.) Hotel Management and Catering Technology

**SRM INSTITUTE OF HOTEL MANAGEMENT
39, Rajiv Gandhi Education City, Sonapat, Haryana-131029**

HOTEL MANAGEMENT GRADUATE EMPLOYABILITY ATTRIBUTES

FOR

4 Years B.Sc. (Hons.) Hotel Management and Catering Technology

EMPLOYABILITY ATTRIBUTES (EAs):

The characteristic attributes that a graduate in Hotel Management & Catering Technology will be able to demonstrate through learning various courses which are listed below:

EA-1: Hard Skills: Sound knowledge & understanding of domain areas along with Fundamental hold on Core Aspects. Thorough knowledge about the below-mentioned core departments is important:

- ✓ **Food and Beverage Production:** Students shall be competent enough to become pastry chef/bakery chef/ sous chef/ CDP or Commie at the national as well as international level.
- ✓ **Food and Beverage Service:** Students shall be competent enough to become bartender/ executive, manager/ butler or event manager at the national as well as international level.
- ✓ **Room Division:** Students shall be competent enough to become front-office manager/ duty manager/ lobby manager/ sales executive/ executive housekeeper/ supervisor or laundry manager etc. at the national as well as international level.

EA-2: Soft Skills:

- ✓ Good in verbal communication, Writing and Presentation.
- ✓ Good in Grooming, Etiquettes and Punctuality.

EA-3: Technical Skills:

- ✓ Committed to ensure customer satisfaction.
- ✓ Quick and thorough with decision making and planning.
- ✓ Ability to adapt to any situation or constant changes.
- ✓ Ability to evaluate and monitor own performance.
- ✓ Not only limited to new product development, but to becoming a Patent holder.

EA-4: Leadership Skills:

- ✓ Function as a member of an interdisciplinary problem-solving team and Aware of ethical conduct.
- ✓ The ability to motivate and discipline other members of staff as a good leader.

EA-5: Innovative & Critical Thinking:

- ✓ To develop critical thinking and problem-solving abilities to take on any Future challenges.
- ✓ Self-motivated and take initiative to learn new things.

PROGRAMME LEARNING OUTCOMES (PLOs)

The range of learning outcomes achieved by students in the program will vary according to their Award. As student progress towards their final levels of study, they will be expected to demonstrate an increasingly sophisticated level of understanding, analysis and evidence of the synthesis of theory and practice and are expected to be able to –

PLO 1: Competent to apply in-depth knowledge and skills of the operational aspects considering the underlying principles of the Hospitality operations.

PLO 2: Able to demonstrate the lab skills of the hospitality industry and the strategic management during industrial/academic career.

PLO 3: Competent to execute employability skills, communicating with the staff and sorting their grievances, planning staff welfare incentives, i.e., tour and trips, awards etc., suggestive selling techniques and Cost Management etc.

PLO 4: Capable to deliver the best services in common with the other teammates reflecting the good

PROGRAM EDUCATIONAL OBJECTIVES (PEOs):

Upon successful completion of Hotel Management & Catering Technology Course, a student should be able to:

- PEO 1:** To provide the hospitality industry the steady stream of competent young men and women with necessary knowledge, technical as well as soft skills, values and attitudes to occupy leading positions in the operations.
- PEO 2:** Create a blue print of one's hospitality career & expose them to crucial hospitality management concepts.
- PEO 3:** Introduction of key principles of Human Resources, Customer Centered Marketing and specific Finance & Accounting for Hotel industry.
- PEO 4:** Focus on delivering the best performance and value to the customer to provide a common body of knowledge in hospitality management coupled with a broad education and awareness of leading skills which will prepare students for responsible and competent leadership roles in the hospitality industry.
- PEO5:** Develop employability skills required for hotel / restaurant management and culinary professionals through the use of a competency-based program / Value-added program.
- PEO 6:** Provide students with relevant hands-on operational experience in some facet of the hospitality industry.
- PEO 7:** To impart latest and relevant knowledge to the students from different fields of hotel management like sales and marketing, guest management etc.
- PEO 8:** Enable students to acquire skills for future management roles in various types of hospitality units while being aware & conscious of social responsibilities that an organization owes to its employees & clients.

PROGRAMME STRUCTURE
4 Years B.Sc. (Hons.) Hotel Management and Catering Technology
Programme Courses Credit Structure Semester wise in Alignment with NEP-2020
in SRMUH w.e.f. Academic Year 2025-26

| SEMESTER-I | | | | | | | | |
|-------------------|--------------------|-------------------------------------------------------------|----------|----------|----------|--------------------|----------------|----------------------------|
| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
| 1 | 24SBHM101 | Foundation Course in Food Production – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM101P | Foundation Course in Food Production-I Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM102 | Foundation Course in Food & Beverage Service – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM102P | Foundation Course in Food & Beverage Service - I Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM103 | Foundation Course in Rooms Division – I | 3 | 0 | 0 | 2 | 2 | Major Course |
| 6 | 24SBHM103P | Foundation Course in Rooms Division- I Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 23MDC303 | Psychology & Emotional Intelligence | 3 | 0 | 0 | 3 | 3 | Multidisciplinary Course |
| 8 | 24AEC101 | Functional English-I | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 9 | 24FLFR101 | French-I | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 10 | 23SS101 | Digital Literacy & IT Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 11 | 23SS151 | Effective Communication Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 12 | 24VAC103 | Sports, Yoga & Fitness | 0 | 0 | 2 | 2 | 1 | Value Added Course |
| S.N | Course Code | Course Title | L | T | P | Hours | Credits | Course Category |
| 0. | TOTAL | | | | | 33 /Week | 23 | |
| 1 | 24SBHM151 | Foundation Course in Food Production – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM151P | Foundation Course in Food Production - II Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM152 | Foundation Course in Food & Beverage Service -II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM152P | Foundation Course in Food & Beverage Service - II Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM153 | Foundation Course in Rooms Division – II | 3 | 0 | 0 | 2 | 2 | Major Course |
| 6 | 24SBHM153P | Foundation Course in Rooms Division- II Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |

| | | | | | | | | |
|--------------|---------------|----------------------------------------------------------|---|---|---|-----------|-----------|------------------------------------|
| 7 | 23MDC401 | Management Process & Organization Behavior | 3 | 0 | 0 | 3 | 3 | Multidisciplinary Course |
| 8 | 24AEC201 | Functional English-II | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 9 | 24FLFR201 | French-II | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 10 | 23SS252 | Teamwork & Interpersonal Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 11 | 23ESUG201 | Environment Protection, Sustainable Development & Living | 2 | 0 | 0 | 2 | 2 | Value Added Course |
| 12 | SBHM/LP - 254 | Live Project/Vocational Course/SIP-I | | | | | 2 | Live Project/Vocational Course/SIP |
| TOTAL | | | | | | 31 | 25 | |

Note:

A Student who opts to exit after 1st year (2nd Semester) after attaining 48 credits will be awarded Certificate in Hotel Operations.

SEMESTER-III

INDUSTRIAL EXPOSURE TRAINING (17 WEEKS)

| S. No. | Course Code | Course Title | L | T | P | | Credits | Course Category |
|--------------|-------------|------------------------------------|---|---|---|--|---------|-----------------|
| 1 | 24SBHM 251 | Industrial Exposure Training (IET) | | | | | 20 | Major Course |
| TOTAL | | | | | | | 20 | |

SEMESTER-IV

| S.No. | Course Code | Course Title | L | T | P | Hours/Week | Credits | Course Category |
|--------------|-------------|--------------------------------------------|---|---|---|------------|-----------|---------------------------------------------|
| 1 | 24SBHM208 | Food & Beverage Control | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 2 | 24SBHM209 | Hotel Accounting Skills | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 3 | 24SBHM211 | Human Resource Management | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 4 | 24SBHM212 | Strategic Planning & Management | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 5 | 24SBHM213 | Leadership and Management Skills | 2 | 0 | 0 | 2 | 2 | Skill Enhancement Course (Domain Specific) |
| 6 | 24SBHM214 | Hospitality Marketing | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 7 | 24SBHM215 | Managing Tourism Operations | 2 | 0 | 0 | 2 | 2 | Skill Enhancement Course (Domain Specific) |
| 8 | 23MDC402 | Creating an Entrepreneurial Mindset | 3 | 0 | 0 | 3 | 3 | Multidisciplinary Course |
| 9 | 23SS353 | Presentation Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 10 | 21CS0202 | Artificial Intelligence & Machine Learning | 1 | 0 | 2 | 3 | 2 | Value Added Course |
| TOTAL | | | | | | 24 | 22 | |

Note: A Student who opts to exit after 2nd year (4th Semester) after attaining 90 credits will be awarded Diploma in Hotel Operations.

SEMESTER-V

| S.No. | Course Code | Course Title | L | T | P | Hours/Week | Credits | Course Category |
|--------------|-------------|----------------------------------------------|---|---|---|------------|-----------|--------------------------|
| 1 | 24SBHM301 | Food Production Operations | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM301P | Food Production Operations Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM302 | Food & Beverage Service Operations | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM302P | Food & Beverage Service Operations Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM303 | Rooms Division Operations | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM303P | Rooms Division Operations Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 24SBHM305 | Nutrition & Food Science | 4 | 0 | 0 | 4 | 4 | Minor Stream Course |
| 8 | 24SBHM306 | Financial Management | 4 | 0 | 0 | 4 | 4 | Minor Stream Course |
| 9 | 23SS554 | Professional Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 10 | 23AR555 | Aptitude & Reasoning | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| TOTAL | | | | | | 33 | 24 | |

SEMESTER-VI

| S.No. | Course Code | Course Title | L | T | P | Hours/Week | Credits | Course Category |
|--------------|---------------|----------------------------------------------------------|---|---|---|------------|-----------|------------------------------------|
| 1 | 24SBHM351 | Advance Food Production Operations – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM351P | Advance Food Production Operations - I Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM352 | Advance Food & Beverage Service Operations – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM352P | Advance Food & Beverage Service Operations - I Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM353 | Rooms Division Management – I | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM353P | Rooms Division Management - I Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 24SBHM356 | Facility Planning | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 8 | 24SBHM357 | Food & Beverage Management | 4 | 0 | 0 | 4 | 4 | Minor Stream Courses |
| 9 | 23VAC102 | Indian Constitution & Polity | 2 | 0 | 0 | 2 | 2 | Value Added Course |
| 10 | SBHM/LP – 354 | Live Project/Vocational Course/SIP-II | | | | | 2 | Live Project/Vocational Course/SIP |
| TOTAL | | | | | | 30 | 25 | |

Note:

A Student who opts to exit after 3rd year (6 Semester) after attaining 139 credits will be awarded B.Sc. Hotel Management & Catering Technology.

SEMESTER-VII

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|-------|-------------|------------------------------------------------------------|---|---|---|----------------|---------|---------------------|
| 1 | 24SBHM401 | Advance Food Production Operations – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM401P | Advance Food Production Operations - II Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM402 | Advance Food & Beverage Service Operations – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM402P | Advanced Food & Beverage Service Operations - II Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM403 | Rooms Division Management – II | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM403P | Rooms Division Management - II Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 9 | 23RMBS710 | Research Methodology | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 10 | 24SBHM408 | Research Project-I | | 2 | | 2 | 6 | Research Project |
| TOTAL | | | | | | 25 | 22 | |

SEMESTER-VIII

| S. No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------|-------------|------------------------------|---|---|---|----------------|---------|------------------------------|
| 1 | 24SBHM451 | Culinary & Cruise Management | 3 | 0 | 0 | 3 | 3 | Major Course |
| 2 | 24SBHM452 | Travel & Tourism Geography | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 3 | 24SBHM453 | Event Management | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 4 | 24SBHM454 | Revenue Management | 3 | 0 | 0 | 3 | 3 | Discipline Specific Elective |
| | 24SBHM455 | Retail Management | | | | | | |
| 6 | 24SBHM458 | Research Project-II | | 2 | | 2 | 6 | Research Project |
| TOTAL | | | | | | 14 | 18 | |

Note:

A Student who opts to continue in the 4th year and on completion of 4th year (8 semesters) after attaining 180 credits will be awarded B.Sc. (Hons.) Hotel Management and Catering Technology.

4 Years B.Sc. (Hons.) Hotel Management and Catering Technology

Programme Structure in Alignment with NEP-2020 in SRMUH w.e.f. Academic Year 2025-26

| S.No. | Broad Category of Courses | Abbreviation |
|--------------|------------------------------------------------|---------------------------|
| 1 | Major Courses | Interdisciplinary Courses |
| 2 | Minor Stream Courses | Interdisciplinary Courses |
| 3 | Multidisciplinary Courses | MDC |
| 4 | Ability Enhancement Courses | AEC |
| 5 | Skill Enhancement Courses | SEC |
| 6 | Skill Enhancement Courses (Domain Specific) | SEC/DS |
| 7 | Discipline Specific Elective | DSE |
| 8 | Value Added Courses | VAC |
| 9 | Industrial Exposure Training | *IET |
| 10 | Live Project | **LP |
| 11 | Research Project | ***RP |

* Students would require to complete 17 weeks of Industrial Exposure Training during third semester of their curriculum.

**Students pursuing 3-year B.Sc. HMCT would complete 04 Credits of Live Project in the second and sixth semester of their curriculum.

***Students pursuing B.Sc. (Hons.) HMCT would complete 12 Credits of Research Project in their 4th year.

**3 Years B.Sc. Hotel Management and Catering Technology/
4 Years B.Sc. (Hons.) Hotel Management and Catering Technology
Programme Structure in Alignment with NEP-2020 in SRMUH w.e.f. Academic Year 2025-26**

| Sl. No. | Course Category | Abbreviation | Credit Requirements | |
|---------|----------------------------------------------------|-------------------------------|---------------------|--------------------|
| | | | 3 Year UG | 4 Year UG |
| | | | B.Sc. HMCT | B.Sc. (Hons.) HMCT |
| 1 | Major Courses | DSC/Interdisciplinary Courses | 74 | 91 |
| 2 | Minor Stream Courses | Interdisciplinary Course | 27 | 36 |
| 3 | Multidisciplinary Courses | MDC | 09 | 09 |
| 4 | Ability Enhancement Courses | AEC | 08 | 08 |
| 5 | Skill Enhancement Courses | SEC | 06 | 06 |
| 6 | Skill Enhancement Courses (Domain Specific) | SEC/DS | 04 | 04 |
| 7 | Discipline Specific Elective | DSE | 00 | 03 |
| 8 | Value Added Courses | VAC | 07 | 07 |
| 9 | Live Projects/Vocational Courses/Summer Internship | LP/VC/SIP* | 04 | 04 |
| 10 | Research Project | RP | 00 | 12 |
| | TOTAL | | 139 | 180 |

| SEM | Broad Category of Courses | | | | | | | | | | TOTAL CREDITS | REMARK |
|---------|---------------------------|---------------|-----|------|-----|--------|-----|-----|----|----|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Major Courses | Minor Courses | MDC | AE C | SEC | SEC/DS | VAC | DSE | LP | RP | | |
| I | 13 | | 3 | 4 | 2 | | 1 | | | | 23 | A Student who opts to exit after 1st year after attaining 48 credits will be awarded: Certificate in Hotel Operation |
| II | 13 | | 3 | 4 | 1 | | 2 | | 2 | | 25 | |
| III | 20 | | | | | | | | | | 20 | A Student who opts to exit after 2nd year after attaining 90 credits will be awarded: Diploma in Hotel Operation |
| IV | 00 | 12 | 3 | | 1 | 4 | 2 | | | | 22 | |
| V | 14 | 8 | | | 2 | | | | | | 24 | |
| VI | 14 | 7 | | | | | 2 | | 2 | | 25 | |
| VII | 14 | 3 | | | | | | | | 6 | 18 | |
| VIII | 3 | 6 | | | | | | 3 | | 6 | 18 | |
| 3 Years | 74 | 27 | 09 | 8 | 6 | 4 | 7 | 0 | 4 | 0 | 139 | A Student who opts to exit after 3 rd year (6 Semester) after attaining 139 credits will be awarded B.Sc.Hotel Management & Catering Technology. |
| 4 Years | 91 | 36 | 09 | 8 | 6 | 4 | 7 | 3 | 4 | 12 | 180 | A Student who opts to continue in the 4 th year and on completion of 4 th year (8 semesters) after attaining 180 credits will be awarded B.Sc. (Hons.)Hotel Management & Catering Technology. |

Table-1

| Multidisciplinary Courses (MDC) | | | |
|----------------------------------------|-----------------------------------------------|-----------------|----------------|
| Total : 09 (3*3) Credits | | | |
| Sl. No. | Course Name | Semester | Credits |
| 1 | Psychology & Emotional Intelligence | Sem-I | 3 |
| 2 | Management Process & Organisational Behaviour | Sem-II | 3 |
| 3 | Creating an Entrepreneurial Mindset | Sem-IV | 3 |

Table-2

| Ability Enhancement Courses (AEC) | | | |
|------------------------------------------|-----------------------|--------|---|
| Total : 08 (2*4) Credits | | | |
| Sl. No. | Course Name | | |
| 1 | Functional English-I | Sem-I | 2 |
| 2 | Functional English-II | Sem-II | 2 |
| 3 | French-I | Sem-I | 2 |
| | French-II | Sem-II | 2 |

Table-3

| Soft Skills Courses/Technical Skills Courses | | | |
|-----------------------------------------------------------|----------------------------------|-----------------|----------------|
| Sl. No. | Name of the Course | Semester | Credits |
| 1 | Effective Communication Skills | Sem-I | 1 |
| 2 | Team work & Interpersonal Skills | Sem-II | 1 |
| 3 | Presentation Skills | Sem-IV | 1 |
| 4 | Professional Skills | Sem-V | 1 |
| 5 | Aptitude & Reasoning | Sem-V | 1 |
| 6 | Digital Literacy & IT Skills | Sem-I | 1 |
| Skill Enhancement Courses (SEC)- (Domain Specific) | | | |
| Sl. No. | Name of the Course | Semester | Credits |
| 1 | Leadership & Management Skills | Sem-IV | 2 |
| 2 | Managing Tourism Operations | Sem-IV | 2 |

Table-4

| Value Added Courses (VAC) | | | |
|----------------------------------|-------------------------------------------------|-----------------|----------------|
| Sl. No. | Course Title | Semester | Credits |
| T 1 | Sports, Yoga & Fitness | Sem-I | 1 |
| a 2 | Environment Protection, Sustainable Development | Sem-II | 2 |
| l 3 | Artificial Intelligence & Machine Learning | Sem-IV | 2 |
| 4. | Indian Constitution & Polity | Sem-VI | 2 |

T**Table-5**

| Discipline Specific Elective (DSE) | | | |
|-------------------------------------------|---------------------|-----------------|----------------|
| Sl. No. | Course Title | Semester | Credits |
| 1 | Revenue Management | Sem-VIII | 3 |
| 2 | Retail Management | Sem-VIII | 3 |

Table-6

| Live Project/Vocational Courses/SIP | | | |
|--------------------------------------------|---------------------------------------|----------------|-----------------|
| Sl. No. | Course Title | Credits | Semester |
| 1 | Live Project/Vocational Course/SIP-I | 2 | Sem-II |
| T 2 | Live Project/Vocational Course/SIP-II | 2 | Sem-VI |

Table-7

| Research Project | | | |
|-------------------------|---------------------|----------------|-----------------|
| Sl. No. | Course Title | Credits | Semester |
| 1 | Research Project-I | 6 | Sem-VII |
| 2 | Research Project-II | 6 | Sem-VIII |

Table-6
List of Major Core Courses

| S. No | Course Type | Course code | Subject | Credits |
|--------------|--------------------|--------------------|-------------------------------------------------------------|----------------|
| 1. | Major Course | 24SBHM101 | Foundation Course in FoodProduction – I | 2 |
| 2. | Major Course Lab | 24SBHM101P | Foundation Course in FoodProduction-I Practical | 4 |
| 3. | Major Course | 24SBHM102 | Foundation Course in Food & Beverage Service – I | 2 |
| 4. | Major Course Lab | 24SBHM102P | Foundation Course in Food & Beverage Service - I Practical | 1 |
| 5. | Major Course | 24SBHM103 | Foundation Course in RoomsDivision – I | 2 |
| 6. | Major Course Lab | 24SBHM103P | Foundation Course in RoomsDivision- I Practical | 2 |
| 7. | Major Course | 24SBHM151 | Foundation Course in FoodProduction – II | 2 |
| 8. | Major Course Lab | 24SBHM151P | Foundation Course in FoodProduction - II Practical | 4 |
| 9. | Major Course | 24SBHM152 | Foundation Course in Food & Beverage Service -II | 2 |
| 10. | Major Course Lab | 24SBHM152P | Foundation Course in Food & Beverage Service - II Practical | 1 |
| 11. | Major Course | 24SBHM153 | Foundation Course in RoomsDivision – II | 2 |
| 12. | Major Course Lab | 24SBHM153P | Foundation Course in RoomsDivision- II Practical | 2 |
| 13. | Major Course | 24SBHM301 | Food Production Operations | 2 |
| 14. | Major Course Lab | 24SBHM301P | Food Production Operations Practical | 4 |
| 15. | Major Course | 24SBHM302 | Food & Beverage Service Operations | 2 |
| 16. | Major Course Lab | 24SBHM302P | Food & Beverage Service Operations Practical | 1 |

| | | | | |
|-----|------------------|------------|------------------------------------------------------------|---|
| 17. | Major Course | 24SBHM303 | Rooms Division Operations | 3 |
| 18. | Major Course Lab | 24SBHM303P | Rooms Division Operations Practical | 2 |
| 19. | Major Course | 24SBHM351 | Advance Food Production Operations – I | 2 |
| 20. | Major Course Lab | 24SBHM351P | Advance Food Production Operations - I Practical | 4 |
| 21. | Major Course | 24SBHM352 | Advance Food & Beverage Service Operations – I | 2 |
| 22. | Major Course Lab | 24SBHM352P | Advance Food & Beverage Service Operations - I Practical | 1 |
| 23. | Major Course | 24SBHM353 | Rooms Division Management – I | 3 |
| 24. | Major Course Lab | 24SBHM353P | Rooms Division Management - I Practical | 2 |
| 25. | Major Course | 24SBHM401 | Advance Food Production Operations – II | 2 |
| 26. | Major Course Lab | 24SBHM401P | Advance Food Production Operations - II Practical | 4 |
| 27. | Major Course | 24SBHM402 | Advance Food & Beverage Service Operations – II | 2 |
| 28. | Major Course Lab | 24SBHM402P | Advanced Food & Beverage Service Operations - II Practical | 1 |
| 29. | Major Course | 24SBHM403 | Rooms Division Management – II | 3 |
| 30. | Major Course Lab | 24SBHM403P | Rooms Division Management - II Practical | 2 |
| 31. | Major Course | 24SBHM451 | Culinary & Cruise Management | 3 |

Table-7
List of Minor Stream Courses

| S. No | Course Type | Course code | Subject | Credits |
|-------|---------------------|-------------|---------------------------------|---------|
| 1. | Minor Stream Course | 24SBHM208 | Food & Beverage Control | 2 |
| 2. | Minor Stream Course | 24SBHM209 | Hotel Accounting Skills | 2 |
| 3. | Minor Stream Course | 24SBHM211 | Human Resource Management | 3 |
| 4. | Minor Stream Course | 24SBHM212 | Strategic Planning & Management | 2 |
| 5. | Minor Stream Course | 24SBHM214 | Hospitality Marketing | 3 |
| 6. | Minor Stream Course | 24SBHM305 | Nutrition & Food Science | 4 |
| 7. | Minor Stream Course | 24SBHM306 | Financial Management | 4 |

| | | | | |
|-----|---------------------|-----------|----------------------------|---|
| 8. | Minor Stream Course | 24SBHM356 | Facility Planning | 3 |
| 9. | Minor Stream Course | 24SBHM357 | Food & Beverage Management | 4 |
| 10. | Minor Stream Course | 23RMBS710 | Research Methodology | 2 |
| 11. | Minor Stream Course | 24SBHM452 | Travel & Tourism Geography | 3 |
| 12. | Minor Stream Course | 24SBHM453 | Event Management | 3 |

ANNEXURE-IV

4 Years B.Sc. (Hons.) Hotel Management and Catering Technology Evaluation System in SRMUH w.e.f. Academic Year 2024-25

- An Academic Year is divided into Two Semesters and a minimum of 15 weeks in each Semester.
- Industrial Exposure Training is for 17 Weeks during the 3rd Semester of the programme.
- Assessment would be conducted in Semester wise. It would be Formative and Summative.
- Assessment would be Learning Outcome Based and more focus would be on formative Assessment
- Formative Assessment includes various parameters such as Assignments, Assignment based: Presentation/Project Based Presentation/Presentation, Class Test /Quizzes/ Surprise Tests /Class Participation etc.

| 3 Years B.Sc. Hotel Management and Catering Technology/ 4 Years B.Sc. (Hons.) Hotel Management and Catering Technology Evaluation System in SRMUH w.e.f. Academic Year 2024-25 | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------|---------------------|
| Course Category | Examination | Assessment & Evaluation Details | |
| | | Continuous | End Semester |
| Major Courses | Theory | 40 | 60 |
| | Practical | 60 | 40 |
| Minor Courses | Theory | 40 | 60 |
| Multidisciplinary Courses | Theory | 40 | 60 |
| Ability Enhancement Course | | 40 | 60 |
| Discipline Specific Elective | | 40 | 60 |
| Skill Enhancement Course (Domain Specific) | | 40 | 60 |
| Skill Enhancement Course | | 70 | 30 |
| Value Added Course | | 70 | 30 |
| Live Projects/Vocational Courses /Summer Internship | | 60 | 40 |
| Research Project | | 70 | 30 |

ANNEXURE-V



CURRICULUM

4 Years B.Sc. (Hons.) Hotel Management and Catering Technology

**SRM INSTITUTE OF HOTEL MANAGEMENT
39, Rajiv Gandhi Education City, Sonapat, Haryana-131**

SEMESTER-I

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------------|-------------|------------------------------------------------------------|---|---|---|----------------|-----------|----------------------------|
| 1 | 24SBHM101 | Foundation Course in Food Production – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM101P | Foundation Course in Food Production-I Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM102 | Foundation Course in Food & Beverage Service – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM102P | Foundation Course in Food & Beverage Service - I Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM103 | Foundation Course in Rooms Division – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 6 | 24SBHM103P | Foundation Course in Rooms Division- I Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 23MDC303 | Psychology & Emotional Intelligence | 3 | 0 | 0 | 3 | 3 | Multidisciplinary Course |
| 8 | 24AEC101 | Functional English-I | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 9 | 24FLFR101 | French-I | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 10 | 23SS101 | Digital Literacy & IT Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 11 | 23SS151 | Effective Communication Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 12 | 24VAC103 | Sports, Yoga & Fitness | 0 | 0 | 2 | 2 | 1 | Value Added Course |
| TOTAL | | | | | | 33 | 23 | |

| Foundation Course in Food Production –I | |
|------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM101 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

- CO 1:** The history of cooking, its modern developments, and brief idea about the layouts, kitchen organization, safety and self-grooming hierarchical duties and responsibilities of kitchen staff and its coordination with other departments, and workflow.
- CO 2:** The various kitchen equipment/tools, techniques to use with safety measures and their maintenance, fuels used in the kitchen, and techniques to work on a gas burner with complete knowledge and handling of firefighting equipment and, basics of First Aid.
- CO 3:** The basic and important ingredients used in the kitchen, their technical use in the food preparations, and also the control cycle.
- CO 4:** The base of the international cuisines and their careful technical use for preparing international cuisines, preparation techniques and serving arts of the very first course of meal like soup, know about the dressing and carving art of Salad; and the rising trends.
- CO 5:** The techniques to use bakery equipment and production of primary products.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

- CLO 1:** Competent in functions of the kitchen and its modern developments, cooking as an art, job specification & description on different positions, grooming, and coordinated workflow with other departments while maintaining the hierarchy.
- CLO2:** Able to demonstrate various kitchen equipment/ tools use with safety, maintenance of the entire kitchen and equipment/ tools various kitchen fuels and basics of First Aid & firefighting technique.
- CLO 3:** Capable about technical use of basic (fruits & vegetables, Cereals & Pulses) and important (Salt& sweeteners, milk & milk products) food ingredients and the control cycle (purchasing, storing, etc.).
- CLO4:** Develop the ability about of technical methods of preparation of the bases of international cuisines, knowledge of use of raw materials, ways of salad carving, dressing and serving the current/rising trends at the national and the international level.
- CLO 5:** Competent with the knowledge of various bakery equipment, bread making, cookie and dessert making.

Mapping Matrix of Course Objectives (COs) and Course Learning Outcomes (CLOs)

| CO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit 1: - **INTRODUCTION TO COOKERY:** Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism,

Unit 2: - **ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:** Classical Brigade & Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation, **ROLE OF INGREDIENTS:** Fats & Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity

Unit 3: - **BASIC COOKING PRINCIPLES: HEAT TRANSFER AND COOKING METHODS:** Moist Heat, Dry Heat, Dry Heat using Fat, Microwave; **STOCKS:** Definition and Types, Components of stock, Method, Storage and Usage; **THICKENINGS & SAUCES:** Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing

Unit 4: - **SOUPS & SALADS:** Definitions, Classification with examples, International Soups, Components of Salads, **PLANT BASED CULINARY ARTS,** Importance, Vegetables & Fruits – Identification & Classification, Effect of Heat, Storage, **UNDERSTANDING EGG AND FISH:** Classification & Selection, Usage, Precaution, Cuts of Fish

Unit 5: - **BASIC PRINCIPLES OF BREAD & CAKE MAKING:** Ingredients used in bread making and their roles, Beneficial role of microbes- probiotics, Steps in bread making, Methods of bread making, Bread faults, **CAKES:** Ingredients used in cake making, Methods of cake making, Cake faults

TEXTBOOKS

- Practical Cookery by Kinton & Cessarani
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery by K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman

REFERENCE BOOKS

- Cooking Essentials for the New Professional Chef
- Practical Professional Cookery by Kauffman & Cracknel
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- The Professional Chef: Le Rola. Polson
- The Larousse Gastronomy – Hamlyn Cookbooks

| Foundation Course in Food Production - I Practical | |
|-----------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM101P | Continuous Evaluation: 60 Marks |
| Credits: 4 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 8 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

LAB OBJECTIVES:

- LO 1:** To impart practical knowledge about Equipment Identification, Vegetable classification, and Basic Cooking methods.
- LO 2:** Students will be aware of the Basic mother sauces.
- LO 3:** Impart knowledge about Egg cookery.
- LO 4:** Demonstration and impart practical knowledge about different menus consisting of soup, salad, and main course.
- LO 5:** Make students practical strong about different Breads and Desserts.

LAB LEARNING OUTCOMES

After completion of the course student would be:

- LLO 1:** Able to develop competency about Equipment Identification, Vegetable classification, Basic Cooking methods.
- LLO 2:** Competent to know and prepare mother sauces.
- LLO 3:** Entitled with the ability to prepare different egg dishes.
- LLO 4:** Capable to know about continental menus.
- LLO 5:** Able to demonstrate different Breads and Desserts.

LAB LEARNING OUTCOME (LLO)- LAB OBJECTIVE (LO) MAPPING

| LO \ LLO | LLO1 | LLO2 | LLO3 | LLO4 | LLO5 |
|----------|------|------|------|------|------|
| LO1 | | | | | |
| LO2 | | | | | |
| LO3 | | | | | |
| LO4 | | | | | |
| LO5 | | | | | |

LIST OF EXPERIMENTS

| S.No | Topic |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | ORIENTATION (INTRODUCTION TO KITCHEN): Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, Végétales & Fruits: Vegetables – classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonnette, dices, cubes, shred, mirepoix, Preparation of salad dressing |
| 2 | BASIC COOKING METHODS AND PRE-PREPARATIONS: Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes) |
| 3 | STOCKS AND THICKENING & BINDING AGENTS: White and Brown stock, Fish stock, Emergency stock, Fungi stock, Thickenings – Roux (White, Blond, Brown), Beurre manie, Panada, Liaison, Other starch/Protein, Sauce and Gravies: Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown |
| 4 | EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES: Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poaches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict), Fish: Identification and Classification, Cuts & Folds of Fish |
| 5 | DEMONSTRATION & PREPARATION OF SIMPLE MENU: Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portugese, Oeuf Deur Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish orly, a la anglaise, colbert, meuniere, poached, baked |

PART 'B' - BAKERY & PATISSERIE

| S.No | Topic |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Equipments</p> <ul style="list-style-type: none"> • Identification • Uses and handling <p>Ingredients - Qualitative and quantitative measures</p> |
| 2 | <p>BREAD MAKING</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche |
| 3 | <p>SIMPLE CAKES</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira |
| 4 | <p>SIMPLE COOKIES</p> <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour cookies • Chocolate chip cookies • Cookies • Chocolate Cream Fingers • Bachelor Buttons. |
| 5 | <p>HOT / COLD DESSERTS</p> <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon /Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding • Steamed Pudding - Albert Pudding, Cabinet Pudding. |

TEXTBOOKS

- Practical Cookery by Cesarani & Kinton
- Theory of Catering by Cesarani & Kinton
- Theory of Cookery by K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Thangam, E.Philip Publisher: Orient Longman

REFERENCE BOOKS

- Cooking Essentials for the New Professional Chef
- Practical Professional Cookery by Kauffman & Cracknel
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu

| Foundation Course in Food & Beverage Service –I | |
|------------------------------------------------------------|------------------------------------|
| Course Code: 24SBHM102 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES

CO 1: To make the student to know about basic concepts of Food Service Industry, its classification and salient features of each catering unit.

CO 2: To make the students aware with the organizational structure of Food & Beverage Service Department.

CO 3: To impart adequate knowledge about various F & B Service outlets along with the role of their ancillary department.

CO 4: To familiarize the students with the various types of equipment used in food service operations.

CO 5: To discuss with the students about the non-alcoholic beverages and their classification, and also to impart the knowledge about Mocktails.

COURSE LEARNING OUTCOMES

After Completion of Course student would be:

CLO 1: able to demonstrate the fundamental knowledge about food service industry /catering industry. It will enhance their in-depth knowledge about food service operations.

CLO 2: capable enough to explain about the staffing and duties and responsibilities of various position of F&B Service Department. It would help them to gain the basics of food service operations.

CLO 3: competent enough to explain about the various F& B outlets and learn about the role and importance of various ancillary sections of F & B service department. It will enhance their in-depth knowledge about food service outlets.

CLO 4: able to classify and identify F & B Service equipment's along with their uses. Acquired knowledge would be applied by the students while getting the hands on experience. It would help them to gain the basics of food service operations.

CLO 5: able to explain the concept and details of non-alcoholic beverages with their classification.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 FOOD AND BEVERAGE SERVICE INDUSTRY: Introduction, Concept, Role of Catering establishment in the travel/tourism industry, Classification of catering Establishment and their importance, Classification of Commercial, Residential/Non-residential, Welfare Catering- Industrial/Institutional/Transport such as air, road, rail, sea, etc.

Unit-2 FOOD & BEVERAGE SERVICE ORGANIZATION/STAFFING: Concept of F&B Service Organization, staffing of various F & B Operations, French term related to F & B Service staff, Duties & Responsibilities of F& B Service staff, Basic Etiquettes/Qualities of a good waiter, Intra and Inter-Departmental Relationship of F&B Service Department.

Unit-3 FOOD AND BEVERAGE SERVICES OPERATIONS: Introduction of F&B outlets, Concept of Restaurant, Types of Restaurants, their salient features; Theme and Specialty Restaurants. **Ancillary Department:** Pantry, Stillroom, Silver Room, Linen Room, Food Pick-up Area, Kitchen Stewarding, etc.-Introduction, Description and Function of each Department.

Unit-4 FOOD SERVICE EQUIPMENTS: Food Service Equipment's and their classification: Furniture, Restaurant Linen, Crockery, Cutlery, Flatware, Glassware, Hollowware- Description, Usage, Upkeep and Storage, Other Food Service Tools- Their Usage, Care & Maintenance.

Unit-5 NON-ALCOHOLIC BEVERAGES & MOCKTAILS: Introduction,

Classification of Non-alcoholic beverages (Nourishing, Stimulating, and Refreshing), Types -Tea, Coffee, Cocoa and Malted drinks, Juices, Aerated drinks, Mineral/Aerated Water, Squashes, Syrup, Shakes- Descriptions with detailed inputs, their origin, varieties, popular brands, Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques.

TEXT BOOKS

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGrawHill.
- Food & Beverage Service- R.Singaravelavan-Oxford Publication

REFERENCE BOOKS

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- The Waiter Handbook by Graham Brown
- Modern Restaurant Service- John Fuller, Hutchinson

| Foundation Course in Food & Beverage Service–I Practical | |
|---------------------------------------------------------------------|-----------------------------------|
| Course Code: 24SBHM102P | Continuous Evaluation: 60 Marks |
| Credits: 1 | End Semester Examination:40 Marks |
| L T P: 0, 0, 2 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

LAB OBJECTIVES

LO1: To make the students aware with the importance of personal and food hygiene, about the grooming standard to be followed by a professional F&B Service personnel.

LO2: To make the students to understand about the various F & B outlets and their operational procedures and to impart adequate knowledge about the role of ancillary department of food service operations.(Experiment No.2,3)

LO3: To familiarize the students with the various types of equipment used in food service operations.

LO4: To enhance the technical ability of the students in terms of handling equipment used in food service operation. (Experiment No. 5, 6, 7).

LO5: To make the students learn about Service of non-alcoholic beverage service. (Experiment No. 8, 9, 10)

LAB LEARNING OUTCOMES

After completion of course students would be:

LLO1: able to apply the concept in their professional career by understanding the need and importance of good hygiene and maintaining good grooming standard in a hotel.

LLO2: competent enough to explain about the various F & B outlets and their working procedure along with role of their ancillary sections. It will enhance their deep knowledge about food service outlet.

LLO3: capable enough to demonstrate about the various category of equipment used in food and beverage service operations along with their examples and uses. It will enhance their deep knowledge about food service outlet.

LLO4: well versed and apply the acquired knowledge to perform the various activities which are required before, during and after operation hour of a restaurant.

LLO5: competent enough to serve water and other non-alcoholic beverages.

MAPPING MATRIX OF LAB OBJECTIVES (LOs)' AND LAB LEARNING OUTCOMES (LLOs')

| LO \ LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|-----------------|--------------|--------------|--------------|--------------|--------------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

List of Experiments

(A Student is supposed to complete/perform minimum 7 of experiments)

1. Understanding Personal Hygiene & Food Service Hygiene, Grooming for Professional Food Service – Do's & Don'ts.
2. Understanding Food Service Outlets.
3. Understanding of ancillary section of F & B department.
4. Familiarization with Food Service equipment's and tools, Identification of crockery, cutlery, hollowware, flatware and tableware in F & B Outlets.
5. Holding Service gear, placing meal plate and removing soiled plate, Handling of food service equipment's.
6. Laying and re-laying of table cloth, carrying a Tray/Salver, Changing of ash tray, crumbing.
7. Cleaning & polishing glassware, stocking side-station, Napkin Folds, receiving a guest, presenting a menu.
8. Water service, Tea –Preparation and Service.
9. Coffee- Preparation and Service.
10. Other non-alcoholic beverage serve-Mineral water, soft drinks, juices, mocktails,etc.

TEXT BOOKS

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS.
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service- R.Singaravelavan-Oxford Publication

REFERENCE BOOKS

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- The Waiter Handbook by Grahm Brown
- Modern Restaurant Service- John Fuller, Hutchinson

| Foundation Course in Rooms Division-I | |
|---------------------------------------|------------------------------------|
| Course Code: 24SBHM103 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Major Course |
| Prerequisite: NIL | |

GROUP A – FRONT OFFICE

COURSE OBJECTIVES:

- CO1:** The origin of Tourism, Hospitality and Hotel industry along with coordination of front office department with other departments of the hotel
- CO 2:** Classification of hotels along with the types of rooms & meal plans
- CO 3:** Knowledge of guest cycle stages and concept of reservation.
- CO4:** To study about the concept of registration process and room selling techniques.
- CO5:** Knowledge of during the stay activities and service recovery process.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

- CLO 1:** Able to know about the evolution and growth of hotels, origin and importance of tourism and hospitality industry with respect to the core areas of the hotel.
- CLO 2:** Able to explain the criteria for star classification of hotel on the basis of their facilities and services in aspect of accommodation, various categories of room with meal plans.
- CLO 3:** Able to explain the concept of guest cycle and reservation.
- CLO 4:** Capable to demonstrate the registration process and techniques of room selling.
- CLO 5:** Able to know about during the stay activities and service recovery process.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |

| | | | | | |
|------|--|--|--|--|--|
| CO 5 | | | | | |
|------|--|--|--|--|--|

COURSE CONTENTS

Unit-1: Introduction to hospitality & hotel Industry- Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)

Unit-2: Classification of Hotels- Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. Types of rooms-Room sizes (with reference to HRACC), SMART rooms & Differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans-(EP, BP, CP, AP, MAP etc.)

Unit-3: Guest cycle-Stages of Guest cycle, related front office function areas. **Pre-arrival – Reservations-I** (Confirmed--Guaranteed/Non-guaranteed, Tentative/Waitlisted). **Pre-arrival – Reservations –II** -Reservation procedure (FIT: DFIT & FFIT, Group, VIP).Sources-Direct, CRS, GDS, Intersell agencies. Modes of reservations –Verbal & Written. Amendments & Cancellations

Unit-4: Arrival –I -Bell desk & valet services, Functions, Procedures, **Arrival –II**
-a) Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, **Room selling techniques-Upselling**

Unit-5: During the stay-Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. **Service recovery** -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis

TEXT BOOKS

- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA

REFERENCE BOOK

- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Training manual – Sudhir Andrews. Publisher: Tata MacGrawHill
- Front Office Management & Operations-Sudhir Andrews

GROUP B – ACCOMMODATION OPERATIONS

Course Objectives: -

1. To explain role and organizational chart of housekeeping department.
2. To explain and inform about different principles and methods of organizing cleaning.
3. To explain the Importance of using cleaning agents for better Upkeep of any surface.
4. To introduce and explain the use of different agents and equipment's on different surfaces.
5. To explain the Coordination of housekeeping departments with other departments of the hotel.

Course Outcomes: -

1. At the end of the first unit students would be able to Understand the role and organizational chart of housekeeping department.
2. At the end of the Second unit students would be able to utilize principles and methods of organizing cleaning.
3. At the end of the third unit students would be able to use proper cleaning agents for better Upkeep of any surface.
4. At the end of the fourth unit students would be able to explain the use of different agents and equipment's on different surfaces.
5. At the end of the fifth unit students would be able to understand the Coordination of housekeeping departments with other departments of the hotel.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES(CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

- **Unit–1 ROLE OF HOUSEKEEPING AND HOUSEKEEPING PERSONAL IN HOSPITALITY OPERATION:** Role of Housekeeping in Guest Satisfaction and Repeat Business, Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel., Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department.
- **Unit - 2 CLEANING ORGANISATION:** Principles of cleaning, hygiene and safety factors in cleaning, Methods of organising cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment.
- **Unit- 3 CLEANING AGENTS:** General Criteria for selection, Classification, Polishes, Floor seats, Use,

- care and Storage, Distribution and Controls, Use of Eco-friendly products in Housekeeping
- **Unit- 4: COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES** Metals, Glass, Leather, Leatherettes, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor finishes.
 - **Unit- 5: INTER DEPARTMENTAL RELATIONSHIP:** With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department.

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Foundation Course in Rooms Division –I Practical | |
|--------------------------------------------------|------------------------------------|
| Course Code: 24SBHM103P | Continuous Evaluation: 60 Marks |
| Credits: 2 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 4 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

GROUP A – FRONT OFFICE PRACTICAL

LAB OBJECTIVES:

LO 1: To familiarize the students about the Grooming standards.

LO 2: To familiarize the students with Front office staff personality skills.

LO 3: To explain about applicable taxes and charges and the techniques and skills of handling the telephone by which students get familiarized with the set procedure or the way of talking to a guest.

LO 4: Knowledge about reservation procedure.

LO 5: To be aware about the during the stay activity procedures.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO1: Able to explain about service culture & guest satisfaction.

LLO2: Able to demonstrate the skill set of front office staff.

LLO 3: Able to learn about the handling of different types of calls-Internal as well as external. Competent enough to deal with the guest calls.

LLO 4: Able to learn about escorting of guest, amendment and other concept of reservation procedure.

LLO 5: Able to perform the activities performed during the stay procedure.

MAPPING MATRIX OF COURSE OBJECTIVES (COs) AND COURSE LEARNING OUTCOMES (CLOs')

| LO \ LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|----------|-------|-------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

LIST OF EXPERIMENTS

Unit-1: Grooming Etiquette –Introduction to service culture, Service product, Guest Relationship, Business protocol & professionalism, Moments of truth, creating a WOW factor (Guest delight) & Guest satisfaction

Unit-2: Skill set & Attitude of Front Office personnel- Job description & Job specifications, Layout of front office-FO equipment

Unit-3: Applicable Taxes & charges- Special rate calculators, Design a package, Telephone, E-mail, Texting etiquette, Reservation records/formats, PMS

Unit-4: Reservation Procedures-Amendments, Cancellations, PMS, Formats- Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation- Check-in procedure

Unit-5: During the stay activity procedures-Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

TEXTBOOKS

1. Front Office Operation Management-S.K. Bhatnagar, Publisher: Frank Brothers.

REFERENCE BOOKS

1. Managing Computers in Hospitality Industry–Michael Kasavana & Cahell
2. Front Office Operations –Colin Dix & Chris Baird.

GROUP B – ACCOMMODATION OPERATIONS - PRACTICAL

Course Objectives: -

- LO 1: To explain Standard operating procedure for Room and bathroom cleaning.
- LO 2: To explain and inform the students about the procedure to handle minibar of the guest room.
- LO 3: To explain the Importance routine system and record keeping in housekeeping department.
- LO 4: To introduce and explain about inspection of guest rooms for defect free rooms.
- LO 5: To explain different situations and guest request and ways to handle them.

Course Outcomes: -

- LLO 1: At the end of the first unit students would be able to demonstrate Standard operating procedure for Room and bathroom cleaning.
- LLO 2: At the end of the Second unit students would be able to handle minibar of the guest room.
- LLO 3: At the end of the third unit students would be able to utilize the routine system and record keeping in Cleaning operations.
- LLO 4: At the end of the fourth unit students would be able to explain the inspection of guest rooms for defect free rooms.
- LLO 5: At the end of the fifth unit students would be able to utilize sense of sense of guest request and complaint handling.

MAPPING MATRIX OF COURSE OBJECTIVES (COs’) AND COURSE LEARNING OUTCOMES(CLOs’)

| LO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|------|-------|-------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

COURSE CONTENTS

- **Unit-1 ROOM CLEANING:** Servicing guest room(checkout/ occupied and vacant), Servicing of bathroom, Bed making supplies (day bed/ night bed), handling room linen/ guest supplies.
- **Unit - 2 MINIBAR MANAGEMENT:** Issue, stock taking, checking expiry date
- **Unit- 3 RECORDS OF HOUSE KEEPING DEPARTMENT:** Room occupancy report, Checklist, Floor register, Work/ maintenance order], Lost and found, Maid's report, Housekeeper's report, Log book.
- **Unit- 4: GUEST ROOM INSPECTION:** Room Inspection Checklist, pantry inspection.
-
- **Unit- 5: GUEST HANDLING • Guest request • Guest complaints**

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

MDC: PSYCHOLOGY AND EMOTIONAL INTELLIGENCE

| | | | |
|----------------------------------|-------------------------|-------------------------------------|----------------------------------------------|
| Year/Semester | I Year /Semester | Course Category | MDC- |
| Course Code | 23MDC303 | Course Title | Psychology and Emotional Intelligence |
| Continuous Evaluation: 40 | | End Semester Examination: 60 | |
| Prerequisite: | | L T P : 3 0 0 | Credits:3 |

COURSE OBJECTIVES COs

The Course is designed with the following objectives to:

- Learn the concepts of emotional intelligence and learn ways of developing it.
- Identify the different models of Emotional Intelligence
- View the expressions of perceiving emotions.
- Find the different techniques of emotional intelligence

COURSE LEARNING OUTCOMES CLOs :

After this, the students should be able to:

- Classify the concepts of emotional intelligence and learn ways of developing it.
- Demonstrate different models of Emotional Intelligence
- Recognize the expressions of perceiving emotions.
- Apply different techniques of emotional intelligence in different domains of life.

MAPPING BETWEEN COURSE OBJECTIVES AND COURSE LEARNING OUTCOMES

| Course Objectives (COs) | Course Learning Outcomes (CLOs) | | | |
|-------------------------|---------------------------------|------|------|------|
| | CLO 1 | CLO2 | CLO3 | CLO4 |
| CO1 | | | | |
| CO2 | | | | |
| CO3 | | | | |
| CO4 | | | | |

Unit 1:

Introduction: Emotional Intelligence; Models of Emotional Intelligence; EQ competencies: self-awareness, self-regulation, motivation, empathy, and interpersonal skills; Importance of Emotional Intelligence

Unit 2:

Knowing One's And Others' Emotions: Levels of emotional awareness; Recognizing emotions in oneself; The universality of emotional expression; Perceiving emotions accurately in others

Unit 3:

Managing Emotions: The relationship between emotions, thought and behaviour; Techniques to manage emotions

Unit 4:

Applications: Workplace; Relationships; Conflict Management; Effective Leadership

Readings:

- 1) Bar-On, R., & Parker, J.D.A.(Eds.) (2000). *The handbook of emotional intelligence*. San Francisco, California: Jossey Bros.
- 2) Goleman, D. (1995). *Emotional Intelligence*. New York: Bantam Book.
- 3) Goleman, D. (1998). *Working with Emotional Intelligence*. New York: Bantam Books. Singh, D. (2003). *Emotional intelligence at work (2 nded.)* New Delhi: Response Books.

| FUNCTIONAL ENGLISH-I | |
|-----------------------|------------------------------------|
| Course Code: 24AEC101 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: AEC |
| Prerequisite: NIL | |

COURSE OBJECTIVES (COs):

1. **Develop** effective speaking skills by enhancing communication, public speaking, presentation, group discussion, and interview skills.
2. **Enhance** listening skills by understanding and practicing different types of listening techniques.
3. **Strengthen** grammar and vocabulary, focusing on tenses, articles, conjunctions, synonyms, antonyms, and sentence formation.
4. **Master** idioms and proverbs, and **correct** common errors in writing and speech.
5. **Develop** writing skills through essay writing, letter writing, and email communication.

COURSE LEARNING OUTCOMES (CLOs):

After completion of the course, students would be able to:

1. **Demonstrate** proficiency in speaking skills, including public speaking, presentations, group discussions, and interviews.
2. **Exhibit** effective listening skills, applying techniques to enhance understanding and retention.
3. **Show** command of grammar and vocabulary, constructing well-formed sentences with proper tenses, articles, conjunctions, and vocabulary.
4. **Accurately use** idioms and proverbs, and **identify and correct** common errors in communication.
5. **Produce** well-structured essays, letters, and emails, demonstrating proper grammar, vocabulary, and formatting.

MAPPING BETWEEN COURSE EDUCATIONAL OBJECTIVES AND COURSE LEARNING OUTCOMES

| Course Educational Objectives (CEOs) | Course Learning Outcomes (CLOs) | | | | |
|--------------------------------------|---------------------------------|-------|-------|-------|-------|
| | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
| CEO 1 | √ | | | | |
| CEO 2 | | √ | | √ | |

| | | | | | |
|--------------|---|---|---|---|---|
| CEO 3 | | | √ | √ | |
| CEO 4 | √ | √ | √ | √ | √ |

COURSE CONTENTS

UNIT-I

SPEAKING SKILLS

Communication and its types, Barriers, Enhancing speaking skills: Art of Public Speaking (Debate), Presentation Skills, Group Discussion, Interviews.

UNIT-II

LISTENING SKILLS-

Types of Listening Skills, Enhancing Listening Skills

UNIT-III

GRAMMAR

Tenses, Articles, Conjunctions, Vocabulary: Synonyms and Antonyms, Sentence: Its Structure and Formation

UNIT-IV

Idioms and Proverbs, Common Errors, Essay Writing, Letter Writing & Email

TEXT BOOK

1. Swan, Michael. *Practical English Usage*. New Delhi: Oxford University Press, 2005.
2. Murphy, Herta A. *Effective Business Communication*, New Delhi: McGraw Hill, 2008.

REFERENCE BOOK AND OTHER MATERIALS

1. Koneru, Aruna. *Professional Speaking Skills*. New Delhi: Oxford University Press, 2015.
2. Sanjay Kumar and Pushp Lata. *Technical Communication*, New Delhi: Oxford University Press, 2008.
3. Koneru, Anuna. *Professional Communication*, New Delhi: McGraw Hill Pvt. Ltd, 200.
4. Rizvi, M. Ashraf. *Effective Technical Communication*, New Delhi: McGraw Hill, 2018.
5. Barun K. Mitra, *Personality Development and Soft Skills*, Oxford University Press, New Delhi, 2011.

| | |
|-------------------------------------------------|------------------------------------|
| FRENCH-I (Language) | |
| Course Code:24FLFR101 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Ability Enhancement Course |
| Prerequisite: Basics of English Language | |

COURSE OBJECTIVE (CO)

- 1. To develop the ability to construct short and simple sentences.**
- 2. To prepare the students to identify themselves with the culture of the Francophone world.**
- 3. To develop in students a good degree of understanding of syntactic, lexical, grammatical and stylistic features of the French language.**
- 4. To demonstrate differences and diversity of the French speaking world with their own.**

COURSE LEARNING OUTCOMES (CLO)

- 1. After completion of this course, the student will be able to express themselves in French used in daily conversations.**
- 2. The student will be able to recognise and explain cultural artefacts, practices and perspectives of the French speaking world.**
- 3. The student will be able to apply linguistic knowledge to analyse a simple text, identifying its salient features, and thus express themselves effectively in French.**
- 4. The student can contrast the culture of the French speaking world with their own, and hence demonstrate an increased awareness towards its key practices and perspectives.**

MAPPING MATRIX OF COURSE OBJECTIVES (COs) & COURSE LEARNING OUTCOMES (CLOs)

| COURSE OBJECTIVES | COURSE LEARNING OUTCOMES | | | |
|-------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | CLO 01 | CLO 02 | CLO 03 | CLO 04 |
| CO 01 | <input type="checkbox"/> | | <input type="checkbox"/> | |
| CO 02 | | <input type="checkbox"/> | | <input type="checkbox"/> |
| CO 03 | | | <input type="checkbox"/> | |

COURSE CONTENT

| CONTENTS | | | | |
|----------|----------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| S. No | Unités | Objectifs de Communication | Grammaire | Lexique |
| 1 | La Salutation et l'Introduction | Saluer. Entrer en Contact. S'Excuser. Remercier. Se Présenter/Présenter Quelqu'un. | Pronoms Personnels Sujets. L'Alphabet. Les Articles Indéfinis. Les Verbes en -ER au Présent. | Salutations, Les Nombres. Les Objets de la Classe. La Nationalité. |
| 2 | On Partage des Renseignements | Demander de Se Présenter. Donner des Renseignements Personnels. | Etre et Avoir au Présent. Les Verbes en -ER au Présent. Adjectifs de Nationalités. L'Interrogation. | Adjectifs de Nationalité, Métiers et Secteurs Professionnels, Goûts et Intérêts |
| 3 | Ma Ville et Mon Quartier | Décrire et Qualifier Ville ou Quartier. Localiser. Demander et Donner Directions. | Verbe Vivre. Articles Définis (Le, la, les). Il y a/ Il n'y a pas. Prépositions. Adjectifs Qualificatifs. Impératif. | Prépositions de lieux. Vocabulaire des Sites. Etablissements et Service de Ville. |
| 4 | Mes Intérêts et Goûts | Parler de Ses Goûts et de Ses Loisirs. Donner Son Impression sur le Caractère de Quelqu'un. | Présent des Verbes en - ER, et du Verbe Faire. Négation, Adjectifs Possessifs. | Avoir l'air. Loisirs. L'Expression des Goûts. Faire du/ de la. Ma Famille. |

TEXT BOOKS:

- Version Originale 1, *Livre de l'élève: Denyer M. & Agustin Garmendia A. & Olivieri M L L.* (éd. Maisons des Langues, Paris. 2013).

REFERENCES BOOKS:

- Alter Ego 1, *Livre d'élève, Berthet A. & Hugo C. & Kizirian M. V. & Sampsonis B. & Waendendries M.* (éd. Hachette, Paris, 2006).
- Connexions 1, *Loiseau Y. & Mérieux R.* (éd. Didier, Paris, 2004).
- P. Dominique, J. Girardet et al, *Le Nouveau Sans Frontiers* (Vol. 1, CLE International, Paris, 2013).
- Le Robert Nathan, *Le Robert & Nathan Conjugation* (Paperback, 2011).

SKILL ENHANCEMENT COURSES

| | | | |
|----------------------------------|----------------------------------------------------|------------------------------------|-----------------------------------------|
| Year/Semester | 1st Year/1st Semester | Course Category | Skill Enhancement Course |
| Course Code | 23SS101 | Course Title | Digital Literacy & IT Skills |
| Continuous Evaluation: 70 | | End Semester Examination:30 | |
| Prerequisite: Nil | | L T P : 0 0 2 | Credits: 1 |

LIST OF PRACTICALS

(A Student is supposed to complete/perform minimum 10 of Practicals)

- Introduction to digital literacy
What is Digital Literacy? Why is Digital Literacy Important? Improving Your Digital Literacy: Becoming a Digital Citizen.
- Draw a figure explaining basic components of computers and explain the features of an Operating systems
- Write concept and Understanding of Word processing, spreadsheets, Presentation Software.
- Create your Bio-data using page borders and shading and appropriate formatting.
- Create a document and set the appropriate margins, font size, font type, portrait orientation and add following:
 - Header and footer
 - Page borders
 - Watermark
 - Insert a table having some data related to the document's topic.
- Work on the following exercise on a workbook
 - Copy an existing sheet.
 - Rename the old sheet
 - Insert a new sheet into Existing Workbook
 - Delete the Renamed sheet
- Prepare an Attendance sheet of 10 students for any 6 subjects of your syllabus and calculate following using Excel workbook
 - Total Attendance
Total percentage of Attendance of each Student
 - Average of attendance
 - Highlight the rows having average attendance less than 60%

- Create a excel worksheet and perform Computations using available data and using mathematical functions chosen from menus.
- In PowerPoint slide make use of adding transitions and animations while working with master slides.
- Apply themes and layouts to PowerPoint slides and insert Pictures, Graphs, Shapes and tables into slides.
- List Online collaboration and project management tools (atleast 10).
- List about the emerging technology (atleast 10).

| | | | |
|----------------------------------|----------------|---------------------------------|---------------------------------------|
| Year / Semester | 1 / 1 | Course Category | SEC |
| Course Code | 23SS151 | Course Title | Effective Communication Skills |
| Continuous Evaluation: 70 | | End Term Examination: 30 | |
| Prerequisite: Nil | | L T P: 0 0 2 | Credits: 1 |

Training Objectives (TO): -

- TO1. To define and understand communication and its process.
- TO2. To make student practice on communication skills via LSRW approach via instructing,engaging, assessing and re engaging.
- TO3. To enhance the confidence and motivation of a student by honing his communicationskills.

Training Learning Outcomes (TLO): -

After the completion of the training, the student will have ability:

- TLO1. To communicate effectively and interact with people with confidence.
- TLO2. To demonstrate and differentiate between various forms of communication.
- TLO3. To apply effective communication skills confidently which a student need to get ahead in joband life.

| Mapping Matrix of Training Objectives (TO) & Training Learning Outcomes (TLO) | | | | |
|-------------------------------------------------------------------------------|------|------|------|--|
| TRAINING LEARNING OUTCOMES (TLO) → | TLO1 | TLO2 | TLO3 | |
| TRAINING OBJECTIVES (TO) ↓ | | | | |
| TO1 | | | | |
| TO2 | | | | |
| TO3 | | | | |
| | | | | |

| Unit | Course Contents | Student Engagement Activity |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Unit-I | Verbal Communication Skills <ul style="list-style-type: none"> • Communication Process & its importance • 7 C's of Communication • Formal & Informal Conversation | Conversation Cards Activity |
| | <ul style="list-style-type: none"> • Requirements of effective verbal communication | |
| Unit-II | Nonverbal Communication Skills <ul style="list-style-type: none"> • Importance of nonverbal skills in effective communication • Types of nonverbal (body language) skills • Barriers to nonverbal communication | Power of Body Language Activity |
| Unit-III | Listening Skills <ul style="list-style-type: none"> • Role of listening skills in effective communication • Barriers to listening • Overcoming listening barriers • Empathetic listening & avoiding selective listening | Chinese Whisper Activity |
| Unit-IV | Reading & Writing Skills <ul style="list-style-type: none"> • Types of reading strategies to enhance improve reading skills • Types of written communication | The What IF Activity |
| Unit- V | Visual Communication <ul style="list-style-type: none"> • Types of visual communication • Importance of visual communication • Picture narration/description technique | Interpret The Picture Activity |
| Learning Resources | | |
| Text Book | Communication Skills by Sanjay Kumar & Pushp Lata: Oxford University Press, 2019. | |
| Suggested Reference Book | Personality Development & Communication Skills-1 by C B Gupta: Scholar Tech Press,2019. | |

Pedagogy

- The training will be based on the concept of learning by practice.
- The training will involve 30% of the training time on briefing and demonstration & the remaining 70% will be focusing on student's engagement in training activities.
- The training will follow a circular approach where students are engaged, evaluated, given feedback and then re engaged.

**Internal (Continuous Assessment & Evaluation) & End Term
(Assessment & Evaluation)for Effective Communication Skills Course**

| Unit No. | Unit Name | Internal Assessment Parameter | Internal Marks (70) | End Term Assessment Parameters | End Term Marks (30) |
|----------|---------------------------------|--------------------------------------|---------------------|--------------------------------|---------------------|
| I | Verbal Communication Skills | Speech Activity | 15 | Written Test | 10 |
| II | Non Verbal Communication Skills | Role Play | 15 | | |
| III | Listening Skills | Oral Assessment / Written Assessment | 10 | | |
| IV | Reading & Writing Skills | | 20 | Viva | 20 |
| V | Visual Communication | | 10 | | |

| SPORTS, YOGA & FITNESS | |
|-----------------------------------|-------------------------------------------|
| Course Code: 24VAC103 | Continuous Evaluation: 70 Marks |
| Credits: 1 | End Semester Examination: 30 Marks |
| L T P: 0 0 2 | |
| Prerequisite: NIL | |

1. Course description

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

2. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

Competencies

1. Practice general guidelines for Yogic Practice.

Mindset

1. Yogic Practices for Health and Wellness

Unit-1: Introduction: Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.

Unit-2: Prayer: Concept and recitation of Pranava:- akara, ukara, makara, bindhu, natham. **Cleansing Practice** (Technique, Contraindications and Benefits): Kapalabhati

Unit-3: Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhuja Valli Shakti Vikasaka

Unit-4: Yogasana-I: Standing Posture-To start with Padmasana/sukhasana, Tadasana, Vrikshasana, **Sitting Posture**-Bhadrasana, Vajrasana, Ardha-Ushtrasana & Ushtrasana, **Prone Posture**-Makarasana, Bhujangasana, Shalabhasana. **Supine Posture (Lying on back)**- Uttanapadasana, Ardhalasana, & Setubandhasana

Unit-5: Pranayama (Technique, Contraindications and Benefits): Anulom Viloma/Nadi Shodhana, Ujjayi (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), **Dhyana** (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

SEMESTER-II

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------------|---------------|-------------------------------------------------------------|---|---|---|----------------|-----------|------------------------------------|
| 1 | 24SBHM151 | Foundation Course in Food Production – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM151P | Foundation Course in Food Production - II Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM152 | Foundation Course in Food & Beverage Service -II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM152P | Foundation Course in Food & Beverage Service - II Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM153 | Foundation Course in Rooms Division – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 6 | 24SBHM153P | Foundation Course in Rooms Division- II Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 23MDC401 | Management Process & Organization Behavior | 3 | 0 | 0 | 3 | 3 | Multidisciplinary Course |
| 8 | 24AEC201 | Functional English-II | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 9 | 24FLFR201 | French-II | 2 | 0 | 0 | 2 | 2 | Ability Enhancement Course |
| 10 | 23SS252 | Teamwork & Interpersonal Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 11 | 23ESUG201 | Environment Protection, Sustainable Development & Living | 2 | 0 | 0 | 2 | 2 | Value Added Course |
| 12 | SBHM/LP - 254 | Live Project/Vocational Course/SIP-I | | | | | 2 | Live Project/Vocational Course/SIP |
| TOTAL | | | | | | 31 | 25 | |

Note:
A Student who opts to exit after 1st year (2nd Semester) after attaining **48** credits will be awarded Certificate in Hotel Operations.

| Foundation Course in Food Production–II | |
|------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM151 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

CO1: To Show students about skills required in different cooking methods for food production.

CO2: Students will be able to use understand cooking of Eggs, Poultry, and Meat.

CO3: To tell students about certain technical skills in the selection of fish and its cuts.

CO4: To impart knowledge about different Vegetable Cuts, use in Cookery.

CO5: Students should be aware about bakery breads, cookies, dessert, etc.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO1: Able to demonstrate the Methods of Cooking (Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, and Braising).

CLO2: Skilled to explain and competent about the use of Eggs, Poultry and Meat.

CLO3: Able to competent with the use of Fish in cookery (Classification Cuts of Fish, Popular Species of Fish, and Classical Preparations of Fish).

CLO4: Competent enough about the Vegetables Cuts & Cookery (Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables).

CLO5: Able to demonstrate about different types of bakery products.

COURSE LEARNING OUTCOME (CLO)-COURSE EDUCATIONAL OBJECTIVE (CO) MAPPING

| CLO \ CO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

- Unit 1: - SOUPS- Basic mother sauces than consommé with menu examples-Broths, Bouillon, Puree, Cream, Veloute, Chowder, Bisqueetc. Garnishes and accompaniments, international soups, SAUCES & GRAVIES- Difference between sauce and gravy, Derivatives of mother sauces, Contemporary & Proprietary.
- Unit 2: - MEAT COOKERY- Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats(offal's), Poultry (With menu examples of each), FISH COOKERY- Introduction to fish cookery, Classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shellfish, Cooking of fish (effects of heat)
- Unit 3: - RICE, CEREALS & PULSES- Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals. PASTRY- Short crust, Laminated, Choux, Hot water/Rough puff: Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry, Flour: -Structure of wheat, Types of wheat, Types of flour, Processing of Wheat –Flour, Uses of Flour in food production, Cooking of Flour (Starch), SIMPLE BREADS- Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance
- Unit 4: - PASTRY CREAMS- Basic pastry cream, uses in confectionery, Preparation and care in production, BASIC COMMODITIES: Milk- Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese, Butter- Introduction, Processing of Butter, Types of Butter.
- Unit 5: - BASIC INDIAN COOKERY: CONDIMENTS & SPICES- Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices(names), MASALAS- Blending of spices, Different masalas used in Indian cookery, Wet masalas, Dry masalas. Composition of different masalas, Varieties of masalas available in regional areas, Special masala blends, KITCHEN ORGANIZATION AND LAYOUT- General layout of the kitchen in various organizations, Layout of receiving areas, Layout of service and wash-up.

TEXTBOOKS

- Practical Cookery by Kinton & Cessarani
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery by K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Thangam E. Philip, Publisher: Orient Longman

REFERENCE BOOKS

- Cooking Essentials for the New Professional Chef
- Practical Professional Cookery by Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- The Professional Chef: Le Rol A. Polsom

| Foundation Course in Food Production –II Practical | |
|-----------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM151P | Continuous Evaluation: 60 Marks |
| Credits: 4 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 8 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

LAB OBJECTIVES:

LO 1: Student will be aware about Meat cookery and different Meat Cuts use in cooking.

LO 2: To explain students about Fish dishes and their preparations methods.

LO 3: Make students aware about Simple Salads and international Soups.

LO 4: To familiarize the students about continental Vegetable preparations.

LO 5: To make the students to learn about basics of Indian cookery and bakery preparations.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO 1: Capable enough to explain about the meat cookery and meat preparations.

LLO 2: Able to Enhance the capability to make the fish preparations.

LLO 3: Able to demonstrate and explain the Salads dressings, parts & Soups.

LLO 4: Competent to make the Vegetable preparations.

LLO 5: Capable enough with the ability to make Bakery dishes.

LAB LEARNING OUTCOME (LLO)- LAB OBJECTIVE (LO) MAPPING

| LLO \ LO | LLO1 | LLO2 | LLO3 | LLO4 | LLO5 |
|----------|------|------|------|------|------|
| LO1 | | | | | |
| LO2 | | | | | |
| LO3 | | | | | |
| LO4 | | | | | |
| LO5 | | | | | |

LIST OF EXPERIMENTS

| S.No | Topic |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds offish |
| 2 | <ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing |
| 3 | Preparation of menu |
| | Salads & soups- waldrof salad, Fruit salad, Russian salad, saladenicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups |
| | Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef |
| | Simple potato preparations- Basic potato dishes |
| | Vegetable preparations- Basic vegetable dishes |
| | Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations |

BAKERY & PATISSERIE

| S.No | Topic |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>PASTRY:</p> <p>Demonstration and Preparation of dishes using varieties of Pastry</p> <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles |
| 2 | <p>COLD SWEET</p> <ul style="list-style-type: none"> • Honey comb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé |
| 3 | <p>HOT SWEET</p> <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding |
| 4 | <p>INDIAN SWEETS</p> <p>Simple ones such as chiroti, gajar halwa, kheer</p> |

TEXTBOOKS

- Practical Cookery by Kinton & Cesarani
- Theory of Catering by Kinton & Cesarani
- Theory of Cookery by K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman

REFERENCE BOOKS

- Cooking Essentials for the New Professional Chef
- Practical Professional Cookery by Kauffman & Cracknel
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu

| | |
|-------------------------------|------------------------------------------|
| Course Code: 24SBHM152 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination:60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: NIL | |

COURSE OBJECTIVE

- CO1:**To impart knowledge about the general concept and types of menus, and also to make the students aware about the various meals which are being served in hotel industry.
- CO2:** To make the students to learn about various types of service techniques that is being followed in food service operations.
- CO3:** To make the students aware about the types of breakfast and basic knowledge about Room Service.
- CO4:** To familiarize the students with basic Sales control tools required in F & B Service Operations.
- CO5:** To discuss about the various form of tobacco that are being served in F & B Service outlets.

COURSE LEARNING OUTCOMES

After completion of course, students would be:

- CLO 1:** Capable enough to describe about the concept and types of menus, about the sequence in which food items to be served as per French classical menu and various meals which are served in a hotel at different period of time in a day.
- CLO 2:** Ccompetent enough to explain about the different styles of service followed in food service operations. Service style depends on the types of food mentioned in the menu.
- CLO 3:** Able to demonstrate the knowledge about different types of Breakfast and Room Service.Student would able to apply the services style explained to them in the previous unit.
- CLO 4:** Well versed to understand about importance of using the various sales control tools- KOT, BOT, Bills, etc. in the restaurant operation.
- CLO 5:** Seasoned about various form of tobacco which are served to a guest in hotel industry,

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 MEALS AND MENU PLANNING: Menu – Concept of Menu, objective of menu planning, Types, Salient Feature, Menu Designs, Courses of French Classical Menu- Sequence, Example from each course, Accompaniment, Types of Meal- Early morning tea, Breakfast, Brunch, Lunch, Afternoon/High Tea, Dinner, Supper.

Unit-2 TYPES OF SERVICE: Introduction, Classification of Services, Types of Service- English Service, American Service, French Service, Russian Service, Gueridon Service, Buffet service, Room Service, Lounge service, etc.- Usage and Service Methods, Preparation for Services: Mise-en-place and Mise-en- scene, arrangement and setting up of station, Par stocks maintained at each side station, emerging trends in Food Services and salient features.

Unit-3 BREAKFAST SERVICE/ROOM SERVICE: Breakfast services in Hotels- (Continental, American, English, Indian)-Introduction, Salient features, Menu, Preparation for Breakfast Services, ,arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features. **Room Service/ In Room Dining:** Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Room Service Equipment's, set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts, Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

Unit-4 SALE CONTROL SYSTEM: KOT/Bill Control system- Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill, Types of KOT, making bill, cash handling equipment, Record keeping (Restaurant Cashier)

Unit-5 TOBACCO: Processing of Cigarettes, pipe tobacco and cigars, Cigars- Shapes, Sizes, Colours, and Brand Names, Cigars & Pipe tobacco- Types & Brand Names.

TEXT BOOKS

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service- R.Singaravelavan-Oxford Publication

REFERENCE BOOKS

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- The Waiter Handbook by Graham Brown
- Modern Restaurant Service- John Fuller, Hutchinson

| Foundation Course in Food & Beverage Service-II Practical | |
|----------------------------------------------------------------------|------------------------------------------|
| Course Code: 24SBHM152P | Continuous Evaluation: 60 Marks |
| Credits: 1 | End Semester Examination:40 Marks |
| L T P: 0 0 2 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

LAB OBJECTIVES

LO 1: To brush up the knowledge of students which they have taught in their 1st semester.

LO 2: To make the students aware about some do's and Don'ts while performing food service.

LO 3: To make the students to learn about different types of table setup including lunch, dinner breakfast and tray set up for Room Service. (Experiment no.3, 4, 7, 10)

LO 4: To familiarize the students with basic activities to be carried out by a waiter before, during and after the operation hour of the restaurant.(Experiment 5)

LO 5: To make the students to learn about the service sequence to be followed during food service of food.(Experiment 6)

LO 6: To enhance the social skills required by an F & B professional. (Experiment 8)

LO 7: To make the students aware with the service of tobacco in various forms in a restaurant. (Experiment 9)

LAB LEARNING OUTCOMES

After completion of course, students would be:

LLO 1: able to recall the topic which was covered in previous semester.

LLO 2: competent enough to act professionally while performing the food service in a professional environment of a restaurant. It will help to enhance the ability of a waiter.

LLO 3: capable of laying out different types of cover on the table according to the meal to be served. It will help to enhance the ability of a waiter.

LLO 4: able to apply it in order to carry out the various activities on their own as per the need and timing of the restaurant. It will help to enhance the ability of a waiter.

LLO 5: capable enough to perform the food service in a proper sequence as and when required. It will help to enhance the ability of a waiter.

LLO 6: able to demonstrate about some very essential social skills which will be required by them once they will come in contact with the guest.

LLO 7: able to apply the knowledge in doing the service of various form tobacco-Cigar, Cigarettes, pipe tobacco, etc.

MAPPING MATRIX OF LAB OBJECTIVES (LOs)' AND LAB LEARNING OUTCOMES (LLOs')

| LO \ LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 | LLO 6 | LLO 7 |
|----------|-------|-------|-------|-------|-------|-------|-------|
| LO 1 | | | | | | | |
| LO 2 | | | | | | | |
| LO 3 | | | | | | | |
| LO 4 | | | | | | | |
| LO 5 | | | | | | | |
| LO 6 | | | | | | | |
| LO 7 | | | | | | | |

COURSE CONTENTS

List of Experiments

(A Student is supposed to complete/perform minimum 7 of experiments).

1. Review of Semester-I
2. Etiquettes of a waiter during Food Service – Do's & Don'ts.
3. Table Lay-out-A la Carte setup, Table d'hôte Setup, Afternoon Tea cover, High-Tea Cover.
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance.
5. Mise-en-place and Mise-en-scene activities, opening, operating and closing duties of a restaurant.
6. Table Service Procedure in a Restaurants-Receiving and seating of Guests, Order taking and recording, Order processing, Sequence of service, Presenting and encashing the bill, presenting and collecting guest comments cards, seeing off guest.
7. Set up a table with Prepared Menu.
8. Social Skills- Handling complaints, Telephone Manners, service and dining etiquettes
9. Service of Cigars & cigarettes.
10. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions.

TEXT BOOKS

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service- R.Singaravelavan-Oxford Publication

REFERENCE BOOKS

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- The Waiter Handbook by Grahm Brown
- Modern Restaurant Service- John Fuller, Hutchinson
-

| Foundation Course in Rooms Division-II | |
|----------------------------------------|------------------------------------|
| Course Code: 24SBHM153 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Major Course |
| Prerequisite: NIL | |

GROUP A – FRONT OFFICE

COURSE OBJECTIVES:

- CO 1:** Knowledge about the Tariff structure, different basis of charging and formula to calculate the room rent.
- CO 2:** Knowledge about bell desk function area.
- CO3:** To explain the concept of Timeshare hotels.
- CO 4:** To know about organization of front office department.
- CO5:** To make the students aware the coordination of front office with other department in hotel.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

- CLO1:** Able to know about the monetary procedures performed by Front Office Department in hotel.
- CLO2:** Capable to explain about the bell desk section.
- CLO 3:** Competent to know about the timeshare business & its types.
- CLO4:** Able to demonstrate about the function areas, & personality traits of Front Office staff.
- CLO5:** Able to understand the coordination of front office with other department in hotel.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES(CLOs

| CLO \ CO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit-1 Tariff Structure: Basis of charging, Plans, competition, customer's profile, standards of service & amenities, Hubbart formula, Different types of Tariffs-Rack rate, Discounted rates for Corporate, Airlines, Groups & Travel agents

Unit-2 Bell Desk: Functions, Procedures & Records

Unit-3 Timeshare & Vacation Ownership: What is time share? Referral chains & condominiums, How is it different from hotel business? Classification of timeshares, Types of accommodation and their size

Unit-4 Front office Organization: Function areas, Front office hierarchy, Duties & Responsibilities, Personality Traits

Unit-5 Front office co-ordination: Front office coordination with Housekeeping, maintenance, Account, human resource, F&B Service, store etc.

TEXTBOOKS

1. Front Office Operation Management-S.KBhatnagar, Publisher: Frank Brothers.

REFERENCEBOOKS

1. Managing Computers in Hospitality Industry–Michael Kesavana & Cahell
2. Front Office Operations –Colin Dix & Chris Baird.

GROUP B – ACCOMMODATION OPERATIONS

Course Objectives: -

- CO 1: To explain Standard operating procedure for Room and bathroom cleaning.
 CO 2: To explain and inform the students about the procedure to handle minibar of the guest room.
 CO 3: To explain the Importance routine system and record keeping in housekeeping department.
 CO 4: To introduce and explain about inspection of guest rooms for defect free rooms.
 CO 5: To explain different situations and guest request and ways to handle them.

Course Outcomes: -

- CLO 1: At the end of the first unit students would be able to demonstrate Standard operating procedure for Room and bathroom cleaning.
 CLO 2: At the end of the Second unit students would be able to handle minibar of the guestroom.
 CLO 3: At the end of the third unit students would be able to utilize the routine system and record keeping in cleaning operations.
 CLO 4: At the end of the fourth unit students would be able to explain the inspection of guestrooms for defect free rooms.
 CLO 5: At the end of the fifth unit students would be able to utilize sense of sense of guestrequest and complaint handling.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1: ROOM CLEANING:

Servicing guest room(checkout/ occupied and vacant), Servicing of bathroom, Bed Making supplies (day bed/ night bed), handling room linen/ guest supplies.

Unit – 2: MINIBAR MANAGEMENT: Issue, stock taking, checking expiry date

Unit- 3: RECORDS OF HOUSE KEEPING DEPARTMENT:

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

Unit- 4: GUEST ROOM INSPECTION: Room Inspection Checklist, pantry inspection.

Unit- 5: GUEST HANDLING • Guest request • Guest complaints

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Foundation Course in Rooms Division-II Practical | |
|---------------------------------------------------------|-------------------------------------------|
| Course Code:24SBHM153P | Continuous Evaluation: 60 Marks |
| Credits: 2 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 4 | Course Type: Major Course Lab |
| Prerequisite: NIL | |

GROUP A – FRONT OFFICE PRACTICAL

LAB OBJECTIVES:

LO 1: To familiarize the students with PMS

LO2: Practical demonstration of basic front office procedures.

LO3: Role plays on basic Front desk

operations. LO4: To familiarize them with the working on PMS.

LO5: To make them aware about important terminologies and general knowledge.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO 1: Capable to work on PMS Software

LLO2: Capable to fill the performas, able to attend guests and handle their queries.

LLO3: Competent to use their skills in taking reservation of the guest, and able to perform theroles of front desk personnel.

LLO4: Able to perform the basic front desk operations on PMS.

LLO5: Aware about the basic things like hotel terms, currency, country, capitals, Airlines etc.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| LLO | LLO 1 | LLO2 | LLO 3 | LLO 4 | LLO 5 |
|------|-------|------|-------|-------|-------|
| LO | | | | | |
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

LIST OF EXPERIMENTS

1. Skill to handle front desk operations i.e., guest reservations, guest arrival (FIT and groups)including baggage handling.
2. Preparation and study of countries, capitals, currencies, airlines and flags chart
3. Hands on practice of computer applications on PMS.
 1. –Hot function keys
 2. –Create and update guest profiles
 3. –Make FIT Reservation
 4. –Send confirmation letters
 5. –Printing Registration cards
 6. –Make an Add-on Reservation
 7. –Amend a reservation
 8. –Cancel a reservation
 9. –Process a reservation
 10. –Issue a new key
 11. –Verify a key
 12. –Cancel a key
 13. –Issue a duplicate key
 14. –Extend a key
 15. –Programme keys continuously
 16. –Re-programmed keys
 17. –Programme one key for two rooms

TEXTBOOKS

1. Front Office–Operations and Management–Ahmed Ismail (Thomson Delmar).

REFERENCEBOOKS

1. Security Operations by Robert McCrie, Publisher: Butterworth –Heinemann
2. The Professional Housekeeper–Tucker Schneider, Wiley Publications
3. Managing Front Office Operations–Kasavana & Brooks Educational InstituteAHLEI

GROUP B - ACCOMMODATION OPERATIONS PRACTICAL

Course Objectives: -

LO 1: To explain Standard operating procedure for Room and bathroom cleaning.

LO 2: To explain and inform the students about the procedure to handle minibar of the guest room. LO 3: To explain the Importance routine system and record keeping in housekeeping department. LO 4: To introduce and explain about inspection of guest rooms for defect free rooms.

LO 5: To explain different situations and guest request and ways to handle them.

Course Outcomes: -

LLO 1: At the end of the first unit students would be able to demonstrate Standard operating procedure for Room and bathroom cleaning.

LLO 2: At the end of the Second unit students would be able to handle minibar of the guest room. LLO 3: At the end of the third unit students would be able to utilize the routine system and recordkeeping in cleaning operations.

LLO 4: At the end of the fourth unit students would be able to explain the inspection of guest rooms for defect free rooms.

LLO 5: At the end of the fifth unit students would be able to utilize sense of sense of guest request and complaint handling.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES(CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 : ROOM CLEANING: Servicing guest room(checkout/ occupied and vacant), Servicing of bathroom, Bed making supplies (day bed/ nightbed), handling room linen/ guest supplies.

Unit - 2 MINIBAR MANAGEMENT: Issue, stock taking, checking expiry date

Unit- 3 RECORDS OF HOUSE KEEPING DEPARTMENT: Room occupancy report, Checklist, Floor register, Work/ maintenance order], Lost and found, Maid’s report, Housekeeper’s report, Log book.

Unit- 4: GUEST ROOM INSPECTION: Room Inspection Checklist, pantry inspection.

Unit- 5: GUEST HANDLING - Guest request • Guest complaints

TEXT BOOKS

• Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

• Housekeeping and Front Office—Jones

• The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).

- The Professional Housekeeper – Tucker Schneider, Wiley Publications
-

| Management Process & Organizational Behaviour | |
|----------------------------------------------------------|------------------------------------|
| Course Code:23MDC401 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| Prerequisite: NIL | Course Category: MDC |

COURSE OBJECTIVES

1. To understand the functions and responsibilities of managers.
2. To acquaint the students with the fundamentals of managing business.
3. To understand individual and group behaviour at work place so as to improve the effectiveness of an organization.
4. To analyse human behaviour in the organization setting in order to manage it in accordance to the intentions.

COURSE LEARNING OUTCOMES

The syllabus has been prepared in accordance with National Education Policy (NEP). After completion of course, students would be able to:

1. Demonstrate the roles, skills and functions of management.
2. Analyse the causes and consequences of applying different business strategies.
3. Analyse and compare individual behaviour related to motivation and rewards.
4. Identify group behaviour, leadership styles and the role of leaders in a decision making process.

MAPPING BETWEEN COURSE OBJECTIVES AND COURSE LEARNING OUTCOMES

| Course Objectives (COs) | Course Learning Outcomes (CLOs) | | | |
|-------------------------|---------------------------------|-------|-------|-------|
| | CLO 1 | CLO 2 | CLO 3 | CLO 4 |
| CO 1 | | | | |
| CO 2 | | | | |
| CO 3 | | | | |
| CO 4 | | | | |

COURSE CONTENTS

Unit 1: Introduction to the management

Management Concept, Nature, Process and significance, levels of management, managerial skills, functions of management, management and administration, evolution of management, Role of management and insights from Indian practices and ethos.

Unit 2: Functions of the Management

Planning: Types of Plans & The planning process; Organizing: Common organisational structures; Staffing: features and necessity; Leading: types of leaders; Controlling: functions and types

Unit 3: Introduction to Organizational Behaviour: Meaning, importance and scope of OB; abilities: meaning and forms, attitudes: framework, work related attitudes, personality: types, assessment, perception: process, factors influencing perception, perceptual errors

Unit 4: Foundation of Group Behaviour

Defining and classifying groups; need to join groups, stages of group development; group dynamics: group properties as roles, norms and size; group decision making techniques, conflict management

TEXT BOOKS

1. Stephen Robbins, Organizational Behavior, 16th edition (2012), Pearson Education.
2. K. Aswathappa, Organizational Behaviour, 13th edition (2016), Himalaya Publishing House.
3. Fred Luthans, Organizational Behavior, 14th edition (2017), McGraw-Hill.

SUGGESTED READINGS

| Functional English-II | |
|-----------------------|---------------------------------------------|
| Course Code: UAEC201 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Category: Ability Enhancement Course |
| Prerequisite: NIL | |

1. Gregory Moorhead & Ricky W. Griffin, Organizational Behaviour, 11th edition (2009), Jaico Publication.
2. Tripathy PC and Reddy PN, Principles of Management, 6th edition (2011), McGraw-Hill.

Course Description:

The course Functional English -II focuses on the academic skills and basic elements of academic writing. The aim of this course is to increase students' agency as writers by acquiring both the theoretical knowledge and practical skills necessary to produce texts for the interdisciplinary academic discourses. More specifically, students will have an opportunity to practice critical reading and writing through summarizing, analysing, evaluating and synthesizing ideas. Students will also learn how to engage with scholarly sources effectively and incorporate them into their own texts.

COURSE OBJECTIVES (COs)

To teach the students how to employ the various stages of the writing process, including pre-writing, writing and re-writing.

1. To teach the students about the use of descriptive, narrative and expository modes of writing.
2. To teach learners how to recognize and correct basic grammatical errors, specifically errors of subject/verb agreement, verb tense, pronoun agreement, usage of prepositions and articles.
3. To improve learners' academic and idiomatic vocabulary.
4. To help students read, analyze and respond to assigned readings with an understanding of structure and mechanics.
5. To judge the appropriateness of different communication approaches for specific interpersonal or professional interactions.

COURSE LEARNING OUTCOMES (CLOs)

The syllabus has been prepared in accordance with National Education Policy (NEP). After completion of course, students would be:

1. Examine the text critically by evaluating the various contexts (social, historical, or personal) surrounding and underpinning each text
2. Evaluate the stylistic conventions of academic writing
3. Analyse various texts while identifying and highlighting their main ideas and messages
4. Develop independent perspectives and arguments via persuasive support and successful incorporation of research thus developing their own voice and creating a balance between their own voice and source summaries

5. Construct counter arguments in order to present a more compelling arguments

MAPPING BETWEEN COURSE EDUCATIONAL OBJECTIVES AND COURSELEARNING OUTCOMES

| Course Objectives (COs) | Course Learning Outcomes (CLOs) | | | | |
|-------------------------|---------------------------------|-------|-------|-------|-------|
| | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
| CO 1 | ✓ | | | | |
| CO 2 | | | ✓ | ✓ | |
| CO 3 | | ✓ | | | |
| CO 4 | | | | ✓ | |
| CO 5 | | | | | ✓ |

Unit 1: Reading strategies

Understanding the basic elements of academic writing: summary, analysis, close reading, claim, evidence and argument, Types of academic writing (descriptive, analytical, persuasive, and critical), Skimming, Scanning and Note Making for Academic Writing

Unit 2: Paragraph Writing

Structure of the paragraph, Use of coherence and cohesion-topic sentence for paragraph Abstract Writing, Fine tuning title and finalizing keywords, The art of summarizing

Unit 3: Writing Research Proposal

Selecting Research topic, Framing research problem and literature review
 Writing Research Proposal – Writing Research questions and Hypothesis
 Review of Research paper -Writing Research Proposal – Methodology and conclusion
 Critical Review, Conclusions, and Implications -Paraphrasing and Explaining -Finalizing and reviewing Research proposal -Controlling language

Unit 4: Referencing, Citation and Proof Reading

Bringing it all together

TEXT BOOKS

1. Nzanmongi Jasmine Patton et al. *A Handbook For Academic Writing and Composition*. New Delhi: Pinnacle Learning, 2014.
2. Christine Raisanen and Lennart A. Bjork. *Academic Writing: A University Writing Course*. Lund: Studentlitteratur, 2003.
3. Janet Giltrow, Richard Gooding, & Daniel Burgoyne et al. *Academic Writing: An Introduction*. Peterborough, Ontario: Broadview Press, 2005.

REFERENCE BOOKS AND OTHER RESOURCES

1. Liz Hamp-Lyons and Ben Heasley. *Study Writing: A Course in Writing Skills for Academic Purposes*. Cambridge: CUP, 2006.
2. Renu Gupta. *A Course in Academic Writing*. New Delhi: Orient Black Swan, 2010.
3. Ilona Leki. *Academic Writing: Exploring Processes and Strategies* (2nd Ed.). New York: CUP, 1998.
4. Gerald Graff and Cathy Birkenstein. *They Say/I Say: The Moves That Matter in Academic Writing*. New York: Norton, 2009.
5. John Eastwood. *Oxford Practice Grammar*. Oxford: OUP, 2005.
6. Michael Wallace. *Study Skills*. Cambridge: CUP, 2004

| | |
|-------------------------------------------------|------------------------------------|
| FRENCH-II (Language) | |
| Course Code:24FLFR201 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | AEC |
| Prerequisite: Basics of English Language | |

COURSE OBJECTIVE (CO)

1. To develop the ability to construct short and simple sentences
2. To prepare the students to identify themselves with the culture of the Francophone world.
3. To develop in students a good degree of understanding of syntactic, lexical, grammatical and stylistic features of the French language.
4. To demonstrate differences and diversity of the French speaking world with their own.

COURSE LEARNING OUTCOMES (CLO)

1. After completion of this course, the student will be able to express themselves in French used in daily conversations.
2. The student will be able to recognise and explain cultural artefacts, practices and perspectives of the French speaking world.
3. The student will be able to apply linguistic knowledge to analyse a simple text, identifying its salient features, and thus express themselves effectively in French.
4. The student can contrast the culture of the French speaking world with their own, and hence demonstrate an increased awareness towards its key practices and perspectives.

MAPPING MATRIX OF COURSE OBJECTIVES (COs) & COURSE LEARNING OUTCOMES (CLOs)

| COURSE OBJECTIVES | COURSE LEARNING OUTCOMES | | | |
|-------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | CLO 01 | CLO 02 | CLO 03 | CLO 04 |
| CO 01 | <input type="checkbox"/> | | <input type="checkbox"/> | |
| CO 02 | | <input type="checkbox"/> | | <input type="checkbox"/> |
| CO 03 | | | <input type="checkbox"/> | |
| CO 04 | | | | <input type="checkbox"/> |

COURSE CONTENT

Contents

| S. No | Unités | Objectifs de Communication | Grammaire | Lexique |
|-------|-------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| 1 | Journée Typique | Parler d'habitudes, Exprimer l'Heure, S'Informer sur l'Heure, Moment et Fréquence. | Verbes Pronominaux au Présent. Verbes Aller et Sortir | Heure, Moments de la Journée. Activités Quotidiennes. Adverbs. Météo. |
| 2 | Achats | S'informer sur un Produit. Acheter et Vendre un Produit. Donner Son Avis. Parler du temps. | Adjectifs Interrogatifs. Adjectifs Démonstratifs(Ce, cette, ces). Genre et Nombre. Verbe Prendre. | Vêtements. Couleurs. Fruits et Légumes. |
| 3 | Alimentation | Parler des Plats et des Aliments. Commander un Menu dans un Restaurant. Situer une Action dans le Futur | Future Proche: Aller +Infinitif. Articles Partitifs(du/de la/des/d'). Pronoms COD. Future. | Aliments. Vocabulaire des Quantités. |
| 4 | expérience vécue | Parler du passé. Parler d'expériences. Parler de ce que nous savons faire. | Passé Composé. Imparfait | Verbes Savoir, Pouvoir et Connaître. Adjectifs Qualificatifs. Vocabulaire des Savoirs et Compétences. Récit de Vie. |

TEXT BOOKS:

- Version Originale 1, *Livre de l'élève: Denyer M. & Agustin Garmendia A. & Olivieri M L L.* (éd. Maisons des Langues, Paris. 2013).

REFERENCES BOOKS:

- Alter Ego 1, *Livre d'élève, Berthet A. & Hugo C. & Kizirian M. V. & Sampsonis B. & Waendendries M.* (éd. Hachette, Paris, 2006).
- Connexions 1, *Loiseau Y. & Mérieux R.* (éd. Didier, Paris, 2004).
- P. Dominique, J. Girardet et al, *Le Nouveau Sans Frontiers* (Vol. 1, CLE International, Paris, 2013).
- Le Robert Nathan, *Le Robert & Nathan Conjugation* (Paperback, 2011).

| Department Of Training & Placement | | | |
|------------------------------------|-----------------------------|--------------------------|---------------------------------|
| Training Cell | | | |
| Programme | Faculty of Hotel Management | | |
| Year / Semester | 1 / 2 | Course Category | SEC |
| Course Code | 23SS252 | Course Title | Teamwork & Interpersonal Skills |
| Continuous Evaluation: 70 | | End Term Examination: 30 | |

Training Objectives (TO): -

TO1. To make the students learn & demonstrate effective teamwork, leadership

TO2. To equip the students with capability of handling stress and utilization of work time effectively.

TO3. To make the students understand the importance and application of Emotional Quotient, Critical Thinking & Problem Solving Skills.

Training Learning Outcomes (TLO): -

After the completion of the training, the student will have ability:

TLO1. To be confident working in a team and leading it as well.

TLO2. To categorize the work and achieve expected performance within the time frame & will be able to adapt himself to work under various kinds of stress and re-energies himself to bounce back from such situations.

TLO3. To get benefitted from Emotional Quotient in building stronger professional relationships and achieving career and personal goals.

TLO4. To face complex problems and effectively deal with it in the job due to Critical Thinking & Problem Solving Skills.

| Mapping Matrix of Training Objectives (TO) & Training Learning Outcomes (TLO) | | | | |
|-------------------------------------------------------------------------------|------|------|------|------|
| Training Learning Outcomes (TLO) → Training Objectives (TO) ↓ | TLO1 | TLO2 | TLO3 | TLO4 |
| TO1 | | | | |
| TO2 | | | | |
| TO3 | | | | |

| Learning Resources | |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Text Book | <i>Communication Skills</i> by Sanjay Kumar & Pushp Lata: Oxford University Press, 2019. |
| Suggested Reference Book | <i>Personality Development & Communication Skills-1</i> by C B Gupta: Scholar Tech Press, 2019. (ISBN No. – 9382209131) |

| Unit | Course Contents | Student Engagement Activity |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Unit – I | Team Management <ul style="list-style-type: none"> • Team communication & team conflict resolution • Role of a team leader • Team goal setting & understanding team development • Team dynamics & multicultural team activity • Johari Window Model | Collaborative Working Game Activity |
| Unit-II | Time Management <ul style="list-style-type: none"> • Time management matrix • Pareto Principle (80/20 rule) • Development process of plan of action | What You Did Yesterday Activity |
| Unit-III | Leadership <ul style="list-style-type: none"> • Difference between leadership & Management • Types of leadership style • Core leadership skills | Lead The Blindfolded Activity |
| Unit-IV | Stress Management <ul style="list-style-type: none"> • Sign of stress & its impact • Types of stress • Techniques of handling stress | Keeping Cool Activity |
| Unit – V | Emotional Intelligence <ul style="list-style-type: none"> • Emotional intelligence & emotional competence • Components & behavioral skills of emotional intelligence | Guess The Emotion Game Activity |
| Unit –VI | Critical Thinking <ul style="list-style-type: none"> • Types of thinking & Characteristics • Critical thinking standards • Barriers to critical thinking | Think Pair Share Activity |

Pedagogy

- The training will be based on the concept of learning by practice.
- The training will involve 30% of the training time on briefing and demonstration & the remaining 70% will be focusing on student's engagement in training activities.
- The training will follow a circular approach where students are engaged, evaluated, given feedback and then re engage

Internal (Continuous Assessment & Evaluation) & End Term (Assessment & Evaluation) for Teamwork & Interpersonal Skills

| Unit No. | Unit Name | Internal Assessment Parameter | Internal Marks (70) | End Term Assessment Parameters | End Term Marks(30) |
|----------|-----------|-------------------------------|---------------------|--------------------------------|--------------------|
| | | | | | |

| | | | | | |
|-----|------------------------|----------------------------|----|--------------|----|
| I | Team Management | Role Play / Group Activity | 10 | Written Test | 10 |
| II | Time Management | | 10 | | |
| III | Leadership | | 10 | | |
| IV | Stress Management | Assignment | 10 | Viva | 20 |
| V | Emotional Intelligence | Written Test | 10 | | |
| VI | Critical Thinking | | 20 | | |

Environment Protection, Sustainable Development & Living

| | | | |
|----------------------------------|------------------|-------------------------------------|------------------------------------------------------------|
| Year/Semester | | Course Category | Value Added Course (VAC) |
| Course Code | 23ESUG201 | Course Title | Environmental Protection, Sustainable development & living |
| Continuous Evaluation: 70 | | End Semester Examination: 30 | |
| Prerequisite: Nil | | L T P : 2 0 0 | Credits: 2 |

Course Objectives (CO) - The Course is designed with the following objectives:

1. To know about earth environment and its human interaction
2. To understand the concept of natural resources and sustainable development.
3. To develop the understanding of pollution, its causes, and their effects
4. To know about the climate change and the contemporary issues

Course Learning Outcomes (CLO) – The Syllabus has been prepared in accordance with the NEP-2020.

Upon completion of this course, learners will be able to:

1. Gain insights to safeguard the Earth’s environment and its resources.
2. Explain sustainable development, its goals, challenges, and global strategies.
3. Analyse the environmental pollution and sensitize themselves to adverse health impacts of pollution.
4. Gain a comprehensive knowledge of climate change, its science and response measures.

MAPPING COURSE OBJECTIVES (COs) & COURSE LEARNING OUTCOMES (CLOs)

| COURSE OBJECTIVES (COs) | COURSE LEARNING OUTCOMES (CLOs) | | | |
|-------------------------|---------------------------------|------|------|------|
| | CLO1 | CLO2 | CLO3 | CLO4 |
| CO1 | √ | | | |
| CO2 | | √ | | |
| CO3 | | | √ | |
| CO4 | | | | √ |

COURSE CONTENTS

Unit-1

Human and Environment

(3 Hours)

Introduction to earth environment, Scope and importance. Components of environment: Lithosphere, Hydrosphere, Biosphere, Atmosphere. The man- environment interaction, Population growth and natural resource exploitation, Industrial revolution, and impact on the environment, Global environmental challenges at global, regional and local level.

Unit-2

Natural Resources, Sustainable Development & Sustainable living

(7 Hours)

Overview of natural resources: Definition of resource; Classification of natural resources-, renewable, and non-renewable. Resources: Forests, wetlands, Status and challenges. Water resources: Types of water resources, issues and challenges; Soil and mineral resources: Important minerals; Environmental problems due to extraction of minerals, Soil as a resource and its degradation. Energy resources: renewable and non-renewable sources of energy. Introduction to sustainable development: Sustainable Development Goals (SDGs)- targets and indicators, challenges, and strategies for SDGs. Ways to live in sustainable manner- Conservation of energy, water at home, plantation, waste segregation, kitchen gardening.

Unit-3

Conservation of Biodiversity and Ecosystems

(5 Hours)

Biodiversity and its distribution: Biodiversity as a natural resource; Levels and types of biodiversity; Biodiversity in India and the world; Biodiversity hotspots; Major ecosystem types in India and their basic characteristics, forests, wetlands, grasslands, agriculture, coastal and marine; Ecosystem services- classification and their significance. Threats to biodiversity and ecosystems. Major conservation policies: in-situ and ex-situ conservation approaches; Major protected areas; National and International instruments for biodiversity conservation: The role of traditional knowledge, community-based conservation. Major International Environmental Agreements: Convention on Biological Diversity (CBD); Cartagena Protocol on Biosafety, Ramsar Convention on Wetlands of International Importance, The Wildlife (Protection) Act, 1972, The Biological Diversity Act, 2002.

Unit-4

Environmental Pollution and Health

(7 Hours)

Understanding of pollutant and pollution; Types of Pollution, Air pollution: Sources of air pollution; Primary and secondary pollutants; Criteria pollutants, Indoor air pollution; Adverse health impacts of air pollutants, National Ambient Air Quality Standards. Water pollution: Sources of water pollution; River, lake and marine pollution, groundwater pollution; water quality Water quality parameters and standards; adverse health impacts of water pollution on human and aquatic life. Soil pollution and solid waste: Soil pollutants and their sources; Solid and hazardous waste; Impact on human health. Noise pollution: Definition of noise; Unit of measurement of noise pollution; Sources of noise pollution; Noise standards; adverse impacts of noise on human health. Thermal and Radioactive pollution: Sources and impact on human health and ecosystems.

Unit-5

Climate Change: Impacts, Adaptation and Mitigation

(5 Hours)

Understanding climate change: Natural variations in climate, Anthropogenic climate change from greenhouse gas emissions– past, present and future; Projections of global climate change with special reference to temperature, rainfall, climate variability and extreme events, Climate change projections for the Indian sub-continent. Observed impacts of climate change on ocean and land systems; Sea level rise, changes in marine and coastal ecosystems; Impacts on forests and natural ecosystems; Impacts on animal species, agriculture, health. the concept of vulnerability, adaptation and resilience, Synergies between adaptation and mitigation measures, Concept of carbon neutrality, net zero targets, Carbon capture and storage, National climate action plan and Intended Nationally Determined Contributions (INDCs).

Unit 6 : Case Studies and Field Work (3 Hours)

The students are expected to be engaged in one of the following or similar identified activities. Field visits to identify local issues, make observations including data collection and prepare a brief report, or Documentation of campus biodiversity or Campus environmental management activities such as solid waste disposal, water management, and sewage treatment.

RECOMMENDED TEXT BOOKS:

1. Masters, G. M., & Ela, W. P. (2008). Introduction to environmental engineering and science Englewood Cliffs, NJ: Prentice Hall.
2. Jackson, A. R., & Jackson, J. M. (2000). Environmental Science: The Natural Environment and Human Impact. Pearson Education.
3. Rajagopalan, R. (2011). Environmental Studies: From Crisis to Cure. India: Oxford University Press
4. Environmental Studies for Undergraduate Courses by Erach Bharucha, UGC New Delhi

REFERENCE BOOKS:

1. A.K De Environmental Chemistry New age Publisher, 2016.
2. “Ecology & Environment” P D Sharma, Rastogi Publications, 2009.
3. www.ipcc.org; <https://www.ipcc.ch/report/sixth-assessment-report-cycle/>.

Central Pollution Control Board Web page for various pollution standards. <https://cpcb.nic.in/standards/>

SEMESTER-III

| 17 Weeks Industrial Exposure Training | | | | | | | | |
|---------------------------------------|-------------|------------------------------------|---|---|---|-----------|-----------------|---------|
| S. No. | Course Code | Course Title | L | T | P | Credits | Course Category | Remarks |
| 1 | 24SBHM 251 | Industrial Exposure Training (IET) | | | | 20 | Major Course | |
| TOTAL | | | | | | 20 | | |

Note: The Students going for Industrial Exposure Training to the hotel work in shifts which vary in number of working hours depending on the department they will be working in so for the academic purpose in skill enhancement course number of credit is 20.

COURSE OBJECTIVES:

- CO 1:** Program is to provide knowledge about Area & Layout, Equipment, a technique followed in the hospitality industry.
- CO 2:** The program will introduce the student to the world of hospitality and make them understand the basic operations performed within the industry and department.
- CO 3:** With practical experience of all department students will be able to choose an area of interest as a career opportunity.
- CO 4:** Students would be able to identify the role of different positions in the hospitality industry and their highlighted responsibilities.
- CO 5:** This industry exposor brings a great change in Skill development and personality development of students to prepare them a professional hotelier.

COURSE LEARNING OUTCOMES:

After completion of the course student would be:

- CLO 1:** Capable to understand different equipment, new techniques, and layout planning of hospitality industries.
- CLO 2:** Enhance the ability to get a real experience of hospitality world also helps to understand basic operation style in the industry.
- CLO 3:** Able to demonstrate and explain the different sectors of hospitality like travel, tourism, lodging food service.
- CLO 4:** Capable to understand and have ability to identify the different position in the articular department and their responsibility.
- CLO 5:** Able to competent with basic industry standard requirement and needs to be a successful hotelier

MAPPING MATRIX COURSE LEARNING OUTCOME (CLO)-COURSE EDUCATIONAL OBJECTIVE (COs)

| CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |

| | | | | | |
|-----|--|--|--|--|--|
| CO4 | | | | | |
| CO5 | | | | | |

WHAT TO OBSERVE- FOOD PRODUCTION DEPARTMENT :

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, Mari nations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different Mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Réchauffé/ Leftover Cooking

WHAT TO OBSERVE- FOOD & BEVERAGE SERVICE DEPARTMENT:

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of Mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar,Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnishes with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/IN-ROOM DINING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

WHAT TO OBSERVE- FRONT OFFICE DEPARTMENT :

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general color schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc.
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones Guest registration, types of guest folios, arrival slips, c-forms and their purpose
18. How to take check-ins and check-outs on the computer
19. Various reports prepared by reception
20. Key check policy
21. Mail & message handling procedures
22. Percentage of no-shows to calculate safe overbooking
23. Group and crew rooming, pre-preparation and procedures
24. Scanty baggage policy
25. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
26. Requisitioning of operating supplies
27. Handling of special situations pertaining to guest grievance, requests etc
28. **Bell Disk / Concierge Functions:** luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
29. **Travel Desk:** coordination, booking, transfers etc.

WHAT TO OBSERVE- HOUSEKEEPING DEPARTMENT:

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipment's and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g., telephone, channel music, A/C, T.V. etc.
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work is kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and turn down service
10. Observe room layout, color themes and furnishings used in various categories and types

11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Note:

- Compulsory industrial exposure has been provided in SEM III comprising 17 weeks or 102 working days. A student can avail leave up to 15% or 15 days with prior permission of the Hotel and the Institute.
- Logbooks, performance appraisals form , copy of training certificate, attendance sheet, leave card (if any), training report and a PowerPoint presentation of the same should be submitted at the institute on the due date given by the faculty coordinator.
- It is mandatory that students train in all the four core areas i.e. Front Office, Housekeeping, Food and beverage Service and Food Production departments.

SEMESTER-IV

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------------|-------------|-----------------------------------------------|---|---|---|----------------|-----------|--------------------------------------------------------|
| 1 | 24SBHM208 | Food & Beverage Control | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 2 | 24SBHM209 | Hotel Accounting Skills | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 3 | 24SBHM211 | Human Resource Management | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 4 | 24SBHM212 | Strategic Planning & Management | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 5 | 24SBHM213 | Leadership and Management Skills | 2 | 0 | 0 | 2 | 2 | Skill Enhancement Course (Domain Specific) |
| 6 | 24SBHM214 | Hospitality Marketing | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 7 | 24SBHM215 | Managing Tourism Operations | 2 | 0 | 0 | 2 | 2 | Skill Enhancement Course (Domain Specific) |
| 8 | 23MDC402 | Creating an Entrepreneurial Mindset | 3 | 0 | 0 | 3 | 3 | Multidiscipli nary Course |
| 9 | 23SS353 | Presentation Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 10 | 21CS0202 | Artificial Intelligence & Machine Learning | 1 | 0 | 2 | 3 | 2 | Value Added Course |
| TOTAL | | | | | | 24 | 22 | |

Note:

A Student who opts to exit after 2nd year (4th Semester) after attaining **90** credits will be awarded Diploma in Hotel Operations.

| Food & Beverage Control | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM208 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Minor Stream Course |
| Prerequisite: All Basics & Advance of Previous Semesters | |

COURSE OBJECTIVES:

CO1: Imparting the knowledge about cost control, its objective and advantages.

CO2: To Understand the importance of food control cycle in a food service operation.

CO3: To Understand and implement the knowledge about receiving control.

CO4: To Understand the procedure of storing and issuing and control procedures followed

CO5: To Understand about various production and sales control procedures those are required for a Hotel & F & B Outlets.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO 1: Competent to perform basic costing and food costing procedures

CLO 2: Able to demonstrate about all steps and technical aspects involved in performing the Purchasing Activity for a Hotel & F & B Outlets.

CLO 3: Ability to demonstrate about all steps and technical aspects involved in Receiving Control Process.

CLO 4: Competent to formulate a storing and issuing procedure for Hotels & F & B Outlets.

CLO 5: Ability to Formulate and Implement the Food Production and Food Service Procedures required for Hotels & F & B Outlets.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO \ CO | CLO 1 | CLO2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 FOOD COST CONTROL-Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic costing, Food costing.

Unit-2 FOOD CONTROL CYCLE: Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems

Unit-3 RECEIVING CONTROL: Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area

Unit-4 STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of facilities and equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, Two types of foods received – direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area

Unit-5 PRODUCTION CONTROL: Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives & Cost Cards), Computation of staff meals, **SALES CONTROL:** Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure – cash and credit sales, Cashier's Sales summary sheet

TEXTBOOKS:

- Food & Beverage: Management & Cost Control by Jay Prakash Kant
- Food and Beverage Management by Tarun Bansal
- Food and Beverage Management by John Cousins

REFERENCEBOOKS

- Food and Beverage Cost Control by Lea R. Dopson (Author), David K. Hayes (Author)
- Food and Beverage Control by Douglas C. Keister
- Food and Beverage Cost Control by Jack E. Miller

| Hotel Accounting Skills | |
|--------------------------------|-------------------------------------------|
| Course Code: 24SBHM209 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES

- CO 1:** To make the student to know about basic concepts of Accounting and its importance in today's business world and make the students aware with the main concepts, principles, Indian & International standards of Accounting.
- CO 2:** To impart adequate knowledge about theoretical basis upon which they will develop their knowledge in other areas of accounting and to familiarize the students with the various types of documents as ledger and final accounts.
- CO 3:** To impart adequate knowledge in preparing Trading, P & L Accounts and Final accounts and balance sheets, Stocks and about depreciation.
- CO 4:** To Gain insight into the Income and expenditure Statements and Balance Sheet; to understand the basics of allocation and apportionment of expenses
- CO 5:** To understand the different Principles of Internal Control in Accounting System, to know how to implement and review the Internal & Statutory Audit.

COURSE LEARNING OUTCOMES

After Completion of Course student would be:

- CLO 1:** Understand Accounting and its importance in today's business world.
Understand the main concepts, principles, Indian & International standards of Accounting.
- CLO 2:** Understand a theoretical basis upon which they will develop their knowledge in Other areas of accounting. Prepare such documents as ledger and final accounts.
- CLO 3:** To understand the preparation of Final accounts and the concept and application of Depreciation.
- CLO 4:** Gain insight into the Income and expenditure Statements and Balance Sheet, demonstrate allocation and apportionment of expenses
- CLO 5:** Learn the Principles of Internal Control in Accounting System, implementation and review the Internal & Statutory Audit.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

- Unit-1 INTRODUCTION TO ACCOUNTING:** Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP)
Primary Book (journal) & Secondary Book (Ledger): Meaning and Definition, Format, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's
- Unit-2 SUBSIDIARY BOOKS:** Need and Use, Classification- Purchase Book, Sales Book, Purchase

Returns, Sales Returns, Journal Proper, Practical's, CASHBOOK: Meaning, Advantages, Simple, Double and Three Column, Petty Cash Book with Imprest System (simple and tabular forms), Trial Balance, Practical's

Unit-3 FINAL ACCOUNTS: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance-Sheet, Adjustments (Only four), Closing Stock, Pre-paid Expenses, Outstanding Expenses, Depreciation

Unit-4 UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS: Introduction to Uniform system of accounts, Contents of the Income Statement, Practical Problems, Contents of the Balance Sheet (under uniform system), Practical problems, Departmental Income Statements and Expense statements (Schedules 1 to 16), **Practical problems. DEPARTMENTAL ACCOUNTING:** An introduction to departmental Accounting, Allocation and apportionment of expenses. Advantages & Draw-backs of allocation, Basis of allocation, Practical problems.

Unit-5 INTERNAL CONTROL: Definition and objectives of Internal Control, Characteristics of Internal Control, Implementation and Review of Internal Control.

INTERNAL AUDIT AND STATUTORY AUDIT, An introduction to Internal and Statutory Audit, Distinction between Internal Audit and Statutory Audit, Implementation and Review of internal audit.

TEXT BOOKS

- Robert N Anthony, David Hawkins, Kenneth A. Merchant, Accounting: Text and Cases. McGraw-Hill Education, 13th Ed. 2013. 2.
- Charles T. Horngren and Donna Philbrick, Introduction to Financial Accounting, Pearson Education.
- J.R. Monga, Financial Accounting: Concepts and Applications. Mayur Paper Backs, New Delhi.
- M.C.Shukla, T.S. Grewal and S.C.Gupta. Advanced Accounts. Vol.-I. S. Chand & Co., New Delhi

REFERENCE BOOKS

- Goldwin Alderman and Sanyal, Financial Accounting, Cengage Learning.
- Tulsian, P.C. Financial Accounting, Pearson Education.
- Compendium of Statements and Standards of Accounting. The Institute of Chartered Accountants of India, New Delhi

| Human Resource Management | |
|----------------------------------|-------------------------------------------|
| Course Code: 24SBHM211 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES

- CO 1:** Understand the human Resource management, HR functions and HR policies
- CO 2:** Gain knowledge about manpower planning, recruitment and selection process.
- CO 3:** Understand the important of training, wage and administration.
- CO 4:** To know the importance of discipline and employees satisfaction and employee grievances and to understand how to resolve it
- CO 5:** To gain knowledge online and global HRM practice in to the hotel industry

COURSE LEARNING OUTCOMES

After Completion of Course student would be:

- CLO 1:** The students can able to impart the HRM functions in hotel industry
- CLO 2:** To gain knowledge about how to Recruit and select the right candidates for the right job and train the employees
- CLO 3:** To Gain knowledge about wage administration and motivate the employees through bonus and incentives
- CLO 4:** To understand the employee's problems and resolve the employee's grievances and complaints
- CLO 5:** To gain knowledge about global HRM practicing into the hotel industry.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

UNIT I

Introduction of Human Resource- Meaning of human resource management- Functions of HRM- Objectives- Importance of HRM- Human resource Development- Objectives- Benefits of HRD- HR Policies- Human Resource Planning- Objectives of HRP- Importance of Human Resource planning- Manpower Demand forecasting

UNIT II

Job design & Job analysis- Job description and content of job description - Job specification concept - Techniques of job design - Job enlargement- Job Enrichment- Job Evaluation- objectives of Job Evaluation Advantages- Recruitment- Sources of recruitment Internal and External sources

UNIT III

Selection- process of selection- Induction- Training- need for Training- Objectives and benefits of training - Types of Training - Performance appraisal- Methods of performance appraisal- traditional and modern methods - Job changes , purpose of job changes- Transfer - types of transfer - transfer policy

UNIT IV

Compensation – wages and salary administration- principles of wages and salary administration- Factors affecting wages and compensation- Fringe benefits and rewards - Advantages and limitations of incentives plan - Types of wage incentives plan - Meaning and Objectives of career planning and development - Career development cycle - Labour Turnover-causes of labour turnover - Absenteeism causes of absenteeism - Measure to control absenteeism

UNIT V

Concepts of Discipline - Causes of Indiscipline - Principles and procedure for Disciplinary action - Concept of Employee Grievance - Causes of Employee Grievance - Machinery for redressal Grievance- Human Resource Information System (HRIS)- Human Resource Accounting (HRA)- Human Resource Audit- Global dimension of hospitality HRM - Online support for hospitality HRM- Online Recruitment and Recruitment sites for hotel industry

Reference:

1. Human Resource Management., S.Seetharaman , B. Venkateswara Prasad., Scitech Publication
2. Human Resource Management ., Jaquina Gilbert., Viberent Publication
3. Human Resource Management., K. Aswathappa latest edition., McGraw hill Publishing
4. Human Resource Management., L M Prasad., Sultan Chand & Son's.
5. Labour Welfare, Trade Unionism And Industrial Relations, S.D.Punekar., Himalayapublishing House

| STRATEGIC PLANNING AND MANAGEMENT | |
|------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM212 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES

CO 1: To Know about the value of organizational mission, objectives and strategy

CO 2: To study the business environments and resource analysis

CO 3: To study how to formulate the different types of strategy into the business

CO 4: To know the Strategy choice and how to select the appropriate strategy through various strategy matrix analysis

CO 5: Study how the Strategy implementation has done and review

COURSE LEARNING OUTCOMES

After Completion of Course student would be:

CLO 1: Understand the important of strategy to attain organization mission and objectives

CLO 2: Protect from various environmental factors affecting the organization

CLO 3: Understand the different alternative strategies can be used in practices

CLO 4: Selecting the best and suitable strategy through strategy analysis

CLO 5: Effectively monitor the performance of different strategy into the business

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CLO \ CO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

Course Content

Unit – 1

Organizational Strategy-strategy process- levels of strategy-Mission – Mission statement elements and its importance- Objectives- Necessity of formal objectives – Objective VS Goal Strategy-Developing Strategies- Adaptive search- Intuition search- Strategic factors- Picking niche-Entrepreneurial approach

Unit – 2

Environmental and Internal Resource Analysis- Need for environmental analysis – Key environment variable factors – Opportunities and Threats- Internal resource analysis- Functional areas resource development matrix - Michael porters five force model - SWOT Analysis- Marketing – Finance – Production – Personnel – Organization

Unit – 3

Strategy Formulation - Strategy (General) Alternatives - Stability strategies – Expansion strategies – Retrench strategies – Combination strategies-Forward integration – Backward integration – Horizontal integration – Market penetration –Market development- Product development – Concentric diversification – Conglomerate diversification- Horizontal diversification- Joint Venture – Retrenchment – Divestiture – Liquidation – Combination

Unit – 4

Strategic Analysis and Choice (Allocation of Resources)- Factors Influencing Choice – Strategy formation Input Stage- Internal factor evaluation matrix – External factor evaluation matrix – Competitive profile matrix - Matching Stage Threats opportunities – Weaknesses – Strengths matrix (TWOS) – Strategic position and action evaluation matrix (SPACE) – Boston consulting group matrix (BCGM) – Internal – External matrix – Grand strategy matrix- Decision Stage- Quantitative Strategic Planning Matrix (QSPM)

Unit – 5

Policies in Functional Areas: Policy – Product Policies – Personnel Policies – Financial Policies – Marketing Policies – Public Relation Policies-Strategic Implementation Review and Evaluation- MCKINSEY 7-S Framework – Leadership and Management Style- Different style of leadership- – Strategy Review and Evaluation - Review underlying bases of Strategy – Measure - organizational performance-Take corrective actions

Reference Book:

- *Strategic Management: Concepts and cases – Fred R. David*
- *Business Policy and strategic management-Dr.Sankaran.*
- *Strategic management: Publisher-Emerald Group Publishing Limited*
- *Azhar Kazmi, Strategic Management & Business Policy, Tata McGraw Hill, Third Edition 2. Thomas L. Wheelen, J.David Hunger and Krish Rangarajan,*
- *Strategic Management and Business policy, Pearson Education., 2006*
- *International Journal of Contemporary Hospitality Management, Vol. 23 Issue: 4-*
- *Robert J.harrington,Michel C.Ottenbacher.*

| LEADERSHIP AND MANAGEMENT SKILLS | |
|----------------------------------|---------------------------------------------------------|
| Course Code: 24SBHM213 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Skill Enhancement Course (Domain Specific) |
| Prerequisite: NIL | |

COURSE OBJECTIVES

CO 1: To learn the leadership and managerial skills at various department in hotel industries.

CO 2: To learn the leadership skill, leadership style and set the leadership vision ins in hotel sector.

CO 3: To learn and improve the practical skills such as time management, stress management, team building, etc

CO 4: To learn the importance of ethics and moral values for making of a balanced personality

CO 5: To learn the entrepreneurship skill and various challenges in entrepreneurship and ethical code in hotel industries.

COURSE LEARNING OUTCOMES

After Completion of Course student would be:

CLO 1: Learners will be able to understand and aware the Leadership practices in various department in hotel industries.

CLO 2: Learners will able to planning and scheduling the work accordingly by leadership skills and styles.

CLO 3: Students can able to acquire the skill on decision making, team building, risk taking etc in hotel industries..

CLO 4: Students can able to understand the success and challenges of women entrepreneur, and how to protect from labour force, sexual harassment etc.

CLO 5: Students can understand the entrepreneurial concepts and how a successful entrepreneur forstart up become a hotel venture

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNINGOUTCOMES (CLOs')

| CO | CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-----|-------|-------|-------|-------|-------|
| CO 1 | | | | | | |
| CO 2 | | | | | | |
| CO 3 | | | | | | |
| CO 4 | | | | | | |
| CO 5 | | | | | | |

Course Contents

Unit – I:

Leadership – definition, Leadership – qualities, Leadership – styles, Difference between Leader and boss, Leadership in diverse organizational structures, cultures and communications, leading the organization through stability and turbulence.

Unit – II:

Team building, Team dynamics - Work delegation – activity, Decision making, Decision

Making – activity, Motivation, Motivating for results, Argumentation, Persuasion
Negotiation, Networking, Budget planning.

Unit – III:

Management – definition, Manager – traits, Scheduling work, Strategic planning, Change management –Energy management- Novel ways to manage energy in work place

–Work force management, Grievance redressal policy in organizations.

Unit – IV:

Role of Women in leadership and management, Global gender perspective in business -
Confronting problems faced by women managers –Successful women’s manager – Women
labor force in work place - Problems faced by women labor force in work place

- Sexual harassment of women at workplace (prevention, prohibition, and redressal) Act,
2013,– Transgender persons protection of rights act, 2019.

Unit – V:

Entrepreneurship - Successful Indian entrepreneurs - Successful women entrepreneurs -

Social Entrepreneur - Ethics –definition, Corporate ethics, Essential elements of business
ethics, Activity (students formulate ethical code of their business organization) - Ethical
dilemma

References:

- *Craig E Johnson, Meeting the ethical challenges of leadership, Sage publications, 2018*
- *Allan R Cohen, David L Bradford, Influence without authority, Wiley, 2018*
- *T V Rao, Managers who make a difference: Sharpening your management skill, Random houseIndia, 2016*
- *Alexander Osterwalder, Business Model Generation, Wiley, 2013*
- ☐ *Deborah Tannen, Talking from nine to five: Women and men in the workplace, Harper Collinspublishers, 201*

| Hospitality Marketing | |
|-------------------------------|-------------------------------------------|
| Course Code: 24SBHM214 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

- CO 1:** Develop strategic thinking to solve complex Hospitality marketing problems.
CO 2: Forecast and evaluate the effects of Hospitality Marketing on Business decisions.
CO 3: Formulate approaches for managing Hospitality Marketing.
CO 4: To make them aware about the Product Pricing and Distribution strategy.
CO 5: To explain them about the Marketing communication methods.

COURSE LEARNING OUTCOMES

After completion of the course, student would be:

- CLO 1:** Able to explain the process of marketing with its related concepts.
CLO 2: Competent enough to make decisions.
CLO 3: Able to prepare Hospitality Marketing strategy for an organization.
CLO 4: Capable to Analyze trends in Hospitality Marketing and formulate suitable strategies.
CLO 5: Capable to explain the concepts of public relations, sales, promotions, advertising, and other marketing communications.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-------------|--------------|--------------|--------------|--------------|--------------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 Introduction to Hospitality Marketing and Sales:

- Marketing and Sales – The Marketing Mix
- Management's Role in Marketing & Sales – The General Manager, The Director of sales and Marketing
- The importance of Marketing and Sales – Marketing and Sales as a Career, The Challenge of Hospitality Marketing and Sales

- Trends shaping the Future of Hospitality Marketing & Sales – Globalization, Consolidation: Mergers, Acquisitions and Joint Ventures
- Partnership Marketing; Niche Marketing and Branding; Technological Development; Environmental Awareness, Guest Preferences; Relationship Marketing

Unit-2 The Marketing Plan: The Cornerstone of Sales - The Marketing Team; Steps in Marketing Plan

Unit-3 Marketing to Different Segments of Hospitality Business:

- Marketing to Business Travellers
- Marketing to Leisure Travelers
- Marketing to Travel agents
- Marketing to Meeting Planners – MICE Segments
- Marketing to Special Segments
- Marketing Restaurants and Lounges
- Marketing catered Events and Meeting Rooms

Unit-4 Sales Techniques:

- Personal Sales
- Telephone Sales
- Internal Marketing and sales
- Advertising, Public Relations and Publicity
- Digital Marketing
- Social Media Marketing

Unit-5 Integrated Marketing Communication: Managing the Marketing and Sales Offices – Organisation set up, Developing the Marketing and Sales Office Communication System; The Automated Marketing and Sales Office; The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication

TEXTBOOKS

- ✓ Hospitality Sales and Marketing by James R. Abbey, Educational Institute of A H & LA
- ✓ Services Marketing –Ravishankar
- ✓ Services Marketing – Zeital Valerie – A and Mary Jo Baiter Publisher: McGraw Hill Company Service Marketing - Wood Ruffe Helen Publisher Macmillan
- ✓ Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager’s Library, Global Business Press
- ✓ Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi

REFERENCE BOOKS

- ✓ Hospitality Sales and Marketing by James R. Abbey, Educational Institute of A H & LA
- ✓ Services Marketing –Ravishankar
- ✓ Marketing for Hospitality Industry –Robert
- ✓ Marketing Management in Sou
- ✓ The Asian Perspective, Kotler, Philip, Kevin Keller,

MANAGING TOURISM OPERATIONS

| | |
|-------------------------------|---------------------------------------------------------------|
| Course Code: 24SBHM215 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Skill Enhancement Course(Domain Specific) |
| Prerequisite: NIL | |

Course Description

In this course the various concepts of Tourism Management will be addressed.

Course Objectives

At the end of the semester the students will develop a clear concept on –

- Tourism and Tourists.
- Tourists Characteristics and preferences
- Tourism destinations and Management
- Tourism Product Development

Course Outcomes

On completion of this course, the students will be able to

CO1: Define the concept Tourism

CO2: State Characteristics of Tourists

CO3: Identify Tourism Destinations

CO4: Manage Destination operations

CO5 : Develop a Tourism Product

MAPPING MATRIX OF COURSE OBJECTIVES (COs) AND COURSE LEARNING OUTCOMES (CLOs)

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO | | | | | |
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

- UNIT-I: Introduction to Tourism:** What is Tourism?, Factors that Motivate People to Travel, Traditional and Niche Tourism, What is Tourism Management?, Types of Tourism & Tourism Terminology, Factors Affecting Tourism & Demand of Tourism
- UNIT-II: Characteristics of Tourists,** Motivation Factors of the Tourists, Maslow's Pyramid of Motivation, Internal & External Factors of Motivation, Plog's Model of Tourist Typologies, Consumer Behavior in Tourism, Factors Affecting Tourist Behavior: Intrinsic and Extrinsic, Henley Centre Model of Holiday making
- UNIT-III: Tourism Destinations:** Destination Awareness, What is a Tourist Destination?, How Can a Destination Attract Tourists?, The Five A's, Types of Tourist Destinations, Building Online Destination Awareness, Milieus of Tourism : Geographical & Cultural
- UNIT IV: Destination Management:** What is Destination Management?, Why Manage Destinations?, The Destination Management Organization (DMO), Tools for Destination Management, Steps of

Destination Development, Managing Tourism Supply, Components of Tourism Supply, Categories of Tourism Supply Components, Tourism Functional Management, Departments of a Tourism Business, Tourism – Market Segmentation, Tourism – Marketing Mix, Products and Services

UNIT- V: Developing a Tourism Product: Elements of a Tourism Product, Key Principles of Tourism Product Development, Phases & Steps of Tourism Product Development, Impacts of Tourism : Economic, Environmental & Social, Tourism – Trends and Future, Digital Technology in Tourism, New Trends in Tourism, Elements of a Tourism Product

Reference Books

1. Ganesan, V. (2017). *Internal Combustion Engine*, New-Delhi: Tata McGraw Hill.
2. Nag, P.K. (2013). *Engineering thermodynamics*, New-Delhi: Tata McGraw Hill.
3. Kumar, D.S. (2013). *Thermal Engineering*, New-Delhi: S.K. Kataria and Sons Publications.
4. Hazra, S.K. and Chaudhary, A.K. (2012). *Workshop Technology Vol. II* . New Delhi: Asian Book Comp.

| Creating Entrepreneurial Mind Set | |
|------------------------------------------|-------------------------------------------|
| Course Code: 23MDC402 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P : 3-0-0 | Course Type: MDC |

COURSE OBJECTIVES

1. To disseminate knowledge about basics of entrepreneurship and forms of ownership.
2. To enlighten students regarding the relevance of creativity and innovation from an entrepreneurship point of view.
3. To give clarity to students regarding formulation of business plan.
4. To familiarize students with the upcoming trends in the entrepreneurship field.

COURSE LEARNING OUTCOMES

The syllabus has been prepared in accordance with National Education Policy (NEP). After completion of course, students would be able to:

1. Understand basics of entrepreneurship and different types of ownerships.
2. Grasp relevance of creativity and innovation and its application in a business.
3. Acknowledge components of a business plan and ways to launch it.
4. Utilize conceptual building skills in interpreting trends for the entrepreneurs.

MAPPING BETWEEN COURSE OBJECTIVES AND COURSE LEARNING OUTCOMES

| Course Objectives (COs) | Course Learning Outcomes (CLOs) | | | |
|-------------------------|---------------------------------|-------|-------|-------|
| | CLO 1 | CLO 2 | CLO 3 | CLO 4 |
| CO 1 | | | | |
| CO 2 | | | | |
| CO 3 | | | | |
| CO4 | | | | |

| UNIT | CONTENTS |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UNIT-I | Basics of Entrepreneurship Entrepreneur: Definition, characteristics, functions, types of an entrepreneur; Concept of Entrepreneurship, types, role of entrepreneurship in economic development, Factors affecting Entrepreneurship. |
| UNIT-II | Entrepreneurial Development Programme Entrepreneurial Development Programme (EDP): meaning & concept; The Role and Relevance of Entrepreneurial Development Program in India; Role of Government in Organizing EDP's Critical Evaluation; Women Entrepreneurship- Meaning, Reasons for Slow Growth, Problems faced by Women Entrepreneurs, Development of women Entrepreneurship. |
| UNIT-III | Business Planning Opportunity Identification and selection, Formulation of business plan, External Environmental Analysis - Economic, Social, financial, technological, competitive, and legal. Financing: Sources, venture capital, export finance. |
| UNIT-IV | Entrepreneurial Trends in the Digital Age Definition and significance of digital entrepreneurship; Brief overview of key digital trends impacting businesses; Disruptive Technologies; Promoting innovation and adaptability in a digital ecosystem |

TEXT BOOKS

1. Burns, Entrepreneurship and small business, 4th edition (2016), Palgrave.
2. Norman M. Scarborough, Essentials of entrepreneurship and small business management, 9th edition (2018), Pearson.
3. Hisrich, R., & Peters, M., Entrepreneurship, 11th edition (2020), Tata McGraw Hill.
4. Prahalad, C. K. (2006). Fortune at the bottom of the pyramid, eradicating poverty through profits. Wharton school Publishing.
5. The Lean Startup: How Today's Entrepreneurs Use Continuous Innovation to Create Radically Successful Businesses, Eric Ries

SUGGESTED READINGS

1. Khandwalla, P., Corporate creativity, 7th edition (2017), Tata Mc. Graw Hill.
2. Mullins, J., New business road test, 4th edition (2013), Prentice Hall.
3. Drucker, P. F. (2006). Innovation and entrepreneurship: Practice and principles. USA: Elsevier.
4. Gersick, K. E., Davis, J. A., Hampton, M. M., & Lansberg, I. (1997). Generation to generation: Life cycles of the family business. Boston: Harvard Business School Press.
5. Holt, D. H. (2004). Entrepreneurship new venture creation. New Delhi: Prentice Hall of India.

| | | | |
|-----------------------------------------------|------------------------------------|---------------------------------|----------------------------|
| Department Of Training & Placement | | | |
| Training Cell | | | |
| Programme | Faculty of Hotel Management | | |
| Year / Semester | 2 / 3 | Course Category | SEC |
| Course Code | 23SS353 | Course Title | Presentation Skills |
| Continuous Evaluation: 70 | | End Term Examination: 30 | |
| Prerequisite: Nil | | L T P: 0 0 2 | Credits: 1 |

Training Objectives (TO):-

- TO1. To develop the public speaking skills in the student.
- TO2. To make the students learn and adapt to the necessary etiquettes required working and growing in corporate culture.
- TO3. To make the students learn to speak in a debate session by putting his arguments and making others accept his viewpoint convincingly.

Training Learning Outcomes (TLO): -

After the completion of the training, the student will have ability:

- TLO1. To be confident in presenting himself in front of audience.

| | | | |
|-------------------------------------------------------------------------------|------|------|------|
| Mapping Matrix of Training Objectives (TO) & Training Learning Outcomes (TLO) | | | |
| Training Learning Outcomes (TLO) → Training Objectives (TO) ↓ | TLO1 | TLO2 | TLO3 |
| TO1 | | | |
| TO2 | | | |
| TO3 | | | |

- TLO2. To become professional in his approach towards work culture.
- TLO3. To enhance the level communication skills while interacting with others.

| | |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Learning Resources | |
| Text Book | <i>Communication Skills</i> by Sanjay Kumar & Pushp Lata: Oxford University Press, 2019. |
| Suggested Reference Book | <i>Personality Development & Communication Skills-1</i> by C B Gupta: Scholar Tech Press, 2019. (ISBN No. – 9382209131) |

| Unit | Course Contents | Student Engagement Activity |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Unit-I | Importance of Presentation Skills <ul style="list-style-type: none"> • 4 P's of presentation skills – plan, prepare, practice & present • Guidelines for effective presentation | PPT Presentation Activity |
| Unit-II | Storytelling Skills <ul style="list-style-type: none"> • 4 P's of storytelling skills – people, place, plot & purpose • Types of storytelling techniques • Importance of storytelling skills | Start From Where I Stopped Activity |
| Unit-III | Corporate Culture Etiquettes <ul style="list-style-type: none"> • Importance of professional behavior at work place • Understand & implementation of etiquettes at work place • Importance of values & ethics • Types of professional / corporate etiquettes | Etiquettes RolePlay Activity |
| Unit-IV | Debate / Extempore <ul style="list-style-type: none"> • Difference between debate, extempore & group discussion • Learning argument /counter argument in debate | Current Affair Topic Speech Activity |
| Unit-V | Art of Creating Impression <ul style="list-style-type: none"> • Importance of creating first impression • 6 ways to master the art of creating impression | Speech Activity |
| Unit-VI | Problem Solving <ul style="list-style-type: none"> • Types of problems & its solutions Problem solving process & tools | Think Pair Share Activity |

Pedagogy

- The training will be based on the concept of learning by practice.
- The training will involve 30% of the training time on briefing and demonstration & the remaining 70% will be focusing on student's engagement in training activities.
- The training will follow a circular approach where students are engaged, evaluated, given feedback and then re engaged.

Internal (Continuous Assessment & Evaluation) & End Term (Assessment & Evaluation) for Presentation Skills

| Unit No. | Unit Name | Internal Assessment Parameter | Internal Marks (70) | End Term Assessment Parameters | End Term Marks (30) |
|----------|-----------------------------------|------------------------------------|---------------------|--------------------------------|---------------------|
| I | Importance of Presentation Skills | Presentation Activity | 20 | Written Test | 10 |
| II | Storytelling Skills | Speech Activity | 15 | | |
| III | Corporate Culture Etiquettes | Assignment | 10 | | |
| IV | Debate/Extempore | Speech Activity / Written Activity | 15 | Viva | 20 |
| V | Art of Creating Impression | | 10 | | |
| VI | Problem Solving | | | | |

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

| | |
|------------------------------|-------------------------------------|
| Course Code: 21CS0202 | Continuous Evaluation: 70 Marks |
| Pre-Requisite : NIL | End Semester Examination: 30 Marks |
| L T P : 1 0 2 | Course Category: Value Added Course |
| Credits: 2 | Level-II |

TRAINING OBJECTIVES

1. To understand the need of AI
2. To describe basic AI algorithms (e.g., standard search algorithms).
3. To learn about one of the learning method of AI that is Machine Learning.
4. To identify potential application domains of AI and machine learning in practice.

TRAINING LEARNING OUTCOMES (TLOS): -

The syllabus has been prepared in accordance with National Education Policy (NEP). After the completion of training the students will be able to:

1. Identify problems that are amenable to solution by AI methods, and which AI methods may be suited to solving a given problem
2. Understands the basics and need of AI and Machine learning in global view.
3. Understands, apply and evaluate the supervised learning techniques.
4. Design and implement the different applications using the concepts of AI and ML

TRAINING LEARNING OUTCOME (TLO)-TRAINING OBJECTIVE (TO) MAPPING

| | TLO1 | TLO2 | TLO3 | TLO4 |
|-----|------|------|------|------|
| TO1 | ✓ | | | |
| TO2 | | ✓ | | |
| TO3 | | ✓ | ✓ | |
| CO4 | | | ✓ | ✓ |

TRAINING CONTENTS

| MODULE | TRAINING CONTENTS | STUDENTS ENGAGEMENT ACTIVITY |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| I | INTRODUCTION: Introduction to AI: Definitions, Historical foundations, Basic Elements of AI, Characteristics of intelligent algorithm, AI application Area. | Classification of AI Problems into AI task Domains |
| II | PROBLEM SOLVING: Depth-first, breadth-first search, Problem Reduction, Constraint Satisfaction, Means-End Analysis. | Solving manually constraint satisfaction problem |
| III | INTRODUCTION TO MACHINE LEARNING Machine Learning Basics, Need of Machine Learning, Application Domains, Basic Learning Techniques. | Identification of ML Model based on Application |
| IV | CLASSIFICATION PROBLEM Machine learning Algorithms for classification problem: Decision Trees, K-NN, SVM. | Design decision trees and apply K-NN algorithm |
| V | HANDS ON ACTIVITY : Students will apply the methods learnt to design applications for a) Constraint Satisfaction Problem b) Robot Traversal c) Classification problems like COVID Detection, Spam classification etc. | Implement the given activity. |

| | | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>Learning Resources</p> <ol style="list-style-type: none">1. Introduction to Machine Learning, E. Alpaydin. MIT Press2. Machine Learning, T.M. Mitchell, Mc-Graw Hill3. Stuart Russell, Peter Norvig, Artificial intelligence : A Modern Approach, Prentice Hall, Fourth edition, 2020. Rich and K. Knight, " Artificial Intelligence", Tata McGraw Hill. | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

SEMESTER-V

| S.No . | Course Code | Course Title | L | T | P | Hours/ Week | Credit s | Course Category |
|-----------|-------------|----------------------------------------------------|---|---|---|----------------|-------------|--------------------------------|
| 1 | 24SBHM301 | Food Production Operations | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM301P | Food Production Operations Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM302 | Food & Beverage Service Operations | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM302P | Food & Beverage Service Operations Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM303 | Rooms Division Operations | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM303P | Rooms Division Operations Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 24SBHM305 | Nutrition & Food Science | 4 | 0 | 0 | 4 | 4 | Minor Stream Course |
| 8 | 24SBHM306 | Financial Management | 4 | 0 | 0 | 4 | 4 | Minor Stream Course |
| 9 | 23SS554 | Professional Skills | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| 10 | 23AR555 | Aptitude & Reasoning | 0 | 0 | 2 | 2 | 1 | Skill Enhancement Course |
| TOTAL | | | | | | 33 | 24 | |

| Food Production Operations | |
|--------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM301 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES:

- CO1:** To give depth knowledge of Condiments and spices used in Indian cookery.
- CO2:** To be aware of Indian cuisine with different methods of cooking, characteristics & salient features of the same.
- CO3:** To spread knowledge of the Indian region's food and habits of Indian people.
- CO4:** Student will be technically aware about depth knowledge of the Cuisines of Tamil Nadu, Awadh & Goa.
- CO5:** Student will be Aware about depth knowledge of Cuisines of Kashmir, Maharashtra & Uttarakhand.

COURSE LEARNING OUTCOMES:

After completion of the course student would be:

- CLO 1:** Able to Demonstrate the basic Condiments in Indian cookery for flavoring different regional cuisines.
- CLO 2:** Capable to explain different methods of cooking, spices use in regional cuisine.
- CLO 3:** Showcase the ability to explain different food habits in different regions of India.
- CLO4:** Able to introduce Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisines of Tamil Nadu, Awadh & Goa with his capability.
- CLO5:** Competency to introduce Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisines of Kashmir, Maharashtra & Uttarakhand.

COURSE LEARNING OUTCOME (CLO)-COURSE EDUCATIONAL OBJECTIVE (CO) MAPPING

| CLO CO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit 1: - QUANTITY FOOD PRODUCTION EQUIPMENT- Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

Unit 2: - VOLUME FEEDING Institutional and Industrial Catering- Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth.

Unit 3: - REGIONAL INDIAN CUISINE- Introduction to Regional Indian Cuisine, Heritage of Indian Cuisine, Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions

STATES- Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.

COMMUNITIES- Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri. **DISCUSSIONS-** Indian Breads, Indian Sweets, Indian Snacks.

Unit 4: - MENU PLANNING- 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 for the above.

INDENTING- Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding,

PLANNING- Principles of planning for quantity food production with regard to, Space allocation, Equipment selection, Staffing.

Unit 5: - Hospital Catering- Highlights of Hospital catering for patients, staff, visitors, Diet menus and nutritional requirements.

Off Premises Catering- Reasons for growth and development, Menu Planning and Theme Parties, Concept of a Central Production Unit, Problems associated with off-premises catering.

Mobile Catering: - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering.

Quantity Purchase & Storage: - Introduction to purchasing, purchasing system, Purchase specifications, purchasing techniques, Storage.

TEXT BOOKS

- ❑ Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- ❑ A Taste of India by Madhur Jafferey - John Wiley & Sons
- ❑ Indian Gastronomy – Manjit Gill, DK Publishers
- ❑ Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- ❑ The Essential Kerala Cookbook Paperback by Vijayan Kannam pillai
- ❑ My Great India Cook Book – Vikas Khanna
- ❑ Modern Cookery (Vol –I) By. Thangam E Philip, Publishers: Orient Longman
- ❑ Practical Cookery by Kinton & Cessarani
- ❑

Flavours of the Spice Coast – K M Mathew

REFERENCE BOOKS: Theory of Catering by Kinton & Cessarani

| Food Production Operations Practical | |
|--------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM301P | Continuous Evaluation: 60 Marks |
| Credits: 4 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 8 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES:

- LO 1:** Student will be able to know about the food habits of Indians.
- LO 2:** Inform students about regional food of different states.
- LO 3:** Spread awareness among students about different Indian menus.
- LO 4:** Students will be able to understand different Indian bread and Dessert.
- LO 5:** Student will be able to understand and know the different sweets of India.

LAB LEARNING OUTCOMES

After completion of the course student would be:

- LLO 1:** Able to demonstrate different food styles and habits of Indian people of different culture.
- LLO 2:** Able to competent enough in preparation of different regional food.
- LLO 3:** Filled with the ability to prepare Indian menus.
- LLO 4:** Enhance capability to preparation of different Indian bread and Dessert.
- LLO 5:** Enhance capability to preparation of different Indian Dessert.

LAB LEARNING OUTCOME (LLO) - LAB OBJECTIVE (LO) MAPPING

| LO \ LLO | LLO1 | LLO2 | LLO3 | LLO4 | LLO 5 |
|-----------------|-------------|-------------|-------------|-------------|--------------|
| LO1 | | | | | |
| LO2 | | | | | |
| LO3 | | | | | |
| LO4 | | | | | |
| LO5 | | | | | |

LIST OF EXPERIMENTS

SUGGESTED MENUS

| MAHARASTRIAN | |
|--------------|------------------------------------------------------------------------------------------|
| MENU 01 | Masala Bhat Kolhapuri Batata Bhajee Masala Poori Koshimbir CoconutPoli |
| MENU 02 | Moong Dal Khichdee PatraniMacchi Tomato Saar Tilgul Chapatti Amti Basundi |
| AWADH | |
| MENU 03 | Yakhni Pulao Mughlai Paratha Gosht Do Piazza BadinJaan Kulfi with Falooda |
| MENU 04 | Galouti Kebab Bakarkhani Gosht Korma Paneer Pasanda Muzzafar |
| BENGALI | |
| MENU 05 | Ghee Bhat Macher Jhol Aloo Posto MistiDoi |
| MENU 06 | Doi Mach TikoniPratha BaigunBhaja Payesh |
| MENU 07 | Prawan Pulao Mutton Vidalloo Beans Foogath Dodol |
| MENU 08 | Mach Bhape Luchi |

| | |
|------------|------------------------------------------------------------------------------------------------|
| | Sukto Kala Jamun |
| | GOAN |
| MENU 09 | Arroz Galina Xacutti Toor Dal Sorak Alle Belle |
| MENU 10 | Coconut Pulao Fish Caldeen Cabbage Foogath Bibinca |
| | PUNJABI |
| MENU 11 | Rada Meat MatarPulao Kadhi Punjabi Gobhi Kheer |
| MENU 12 | Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Kheer |
| MENU 13 | Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa |
| MENU 14 | Tandoori Roti Tandoori Murg Dal Makhani PudiniaChutny Baingan Bhartha Savian |
| | SOUTH INDIAN |
| MENU 15 | Meen Poriyal Curd Rice Thoran Rasam |

| | |
|------------|---------------------------------------------------------------------------------------------|
| | Pal Payasam |
| MENU 16 | Lemon Rice Tamarind Rice Meen Moilee Olan Malabari Pratha Parappu Payasam |
| MENU 17 | Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam |
| MENU 18 | Coconut Rice Chicken Chettinad Avial Bisi Bele Hulyanna Mysore Pak |
| | RAJASTHANI |
| MENU 19 | Gatte Ka Pulao LalMaas Makki Ka Soweta Chutny (Garlic) Dal Halwa |
| MENU 20 | DalBattiChurma BesanKeGatte Ratalu Ki Subzi Safed Mass |
| | GUJARATI |
| MENU 21 | Sarki Brown Rice SalliMurg GujratiDal MethiThepla Shrikhand |
| MENU 22 | Gujrati Khichadi |

| | |
|------------|----------------------------------------------------------------------------------------------|
| | Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthal |
| | HYDERABADI |
| MENU 23 | Sofyani Biryani MethiMurg TomatoKut Hare Piaz ka Raita Double Ka Meetha |
| MENU 24 | Kachi Biryani Dalcha Mirchi Ka Salan Mix Veg. Raita Khumani Ka Meetha |

- TEXTBOOKS
- *Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press*
 - *A Taste of India by Madhur Jaffery - John Wiley & Sons*
 - *Indian Gastronomy – Manjit Gill, DK Publishers*
 - *Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU*
 - *The Essential Kerala Cookbook Paperback by Vijayan Kannampill*
 - *My Great India Cook Book – Vikas Khanna*
 - *Modern Cookery (Vol –I) By Thangam E Philip, Publishers: Orient Longman*
 - *Flavours of the Spice Coast – K M Mathew*

REFERENCE BOOKS

- *Theory of Catering by Kinton & Cesarani*
- *Practical Cookery by Kinton & Cesarani*

| Food & Beverage Service Operations | |
|-------------------------------------------------------------|------------------------------------|
| Course Code: 24SBHM302 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2 0 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES

CO 1: To impart the knowledge about the alcoholic beverages, their classification and methods used for making different types of alcoholic beverages.

CO 2: To make the students to learn about Beer, its production process, and brand names.

CO 3: To make the students to learn about one of the most famous fermented alcoholic beverages- **WINES**.

CO 4: To discuss about the all-distilled drinks-**SPIRITS** along with their production process and brand names.

CO 5: To make the students aware with **Liqueur/Aperitifs**.

COURSE LEARNING OUTCOMES

After completion of course, students would be:

CLO 1: proficient enough to recognize alcoholic beverages and can classify them as per their manufacturing process.

CLO 2: competent enough to describe about Beer in full detail.

CLO 3: able to demonstrate their in-depth knowledge about Wine and can also describe about the special features of wine that are being manufactured in various parts of the world.

CLO 4: able to learn and describe about all the details related to distilled alcoholic beverage- **SPIRITS**.

CLO 5: capable enough to acquire the good knowledge about Liqueur/Aperitif along with their production process, uses, service.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 ALCOHOLIC BEVERAGES: Introduction and Definition, Classification of alcoholic beverage with Examples, Production Process of Alcohol- Fermentation and Distillation.

Unit-2 BEERS: Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit-3 WINES: Introduction, Classification with examples-Table/ Sparkling/Fortified/ Aromatized, Brief Description, Grapes used in wines production- Red and Black, Factors affecting wine production, manufacturing process of each classification, storage Service temperature, Food & Wine Harmony.

Old World Wines–Principal wine region, wine laws, grape varieties, production and brand names- **FRANCE, ITALY, GERMANY, SPAIN, PORTUGAL**.

New World Wines- Principal wine region, wine laws, grape varieties, production and brand names- **USA, AUSTRALIA, INDIA, CHILE, SOUTH AFRICA, NEW ZEALAND**

Unit-4 SPIRITS: Introduction & Definition, Types, Different Proof Spirits- American Proof, British Proof (Sikes Scale), Gay Lussac, OIML, Production Process- Whisky, Brandy, Rum, Vodka, Gin & Tequila, Brands Name- Indian and International.

Unit-5 LIQUEUR/APERITIF: Definition, Production of Liqueur, Broad Categories of Liqueur (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueur- Name, colour, predominant Flavour& country of origin. **Aperitif-** Introduction and definition, Types of Aperitifs- Vermouth-Definition, Types, & Brand names, Bitter- Definition, Types, & Brand names.

TEXT BOOKS

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service- RSingaravelavan-Oxford Publication

REFERENCE BOOK

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- Modern Restaurant Service- John Fuller, Hutchinson

| Food & Beverage Service Operations Practical | |
|--------------------------------------------------------------------|-----------------------------------|
| Course Code: 24SBHM302P | Continuous Evaluation: 60 Marks |
| Credits: 1 | End Semester Examination:40 Marks |
| L T P:0 0 2 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES

LO 1: To discuss about various equipment's used in a bar/ alcoholic beverage service.

LO 2: To demonstrate about service of different types of wines. (Experiment 2, 3)

LO 3: To demonstrate about service of different style of Beer.

LO 4: To demonstrate about service of various types of **SPIRITS** and **LIQUEUR**.
(ExperimentNo.5, 6, 7)

LO 5: To make the students to learn about wine-list, matching a wine with a food and to lay the cover of a menu that includes a wine.

LAB LEARNING OUTCOMES

After completion of course, students would be:

LLO 1: skilled enough to handle the equipment used in a bar/ alcoholic beverage service.

LLO 2: proficient enough to serve the different types of wines.

LLO 3: capable of Serving different style of Beer.

LLO 4: competent enough to service different types of Spirits and Liqueur.

LLO 5: trained enough to Plan a menu of their own with the accompanying wine; and would be able to do the table setup for a menu with wine.

MAPPING MATRIX OF LAB OBJECTIVES (LOs)' AND LAB LEARNING OUTCOMES(LLOs')

| LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|------|-------|-------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |

COURSE CONTENTS**List of Experiments**

(A Student is supposed to complete/perform minimum 7 experiments)

1. Identification of Equipment's for Wine Service, Beer Service and other BAR equipment's with the uses.
2. Service of Red Wine, White Wine & Rose' Wine
3. Service of, Sparkling Wine, Fortified Wine & Aromatized Wine.
4. Service of Beer-Canned Beer, Bottled Beer, Draught Beer.
5. Service of Spirits-**WHISKY, RUM, GIN**
6. Service of Spirits-**VODKA, BRANDY, TEQUILA.**
7. Service of Liqueur-Service style (neat/on-the-rocks/with ice/en frappe)
8. Matching wine with food-Menu planning with accompanying wine.
9. Set up a table with prepared menu with wine.
10. Familiarization with Wine-list

TEXT BOOKS

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Management – BrianVarghes
- Food & Beverage Service- R. Singaravelavan-Oxford Publication

REFERENCE BOOK

- Introduction F & B Service- Brown, Heppner & Deegan
- The Restaurant (From Concept to Operation)
- Modern Restaurant Service- John Fuller, Hutchinson

| Rooms Division Operations | |
|-------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM303 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Major Course |
| Prerequisite: All Basics and Advance of Previous Semesters | |

GROUP A – FRONT OFFICE

COURSE OBJECTIVES:

CO1: The techniques and skills to use PMS.

CO 2: Knowledge about the accounting fundamentals and system to records all monetary transaction.

CO3: To explain about guest check out procedure with different ways for settling their bills.

CO4: Knowledge about the procedure of Night auditing & control of cash and Credit performed by front desk personnel in the hotel industry.

CO5: To explain about the importance of handling security system, safe deposits, key Control, and emergency situation in the hotel.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO 1: Competent to know about the basic functioning, installation & use of computers and Different software's in hotels.

CLO 2: Able to know about the accounting fundamentals and system to records all Monetary transaction.

CLO3: Demonstrate the Check-out procedure with different ways for settling their bills.

CLO4: Demonstrate the Check-out procedure, Night auditing procedure performed by the staff.

CLO5: To understand the importance of handling of security system, safe deposits, key Control, and emergency situation in the hotel.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|------------|-------------|-------------|-------------|-------------|-------------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit-1 Computer Application in Front Office Operation Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to Fidelio & Amadeus,

Unit-2 Front Office (Accounting)--Accounting Fundamentals, Guest and non-guest accounts, accounting system Non automated – Guest weekly bill, Visitors tabular ledger, semi-automated, fully automated.

Unit-3 Check-out Procedures Guest accounts settlement: Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out.

Unit-4 Control of Cash and Credit, Night Auditing –Functions, Audit procedures (Non- automated, semi-automated and fully automated)

Unit-5 Front office & Guest Safety and Security: Importance of security system, Safe deposit, Key

control, Emergency situations (Accident, illness, theft, fire, bomb)

TEXTBOOKS

- Managing Computers in Hospitality Industry–Michael Kasavana & Cahell.
- Front Office Operation Management-S.K. Bhatnagar, Publisher: Frank Brothers

REFERENCE BOOKS

- Security Operations by Robert McCrie, Publisher: Butterworth –Heinemann
- Front Office Training manual–Sudhir Andrews. Publisher: Tata McGraw Hill
- Managing Front Office Operations– Kasavana & Brooks Educational Institution EI OF AH & LA

GROUP B – ACCOMMODATION OPERATIONS

Course Objectives: -

CO 1: To explain about operations and layout of a linen room.

CO 2: To explain and inform the students about the importance of providing uniforms and process to handle uniforms.

CO 3: To explain operations and Importance of a sewing room in a hotel.

CO 4: To introduce and explain handling of laundry and fabric care.

CO 5: To explain the different flower arrangement and indoor planting techniques.

Course Outcomes: -

CLO 1: At the end of the first unit students would be able to understand the importance, layout and operations of a linen room.

CLO 2: At the end of the Second unit students would be able to design and handle uniforms for different designations of the hotel.

CLO 3: At the end of the third unit students would be able to understand the importance of sewing room in a hotel.

CLO 4: At the end of the fourth unit students would be able to manage operations of a laundry.

CLO 5: At the end of the fifth unit students would be able to demonstrate different flower Arrangements and indoor planting techniques.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-------------|--------------|--------------|--------------|--------------|--------------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen I. Linen Hire

Unit-2 UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.

Unit-3 SEWING ROOM: Activities and areas to be provided, Equipment provided.

Unit-4: LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

Unit-5: FLOWER ARRANGEMENT and INDOOR PLANTS: Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement, Indoor Planting.

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Rooms Division Operations Practical | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM303P | Continuous Evaluation: 60 Marks |
| Credits: 2 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 4 | Course Type: Major Course Lab |
| Prerequisite: All Basics & Advance of Previous Semesters | |

GROUP A – FRONT OFFICE PRACTICAL

LAB OBJECTIVES:

LO1: Demonstrate different role play at front office.

LO2: To communicate people in a professional way and understanding of PMS applications.

LO3: To explain the students about check-in procedure depending on various categories of guests.

LO4: Learn the skills and etiquettes required for hospitality.

LO5: To explain the techniques to handle difficult situations in the hotel.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO1: Able to work at front office with its different sections like bell desk, reception etc.

LLO2: Able to work on hotel's software easily and get ready for the industry working environment performing front desk task.

LLO3: Able to builds up confidence through practical training and role plays.

LLO4: Able to resolve guest queries and complaints.

LLO5: Capable to inculcate the skills required for hospitality professional.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNINGOUTCOMES (CLOs')

| | LLO | LLO 1 | LLO2 | LLO 3 | LLO 4 | LLO 5 |
|-------------|------------|--------------|-------------|--------------|--------------|--------------|
| LO | | | | | | |
| LO 1 | | | | | | |
| LO 2 | | | | | | |
| LO 3 | | | | | | |
| LO 4 | | | | | | |
| LO 5 | | | | | | |

LIST OF EXPERIMENTS

1. Role- play: In reference to the theory syllabus
2. Hands on practice of computer application (Hotel Management System) related to front office procedures such as
 - -Reservation,
 - -Registration,
 - -Guest History,
 - -Telephones,
 - -Housekeeping,
 - -Daily transactions
3. Situation handling
4. Front office accounting procedures
 - a. -Manual accounting

- b. –Machine accounting
- c. -Payable, Accounts Receivable, Guest History, Yield Management

TEXTBOOKS

- Housekeeping and Front Office–Jones

REFERENCEBOOKS

- Front Office–Operations and Management– Ahmed Ismail (Thomson Delmar).

GROUP B – ACCOMMODATION OPERATIONS PRACTICAL

Course Objectives: -

LO-1: To explain about operations and layout of a linen room.

LO 2: To explain and inform the students about the importance of providing uniforms and process to handle uniforms.

LO 3: To explain operations and Importance of a sewing room in a hotel.

LO 4: To introduce and explain handling of laundry and fabric care.

LO 5: To explain the different flower arrangement and indoor planting techniques.

Course Outcomes: -

LLO 1: At the end of the first unit students would be able to understand the importance, layout and operations of a linen room.

LLO 2: At the end of the Second unit students would be able to design and handle uniforms for different designation in a hotel.

LLO 3: At the end of the third unit students would be able to understand the importance of sewing room in a hotel.

LLO 4: At the end of the fourth unit students would be able to manage operations of a laundry.

LLO 5: At the end of the fifth unit students would be able to demonstrate different flower arrangements and indoor planting techniques.

MAPPING MATRIX OF COURSE OBJECTIVES (COs’) AND COURSE LEARNING OUTCOMES(CLOs’)

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-----------------|--------------|--------------|--------------|--------------|--------------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit–1 LINEN ROOM: Layout of linen room, handling of linen room, record keeping of linen room.

Unit- 2 UNIFORMS: Uniform handling procedure, designing of uniform,

Unit- 3 SEWING ROOM: Activities and areas to be provided, Equipment provided.

Unit- 4: LAUNDRY: laundry machines and equipment's, wash cycle, stain removal

Unit- 5: FLOWER ARRANGEMENT and INDOOR PLANTS: Conditioning of flowers and plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement, Indoor Planting.

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Nutrition & Food Science | |
|--------------------------|------------------------------------|
| Course Code: 24SBHM305 | Continuous Evaluation: 40 Marks |
| Credits: 4 | End Semester Examination: 60 Marks |
| L T P: 4, 0, 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES

CO 1: To understand the principles of food science.

CO 2: To learn about different area sof food science.

CO 3: To know the historical evolution of food processing all over the world.

CO 4: To understand the basics of plant and animal foods, their types, structure and Composition, nutritional value, changes taking place during storage and different Processing methods used.

CO 5: To make them familiarize about the role of different processes in food preparation.

COURSE LEARNING OUTCOMES

After completion of course, students would be able to:

CLO 1: Gain insight into the structure, composition, nutritional quality and post-harvest changes in various plant foods

CLO 2: Learn the structure and composition of various foods.

CLO 3: Know the history and evolution of food processing.

CLO 4: Get a summary of some of the methods of processing plant and animal foods.

CLO 5: Able to explain the theory of emulsification, Colloidal dispersion and Role of Browning in food preparation.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CO \ CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit-1 Definition and scope of food science and it's inter- relationship with food chemistry, food microbiology and food processing. **Carbohydrates:** Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization), Uses of carbohydrates in food preparations.

Unit-2 Fat & Oils: Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavours reversion, Refining, Hydrogenation & winterization, Effect of heating on fats & oils with respect to smoke point, commercial, uses of fats (with emphasis on shortening value of different fats).

Unit-3 Proteins: Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foam ability, Viscosity), Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.).

Unit-4 Food Processing: Definition, Objectives, Types of Treatment, Effect of Factors Like Heat, Acid, Alkali on Food Constituents **Evaluation of Food:** Objectives, Sensory Assessment of Food Quality, Methods, Introduction to Proximate Analysis of Food Constituents, Rheological Aspects of Food.

Unit-5 Quality Assurance: Introduction to Concept of TQM, GMP and Risk Assessment, Sanitization, Personal Hygiene, Respiratory Etiquettes, Impact & Importance of Social Distancing, Contagious Diseases, Relevance of Microbiological standards for food safety, HACCP Basic Principle and implementation)

TEXTBOOKS

- Food Science & Nutrition by Sunetra Roday
- Coles, R., McDowell, D. and Kirwan, M. J. (2003). Food Packaging Technology. CRC Press, 2003
- DeS. (1980). Outlines of Dairy Technology. Oxford Publishers.
- Principles of Food Science and Nutrition—Vijay Lakshmi D. Usha Ravindra, Shamshad Begum S.
- A Practical Handbook of Food & Nutrition—Dr. Pravabati Guru, Dr. Jay Shree Mishra

REFERENCEBOOKS

- Jenkins, W. A. and Harrington, J. P. (1991). Packaging Foods with Plastics, Technomic Publishing Company Inc., USA. Ramaswamy H. and
- Marcott, M. (2006). Food Processing Principles and Applications. CRC Press.

| Financial Management | |
|-------------------------------|-------------------------------------------|
| Course Code: 24SBHM306 | Continuous Evaluation: 40 Marks |
| Credits: 4 | End Semester Examination: 60 Marks |
| L T P: 4 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

CO 1: Provide an in-depth view of the financial management.

CO 2: Provide knowledge of analyzing Funds and Cash Flow in an organization.
CO 3: Improving students' understanding of the time value of money concept.

CO 4: Demonstrate the Concept of Topics of Financial Management through Practical Problems.

CO 5: Demonstrate the importance of working capital management and the tools to manage it.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO 1: Able to explain the concept of Financial Management with its meaning, types and related Practical Problems associated with it.

CLO 2: Competent to analyze the Funds and Cash Allocated for the resources in an organization.

CLO 3: Competent to do the Financial Planning & Budgeting.

CLO 4: Able to determine the factors of Capital Structure and solve the numerical related to Financial Management.

CLO 5: Able to understand the Concept of Capital Budgeting.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO | | | | | |
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit-1 Financial management meaning & scope: Meaning of business finance, meaning of financial management, Objectives of financial management

Financial Statement Analysis and Interpretation: Meaning and types of

financial statements, Techniques of financial analysis, Limitations of financial analysis, Practical problems.

Unit-2 Ratio analysis: Meaning of ratio Classification of ratios Profitability ratios Turnover ratios financial ratios Du Pent Control Chart Practical Problems Funds flow analysis Meaning of funds flow statement, Uses of funds flow statement, Preparation of funds flow statement, Treatment of provision for taxation and proposed dividends (as non-current liabilities), Practical problems.

Unit-3 Funds Flow Analysis: Meaning of funds flow statement, uses of funds flow statement, Preparation of funds flow statement, Treatment of provision for taxation and proposed dividends (as non-current liabilities), Practical problems

Cash Flow Analysis: Meaning of cash flow statement, Preparation of cash flow statement, Difference between cash flow and funds flow analysis, Practical problems.

Unit-4 Financial Planning Meaning & Scope: Meaning of Financial Planning, Meaning of Financial Plan, Capitalization, Practical problems

Capital Expenditure: Meaning of Capital Structure, Factors determining capital structure, Point of indifference, Practical problems.

Unit-5 Working Capital Management: Concept of working capital, Factors determining working capital needs, Over trading and under trading

Basics of Capital Budgeting: Importance of Capital Budgeting, Capital Budgeting appraising methods, Payback period, Average rate of return, Net Present Value, Profitability index, Internal rate of return, Practical problems.

TEXT BOOK

- **Financial Accounting (Second Edition) by M. Hanif & A. Mukherjee**
- **Financial Accounting: Tools for Business Decision Making, 9th Edition by Paul D. Kimmel, Jerry J. Weygandt, Donald E. Kieso**

REFERENCE BOOKS

- **Cash Flow statement NCERT Financial Accounting by VK Goyal**

| | | | |
|-----------------------------------------------|------------------------------------|---------------------------------|----------------------------|
| Department Of Training & Placement | | | |
| Training Cell | | | |
| Programme | Faculty of Hotel Management | | |
| Year / Semester | 3 / 5 | Course Category | SEC |
| Course Code | 23SS554 | Course Title | Professional Skills |
| Continuous Evaluation: 70 | | End Term Examination: 30 | |
| Prerequisite: Nil | | LT P: 0 0 2 | Credits: 1 |

Training Objectives (TO): -

TO1: To encourage students to learn and apply the effective writing skills.

TO2: To make the students learn various types of business correspondence letters, cover workplace letters & resume.

- TO3. To encourage students to learn as to how to talk and convince people in GD & interview.
- TO4. To make the students learn to build rapport for building positive relationships professionally at workplace

Training Learning Outcomes (TLO): -

After the completion of the training, the student will have ability:

- TLO1. To understand the importance of professional writing required in ce.
- TLO2. To explore different formats in resume, cover letters & other business related letters.
- TLO3. To develop knowledge, skills and understanding people in-group and individually.
- TLO4. To apply communication strategies either in-group or one on one basis and will be confident to lead the discussion among them.

| Mapping Matrix of Training Objectives (TO) & Training Learning Outcomes (TLO) | | | | |
|------------------------------------------------------------------------------------------|------|------|------|------|
| Training Learning Outcomes (TLO) → Training Objectives (TO) ↓ | TLO1 | TLO2 | TLO3 | TLO4 |
| TO1 | | | | |
| TO2 | | | | |
| TO3 | | | | |
| TO4. | | | | |

| Unit | Course Contents | Student Engagement Activity |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Unit-I | <p>Email Writing</p> <ul style="list-style-type: none"> • Importance of email communication skills • Basic rules of effective email writing • Structure of email – address, subject, message text, attachments, signature | Email Practice Activity |

| | | |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Unit-II | Resume Writing <ul style="list-style-type: none">• Difference between Resume, CV & Bio data• Guidelines of resume writing• Resume preparation of the student | Resume Making Activity |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|

| | | |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Unit-III | Letter Writing <ul style="list-style-type: none"> • Types of Letter Writing – Application, Leave, etc. • Cover letter | Letter Writing Activity |
| Unit--IV | Group Discussion (GD) <ul style="list-style-type: none"> • Characteristics of GD & subject knowledge • Do's & Don'ts in GD • Strategies of GD • Types of GD | Group Discussion Practice Activity |
| Unit-V | Interview Skills <ul style="list-style-type: none"> • Preparation of the interview & company details information • Do's & Don'ts in interview • Types of Interviews • Strategies of interview | Mock Interview Practice Activity |
| Unit-VI | Negotiation Skills <ul style="list-style-type: none"> • Importance of negotiation skills • Four phases of negotiation skills • Barriers to negotiation & overcoming it • Win-win negotiation | Win-Win Activity |

| Learning Resources | |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Text Book | Communication Skills by Sanjay Kumar & Pushp Lata: Oxford University Press, 2019. |
| Suggested Reference Book | Personality Development & Communication Skills-1 by C B Gupta: Scholar Tech Press, 2019. (ISBN No. – 9382209131) |

Pedagogy

- The training will be based on the concept of learning by practice.
- The training will involve 30% of the training time on briefing and demonstration & the remaining 70% will be focusing on student's engagement in training activities.
- The training will follow a circular approach where students are engaged, evaluated, given feedback and then re engaged.

Internal (Continuous Assessment & Evaluation) & End Term (Assessment & Evaluation) for Professional Skills

| Unit No. | Unit Name | Internal Assessment Parameter | Internal Marks (70) | End Term Assessment Parameters | End Term Marks (30) |
|----------|--------------------|-------------------------------|---------------------|--------------------------------|---------------------|
| I | Email Writing | Written Assignment | 10 | Written Test | 10 |
| II | Resume Writing | | 10 | | |
| III | Letter Writing | | 10 | | |
| IV | Group Discussion | Group Discussion Activity | 15 | | |
| V | Interview Skills | Mock Interview Activity | 15 | | |
| VI | Negotiation Skills | Role Play | 10 | | |

| | | | | | |
|-----------------------------------------------|----------------|--------------------------------------------|--|---------------------------------|--|
| Department Of Training & Placement | | | | | |
| Training Cell | | | | | |
| Programme | | Faculty of Science & Humanities | | | |
| Year / Semester | 3 / 5 | Course Category | | SEC | |
| Course Code | 23AR555 | Course Title | | Aptitude & Reasoning | |
| Continuous Evaluation: 70 | | End Term Examination: 30 | | | |
| Prerequisite: Nil | | L T P: 0 0 2 | | Credits: 1 | |
| | | | | | |
| | | | | | |

Training Objectives (TO)

- TO1: To understand the basic concepts of quantitative ability and logical reasoning.
- TO2: To make student practice on the concepts of quantitative ability and logical reasoning.
- TO3: To prepare the students for aptitude and reasoning round in placement selection process & other competitive exams.

Training Learning Outcomes (TLO)

After the completion of the training, the student will have ability:

- TLO1. To understand the basic concepts of quantitative ability.
- TLO2. To solve campus placements aptitude papers covering Quantitative Ability.
- TLO3. To compete in various competitive exams like CAT, CMAT, GATE, GRE,

GATE, UPSC, GPSC etc.

| Mapping Matrix of Training Objectives (TO)& Training Learning Outcomes (TLO) | | | |
|------------------------------------------------------------------------------|------|------|------|
| TRAINING LEARNING OUTCOMES (TLO) | TLO1 | TLO2 | TLO3 |
| TRAINING OBJECTIVES(TO) | | | |
| TO1 | | | |
| TO2 | | | |
| TO3 | | | |

A-Quantitative Ability

UNIT-I

- Number System
- Percentage
- Profit, Loss and Discount
- Simple Interest and Compound Interest

UNIT-II

- Allegation and Mixture
- Average
- Ratio, Proportion and Variation, Problem on Ages and Numbers
- Time and Work
- Time, Speed and Distance

UNIT-III

- Permutation and Combination
- Probability
- Data Interpretation
- Geometry and Menstruations
- Sequence, Series & Progression and Logarithmic

B-Logical Reasoning

UNIT-IV

- Number Series and Alphabet Series
- Direction Sense Test
- Coding –Decoding
- Blood Relation

UNIT-V

- Syllogism
- Dice, Cube and Cuboid
- Seating Arrangement

UNIT-VI

- Clock and Calendar
- Critical Reasoning
- Order and Ranking, Venn diagram, Analogy

| Learning Resources | |
|--------------------|------------------------------------------------------------------------------------------------------|
| | <i>Quantitative Aptitude for Competitive Examinations</i> by R S Aggarwal: S Chand Publishing, 2022. |

| | |
|-------------------|------------------------------------------------------------------------------------------|
| Text Books | <i>A Modern Approach to Logical Reasoning</i> by R S Aggarwal: S Chand Publishing, 2022. |
|-------------------|------------------------------------------------------------------------------------------|

Pedagogy-

- The training will be based on the concept of learning by doing and practice.
- The training will involve 50% of the training time on teaching the concepts and the remaining 50% will be focusing on practice.

The training will follow a circular approach where students are taught, evaluated and given the feedback.

Internal (Continuous Assessment & Evaluation) & End Term (Assessment & Evaluation) for Aptitude & Reasoning

| Unit No. | Unit Name | Internal Assessment Parameter | Internal Marks (70) | End Term Assessment Parameters | End Term Marks(30) |
|----------|----------------------|-------------------------------|---------------------|--------------------------------|--------------------|
| I | Quantitative Ability | Written Assignment | 10 | Written Test | 30 |
| II | | | 10 | | |
| III | | | 10 | | |
| IV | Logical Reasoning | | 15 | | |
| V | | | 15 | | |
| VI | | | 10 | | |

SEMESTER-VI

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------------|---------------|----------------------------------------------------------|---|---|---|----------------|-----------|------------------------------------|
| 1 | 24SBHM351 | Advance Food Production Operations – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM351P | Advance Food Production Operations - I Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM352 | Advance Food & Beverage Service Operations – I | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM352P | Advance Food & Beverage Service Operations - I Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM353 | Rooms Division Management – I | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM353P | Rooms Division Management - I Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 7 | 24SBHM356 | Facility Planning | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 8 | 24SBHM357 | Food & Beverage Management | 4 | 0 | 0 | 4 | 4 | Minor Stream Courses |
| 9 | 23VAC102 | Indian Constitution & Polity | 2 | 0 | 0 | 2 | 2 | Value Added Course |
| 10 | SBHM/LP – 354 | Live Project/Vocational Course/SIP-II | | | | | 2 | Live Project/Vocational Course/SIP |
| TOTAL | | | | | | 30 | 25 | |

Note:

A Student who opts to exit after 3rd year (6 Semester) after attaining **139** credits will be awarded B.Sc. Hotel Management & Catering Technology.

| Advance Food Production Operations-I | |
|--------------------------------------------------------------------|-------------------------------------------|
| Course Code:24SBHM351 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES:

- CO 1:** To impart professional competence about Britain, France & Italy Cuisines.
- CO 2:** Spread knowledge about Germany, Middle East & Oriental Cuisines.
- CO 3:** Make students competence about Mexican, Arabic & Chinese Cuisines
- CO 4:** Student will be aware about Spain & Portugal Cuisines.
- CO 5:** To impart in-depth knowledge about Bakery (Frozen Desserts, Meringues, Bread Making, Chocolate, and Icings & Toppings)

COURSE LEARNING OUTCOMES:

After completion of the course student would be:

- CLO 1:** Competent to understand Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Britain, and France& Italy Cuisines.
- CLO 2:** Able to demonstrate about Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Germany, and Middle East & Oriental Cuisines.
- CLO 3:** Capable to Introduction, Geographical Perspectives, Brief Historical Background Characteristics & Salient Features of Mexican, Arabic & Chinese Cuisines
- CLO 4:** Entitle with the ability to understand Introduction, Geographical Perspectives, and Brief Historical Background Characteristics & Salient Features of Spain & Portugal Cuisines
- CLO 5:** Demonstrate and explain about Frozen Desserts, Meringues, Bread Making, Chocolate, icings& Toppings.

COURSE LEARNING OUTCOME (CLO)-COURSE OBJECTIVE (CO) MAPPING

| CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----|------|------|------|------|------|
| CO | | | | | |
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

- Unit 1:** - **INTERNATIONAL CUISINE**- Geographic location, Historical background, Staple food with regional Influences, Specialties, Recipes, Equipment in relation to:Great Britain, France, Italy, Spain &Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic, CHINESE- Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment &utensils.
- Unit 2:** - **BAKERY & CONFECTIONERY-ICINGS &TOPPINGS**- Varieties of icings, Using of Icings, Difference between icings &Toppings, Recipes. FROZEN DESSERTS- Types and classification of Frozen desserts, Ice-creams –Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.
- Unit 3:** - **MERINGUES**-Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, uses of Meringues, BREAD MAKING-Role of ingredients in bread Making, Bread Faults, Bread Improvers, CHOCOLATE-History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications
- Unit 4:** - **PRODUCTION MANAGEMENT**- Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting &Budgeting, Yield Management.
- Unit 5:** - **PRODUCT & RESEARCH DEVELOPMENT**- Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation. FRENCH- Culinary French, Classical recipes (recettes classique), Historical Background of Classical Garnishes, Offals/Game, Larder terminology and vocabulary.

TEXT BOOKS

- International Cuisine – Parvinder S Bali, Oxford University Press
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie &Jenkins
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- PurchasingSelectionandProcurementfortheHospitalityIndustrybyAndrewHale Feinstein and John M. Stefanelli

REFERENCE BOOKS

- The Professional Chef: Le Rol A.Polsom
- Professional Cooking by Wayne Gislen, Publisher Le CordonBleu
- Cooking Essentials for the New ProfessionalChef

| Advance Food Production Operations-I Practical | |
|-------------------------------------------------------------|------------------------------------|
| Course Code: 24SBHM351P | Continuous Evaluation: 60 Marks |
| Credits: 4 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 8 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES:

- LO 1:** Students will be aware about practical knowledge of Spanish, Italian, and Greece menu.
LO2: Make students aware about different menus consist of soup, salad, and the main course of international cookery.
LO 3: To familiarize the students about different Bread.
LO 4: Demonstration and impart practical knowledge about the cooking style of international cuisine.
LO 5: To familiarize the students about different Dessert.

LAB LEARNING OUTCOMES

After completion of the course student would be:

- LLO 1:** Able to demonstrate know about the Spanish, Italian, and Greece menus.
LLO 2: Able to explain about international cookery with his competency.
LLO 3: Capable to know about different Bread.
LLO 4: Showcase the ability to know about the cooking style of international cuisine.
LLO 5: Capable to know about different Dessert.

LAB LEARNING OUTCOME (LLO)- LAB OBJECTIVE (LO) MAPPING

| LLO \ LO | LLO1 | LLO2 | LLO3 | LLO4 | LLO5 |
|----------|------|------|------|------|------|
| LO1 | | | | | |
| LO2 | | | | | |
| LO3 | | | | | |
| LO4 | | | | | |
| LO5 | | | | | |

LIST OF EXPERIMENTS

| |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Menu |
| CHINESE |
| MENU 01 |
| <ul style="list-style-type: none"> ● Prawn Ball Soup ● Fried Wantons ● Sweet & Sour Pork ● Hakka Noddles |

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>MENU 02</p> <ul style="list-style-type: none"> • Hot & Sour soup • Beans Sichwan • Stir Fried Chicken &Peppers • Chinese Fried Rice |
| <p>MENU 03</p> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice |
| <p>MENU 04</p> <ul style="list-style-type: none"> • Wanton Soup • Spring Rolls • Stir Fried Beef &Celery • Chow Mein |
| <p>MENU 05</p> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles |
| <p>SPAIN</p> <p>MENU 06</p> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana |
| <p>ITALY</p> <p>MENU 07</p> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • FettocineCarbonara • Pollo AllaCacciatore • Medanzane Parmigiane |
| <p>GERMANY</p> <p>MENU 08</p> <ul style="list-style-type: none"> • Linsen suppe • Sauerbaaten • Spatzale • German PotatoSalad |
| <p>U.K.</p> <p>MENU 09</p> <ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots &Turnips • Roast Potato |

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GREECE MENU 10 |
| <ul style="list-style-type: none">• Soupe Avogolemeno• Moussaka A La Greque• Dolmas• Tzaziki |
| FIVE DEMONSTRATIONS OF FOUR HOUR EACH |
| <ul style="list-style-type: none">• Charcuterie Galantines• Pate• Terrines• Mousselines• New Plating Techniques |
| TOTAL |

(BAKERY PRACTICAL)

| S.No. | Topic | Hours |
|-------|--------------------------------------------------------|-------|
| 1 | Grissini Tiramisu | 4 |
| 2 | Pumpernickel Apfel Strudel | 4 |
| 3 | Yorkshire Curd Tart Crusty Bread | 4 |
| 4 | Baklava Harlequin Bread | 4 |
| 5 | Bugette Crepe Normandy | 4 |
| 6 | Croissant Black Forest Cake | 4 |
| 7 | Pizza base Honey Praline Parfait | 4 |
| 8 | Danish Pastry Cold Cheese Cake | 4 |
| 9 | Soup Rolls Chocolate Truffle cake | 4 |
| 10 | Ginger Bread Blancmange | 4 |
| 11 | Lavash Chocolate Parfait | 4 |
| 12 | Cinnamon & Raisin Rolls Souffle Chaud Vanille | 4 |
| 13 | Fruit Bread Plum Pudding | 4 |
| 14 | Demonstration of • Meringues • Icings & Toppings | 4 |
| 15 | Demonstration of • Wedding Cake & Ornamental cakes | 4 |
| TOTAL | | 60 |

| Advance Food & Beverage Service Operations –I | |
|-------------------------------------------------------------|-----------------------------------|
| Course Code: 24SBHM352 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination:60 Marks |
| L T P: 2 0 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES

CO 1: To demonstrate the student about various Categories of staffing in food & beverage service department. They will understand the need of Hierarchy, and learn about the Job description, Job specification and making of Duty roaster of their department.

CO 2: To incorporate the knowledge about the quality required by an F&B Service professional at supervisory level.

CO 3: To make the student aware about all the technical aspects of bar and bar operations.

CO 4: To make the students to learn about mixed drinks/cocktail.

CO 5: To make the students to learn about mixed drinks/cocktail.

COURSE LEARNING OUTCOMES

After completion of course, students would be:

CLO 1: able to perform supervisory skill and understand making of Job description, Job specification and Duty roaster of their department.

CLO 2: understand the function performed by the supervisor of a restaurant. Supervisory Skill of F&B Service Department of a Hotel that will be required by them once they join the hospitality industry.

CLO3: able to act proficiently to plan for a bar operation professionally.

CLO 4: seasoned with all the basic knowledge required to make cocktail and mixed drinks.

CLO 5: seasoned with all the basic knowledge required to make cocktail and mixed drinks.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)' AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit–1 FOOD & BEVERAGE STAFF ORGANISATION: Categories of staff, Hierarchy, Categories of staff, Job description and specification, Duty roaster

Unit–2 MANAGING FOOD & BEVERAGE OUTLETS: Supervisory Skills, developing efficiency, Standard Operating Procedures, Duty Roaster, Briefing and Debriefing.

Unit-3 BAR OPERATIONS: Types of Bars (Cocktail and Dispense), Area of bar, Parts of bar- Front Bar, Back Bar, under bar, Bar Control, Bar Staffing, Opening and closing duties.

Unit–4 COCKTAIL & MIXED DRINKS- I: Definition, Components of Cocktails, Methods of making Cocktails, Equipment and tools required for making Cocktails, Do's & Don't while making Cocktails.

Unit–5 COCKTAIL & MIXED DRINKS-II: Developing a new cocktails, classic styles of mixed drinks, traditional cocktail and their recipes with the base-Whisky, Rum, Gin, Vodka, Tequila, Brandy, Wines.

TEXT BOOKS

- ❑ Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi
- ❑ Food & Beverage Control By: Richard Kotas and BernardDavis
- ❑ Food & Beverage Cost Control- Lea R Dopson, WileyPublishers.
- ❑ Food & Beverage Service- R Singaravelavan-OxfordPublication
- ❑ Food & Beverage Service Management – BrianVarghes

REFERENCE BOOK

- ❑ Food & Beverage Management By: Bernard Davis&Stone
- ❑ Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher:ELBS.
- ❑ Food & Beverage Service Management – BrianVarghes
- ❑ Food and Beverage Service- S.N Bagchi, AnitaSharma

| | |
|--------------------------------------------------------------------|------------------------------------------|
| Course Code: 24SBHM352P | Continuous Evaluation: 60 Marks |
| Credits: 1 | End Semester Examination:40 Marks |
| L T P: 0 0 2 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES

- LO 1:** To inculcate the managerial skills. (Experiment No-1-3)
- LO 2:** To make the students efficient enough to prepare Job Specification and Job Description for the Various position of F & B Service Department.
- LO 3:** To facilitate students with the knowledge to frame SOPs of an F&B Outlets.
- LO 4:** To incorporate supervisory skills in the students.
- LO 5:** To make the students to learn the basics of making cocktail/mixed drinks.

LAB LEARNING OUTCOMES

After completion of course, students would be:

- LLO 1:** skilled enough in the managerial tasks assigned to them.
- LLO 2:** competent enough to frame job specification and job Description for various position of their department.
- LLO 3:** capable of demonstrating the importance of framing SOPs for an outlet.
- LLO 4:** seasoned for performing some supervisory tasks.
- LLO 5:** well versed in making some traditional and innovative cocktails.

MAPPING MATRIX OF LAB OBJECTIVES (LOs)' AND LAB LEARNING OUTCOMES(LLOs')

| LO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|-------------|--------------|--------------|--------------|--------------|--------------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

COURSE CONTENTS

List of Experiments

1. Class Room Exercise (Case Study)- I-Developing Organization Structure of various Food & Beverage Outlets
2. Class Room Exercise (Case Study)- II- Determination of Staff requirements in all categories
3. Class Room Exercise (Case Study)- III- Making Duty Roster
4. Preparing Job Description & Specification for various position of F& B Service Department.
5. Drafting Standard Operating Systems (SOPs) for various F & B outlets.
6. Supervising Food & Beverage operations and preparing Restaurant Log.
7. Preparation & Service of Cocktail & Mixed Drinks

TEXT BOOKS

- Financial & Cost control techniques in hotel & Catering Industry – Dr.J.M.S.Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Service- R Singaravelavan-Oxford Publication
- Food & Beverage Service Management – Brian Varghes

REFERENCE BOOK

- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS.
- Food & Beverage Service Management – Brian Varghes

| Rooms Division Management-I | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM353 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Major Course |
| Prerequisite: All Basics & Advance of Previous Semesters | |

GROUP-A-FRONT OFFICE

COURSE OBJECTIVES:

- CO 1: Prepare the students about the concept of Yield Management in hotels.
- CO 2: Impart knowledge about demand tactics and related numerical solutions.
- CO 3: Impart knowledge about the concepts of properties other than hotels i.e. Timeshare
- CO 4: Impart knowledge about the concepts of properties other than hotels i.e. Condominiums.
- CO 5: Impart knowledge about organization structure of different types of hotels.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

- CLO1: Competent to explain the Pricing strategy and its applicability to rooms in hotels by ensuring customer satisfaction.
- CLO2: Ability to remember and explain the various demand tactics and solve the numerical problems related to demand tactics.
- CLO3: Ability to reproduce about the concepts of Timeshare properties and its existence and importance in India.
- CLO 4: Competent to explain the concepts of Condominium properties, its existence and importance in India.
- CLO 5: Ability to differentiate about Indian & Foreign Hotel Chains and their Organisation Structures.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----|------|------|------|------|------|
| CO | | | | | |
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

- Unit-1 Yield Management: Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Yield management software, Yield management team.
- Unit-2 Demand Tactics: Potential high and low demand tactics& Numerical Problems
- Unit-3 Timeshare & Vacation Ownership Definition and types of timeshare options, Difficulties faced in marketing timeshare business, Advantages & disadvantages of timeshare business
- Unit-4 Condominiums: Exchange companies -Resort Condominium International, Intervals International How to improve the timeshare / referral/condominium concept in India-Government's role/industry role.
- Unit-5 Organization structure of hotels: Origin, Growth & Development of Hotels (Taj, ITC & Oberoi), Foreign hotel chains operating in India (Hilton hotels, Marriott, Hyatt, Accor, Fairmont)

TEXT BOOKS

- Front office operations by colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books

REFERENCE BOOKS

- Managerial accounting and hospitality accounting by Raymond S Schmid gall
- Managing computers in hospitality industry by Michael Kasavanaand Cahell
- PrincipalofHotelFrontOfficeOperations,SueBaker&JeremyHuyton,Continuum

GROUP B – ACCOMMODATIONS OPERATIONS

Course Objectives: -

CO 1: To explain different safety and security measures to be taken to undergo different housekeeping operations.

CO 2: To explain and inform about basics of interior decoration for maintain better upkeep of guest rooms and other public areas.

CO 3: To explain the selection of different furniture's and fittings according to the layout of the guest rooms.

CO 4: To introduce and explain different tasks of a housekeeper before starting operations in any hotel.

CO 5: To give incites on special decorations for guest as well as the hotel on special days.

Course Learning Outcomes: -

CLO 1: At the end of the first unit students would be able to Plan and organize different safety and security measures to be taken to undergo different housekeeping operations.

CLO 2: At the end of the Second unit students would be able to use basics of interior decoration for maintain better upkeep of guest rooms and other public areas.

CLO 3: At the end of the third unit students would be able to understand the selection of different furniture's and fittings according to the layout of the guest rooms.

CLO 4: At the end of the fourth unit students would be able to conduct tasks of a housekeeper before starting operations in any hotel.

CLO 5: At the end of the fifth unit students would be able to plan and execute special decorations for guest as well as the hotel on special days.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO CO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

- Unit-1 SAFETY AND SECURITY: Safety awareness and accident prevention, Fire safety and firefighting, Crime prevention and dealing with emergency situation.
- Unit – 2 INTERIOR DECORATION: Elements of design, Colour and its role in décor – types of colour schemes, Windows and window treatment, Lighting and lighting fixtures, Floor finishes, Carpets, Furniture and fittings, Accessories.
- Unit- 3 LAYOUT OF GUEST ROOMS: Sizes of rooms, sizes of furniture, furniture arrangement, Principles of design, Refurbishing and redecoration.
- Unit- 4: NEW PROPERTY COUNTDOWN: Task to be Done before 3months of opening, months of opening, 4 weeks of opening 1 week of opening.
- Unit- 5: Special decoration: Decoration of room for special day of guest, Hotel decoration for special day or event.

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
- The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Rooms Division Management –I Practical | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM353P | Continuous Evaluation: 60 Marks |
| Credits: 2 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 4 | Course Type: Major Course Lab |
| Prerequisite: All Basics & Advance of Previous Semesters | |

GROUP-A -FRONT OFFICE PRACTICALS

LAB OBJECTIVES:

- LO1: Impart knowledge about the various front office procedures performed in a hotel.
- LO2: To demonstrate to students about the concept of Auditing
- LO3: Prepare the students for yield management concepts and statistics.
- LO4: Impart knowledge about the Front Office Accounting and to perform certain related Tasks on PMS.
- LO5: Knowledge of situation handling.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO1: Capable to perform reservation, night auditing and related procedures to be done on the PMS System

LLO 2: Ability to perform Night auditing & Income Auditing.

LLO3: Competent to explain about yield management procedure on PMS.

LLO4: Ability to perform Check-in and Check-out procedure on PMS. LLO5:

Competent enough to solve various situations related to guest.

MAPPING MATRIX OF COURSE OBJECTIVES(COs') AND COURSE LEARNING OUTCOMES (CLOs')

| LLO | LLO 1 | LLO2 | LLO 3 | LLO 4 | LLO 5 |
|------|-------|------|-------|-------|-------|
| LO | | | | | |
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

LIST OF EXPERIMENTS

Hands on practice of computer application (Hotel Management System) related to Front office

- **Night audit,**
- **Income audit,**
- **Accounts**
- **Yield Management**
- **Situation handling- Handling guests & internal situation requiring management tactics /strategies.**

Suggested tasks on Software

- 01 How to process part settlements**
- 02 How to tally allowances for the day and night**
- 03 How to tally paid outs for the day at night**
- 04 How to tally forex for the day at night**
- 05 How to pre-register a guest**
- 06 How to handle extension of guest stay**
- 07 Handle deposits and check—in with voucher**
- 08 How to post payment**
- 09 How to print outchecked folio**
- 10 Check-out using foreign currency
- 11 **Handle settlement of city ledger balance**
- 12 **Handle payment for room to Travel agents**
- 13 **Handle of banquet event deposits**
- 14 **How to prepare for sudden system shutdown**
- 15 **How to checkout standing batch totals**
- 16 **How to do a credit check report**
- 17 **How to process late charges on third party**

TEXT BOOKS

- **Managerial accounting and hospitality accounting by Raymond S Schmidt gall**

REFERENCE BOOK

- **Front office operations by colin Dix & Chirs Baird**
- **Managing computers in hospitality industry by Michael Kasavana and Cahell**

GROUP B – ACCOMMODATION OPERATIONS PRACTICAL

LAB OBJECTIVES: -

LO 1: To explain different Standard operating procedures for different task of housekeeping department.

LO 2: To explain and inform about basics of First-Aid.

LO 3: To explain the measures for fire safety and firefighting.

LO 4: To introduce and explain different styles of Layout of guest room.

LO 5: To give incites on special decorations for guest as well as the hotel on special days.

LAB LEARNING OUTCOMES: -

LLO 1: At the end of the first unit students would be able to develop Standard operating procedure organize different housekeeping Tasks.

LLO 2: At the end of the Second unit students would be able to use basics of First-Aid.

LLO 3: At the end of the third unit students would be able to utilize measures for fire safety and fire fighting.

LLO 4: At the end of the fourth unit students would be able to use styles of Layout of guest room.

LLO 5: At the end of the fifth unit students would be able to plan and execute special decorations for guest as well as the hotel on special days.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO \ CO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit–1 Standard operating procedure: Skill oriented task (e.g. cleaning and polishing glass, brass etc).

Unit–2 First aid: First aid kit, dealing with emergency situation, maintaining records.

Unit-3 Fire safety firefighting: safety measures, fire drill (demo).

Unit-4: Layout of guest room: To the scale, earmark pillars, specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used.

Unit-5: Special decoration (theme related to hospitality industry): indenting, costing, planning with time split, executing.

TEXT BOOKS

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

REFERENCE BOOKS

- Housekeeping and Front Office—Jones
 - The Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper – Tucker Schneider, Wiley Publications

| Facility Planning | |
|------------------------|------------------------------------|
| Course Code: 24SBHM356 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

CO1: Impart knowledge about Hotel Designing.

CO 2: Students are imparted the knowledge about Star Classification of hotels and how to differentiate between different Star Classification guidelines. Impart the knowledge of on considerations planning for design of a hotel.

CO3: Prepare students with concepts on Hotel Design, Design Layouts of Kitchen, Stores and Special location in different areas.

CO4: Prepare students regarding the basic services offered in hotels

CO 5: To make the students aware about the different types of engineering and maintenance Systems – HVAC, Air-conditioning, Electrical, Plumbing, Fire Services required for designing a hotel.

LEARNING OUTCOMES

After completion of the course, the student would be:

CLO 1: Ability to remember and reproduce the knowledge gained regarding the design Considerations for hotels

CLO 2: Ability to explain the criteria and guidelines for Star Classification of Hotels.

CLO 3: Competent to draw the Kitchen layout as per the considerations and guidelines.

CLO 4: Competent to explain the different engineering services, contract services, types of Fuel used in Hotels and catering operations

CLO 5: Able to explain the Fundamentals, Principles &Types of electricity.

MAPPING MATRIX OF COURSE OBJECTIVES (COs')AND COURSE LEARNING OUTCOMES(CLOs')

| CLO \ CO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit-1 Hotel Design: Design Consideration - Attractive Appearance - Efficient Plan - Good location-Suitable material-Good workmanship-Sound financing-Competent Management **Facilities Planning** The systematic layout planning pattern (SLP) Planning consideration, Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/ budget hotel/ 5star hotel, Architectural consideration, Difference between carpet area plinth area and super built

area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/ 5star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load, gas, ventilation.

Unit-2 , **Star Classification of Hotel:** Criteria for star classification of hotel (Five, four, three two, one & heritage), Equipment requirement for commercial kitchen--Heating-gas/electrical, Cooling (for various catering establishment), Developing Specification for various Kitchen equipment's, Planning of various support services (pot wash, wet grinding, chef room, larder, store& other staff facilities)

Unit-3 **Kitchen Layout & Design:** Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen(types, drawing a layout of a Commercial kitchen),Budgeting for kitchen equipment

Unit-4 **Maintenance:** Preventive and breakdown maintenance, comparisons, Role & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel, Organization chart of maintenance department, duties and responsibilities of maintenance department **Fuels used in catering industry:** Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost. **Gas:** A. Heat terms and units; method of transfer, LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. Gas bank, location, different types of manifolds

Unit-5 **Electricity:** Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications, Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side, Electric wires and types of wiring, Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances, Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination, External lighting, Safety in handling electrical equipment.

TEXTBOOK

- Hotel Engineering by Sujit Ghosal
- Facility Planning - R.K. Chhatwal
- Facility Planning by Tarun Bansal

REFERENCEBOOKS

- Text book of Hotel Engineering by Prof. R.C. Gupta
- Hotel Maintenance-Arora
- Management of Hotel Engineering by M.C. Metti

| Food & Beverage Management | |
|---------------------------------------|-------------------------------------------|
| Course Code: 24SBHM357 | Continuous Evaluation: 40 Marks |
| Credits: 4 | End Semester Examination: 60 Marks |
| L T P: 4 0 0 | Course Type: Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

CO 1: The Student understands the cost and sales concepts and distinguishes between them.

CO 2: Impart the knowledge of Inventory Control to the students.

CO 3: Impart the concepts of Alcoholic Beverage Control Processes and Procedures and Budgetary Control.

CO 4: To familiarize students with Variance Analysis and Breakeven Analysis.

CO 5: Impart knowledge about Menu Merchandising, Menu Engineering and Management Information System.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO 1: Able to Reproduce the concepts and Terms underlying in Cost and Sales.

CLO 2: Competent to exercise the Control procedures in Inventory Control – Methods, Techniques, .

CLO 3: Able to demonstrate their knowledge on Beverage Control procedures and Budgetary Control.

CLO 4: Able to solve the problems of Variance Analysis and Breakeven analysis and analyse them.

CLO 5: Capable to reproduce the concepts, pricing techniques in Menu Merchandising; Concepts in Menu Engineering, Preparing the Menu Engineering Worksheet, Classification of Menu Items and how to promote them. Able to prepare the various formats of Food Costing report, Food & Beverage Sales Reports and other reports.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

Unit–1 Cost Dynamics and Sales Concept: Elements of Cost, Classification of Cost, Various Sales Concept, Uses of Sales Concept

Unit–2 Inventory Control: Importance, Objective, Methods, Level & Techniques, Perpetual Inventory, Monthly Inventory.

Unit–3 Beverage Control: purchasing, receiving, Storing, Issuing, production control, standard recipe, standard portion size, bar fraud, book maintained for beverage control- **Budgetary Control:** definition, objective, frame work, key factors, types of budget.

Unit–4 Variance Analysis: Standard cost, standard costing, cost variances, material variances, labour variances, overhead variances, fixed overhead variances, sales variances, profit variances. **Breakeven Analysis:** Breakeven chart, PV ratio, contribution, marginalcost & graph.

Unit–5 Menu Merchandising: Menu control, menu structure, planning, pricing of menu, types of menu, menu as a marketing tool, layout and constraint of menu planning-

Menu Engineering: Definition, objective, methods, advantages.

MIS- Reports, calculation of actual cost, daily food cost, and monthly food cost, statistical revenue report - cumulative and non-cumulative.

Sales Control: Procedure of Sales Control, Machine System, ECR, NCR, Preset Machines, POS, Report, Theft & Cash handling.

TEXT BOOKS

- Food & Beverage Service Management –BrianVarghes
- Food & Beverage Management- by Partho Pratim-Oxford Publication
- Food & Beverage Management by Sally Stone & Scott avis
- **Food And Beverage Service And Management (Hb 2022) by Navarro D, Kaufman Press**

Food And Beverage Management by Peter Alcott & Ioannis S. Pantelidis Bernard Davis, Andrew Lockworth

| DEPARTMENT OF LAW | | | |
|----------------------------------|----------|------------------------------|------------------------------|
| Programme: Undergraduate program | | | |
| Year/Semester | | Course Category | Value Added Course (VAC) |
| Course Code | 23VAC102 | Course Title | Indian Constitution & Polity |
| Continuous Evaluation: 70 | | End Semester Examination: 30 | |
| Prerequisite: Nil | | L T P : 2 0 0 | Credits: 2 |

COURSE CONTENT UNIT 1: DEMOCRACY, DIVERSITY AND THE CONSTITUTION

- Concept of democracy and Importance of Right to Vote
- Electoral Politics
- Concepts of Diversity and Discrimination: Gender, Religion and Caste
- Concept of Democratic Government
- Constitution: Design and Salient Features
- Preamble of Constitution of India

UNIT 2: THE THREE WINGS OF THE STATE

- The definition of State in Constitution of India
- Parliament, State legislature & the making of laws
- Concept of Cooperative Federalism
- The Executive & its administration
- Role of Governor and the President of India
- The Judicial System of India

UNIT 3: LOCAL GOVERNMENT AND ADMINISTRATION

- Panchayati Raj System
- Rural and Urban administration
- Social and Economic Justice for the marginalised
- Directive Principles of State Policy

UNIT 4: RIGHTS AND DUTIES

- Fundamental Rights (Part III of the Constitution)
- Protection of Fundamental Rights – Writ petitions in High Court and Supreme Court of India
- Fundamental Duties
- The concept of Fraternity and secularism
- Public utilities and Privatization

RECOMMENDED TEXT BOOKS:

1. J.N. Pandey, *Constitutional Law of India*, 59th Ed. (2022) Central Law Agency
2. *The Constitution of India*, Eastern Book Company (2022) – Bare Act with complete legislative history

REFERENCE BOOKS:

1. M.P. Jain, *Indian Constitutional Law* (8th Ed.) 2018 Lexis Nexis
2. M.P. Singh, *V.N. Shukla's Constitution of India*, 14th Ed (2022), reprint 2023
3. H.M. Seervai, *Constitutional Law of India* (4th Ed., 2008), latest reprint 2023 Law & Justice Publishing

SEMESTER-VII

| S.No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|-------|-------------|-----------------------------------------------------------------|---|---|---|----------------|---------|------------------------|
| 1 | 24SBHM401 | Advance Food ProductionOperations – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 2 | 24SBHM401P | Advance Food ProductionOperations - II Practical | 0 | 0 | 8 | 8 | 4 | Major Course Lab |
| 3 | 24SBHM402 | Advance Food & BeverageService Operations – II | 2 | 0 | 0 | 2 | 2 | Major Course |
| 4 | 24SBHM402P | Advanced Food & BeverageService Operations - II Practical | 0 | 0 | 2 | 2 | 1 | Major Course Lab |
| 5 | 24SBHM403 | Rooms Division Management – II | 3 | 0 | 0 | 3 | 3 | Major Course |
| 6 | 24SBHM403P | Rooms Division Management - II Practical | 0 | 0 | 4 | 4 | 2 | Major Course Lab |
| 9 | 23RMBS710 | Research Methodology | 2 | 0 | 0 | 2 | 2 | Minor Stream Course |
| 10 | 24SBHM408 | Research Project-I | | 2 | | 2 | 6 | Research Project |
| TOTAL | | | | | | 25 | 22 | |

| Advance Food Production Operations-II | |
|-------------------------------------------------------------|------------------------------------|
| Course Code:24SBHM401 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination: 60 Marks |
| L T P: 2, 0, 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES:

- CO 1:** To impart in-depth knowledge of International Cuisine.
- CO 2:** Professional competence about Larders department.
- CO 3:** To impart the depth of knowledge of Plating Art.
- CO 4:** To impart the depth of knowledge of Sandwiches.
- CO 5:** To impart in-depth knowledge of use of wine in cooking.

COURSE LEARNING OUTCOMES:

After completion of the course student would be:

- CLO 1:** Able to demonstrate and understand the Introduction about advance Food Production Operations & Introduction to International Cuisine.
- CLO 2:** Competent to explain about Larders department.
- CLO 3:** Entitled with Capability to explain and understand Plating Art.
- CLO 4:** Entitled with Capability to explain and understand Sandwiches.
- CLO 5:** Able to understand the use of wine in cooking.

COURSE LEARNING OUTCOME (CLO)-COURSE EDUCATIONAL OBJECTIVE (CO) MAPPING

| CO \ CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

- Unit-1 Introduction to Advance Food Production Operations:** Introduction to Charcuterie, Forcemeats, Brines, Cures & Marinades, Sandwiches.
- Unit – 2 Introduction to International Cuisine:** Britain, France, Italy, Germany, Middle East, Oriental, Mexican, Arabic, Chinese, Spain & Portugal.
- Unit – 3 -Larder:** Layout & Equipment, Terms & Larder Control, Duties and Responsibilities of the Larder Chef, Functions of the Larder & Hierarchy of Larder Staff.
- Unit – 4 Charcuterie:** Sausage, Forcemeats, Brines, Cures & Marinades, Ham, Bacon & Gammon, Galantines, Pates, Chaud Froid, Aspic & Gelee, Quenelles, Parfaits, Roulades, Non- Edible Displays.
- Unit – 5 Sandwiches:** Parts of Sandwiches, Types of Bread, Types of filling – classification, Spreads

and Garnishes, Types of Sandwiches, Making of Sandwiches & Storing of Sandwiches.

TEXT BOOKS

- International Cuisine – Parvinder S Bali, Oxford University Press
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein and John M. Stefanelli

REFERENCE BOOKS

- The Professional Chef: Le Rol A. Polsom
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Cooking Essentials for the New Professional Chef

| Advance Food Production Operations-II Practical | |
|--------------------------------------------------------------------|------------------------------------|
| Course Code: 24SBHM401P | Continuous Evaluation: 60 Marks |
| Credits: 4 | End Semester Examination: 40 Marks |
| L T P: 0, 0, 8 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES:

- LO 1:** To impart practical knowledge about the Advance food production menu.
LO 2: Demonstration about different menus consist of soup, salad, and main course.
LO 3: Spread knowledge about different Bread and Dessert.

LAB LEARNING OUTCOMES

After completion of the course student would be:

- LLO 1:** Able to demonstrate about the Advance food production menu.
LLO 2: Able to know about how to prepare continental menus with his capability.
LLO 3: Competent about preparation of different Bread and Dessert.

LAB LEARNING OUTCOME (LLO) - LAB OBJECTIVE (LO) MAPPING

| LLO LO | LLO1 | LLO2 | LLO3 |
|-------------------------|-------------|-------------|-------------|
| LO1 | | | |
| LO2 | | | |
| LO3 | | | |

LIST OF EXPERIMENTS

(A Student is supposed to complete/perform minimum **15** of practical)

| Topic |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u>MENU 01</u></p> <ul style="list-style-type: none"> • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts |
| <p><u>MENU 02</u></p> <ul style="list-style-type: none"> • Bisque D' écrevisse • Escalope De Veauviennoise • Pommes Batailles • Epinards au Gratin |

MENU 03

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande

MENU 04

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

MENU 06

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

- Kromeskies
- Filet De Sols Walweska
- Pommes Lyonnaise
- FunghiMarirati

MENU 09

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 10

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

Plus 5 Buffets

- Cold Buffet
- Hot Continental
- Hot Indian
- Buffet Desserts
- Bread Displays

PART B – BAKERY & PATISSERI

| S.No | Topic |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1 | Brioche Baba au Rhum |
| 2 | Soft Rolls Chocolate Parfait |
| 3 | French Bread Tarte Tartin |
| 4 | Garlic Rolls Crêpe Suzette |
| 5 | Harlequin Bread Chocolate Cream Puffs |
| 6 | Foccacia Crème Brûlée |
| 7 | Vienna Rolls Mousse Au Chocolat |
| 8 | Bread Sticks Souffle Milanaise |
| 9 | Brown Bread Pâte Des Pommes |
| 10 | Clover Leaf Rolls Savarin desfruits |
| 11 | Whole Wheat Bread Charlotte Royal |
| 12 | Herb & Potato Loaf Doughnuts |
| 13 | Milk Bread Gateaux des Peache |
| 14 | Ciabatta Chocolate Brownie |
| 15 | Buffet desserts Modern Plating Styles |
| TOTAL | |
| <p><i>TEXT BOOKS</i></p> <ul style="list-style-type: none"> • International Cuisine – Parvinder S Bali, Oxford University Press • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann • Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein and John M. Stefanelli <p><i>REFERENCE BOOKS</i></p> <ul style="list-style-type: none"> • The Professional Chef: Le Rol A. Polsom • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Cooking Essentials for the New Professional Chef | |

| Advance Food & Beverage Service Operations –II | |
|--------------------------------------------------------------------|------------------------------------------|
| Course Code: 24SBHM402 | Continuous Evaluation: 40 Marks |
| Credits: 2 | End Semester Examination:60 Marks |
| L T P: 2 0 0 | Course Type: Major Course |
| Prerequisite: All basics and advance of previous semesters. | |

COURSE OBJECTIVES

- CO 1:** To impart the knowledge about the Restaurant Planning.
- CO 2:** To incorporate the knowledge about function catering
- CO 3:** To discuss about the all the detail of Buffet Service
- CO 4:** To make the students aware about Gueridon Service
- CO 5:** and demonstrate students about Kitchen Stewarding Section of a hotel.

COURSE LEARNING OUTCOMES

After completion of course, students would be:

- CLO 1:** capable to plan for a restaurant with all basic knowledge required for it.
- CLO 2:** competent enough to demonstrate about function catering of hospitality industry in full detail.
- CO 3:** trained to apply their knowledge while doing setup for Buffet Service.
- CLO 4:** capable of describing the importance of Gueridon service and would able to elaborate the functioning of Gueridon trolley.
- CLO 5:** seasoned enough with the knowledge about Kitchen Stewarding and its importance in hotel industry.

MAPPING MATRIX OF COURSE OBJECTIVES (COs)’ AND COURSE LEARNING OUTCOMES (CLOs)’

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-----------------|--------------|--------------|--------------|--------------|--------------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

- Unit-1 RESTAURANT PLANNING:** Introduction, Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Approximate cost, Planning décor, furnishing, fixture, trade fair, outdoor catering, etc.
- Unit-2 FUNCTION CATERING:** Introduction, types, organization of banquet department, duties and responsibilities, sales, booking procedures, banquet menus, banquet protocol-space area requirement, table plan/arrangement, mise-en-place, toast and toast procedures, In from all banquets-Reception, cocktail parties, convention, seminars, Exhibition, fashion show, etc.
- Unit-3 BUFFET SERVICE:** Introduction, factors to plan a buffet, area requirement, Types- Sitdown, fork, finger and cold buffet, checklist, Equipment's Used, Buffet Presentation, menu planning, staff requirement, Buffet Management.
- Unit-4 GUERIDON SERVICE:** Definition, General consideration of operations, Advantages & Disadvantages, Types of trolleys, Gueridon Equipment's, factors to create impulse buying-trolley, open kitchen.
- Unit-5 KITCHEN STEWARDING-:** Introduction, Important Opportunity in Kitchen stewarding, Record Maintaining, Machine used for cleaning and polishing, Inventory.

TEXT BOOKS

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS.
- Food and Beverage Service- S.N Bagchi, Anita Sharma
- Food & Beverage Service Management –BrianVarghese
- Food & Beverage Service- R Singaravelavan- Oxford Publication

REFERENCE BOOK

- Introduction F & B Service- Brown, Heppner &Deegan
- The Restaurant (From Concept to Operation)
- Modern Restaurant Service- John Fuller, Hutchinson

| Advance Food & Beverage Service Operations –II Practical | |
|---------------------------------------------------------------------|------------------------------------------|
| Course Code: 24SBHM402P | Continuous Evaluation: 60 Marks |
| Credits: 1 | End Semester Examination:40 Marks |
| L T P: 0 0 2 | Course Type: Major Course Lab |
| Prerequisite: All basics and advance of previous semesters. | |

LAB OBJECTIVES

LO 1: To make the students aware about organizing and planning of Formal, informal, outdoor and theme-based banquet parties. (Experiment No. 1, 2, 4)

LO 2: To demonstrate students about setting up different types of buffets for a banquet party.

LO 3: To incorporate the skill in the students to handle different types of situations during the operation time of the restaurant.

LO 4: To demonstrate students to make a bar counter ready with all the essentials including bar stock-alcohol and non-alcoholic beverage, bar accompaniments and garnishes.

LO 5: To discuss with students about the activities to be carried out on opening and closing of a BAR and make them also aware with the briefing and debriefing.

LAB LEARNING OUTCOMES

After completion of course, students would be:

LLO 1: Capable of planning a function as per the requirement.

LLO 2: Skilled enough to do set up for buffet service as per the menu planned.

LLO 3: Able to apply gained knowledge in their professional career in term of handling various situations that arises in the working environment.

LLO 4: Competent enough to set up a bar counter for a banquet party with all the essentials.

LLO 5: Trained enough to perform various task in a bar efficiently.

MAPPING MATRIX OF LAB OBJECTIVES (LOs)' AND LAB LEARNING OUTCOMES (LLOs')

| LO \ LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|----------|-------|-------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

COURSE CONTENTS

List of Experiments

(A Student is expected to complete/perform minimum 7 of experiments)

1. Planning and organizing Formal and Informal Banquets.
2. Planning and Organizing Outdoor Catering.
3. Planning and organizing different types of Buffets.
4. Planning and organizing theme parties.

5. Role play and situational handling in the restaurant
6. Designing and Setting up Bar counter for Banquet Party.
7. Preparing bar-stock.
8. Bar Accompaniment and garnishes.
9. Opening and closing duties of a Bar.
10. Briefing and de-briefing

TEXT BOOKS

1. Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS.
2. Food and Beverage Service- S.N Bagchi, Anita Sharma
3. Food & Beverage Service Management – BrianVarghes
4. Food & Beverage Service- R Singaravelavan-Oxford Publication

| Rooms Division Management-II | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM403 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type: Major Course |
| Prerequisite: All Basics & Advance of Previous Semesters | |

GROUP A-FRONT OFFICE

COURSE OBJECTIVES:

CO1: To explain the students about planning of room rate.

CO2: To explain about forecasting method with the help of practical numerical problems.

CO 3: Knowledge about the concept of Budget related concepts.

CO4: To get knowledge about various PMS used in hotel.

CO 5: Knowledge about types of Rooms.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO1: Capable to plan the operations.

CLO2: Capable to solve numerical problems related to room rates.

CLO3: Capable to explain the concept of budget and its applicability in front office department.

CLO4: Able to demonstrate to operate hotel software.

CLO5: Capable to explain different categories of rooms.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|------------|-------------|-------------|-------------|-------------|-------------|
| CO | | | | | |
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |

| | | | | | |
|------------|--|--|--|--|--|
| CO4 | | | | | |
| CO5 | | | | | |

COURSECONTENTS

Unit-1 Planning Front Office Operations: Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc.,

Unit-2 Evaluating Front Office Operations: Forecasting techniques, Forecasting Room availability, Useful forecasting data % of walking--%of overstaying,% of under stay, forecast formula, types of forecasts, Sample forecast forms, Factors for evaluating front office operations, Numerical

Unit-3 Budgeting: Types of Budget and Budgetary cycle, making front office budget, Factors affecting budgeting, Capital & Operations budget for front office, Refining budget, budget control, Forecasting room revenue, Advantages and disadvantages of budgeting.

Unit -4 Property Management System: Fidelio/IDS/ Shawman, Amadeus.

Unit-5 Types of Rooms: Single Room, Double Room, Twin Room, Quad Room, Triple Room, Double-Double Room, Hollywood Twin Room, Adjoining Room, Adjacent Room, Interconnected Room, Parlour Room, Studio Room, Duplex Room, Suite Room, Hospitality Room, Efficiency Room, Queen Room, King Room, Cabana, Lanai, Penthouse

TEXTBOOKS

- Front Office Training Manual–Sudhir Andrews. Publisher: Tata McGraw Hill
- Front Office by Priyadarshan Lakhawat

REFERENCEBOOKS

- Housekeeping and Front Office–Jones
- Front Office Training Manual–Sudhir Andrews. Publisher: Tata McGraw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institute AHLEI.

GROUP B-ACCOMMODATION OPERATIONS

COURSE OBJECTIVES:

CO1: To inculcate the supervisory skills in the students of the housekeeping staff.

CO2: To inculcate planning skills in students and explain them about the latest trends.

CO 3: To make them able to understand Budget and its Planning and controlling.

CO4: To understand them about contract services and its advantages and disadvantages.

CO 5: To make them understand the importance of energy and water conservation.

COURSE LEARNING OUTCOMES

After completion of the course student would be:

CLO1: Capable to prepare Check-list, and get to know about the importance of Eye for detail in housekeeping department.

CLO2: Able to demonstrate and plan the layout of guest rooms, lounges, making SOPs for certain procedures for smooth operations.

CLO3: Capable to understand Budget and its Planning and controlling.

CLO4: Able to understand them about contract services and its advantages and disadvantages.

CLO5: Capable to understand the importance of energy and water conservation.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CO \ CLO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit-1 Housekeeping Supervision: Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff, staff appraisals.

Unit-2 Planning Trends in Housekeeping: Planning Guestrooms,

Bathrooms, Suites, Lounges, landscaping, plan for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster, teamwork and leadership in housekeeping, Training in HKD, devising training programmes for HK staff, Inventory level for non-recycled items.

Unit-3 Budgeting Budget and budgetary controls, the budget process, planning capital budget, planning operational budget, operating budget, control expenses and income statement, purchasing system, method of buying, stock records, issuing and control.

Unit-4 Contract Services: Types of contract services, guideline for hiring contract services, advantage and disadvantage of contract services.

Unit-5 Energy and water conservation in hospitality operation and first aid Forms of energy, tips, suggestion for water conservation, principles of First aid, first aid box.

TEXTBOOKS

- House Keeping Management by Dr. D. K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann

REFERENCEBOOKS

- Housekeeping and Front Office–Jones
- Managing Housekeeping Operations–Margaret Kappa & Aleta Nitschke

| Rooms Division Management-II Practical | |
|---------------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM403P | Continuous Evaluation: 60 Marks |
| Credits: 2 | End Semester Examination: 40 Marks |
| L T P: 0 0 4 | Course Type: Minor Course Lab |
| Prerequisite: All Basics & Advance of Previous Semesters | |

GROUP A-FRONT OFFICE PRACTICAL

LABOBJECTIVES:

LO1: Understanding of Night Auditing Procedure.

LO2: To familiarize them with Income Audit.

LO3: Understanding of certain tasks on PMS.

LO4: Expose to the elements of operations through practical training in the labs.

LO5: Demonstrate the critical situations and solutions to tackle them and perform various tasks on PMS.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO1: Able to perform night auditing procedure.

LLO 2: Able to do Income audit on PMS.

LLO 3: Capable and competent enough to perform certain tasks on PMS.

LLO4: Capable to do tasks related to message handling, issuance of key and updating folio on PMS.

LLO5: Competent to use their skills in handling guest queries and complaints provide them the best solution for it.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| LO \ LLO | LLO 1 | LLO2 | LLO 3 | LLO 4 | LLO 5 |
|----------|-------|------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

LIST OF EXPERIMENTS

- Hands on practice of computer applications on PMS front office procedures such as:
 - Night audit,
 - Income audit,
 - Accounts
 - Situation handling – handling guests & internal situations requiring management tactics/strategies

Suggested Tasks-

- HMS Training – Hot Function keys
- How to put message
- How to put a locator
- How to check in a first-time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key 08 How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation

- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges
- How to process a guest check out
- How to check out a folio
- How to process deposit for arriving guest
- How to process deposit for in house guest
- How to check room rate variance report

TEXTBOOKS

- Hotel and Catering Studies–Ursula Jones

REFERENCE BOOKS

- Front office operations by Colin Dix & Chris Baird
- Front Office Management by Woods

GROUP B-ACCOMMODATION OPERATIONS PRACTICAL

LAB OBJECTIVES:

LO1: Understanding of checklist, Duty rosters and Staff matrix, Inventory control, Budgeting.

LO2: To familiarize them with the layout of guest rooms.

LO3: Prepare the student for interviews and group discussions.

LO4: Expose to the elements of operations through practical training in the labs

LO5: Demonstrate the critical situations and solutions to tackle them and perform various tasks on PMS.

LAB LEARNING OUTCOMES

After completion of the course student would be:

LLO1: Able to make duty rosters for staff, check list of equipment’s and staff matrix.

LLO 2: Able to describe how housekeeping department make budgets, control inventories and expenses.

LLO 3: Capable and competent enough to attend Job and Training interviews and capable to identify room layouts.

LLO4: Competent to use their skills in handling guest queries and complaints provide them the best solution for it.

LLO5: Capable to do tasks related to message handling, issuance of key and updating folio on PMS.

MAPPING MATRIX OF COURSE OBJECTIVES (COs’) AND COURSE LEARNING OUTCOMES (CLOs’)

| LO \ LLO | LLO 1 | LLO2 | | LLO 3 | LLO 4 | LLO 5 |
|----------|-------|------|--|-------|-------|-------|
| LO 1 | | | | | | |
| LO 2 | | | | | | |
| LO 3 | | | | | | |
| LO 4 | | | | | | |
| LO 5 | | | | | | |

LIST OF EXPERIMENTS

1. Preparing Guestroom and public area checklists
2. Preparing Duty Roasters, Understanding Staff Matrix.
3. Planning layouts of Guest Rooms, Boutique hotels, Power Points on salient features in respect to accommodation of hotels.
4. Team cleaning planning, organizing, executing and evaluating.
5. Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.
6. Situation handling– handling guests & internal situations requiring management tactics/strategies.

TEXTBOOKS

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies– Ursula Jones

REFERENCE BOOKS

- In House Management by A. K Bhatiya
- Front office operations by Colin Dix & Chris Baird
- House Keeping Management by Dr. D. K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann

| Research Methodology | | | |
|----------------------------------|----------------------------------------------------|-------------------------------------|-----------------------------|
| Year/Semester | 4th Year/7th Semester | Course Category | Minor Stream Course |
| Course Code | 23RMBS710 | Course Title | Research Methodology |
| Continuous Evaluation: 40 | | End Semester Examination: 60 | |
| Prerequisite: | | L T P: 2 0 0 | Credits: 2 |

COURSE OBJECTIVES (CO)

1. To provide necessary background on research methodology to undergraduate students.
2. To give understanding of hypothesis testing.
3. To illustrate the different types of sampling techniques.
4. To explain the concept of data and data types and Know about the Formats of Reports, introduction, and different parts of a report.

COURSE LEARNING OUTCOMES (CLO)

The syllabus has been prepared in accordance with National Education Policy (NEP). After completion of course, students would be able to:

1. Describe an idea about research methodology.
2. Understand the applications of sampling schemes and data types and data analysis.
3. Demonstrate and write a report for a particular type of research work.
4. Formulate the presentations method.

MAPPING BETWEEN COURSE OBJECTIVES AND COURSE LEARNING OUTCOMES

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 |
|-----------------|--------------|--------------|--------------|--------------|
| CO 1 | ✓ | | | |
| CO 2 | | ✓ | | |
| CO 3 | | | ✓ | |
| CO 4 | | | | ✓ |

COURSE CONTENTS

Unit-I

Meaning of research; objectives of research; basic steps of research; criteria of good research; types of research. Meaning of research problem; selection of research problem. Review of related literature- Meaning, necessity and sources.

Unit-II

Hypothesis- Meaning, function and types of hypotheses; Null/Alternative hypothesis, Variables- Meaning and types. Research design: Types of research design- exploratory, descriptive, diagnostic, and experimental.

Unit-III

Sampling- Meaning and types of sampling; Probability and Non-Probability. Tools and techniques of data collection- questionnaire, schedule, interview, observation, case study, survey etc. Statistics and its significance in research

Unit-IV

Research reports: Writing preliminaries, main body of research, references, and bibliography; Meaning and importance of workshop, seminar, conference, symposium etc. in research. Plagiarism- Concept and significance of plagiarism

Practical/Lab Work to be performed in Computer Lab

The practical will be taught using Excel software and/or using some statistical software like R /SPSS. Students are encouraged to use resources available on open sources.

TEXT BOOKS/ REFERENCE BOOKS

- Kothari, C.R Research Methodology: Methods and Techniques, 2nd Revised Ed. Reprint, New Age International Publishers, 2009.
- Lilien, Gary L. and Philip Kotler, Marketing Decision Making; A Model Building Approach, Harper & Row, New York, 1983.
- Shenoy, GVS, et al., Quantitative Techniques for Managerial Decision Making, Wiley Eastern, 1983.

SEMESTER-VIII

| S. No. | Course Code | Course Title | L | T | P | Hours/ Week | Credits | Course Category |
|--------------|-------------|------------------------------|---|---|---|----------------|-----------|------------------------------|
| 1 | 24SBHM451 | Culinary & Cruise Management | 3 | 0 | 0 | 3 | 3 | Major Course |
| 2 | 24SBHM452 | Travel & Tourism Geography | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 3 | 24SBHM453 | Event Management | 3 | 0 | 0 | 3 | 3 | Minor Stream Course |
| 4 | 24SBHM454 | Revenue Management | 3 | 0 | 0 | 3 | 3 | Discipline Specific Elective |
| | 24SBHM455 | Retail Management | | | | | | |
| 6 | 24SBHM458 | Research Project-II | | 2 | | 2 | 6 | Research Project |
| TOTAL | | | | | | 14 | 18 | |

Note:

A Student who opts to continue in the 4th year and on completion of 4th year (8 semesters) after attaining **180** credits will be awarded B.Sc. (Hons.) Hotel Management and Catering Technology.

| Culinary & Cruise Management | |
|-----------------------------------------|---------------------------------------------------|
| COURSE CODE:24SBHM451 | Continuous evaluation: 40 Marks |
| CREDITS: 3 | End semester Examination : 60 Marks |
| LTP: 3 0 0 | Course Type : Major course |
| Prerequisite: | All basic and advance of previous semester |

COURSE OBJECTIVES

CO 1: To impart knowledge on Cruise liners industry in accordance to food and itinerary

CO 2: To evoke knowledge on blue tourism, and cruise kitchen operations

CO 3: To develop knowledge on plating techniques, bulk cooking and food storage

CO 4: To facilitate on cooking temperature for roast meats, on board

garbage disposable, and personal safety

CO 5: To incorporate knowledge on fire safety procedure and cruise alarms and codes

COURSE LEARNING OUTCOMES

After completion of course, students would be,

CLO 1: Able to understand on cruise liners industries across the globe

CLO 2: Capable to describe on blue tourism and kitchen operations in cruise

CLO 3: Trained on different plating techniques, quantity cooking and various storing methods of food

CLO 4: Able to explain on roasting temperature of meats on board garbage disposable, and personal safety

CLO 5: Trained on fire safety procedure and cruise alarms and codes

MAPPING MATRIX OF COURSE OBJECTIVES (COs) AND COURSE LEARNING OUTCOMES (CLOs)

| CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|-------------|--------------|--------------|--------------|--------------|--------------|
| CO | | | | | |
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

COURSE CONTENTS

UNIT – 1

- A) Introduction to cruise liners - vessels – small, medium, large – ships river cruise vessels – ferries - history of travel and economy of impact.
- B) Equipment's in cruise kitchen - types of processing equipment's
-Types of mechanical equipment's.
- C) Growth of cruise industry - popular cruise companies across the globe.

UNIT – 2

- A) Hierarchy of kitchen department in cruise liners
–commissary. Role of various chef.
- B) Kitchen department introduction - operation procedure of kitchen department in cruise.
- C) Blue tourism – introduction - menu types – menu planning

UNIT – 3

- A) Bulk cooking method – operation style in cruise liners- labelling method –walk in storage method.
- B) Plating technique – basic cruise terminology.

UNIT – 4

- A) Itinerary planning & designing.
- B) Chef life style on board – plan of action.
- C) Cooking temperature & recipes of roast meats.
- D) Garbage disposal procedure – segregation in cruise.
- E) Personal safety – social responsibility – elementary first aid technique.

UNIT – 5

- A) Fire prevention & firefighting – types – escape on a recue system – first aid forfire.
- B) Personal survival technique – cruise alarm & codes.
- C) Cruise regions – history, geographical location, menu's, cooking methods – 1) Caribbean cruise - 2) World cruise - 3) Indian cruise.

Reference book

Cruise operation management, Hospitality perspective – Author , Philipp GibsonWorld of Cruising- Ross dowling, Clare weeden
Cruising and cruise ships -2009, Ward douglas

| TRAVEL AND TOURISM GEOGRAPHY | |
|-------------------------------------|-------------------------------------------|
| COURSE CODE:24SBHM452 | Continuous Evaluation: 40 Marks |
| CREDITS: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Course Type:Minor Stream Course |
| Prerequisite : NIL | |

COURSE OBJECTIVE:

- CO1:** Understand the fundamentals of travel and tourism geography
- CO2:** Describe the relationship of geography with tourism and travel
- CO3:** Identify various types of Geography in Tourism
- CO4:** Categorize various time zones and calculate time across borders
- CO5:** Locate major cities, Countries and Continents
- CO6::** Judge transport systems of the world.

COURSE LEARNING OUTCOMES

After Completion of the course student would be CLO1:

Describe the features of Physical Geography.

CLO2: Assess the importance of various Transport System globally

CLO3: Recommend various Transport systems

CLO4: Design itinerary for International Tourists..

CLO5: Demonstrate the knowledge of IATA Traffic conference areas

COURSE LEARNING OUTCOME(CLO)- COURSE EDUCATIONAL OBJECTIVE (CO)MAPPING

| CLO CO | CLO1 | CLO2 | CLO3 | CLO4 | CLO5 |
|-----------|------|------|------|------|------|
| CO1 | | | | | |
| CO2 | | | | | |
| CO3 | | | | | |
| CO4 | | | | | |
| CO5 | | | | | |

COURSE CONTENTS

Unit 1

Introduction

Destination Geography, Physical Geography, Cultural Geography, Human Geography

Unit 2

World Continent

Asia, Europe, North America, South America, Africa, Australia, Antarctica – Water bodies, Tourism Landscapes, Countries, Major Cities, Season and Vegetation. Major Airports, Three letter City Code, Airport Codes, Country Codes, Coding and De- Coding,

Unit 3

Traffic Conference and World Timezone

Area 1 and sub areas, Traffic Conference Area 2 and sub areas, Traffic Conference Area 3 and sub areas, World Timezone , GMT, UTC, DST, international Date Line, Time Calculation, Elapsed time calculation, Basics of Map reading, Latitude, Longitudes, Hemisphere, Introduction to Cartography, GIS, Remote Sensing, Navigation tools and applications

Unit 4

Major Transportation

Transportation modes, Transport in North America, Transport in South America, Transport in Africa, Transport in Europe, Transport in Far East, Transport in Middle East, Transport in Australia,

Unit 5

Major Tourism Destination and Attractions

Geographical resources and Tourism in Europe, Physical characteristics, , Geographical resources and Tourism in North America, Scandinavian Countries, Geographical resources and Tourism in South America, East Asia: Japan, Potential, South Asia and its tourism, Eastern part of Russia.

Reference Books

1. Burton & Rosemary, (1995). Travel Geography England.
2. Boniface & Cooper, C. (2001), Worldwide Destinations: The Geography of tourism.
3. .Kenward, Ann, et.al. (1999) Global Tourism Development.
4. Lahiri, Manosi, (1993). Understanding Geography, Kolkotta.

| EVENT MANAGEMENT | |
|------------------------|------------------------------------|
| Course Code: 24SBHM453 | Continuous Evaluation: 40 Marks |
| Credits: 3 | End Semester Examination: 60 Marks |
| L T P: 3 0 0 | Minor Stream Course |
| Prerequisite: NIL | |

COURSE OBJECTIVES:

CO 1: To introduce professional event management used in catering establishment. **CO 2:** To develop the efficiency for preparing and designing, planning, budgeting events.

CO 3: To facilitate the different Techniques, Selections, Coordination, Creativity, Marketing, Sponsorships in event management.

CO 4: To evoke the in-depth knowledge in Production of Special, Corporate and Sports events.

CO 5: To impart knowledge on Interpersonal situations and Groups in organizations.

COURSE LEARNING OUTCOMES:

After completion of course, students would be able to:

CLO 1: To acquire an understanding of the role and purpose(s) of special events in the organizations.

CLO 2: To acquire an understanding of the techniques and strategies required to plan successful special events.

CLO 3: To acquire the knowledge and competencies required to promote, implement and conduct Special events.

CLO 4: To acquire the knowledge and competencies required to assess the quality and success of events.

CLO 5: Able to make a Crisis Management plan.

MAPPING MATRIX OF COURSE OBJECTIVES (COs') AND COURSE LEARNING OUTCOMES (CLOs')

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

Course Contents

UNIT-1

Introduction to event management, categories of events, Definitions for events, Functions of event Management, Objectives of event management, role of the event manager, Creativity implications of events, Non-corporate event type Concept and coordination, Control and culmination, Close out of events, Cultural celebrations Arts and entertainment, Sport competitions, Achieving goals and growth, Educational and scientific, Recreational, Business and trade, Fostering a positive workplace mentality.

UNIT-2

Designing (a) backdrop b) invitation card c) Publicity material d) Mementos. Event decoration, Guest and celebrities' management, making press release, marketing communication, Media research & management - Participation according to the theme of the event, Photography/ video coverage management, Advertising, sales promotion, events and experiences (sponsorship), Public relations and publicity, Environmental impacts, Structural expansion of the visitor economy, Finding unlikely perspectives, Alignment of tourism with other strategies, Functions and Responsibilities of the committee, Financial reporting, Financial reporting, Internal controls.

UNIT-3

Program scripting, public relation, electing a location, Social and business etiquette Speaking skills, Stage decoration, Team spirit, Time management, Appropriate attire for the office formal, Keep communication, Respect other's time Respect common spaces, such as offices, bathrooms, kitchens, break room green room Treasure revenue, Create and manage budget, approve spending, Oversee all expenses Standards subcommittee, Communication subcommittee, Co-ordination among sub committees.

UNIT-4

Concept of exhibition – itpo, Space planning, Tourism events Sporting events, Leisure events, organized presentation Environmental concerns of the exhibition space, Length of the exhibition Leading and coordination, evaluation and correction of deviations in the event plans Incentive travel incentive. Benefits of event planning, Power & lighting Sanitary facilities, Risk management, Promotional tools, conducting an environmental scan Steps in event management plan.

UNIT-5

Training in hospitality management-Psychological approach, Body language- physical Aspects manners and behavior, Aptitude & ethics, Facial expressions, body posture, gestures Eye movement, touch and the use of space, Physical behavior, Expressions, and mannerisms Body language, posture and proximity, Effective codes of ethics in the events industry, Sponsorship development plan, Event entertainment, Close- down, evaluation, and legacy Event evaluation techniques, Greening your event, Event day, Post-event.

TEXT BOOKS

1. Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-I 0: 1844800768
2. Management of Event Operations (Events Management) - Julia Turn, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Ft); Pap/Cdr Edition (January 8, 2007)

REFERENCE BOOKS

1. The Complete Guide to Successful Event Planning - Shannon Kilkenny, Publisher:Wiley & Sons, India (May 1992)
2. Professional Event Coordination (The Wiley Event Management Series) – JuliaRutherford
Silvers and Joe Gold blatt, Publisher: Wiley, John & Sons, Incorporated

| REVENUE MANAGEMENT | |
|------------------------------|-------------------------------------------------|
| Course Code:24SBHM454 | Continuous Evaluation :40 |
| Credits:3 | End Semester Examination:60 |
| LTP:3 0 0 | Course Type:Discipline Specific Elective |
| Prerequisite: NIL | |

COURSE OBJETIVES (COs)

- CO 1:** To introduce the fundamental concepts and principles of revenue management within the hospitality industry.
- CO 2:** To develop understanding of the importance and significance of revenue management in maximizing profitability for hotels.
- CO 3:** To provide an overview of the evolution of revenue management, including historical context, milestones, and technological advancements.
- CO 4:** To equip with knowledge of revenue management strategies, including core strategies, objectives, and key performance indicators (KPIs). **CO 5:** To explore the practical aspects of revenue management, including market analysis, demand forecasting, pricing strategies, distribution management, and performance measurement.

Course Learning Outcomes (CLOs):

After completion of course, students will be able to

- CLO 1:** Demonstrate an understanding of the meaning, definition, objectives, and goals of revenue management in the hospitality industry.
- CLO 2:** Analyse the importance and benefits of revenue management, using case studies to illustrate its significance in maximizing revenue and profitability for hotels.
- CLO 3:** Gain insight into the evolution of revenue management, identifying key historical developments and technological advancements that have shaped its practice in the hospitality sector.
- CLO 4:** Develop proficiency in revenue management strategies, including the ability to identify core strategies, set objectives, and utilize key performance indicators (KPIs) to measure success.
- CLO 5:** Acquire practical skills in market analysis, demand forecasting, pricing strategies, distribution management, and performance measurement, enabling them to effectively apply revenue management principles in real-world hotel settings.

MAPPING MATRIX OF COURSE OBJECTIVE (COs) AND COURSE LEARNING OUTCOME (CLOs)

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

| | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unit 1 | <p>Introduction to Revenue Management</p> <ol style="list-style-type: none"> 1. Revenue Management: <ul style="list-style-type: none"> • Meaning • Definition • Objectives • Goals 2. Importance of Revenue Management: <ul style="list-style-type: none"> • Significance • Benefits • Case Studies 3. Evolution of Revenue Management: <ul style="list-style-type: none"> • Historical Context • Milestones • Technological Advancements 4. Revenue Management Strategies: <ul style="list-style-type: none"> • Core Strategies • Objectives • Key Performance Indicators (KPIs) |
| Unit 2 | <p>Market Analysis and Demand Forecasting</p> <ol style="list-style-type: none"> 1. Market Segmentation: <ul style="list-style-type: none"> • Understanding • Categorization • Tailoring 2. Customer Behavior: <ul style="list-style-type: none"> • Analysis • Influencing Factors • Feedback Techniques 3. Demand Forecasting: <ul style="list-style-type: none"> • Statistical Methods • Qualitative Approaches • Challenges 4. Data Analysis Tools: <ul style="list-style-type: none"> • Introduction • Techniques • Practical Applications |
| Unit 3 | <p>Pricing Strategies and Tactics</p> <ol style="list-style-type: none"> 1. Pricing Psychology: <ul style="list-style-type: none"> • Consumer Perception |

| | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> • Behavioral Economics • Pricing Strategies <ol style="list-style-type: none"> 2. Pricing Models: <ul style="list-style-type: none"> • Dynamic Pricing • Yield Management • Discounting Strategies 3. Distribution Channels: <ul style="list-style-type: none"> • Online Travel Agencies (OTAs) • Global Distribution Systems (GDS) • Direct Booking Strategies 4. Channel Management: <ul style="list-style-type: none"> • Optimization • Relationship Management • Revenue Impact |
| Unit 4 | <p>Distribution Management</p> <ol style="list-style-type: none"> 1. Market Analysis: <ul style="list-style-type: none"> • Market Segmentation • Market Trends • Competitor Analysis 2. Marketing Strategies: <ul style="list-style-type: none"> • Branding • Promotions • Digital Marketing 3. Customer Relationship Management (CRM): <ul style="list-style-type: none"> • Importance • Tools and Techniques • Implementation 4. Guest Satisfaction and Loyalty: <ul style="list-style-type: none"> • Importance • Measurement Metrics • Strategies for Improvement |

Unit 5**Performance Measurement and Optimization**

1. Key Performance Indicators (KPIs):
 - Revenue Metrics
 - Occupancy Metrics
 - Profitability Metrics
2. Revenue Management Systems (RMS):
 - Introduction
 - Implementation
 - Integration with Technology
3. Bench marking:
 - Importance
 - Types of Benchmarking
 - Performance Comparison

| | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>4. Continuous Improvement:</p> <ul style="list-style-type: none">• Strategies• Tools and Techniques• Adaptation to Market Changes |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Textbooks:

1. "Revenue Management for the Hospitality Industry" by David K. Hayes and Alisha Miller
2. "Hotel Revenue Management: Principles and Practices" by Dev K. Dutta
3. "Hospitality Revenue Management: Principles and Practices" by Agnes L. DeFranco and Raymond S. Schmidgall
4. "Principles of Revenue Management: A Definitive Introduction" by Dushyant Goswamy and Sunil Kumar Gupta
5. Cornell School of Hotel Administration on Hospitality: CuttingEdge Thinking and Practice" edited by Michael C. Sturman, Jack B. Corgel, and Rohit Verma
6. "Revenue Management: Maximizing Revenue in Hospitality Operations" by Robert Cross
7. "Handbook of Pricing and Revenue Management" edited by Rafiqul Islam and David Walters

| RETAIL MANAGEMENT | |
|------------------------------|-------------------------------------------------|
| Course Code:24SBHM455 | Continuous Evaluation : |
| Credits:3 | End Semester Examination: |
| LTP:3 0 0 | Course Type:Discipline Specific Elective |
| Prerequisite: NIL | |

COURSE OBJETIVES (COs)

CO 1: To introduce the fundamental concepts and principles of retail management within the context of the hospitality industry.

CO 2: To develop skills in formulating effective retail strategies specifically tailored to the unique needs and challenges of hotel retail outlets.

CO 3: To provide knowledge and techniques for efficiently managing retail operations in hotels, including store layout design, inventory management, and supply chain optimization.

CO 4: To enhance understanding of customer experience management in hotel retail environments, including analysing guest behaviour and implementing strategies to enhance guest satisfaction.

CO 5: To explore the role of technology and innovation in optimizing hotel retail operations, including the use of retail management software, data analytics, and Omni channel strategies.

COURSE LEARNING OUTCOMES (CLOs):

After completion of course, students will be able to

CLO 1: understand the fundamental principles and concepts of retail management and apply them within the hospitality industry.

CLO 2: develop effective retail strategies specifically tailored to the unique needs and objectives of hotel retail outlets.

CLO 3: inventory, optimize supply chains, and ensure seamless operations in hotel retail settings.

CLO 4: analyse guest behaviour and implement customer relationship management strategies to enhance guest satisfaction and loyalty in hotel retail environments.

CLO 5: evaluate the role of technology and innovation in enhancing hotel retail operations and apply relevant tools and techniques to improve efficiency and guest experiences.

MAPPING MATRIX OF COURSE OBJECTIVE (COs) AND COURSE LEARNING OUTCOME (CLOs)

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

| | |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Unit -1</p> | <p>Introduction to Retail Management</p> <ol style="list-style-type: none"> 1. Understanding Retail Management: <ul style="list-style-type: none"> • Definition and Significance • Evolution of Retail and Its Importance in Hospitality • Objectives and Scope of Retail Management 2. Retail Formats and Trends: <ul style="list-style-type: none"> • Classification of Retail Formats (e.g., Department Stores, Specialty Stores) • Emerging Trends in Retail (e.g., E-commerce, Omni channel Retailing) • Comparative Analysis of Retail Formats in Hospitality |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | Settings |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unit 2 | <p>Retail Strategy Development</p> <ol style="list-style-type: none"> 1. Formulating Retail Strategies for Hotels: <ul style="list-style-type: none"> • Identifying Target Markets and Segmentation Strategies • Developing Unique Value Propositions for Hotel Retail Outlets • Crafting Competitive Strategies for Hotel Retail Businesses 2. Retail Mix and SWOT Analysis: <ul style="list-style-type: none"> • Product Strategies: Assortment Planning, Brand Selection • Pricing Strategies: Pricing Methods, Discounting Policies • Place Strategies: Location Selection, Store Layout Design • Promotion Strategies: Advertising, Sales Promotion, Public Relations <p>People and Physical Evidence: Staffing, Training, Store Atmosphere</p> |
| Unit 3 | <p>Retail Operations Management in Hospitality</p> <ol style="list-style-type: none"> 1. Store Location and Layout Design: <ul style="list-style-type: none"> • Factors Influencing Store Location Decisions in Hotels • Principles of Store Layout Design for Hotel Retail Spaces • Implementing Visual Merchandising Techniques for Hotel Retail Outlets 2. Inventory Management and Supply Chain: <ul style="list-style-type: none"> • Inventory Control Techniques and Systems for Hotel Retail • Managing Vendor Relationships and Supplier Selection • Optimizing Inventory Levels and Replenishment Processes In Hotel Retail Operations |
| Unit 4 | <p>Customer Experience Management in Hotel Retail</p> <ol style="list-style-type: none"> 1. Guest Behavior Analysis: <ul style="list-style-type: none"> • Understanding Guest Shopping Behavior in Hospitality Settings • Influences of the Hospitality Environment on Guest Buying Decisions • Implementing Customer Relationship Management (CRM) in Hotel Retail 2. Customer Service Excellence: <ul style="list-style-type: none"> • Developing Service Standards and Training Programs for Hotel Retail Personnel • Implementing Service Recovery Strategies in Hotel Retail Outlets • Measuring and Improving Customer |

| | |
|--|----------------------------------------------------|
| | <h2>Satisfaction in Hotel Retail Environments</h2> |
|--|----------------------------------------------------|

Unit5

Technology and Innovation in Hotel Retail

1. Role of Technology in Hotel Retail Operations:

- Utilizing Point of Sale (POS) Systems and Retail Management Software
- Leveraging Data Analytics for Demand Forecasting and Inventory Optimization
- Integrating Mobile Commerce and Digital Payment Solutions in Hotel Retail

2. E-commerce and Omni channel Strategies:

- Developing and Managing E-commerce Platforms for Hotel Retail
- Implementing Omni channel Retailing Strategies to Enhance Guest Experience
- Leveraging Technology to Enhance Personalization and Customization in Hotel Retail

Textbooks:

1. "Retail Management: A Strategic Approach" by Barry Berman and Joel R. Evans
2. "Hospitality Retail Management" by Conrad Lashley and Alison Morrison
3. "Retail Management: A Strategic Approach" by R. Barry Berman and Joel R. Evans
4. "Strategic Retail Management: Text and International Cases" by Joachim Zentes, Dirk Morschett, and Hanna Schramm-Klein
5. "Retailing Management" by Michael Levy and Barton Weitz

Reference Books:

1. "The Routledge Companion to Retail Management" edited by John Fernie and Leigh Sparks
2. "Retail Marketing and Branding: A Definitive Guide to Maximizing ROI" by Jesko Perrey and Dennis Spillecke
3. "Retailing: Integrated Retail Management" by James R. Ogden, Mark H. Vitner, and Marc Mancini
4. "The Retailing Management" by Swapna Pradhan
5. "Retail Management: A Strategic Approach" by Sadhana Dash



SRM
UNIVERSITY
DELHI-NCR, SONEPAT

LIVE PROJECT & RESEARCH PROJECT GUIDELINE

| LIVE PROJECTS/Vocational Course/SIP | |
|---------------------------------------------------------------------------|-------------------------------------------|
| Course Code: SBHM/LP-254-Semester-II SBHM/LP-354-Semester-VI | Continuous Evaluation: 60 Marks |
| Credits: 2 Credit for each semester | End Semester Examination: 40 Marks |
| Duration : 15 days | Course Type: Live Project |
| Prerequisite: Industrial Visit | |

LIVE PROJECT COURSE OBJECTIVES

CO 1: To enhance the ability in the students to observe the things minutely at the working place and to develop eye detailing ability.

CO 2: To make students self-capable to get more information/in-depth knowledge about some hospitality related issue, problem, observation, suggestions, etc.

CO 3: To develop ability to do brainstorming on given topic of the project.

CO 4: To enhance the employment ability of the students and to provide industrial experience and insight.

CO 5: To incorporate qualitative improvement in the students.

LIVE PROJECT OUTCOMES

On completion of the live project(s), students would be:

CLO 1: Competent to exhibit strong foundation knowledge of domain area.

CLO 2: Proficient to take a challenge and place better career development scenario in their professional life.

CLO 3: Skilled enough to learn the way to do thorough study on any particular topic. It will enhance the self-ability of the students.

CLO 4: Able to demonstrate a better stand and technical expertise in domain area.

CLO 5: Able to develop hi-level thinking, and it will make them self capable to accomplish the given task of their own.

Mapping matrix of Live Project Course Objective (COs) and Live Project Course Outcomes (CLOs): -

| CO \ CLO | CLO 1 | CLO 2 | CLO 3 | CLO 4 | CLO 5 |
|----------|-------|-------|-------|-------|-------|
| CO 1 | | | | | |
| CO 2 | | | | | |
| CO 3 | | | | | |
| CO 4 | | | | | |
| CO 5 | | | | | |

Number of Live Projects: -

| S. No. | Semester | Mode | Project | Duration | Remarks |
|--------|-------------|------------------|----------------|----------|-------------|
| 1 | Semester-II | Industrial Visit | Hotel/Resort | 15 Days | 25-30 Pages |
| 2 | Semester-VI | Industrial Visit | Restaurant/Bar | 15 Days | 25-30 Pages |

Incharge/Coordinator

1. Principal (Overall Incharge)
2. Training and Placement Coordinator (Coordinator)
3. Senior Faculty of the Department (Coordinator)

INTERNAL ASSESSMENT & EVALUATION

- Formative – Summative assessment & evaluation weight-age to be **60-40**.
- Total **TWO** numbers of Internal Continuous Assessments will be conducted.

| Internal Continuous Assessment | | | | | |
|--------------------------------------------------------------------------------------------------------------|----------------------------------|------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------|------------------|
| Internal Assessment-I (To check the progress report after 5 days of commencement of project work) | | | Internal Assessment-II (To check the progress report after 10 days of commencement of project work) | | |
| Data Collection Status (Content for the project) | Photographs / Charts etc. | Viva-Voce | Data Collection Status (Content for the project) | Photographs/ Charts/previous records, etc. | Viva-Voce |
| 10 Marks | 10 Marks | 10 Marks | 10 Marks | 10 Marks | 10 Marks |

| | | | |
|--------------|-----------------|--------------|-----------------|
| Total | 30 Marks | Total | 30 Marks |
|--------------|-----------------|--------------|-----------------|

- Student will be assessed and evaluated on the basis of the following criteria.
 - **Data Collection Status**-Students will have to show the content that they have written/collected for the project so far.
 - **Photographs/Charts, etc:** Students will have to show the additional data (Photographs/ Chart, etc) that they will use them to make their project more presentable.
 - **VIVA-VOCE**-It will be done to check the knowledge of the students based on the data collected so far by them on the given topic.

End-Term Assessment & Evaluation

- During the final assessment students have to submit a hard copy of the project in writing only no typed matter would be acceptable.
- The power point presentation has to be given by the students after submission of their project.
- Final presentation and Viva-Voce of the students will be done in front of evaluation team (Two Internal Examiner and one from the same Hotel/Resort/Distillery.
- Students will be evaluated on the basis of the following components.

| LIVE PROJECT PRESENTATION | | | |
|----------------------------------|---------------------|-----------------------------|--------------|
| Evaluation Process | | | |
| Project | Presentation | Knowledge of Project | Total |
| (15 Marks) | (10 Marks) | (15 Marks) | (40 Marks) |

SIGNIFICANCE OF LIVE PROJECTS

Live project plays a significant role in providing real-time education to the students. During live projects, students are encouraged to identify the topic of their own interest and enable them to explore the topic more deeply. They also get opportunity to meet working professionals of the organizations and discuss with them about the project. Overall it helps student to learn about the industry before their actual career starts.

USP

1. It would involve a student towards the research kind of activities and would make them competent enough to trace out the existing problems and Trends of their domain which can inspire them eventually to do a research on any topic in the future.

- At the time of evaluation faculty would also be find new innovation and creativity to introduce and implement in the curriculum so that new students can get that opportunity in the beginning only and we can develop strong curriculum as per industry demand.
- Good projects will be submitted to the visited Hotel/Resort/Restaurant/Bar also, So that they honor to the student which will be a motivation to other students and Hotel/Resort/restaurant/Bar will keep that project for their future reference.

| RESEARCH PROJECTS | |
|----------------------------------------------------------------|-------------------------------------------|
| Course Code: 24SBHM408-Sem-VII 24SBHM458-SEM-VIII | Continuous Evaluation: 70 Marks |
| Credits: 6 +6=12 | End Semester Examination: 30 Marks |
| | Course Type: Research Project |
| | |

LAB OBJECTIVES:

- LO 1:** Understand some basic concept of Research and its methodologies.
- LO 2:** Identify appropriate research topics.
- LO 3:** Detailed study of a particular problem using scientific methods.
- LO 4:** Linking research objectives to research methods
- LO 5:** To help them to prepare a research proposal.

LAB LEARNING OUTCOMES

After completion of the course student would be:

- LLO 1:** Able to carry out a substantial research-based project
- LLO 2:** Capable to identify the research problem, objectives and achieve the research objectives.
- LLO 3:** Competent to collect data from reliable sources.
- LLO 4:** Able to analyze data and synthesize research findings.
- LLO 5:** Competent to write a research report.

LAB LEARNING OUTCOME (LLO)- LAB OBJECTIVE (LO) MAPPING

| LO \ LLO | LLO 1 | LLO 2 | LLO 3 | LLO 4 | LLO 5 |
|----------|-------|-------|-------|-------|-------|
| LO 1 | | | | | |
| LO 2 | | | | | |
| LO 3 | | | | | |
| LO 4 | | | | | |
| LO 5 | | | | | |

COURSE CONTENTS

Keeping in view the diverse nature of tourism; hospitality industry; its long- term implications on the economy, society, culture; environment, it is mandatory to do some project work so as to sharpen the research skills, develop a practical

understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a research project on a topic of their choice approved from Faculty from Institute/Head of Department (F.O/ F&B; Bs/ F.P/ A.O) Computer Typed {Times New Roman} compiled; Hard bound copy (Two print Copies) and One soft copy .

The Project should include: -

- The First page should include Name of The Institute / University; Project undertaken, Roll Number& Name
 - Certificate by Candidate of genuine work.
 - Acknowledgement.
 - Certificate of approval.
 - Introduction to the topic.
 - Problem Definition
- Need of study
 - Problem Definition
 - Research objective
 - List of Information
 - Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection
 - Sampling Design
 - Analysis, Findings; Interpretation.
 - Suggestions & Recommendations.
 - Conclusion or Silent Findings
 - Limitation
 - Bibliography

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to hotels or is associated with tourism. A lot of thinking; creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing

& managerial skills. Sample themes

of Research are: -

Accommodation

Management-

- "Technology in Hotel Accommodation Services: - A case study of Hotel- ABC." Various topics can be selected

suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain

- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Vive-voce examination will be jointly conducted by one internal and one external examiner.

Once you have finalised the first draft or synopsis in consultation with your supervisor during, plan to writing the final research paper during SEM-VII & SEM-VIII. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research projects is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.

MARKING PARAMETER FOR EVALUATION

RESEARCH PROJECTS

1. Introduction of the topic chosen giving basic theoretical inputs reference to any previous study conducted.
2. Research Methodology and Design:
Objectives, Hypothesis, place where study was conducted
Methods of data collected:
 - (a) Questionnaire
 - (b) Interview
 - (c) Case Study
3. Actual data collation
4. Data analysis
5. Conclusions with recommendations
6. VIVA

Formatting Specifications

- I. The page for project should be A4 size paper.
- II. Font Type – Times New Roman.
 - a. **Font size For the Main heading: 16 (Bold Font, Capitalize Each Word)**
 - b. **For the Sub heading: 14 (Bold Italics Font(Capitalize Each Word)**
 - c. **For the text of project: 12 (Unbolded, non-italics)**
- III. Line spacing should be 1.5
- IV. Maintain Single inch Margin on all four sides of A4 size paper.
- V. Each page should have a Page number.
- VI. All tables, charts, graphs, big equations should be numbered properly
- VII. Below each table the source of data must be mentioned
- VIII. Content on each page should be justified and left aligned
- IX. Report should be hard bound with black color, with Front Page Title as per the format.
- X. The front title page should be on the cover page.
- XI. The student should ensure that there are no grammatical and spelling errors in the report.
- XII. Follow American Psychological Association (APA) Guidelines for preparation

of manuscript references. The format of the same is as under.

INTERNAL ASSESSMENT & EVALUATION

- Formative – Summative assessment & evaluation weight-age to be **70-30**.
- Total **TWO** numbers of Internal Continuous Assessments will be conducted.

| Continuous Assessment | | | |
|--------------------------------------------|-------------------------------------------------------------------|----------------------------------------------|--------------------------------------|
| Total -70 Marks | | | |
| First Assessment (After 8 weeks) | | Second Assessment (After 13 Weeks) | |
| Research methodology & Design | Data Collection Status (As per Content for the project) | Data analysis | Conclusion and Recommendation |
| 20 Marks | 20 Marks | 20 Marks | 10 Marks |

- Student will be assessed and evaluated on the basis of the following criteria.
 - **Research methodology: Objectives, Hypothesis, place where study was conducted**
 - **Data Collection Status**-Students will have to show the content that they have written/collected for the project so far.
 - **Data analysis**
 - **VIVA-VOCE**-It will be done to check the knowledge of the students based on the data collected so far by them on the given topic.

End-Term Assessment & Evaluation

- During the final assessment students have to submit a hard copy of the project in writing only no typed matter would be acceptable.

| RESEARCH PROJECT PRESENTATION | | | |
|--------------------------------------|---------------------|------------------|-------------------|
| Evaluation Process | | | |
| Report | Presentation | VIVA | Total |
| (15 Marks) | (10 Marks) | (5 Marks) | (30 Marks) |

- The power point presentation has to be given by the students after submission of their project.
- Final presentation and Viva-Voce of the students will be done in front of evaluation team (Two Internal Examiner and one External)
- Students will be evaluated on the basis of the following components.

USP

1. A Research Proposal is a written document that convinces others that you have a worthwhile research project, and that you have the competence and the work plan to complete it. It answers the questions: what you plan to accomplish, why you want to do it and how you are going to do it.

2. It would involve a student towards the research kind of activities and would make them competent enough to trace out the existing problems and Trends of their domain which can inspire them eventually to do a research on any topic in the future.

**Indicative Formats to be used
(For Front Title page)**

Live/Research Project
A study on ... (Title)

Prepared by

Student Name:.....

Enrolment Number:.....

Programme:.....

Under the guidance of

(Name of the Faculty Guide)

Academic Year:.....



Submitted to

Department of Hotel Management

SRM IHM, Sonapat, Haryana

Student's Declaration

I, (Student Name), a student of the Faculty of Hotel Management at SRM University, Delhi-NCR, Sonapat, Haryana, currently enrolled in [semester], solemnly declare that the live project titled "[Project Title]" is the culmination of my/our own efforts. I/we acknowledge that any indebtedness to other publications or references, if utilized, has been duly recognized and credited.

I/we affirm that any instance of copying or reproducing content from another report or published material, presenting it as our original work, is strictly prohibited. I/we comprehend that such actions are subject to severe consequences as determined by the University's policies. These consequences may include a failing grade in the examination, a requirement for repeating the study and re-submitting the report, or any other punitive measures deemed appropriate by the University.

This declaration is made in accordance with the standards and ethics upheld by the B.Sc Hotel Management & Catering Technology programme..

(Signature)

Name of Student:

Enrollment Number: