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COURSE BOOK

School of Hospitality and Tourism -2020

Volume-I



**Curriculum and syllabus for School of
Hospitality and Tourism**

CONTENTS

1. B.Sc. Hotel Management	2
2. Bachelor of Hotel Management	78



Program: B.Sc Hotel Management

Scheme: 2020-2021

Vision

To be known globally for responsive education, creativity and innovation in Hospitality.

Mission

M1 : Create a strong foundation on fundamentals of global hospitality practices.

M2: Establish state of the art facilities and collaborations for excellence in hospitality profession.

M3: Develop well-rounded and thoughtful graduates prepared to excel in changing and globalized world.

Program Educational Objectives

PEO1: Undertake global assignments and demonstrate skills and abilities in hospitality services.

PEO2: Engage in professional and entrepreneurial activities at leadership roles in hospitality industry.

PEO3: Be involved in adopting emerging technologies for creativity and innovation to provide solutions in the field of hospitality and allied services.

Program Specific Objectives

PSO1: Able to interpret global trends in hospitality industry and improve the service quality through effective use of ICT.

PSO2: Effectively collaborate with hospitality service providers and profess customer centric attitude in diverse service situations of industry.

Program Outcomes

To apply the knowledge of hospitality fundamentals and departmental specialization for the solution of complex service problems.

PO2: To identify, formulate and analyze service problems to provide hospitality products and services.

PO3: To design service components and processes that meets the specified needs of Guests.

PO4: To create and apply appropriate resources and modern tools for hospitality services.

PO5: To apply reasoning to assess societal, cultural issues and professional responsibilities.

PO6: To commit to professional ethics and responsibilities of the hospitality trade practices.

PO7: To assess the environmental impact of hospitality practices for sustainable development.

PO8: To function effectively as an individual, and as a member of diverse teams and in multidisciplinary settings.

PO9: To communicate effectively on service activities with the community and society at large.

PO10: To recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

Semester I									
Sl. No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1001	Foundation Course in Food Production I	3	0	0	3	30	20	50
2	BSCH1002	Foundation Course in F&B Service	3	0	0	3	30	20	50
3	BSCH1003	Foundation Course in Front Office I	3	0	0	3	30	20	50
4	BSCH1004	Foundation Course in Housekeeping Operation I	3	0	0	3	30	20	50
5	BSCH1006	Foundation course in Food Production Lab I	0	0	4	2	50	-	50
6	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50	-	50
7	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50	-	50
8	BSCH1009	Foundation course in Housekeeping operation	0	0	4	2	50	-	50
9		Professional Communication 1	1	0	4	3	50	-	50
10		Liberal & Creative Arts	0	0	1	0.5	50	-	50
11	BCSE8011	Introduction to computer Application Lab	0	0	2	1	50	-	50
		Total				24.5			
Semester II									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1013	Foundation course in Food Production-II	2	1	0	3	30	20	50
2	BSCH1014	Foundation course in F & B Service – II	2	1	0	3	30	20	50
3	BSCH-1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH-1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	BSCH-1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50	-	50
6	BSCH-1019	Foundation course in F & B Service – II (Lab)	0	0	2	1	50	-	50
7	BSCH-1020	Foundation course in Front Office – II (Lab)	0	0	2	1	50	-	50
8		Professional Communication -II	1	0	4	3	50	-	50
9	ENVS1003	Certificate Course in environmental Sustainability	1	0	0	0.5	50	-	50
		Total				19.5			
Semester III									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH2001	Food Production Training Report	0	0	10	5			100
2	BSCH2002	F&B Service Training Report	0	0	10	5			100
3	BSCH2003	Front Office Management Training Report	0	0	10	5			100
4	BSCH2004	Housekeeping Management Training Report	0	0	10	5			100

		Waste Management	0	0	1	0.5			
		Total							
Semester IV									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH-2005	Food Production Operations	2	1	0	3	30	20	50
2	BSCH-2006	F & B Service Operations	2	1	0	3	30	20	50
3	BSCH-2007	Front Office Operations	2	1	0	3	30	20	50
4	BSCH-2008	Housekeeping Operations	2	1	0	3	30	20	50
5	BSCH-2010	Food Production Operations lab	0	0	4	2	50	-	50
6	BSCH-2011	Food & Beverage Service (Wine & Liquors) lab	0	0	2	1	50	-	50
7	BSCH-2012	Front Office Operations lab	0	0	2	1	50	-	50
8	BSCH-2013	Housekeeping Operation lab	0	0	2	1	50	-	50
9		IPR (Intellectual Property Rights)	0	0	2	1	50	-	50
10		Entrepreneurship in Hospitality	2	0	0	2	30	20	50
		Total				20			
Semester V									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH3001	Food Production Management	3	0	0	3	30	20	50
2	BSCH3002	Food & Beverage Management	3	0	0	3	30	20	50
3	BSCH3003	Front Office Management	3	0	0	3	30	20	50
4	BSCH3004	Housekeeping Management	3	0	0	3	30	20	50
5	BSCH3005	Food Production Management Lab	0	0	4	2	50	-	50
6	BSCH3006	Food & Beverage Management Lab	0	0	4	2	50	-	50
7	BOSCH3007	Front Office Management Lab	0	0	4	2	50	-	50
8	BSCH3008	Housekeeping Management Lab	0	0	4	2	50	-	50
9	SLSH3001	Campus to corporate Lab	0	0	2	1	50	-	50
10	SOBO1001	Hospitality Service sales & Marketing	2	0	0	2	-	-	100
		Total				23			
Semester VI									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	Review w1	Review 2	Review 3
1	BSCH3012	Research Project-Dissertation (PBL)	0	0	34	17	30	30	40
		Total				17			

School of Hospitality
List of Electives

Elective-1

SI No	Course Code	Name of the Electives					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCN1009	First Aid in Handling Medical Emergencies in Kitchen Lab	0	0	2	1	50	-	50
2	BSCH1011	French I	0	0	2	1	50	-	50
3	BCSE8011	Introduction to Computer Application Lab	0	0	2	1	50	-	50
4	BSCH1025	Hotel Engineering	2	0	0	2	30	20	50
5	BSCH2022	Academic and Research report	1.5	0	0	1.5	30	20	50
6	SOBO1001	Hospitality service sales and Marketing	2	0	0	2	30	20	50
7	BSCH3013	Facility Planning & Management	2	0	0	2	30	20	50
8	BHHR3001	Human Resource Management	2	0	0	2	30	20	50
9	BSCH3022	Food Styling	0	0	2	1	50	-	50
10	BSCH3023	Bartending	0	0	2	1	50	-	50

Name of the Course	Foundation course in food production-I			
Course Code	BSCH1001			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.To sharpen the culinary skills in the field of food production.**
- 2.To impart knowledge of the history of culinary art and changes along with the times.**
- 3.To give the basic idea about the physical and chemical composition of different food products.**

Course Outcomes

CO1	Understand basic concepts Food Production
CO2	Understand the hierarchy of the kitchen with duties & responsibilities of staff members, kitchen organization & layout.
CO3	Develop the basics of menu planning, usage of different fuels & equipment's in kitchen
CO4	Understand the aims & objectives of cooking food & various Methods of Cooking
CO5	Learn the basic principles of food production
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: <u>Introduction to Cookery and Origin of Modern Cookery</u>
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Attitudes & Behavior in the Kitchen, Levels of Skills & Experience, Personal hygiene, Equipment and area hygiene, Clean uniform and need for it, Safety procedures in handling. French Cookery, History of cooking, Escoffier and other Famous Chefs of the world

Unit II: Hierarchy in Kitchen of various Hotels 8 Hours

Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.

Duties & responsibilities : Duties & responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.

Kitchen Organization and Layout: General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas. layout of service and wash up area.

Unit III: Fuels & basic menu planning

Various fuels used –Gas, electricity, wood, oil, coal, Advantages and disadvantages of each, Different equipment-small & large, Different tools.

Types of Menu-A la Carte, Table d'hote, Buffet, Banquet, Menu planning principles

Unit IV: Aims & objectives of cooking food, Methods of Cooking

Aims of cooking food, Objectives of cooking food. Chemical changes that take place . Various textures, various consistencies, techniques used in preparation.

<p>Various methods of cooking: Dry method & wet method</p> <ul style="list-style-type: none"> Roasting, grilling, frying (deep, shallow, saute), baking, broiling, poaching, boiling, pot roasting, poaching, steaming, stewing
<p>Unit V: <u>Basic principles of food Production</u></p> <p>Vegetables : classification, cookery-effect of heat acid, alkali on textures, colour & nutrition. Cuts of vegetables-Julienne, brunoise, macedoine, dice, paysanne, barrels, olivette, turned, batons, jardiniere. Fruits - classification, cooking of fruits.</p> <p>Stocks : Definition of stock, types of stock, preparation of stock- Recipe White stock/chicken stock, brown stock, vegetable stock, fish stock-fumet, uses of stock, care and precaution.</p> <p>Soups: classification of soups : Veloute, clear, passed ,puree, bisque & chowder</p> <p>Sauces: classification of sauces : Mother sauces & other recipes of Bechamel, Espagnole, Veloute, Mayonnaise, Tomato, Hollandaise. Derivatives of mother sauces, other hot & cold sauces.</p> <p>Egg Cookery : Structure of an egg, selection of an egg, uses of egg in cookery, methods of egg cookery</p> <p>Cereals : Wheat types, cooking & uses, Rice (types, cooking & uses), pulses (types, cooking & uses) French culinary terms</p>
<p>Unit VI: Industry update for technology and trends</p>

School of Hospitality

Suggested Reading

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Theory of Catering (Kinton & Cesarni)
4. Practical Cooking –Thangam & Phillip

5. Basic Training Kitchen – Chef Vikas

6. Food & Beverage Management By John Cousines

7. Theory of Cookery by K. Arora

8. Food & Beverage Journal-Hammer Publication

<p>Unit I: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY 8 Hours</p>
<p>A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office</p>
<p>Unit II: FRONT OFFICE ORGANIZATION 8 Hours</p>
<p>A. Function areas – Sub departments B. Front office hierarchy C. Duties and responsibilities Personality traits</p>
<p>Unit III: CLASSIFICATION OF HOTELS:</p>
<p>A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium</p>
<p>Unit IV: Functions TYPES OF ROOMS – Size and Variety</p>
<p>A. Single, B. Double, C. Twin TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size</p>
<p>Unit V: HOTEL ENTRANCE, LOBBY AND FRONT OFFICE 8 Hours</p>
<p>A. Layout B. Front office equipment (non automated, semi automated and automated) BELL DESK</p>

A. Functions B. Procedures and records
Unit VI Industry update for technology and trends

School of Hospitality

Suggested Reading

- 1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- 2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Foundation course in housekeeping operations-I			
Course Code	BSCH1004			
Prerequisite	Basic knowledge of English to understand the technical terms .			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1. Organization of housekeeping department and its basic function**
- 2.All agents and equipment used for cleaning of all possible3.**
- 3. Layout of housekeeping department.**

Course Outcomes

CO1	Interpret and understand the role and function of Housekeeping department
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CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department
CO3	Interpret and will be able to understand various Cleaning Organization of housekeeping department
CO4	Interpret and understand uses of different types of Cleaning agents.
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.
CO6	Industry updates for Trends and technology.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

<p>Unit I: the role of H.K. in Hospitality Operations 8 hours</p> <ul style="list-style-type: none"> • Role of H.K • Role of H.K in guest satisfaction and repeat business
<p>Unit II:Organizational Chart of Housekeeping Department 8 hours</p> <ul style="list-style-type: none"> • Hierarchy in small, medium, large and chain hotels. • Personality Traits of housekeeping • Management Personnel • Duties and responsibilities of housekeeping staff <p>Layout of the H.K. Department</p>
<p>Unit III: Cleaning Organization 8 hours</p> <ul style="list-style-type: none"> • Principles of cleaning • Hygiene and safety factors in cleaning • Methods of organizing cleaning • Frequency of cleaning daily, periodic and special Designs and factors that

simplify
Unit IV: Cleaning Agents 8 hours
<ul style="list-style-type: none"> cleaning Use and care of equipment General criteria for selection Classification of cleaning agents Polishes, use, care and storage Floor seals, use, care and storage
Distribution and control of cleaning agents, Use and eco friendly products in H.K
Unit V: Composition, are and cleaning of different surface
<ul style="list-style-type: none"> metal and glass, Leather, Rexines, Plastic, ceramics and wood, Wall finishes Floor finishes
Unit VI Industry Updates for Trends & Technology

School of Hospitality

Suggested Reading

- Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book**
- Hotel, Hostel & Hospitality by John C Bramon and Margret.**
- Accommodation Operations Management by SK Kaushal and SN Gautam**

Name of the Course	Foundation Course in Food Production-I (Lab)			
Course Code	BSCH1006			
Prerequisite	Basic understanding of the English language & also dedication and hard work.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

- To learn about the basics of food production in continental and Indian cuisine.**
- To make a menu and would be able to explain the meaning of the dishes.**
- To prepare the basic stock, sauce and soup.**
- To use the knife and other equipment confidently.**

Course Outcomes

CO1	Understand basic concepts of Food Production.
CO2	Learn the basics of preparation of French Cuisine
CO3	Understand basic concepts of menu planning for various categories.
CO4	Learn the basics of Food Production
CO5	Learn the basics bread making and desserts

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: <u>Introduction to Cookery</u> Hours
<ol style="list-style-type: none"> Basic knowledge of kitchen ingredients. Need of chef uniform, personal hygiene. Knowledge of various kitchen equipment. Different vegetable cuts. Method of cooking (Boiling, frying, steaming, braising & baking)
Unit II: Preparation of basic stocks, sauces & soups 8
Hours
Stocks : Demonstration and preparation of <ul style="list-style-type: none"> White stock/Chicken stock Brown stock Fish stock
Sauces : Demonstration & preparation of basic mother sauces * 2-3 derivatives of each <ul style="list-style-type: none"> Bechamel (Cheese sauce, mornay sauce, parsley sauce) Espagnole sauce (lyonnaise, Maderiq, charcutiere) Tomato sauce (Creole, Italenne, piquant) Veloute (Supreme, allemande, normande)

<ul style="list-style-type: none"> ● Hollandaise (maltaise, bearnaise, choron) ● Mayonnaise(tartar, cocktail, chantily) <p>Soups :classification of soups</p> <ul style="list-style-type: none"> ● Consomme: Royal, julienne ● Cream: Tomato, Spinach, vegetable ● Puree: Lentil, Peas, Carrot ● Unpassed : Scotch broth, minestrone ● National soup (Mulligatawny , French onion) ● Bisque: Chowder, prawn, shrimp
<p>Unit III: Preparation of Egg Cookery</p> <p>Hours</p> <ul style="list-style-type: none"> ● Boiled (Soft and Hard) ● Fried (sunny side up, double fried) ● poached egg ● Srambelled ● Omelette (Plain & stuffed) ● Egg benedict
<p>Unit IV: Preparation of Meat cookery(Fish/Poultry/Meat)</p> <p>Hours</p> <ul style="list-style-type: none"> ● Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole) ● Round fish (surmai, rohu, mackerel) ● Shellfish ((clams, mussels, shrimps, crabs,lobsters) ● Cephalopods (squid, cuttle, fish) ● Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons <p>Preparation of simple dishes as</p> <ul style="list-style-type: none"> ● Fish orly ● Fish al'anglaise <p>Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as :</p> <ul style="list-style-type: none"> ● Poulet rôti a l'anglaise ● Poulet ala king ● Poulet sauté Maryland
<p>Unit V: Preparation of (Continental) Hot & cold dessert</p> <p>Hours</p> <p>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</p>
<p>Unit VI: Industry update for technology and trends</p>

School of Hospitality

Suggested Reading

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Practical Cooking –Thangam & Phillip
4. Basic Training Kitchen – Chef Vikas
5. Food & Beverage Management By John Cousines

Name of the Course	Foundation course in F & B Service Lab 1			
Course Code	BSCH1007			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

The objective of the courses is to make the student understand about various service equipment used in F&B Service, its usage and proper maintenance.

Course Outcomes

CO1	Interpret and familiarize the basic F&B Service equipments generally used in Hotels and restaurants.
CO2	Identify basic service skills of handling cutlery and holding salver.
CO3	Identify Basic service skills of stacking sideboard, crumbing and clearance of plates.
CO4	Identify Basic service skills of changing dirty ashtray and maintaining glassware.
CO5	Generalized Proper storage and cleaning of cutlery.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: F&B Service Equipment
Familiarization of • Cutlery • Crockery • Glassware • Flatware • Hollowware • All other equipment used in F&B service • French terms related to all above
Unit II: Basic Technical Skills (Part-1)
• Holding Service Spoon & Fork • Carrying a Tray / Salver • Laying a Table Cloth • Changing a Table Cloth during service
Unit III: Basic Technical Skills (Part-2)
• Placing meal plates & Clearing soiled plates • Stocking Sideboard • Service of Water • Using Service Plate & Crumbing Down
Unit IV: Basic Technical Skills (Part-3)
• Napkin Folds • Changing dirty ashtray • Cleaning & polishing glassware
Unit V: Care and maintenance
Care & Maintenance of equipment including cleaning / polishing of EPNS items by – • Plate Powder method • Polivit method • Silver dip method • Burning machine
Unit VI: Industry update for technology and trends

School of Hospitality

Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi & Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India

Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
3. To enhance the ability of the students in understanding the guest's needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
5. To understand the function of bell desk

Course Outcomes

CO 1	Understand the growth, role of tourism in hospitality and hotel industry
CO 2	Understand and be able to explain the classification and main features of hotels
CO 3	Be able to describe Front Office staff and organization structure, duties/responsibilities of each personnel
CO 4	Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling
CO 5	Understand the function of bell desk

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE – I (LAB)	Course Content:
Course Code	BSCH1008	Unit I:

Identification of front office equipment and furniture
Unit II:
Analyse Rack, Front desk counter & bell desk,
Unit III:
Welcoming of guest, Filling up of various Performa
Unit IV:
Telephone handling
Unit V:
Role play: <ul style="list-style-type: none"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging
Unit VI
Industry update for technology and trends

equipments and methods being used on different types of surfaces.

Course Outcomes

CO 1	Understand knowledge of different room layout & standard supplies
CO 2	Demonstrate various cleaning equipments (manual as well as mechanical).
CO 3	Develop cleaning activity on all kinds of surfaces in a hotel..
CO 4	Demonstrate and practice of dusting of various areas in hotel.
CO 5	.Demonstrate floor scrubbing by scrubbing machine .

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
5. **Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Course Content:

Unit I: Room layout and standard supplies 6hours
<ol style="list-style-type: none"> 1. Preparation of different types of room layout 2. Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies 3. Evening Bed making procedure with placement of supplies.
Unit II: Cleaning and demonstration of equipments 4hours
<ol style="list-style-type: none"> 4. Demonstration of manual cleaning equipments 5. Demonstration of mechanical cleaning equipments
Unit III: : Cleaning of different surfaces 8 hours
<ol style="list-style-type: none"> 6. Cleaning of wood surface 7. Cleaning of Metal surface 8. Cleaning of Leather surface 9. Cleaning of Glass surface
Unit IV: Dusting of various areas 2 hours
Dusting of various area
Unit V: Floor cleaning 4hours
<ol style="list-style-type: none"> 6. Floor cleaning by vacuum cleaner 7. Floor cleaning by Scrubbing machine

Name of the Course	Foundation course in housekeeping operation I Lab			
Course Code	BSCH1009			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. **The objective of the courses is to make the student understand about various agents,**

Unit VI Update for Hospitality Trends and Technology

School of Hospitality

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book
2. Hotel, Hostel & Hospitality by John C Bramon and Margret
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Introduction to computer Application Lab				
Course Code	BCSE8011				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	1

Course Objectives

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets
- Maintaining multiple worksheets.
- Creating graphic / chart

Course Outcomes

CO 1	Understand work on excel
CO 2	Understand power point presentation
CO 3	Creating slides, rearranging, modifying
CO 4	Inserting Pictures, Objects
CO 5	Setting up a slide show.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

<p>Unit I:MS Office 07 MS- Excel – Practical</p> <p>How to use Excel Starting Excel Parts of Excel Screen Parts of the Worksheet Navigating in a Worksheet Getting to know Mouse Pointer Shapes</p> <p>Unit II:Creating a Separate Shee</p> <p>Starting a new worksheet Entering the three different types of data in a worksheet Creating simple formula Formatting data for decimal points Editing data in a worksheet Using Auto Fill Blocking Data Saving a worksheet Exiting Excel</p> <p>Unit III: Making the worksheet look pretty</p> <p>Selecting cell to format Trimming tables with Auto Format Formatting cells for:</p> <ul style="list-style-type: none"> • Currency • Comma • Percent • Decimal • Date <p>Changing columns width and row height Aligning text:</p> <ul style="list-style-type: none"> • Top to Bottom • Text wrap • Re ordering Orientation <p>Using borders</p> <p>Unit IV: Going Through Changes</p> <p>Opening workbook files for editing Undoing the mistakes Moving and Copying with Cut, Copy and Paste Deleting cell entries Deleting columns and rows from worksheet, Inserting columns and rows in a worksheet Spell checking the worksheet</p>

Unit V:Printing the Worksheet	
Previewing pages before printing Printing from the Standard Toolbar Printing a part of a worksheet Changing the orientation of the printing Printing the whole worksheet in a single page, Adding header and Footer to a report Printing the formulas in the worksheet	
Unit VI Additional features of a Worksheet	
Splitting worksheet window into two four panes, Freezing columns and rows on-screen for worksheet title Attaching comments to cells Finding and replacing data in the worksheet Protecting a worksheet Function commands	
Module VII: Maintaining Multiple worksheets	Moving from sheet in a worksheet Adding more sheets to a worksheet Deleting sheets from a workbook Naming sheet tabs other than sheet 1, sheet 2 and so on Copying or moving sheets from one worksheet to another
Module VIII: Creating Graphics/charts	Using Chart Wizard Changing the Chart with the Chart Toolbar Formatting the Chart's axes Adding a text book to a Chart Changing a orientation of 3-D Chart Using drawing tools to add graphics to chart and worksheet Printing a chart with printing the rest of the worksheet data
Module IX: Excel's Database Facilities	Setting up a database Sorting records in the database

Module X: Making Power Point Presentation	Using Auto content Wizards and Templates Power Points five views Slides Creating Slides, re-arranging, modifying Inserting pictures, objects, Setting up a Slide show
Module IX	Creating an Organizational Chart

Name of the Course	Foundation Course in Food Production-II			
Course Code	BSCH1013			
Prerequisite	Basic understanding of the first semester course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Provide the knowledge of commodities for the bakery like flour, sugar, yeast, etc.
2. Commodities in general like, milk, cheese, butter, oil, etc
3. Indian terminology
4. Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

Course Outcomes

CO1	Interpret basic concepts Food Production and culinary terms.
CO2	Identify various commodities and ingredients used in French cuisine.
CO3	Identify various Milk & milk product commodities used in cooking.
CO4	Identify various meat products and its usage in cookery.
CO5	Illustrate basic bread making techniques and other bakery products.
CO6	Industry update for technology and trend

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

<p>Unit I: Basic commodities-I & Introduction-Culinary terms Hours</p> <p>Commodities:</p> <ul style="list-style-type: none"> ● Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch. ● Shortening: Fats & oils, role of shortening, varieties of shortening, advantages & disadvantages of using of shortening ● Thickening agents & raising : classification of thickening agents, classification of raising agents, role of both in French cooking & breads ● Sugar: importance of sugar, types of sugar, cooking of sugar(stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery
<p>Unit II:Basic Commodities-II 8 Hours</p> <ul style="list-style-type: none"> ● Milk: Introduction, processing of milk, pasteurization & homogenization, types of milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value ● Cream & Butter : Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter ● Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese
<p>Unit III: Meat cookery-Beef, Veal & lamb</p> <ul style="list-style-type: none"> ● Cuts of beef- French names, Weight, uses in cooking ● Cuts of Veal- French names, Weight, uses in cooking ● Cuts of lamb- French names, Weight, uses in cooking <p><u>Meat cookery-Pork, offals</u></p> <ul style="list-style-type: none"> ● Cuts of pork -French names, Weight, uses in cooking

<ul style="list-style-type: none"> ● Variety of offals and other cuts of meats and its uses ● Some important dishes of Pork <p>Fish</p> <ul style="list-style-type: none"> ● Classification of fish-Shell fish & fin fish ● Cuts of fish ● Selection of fish and shell fish ● Cooking of fish ● Some important dishes of fish
<p>Unit IV: Bakery-I</p> <p>Pastry</p> <ul style="list-style-type: none"> ● Short Crust pastes-Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing pastry ● Temperature of oven <p><u>Laminated Pastry</u></p> <ul style="list-style-type: none"> ● Laminated pastry- Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing pastry ● Temperature of oven <p><u>Choux Paste/Hot water/Rough puff</u></p> <ul style="list-style-type: none"> ● Choux Paste- Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing ● Temperature of oven
<p>Unit V: Bakery-II Hours</p> <p><u>Simple Breads</u></p> <ul style="list-style-type: none"> ● Introduction of breads ● Principles of bread making ● Methods of bread making ● Steps in making bread ● Simple yeast breads ● Role of each ingredient in bread making ● Names of international famous breads <p>Pastry Cream</p> <ul style="list-style-type: none"> ● Introduction of pastry creams ● Basic pastry creams ● Uses and importance in confectionary <p>Simple recipes of few of them.</p> <p>Course Flashback</p> <p>Revision of the whole semester</p>
<p>Unit VI : Industry update for technology and trends</p>

Suggested Reading

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Theory of Catering (Kinton & Cesarni)
4. Practical Cooking –Thangam & Phillip
5. Basic Training Kitchen – Chef Vikas
6. Theory of Cookery by K. Arora

Name of the Course	Foundation course in Food and Beverage Service-II			
Course Code	BSCH1014			
Prerequisite	Basic understanding of Food and Beverage Service terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Provide an understanding of various types of Hotel industry and catering establishment.
2. Facilitate an understanding about all the duties and responsibilities of employees of F&B service Department.
3. Familiarize the students with the equipment used in F&B Service.

Course Outcomes

CO1	Interpret the planning and execution of menu in restaurants.
CO2	Interpret various types of services followed in hotels
CO3	Identify the correct procedure of handling cash and credit cards.
CO4	Identify different varieties of tea and coffee and the correct procedure of serving them in hotels and restaurants.

CO5	Generalize the different varieties of cigars and cigarettes and the correct procedure of serving them.
CO6	Adopt the technology used in F&B Service

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Meals & Menu Planning 15 Hours	
Origin of Menu, Objectives of Menu Planning, Types of meals, Types of Menu, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments, French Names of dishes Types of Meals <ul style="list-style-type: none"> • Early morning Tea • Breakfast (English, American, Continental, Indian) • Brunch • Lunch Afternoon/High Tea, Dinner, Supper	
Unit II: Types of Service 4 Hours	
Different types of service- American service, English Service, French service, Russian Service, Buffet service. Mise-en-scene & Mise en place	
Unit III: Sale and Control System 4Hours	
KOT and Billing System Making Bill Cash Handling Equipments Record Keeping	
Unit IV: Non Alcoholic Beverages	7 Hours
Classification (Nourishing, Stimulating and Refreshing beverages), Tea- types of tea, origin and manufacturing process, different brands, Coffee- types of coffee, origin and manufacturing process, different brands, storage	
Unit V: Tobacco 8 Hours	

History, Processing for cigarettes and cigars, Cigars- Shape/sizes/colors, Storage of cigarettes & cigars
Unit VI: Technological Tools in F& B Service
Introduction to computerised billing in F&B Service, Opera, Micros, Shawman

School Of Hospitality

Suggested Reading

1. F&B Service by R.Singarvelavan, Oxford University Press
2. Beverage Management by Dennis Lillicrap & John Cousins
3. F&B Service by S.N.Bagchi and Anita Sharma
4. F&B Service by Sudhir Andrews School of Computing Science

Name of the Course	Foundation course in Front Office II			
Course Code	BSCH1015			
Prerequisite	Basic Knowledge of English/ Smart in communication			
Co-requisite	Knowledge of First sem F.O			
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.1. To understand guest handling and tariff plans for room rent.
2. To provide an understanding of the hotel reservation. To familiarize the students with different methods, types of reservation. To enhance the ability of the students in understanding the guest's needs as per the guest cycle.
3. To follow and understand the procedure for arrival of guest.
4. To understand in details to check during the guest stay.

5. To enhance understanding of the dynamics of interaction and integration between the individual and the organization, coordination between departments within hotel.

Course Outcomes

CO1	Understand the functioning of guest handling and tariff plans.
CO2	Understand the role of Reservation section.
CO3	Learn different types of procedures to follow for guest checkin.
CO4	He/ She must develop an understanding on different profile of guests.
CO5	Understanding the importance of inter and intra departmental coordination.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Front Office and Guest handling Hours 8
Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.
Tariff structure Basis of charging Plans, competition, customer's profile, standards of service & amenities Hubbart formula Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates
Unit II: RESERVATIONS 8
Hours
Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts

Unit III: ARRIVALS	10 Hour
Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi automatic and automatic), Relevant records for FITs, Groups, Air crews & VIPs	
Unit IV: DURING THE STAY ACTIVITIES	6 Hours
During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history	
Unit V: FRONT OFFICE CO-ORDINATION	6 Hours
With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.	
Unit VI Industry update for technology and trends	

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
5. **Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Foundation course in Housekeeping Operation – II
Course Code	BSCH1016
Prerequisite	Basic Understanding of Housekeeping

Co-requisite	Smart in communication			
Anti-requisite				
	L	T	P	C
	2	1	0	3

Course Objectives

1. **To familiarize the students with the organization of housekeeping department and its basic functioning.**
2. **To make them understand the proper layout of housekeeping department.**
3. **To familiarize all agents and equipments used for cleaning of all different types of surfaces.**
4. **Identifying various types of pests in hotels and how to eliminate it .**
5. **To understand the link between Housekeeping and other departments of the hotel.**

Course Outcomes

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.

CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

<p>Unit I: Types of Beds and Mattresses 7hrs</p> <p>Keys used by HK department</p> <p>Types of Beds</p> <p>Types of Mattresses</p> <p>Type of keys</p> <p>Computerized key cards</p> <p>Key control</p>
<p>Unit II: Room Layout & Guest Supplies 4 Hours</p> <p>Room layout</p> <p>Standard rooms</p> <p>VIP rooms</p> <p>Guest special request</p>

<p>Unit III: Area cleaning 6 Hours</p> <p>Area cleaning</p> <p>Guest room</p> <p>Front of the house areas</p> <p>Area cleaning</p> <p>Back of the house areas</p> <p>Work outline and association problems.</p>
<p>Unit IV: Pest control</p> <p>Routine systems & records of Housekeeping department 15 Hours</p> <p>Pest control, Areas of infestation Pest control, Preventive measure & Control measure, Reporting staff placement, Room occupancy report, Guest room inspection, Check list floor register, Work orders, Log sheets, Loot & found register, Enquiry file, Maid's report, Housekeeper's report, Handover records, Guest's special, Request register, Record of special cleaning, Call register, VIP lists</p>
<p>Unit V: Interdepartmental relationship (IDR) 6 Hours</p> <p>IDR with F.IDR with maintenance</p> <p>IDR with security</p> <p>IDR with stores</p> <p>IDR with A/Cs</p> <p>IDR with Personnel</p> <p>Use of computers</p>
<p>Unit VI Industry update for technology and trends</p>

Suggested Reading

1. **Hotel Housekeeping by G. Raghubalan, Oxford Publication**

2. **Hotel, Hostel & Hospitality by John C Bramon and Margret.**

3. **Accommodation Operations Management by SK Kaushal and SN Gautam.**

4. **Hotel Housekeeping – A training manual by Sudhir Andrews.**

5. **The Fhrai Magazine**

Name of the Course	Foundation Course in Food Production-II (Lab)			
Course Code	BSCH1018			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

1. **To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.**

2. **Develop leadership skills by assigning a role and controlling the kitchen.**

3. **To do the Mise-en-place and step by step procedure of preparing food.**

4. **To present the food accordingly by using appropriate garnish and presentation style.**

Course Outcomes

CO1	To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
CO2	Develop leadership skills by assigning a role and controlling the kitchen.

CO3	To do the Mise-en-place and step by step procedure of preparing food
CO4	To present the food accordingly by using appropriate garnish and presentation style.
CO5	Illustrate basic techniques for preparing bakery products.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Soups :
<ul style="list-style-type: none"> ● Cream- vegetables, spinach, tomato, green peas ● Consomme with garnishes like royale, Carmen, madrilène, Colbert, Celestine ● National soups- oxtail, mulligatawny, minestrone, vichyssoise
Unit II: Meat cookery
<ul style="list-style-type: none"> ● Fish: Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney ● Entrée: Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef ● Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce
Unit III: Vegetable
<ul style="list-style-type: none"> ● Boiled vegetables, cabbage, cauliflower, beans ● Glazed vegetables, carrot, radish, turnip ● Fried vegetables; aubergines ● Stewed vegetables; courgette provencale, baked beans ratatouille ● Braised vegetables: onion, leeks, cabbage
Unit IV: Bakery (Breads & cakes)
<ul style="list-style-type: none"> ● Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche ● Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira
Unit V: Pastry

<ul style="list-style-type: none"> • Short Crust – Jam tarts, turnovers • Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles • Assorted cookies: Butter cookies, drop cookies, pressed cookies • Dessert (Hot & cold): Souffle, mousse, pudding.
Unit VI: Industry update for technology and trends

CO3	The students would be able to do the service of food and beverage at a table in American and French styles
CO4	The students would be able to demonstrate the service of non-alcoholic beverages
CO5	The students would be able to do the service of non-alcoholic beverages

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Suggested Reading

- 1.The Larder Chef-M.J Leto & Mojo, Food Production Operation-Parminster Bali-Oxford publication
- 2.Professional Baking-Wayne Gislen-CIA
- 3.Practical Cooking –Thangam & Phillip
- 4.Basic Training Kitchen – Chef Vikas

Course Content:

Unit I: Basic Service Procedure-I
<ul style="list-style-type: none"> • Table laying for different meals • Restaurant reservation • Receiving and seating the guest • Taking the order • Procedure of service at table (Silver service and pre-plated service)
Unit II:Basic Service Procedure-II
<ul style="list-style-type: none"> • Presentation & Encasing the bill • Room Service (tray and trolley) • French for receiving, greeting and seating the guest
Unit III: Preparation for Service Storage
<ul style="list-style-type: none"> • Preparation and service of different kinds of Non-alcoholic beverages • Organizing Mise-en-scene • Organizing Mise-en-Place • Opening, Operating & Closing duties
Unit IV: Social Skills
<ul style="list-style-type: none"> • Handling Guest Complaints • Telephone manners • Dining & Service etiquettes
Unit V:Service of Cigars & Cigarettes
<ul style="list-style-type: none"> • Service of Cigars & Cigarettes
Unit VI: Industry update for technology and trends

Name of the Course	Foundation course in Food and Beverage Service-II (Lab)			
Course Code	BSCH1019			
Prerequisite	The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.			
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

Course Outcomes

CO1	The students will be able to complete layout of covers of restaurant table and side board
CO2	The students would be able to take food and beverage order from a guest

School Of Hospitality

Suggested Reading

1. Sudhir Andrews- F&B Service Manual

2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE –II (LAB)			
Course Code	BSCH1020			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. To provide an real time work exposure to the students
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.

Course Outcomes

CO 1	To take and mange reservation in the manual and computerized FO operations
CO 2	Understand the Front Office software and their use.
CO 3	To take and handle walk-ins and check in on the system.
CO 4	Calculate tariff structure for different segments of clients of hotel
CO 5	Acquire effective communication skill

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
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50	-	50	100
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Course Content:

Unit I: Room Reservation
Manual
Unit II:Arrival Procedures
Manual Arrival procedure – Group, FIT Luggage handling – left luggage, Group, FIT
Unit III: Bell Desk:
Message Handling , Paging
Unit IV: Forms & Formats
Manual
Unit V:Role play/Practice
Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, 1 Hot function keys 2 Create and update guest profiles 3 Send confirmation letters 4 Print registration cards 5Make FIT reservation & group reservation 6 Make an Add-on reservation 7Amend a reservation 8Cancel a reservation-with and without deposit 9 Log onto cahier code
Unit VI Industry Updates and technology and trends

School Of Hospitality

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
5. **Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Foundation course in Housekeeping – II (Lab)			
Course Code	BSCH1021			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Good communication skills			
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

- 1. To familiarize the students with Understanding and handling Chamber maid’s trolley.**
- 2. To make them understand the basics of bed making.**
- 3. To familiarize the students with standard operating procedure of cleaning guestroom and bathroom.**
- 4. To provide hands on experience on cleaning both front of the house and back of the house areas of hotel.**
- 5. To understand the quality check and proper way of following it.**

Course Outcomes

CO 1	Demonstrate Maid’s Trolley and develop skill in handling Chamber maid’s trolley.
CO 2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.
CO 3	Practice and understand daily upkeep of guest room and guest bath room.

CO 4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO 5	Demonstrate and get hands on knowledge in basic housekeeping operations.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Maid’s Trolley	2 Hours
Setting up a trolley, Parts of trolley & its uses	
Unit II: Bed Making	4 Hours
Bed Making Procedure (Traditional method), Bed Making (Modern Method), Evening service procedure	
Unit III: Daily cleaning of guest room & guest bathroom	
Daily cleaning of Guest rooms, Daily cleaning of bathrooms	
Unit IV: Public area cleaning	4 Hours
Back of the house Public areas cleaning, Front of the house Public areas cleaning	
Unit V: Guest Room Inspection	
Preparing Checklist, Inspection of guest room, Inspection of guest bathroom	
Unit VI Industry update for technology and trends	

Suggested Reading

1. **Hotel Housekeeping by G. Raghubalan, Oxford Publication**

2. **Hotel Housekeeping – A training manual by Sudhir Andrews.**

3. **The Fhrai Magazine**

Name of the Course	FOOD PRODUCTION TRAINING REPORT			
Course Code	BSCH2001			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	1	5
			0	

Course Objectives

1. Explain the organizational structure of the department
2. Describe job description of various job titles, work schedules, opening & closing duties.
3. Explain various sections and their functions
4. Observe personal hygiene, kitchen hygiene and sanitation
5. Identify forms/formats, records and registers maintained
6. Help in preparation of various dishes, garnish and service
7. Observe food production standards of finished products

Course Outcomes

CO 1	To be able to demonstrate the skills in kitchen
CO 2	To be able to analyze various aspects on menu planning
CO 3	To be able to demonstrate the facility planning skills

CO 4	To understand the hygiene standards in kitchen
CO 5	To demonstrate the concept of menu planning
CO 6	Observe new trends and Innovation in Industry

Continuous Assessment Pattern

Project Report:	Log book + Attendance + Appraisal)	Presentati on & Viva Voce	Total Marks
50	20-	20	100

Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The file is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project.
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

- Title or Cover Page
The title page should contain the following information: Department name; Student’s name, Course, Year, Supervisor’s name
- Acknowledgements
Acknowledgement to any advisory received in the course of work may be given
- Table of Contents
Titles and subtitles are to correspond exactly with those in the text
- Introduction
Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The

introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

- Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

- Suggestions

In writing these action, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

- Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly

- Appendices

The appendix contains material which is of interest to the reader and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- Performance Appraisal & Completion Certificate duly signed and stamped

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

Course Outcomes

CO 1	List all equipments used (including crockery, cutlery, glassware etc and use of these equipment
CO 2	Describe and explain the menu and bar card
CO 3	Perform task for table reservation & receiving the guest
CO 4	Lay the table, placing the order and pick-up, service and clearance procedure
CO 5	List all bar equipments
CO 6	Industry update for technology and trends

Suggested Reading

- 1. On cooking : Sarah labensky**
- 2. International Cuisine and food production: Chef Bali**

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.

Name of the Course	Food & Beverage Service Training Report			
Course Code	BSCH2002			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	10	5

Course Objectives

1. Objective of industrial training is to provide to students the feel of the actual working environment.

- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

Ø Title or Cover Page

The title page should contain the following information: Department Name: Student’s Name; course; Year, Supervisor’s Name

Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

Ø Table of Contents

Titles and subtitles are to correspond exactly with those in the text.

Ø Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

Ø Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

Ø Appendices

The appendix contains material which is of interest to the reader, and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the Course	Front Office Training Report			
Course Code	BSCH2003			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	10	5

Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

Course Outcomes

CO 1	List all equipments used in Front Office
CO 2	Describe and explain the procedure to take Reservation
CO 3	Describe and explain the Procedure of take Check in.
CO 4	SOP of front office
CO 5	List all equipment in Bell desk.
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

<p>n completion of the project the student will be required to submit the following:</p> <p>Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.</p> <p>In general, the File should be comprehensive and include:</p> <ul style="list-style-type: none"> - A short account of the activities that were undertaken as part of the training. - A statement about the extent to which the training has achieved its stated goals. - A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training - Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project 	<p>- Any problems that have arisen that may be useful to document for future reference.</p> <p>Training Report</p> <p>The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:</p> <p style="padding-left: 40px;">Ø Title or Cover Page</p> <p>The title page should contain the following information: Department Name; Student’s Name; course; Year, Supervisor’s Name</p> <p style="padding-left: 40px;">Ø Acknowledgements</p> <p>Acknowledgement to any advisory received in the course of work may be given.</p> <p style="padding-left: 40px;">Ø Table of Contents</p> <p>Titles and subtitles are to correspond exactly with those in the text.</p> <p style="padding-left: 40px;">Ø Introduction</p> <p>Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.</p> <p style="padding-left: 40px;">Ø Materials and Methods</p> <p>This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.</p> <p style="padding-left: 40px;">Ø Suggestions</p> <p>In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.</p> <p style="padding-left: 40px;">Ø Conclusion</p>
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<p>A conclusion should be the final section in which outcome of the work is mentioned briefly.</p> <p>Ø Appendices</p> <p>The appendix contains material which is of interest to the reader, and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.</p> <p>Ø Performance Appraisal & completion certificate duly signed and stamped.</p>	CO 3	Interpret functions of various sections
	CO 4	Explain the duties of room attendant and houseman in different shifts
	CO 5	Understand and Maintain various records and registers
	CO 6	Industry updates for technology and trends

Continuous Assessment Pattern

Name of the Course	Housekeeping Management Training Report				
Course Code	BSCH2004				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite	Undertaking training				
Anti-requisite					
	L	T	P	C	
	0	0	1	5	
			0		

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
		100	100

Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training
- Any activities planned but not yet completed as part of the training or as a future initiative directly resulting from the project
- Any problems that have arisen that may be useful to document for future reference.

Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

Course Outcomes

CO 1	Understand and explain the organization Structure and various sections of the department
CO 2	Understand duties and responsibilities of the executives and non-executives of the department

Training Report

The report should be submitted in duplicate(2 copies) spiral bound and a CD and should contain the following components:

Ø Title or Cover Page

The title page should contain the following information: Department Name: Student’s Name; course; Year, Supervisor’s Name

Ø Acknowledgements

Acknowledgement to any advisory received in the course of work may be given.

Ø Table of Contents

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Ø Suggestions

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

Ø Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

Ø Appendices

The appendix contains material which is of interest to the reader, and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the Course	Food Production Operations			
Course Code	BSCH2005			
Prerequisite	Basic understanding of the English language and knowledge of 1 st and 2 nd sem Food Production Courses			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.Preparation of menu for various clients like student, industry, transport facilities, cruise liner, railway, air catering etc.**
- 2.Proper method of ordering or indenting from the kitchen to the purchase department**
- 3. Purchasing and purchase specifications required for the ordering.**
- 4.Geographical location of various states of India and its effect on the cuisine of the state. Various other factors for considering the food of a particular region.**

Course Outcomes

CO 1	List the basics equipments used in bulk kitchen food, the names and uses, according to the regions of India
CO 2	Analyze the basics of Catering for Airlines, Railways, Hospitals, Institutions like school and industry, basic menu planning
CO 3	Recognize and understand the Techniques of ordering or indenting for purchases

CO 4	Operationalize off premises catering and its various aspects
CO 5	Plan menu for different regional Indian Cuisine like Kashmiri, Lucknow, Bengal, Chettinad, Maharashtra, Goan, Punjab, Rajasthan, Gujrat, Hyderabad
CO 6	To plan various innovative recipes and Industry update

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: QTK	Equipment
	Hours
<ul style="list-style-type: none"> · Quantity food production equipment · Equipment introduction · Explain mass feeding /volume feeding · Heat and cold generating equipment's-Gas/ Electric/Coal/Charcoal · <i>Care and maintenance of these equipment's</i> <p>Modern development in equipment manufacture like induction cooktop, special ovens</p>	
Unit II: Menu	Plannin
8 Hours	
<ul style="list-style-type: none"> ● · Basic menu planning-recapitulation ● · Considerations to be undertaken for various volume feeding ● · Planning menu for college students, industrial workers, Hospitals-specific disea ● · <i>Planning menu for schools</i> ● · <i>Outdoor parties, theme dinners, mob facilities,cruise liners/Airline/Railways</i> ● <i>Nutritional aspect discussed in previous semester (BSCH1023</i> 	
Unit III: Planning for quantity food	
Hours	

<ul style="list-style-type: none"> · Planning for space allocation · Equipment selection
Staffing
Unit IV: Volume feeding
Hours
<ul style="list-style-type: none"> · Institutional and industrial catering · Types of institutional/industrial catering · Problems associated with this type of catering · Scope of development and growth · <i>Hospital catering-highlights of hospital catering for patients, staff, visitors</i> · <i>Diets, menus and nutritional requirements</i> · 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 Kitchen) sea catering · Branches of mobile catering · <i>Introduction of purchasing</i> · <i>Purchasing system and techniques</i> · <i>Storage</i> <p>FOOD LAWS AND REGULATIONS</p> <ul style="list-style-type: none"> · National – PFA Essential Commodities Act (FPO, MPO etc.) · B. International – Codex Alimentarius, ISO · C. Regulatory Agencies – WTO · D. Consumer Protection Act
Unit V: Structures
Hours
<ul style="list-style-type: none"> · Introduction to regional Indian cuisine · Heritage of Indian cuisine · Factors that affect eating habits in different parts of the country · Cuisines and its highlights of different states/region/communities to be discussed · Geographical location · Historical background · Seasonal availability · Special equipment · Staple diets

- Specialty cuisine for festivals and special occasions.
- Kashmir cuisine
- Punjab cuisine
- Lucknow cuisine
- Uttar Pradesh/Uttaranchal
- Rajasthani Cuisine
- Maharastraian Cuisine
- Bengali Cuisine
- Hyderabad Cuisine/Andhra Cuisine
- Tamil Cuisine, Chettinad Cuisine
- Goan cuisine/ Parsee
- Gujrati Cuisine
- Kerala cuisine, Malabari
- Karnataka cuisine
- Meghalaya
- Arunachal Pradesh
- Assam
- Nagaland
- Manipur
- Mizoram
- Tripura

Unit VII Industry Update for Technology and Update

New Industry development in technology , innovative dishes and overall Industry update

Name of the Course	FOOD AND BEVERAGE SERVICE OPERATIONS			
Course Code	BSCH2006			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages
2. in depth knowledge of the manufacturing process of alcoholic beverages.
3. Facilitate an understanding about the various brands of the alcoholic beverages.

Course Outcomes

CO1	Interpret the basics of alcoholic beverages with strong emphasis on wines.
CO2	Interpret the knowledge of matching food with wines.
CO3	Identify correct production, storage and service of Beer.
CO4	Identify the production process of different types of spirits.
CO5	Generalize the basics of liqueurs and their service.
CO6	Generalize the basics of liqueurs and their service.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Alcoholic Beverage:

- Introduction and definition • Classification

Unit II: Wines

- Definition • Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized • Production of each classification

Principal wines of (brand names) :-

France, Germany, Italy, Spain, Portugal, USA, Australia

New World wines (brand names) :-

India, Chile, South Africa, New Zealand

- Food and wine harmony • Storage of wine
- Wine terminology (English and French)

Aperitifs:-

- Introduction and Definition • Different types of Aperitifs

Unit III: Beer

- Introduction and Definition • Types of beer • Production of beer • Storage

Unit IV: Spirits

- Introduction and Definition • Production of spirit
- Pot-still method • Patent-still method

Production of :-

Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila
Unit V: Liqueurs
<ul style="list-style-type: none"> • Definition and History • Production of liqueurs • Names of liqueurs and country of origin & predominant flavor • Service of Liqueurs
Unit VI: Industry update for technology and trends

Suggested Reading

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. John Hullar- The Waiter
6. Food & Beverage Management By John Cousines
7. Food & Beverage Service - Dennis R.Lilicrap. & John

Name of the Course	FRONT OFFICE OPERATIONS			
Course Code	BSCH2007			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security

6. Develop communication skill

Course Outcomes

CO 1	Explain computer application in Front Office Operation
CO 2	Understand Front Office Accounting
CO 3	Describe control of cash and credits
CO 4	Acquire Night Auditing skills
CO 5	Know the importance of guest safety and security
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	30	100

Course Content:

<p>Unit I: COMPUTER APPLICATION IN FRONT OFFICE OPERATION HOURS 8</p> <p>A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel</p>
<p>Unit II: FRONT OFFICE (ACCOUNTING)</p> <p>A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system . Non automated – Guest weekly bill, Visitors tabular ledger . Semi automated . Fully automated</p>
<p>Unit III: CHECK OUT PROCEDURES</p> <p>. Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out</p>
<p>Unit IV: NIGHT AUDITING</p> <p>A. Functions B. Audit procedures (Non automated, semi automated and fully automated)</p>

Unit V:FRONT OFFICE & GUEST SAFETY AND SECURITY
. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
Unit VI Industry update for technology and trends

School Of Hospitality

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengageae Earning).**
5. **Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Housekeeping Operations			
Course Code	BSCH2008			
Prerequisite	Basic knowledge of English to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. **Provide an understanding of Flower arrangements and its decoration**
2. **Facilitate an understanding about all the routine records maintained at Linen and Laundry rooms.**
3. **Familiarize the students with intradepartmental working of the housekeeping department**

Course Outcomes

CO1	Interpret guest room with interior furnishing.
CO2	Interpret Maid’s cart trolley, different types of soils, and cleaning program.
CO3	Interpret proper functioning of linen, laundry, uniform and sewing room within Housekeeping department.
CO4	Interpret of Flower arrangements and its decoration.
CO5	Interpret and Understand different types of uniforms, equipment’s and uniform exchange procedure.
CO6	Industry updates for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Hotel Guestroom& Beds, mattresses and bedding 7 hours
<ul style="list-style-type: none"> • Types of Guest rooms • Sample layout • Guest floor rules • Guest floor reportable • Guest corridors • Guest room beds • Types of mattresses • Selection of mattresses • Soft furnishings
Unit II:The maid’s cart & Cleaning Guestrooms 10 lectures
<ul style="list-style-type: none"> • Introduction • Design of a maids cart • Handling of maid’s cart • Types of soil • Nature of soil • Principles of cleaning • Frequency of cleaning • Deep cleaning process

<ul style="list-style-type: none"> • Spring cleaning • Bed making • Daily cleaning of guestroom • Cleaning of occupied rooms
Unit III: Linen Room&Laundry Services
10 hours
<ul style="list-style-type: none"> • Storage conditions • Linen room equipment and accessories • Types of linen • Exchange of linen • Discarded linen • Hiring of linen • Introduction • Organisation • Laundry Process flow • Layout of the laundry • Laundry Agents • Classification of stains • Stain removal
Unit IV: Flower Arrangements
9 hours
<ul style="list-style-type: none"> • Flower arrangements in hotels • Equipment and material required for flower arrangement • Care and conditioning of flowers • General guidelines for flower arrangements • Introduction to Horticulture
Unit V:Facilites Management
Introduction, factors consideration, common services provided by facilities.
Unit VI Indusrty updates for Trends & Technology
Training and motivation Trends

Suggested Reading

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret**
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam**

4. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course									
Course Code	BSCH2010								
Prerequisite	Food Production Operations Lab								
Co-requisite	Basic understanding of the English language and knowledge of 1 st and 2 nd sem Food Production Courses								
Anti-requisite									
	<table border="1"> <tr> <td>L</td> <td>T</td> <td>P</td> <td>C</td> </tr> <tr> <td>0</td> <td>0</td> <td>4</td> <td>2</td> </tr> </table>	L	T	P	C	0	0	4	2
L	T	P	C						
0	0	4	2						

Course Objectives

1. **Learn about the basic India fundamental and concept**
2. **Prepare basic Indian gravies and paste**
3. **Preparation of regional dishes etc.**
4. **Acquire knowledge through demonstrate of bulk cooking**

Course Outcomes

CO 1	Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen
CO 2	Set up a banquet kitchen and Indian kitchen of an Indian restaurant.
CO 3	Identify the various special ingredients being used in the different regions of India.
CO 4	Demonstrate various Indian regional special dishes and desserts
CO 5	Operate the heavy equipments used for bulk kitchen

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Suggested Reading
 1. Practical cooking I,II by Thangam E. Phillip

Course Content:

<p>Session 1</p> <p>To formulate different sets of menus from the following regions and to include more dishes from respective regions. The practical class will be conducted preferably by demonstrative method.</p> <p>Awadhi Cuisine</p>
<p>Session 2 :Bengal Cuisine</p>
<p>Session 3:Goa Cuisine</p>
<p>Session 4: Gujarat Cuisine</p>
<p>Session 5: Hyderabad Cuisine</p>
<p>Session 6: Kashmiri Cuisine</p>
<p>Session 7:Maharashtra Cuisine</p>
<p>Session 8:Punjabi Cuisine</p>
<p>Session 9:Rajasthan Cuisine</p>
<p>Session 10:</p> <p>South Indian Cuisine</p> <p>Tamil Nadu, Karnataka, Kerala</p>
<p>Session 11:Indian regional Sweets</p>
<p>Session 12:</p> <ul style="list-style-type: none"> • Basic Indian Cuisine • Composition of basic Indian masalas • Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.

Name of the Course	Food and Beverage Service (Wine and Liqueurs) La
Course Code	BSCH2011
Prerequisite	Basic understanding of Food and Beverage Service terms requires.
Co-requisite	
Anti-requisite	
	L T P C
	0 0 4 2

Course Objectives

1. The objective of the courses is to make the student understand the different style of servicing meal..
2. Be able to setup the covers as per the menu.
3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

Course Outcomes

CO1	The students would be able to identify the various types of Liquors, Wines
CO2	The students would be able to demonstrate the service of Wines, Beer, Spirits, Aperitifs and Liquor
CO3	The students would be able to plan regional menus and explain the new regional dishes
CO4	The students would be able to lay the covers for the service of regional dishes
CO5	The students would be able to serve the regional dishes in French/America style of service.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Organizing Mise-en-place
<ul style="list-style-type: none"> • Wine service equipment • Beer service equipment • Cocktail bar equipment • Bar stock - alcoholic & non-alcoholic beverages

Unit II: Service of Alcoholic beverages
Service of – • Beer • Wine • Spirits • Liqueur • Aperitifs.
Unit III: Storage
• Proper storage of alcoholic beverages
Unit IV: Bar stock
• Bar stock - alcoholic & non-alcoholic beverages
Unit V: Names of famous alcoholic beverages with their country of origin
Unit VI: Industry update for technology and trends

Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

Name of the Course	FRONT OFFICE OPERATIONS (LAB)			
Course Code	BSCH2012			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
3. To enhance the ability of the students in understanding the guest’s needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.

Course Outcomes

CO 1	To take and manage reservation in the manual and computerized FO operations.
CO 2	Understand the Front Office software and their use.
CO 3	To take and handle walk-ins and check in on the system.
CO 4	Calculate tariff structure for different segments of clients of hotel
CO 5	Acquire effective communication skill

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Module I
Front Office Accounting procedures • Manual accounting • Machine accounting Role Play , Situation Handling
Unit II: Module II
Payable, Accounts receivable, Guest History, Yield Management, Role Play , Situation Handling
Unit III: Module III
Role play: Hands on practices of computer application related to Front Office procedures: How to make a reservation in PMS? How to create and update guest profile? 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 sharer? How to make add on reservation?
Unit IV: Module IV
Role Play: 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 in Opera? How to process a guest check out? How to check out a folio in Opera?
Unit V: Module V
RolePlay: How to process deposit for arriving guest? How to process deposit for in house guest? How to check room rate variance report? How to process part settlements? How to tally allowance for the day at night? How to tally paid outs for the day at night? How to tally forex for the day at night?
Unit VI Module -6
Industry update for technology and trends

Suggested Reading

- Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	HOUSEKEEPING OPERATION (LAB)			
Course Code	BSCH2013			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

Course Outcomes

CO 1	Demonstrate and discuss different types of room layout and Practice and understand different types of standard guest room supplies
CO 2	Differentiate and familiarize with use of various washing tools
CO 3	Demonstrate and understand various methods of stain removal process
CO 4	Demonstrate and understand different types of flower arrangement with dry and fresh flowers.
CO 5	Understand the rules of uniform designing.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Linen Room management
<ul style="list-style-type: none"> ○ Discussion and demonstration of layout of Rooms & Linen room ○ Handling of damage linens

<ul style="list-style-type: none"> ○ Different types Towel decoration/ art.
Unit II:Laundry room activity(wash cycle)
<ul style="list-style-type: none"> ○ Demonstration and practice of wash cycle through operation of washing machine ○ Demonstration and uses of steam press
Unit III: Stains and it’s classification
<ul style="list-style-type: none"> ○ Types of stains ○ Identification of stain ○ Methods of stain removal
Unit IV: Flower Room and different types of flower arrangement
<ul style="list-style-type: none"> ○ Different types of flower arrangement ○ Different types of flower arrangement ○ Identification and use of Flower making equipment tools
Unit V:Uniform room operation
<ul style="list-style-type: none"> ○ Concept of uniform design
Unit VI:Industry updates for trends and technology

Suggested Reading

1. **Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.**
2. **Hotel, Hostel & Hospitality by John C Bramon and Margret.**
- 3.**Accommodation Operations Management by SK Kaushal and SN Gautam.**
5. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course	Hotel Engineering			
Course Code	BSCH1025			
Prerequisite	Clarity of basic safety and security procedures			
Co-requisite	Basic knowledge of science.			
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

- 1.**Provide an understanding of the importance of Hotel Engineering in the field of Hospitality.**
- 2.**To understand the different usage of fuels used in Hotel industry.**
- 3.**Facilitate an understanding about the safety, security & hygiene procedure in the hospitality industry**
- 4.**Provide in depth knowledge of the working of Air conditioners and Fridge.**
- 5.**As an individual understands the responsibilities and duty towards preserving nature.**

Course Outcomes

CO1	Interpret the importance of maintenance & engineering in Hospitality Industry.
CO2	Interpret the effective management of energy in the Hospitality sector.
CO3	Identify the safety, security & hygiene procedure in the hospitality industry.
CO4	Identify principles of electricity with emphasis on working of Air conditioner and fridge.
CO5	Generalize the responsibilities towards preserving the environment and steps taken to preserve it.

CO6	Industry update for technology and trends
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1 Safety precautions, bomb threat, theft, other safety topics.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

<p>Unit I: Maintenance Introduction 7 Hours</p> <p>1 Preventive and breakdown maintenance</p> <p>1 Comparison</p> <p>1 Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel,</p> <p>1 Organization chart of hotel and maintenance department.</p>	Department:
<p>Unit II: Fuels used in catering industry 5 Hours</p> <p>1 Types of fuel used in catering industry</p> <p>1 Calorific value</p> <p>1 Comparative study of different fuels.</p>	5
<p>Unit III: Safety 10 Hours</p> <p>1 Accident prevention, slips and falls</p> <p>1 Types of fire</p> <p>1 types of extinguishers</p>	10

Name of the Course	Food Production Management			
Course Code	BSCH3001			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Various Products made in Garde Manger like forcemeats, galantines, pates, mousse, mousseline, Aspic & Jelly.
2. Layout of Larder or Garde Manger. The Specific Equipment used Larder
3. Duties & Responsibilities of Larder Chef.
4. Making salads and salad dressings, relishes.

Course Outcomes

CO1	Analyse the functioning of Larder Section
CO2	Explain various charcuterie products
CO3	Identify various international appetizers and garnishes
CO4	Analyse and explain various international cuisine and dishes
CO5	Plan and execute duty rosters and proper functioning of kitchen
CO6	Investigate latest trends in Food Industry

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

<p>Unit I: Larder 8hours</p> <ul style="list-style-type: none"> · Layout and equipment Introduction of larder work Definition, equipment found in the larder Layout of typical larder and various sections Functions of the larder Hierarchy of larder staff Section of the larder Duties and responsibilities of larder chef <i>Common terms used in the larder and larder control</i> <i>Essential of larder control</i> <i>Importance of larder control</i> <i>Devising larder control systems</i> <i>Liasoning with other departments</i> <i>Yield testing</i>
<p>Unit II:</p> <p>8 Hours</p> <ul style="list-style-type: none"> · <i>Introduction to Charcutiere</i> · <i>Sausages-types and varieties</i> · <i>Casings-types and varieties</i> · <i>Fillings-types and varieties</i> · <i>Additives and preservatives</i> <ul style="list-style-type: none"> · Types and preparations of force meat · Uses of force meat <ul style="list-style-type: none"> · Galantine-making and types · Ballotines-making and types · <i>Types of pate, pate de foie gras, making of pate, pate massion</i> · Types of Mousse, preparation of mousse and mousseline, <ul style="list-style-type: none"> · Difference between the two <ul style="list-style-type: none"> · Cuts of ham, bacon and gammon · Differences between ham, bacon and gammon · Green ham, uses of the different cuts · <i>Definition of aspic and jelly</i> · <i>Difference between making of aspic and jelly</i> · <i>Uses of aspic and jelly</i> · Meaning of chaudfroid · Making of chaudfroid and precaution · Types of chaudfroid

<ul style="list-style-type: none"> · Uses of chaudfroid · Preparation and uses of quenelles, parfait and roulade
<p>Unit III:</p> <p>8 Hours</p> <ul style="list-style-type: none"> · Classifications of appetizers · Examples of appetizers · Historic importance of culinary garnishes · Parts of s/w · Types of breads to use · Types of fillings-classification · Spreads and garnishes · Types of s/w · Storing of s/w
<p>Unit IV:</p> <p>8 Hours</p> <ul style="list-style-type: none"> • Introduction of the International cuisine • A Brief of all the countries to cover • Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils • French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes • Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes • Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes • Oriental : Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes • Bakery and Confectionery: Cake preparation – introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing , Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts, • Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing • Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue • Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application
<p>Unit V:</p> <p>8 Hours</p>

Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management systems, Production quality and quality control, Yield management
 Ideal uses of wine in cooking, Classification of herbs, French culinary terms

Unit VI

Latest Hotel Industry Trends in Food Production

- The Latest Technology Trends in the Hospitality Industry related to Food Industry
- Innovation and research in hospitality industry related to Food

Suggested Reading

1. International Food Production -By Chef Bali

2. Professional Garde Manger-By Culinary Institute of America

3. The Larder Chef by Leto and Mojo

4. Garde Manger by D.D. Sharma

Name of the Course	Food & Beverage Management			
Course Code	BSCH3002			
Prerequisite	Basic understanding of Food & Beverage Service			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. To develop optimum level of knowledge and skills to

Independently manage bar in Hospitality Industry.

2. Make them aware of cost controls, sales analysis.

3. Classify and understand cocktails and mixed drinks

4. Manage Gueridon service and Banquet function operations

Course Outcomes

CO1	Students will be able to demonstrate management of bar
CO2	Students will be able to use strategies of menu engineering
CO3	Students will be able to classify various types of cocktails & mixed drinks
CO4	Students will be able handle Gueridon Service
CO5	Students will be able analyze banquet functions and its operations.
CO6	Students will adopt the Innovative Practices in F&B Service

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours

Supervisory skills, Developing efficiency, Standard Operating

Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc) Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained
Unit II: Menu Engineering 2 Hours
Definition & Objectives, Methods, Advantages
Unit III: Cocktails and mixed drinks 5Hours
Definition and History, Classification, Different Methods of making cocktail, recipe, Preparation and Service of Popular Cocktails
Unit IV: Gueridon Service 4 Hours
History of Gueridon, Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipments and ingredients, Method of service of common gueridon preparations
Unit V: Banquet, Buffet Management & Function Catering 12 Hours
· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve · Mise-en-place, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) · Organization of Banquet Department, Function selling-menus, Facilities available, Sitting plans- theatre, class room and formal, Contract/Memorandum · Seating Plans, Mise-en-place, Service, Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering, Reception · Cocktail parties, Seminars, Exhibitions, Fashion shows · Trade Fairs, Wedding, Organizing Theme functions
Unit VI : Innovative Practices in F&B Service

Innovative practices in Restaurant Service, Bar Management, Banquet Operations, Use of Technology

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Suggested Reading

1. F&B Service by R.Singarvelavan, Oxford University Press
2. Beverage Management by Dennis Lillicrap & John Cousins
3. F&B Service by S.N.Bagchi and Anita Sharma
4. F&B Service by Sudhir Andrews

Name of the Course	FRONT OFFICE MANAGEMENT			
Course Code	BSCH3003			
Prerequisite	Knowledge of 1-2 yrs of Front Office course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Planning of Budget.
2. Forecasting techniques
3. CRM and Revenue Management
4. Property Management system

Course Outcomes

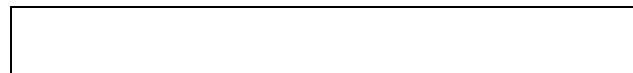
CO1	Plan and evaluate the front office operations
CO2	Knowledge of PMS
CO3	Budgeting, CRM and
CO4	Revenue Management
CO5	Forecasting
CO6	Students will adopt innovative practice in front office.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

Unit I: PLANNING & EVALUATING FRONT OFFICE OPERATIONS 8 Hours	
Setting Room Rates (Details/Calculations thereof) - Hobart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. , Forecasting techniques, Forecasting Room availability, Useful forecasting data . % of walking . % of overstaying % of under stay	
Unit II: Budgeting 8 Hours	
Types of budget & budget cycle Making front office budget Factors affecting budget planning Capital & operations budget for front office Refining budgets, budgetary control Forecasting room revenue Advantages & Disadvantages of budgeting	
Unit III: Property Management system 10 Hour	
Fidelio / IDS / Shawman Amadeus. Guest History Management Need, Tools, Process Report Generation & Analysis Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage	
Unit IV: Revenue Management 8 hours	
Segment Mix in Hotel Industry, Inventory Management Rate Management, OTA's(Online Travel Agents),GDS, System contribution, Revenue Optimisation, STR Report(Smithline Travel Research),RGI(Revenue generation Index), Hotel intelligence, Market Intelligence	
Unit V: Forecasting Hours :4	
Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations	
Unit VI Students will adopt innovative practice in front office.	



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Suggested Reading

- Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Housekeeping Management			
Course Code	BSCH3004			
Prerequisite	Basic knowledge i.e. Foundation an d operations of Housekeeping department			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- understand planning and organizing of housekeeping department and its budget preparation**
- understand the concepts of safety norms in hospitality industry**
- Understand the concept of interior designing and its benefits**
- Provides comprehensive view of accommodation management**

Course Outcomes

CO1	Analyze overall view of accommodation management
CO2	Identify and understand different types of Budget and Budgetary Controls

CO3	Define the concepts of safety in hospitality industry.	<ul style="list-style-type: none"> • Fire Safety and Fire Fighting equipment • First aid • Key and key Control • Crime Prevention and dealing with emergencies situations
CO4	Interpret and understand Interior designing and planning.	
CO5	Plan and able to establish Housekeeping Department.	
CO6	Industry updates for trends and technology	

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

<p>Unit I: Planning & organizing of Department H.K 10 hours</p> <ul style="list-style-type: none"> • Area Inventory test • Performance & Productivity Standards • Time and Motion study • Standard Operating Manual- Job Procedures • Job allocation & work Schedules Calculating Staff strengths & Planning Duty Reports • Selection of Cleaning equipments and agents (inventory system) • Housekeeping in institution other than hotels • New Property Countdown 	
<p>Unit II: Budget and Budgeting Control 8 Hours</p> <ul style="list-style-type: none"> • The Budget process • Planning Capital Budget • Planning Operating budget • Operating Budget – Controlling expenses – Income Statement <p>Stock records – Issuing and control.</p>	
<p>Unit III: Control Services & safety 8 hours</p> <ul style="list-style-type: none"> • Types of Contact services • Guidelines for hiring contract services • Safety awareness and accident prevention 	

Unit IV: : Interior Decoration **8 hours**

- Elements of design
- Color and its role in decors
- Window and window treatments
- Lighting and lighting fixtures
- Floor Finishes and Carpet
- Furniture and fitting and accessories
- Layouts of guest room (refurnishing & redecoration)
- Size of rooms, sizes to furniture arrangement
- Principles of design
- Color has many & color schemes

Unit V: CHANGING TREND IN HOUSEKEEPING **7hours**

- Trends**
Women's only floor
Design Trends
Process Trends
2. Eco friendly Amenities, products & process
Toiletries
textiles
Energy Conserving Products

Unit V Industry updated

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Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
- 2.. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews
5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Food Production Management(LAB)			
Course Code	BSCH3005			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

1. To make students learn about the technique of advance skill in food production
2. Have a basic knowledge of grade manager and cold kitchen
3. Know larder, its functions, food prepare in larder, ingredients used & their names
4. Know the buffet display and difference between edible & non-edible display.

Course Outcomes

CO1	Students will be able to demonstrate the functioning of larder
CO2	Students will be able to identity various types of Charcuterie products
CO3	Students will be able to classify various types of appetizers and sandwiches
CO4	Students will be able plan various international menus
CO5	Students will be able to analyse the uses of herb and wines and production management

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Session 1: Three course menus to be formulated featuring International Cuisines -French

- Italian
- Spanish
- Mexican
- Chinese
- Thai

Session 2:

- Salads – basic simple salads & dressings
- -Cole slaw
salade nicoise
- Russian Salad
beetroot salad
- Potato Salad
fruit salad
- Carrot & Celery
- Waldrof salad

Session 3 :Demonstration of charcuterie -Galantines, Pate Terrines, Mousselines

- **Session 4: Bakery & Patisserie Practical - Decorated Cakes**
- Gateaux

Session 5:Potato- All basic preparation such a boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Session 6: Cold sweet- Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

Session 7:International Cuisine: Greece, Germany, American Cuisine, Mediterranean, Lebanese

Session 8: Innovations in Kitchen

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Suggested Reading

1. International Food Production -By Chef Bali

2. Professional Garde Manger-By Culinary Institute of America

3. The Larder Chef by Leto and Mojo

4. Garde Manger by D.D. Sharma

Name of the Course	Food and Beverage Management (LAB)
Course Code	BSCH3006
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.
Co-requisite	
Anti-requisite	
	L T P C
	0 0 2 1

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

Course Outcomes

CO1	The students will be able to prepare and present various mocktail drinks
CO2	The students will be able capable of running bar operations
CO3	The students will be able todo task & record inventories
CO4	The students will be able to demonstrate & perform supervisory skills in F&B service
CO5	The students will be able to design, Layout Buff
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Supervisory Skills :
<ul style="list-style-type: none"> • Conducting Briefing & Debriefing • Making Duty Roster • Preparing Job Description & Specification • Class room Exercise (Case Study method) • Drafting Standard Operating Systems (SOPs) for various F & B Outlets- Restaurant, Bar, Banquets & Special events • Supervising Food & Beverage operations
Unit II: Bar Operations :
<ul style="list-style-type: none"> • Designing & Setting the bar • Taking and Recording of Inventory • Preparation & Service of Cocktail & Mixed Drinks
Unit III:
<ul style="list-style-type: none"> • Case Study and Presentation of Menu Engineering
Unit IV:
<ul style="list-style-type: none"> • Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banque • Case Study on Planning of Manpower of F&B department • Presentation
Unit V:
<ul style="list-style-type: none"> • Demonstration and Practice of Gueridon Service • Setting up of various types of Buffet (Design, Layout)
Unit VI: Industry update for technology and trends

Suggested Reading

1. Michael M Coltman Beverage Management
2. Dr J.M Negi – Food and Beverage Management and Control.
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. Jaffrey T Clarke Table and Bar
5. Hospitality Biz India

Name of the Course	FRONT OFFICE MANAGEMENT (LAB)
Course Code	BSCH3007
Prerequisite	Clarity of FO topics of previous semesters
Co-requisite	Industrial Training experience

Anti-requisite						in an existing reservation,How to make a reservation
	L	T	P	C		
	0	0	2	1		Unit II:Module -11

Course Objectives

1. To provide an real time work exposure to the students .
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.
5. To understand the communication skill.

Course Outcomes

CO1	To take and mange reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill
CO6	Adopt Latest Technology in front Office

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Module-1
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 check

Hands on practice of computer applications on PMS front office procedures such as:
 . Night audit,
 . Income audit,
 . Accounts
 .Q. Situation handling – handling guests & internal situations requiring management tactics/strategies
 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 a day use

Unit III : Module -11I

How to issue a new key,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

Unit IV: Module -1V

How to create and update guest profiles
 How to update guest folio,How to print guest folio
 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,How to process part settlements
 How to tally allowance for the day at night
 How to tally paid outs for the day at night
 How to tally forex for the day at night
 How to pre-register a guest,How to handle extension of guest stay ,Handle deposit and check ins with voucher,How to post payment
 How to print checked out guest folio
 Check out using foreign currency

Handle settlement of city ledger balance
 Handle payment for room only to Travel Agents
 Handle of banquet event deposits
 How to prepare for sudden system shutdown
 How to checkout standing batch totals
 How to do a credit check report, How to process late charges on third party,How to process late charges to credit card,How to check out during system shut down,Handling part settlements for long staying guest,How to handle paymaster folios
 How to handle bills on hold

Unit V:Module -V
Relevance of Internet for Front Office A strategic tool for global marketing-overview, Internet Marketing and Tourism,Internet and Marketing Mix,Internet and Advertising, E- Commerce transactions on the Net Electronic payment systems (EPS), online payments.,Application – Revenue Management Forms & Formats
Unit VI: Module -VI
Latest Technology in Front Office

Suggested Reading

- 1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- 2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Housekeeping Management Lab			
Course Code	BSCH3008			
Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Industrial Training experience			
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

- 1.To understand first aid and dealing with emergency situation**
- 2.To understand special decorations**

3. To recognize the concept and importance of renovation followed in hotel industry.

4.To be aware about standard operating procedures and inspection checklist

Course Outcomes

CO1	To have knowledge and practice of using first aid and how to deal with emergency situations.
CO2	To be able to understand the layout of guest room and special decorations
CO3	To be able to refurbish and redecorate guestrooms.
CO4	Understand the concepts of team and block cleaning
CO5	Being able to design SOP as per requirement
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: First aid Hours	8
Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. Mock drill on guest floor to handle emergency situations. Fire Evacuation procedure First aid for choking(Mouth to mouth respiration)	
Unit II:Special decorations	

Special decoration for different events
Unit III: Layout of a guest room, Refurnishing Redecoration 4hrs
Designing of guest rooms (single, double and suit) Preparation and procedure for refurbishing
Unit IV: Team Cleaning Management 4 Hours
Team cleaning, Block cleaning
Unit V: Designing Training Modules/ SOP/ Inspection Checklist 4 hrs
Design and management of duty roster in respect to above.. Designing of training module /SOP. Design and developing of inspection checklist.
Unit VI Industry update for technology and trends
Latest trends followed in hotel industry

Suggested Reading

1. Hotel, Hostel and housekeeping by John. C Branson & Margaret
2. Magazines of Airlines, Hotels & Tourism Organizations.
3. Hospitality Biz India, Travel Biz Monitor

Name of The Course	Hospitality Service Sales & Marketing			
Course Code	SOBO1001			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	0

Course Objectives

This course builds upon the basic principles of marketing & sales and aims to develop student’s ability to analyze the distinctive marketing & selling needs of services. It relies upon practical, real world case studies on a variety of diverse areas of marketing & selling to give students a broader knowledge of key issues and the business environment to which decision making skills can be applied. Topics include the role of marketing & selling as a part of brand management, relationship marketing and sales, focusing on guest expectations as a marketing driver and the management of the marketing mix.

Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities

Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth

Course Outcomes

CO1	To explore the building of customer loyalty expectations and how these are utilized as marketing drivers.
CO2	To develop an understanding of relationship management and its importance to the sales and marketing strategy of the business.

CO3	To illustrate how decisions can be supported through Sales Office Communication System.
CO4	To identify the elements Personality traits of and how these impact on customer service and fulfil the guest expectations.
CO5	To explore and identify explore the various techniques of promotion and concepts of merchandising and systems utilized in the marketing and sales within the hospitality industry.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Introduction to Hospitality Sales & Marketing 8 Hours
Today’s Hospitality Trends - Guest Preferences, Relationship Marketing, Marketing and Sales - Marketing vs./Sales, The Marketing Mix, Management’s Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales, The Importance of Sales - Sales as a Career and the challenges.
Unit II:Marketing Plan 7 Hours
The Marketing Team, Steps of Marketing Plan, conducting a Marketing Performance, Audit, Selection Target Market, Positioning of the Hotel / Food facility, Determining Marketing Objectives, Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.
Unit III: The Sales Office 3 Hours
Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department,

Computerized Client Information, List Reports and Analysis, Yield Management.
Unit IV: Personnel & Telephone Selling Technique 5 Hours
Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Basic of Telephone Communication -Telephone Etiquettes, Telephone Communication Skill, Listening Skill, Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls In Coming Calls - Reservations, Response to Advertising, Inquiries, Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.
Unit V: Restaurant, Banquet & Meeting Room Sales 7 Hours
Consumer behaviour issues in online and social media context-Consumer behaviour and mass disruption in retail-Shopping Malls –A new shopping experience-Marketing ethics and consumer behaviour-PepsiCo’s deal with Indian Medical Association to promote Tropicana and Quaker Oats raises ethical Concerns.

Suggested Reading

1. Text Book (s)

1	Marketing Management: Concept and Cases-Dr. Raj Kumar and Nidhi Goel .Published by UDH Books
2	A textbook of Tourism and Hospitality Management – KCK Rakesh Kadam, VRK Shaifalee and VRK Chainickaa. Published by UDH Books

2. Reference Book (s)

1	Hotel & Food Service Marketing- Francis Buttle
2	Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3	Hospitality Sales A Marketing Approach by Margaret Shaw Published By Wiley

Name of the Course	Campus to Corporate 2			
Course Code	SLSH3001			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

1. To assess the current level of students.
2. To give a real time GD, Interview practice to the students.
3. To prepare students for technical interviews
4. To prepare the students for the placement process and future career prospects

Course Outcomes

CO 1	The learner will be develop self confidence make necessary corrections
CO 2	The learner will be able to recognize and make use of the strengths
CO 3	The learner will be able to practice and follow dressing etiquettes during interview and in corporate world.
CO 4	The learner will be able to interpret and develop skills for career enhancement
CO 5	The learner will be able to interpret and build skills to become a influential personality across hospitality sector
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Confidence Building
• Mind Mapping
Unit II: Group Discussion
Practice Group Discussion – Different Types of Group Discussion
Unit III: Dressing Etiquette
• Negotiation Skills Emotional Intelligence • Creativity and Leadership Skills
Unit IV: Interview Skills- I
• Comprehensive Online Tests contd. • Interview Skills
Unit V: Interview Skills- II
• Mock Interview (Assessment by Corporate experts and SLLL Trainers)
Unit VI: Industry update for technology and trends

Suggested Reading

1. **Delivering Employability Skills in the Lifelong Learning Sector by Ann Gravells, ISBN-10: 1844452956**
2. **Sample Papers of Various companies**
3. **Real world HR interviews from companies across various sectors like Hospitality, Front Desk, customer handling, aviation, cruise and Service Sector etc in and around NCR region.**

Name of the Course	Advanced FOOD PRODUCTION -I			
Course Code	BHMH3010			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objective:

- 1. Is to make students learn about various International Cuisine and to create innovative dishes .
- 2. To analyze various desserts made in international
- 3. To innovate new dishes
- 4. To analyze various new trends in kitchen

Course Outcomes

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes
CO6	Analyze new trends in kitchen

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Asian cuisine- 8 hours

<ul style="list-style-type: none"> · Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries · Chinese, Japan, Thai, Indo, Philippine, · Special ingredients, equipment, tools, preparation and technology involved. <p>Mexican, Lebanese, Middle Eastern, Spanish</p>	8 Hours
Unit II: European Cuisine	

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,

- Pasta & rice, types and sauces

Unit III: American Cuisine	8
Hours	

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit IV: BREAD ARTS /Dessert Presentation
Hours

- Bread Centerpieces – Bread Basket, Braided Bread · Saltillage – Salt dough · -Types, techniques , Usage
- Preparation of Dessert Garnishes – tulip Paste , chocolate stencils , nougat garnishes , etc. 40 · Sauce pouring techniques – Piping , brushing , Feathering ,etc.

Unit V: Product Research & Development
Hours

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

Unit VI Industry Update for Technology and Trends
New trends and Innovations in Food Industry

Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger
3. The larder Chef
4. Garder Manger by D.D Sharma

Name of the Course	Advanced Food and Beverage Service- I
Course Code	BMH3011
Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes
Co-requisite	

Anti-requisite					
	L	T	P	C	
	3	0	0	3	

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

Course Outcomes

CO1	The learner will be able to apply safety, security and emergency procedures followed at the outlet.
CO2	The learner will be able to operate the design, setup and operation of the outlet.
CO3	The learner will be able to identify the various documents/bills required and procedures followed at the receiving area.
CO4	The learner will be able to identify bar setup, staff required and their responsibilities.
CO5	The learner will be able to interpret Event Marketing, Concept & Planning for MICE segments.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: MANAGING F & B OUTLETS
Indenting and maintaining par-stocks of supplies, Advertisement/selling techniques. Garbage disposal, Situations handling, Fire and emergency procedure, Employee requirement, Setting up operational procedures, Training programmer, Employee evaluating / performance appraisal.
Unit II: RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site, Sources of finance, Design consideration, furniture, lighting and décor, equipment required, records maintained, Licenses required, Practice on Standard Operating Procedures in Restaurant, list of restaurant equipment manufacturer (assignment)

Unit III: Receiving Controls

Receiving Food & Beverages: hygiene and sanitation of receiving area , Document given by suppliers bills/ invoice/ cash items/ credit notes/ record maintained, meat tags, Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area.

Unit IV: BAR OPERATIONS

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar
- Front, Under, Back. Bar equipment, Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses, Cooking and Carving at Table.

Unit V: EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing, Organisation of banquet department with their duties of responsibilities, Banquet protocol. Types of function - formal/informal, buffets, theme parties, preparation of duty roasters in restaurants & function catering Planning & Operating various outlet (Fast Food and coffee shop, bar), Supervisory skills, SOP

Unit VI: Industry update for technology and trends

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Management By John Cousines

30	20	50	100
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Course Content:

Name of the Course	ADVANCED FRONT OFFICE I			
Course Code	BHMH3012			
Prerequisite	Passed the previous Semesters of Front Office			
Co-requisite	Clarity of FO topics of previous semesters			
Anti-requisite	Industrial Training experience			
	L	T	P	C
	3	0	0	3

Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security
6. Develop communication skill

Course Outcomes

CO 1	Explain computer application in Front Office Operation
CO 2	Understand Front Office Accounting
CO 3	Describe control of cash and credits
CO 4	Acquire Night Auditing skill
CO 5	Know the importance of guest safety and security
CO 6	Latest Technology in Hotel

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
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Unit I: Handling situations and complaints
Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling
Unit II: Human resource management
Planning, development, job analysis, recruitment, selection, orientation, HR Challenges, employee retention and motivation
Unit III: Case Studies on Safety & Security of Guests
Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds
Unit IV: Computerized/ Electronic Front office
<ul style="list-style-type: none"> • Features of electronic front office. • Factors affecting electronic front office • Check-in, check out in fully automated front office On line management
Unit V: Recent trends and technology in hotel front office
Introduction Importance Advantages
Unit VI : Latest Technology in Hotel

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**
5. **Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	ADVANCED HOUSEKEEPING I				Unit I: Preopening Property Operations Management 7 Hours
Course Code	BHMH3013				1. Preopening Property Operations
Prerequisite	Knowledge of 1-3 Years of housekeeping course				2. Setting up housekeeping department 3. Countdown to opening 4. Preparing snag report.
Co-requisite					5. Preparing other housekeeping report
Anti-requisite					Unit II: Planning of a Guest Room 6 hours
	L	T	P	C	
	4	0	0	4	

Course Objectives

1. Understand, planning and organizing of housekeeping department and its operation.
2. Understand the concepts of classification and planning a guest room according to norms.
3. Understand the concept of textile manufacturing and its use in hospitality sector
4. Understand the concept of professional laundry management.
5. Update with latest trends in hotel housekeeping department.

Course Outcomes

CO 1	Interpret operation of housekeeping department and it's set up.
CO 2	Illustrate the concepts of classification and planning a guest room according to norms
CO 3	Interpret the concept of textile manufacturing and its use in hospitality
CO 4	Define professional laundry management.
CO 5	Interpret the significance of training & Motivation in hotel housekeeping department.
CO 6	Industry updates for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	50	100

Course Content:

Size of Guest Room as per the classification norms 2. Layout of the guest room to the scale 3. Furniture - size and arrangement 4. Bathroom fixtures & amenities 5. Planning of Services Areas – Linen Room / Laundry
Unit III: Textiles 8 hours
Yarn manufacturing 2 Textural processes 3 Characteristics & uses of various fabrics 4 Selection of fabric
Unit IV: : Laundry Management
1. Lundry concept. Organization structure and importance. 2. Laundry Planning and operation 3. Professional Laundry set up 4. Managing Guest laundry
Unit V: Training & Motivation in housekeeping
1. Training and motivation 2. Various training imparted on housekeeping staff 3. IT savy in hk
Unit VI: Industry updates for trends and technology.

School Of Hospitality

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews

5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Advanced FOOD PRODUCTION-I Lab			
Course Code	BHMH3017			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objectives

1. Is to make students learn about various International Cuisine and
2. To create innovative dishes
3. To learn about the various international desserts
4. To plan menu as per guest requirements

Course Outcomes

CO 1	Plan Asian menu and its dishes
CO 2	Plan European menu and its various dishes
CO 3	Able to create and plan American cuisine.
CO 4	Able to demonstrate various International breads and desserts
CO 5	Develop and innovate new recipes
CO 6	Create new menu and dishes as per guest choices

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:

Three course menus to be formulated featuring International Cuisines Chinese, Japan, Thai, Indo, Philippine,

Unit II: Hours **8**

Three course menus to be formulated featuring International Cuisines Mexican, Lebanese, Middle Eastern, Spanish.

Unit III: Hours

Three course menus to be formulated featuring International Cuisines French, Italy and Germany

Unit IV: Hours

Three course menus to be formulated featuring International Cuisines American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit V: Structures Hours

BREAD ARTS · Bread Center pieces – Bread Basket, Braided Bread · Saltillage – Salt dough. -Types, techniques, Usage

Unit VI

DESSERT PRESENTATION

· Preparation of Dessert Garnishes – tulip Paste , chocolate stencils , nougat garnishes , etc. 40 · Sauce pouring techniques – Pipipng , brushing , Feathering ,etc.

Buffet

presentations –

Gateaux, Assorted Petits Fours , bread , etc. · Plate Presentations – Cold desserts , hot puddings , fruit based desserts , hot pastries , etc.

School Of Hospitality

Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger by CIA
3. On Cooking - Sarah Labensky
4. Culinaria Mundi
5. Professional Bakery

Name of the Course	Advanced Food and Beverage Service (Lab)- I			
Course Code	BHMH3018			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

- 1. The objective of the courses is to make the student understand the different style of servicing meal**
- 2. Be able to setup the covers as per the menu.**
- 3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.**

Course Outcomes

CO 1	Identify the various types table layouts
CO 2	Identify the Gueridon service concept
CO 3	Understanding the buffet counter setup
CO 4	Identify the different setup of banquet buffet and there process
CO 5	Planning of buffet menu through checklist
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
<ul style="list-style-type: none"> • Table layout and services for different types of meals

Unit II:
<ul style="list-style-type: none"> • Gueridon Service • Preparation and service of Banana Flambé and Crepe Suzette
Unit III: A
<ul style="list-style-type: none"> • Layout and drawing of the functions prospectus and identifying its appropriate usage • Planning of different types of buffet counters and setting the counters • Preparation of function checklist of buffet
Unit IV:
<ul style="list-style-type: none"> • Assignment on buffet menu planning ,Planning the table layouts of different types of banquet function • Seating plans of different Banquets. Preparation of charts, Name cards etc. • Food and beverage-how to serve in banquets
Unit V:
<ul style="list-style-type: none"> • Assignments: <ol style="list-style-type: none"> a) Checklist for conference and other parties b) Menu planning for State Banquets • To visit Hotels for Buffet Banquet and business events and Exhibition)
Unit VI: Industry update for technology and trends

Suggested Reading

- 1. Food & Beverage Service by R. Singaraveleavan**
- 2. Oxford Publication—Core Textbook**
- 3. Dennis R Lillicrap Food and Beverage Service**
- 4. Sudhir Andrews- F&B Service Manual**
- 5. Food & Beverage Service - Dennis R.Lillicrap. & John**
- 6. Food & Beverage Service - Dennis R.Lillicrap. & John**

Name of the Course	ADVANCED FRONT OFFICE - ADVANCED FRONT I LAB			
Course Code	BHMH3019			
Prerequisite	Passed the previous semesters of Front Office			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. To provide an understanding Practice how to make itinerary.
2. To familiarize the students with GDS.
3. To enhance the ability of the students how to handle situation.
4. To familiarize with Practice on Room Management System.
5. Make the students aware of the proper functioning of Reservation, Check in . Also how to handle and resolve guest issues.

Course Outcomes

CO1	Understand Practice and Usage of itinerary.
CO2	Understand and be able to work on GDS.
CO3	To enhance the ability of the students how to handle situation.
CO4	Understand with practice on room management system.
CO5	Hands on practice on Reservation, Check in, Practical Situations & solving Guest Problems
CO6	Latest Technology used in front office

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
1. Tour Itinerary 2. Assignment on GDS
Unit II:
Mock Situations – Role – Plays Case Study - Practical Situations
Unit III:
Practice on Cases Related to Front office & Other Departmental Communications. Situations on Basis of Charging
Unit IV:
Practice on Room Management System
Unit V:
Practice on Reservation, Check in, Practical Situations & Guest Problems
Unit VI:
Latest Technology used in front office

Suggested Reading

Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Advance Housekeeping I Lab
Course Code	BHMH3020
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms
Co-requisite	
Anti-requisite	

	L	T	P	C
	0	0	4	2

<ul style="list-style-type: none"> ○ Different towel art by linen ○ Different towel art by linen
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Course Objectives

1. Students should be able to Interpret and understand operation of housekeeping set up
2. Illustrate the concepts of classification and planning a guest room according to norms
3. Interpret and understand the concept of textile manufacturing and its use in hospitality

Unit IV: Laundry Management

Laundry flow process
Laundry set up procedure

Unit V:: Eco friendly Amenities, products and process
Identification and use of ecofriendly product

Unit VI
:Industry updates for technology and trends

Course Outcomes

CO 1	To understand detail on developing snag report and other various reports
CO 2	To learn Planning of a Guest Room
CO 3	To demonstrate different types of towel art with linen
CO 4	To understand laundry management
CO 5	To demonstrate and learn various procedure and techniques adopted by housekeeping department in aspect to eco friendly product.
CO 6	To understand Industry updates and latest trends

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam
4. Hotel Housekeeping – A training manual by Sudhir Andrews
5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Name of the Course	Project Work
Course Code	BHMH3014
Prerequisite	
Co-requisite	
Anti-requisite	
	L T P C
	0 0 8 4

Course Content:

Unit I: Preopening Property Operations Management
1.Development of Of snag report 2. Development of Inspection report
Unit II: Planning of a Guest Room
1. Guest room planning techniques 2. Updation of room status in software
Unit III: Textiles
○ Understanding Of fabric in aspect to GSM &TC

Course Objectives

1. Learn about various hospitality issues
2. Learn about various hospitality issues
3. Learn how to evaluate the potential
4. Improve organizing & managerial skills.

Course Outcomes

CO 1	Understand Research work
CO 2	Develop practical understanding of Hospitality sector
CO 3	Able to learn field experience
CO 4	Interpret with issues in departments
CO 5	Learn to carry out research work to address the issues
CO 6	Able to update with latest industry technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Suggested Topics for the Project Report are - (Sample)
Technology in Hotel Services
A case study of Hotel- ABC.”
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/F&B Service/Front Office
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.

Detailed Instructions: Computer Typed {Times New Roman} compiled & Hard bound

copy (Two print Copies) and One soft copy in C.D.

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
- Annexure

Name of the Course	Retail Management			
Course Code	BHMH3016			
Prerequisite	Knowledge of Retail Management			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	2	5

Course Objectives

1.Students will be able to understand retail planning and various retail operation skills.

Course Outcomes

CO1	Interpret the business of Retail industry.
CO2	Identify different types of retailing and Retail Strategic Planning and Operation Management.
CO3	Identify different cycles in retailing.
CO4	Interpret various retail operating skills.

CO5	Identify different issues in retail operation and to address them.	: Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.
CO6	Industry update for trends and technology	
		Unit VI Industry updated for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: The Business of Retail: 8 hours
Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.
Unit II: 2 Retail Models and Theories of Retail Development- 8 hours
Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.
Unit III: Merchandise
Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.
Unit IV: Retail Operating Skills 7 hours
Pre-Check, Opening the Sale, Probing, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations
Unit V: Retail Management through PMS 7 hours

Suggested Reading

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Name of the Course	Linen Management			
Course Code	BHMH3023			
Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Basic Knowledge of linen department and its working			
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

1. To make the student understand about various types of linen and fabrics used in hotels.
2. To familiarize with the operations of laundry Department.
3. Identifying various activities followed in Sewing Room.
4. Proper understanding of renovation, safety and security followed in hotel industry.
5. Identifying and understanding latest renovation trends followed in Hotel Industry.

Course Outcomes

CO1	Understand different types of fabric and its usage by housekeeping department.
CO2	To correlate the procedure of Laundry Operations
CO3	To recognize the activities followed in Sewing Room
CO4	Understand the concepts of safety norms in hospitality industry
CO5	To recognize the concept and importance of renovation followed in hotel industry.
CO6	Industry update for technology and trends

Textile Finishes
Mechanical Finishes
Filling Finishes
Chemical Finishes
Dyeing and Printing
Use of Textiles in Hotels

Unit II: Linen and Laundry Operations 9 Hours

Introduction
The Linen and Uniform Room
Linen Room Organization
Storage of Linen
Linen Exchange

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Textiles 9 Hours
Introduction
Classification and Identification of Textile Fibres
Characteristics of Textile Fibres
Yarn
Types of Yarn
Yarn Characteristics
Fabric Construction
Weaving
Other Methods of Fabric Construction
Blends and Unions

Linen Quality and Lifespan
General Selection Criteria for Fabrics
Discards and Their Reuse
Types of Laundries
Laundry Equipment Folding Machines 458 Spotting Units 458
The Laundry Process
Stain Removal
Dry-cleaning
Handling Guest Laundry
Care Labels

Unit III: Sewing Room 4 Hours

Introduction
Activities in the Sewing Room
Job Specification of a Seamstress/ Tailor
Sewing Area and Equipment
Basic Hand Stitches
Temporary Stitches
Permanent Stitches
Fasteners

Unit IV: Safety and Security 10 Hours

Introduction
511 Work-environment Safety and Job Safety Analysis
Potential Hazards in Housekeeping Operations
Safety Awareness and Accident Prevention
Concept of Safeguarding Assets
Fire Prevention and Fire-fighting
First-aid
Crime Prevention
Dealing with Emergencies
Planning for an Emergency
Dealing with Bomb Threats
Dealing with Terrorism—Steps and Precautions
Guest and Employee Thefts
Sickness and Death

Unit V: Hotel Renovation 9 Hours

Introduction
Reasons to Renovate
Types of Renovation
Subsidiary Processes in Renovation
Refurbishing
Redecoration
Unit VI Industry update for technology and trends

Suggested Reading

- 1. Hotel, Hostel and Hospitality housekeeping by John .C. Bransin& Margaret**
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret.**
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam.**
- 4. Hotel Housekeeping – A training manual by Sudhir Andrews.**
- 5. Magazines of Airlines, Hotels & Tourism Organizations.**
- 6. Hospitality Biz India, Travel Biz Monitor**

Name of the Course	Advanced Food Production-II			
Course Code	BHMH4010			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objectives

- 1.Is to make students learn about various International Cuisine**
- 2.To create innovative create**

3. To learn various international desserts and breads

4. To learn new trends in hospitality

Course Outcomes

CO 1	Able to demonstrate various international classical dishes
CO 2	Able to analyze various preserving techniques
CO 3	Able to identify various new cooking concepts in international cuisine
CO 4	Able to identify various food presentation principles
CO 5	Able to analyze various aspects of entrepreneurship development
CO 6	Able to analyze various new trends in hospitality

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: International Speciality Fine Foods	10 Hours
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Caviar · Oysters · Pate de foie gras · Salmon · Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Tepanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck

Unit II: Speciality Cooking and Preserving Techniques	8 Hours
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· Bar-be-cue · Sous vide · Confit · Microwave cooking · Fondue · Combination cooking · Smoking · Brining

Unit III: New Concepts in International Cuisine	8 Hours
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· Genetically modified food · Organic food · Slow food movement · Molecular gastronomy · Vegan cuisine · Kosher food

Unit IV: Food Presentation Principles	8 Hours
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· Basic presentations · Modern perspectives · Use of technology · Contemporary plates · Unconventional garnishes · Roles and use of garnish

Unit V: ENTREPRENEURSHIP	8 hours
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· The process in becoming an entrepreneur · Attributes of an entrepreneur · Hindrance faced by an entrepreneur · SWOT analysis · Entrepreneur Vs Chef · The rewards

Unit VI : Industry Update for Technology and Trends
Innovations in Industry
New Trends in Industry

School Of Hospitality

Suggested Reading

1. International Food Production -By Chef Bali
2. On Cooking -Sarah Labensky
3. Professional Cooking
4. On Food and Cooking
5. Professional Baking

Name of the Course	Advanced Food and Beverage Service- II
Course Code	BHMH4011
Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes
Co-requisite	
Anti-requisite	
	L T P C
	3 0 0 3

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to Independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

Course Outcomes

CO1	The learner will understand international food and beverage service sector
CO2	The learner will understand food & beverage costing & control
CO3	The learner will understand records & formats
CO4	The learner will understand inventory management

CO5	The learner will understand purchasing process
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: FOOD AND BEVERAGE COST CONTROL SYSTEMS
Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.
Unit II: FOOD AND BEVERAGE CONTROL IN SERVICE
K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F & B control records and formats.
Unit III: INVENTORY MANAGEMENT –
Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.
Unit IV: RESTAURANT PLANNING & DESIGN
Concept, layout, Décor and furnishing, fixtures and fittings, equipments, menu planning, menu engineering, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling
Unit V: FOOD AND BEVERAGE PURCHASING
Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.
Unit VI: Industry update for technology and trends

School Of Hospitality

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan

2. Oxford Publication—Core Textbook
3. Dennis R Lillicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Service - Dennis R.Lillicrap. & John
6. Food & Beverage Management By John Cousines

Name of the Course	Advanced Front Office II			
Name of the Course	Advanced Front office Operations II			
Course Code	BHMH4012			
Prerequisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Make the students understand the training concept for Rooms division.
2. Understand the importance and usage of Guest Loyalty Programmes.
3. Describe the knowledge and working of Total Quality Management system.
4. Understand case studies and solutions of Operation Management.
5. Develop the understanding on importance of energy management in hotel

Course Outcomes

CO1	Explain about training for room division.
CO2	Understand the guest loyalty & culture.
CO3	Describe total quality management in 12st century.
CO4	Acquire and describe the case studied on operation management.

CO5	To acknowledge the importance and usage of energy management in hotel.
CO6	Latest Technology in Front Office

Unit VI Latest Technology in Front Office

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Training for Rooms division	8
Hours	
Definition, Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees	
Unit II: Guest Loyalty & Culture	8
Hours	
Definition of Culture, Dimension of Culture Difference for Guests Impact of Culture on Guest Satisfaction and Loyalty, Definition of Guest Loyalty, the Importance of Guest Loyalty in the Hotel Industry, , Loyalty Prerequisites, Guest Satisfaction	
Unit III: Total Quality Management	
Quality Management in the 21st Century in the Hotel Industry, Theories about Quality, Challenges in the Hotel Industry, Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality Management, Importance of TQM in Accommodation Management.	
Unit IV: Case Studies on Operation Management	
Guest Complaint Management, Customer Surveys and Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery	
Unit V: Environment Management	6
Hours	
Environment and ecology, Pollution and its effects, International EMS standards	

Name of the Course	Advanced Housekeeping II			
Course Code	BHMH4013			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

- 1. Understand Personal skills in accommodation operations and services**
- 2. Understand the Planning and organizing the housekeeping service**
- 3. Understand the the Waste Management procedure**
- 4. Understand the Principles of design, management and furnishing**
- 5. Understand the Ergonomics in Housekeeping**

.Course Outcomes

CO 1	Understand Personal skills in accommodation operations and services
CO 2	Understand the Planning and organizing the housekeeping service
CO 3	Understand the the Waste Management procedure
CO 4	Understand the Principles of design, management and furnishing
CO 5	Understand the Ergonomics in Housekeeping
CO 6	Industry updates with technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: THE PROFESSIONAL HOUSEKEEPER 8 hours
The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices
Unit II:MANAGING HOUSEKEEPING OPERATIONS 8 Hours
Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping
Unit III: HAZARD MANAGEMENT & SAFETY Hours
Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards
Unit IV: NEW FACILITY OPERATIONS MANAGEMENT
Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping. Revenue from Housekeeping, Mini Bar Management.
Unit V: Ergonomics in Housekeeping 8 hours
Ergonomics in Housekeeping Introduction Ergonomics Ergonomics in hotel housekeeping Analysis & risk factors in housekeeping: Ergonomic Perspective
Unit VI Industry updates for technology and trends

Suggested Reading

1. Hotel, Hostel & Hospitality by John C Bramon and Margret.
2. Accommodation Operations Management by SK Kaushal and SN Gautam.
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel Housekeeping- Operations and management by G.Raghubalan and Smriti Raghubalan.

Name of the Course	Advanced Food Production II lab			
Course Code	BHMH4017			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	8	4

Course Objectives

1. Is to make students learn about various International Cuisine
2. To Create innovative dishes
3. To learn various international bakery products
4. To learn the concepts of menu engineering

Course Outcomes

CO1	Able to illustrate various exotic international preparations
CO2	Able to demonstrate modern plate presentation
CO3	Able to analyze various aspects of molecular gastronomy
CO4	Able to demonstrate various international desserts
CO5	Able to plan various international and Indian meals
CO6	Able to demonstrate new trends in Kitchen

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: INTERNATIONAL SPECIALITY FINE FOODS 8 Hours

- Caviar · Oysters · Pate de foie gras · Salmon
- Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Teppanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck

Unit II: 8 Hours
MODERN PLATE PRESENTATION USING CONTEMPORARY MENUS
Unit III:
MOLECULAR GASTRONOMY INTRODUCTION
Unit IV:
International Desserts
Unit V:
DEMONSTRATIONS BY INDUSTRY EXPERTS
Unit VI
Industry trends and Industry Update

Suggested Reading

1. On cooking - Sarah Labensky
2. On Food and Cooking
3. Professional Chef
4. Professional Bakery
5. The Larder Chef : Leto and Mojo

Name of the Course	Advanced Food and Beverage Service (Lab)- II
Course Code	BHMH4018
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical
Co-requisite	
Anti-requisite	
	L T P C
	0 0 4 2

Course Objectives

1. The objective of the courses is to make the student understand the different style of servicing meal
2. Be able to setup the covers as per the menu.
3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

Course Outcomes

CO1	Identify the various types of banquet functions.
CO2	Plan regional menus and explain the new regional dishe
CO3	Understanding of SOP's
CO4	Research on the CCG makers in the market
CO5	Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
<ul style="list-style-type: none"> • Skill and Techniques for Formal Banquet Services Function • Calculation of Space for Banquets Banquet Menu. • Setting of Various Types of Buffet.
Unit II:
<ul style="list-style-type: none"> • Guéridon and Flame Cooking and Carving at Table. • Designing and Setting The Bar • Arranging A Theme Dinner/ Food Festivals
Unit III:
<ul style="list-style-type: none"> • Practice on Standard Operating Procedures in Restaurant • Supervisory Skills SOP
Unit IV:
<ul style="list-style-type: none"> • List Of Restaurant Equipment Manufacturer (Assignment)
Unit V:
<ul style="list-style-type: none"> • Preparation of Duty Roasters in Restaurants & Function Catering • Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)

School Of Hospitality

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Management By John Cousines
6. Food & Beverage Service - Dennis R.Lilicrap. & John

Name of the Course	Advanced Front Office Lab I			
Course Code	BHMH3032			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objective

1. To provide an understanding Practice and Usage of different Forms & Formats Required for Training.
2. To familiarize the students with Practice on Total Quality Management.
3. To enhance the ability of the students to handle situation related to quality at managerial level.
4. Familiarize the student of various threats in hotels and how to handle them.
5. To enhance competitive strategies followed by hotels for improving profit in hotels..

Course Outcomes

CO 1	Understand Practice and Usage of different Forms & Formats Required for Training.
CO 2	Understand and be able to explain with Practice on Total Quality Management.

CO 3	To enhance the ability of the students how to handle situations.
CO 4	Assess through Project and assignment related to current competitive strategies.
CO 5	To understand the competitive strategies.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
<ol style="list-style-type: none"> 1. Practice and Usage of different Forms & Formats Required for Training. 2. Cross Training
Unit II:
<ol style="list-style-type: none"> 1. Practice on Total Quality Management: Case studies 2. Quality Management in Luxury hotels.
Unit III:
<ol style="list-style-type: none"> 1. Role Plays on Handling Situation related to Quality Management at Managerial Levels 2. Kaizen 3. Benchmarking
Unit IV:
Role Plays on Guest Safety and Security Situation :- Fire threat , Bomb Threats , External threats (Terrorist threat, Control of unknown person, etc)
Unit V:
Projects & Assignments related to Current Competitive Strategies being followed by Hotels to Improve Revenue
Unit VI:
Projects & Assignments related to technology used in front office.

School Of Hospitality

Suggested Reading

1. **Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
2. **Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
3. **Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
4. **Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**

Name of the Course	Advanced Housekeeping Lab II			
Course Code	BHMH4019			
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

The increasingly Competitive and demanding Hotel Industry environment has created new challenges, wherein the knowledge of various suppliers and routine records are most critical factors moreover planning , organizing , budget, outsource services and interior designs provides a competitive edge to the property . Advanced Housekeeping will help the student to gain insight about planning organizing budgeting and décor.

Course Outcomes

CO 1	To understand detail on Facility planning & Facility Management
CO 2	To learn Planning of a Guest Room and different types of housekeeping services
CO 3	To understand Waste Management and its Procedure in Hotel industry
CO 4	To understand Ergonomics in Housekeeping
CO 5	To Understand Ecotels in hotel.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Designing rooms for different categories of guest
Designing rooms for different categories of guest 1. Handicapped 2. Children 3. V.I.P etc
Unit II: Purchasing System
Coordinate with hotel purchase system for ordering
Unit III: Purchasing System
Purchase, storing and inventory control
Unit IV: Check list Preparation
To prepare checklist for public area non public areas
Unit V: Bed Making Procedure
Revision of Tradional way of bed making Modern way of bed making Various towel arts
Unit VI Industry updates for technology and trends

Suggested Reading

- Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

Hotel, Hostel & Hospitality by John C Bramon and Margret.
Accommodation Operations Management by SK Kaushal and SN Gautam.
Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course	Skill enhancement for Media & Journalism in Hospitality			
Course Code	BHMH4001			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. To acquaint students with the glorious journey of hospitality journalism.
2. To enhance understanding of the origin of hospitality journalism.
3. To inculcate the knowledge of hospitality journalism.
4. To acquaint learners with technological advancements in hospitality journalism.

Course Outcomes

CO 1	to understand the basics of hospitality and journalism.
CO 2	to acquaint themselves with the glorious journey of hospitality journalism.
CO 3	to enhance understanding of the origin of hospitality journalism.
CO 4	to explain issues related to news concepts, processes and production
CO 5	to evaluate issues related to objectivity and ethics in journalism
CO 6	Industry updates with trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

Unit I:
<ul style="list-style-type: none"> • Journalism & Hospitality: Introduction to Journalism • Definition of a Journalist • Nature & Scope of Journalism • Journalism & Hospitality: Careers & Opportunities
Unit II:
<ul style="list-style-type: none"> • Pioneers in Hospitality, Journalism & Media: Pioneers in Travel • Writing great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William
Unit III:
<ul style="list-style-type: none"> • Creative Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality • Writing for Online Magazines, Hospitality Magazines. • Types of Hospitality Writing • Studies from Hospitality Biz India, Travel Biz Monitor and Express
Unit IV:
<ul style="list-style-type: none"> • Media Applications for Hospitality: Introduction Media, • Its Role in Hospitality Promotion
Unit V:
Televisions, Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles
Unit VI Industry updates for technology and trends

Suggested Reading

Magazines of Airlines and Hotels Organizations.

Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.

Hospitality Biz India

- **Hotel Promotional Literatures**
- **Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.**

- Mass Communication, Wilbur Schram
- Understanding Media by Marshal McLuhan

		Exam (ETE)	
30	20	50	100

Course Content:

Name of the Course	Food Laws and Standards			
Course Code	BMMH2013			
Prerequisite	Basic understanding of Food safety hygiene, food laws & regulations			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Unit I: Introduction to Food safety standards

- Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants
- Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites
- Basic principles of food preservation

Unit II: Food adulteration

- Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)
- Common adulterants in food
- Method of their detection(basic principle)

Food Additives : Introduction, Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)

Unit III: QUALITY ASSURANCE

- Introduction to Concept of TQM, GMP and Risk Assessment
- Relevance of Microbiological standards for food safety
- HACCP (Basic Principle and implementation)

Unit IV: FOOD LAWS AND REGULATIONS

- National – PFA Essential Commodities Act (FPO, MPO etc.)
- International – Codex Alimentarius, ISO
- Regulatory Agencies – WTO

Unit V: International food standard setting agencies

- ISO, OIE, IPPC, AOAC, ASTM, EU and USFDA
- Food Labelling
- Consumer Protection Act

Unit VI: Industry update for technology and trends

Course Objectives

- 1.Salient features of Food Safety and Standards Act of 2006 and its Rules and Regulations
- 2.Ensure the safety and quality of food products as per mandatory legal requirements and voluntary standards.
- 3.Specify the importance of standard laws & regulations.
- 4.Learn about HAACP, Codex Alimentarius Commission

Course Outcomes

CO1	Understand the basics of Food safety and hygiene
CO2	Learn the basics of various food adulterants and food additives
CO3	Understand the food Safety and Quality Requirements: HACCP
CO4	Learn the basic of the standard food laws
CO5	Understand the standards of Codex Alimentarius Commission
CO6	Industry update for technology and trends

Suggested Reading

- 1.Modern Food Microbiology by Jay. J. ; Food Microbiology by Frazier and Westhoff
- 2.Food Safety by Bhat & Rao
- 3.Safe Food Handling by Jacob M
- 4.Food Processing by Hobbs Betty , PFA Rules

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term	Total Marks
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5.A Practical Guide to Food Laws and Regulations Paperback – 1 September 2016 by Kiron Prabhakar (Author)

6. Food Safety and Standards Act, Rules & Regulations Paperback – 1 January 2013 by Vidhi Jain Akalank Kumar Jain (Author)

Name of the Course	Managerial Behaviour			
Course Code	BHMH3026			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

1. This course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management

Course Outcomes

CO 1	To Understand Management: Its Concept, Nature, Process, and Significance.
CO 2	To Interpret Planning: Its Nature, Scope and Objectives of Planning.
CO 3	To understand Staffing: Its Concept, Nature and Importance of Staffing.
CO 4	To interpret Organizational Behavior-I: Its Concept and nature of Organizational behavior.
CO 5	To understand Group Behaviour & Team Development.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I
Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.

Unit II:
Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality. Organizing: Concept, Principles of an Organization, Span of Control, Departmentation, Types of an Organization, Authority-Responsibility, Delegation and Decentralization
Unit III:
Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading: Nature and Importance of Motivation, Types of Motivation, Theories of Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and Importance, Traits of a leader, Leadership Styles (Likert's Systems of Management), Tannenbaum & Schmidt Model and Managerial Grid Controlling: Nature and Scope of Control, Types of Control, Control Process, Control Techniques (Traditional and Modern), Effective Control System
Unit IV:
Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities Individual & Interpersonal Behaviour: Personality – Determinants and Traits, Emotions, Learning-Theories, Perception –Process and Errors, Attitudes-Formation, Theories, Relationship between Attitude and Behavior, Johari Window, Transactional Analysis – Ego States, Types of Transactions, Life Positions, Applications of T.A.
Unit V:
Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams. Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.
Unit VI Industry updates for technology and trends

School Of Hospitality

Suggested Reading

1. Fundamentals of Management, by Robbins, Publisher: Pearson
2. Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson
3. Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.
4. Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education.
5. Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education

Name of the Course	Molecular Mixology
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Course Code	BHMH4008				Project development, planning a list of cocktail, calculation of drink price, promotion
Prerequisite	Understand the concept of previous semesters of Front Office				
Co-requisite					
Anti-requisite					
	L	T	P	C	Unit IV: Molecular Week
	2	0	2	3	Molecular Week

Course Objectives

This paper studies the relationship between food and beverage, art of preparing and serving rich or delicate and appetizing cocktail and mocktail, modern style of serving & technical innovations from the scientific disciplines, and the science of good drinking.

Course Outcomes

CO 1	Will be able to understand molecular mixology principal
CO 2	Will be able to understand Cocktail additives, sodium alginate
CO 3	Will be able to understand Project development,
CO 4	Will be able to understand Molecular Week Bar and bistro
CO 5	Will be able to understand Method of data collection
CO 6	Industry updates for trends and technology

Unit V: Projects

Customer feedback
Method of data collection
Result
Result of the projects.

Unit VI Industry updates for trends and technology

Suggested Reading

- Food & Beverage Service by R. Singaravelavan**
- 2. Oxford Publication—Core Textbook**
- 3. Dennis R Lillicrap Food and Beverage Service**
- 4. Sudhir Andrews- F&B Service Manual**
- 5. Food & Beverage Service - Dennis R.Lillicrap. & John**
- 6. Food & Beverage Management By John Cousins**

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: History of Molecular mixology
Introduction. History of molecular mixology, molecular mixology principal, Emulsifications, Basic Spherification, reverse spherification, gelification
Unit II: Use of Additives
Cocktail additives, sodium alginate, calcium lactate, Lecithin, Agar agar
Unit III: Promotion and upscaling of Cocktail

Name of the Course	Research Project and Dissertation , PBL (Project based learning)			
Course Code	BSCH3012			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	10
			0	

Course Objectives

- 1. To learn the various aspects of research**

2. To come out with a solution for a given problem using various research tools
3. To interpret the solutions
4. To analyse various situations and come out with relevant solutions

Course Outcomes

CO 1	To be able to analyze problems
CO 2	To be able to come out with a sustainable solution
CO 3	To be able to analyze various needs of guests in organization
CO 4	To be able to cater to the guests demands and needs
CO 5	To able to demonstrate teamwork
CO 6	To identify various industry updates and implement it

Continuous Assessment Pattern

Review 1	Review 2	Review 3	Total Marks
30	30	40	100

Course Content:

This unique concept is designed with an objective of better learning and understanding by offering the flexibility of Project Based Learning, in Industry environment for all students of Sem 6.

Methodology: Each student will suggest three topics of his/her choice related to the Hospitality Industry, the Dean/ Program Chair will guide each student in deciding the topic , preparing ,finalizing ,submission and evaluation of the report.

Project Guidelines	PBL
Food Production Management	20 credits Research Project
Food & Beverage Management & Control	

Entrepreneurship Development
Hospitality & Tourism Marketing Management
Facility Management, Planning & Design
Accommodation Management
Communication Skills
Hospitality & Tourism Research Project
Food Production Management
Food & Beverage Management & Control
Accommodation Management

Course Outline: (Total Credits: 20)

Outline of the project is as described below. Here the students are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are working/ focusing on project of choice . This also enhances his understanding of Hospitality & interdepartmental coordination. He may be looking at this whole project like an entrepreneur also and doing the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired learning outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students is working /on job training then the student is expected to additionally prepare e and submit the details of his dept of working, his learning outcomes and the challenges he faced, and what efforts he made to overcome these challenge. This will be based on his observation and interactions with colleagues and supervisors in the department.

This complete report should be submitted a maximum of 50-80 pages in hardbound copy and soft copy in ppt slides.

Evaluation Matrix – Project Based Evaluation

	Marks	<u>Research Project and Dissertation</u>
Review 1	10	Framing of Questionnaire
	10	Submission of progress report (how, why, reasons for choice of questions etc.)
	10	Presentation
Review 2	10	Data Collection
		Review of Data
	10	Submission of progress report-Changes/Progress
	10	Presentation
Final Review	10	Completion of work
	10	Submission of Final Report
	20	Final Presentation Skills

Note: The report will only be evaluated after the Final Presentation in person on specified date.

Specific Department Submission and clarification (only for students who are placed)

1. Identification of Hotel/Department/Name of HOD/Mobile No., Email of HOD
2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report
3. Section wise details of learning outcome of that particular department.
4. Identification of all problems and challenges faced.

5. How each problem and challenge was faced, efforts made and strategies followed.
6. Any area /problems that are still unresolved
7. Overall benefits and learning from the on the job environment.
8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job .

Assessment:

The project will be submitted in form of -

1. Hard bound project report
2. Soft copy of the project report
3. PPT Presentation on the project.

Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

· Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.

· The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

1. Introduction
2. Acknowledgement
3. Index
4. Content
5. Bibliography

Suggested Reading

1. Various research papers related to their research topics.



Program: Bachelor of Hotel Management

Scheme: 2020-2021

Vision

To be known globally for responsive education, creativity and innovation in Hospitality.

Mission

M1 : Create a strong foundation on fundamentals of global hospitality practices.

M2: Establish state of the art facilities and collaborations for excellence in hospitality profession.

M3: Develop well-rounded and thoughtful graduates prepared to excel in changing and globalized world.

Program Educational Objectives

PEO1: Undertake global assignments and demonstrate skills and abilities in hospitality services.

PEO2: Engage in professional and entrepreneurial activities at leadership roles in hospitality industry.

PEO3: Be involved in adopting emerging technologies for creativity and innovation to provide solutions in the field of hospitality and allied services.

Program Specific Objectives

PSO1: Able to interpret global trends in hospitality industry and improve the service quality through effective use of ICT.

PSO2: Effectively collaborate with hospitality service providers and profess customer centric attitude in diverse service situations of industry.

Program Outcomes

To apply the knowledge of hospitality fundamentals and departmental specialization for the solution of complex service problems.

PO2: To identify, formulate and analyze service problems to provide hospitality products and services.

PO3: To design service components and processes that meets the specified needs of Guests.

PO4: To create and apply appropriate resources and modern tools for hospitality services.

PO5: To apply reasoning to assess societal, cultural issues and professional responsibilities.

PO6: To commit to professional ethics and responsibilities of the hospitality trade practices.

PO7: To assess the environmental impact of hospitality practices for sustainable development.

PO8: To function effectively as an individual, and as a member of diverse teams and in multidisciplinary settings.

PO9: To communicate effectively on service activities with the community and society at large.

PO10: To recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

Curriculum

Semester 1									
Sl. No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1001	Foundation Course in Food Production I	3	0	0	3	30	20	50
2	BSCH1002	Foundation Course in F&B Service	3	0	0	3	30	20	50
3	BSCH1003	Foundation Course in Front Office I	3	0	0	3	30	20	50
4	BSCH1004	Foundation Course in Housekeeping Operation I	3	0	0	3	30	20	50
5	BSCH1006	Foundation course in Food Production Lab I	0	0	4	2	50		50
6	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50		50
7	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50		50
8	BSCH1009	Foundation course in Housekeeping operation	0	0	4	2	50		50
9		Professional Communication 1	1	0	4	3	50		50
10		Liberal & Creative Arts	0	0	1	0.5	50		50
11	BCSE8011	Introduction to computer Application Lab	0	0	2	1	50		50
		Total							
Semester II									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1013	Foundation course in Food Production-II	2	1	0	3	30	20	50
2	BSCH1014	Foundation course in F & B Service – II	2	1	0	3	30	20	50
3	BSCH-1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH-1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	BSCH-1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50		50
6	BSCH-1019	Foundation course in F & B Service – II (Lab)	0	0	2	1	50		50
7	BSCH-1020	Foundation course in Front Office – II (Lab)	0	0	2	1	50		50
8		Professional Communication -II	1	0	4	3	50		50
9	ENVS1003	Certificate Course in environmental Sustainability	1	0	0	0.5	50		50
		Total							
Semester III									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE

1	BSCH2001	Food Production Training Report	0	0	10	5			100
2	BSCH2002	F&B Service Training Report	0	0	10	5			100
3	BSCH2003	Front Office Management Training Report	0	0	10	5			100
4	BSCH2004	Housekeeping Management Training Report	0	0	10	5			100
		Waste Management	0	0	1	0.5			
		Total							

Semester IV

Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH-2005	Food Production Operations	2	1	0	3	30	20	50
2	BSCH-2006	F & B Service Operations	2	1	0	3	30	20	50
3	BSCH-2007	Front Office Operations	2	1	0	3	30	20	50
4	BSCH-2008	Housekeeping Operations	2	1	0	3	30	20	50
5	BSCH-2010	Food Production Operations lab	0	0	4	2	50		50
6	BSCH-2011	Food & Beverage Service (Wine & Liquors)lab	0	0	2	1	50		50
7	BSCH-2012	Front Office Operations lab	0	0	2	1	50		50
8	BSCH-2013	Housekeeping Operation lab	0	0	2	1	50		50
9		IPR(Intellectual Property Rights)	0	0	2	1	50		50
10		Entrepreneurship in Hospitality	2	0	0	2	30	20	50
		Total							

Semester V

Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH3001	Food Production Management	3	0	0	3	30	20	50
2	BSCH3002	Food & Beverage Management	3	0	0	3	30	20	50
3	BSCH3003	Front Office Management	3	0	0	3	30	20	50
4	BSCH3004	Housekeeping Management	3	0	0	3	30	20	50
5	BSCH3005	Food Production Management Lab	0	0	4	2	50		50
6	BSCH3006	Food & Beverage Management Lab	0	0	4	2	50		50
7	BOSCH3007	Front Office Management Lab	0	0	4	2	50		50
8	BSCH3008	Housekeeping Management Lab	0	0	4	2	50		50
9	SLSH3001	Campus to corporate Lab	0	0	2	1	50		50
10	SOBO1001	Hospitality Service sales & Marketing	2	0	0	2			100
		Total							

Semester VI

Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BHMH3010/BHMH3011/BHMH3012/BHMH3013/	Advanced Food Production I/Advanced F&B Service I/Advanced Front Office I/Advanced Housekeeping I Th (Any One)	4	0	0	4	30	20	50

2	BHMH3017/B HMH3018/BH MH3019/BHM H3020/	Advanced Food ProductionI/Advanced F8 B Service I/ Advanced Front OfficeI/Advanced Housekeeping I Lab (Any One)	0	0	4	2	50		50
3	BHMH3014	Project Work	0	0	8	4	50		50
4	BHMH3016	Retail Management	4	0	2	5	30	20	50
		Campus to Corporate	0	0	6	3	50		50
		Total							

Semester VII

Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BHMH4010/B HMH4011/BH MH 4012/BHMH40 13/	Advanced Food Production II /Advanced F8 B Service II/, Advanced Front Office II /Advanced Housekeeping II Th (Any One)	4	0	0	4	30	20	50
2	BHMH4017/B HMH4018/BH MH4019/BHM H4020/	Advanced Food Production II/Advanced F8 B Service II/ Advanced Front Office II/Advanced Housekeeping Lab II (Any One)	0	0	4	2	50		50
3	BHMH4001	Skill enhancement for Media & Journalism in Hospitality	4	0	0	4	30	20	50
4	BHMH3026	Managerial Behaviour	2	0	0	2	30	20	50
		Advance Campus to Corporate	0	0	4	2	50		50
		Total							

Semester VIII

Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	Revie w1	Re vie w2	Revie w3
1	BSCH3012	Research Project- Dissertation(PBL)	0	0	34	17	30	30	40
		Total							

List of Electives

Elective-1

Sl No	Course Code	Name of the Electives	Assessment Pattern						
			L	T	P	C	IA	MT E	ETE
1	BSCN1009	First Aid in Handling Medical Emergencies in Kitchen Lab	0	0	2	1	50		50
2	BSCH1011	French I	0	0	2	1	50		50
3	BCSE8011	Introduction to Computer Application Lab	0	0	2	1	50		50
4	BSCH1025	Hotel Engineering	2	0	0	2	30	20	50
5	BSCH2022	Academic and Research report	1.5	0	0	1.5	30	20	50
6	SOBO1001	Hospitality service sales and Marketing	2	0	0	2	30	20	50
7	BSCH3013	Facility Planning & Management	2	0	0	2	30	20	50
8	BHHR3001	Human Resource Management	2	0	0	2	30	20	50
9	BSCH3022	Food Styling	0	0	2	1	50		50
10	BSCH3023	Bartending	0	0	2	1	50		50
11	BHMH3023	Linen Management	2	0	0	2	30	20	50
12	BSCH2023	Food Laws and Standards	3	0	0	3	30	20	50
13	BHMH4007	Molecular Gastronomy	2	0	2	3	30	20	50
s14	BHMH4008	Molecular Mixology	2	0	2	3	30	20	50

Name of the Course	Foundation course in food production-I				and area hygiene, Clean uniform and need for it, Safety procedures in handling. French Cookery, History of cooking, Escoffier and other Famous Chefs of the world Unit II: <u>Hierarchy in Kitchen of various Hotels</u> 8 Hours
Course Code	BSCH1001				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite					
Anti-requisite					
	L	T	P	C	
	3	0	0	3	

Course Objectives

- 1.To sharpen the culinary skills in the field of food production.**
- 2.To impart knowledge of the history of culinary art and changes along with the times.**
- 3.To give the basic idea about the physical and chemical composition of different food products.**

Course Outcomes

CO1	Understand basic concepts Food Production
CO2	Understand the hierarchy of the kitchen with duties & responsibilities of staff members, kitchen organization & layout.
CO3	Develop the basics of menu planning, usage of different fuels & equipments in kitchen
CO4	Understand the aims & objectives of cooking food & various Methods of Cooking
CO5	Learn the basic principles of food production
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: <u>Introduction to Cookery and Origin of Modern Cookery</u>	Vegetables : classification, cookery-effect of heat acid, alkali on textures, colour & nutrition. Cuts of vegetables- Julienne, brunoise, macedoine, dice, paysanne, barrels, olivette, turned, batons, jardiniere. Fruits - classification, cooking of fruits.
Attitudes & Behavior in the Kitchen, Levels of Skills & Experience, Personal hygiene, Equipment	

Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.

Duties & responsibilities : Duties & responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.

Kitchen Organization and Layout: General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas. layout of service and wash up area.

Unit III: Fuels & basic menu planning

Various fuels used –Gas, electricity, wood, oil, coal, Advantages and disadvantages of each, Different equipment-small & large, Different tools.

Types of Menu-A la Carte, Table d'hote, Buffet, Banquet, Menu planning principles

Unit IV: Aims & objectives of cooking food, Methods of Cooking

Aims of cooking food, Objectives of cooking food. Chemical changes that take place .

Various textures, various consistencies, techniques used in preparation.

Various methods of cooking :
 Dry method & wet method

- Roasting, grilling, frying (deep, shallow, saute), baking, broiling, poaching, boiling, pot roasting, poaching, steaming, stewing

Unit V: Basic principles of food Production

<p>Stocks : Definition of stock, types of stock, preparation of stock- Recipe White stock/chicken stock, brown stock, vegetable stock, fish stock-fumet, uses of stock, care and precaution.</p> <p>Soups: classification of soups : Veloute, clear, passed ,puree, bisque & chowder</p> <p>Sauces: classification of sauces : Mother sauces & other recipes of Bechamel, Espagnole, Veloute, Mayonnaise, Tomato, Hollandaise. Derivatives of mother sauces, other hot & cold sauces.</p> <p>Egg Cookery : Structure of an egg, selection of an egg, uses of egg in cookery, methods of egg cookery</p> <p>Cereals : Wheat types, cooking & uses, Rice (types, cooking & uses), pulses (types, cooking & uses)</p> <p>French culinary terms</p> <p>Unit VI: Industry update for technology and trends</p>	Name of the Course	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I			
	Course Code	BSCH1002			
	Prerequisite	Basic understanding of Food and Beverage Service terms. requires.			
	Co-requisite				
	Anti-requisite				
		L	T	P	C
		3	0	0	3
	Course Objectives				
	<p>1. Provide an understanding of various types of Hotel industry and catering establishment.</p> <p>2. Facilitate an understanding about all the duties and responsibilities of employees of the F & B service Department.</p> <p>3. Familiarize the students with the equipment used in F&B Services</p>				

Suggested Reading

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook**
- 2.Practical Cookery-1 (Kinton & Cesarni)**
- 3.Theory of Catering (Kinton & Cesarni)**
- 4.Practical Cooking –Thangam & Phillip**
- 5.Basic Training Kitchen – Chef Vikas**
- 6.Food & Beverage Management By John Cousines**
- 7.Theory of Cookery by K. Arora**
- 8.Food & Beverage Journal-Hammer Publication**

Course Outcomes

CO1	Interpret basic concepts of Food & Beverage Service in Hospitality sector.
CO2	Interpret the basic structure of hierarchy, duties and responsibilities in F&B service department.
CO3	Identify various types of F&B service outlets.
CO4	Identify the basic working of the F&B service Dept in back area.
CO5	Generalize the basic cutlery, crockery and glassware commonly used in F&B service.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: The Hotel & Catering Industry
<p>Introduction to the Hotel Industry and Growth of the hotel industry in India</p> <ul style="list-style-type: none"> • Role of Catering establishment in the travel/tourism industry • Types of F&B operations • Classification of Commercial, Residential/Non-residential, Welfare Catering – ,

Industrial/Institutional/Transport such as Air, Road, Rail, Sea, Structure of the catering industry a brief description of each
Unit II: Departmental Organization & Staffing
<ul style="list-style-type: none"> • Organization of F&B department of hotel • Principal staff of various types of F&B operations • French terms related to F&B staff • Duties & responsibilities of F&B staff • Attributes of a waiter, Inter-departmental relationship (Within F&B and other department)
Unit III: Food Service Areas
<ul style="list-style-type: none"> • Specialty Restaurants • Coffee Shop Service • Cafeteria Service • Fast Food Service • Room Service • Banquet Service • Bar Service • Vending Machine
Unit IV: Ancillary Department
<ul style="list-style-type: none"> • Pantry • Food pick-up area • Store • Linen room • Kitchen stewarding
Unit V: F & B Service Equipments
<ul style="list-style-type: none"> • Cutlery, Crockery, Glassware • Flatware, Hollow ware, • All other equipment used in F&B service• French terms related to the above and SLLL Trainers)
Unit VI: Industry update for technology and trends

School of Hospitality

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. John Hullar- The Waiter
6. Food & Beverage Service - Dennis R.Lilicrap, & John

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE I			
Course Code	BSCH1003			
Prerequisite	Basic Knowledge of English Smart in communication			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guests in these hotels.
3. To enhance the ability of the students in understanding the guest's needs.
- 4.To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
5. To understand the function of the bell desk.

Course Outcomes

CO1	Understand the functioning of the tourism and Hospitality Industry.
CO2	Understand the role of the Hotel Industry in the development of the tourism Industry.
CO3	Learn different types of hotel accommodations, rooms, hotels and classification of hotels.
CO4	He/ She must develop an understanding of the different profiles of guests.
CO5	Understand the function of bell desk
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY 8 Hours
A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office
Unit II: FRONT OFFICE ORGANIZATION 8 Hours
A. Function areas – Sub departments B. Front office hierarchy C. Duties and responsibilities Personality traits
Unit III: CLASSIFICATION OF HOTELS:
A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium
Unit IV: Functions TYPES OF ROOMS – Size and Variety
A. Single, B. Double, C. Twin TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size
Unit V: HOTEL ENTRANCE, LOBBY AND FRONT OFFICE 8 Hours
A. Layout B. Front office equipment (non automated, semi automated and automated) BELL DESK A. Functions B. Procedures and records

Unit VI Industry update for technology and trends

School of Hospitality

Suggested Reading

- Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**
- Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Foundation course in housekeeping operations-I			
Course Code	BSCH1004			
Prerequisite	Basic knowledge of English to understand the technical terms .			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- Organization of housekeeping department and its basic function**
- All agents and equipment used for cleaning of all possible.**
- Layout of housekeeping department.**

Course Outcomes

CO1	Interpret and understand the role and function of Housekeeping department
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CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department
CO3	Interpret and will be able to understand various Cleaning Organization of housekeeping department
CO4	Interpret and understand uses of different types of Cleaning agents.
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.
CO6	Industry updates for Trends and technology.

<ul style="list-style-type: none"> • Frequency of cleaning daily, periodic and special Designs and factors that simplify
Unit IV: Cleaning Agents 8 hours
<ul style="list-style-type: none"> • cleaning Use and care of equipment • General criteria for selection Classification of cleaning agents • Polishes, use, care and storage • Floor seals, use, care and storage
Distribution and control of cleaning agents, Use and eco friendly products in H.K
Unit V: Composition, are and cleaning of different surface
<ul style="list-style-type: none"> • metal and glass, • Leather, • Rexines, • Plastic, • ceramics and wood, • Wall finishes • Floor finishes
Unit VI Industry Updates for Trends & Technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

School of Hospitality

Course Content:

Suggested Reading

<p>Unit I: the role of H.K. in Hospitality Operations 8 hours</p> <ul style="list-style-type: none"> • Role of H.K • Role of H.K in guest satisfaction and repeat business
<p>Unit II: Organizational Chart of Housekeeping Department 8 hours</p> <ul style="list-style-type: none"> • Hierarchy in small, medium, large and chain hotels. • Personality Traits of housekeeping • Management Personnel • Duties and responsibilities of housekeeping staff <p>Layout of the H.K. Department</p>
<p>Unit III: Cleaning Organization 8 hours</p> <ul style="list-style-type: none"> • Principles of cleaning • Hygiene and safety factors in cleaning • Methods of organizing cleaning

1. **Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book**
2. **Hotel, Hostel & Hospitality by John C Bramon and Margret.**
3. **Accommodation Operations Management by SK Kaushal and SN Gautam**

Name of the Course	Foundation Course in Food Production-I (Lab)			
Course Code	BSCH1006			
Prerequisite	Basic understanding of the English language & also dedication and hard work.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

1.To learn about the basics of food production in continental and Indian cuisine.

2.To make a menu and would be able to explain the meaning of the dishes.

3.To prepare the basic stock, sauce and soup.

4.To use the knife and other equipment confidently.

Course Outcomes

CO1	Understand basic concepts of Food Production.
CO2	Learn the basics of preparation of French Cuisine.
CO3	Understand basic concepts of menu planning for various categories.
CO4	Learn the basics of Food Production
CO5	Learn the basics bread making and desserts

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

<p>Unit I: <u>Introduction to Cookery</u> Hours</p> <p>6. Basic knowledge of kitchen ingredients. 7. Need of chef uniform, personal hygiene. 8. Knowledge of various kitchen equipment. 9. Different vegetable cuts. 10. Method of cooking (Boiling, frying, steaming, braising & baking)</p> <p>Unit II: <u>Preparation of basic stocks, sauces & soups</u> 8 Hours</p> <p>Stocks : Demonstration and preparation of</p> <ul style="list-style-type: none"> White stock/Chicken stock Brown stock Fish stock <p>Sauces : Demonstration & preparation of basic mother sauces * 2-3 derivatives of each</p> <ul style="list-style-type: none"> Bechamel (Cheese sauce, mornay sauce, parsley sauce) Espagnole sauce (lyonnaise, Maderiq, charcutiere) Tomato sauce (Creole, Italenne, piquant) Veloute (Supreme, allemande, normande) Hollandaise (maltaise, bearnaise, choron) Mayonnaise(tartar, cocktail, chantily) <p>Soups :classification of soups</p>	<ul style="list-style-type: none"> Consomme: Royal, julienne Cream: Tomato, Spinach, vegetable Puree: Lentil, Peas, Carrot Unpassed : Scotch broth, minestrone National soup (Mulligatawny , French onion) Bisque: Chowder, prawn, shrimp <p>Unit III: <u>Preparation of Egg Cookery</u> Hours</p> <ul style="list-style-type: none"> Boiled (Soft and Hard) Fried (sunny side up, double fried) poached egg Srambelled Omelette (Plain & stuffed) Egg benedict <p>Unit IV: <u>Preparation of Meat cookery(Fish/Poultry/Meat)</u> Hours</p> <ul style="list-style-type: none"> Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole) Round fish (surmai, rohu, mackerel) Shellfish ((clams, mussels, shrimps, crabs,lobsters) Cephalopods (squid, cuttle, fish) Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons Preparation of simple dishes as Fish orly Fish al’anglaise <p>Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as :</p> <ul style="list-style-type: none"> Poulet rôti a l’anglaise Poulet ala king Poulet sauté Maryland <p>Unit V: <u>Preparation of (Continental) Hot & cold dessert</u> Hours</p> <p>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</p> <p style="text-align: center;">School of Hospitality</p> <p>Suggested Reading</p> <ol style="list-style-type: none"> 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook 2.Practical Cookery-1 (Kinton & Cesarni) 3.Practical Cooking –Thangam & Phillip 4.Basic Training Kitchen – Chef Vikas
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5. Food & Beverage Management By John Cousins

Name of the Course	Foundation course in F & B Service Lab 1
Course Code	BSCH1007
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.
Co-requisite	
Anti-requisite	
	L T P C
	0 0 4 2

Course Objectives

The objective of the courses is to make the student understand about various service equipment used in F&B Service, its usage and proper maintenance.

Course Outcomes

CO1	Interpret and familiarize the basic F&B Service equipments generally used in Hotels and restaurants.
CO2	Identify basic service skills of handling cutlery and holding salver.
CO3	Identify Basic service skills of stacking sideboard, crumbing and clearance of plates.
CO4	Identify Basic service skills of changing dirty ashtray and maintaining glassware.
CO5	Generalized Proper storage and cleaning of cutlery.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: F&B Service Equipment
Familiarization of • Cutlery • Crockery • Glassware • Flatware • Hollowware • All other equipment used in F&B service • French terms related to all above
Unit II: Basic Technical Skills (Part-1)

• Holding Service Spoon & Fork • Carrying a Tray / Salver • Laying a Table Cloth • Changing a Table Cloth during service
Unit III: Basic Technical Skills (Part-2)
• Placing meal plates & Clearing soiled plates • Stocking Sideboard • Service of Water • Using Service Plate & Crumbing Down
Unit IV: Basic Technical Skills (Part-3)
• Napkin Folds • Changing dirty ashtray • Cleaning & polishing glassware
Unit V: Care and maintenance
Care & Maintenance of equipment including cleaning / polishing of EPNS items by – • Plate Powder method • Polivit method • Silver dip method • Burning machine

School of Hospitality

Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi & Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE – I (LAB)
Course Code	BSCH1008
Prerequisite	Basic understanding of the English language and also dedication and hard work
Co-requisite	
Anti-requisite	
	L T P C
	0 0 2 1

Course Objectives

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.

3. To enhance the ability of the students in understanding the guest’s needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
5. To understand the function of bell desk

Course Outcomes

CO 1	Understand the growth, role of tourism in hospitality and hotel industry
CO 2	Understand and be able to explain the classification and main features of hotels
CO 3	Be able to describe Front Office staff and organization structure, duties/responsibilities of each personnel
CO 4	Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling
CO 5	Understand the function of bell desk

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
Identification of front office equipment and furniture
Unit II:
Analyse Rack, Front desk counter & bell desk,
Unit III:
Welcoming of guest, Filling up of various Performa
Unit IV:
Telephone handling
Unit V:
Role play: <ul style="list-style-type: none"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging

Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in housekeeping operation I Lab				
Course Code	BSCH1009				
Prerequisite	Basic understanding of the English language and also dedication and hard work				
Co-requisite					
Anti-requisite					
		L	T	P	C
		0	0	2	1

Course Objectives

1. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

Course Outcomes

CO1	Understand knowledge of different room layout & standard supplies
CO2	Demonstrate various cleaning equipments (manual as well as mechanical).
CO3	Develop cleaning activity on all kinds of surfaces in a hotel..
CO4	Demonstrate and practice of dusting of various areas in hotel.
CO5	.Demonstrate floor scrubbing by scrubbing machine .

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks

50	-	50	100	Prerequisite	Basic understanding of the English language and also dedication and hard work			
Course Content:				Co-requisite				
Unit I: Room layout and standard supplies 6hours				Anti-requisite				
4. Preparation of different types of room layout					L	T	P	C
5. Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies					0	0	2	1
6. Evening Bed making procedure with placement of supplies.								

Unit I: Room layout and standard supplies 6hours
4. Preparation of different types of room layout
5. Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies
6. Evening Bed making procedure with placement of supplies.

Unit II: Cleaning and demonstration of equipments 4hours
4. Demonstration of manual cleaning equipments
5. Demonstration of mechanical cleaning equipments

Unit III: : Cleaning of different surfaces 8 hours
10. Cleaning of wood surface
11. Cleaning of Metal surface
12. Cleaning of Leather surface
13. Cleaning of Glass surface

Unit IV: Dusting of various areas 2 hours
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Dusting of various area

Unit V: Floor cleaning 4hours
8. Floor cleaning by vacuum cleaner
9. Floor cleaning by Scrubbing machine

School of Hospitality

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book
2. Hotel, Hostel & Hospitality by John C Bramon and Margret
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Introduction to computer Application Lab
Course Code	BCSE8011

Course Objectives

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets
- Maintaining multiple worksheets.
- Creating graphic / chart

Course Outcomes

CO1	Understand work on excel
CO2	Understand power point presentation
CO3	Creating slides, rearranging, modifying
CO4	Inserting Pictures, Objects
CO5	Setting up a slide show.
CO6	Creating an organizational Chart

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: MS Office 07 MS- Excel – Practical
How to use Excel Starting Excel Parts of Excel Screen Parts of the Worksheet Navigating in a Worksheet Getting to know Mouse Pointer Shapes
Unit II: Creating a Separate Shee
Starting a new worksheet Entering the three different types of data in a worksheet Creating simple formula Formatting data for decimal points Editing data in a worksheet Using Auto Fill Blocking Data

<p>Saving a worksheet Exiting Excel</p>	<p>Module VII: Maintaining Multiple worksheets</p>	<p>Moving from sheet in a worksheet Adding more sheets to a worksheet Deleting sheets from a workbook Naming sheet tabs other than sheet 1, sheet 2 and so on Copying or moving sheets from one worksheet to another</p>										
<p>Unit III: Making the worksheet look pretty</p>												
<p>Selecting cell to format Trimming tables with Auto Format Formatting cells for:</p> <ul style="list-style-type: none"> • Currency • Comma • Percent • Decimal • Date <p>Changing columns width and row height Aligning text:</p> <ul style="list-style-type: none"> • Top to Bottom • Text wrap • Re ordering Orientation 	<p>Module VIII: Creating Graphics/charts</p>	<p>Using Chart Wizard Changing the Chart with the Chart Toolbar Formatting the Chart's axes Adding a text book to a Chart Changing a orientation of 3-D Chart Using drawing tools to add graphics to chart and worksheet Printing a chart with printing the rest of the worksheet data</p>										
<p>Using borders</p>	<p>Module IX: Excel's Database Facilities</p>	<p>Setting up a database Sorting records in the database</p>										
<p>Unit IV: Going Through Changes</p>	<p>Module X: Making Power Point Presentation</p>	<p>Using Auto content Wizards and Templates Power Points five views Slides Creating Slides, re-arranging, modifying Inserting pictures, objects, Setting up a Slide show</p>										
<p>Opening workbook files for editing Undoing the mistakes Moving and Copying with Cut, Copy and Paste Deleting cell entries Deleting columns and rows from worksheet, Inserting columns and rows in a worksheet Spell checking the worksheet</p>	<p>Module IX</p>	<p>Creating an Organizational Chart</p>										
<p>Unit V: Printing the Worksheet</p>	<p>Name of the Course</p>	<p>Foundation Course in Food Production-II</p>										
<p>Previewing pages before printing Printing from the Standard Toolbar Printing a part of a worksheet Changing the orientation of the printing Printing the whole worksheet in a single page, Adding header and Footer to a report Printing the formulas in the worksheet</p>	<p>Course Code</p>	<p>BSCH1013</p>										
	<p>Prerequisite</p>	<p>Basic understanding of the first semester course</p>										
	<p>Co-requisite</p>											
	<p>Anti-requisite</p>											
		<table border="1"> <tr> <td></td> <td>L</td> <td>T</td> <td>P</td> <td>C</td> </tr> <tr> <td></td> <td>3</td> <td>0</td> <td>0</td> <td>3</td> </tr> </table>		L	T	P	C		3	0	0	3
	L	T	P	C								
	3	0	0	3								
<p>Unit VI Additional features of a Worksheet Splitting worksheet window into two four panes, Freezing columns and rows on-screen for worksheet title Attaching comments to cells Finding and replacing data in the worksheet Protecting a worksheet Function commands</p>	<p>Course Objectives</p>	<p>1. Provide the knowledge of commodities for the bakery like flour, sugar, yeast, etc. 2. Commodities in general like, milk, cheese, butter, oil, etc 3. Indian terminology</p>										

4. Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

Course Outcomes

CO1	Interpret basic concepts Food Production and culinary terms.
CO2	Identify various commodities and ingredients used in French cuisine.
CO3	Identify various Milk & milk product commodities used in cooking.
CO4	Identify various meat products and its usage in cookery.
CO5	Illustrate basic bread making techniques and other bakery products.
CO6	Industry update for technology and trend

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: <u>Basic commodities-I & Introduction-Culinary terms</u>	Hours
Commodities: <ul style="list-style-type: none"> Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch. Shortening: Fats & oils, role of shortening, varieties of shortening, advantages & disadvantages of using shortening Thickening agents & raising : classification of thickening agents, classification of raising agents, role of both in French cooking & breads Sugar: importance of sugar, types of sugar, cooking of sugar(stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery 	
Unit II: <u>Basic Commodities-II</u>	8 Hours
<ul style="list-style-type: none"> Milk: Introduction, processing of milk, pasteurization & homogenization, types of milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value Cream & Butter : Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter 	

<ul style="list-style-type: none"> Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese
Unit III: <u>Meat cookery-Beef, Veal & lamb</u>
<ul style="list-style-type: none"> Cuts of beef- French names, Weight, uses in cooking Cuts of Veal- French names, Weight, uses in cooking Cuts of lamb- French names, Weight, uses in cooking
<u>Meat cookery-Pork, offals</u>
<ul style="list-style-type: none"> Cuts of pork -French names, Weight, uses in cooking Variety of offals and other cuts of meats and its uses Some important dishes of Pork
Fish
<ul style="list-style-type: none"> Classification of fish-Shell fish & fin fish Cuts of fish Selection of fish and shell fish Cooking of fish Some important dishes of fish
Unit IV: <u>Bakery-I</u>
Pastry
<ul style="list-style-type: none"> Short Crust pastes-Recipes and methods of preparation Uses and products made Care to be taken while preparing pastry Temperature of oven
<u>Laminated Pastry</u>
<ul style="list-style-type: none"> Laminated pastry- Recipes and methods of preparation Uses and products made Care to be taken while preparing pastry Temperature of oven
<u>Choux Paste/Hot water/Rough puff</u>
<ul style="list-style-type: none"> Choux Paste- Recipes and methods of preparation Uses and products made Care to be taken while preparing Temperature of oven
Unit V: <u>Bakery-II</u>
Hours

<p>Simple Breads</p> <ul style="list-style-type: none"> ● Introduction of breads ● Principles of bread making ● Methods of bread making ● Steps in making bread ● Simple yeast breads ● Role of each ingredient in bread making ● Names of international famous breads <p>Pastry Cream</p> <ul style="list-style-type: none"> ● Introduction of pastry creams ● Basic pastry creams ● Uses and importance in confectionary <p>Simple recipes of few of them.</p> <p>Course Flashback</p> <p>Revision of the whole semester</p> <p>Unit VI : Industry update for technology and trends</p>

3. Familiarize the students with the equipment used in F&B Service.

Course Outcomes

CO1	Interpret the planning and execution of menu in restaurants.
CO2	Interpret various types of services followed in hotels
CO3	Identify the correct procedure of handling cash and credit cards.
CO4	Identify different varieties of tea and coffee and the correct procedure of serving them in hotels and restaurants.
CO5	Generalize the different varieties of cigars and cigarettes and the correct procedure of serving them.
CO6	Adopt the technology used in F&B Service

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Meals & Menu Planning 15 Hours	
Origin of Menu, Objectives of Menu Planning, Types of meals, Types of Menu, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments ,French Names of dishes	
Types of Meals	
<ul style="list-style-type: none"> • Early morning Tea • Breakfast (English, American, Continental, Indian) • Brunch • Lunch Afternoon/High Tea, Dinner, Supper	
Unit II: Types of Service	4 Hours
Different types of service- American service, English Service, French service, Russian Service, Buffet service. Mise-en-scene & Mise en place	
Unit III: Sale and Control System 4Hours	
KOT and Billing System Making Bill Cash Handling Equipments Record Keeping	
Unit IV: Non Alcoholic Beverages	7 Hours

Suggested Reading

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Theory of Catering (Kinton & Cesarni)
4. Practical Cooking –Thangam & Phillip
5. Basic Training Kitchen – Chef Vikas
6. Theory of Cookery by K. Arora

Name of the Course	Foundation course in Food and Beverage Service-II			
Course Code	BSCH1014			
Prerequisite	Basic understanding of Food and Beverage Service terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

5. Provide an understanding of various types of Hotel industry and catering establishment.
2. Facilitate an understanding about all the duties and responsibilities of employees of F&B service Department.

Classification (Nourishing, Stimulating and Refreshing beverages), Tea- types of tea, origin and manufacturing process, different brands, Coffee- types of coffee, origin and manufacturing process, different brands, storage

Unit V: Tobacco 8 Hours

History, Processing for cigarettes and cigars, Cigars- Shape/sizes/colors, Storage of cigarettes & cigars

Unit VI: Technological Tools in F& B Service

Introduction to computerised billing in F&B Service- Opera, Micros, Shawman

Suggested Reading

1. F&B Service by R.Singarvelavan, Oxford University Press
2. Beverage Management by Dennis Lillicrap & John Cousins
3. F&B Service by S.N.Bagchi and Anita Sharma
4. F&B Service by Sudhir Andrews School of Computing Science

Name of the Course	Foundation course in Front Office II			
Course Code	BSCH1015			
Prerequisite	Basic Knowledge of English/ Smart in communication			
Co-requisite	Knowledge of First sem F.O			
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.1. To understand guest handling and tariff plans for room rent.
2. To provide an understanding of the hotel reservation. To familiarize the students with different methods, types of reservation. To enhance the ability of the students in understanding the guest's needs as per the guest cycle.
3. To follow and understand the procedure for arrival of guest.
4. To understand in details to check during the guest stay.

To enhance understanding of the dynamics of interaction and integration between the individual and the organization, coordination between departments within hotel.

Course Outcomes

CO1	Understand the functioning of guest handling and tariff plans.
CO2	Understand the role of Reservation section.
CO3	Learn different types of procedures to follow for guest checkin.
CO4	He/ She must develop an understanding on different profile of guests.
CO5	Understanding the importance of inter and intra departmental coordination.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Front Office and Guest handling	8
Hours	
Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.	
Tariff structure	
Basis of charging	
Plans, competition, customer's profile, standards of service & amenities	
Hubbart formula	
Different types of tariffs	
<ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates 	
Unit II: RESERVATIONS	8
Hours	
Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic fully automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts	
Unit III: ARRIVALS	10
Hours	

Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi automatic and automatic), Relevant records for FITs, Groups, Air crews & VIPs
Unit IV: DURING THE STAY ACTIVITIES 6 Hours
During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history
Unit V: FRONT OFFICE CO-ORDINATION 6 Hours
With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.
Unit VI Industry update for technology and trends

Suggested Reading

- 1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- 2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Foundation course in Housekeeping Operation – II
Course Code	BSCH1016
Prerequisite	Basic Understanding of Housekeeping
Co-requisite	Smart in communication
Anti-requisite	

	L	T	P	C
	2	1	0	3

Course Objectives

- 1. To familiarize the students with the organization of housekeeping department and its basic functioning.**
- 2. To make them understand the proper layout of housekeeping department.**
- 3. To familiarize all agents and equipments used for cleaning of all different types of surfaces.**
- 4. Identifying various types of pests in hotels and how to eliminate it .**
- 5. To understand the link between Housekeeping and other departments of the hotel.**

Course Outcomes

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.
CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
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30	20	50	100	Routine systems & records of Housekeeping department 15 Hours
Course Content:				
Unit I: Types of Beds and Mattresses 7hrs			Keys used by HK department	Pest control, Areas of infestation Pest control, Preventive measure & Control measure, Reporting staff placement, Room occupancy report, Guest room inspection, Check list floor register, Work orders, Log sheets, Loot & found register, Enquiry file, Maid's report, Housekeeper's report, Handover records, Guest's special, Request register, Record of special cleaning, Call register, VIP lists
Types of Beds			Unit V: Interdepartmental relationship (IDR) 6 Hours	
Types of Mattresses			IDR with F.IDR with maintenance	
Type of keys			IDR with security	
Computerized key cards			IDR with stores	
Key control			IDR with A/Cs	
Unit II: Room Layout & Guest Supplies 4 Hours			IDR with Personnel	
Room layout			Use of computers	
Standard rooms			Unit VI Industry update for technology and trends	
VIP rooms				
Guest special request			Suggested Reading	
Unit III: Area cleaning 6 Hours			1. Hotel Housekeeping by G. Raghubalan, Oxford Publication	
Area cleaning			2. Hotel, Hostel & Hospitality by John C Bramon and Margret.	
Guest room			3. Accommodation Operations Management by SK Kaushal and SN Gautam.	
Front of the house areas			4. Hotel Housekeeping – A training manual by Sudhir Andrews.	
Area cleaning			5. The Fhrai Magazine	
Back of the house areas				
Work outline and association problems.				
Unit IV: Pest control			Name of the Course	Foundation Course in Food Production-II (Lab)
			Course Code	BSCH1018

Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

- **Fish:** Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney
- **Entrée:** Portuguese Lamb stew, hot pot, hamburgers, shepherd’s pie, scotch egg, grilled steaks & lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef
- Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce

Course Objectives

- 1.To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
- 2.Develop leadership skills by assigning a role and controlling the kitchen.
- 3.To do the Mise-en-place and step by step procedure of preparing food.
- 4.To present the food accordingly by using appropriate garnish and presentation style.

Course Outcomes

CO 1	To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
CO 2	Develop leadership skills by assigning a role and controlling the kitchen.
CO 3	To do the Mise-en-place and step by step procedure of preparing food
CO 4	To present the food accordingly by using appropriate garnish and presentation style.
CO 5	Illustrate basic techniques for preparing bakery products.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Soups :	Name of the Course	Foundation course in Food and Beverage Service-II (Lab)
<ul style="list-style-type: none"> ● Cream- vegetables, spinach, tomato, green peas ● Consomme with garnishes like royale, Carmen, madrilène, Colbert, Celestine ● National soups- oxtail, mulligatawny, minestrone, vichyssoise 	Course Code	BSCH1019
Unit II:Meat cookery	Prerequisite	The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

Unit III: Vegetable

- **Boiled vegetables, cabbage, cauliflower, beans**
- **Glazed vegetables, carrot, radish, turnip**
- **Fried vegetables; aubergines**
- **Stewed vegetables; courgette provencale, baked beans ratatouille**
- **Braised vegetables: onion, leeks, cabbage**

Unit IV: Bakery (Breads & cakes)

- Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche
- Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira

Unit V:Pastry

- Short Crust – Jam tarts, turnovers
- Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles
- Assorted cookies: Butter cookies, drop cookies, pressed cookies
- Dessert (Hot & cold): Souffle, mousse, pudding.

Suggested Reading

- 1.The Larder Chef-M.J Leto & Mojo, Food Production Operation-Parminder Bali-Oxford publication
- 2.Professional Baking-Wayne Gislen-CIA
- 3.Practical Cooking –Thangam & Phillip
- 4.Basic Training Kitchen – Chef Vikas

Co-requisite						Unit IV: Social Skills
Anti-requisite						<ul style="list-style-type: none"> • Handling Guest Complaints • Telephone manners • Dining & Service etiquettes
		L	T	P	C	Unit V: Service of Cigars & Cigarettes
						<ul style="list-style-type: none"> • Service of Cigars & Cigarettes

Course Objectives

The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

Course Outcomes

CO 1	The students will be able to complete layout of covers of restaurant table and side board
CO 2	The students would be able to take food and beverage order from a guest
CO 3	The students would be able to do the service of food and beverage at a table in American and French styles
CO 4	The students would be able to demonstrate the service of non-alcoholic beverages
CO 5	The students would be able to do the service of non-alcoholic beverages

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Basic Service Procedure-I
<ul style="list-style-type: none"> • Table laying for different meals • Restaurant reservation • Receiving and seating the guest • Taking the order • Procedure of service at table (Silver service and plated service)
Unit II: Basic Service Procedure-II
<ul style="list-style-type: none"> • Presentation & Encasing the bill • Room Service (tray and trolley) • French for receiving, greeting and seating the guest
Unit III: Preparation for Service Storage
<ul style="list-style-type: none"> • Preparation and service of different kinds of Non-alcoholic beverages • Organizing Mise-en-scene • Organizing Mise-en-Place • Opening, Operating & Closing duties

**School Of Hospitality
Suggested Reading**

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi & Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE –II (LAB)
Course Code	BSCH1020
Prerequisite	
Co-requisite	
Anti-requisite	
	L T P C
	0 0 2 1

Course Objectives

1. To provide an real time work exposure to the students
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.

Course Outcomes

CO1	To take and mange reservation in the manual and computerized FO operations
CO2	Understand the Front Office software and their use.

CO3	To take and handle walk-ins and check in on the system.	4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).
CO4	Calculate tariff structure for different segments of clients of hotel	5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)
CO5	Acquire effective communication skill	

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Room Reservation
Manual
Unit II: Arrival Procedures
Manual Arrival procedure – Group, FIT Luggage handling – left luggage, Group, FIT
Unit III: Bell Desk:
Message Handling , Paging
Unit IV: Forms & Formats
Manual
Unit V: Role play/Practice
Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, 1 Hot function keys 2 Create and update guest profiles 3 Send confirmation letters 4 Print registration cards 5 Make FIT reservation & group reservation 6 Make an Add-on reservation 7 Amend a reservation 8 Cancel a reservation-with and without deposit 9 Log onto cahier code

Name of the Course	Foundation course in Housekeeping – II (Lab)			
Course Code	BSCH1021			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Good communication skills			
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

1. To familiarize the students with Understanding and handling Chamber maid’s trolley.
2. To make them understand the basics of bed making.
3. To familiarize the students with standard operating procedure of cleaning guestroom and bathroom.
4. To provide hands on experience on cleaning both front of the house and back of the house areas of hotel.
5. To understand the quality check and proper way of following it.

Course Outcomes

CO 1	Demonstrate Maid’s Trolley and develop skill in handling Chamber maid’s trolley.
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Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).

CO 2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.
CO 3	Practice and understand daily upkeep of guest room and guest bath room.
CO 4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO 5	Demonstrate and get hands on knowledge in basic housekeeping operations.

Preparing Checklist, Inspection of guest room, Inspection of guest bathroom
Unit VI Industry update for technology and trends

School Of Hospitality

Suggested Reading

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication**
- 2. Hotel Housekeeping – A training manual by Sudhir Andrews.**
- 3. The Fhrai Magazine**

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Name of the Course	FOOD PRODUCTION TRAINING REPORT			
Course Code	BSCH2001			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	1	5
			0	

Course Content:

Unit I: Maid’s Trolley	2 Hours
Setting up a trolley, Parts of trolley & its uses	
Unit II: Bed Making	4 Hours
Bed Making Procedure (Traditional method), Bed Making (Modern Method), Evening service procedure	
Unit III: Daily cleaning of guest room & guest bathroom	
Daily cleaning of Guest rooms, Daily cleaning of bathrooms	
Unit IV: Public area cleaning	4 Hours
Back of the house Public areas cleaning, Front of the house Public areas cleaning	
Unit V: Guest Room Inspection	

Course Objectives

1. Explain the organizational structure of the department
2. Describe job description of various job titles, work schedules, opening & closing duties.
3. Explain various sections and their functions
4. Observe personal hygiene, kitchen hygiene and sanitation
5. Identify forms/formats, records and registers maintained
6. Help in preparation of various dishes, garnish and service
7. Observe food production standards of finished products

Course Outcomes

CO 1	To be able to demonstrate the skills in kitchen
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CO 2	To be able to analyze various aspects on menu planning
CO 3	To be able to demonstrate the facility planning skills
CO 4	To understand the hygiene standards in kitchen
CO 5	To demonstrate the concept of menu planning
CO 6	Observe new trends and Innovation in Industry

Continuous Assessment Pattern

Project Report:	Log book + Attendance + Appraisal)	Presentati on & Viva Voce	Total Marks
50	20-	20	100

Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book –
The file is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation. In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project.
- Any problems that have arisen that may be useful to document for future reference.

Training Report
The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

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- **Table of Contents**
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- **Suggestions**
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A conclusion should be the final section in which the outcome of the work is mentioned briefly
- **Appendices**
The appendix contains material which is of interest to the reader and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.
- **Performance Appraisal & Completion Certificate** duly signed and stamped

Suggested Reading

1. **On cooking : Sarah labensky**
2. **International Cuisine and food production: Chef Bali**

Name of the Course	Food & Beverage Service Training Report								
Course Code	BSCH2002								
Prerequisite	Basic understanding of the English language and also dedication and hard work								
Co-requisite	Undertaking training								
Anti-requisite									
	<table border="1"> <tr> <td>L</td> <td>T</td> <td>P</td> <td>C</td> </tr> <tr> <td>0</td> <td>0</td> <td>10</td> <td>5</td> </tr> </table>	L	T	P	C	0	0	10	5
L	T	P	C						
0	0	10	5						

Course Objectives

1. Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

Course Outcomes

CO 1	List all equipments used (including crockery, cutlery, glassware etc and use of these equipment
CO 2	Describe and explain the menu and bar card
CO 3	Perform task for table reservation & receiving the guest
CO 4	Lay the table, placing the order and pick-up, service and clearance procedure
CO 5	List all bar equipments
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

<p>On completion of the project the student will be required to submit the following:</p> <p>Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.</p> <p>In general, the File should be comprehensive and include:</p> <ul style="list-style-type: none"> - A short account of the activities that were undertaken as part of the training.
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Ø Performance Appraisal & completion certificate duly signed and stamped.

Course Outcomes

CO1	List all equipments used in Front Office
CO2	Describe and explain the procedure to take Reservation
CO3	Describe and explain the Procedure of take Check in.
CO4	SOP of front office
CO5	List all equipment in Bell desk.
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

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Training Report

Name of the Course	Front Office Training Report			
Course Code	BSCH2003			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	1	5
			0	

Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

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Course Code	BSCH2004														
Prerequisite	Basic understanding of the English language and also dedication and hard work														
Co-requisite	Undertaking training														
Anti-requisite															
	L T P C														
	0 0 10 5														
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Continuous Assessment Pattern

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		100	100

Course Content:

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Name of the Course	Food Production Operations
Course Code	BSCH2005
Prerequisite	Basic understanding of the English language and knowledge of 1 st and 2 nd sem Food Production Courses
Co-requisite	
Anti-requisite	

	L	T	P	C
	3	0	0	3

Course Objectives

- 1.Preparation of menu for various clients like student, industry, transport facilities, cruise liner, railway, air catering etc.
- 2.Proper method of ordering or indenting from the kitchen to the purchase department
3. Purchasing and purchase specifications required for the ordering.
4. Geographical location of various states of India and its effect on the cuisine of the state. Various other factors for considering the food of a particular region.

Course Outcomes

CO 1	List the basics equipments used in bulk kitchen food, the names and uses, according to the regions of India
CO 2	Analyze the basics of Catering for Airlines, Railways, Hospitals, Institutions like school and industry, basic menu planning
CO 3	Recognize and understand the Techniques of ordering or indenting for purchases
CO 4	Operationalize off premises catering and its various aspects
CO 5	Plan menu for different regional Indian Cuisine like Kashmiri, Lucknow, Bengal, Chettinad, Maharashtra, Goan, Punjab, Rajasthan, Gujrat, Hyderabad
CO 6	To plan various innovative recipes and Industry update

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: QTK	Equipment
	Hours

<ul style="list-style-type: none"> Quantity food production equipment Equipment introduction Explain mass feeding /volume feeding Heat and cold generating equipment's-Gas/ Electric/Coal/Charcoal Care and maintenance of these equipment's <p>Modern development in equipment manufacture like induction cooktop, special ovens</p>
<p>Unit II: Menu</p> <p>8 Hours</p> <p>Plannin</p>
<ul style="list-style-type: none"> Basic menu planning-recapitulation Considerations to be undertaken for various volume feeding Planning menu for college students, industrial workers, Hospitals-specific diseases Planning menu for schools Outdoor parties, theme dinners, mobile facilities,cruise liners/Airline/Railways Nutritional aspect discussed in previous semester (BSCH1023)
<p>Unit III: Planning for quantity food</p> <p>Hours</p>
<ul style="list-style-type: none"> Planning for space allocation Equipment selection <p>Staffing</p>
<p>Unit IV: Volume feeding</p> <p>Hours</p>
<ul style="list-style-type: none"> Institutional and industrial catering Types of institutional/industrial catering Problems associated with this type of catering Scope of development and growth Hospital catering-highlights of hospital catering for patients, staff, visitors Diets, 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

<ul style="list-style-type: none"> Characteristics of rail,airline(Flight Kitchen) catering Branches of mobile catering Introduction of purchasing Purchasing system and techniques Storage <p>FOOD LAWS AND REGULATIONS</p> <ul style="list-style-type: none"> National – PFA Essential Commodities Act (MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act 	<p>New Industry development in technology , innovative dishes and overall Industry update</p>								
	<p>Name of the Course</p>	<p>FOOD AND BEVERAGE SERVICE OPERATIONS</p>							
	<p>Course Code</p>	<p>BSCH2006</p>							
	<p>Prerequisite</p>	<p>Basic understanding of the English language and also dedication and hard work</p>							
	<p>Co-requisite</p>	<p></p>							
<p>Anti-requisite</p>	<p></p>								
			L	T	P	C			
			3	0	0	3			
<p>Unit V: Structures</p>	<p>Course Objectives</p>								
<p>Hours</p>	<p>1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages</p>								
<ul style="list-style-type: none"> Introduction to regional Indian cuisine Heritage of Indian cuisine Factors that affect eating habits in different parts of the country Cuisines and its highlights of different states/region/communities to be discussed Geographical location Historical background Seasonal availability Special equipment Staple diets Specialty cuisine for festivals and special occasions. Kashmir cuisine Punjab cuisine Lucknow cuisine Uttar Pradesh/Uttaranchal Rajasthani Cuisine Maharastraian Cuisine Bengali Cuisine Hyderabadi Cuisine/Andhra Cuisine Tamil Cuisine, Chettinad Cuisine Goan cuisine/ Parsee Gujrati Cuisine Kerala cuisine, Malabari Karnataka cuisine Meghalaya Arunachal Pradesh Assam Nagaland Manipur Mizoram Tripura 	<p>2. in depth knowledge of the manufacturing process of alcoholic beverages.</p> <p>3. Facilitate an understanding about the various brands of the alcoholic beverages.</p>								
	<p>Course Outcomes</p>								
	<p>CO1 Interpret the basics of alcoholic beverages with strong emphasis on wines.</p>								
	<p>CO2 Interpret the knowledge of matching food with wines.</p>								
	<p>CO3 Identify correct production, storage and service of Beer.</p>								
	<p>CO4 Identify the production process of different types of spirits.</p>								
	<p>CO5 Generalize the basics of liqueurs and their service.</p>								
	<p>CO6 Generalize the basics of liqueurs and their service.</p>								
	<p>Continuous Assessment Pattern</p>								
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Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks						
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	<p>Course Content:</p>								
	<p>Unit I: Alcoholic Beverage:</p>								
	<ul style="list-style-type: none"> Introduction and definition Classification 								
	<p>Unit II: Wines</p>								
	<ul style="list-style-type: none"> Definition Classification with examples Table/Still/Natural Sparkling Fortified Aromatized Production of each classification 								
<p>Unit VII Industry Update for Technology and Update</p>									

<p>Principal wines of (brand names) :- France, Germany, Italy, Spain, Portugal, USA, Australia</p> <p>New World wines (brand names) :- India, Chile, South Africa, New Zealand</p> <ul style="list-style-type: none"> • Food and wine harmony • Storage of wine • Wine terminology (English and French) <p>Aperitifs:-</p> <ul style="list-style-type: none"> • Introduction and Definition • Different types of Aperitifs
Unit III: Beer
<ul style="list-style-type: none"> • Introduction and Definition • Types of beer • Production of beer • Storage
Unit IV: Spirits
<ul style="list-style-type: none"> • Introduction and Definition • Production of spirit • Pot-still method • Patent-still method <p>Production of :- Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila</p>
Unit V: Liqueurs
<ul style="list-style-type: none"> • Definition and History • Production of liqueurs • Names of liqueurs and country of origin & predominant flavor • Service of Liqueurs
Unit VI: Industry update for technology and trends

School Of Hospitality

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Serice Manual
5. John Hullar- The Waiter
6. Food & Beverage Management By John Cousines

7. Food & Beverage Service - Dennis R.Lilicrap. & John

Name of the Course	FRONT OFFICE OPERATIONS			
Course Code	BSCH2007			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security
6. Develop communication skill

Course Outcomes

CO1	Explain computer application in Front Office Operation
CO2	Understand Front Office Accounting
CO3	Describe control of cash and credits
CO4	Acquire Night Auditing skills
CO5	Know the importance of guest safety and security
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	30	100

Course Content:

Unit I: COMPUTER APPLICATION IN FRONT OFFICE OPERATION	HOURS 8
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A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel	Name of the Course	Housekeeping Operations			
	Course Code	BSCH2008			
Unit II: FRONT OFFICE (ACCOUNTING)	Prerequisite	Basic knowledge of English to understand the technical terms			
A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system	Co-requisite				
. Non automated – Guest weekly bill, Visitors tabular ledger . Semi automated . Fully automated	Anti-requisite				
		L	T	P	C
		3	0	0	3

Unit III: CHECK OUT PROCEDURES

- . Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

Unit IV: NIGHT AUDITING

- A. Functions
- B. Audit procedures (Non automated, semi automated and fully automated)

Unit V: FRONT OFFICE & GUEST SAFETY AND SECURITY

- . Importance of security systems
- B. Safe deposit
- C. Key control
- D. Emergency situations (Accident, illness, theft, fire, bomb)

Unit VI Industry update for technology and trends

- Course Objectives**
- 1. Provide an understanding of Flower arrangements and its decoration**
 - 2. Facilitate an understanding about all the routine records maintained at Linen and Laundry rooms.**
 - 3. Familiarize the students with intradepartmental working of the housekeeping department**

Course Outcomes

CO1	Interpret guest room with interior furnishing.
CO2	Interpret Maid’s cart trolley, different types of soils, and cleaning program.
CO3	Interpret proper functioning of linen, laundry, uniform and sewing room within Housekeeping department.
CO4	Interpret of Flower arrangements and its decoration.
CO5	Interpret and Understand different types of uniforms, equipment’s and uniform exchange procedure.
CO6	Industry updates for trends and technology

**School Of Hospitality
Suggested Reading**

- 1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- 2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- 4. Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Hotel Guestroom& Beds, mattresses and bedding 7 hours
<ul style="list-style-type: none"> • Types of Guest rooms • Sample layout • Guest floor rules

<ul style="list-style-type: none"> • Guest floor reportable • Guest corridors • Guest room beds • Types of mattresses • Selection of mattresses • Soft furnishings 	Introduction, factors consideration, common services provided by facilities.	Unit VI Industry updates for Trends & Technology	Training and motivation Trends																												
Unit II: The maid's cart & Cleaning Guestrooms 10 lectures		Suggested Reading																													
<ul style="list-style-type: none"> • Introduction • Design of a maids cart • Handling of maid's cart • Types of soil • Nature of soil • Principles of cleaning • Frequency of cleaning • Deep cleaning process • Spring cleaning • Bed making • Daily cleaning of guestroom • Cleaning of occupied rooms 	<ul style="list-style-type: none"> • 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book. 2. Hotel, Hostel & Hospitality by John C Bramon and Margret 3. Accommodation Operations Management by SK Kaushal and SN Gautam 4. Hotel Housekeeping – A training manual by Sudhir Andrews. 																														
Unit III: Linen Room & Laundry Services 10 hours		<table border="1"> <tr> <th>Name of the Course</th> <td></td> </tr> <tr> <th>Course Code</th> <td>BSCH2010</td> </tr> <tr> <th>Prerequisite</th> <td>Food Production Operations Lab</td> </tr> <tr> <th>Co-requisite</th> <td></td> </tr> <tr> <th>Anti-requisite</th> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <th>L</th> <th>T</th> <th>P</th> <th>C</th> </tr> <tr> <td>0</td> <td>0</td> <td>4</td> <td>2</td> </tr> </table>		Name of the Course		Course Code	BSCH2010	Prerequisite	Food Production Operations Lab	Co-requisite		Anti-requisite												L	T	P	C	0	0	4	2
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L	T	P	C																												
0	0	4	2																												
<ul style="list-style-type: none"> • Storage conditions • Linen room equipment and accessories • Types of linen • Exchange of linen • Discarded linen • Hiring of linen • Introduction • Organisation • Laundry Process flow • Layout of the laundry • Laundry Agents • Classification of stains • Stain removal 	Basic understanding of the English language and knowledge of 1 st and 2 nd sem Food Production Courses																														
Unit IV: Flower Arrangements 9 hours		<table border="1"> <tr> <th>L</th> <th>T</th> <th>P</th> <th>C</th> </tr> <tr> <td>0</td> <td>0</td> <td>4</td> <td>2</td> </tr> </table>		L	T	P	C	0	0	4	2																				
L	T	P	C																												
0	0	4	2																												
<ul style="list-style-type: none"> • Flower arrangements in hotels • Equipment and material required for flower arrangement • Care and conditioning of flowers • General guidelines for flower arrangements • Introduction to Horticulture 	Course Objectives <ol style="list-style-type: none"> 1. Learn about the basic India fundamental and concept 2. Prepare basic Indian gravies and paste 3. Preparation of regional dishes etc. 4. Acquire knowledge through demonstrate of bulk cooking 																														
Unit V: Facilities Management		Course Outcomes <table border="1"> <tr> <td>CO 1</td> <td>Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen</td> </tr> <tr> <td>CO 2</td> <td>Set up a banquet kitchen and Indian kitchen of an Indian restaurant.</td> </tr> </table>		CO 1	Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen	CO 2	Set up a banquet kitchen and Indian kitchen of an Indian restaurant.																								
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CO 3	Identify the various special ingredients being used in the different regions of India.	Session 12: <ul style="list-style-type: none"> • Basic Indian Cuisine • Composition of basic Indian masalas • Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.
CO 4	Demonstrate various Indian regional special dishes and desserts	
CO 5	Operate the heavy equipments used for bulk kitchen	

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Suggested Reading

1. Practical cooking I,II by Thangam E. Phillip

Course Content:

Session 1 To formulate different sets of menus from the following regions and to include more dishes from the respective regions. The practical class will be conducted preferably by demonstrative method. Awadhi Cuisine	Name of the Course	Food and Beverage Service (Wine and Liqueurs) La		
	Course Code	BSCH2011		
	Prerequisite	Basic understanding of Food and Beverage Service terms requires.		
	Co-requisite			
	Anti-requisite			
Session 2 :Bengal Cuisine	L	T	P	C
Session 3:Goa Cuisine	0	0	4	2

Course Objectives

Session 4: Gujarat Cuisine	1. The objective of the courses is to make the student understand the different style of servicing meal. 2. Be able to setup the covers as per the menu. 3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.
Session 5: Hyderabad Cuisine	
Session 6: Kashmiri Cuisine	
Session 7:Maharashtra Cuisine	
Session 8:Punjabi Cuisine	

Course Outcomes

Session 9:Rajasthan Cuisine	
Session 10: South Indian Cuisine Tamil Nadu, Karnataka, Kerala	CO1 The students would be able to identify the various types of Liquors, Wines CO2 The students would be able to demonstrate the service of Wines, Beer, Spirits, Aperitifs and Liquor CO3 The students would be able to plan regional menus and explain the new regional dishes
Session 11:Indian regional Sweets	

CO4	The students would be able to lay the covers for the service of regional dishes	Name of the Course	FRONT OFFICE OPERATIONS (LAB)				
CO5	The students would be able to serve the regional dishes in French/America style of service.	Course Code	BSCH2012				
		Prerequisite	Basic understanding of the English language and also dedication and hard work				
Continuous Assessment Pattern							
Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	Co-requisite			
50	-	50	100	Anti-requisite			
Course Content:				L	T	P	C
				0	0	2	1

Unit I: Organizing Mise-en-place
• Wine service equipment • Beer service equipment • Cocktail bar equipment • Bar stock - alcoholic & non-alcoholic beverages
Unit II: Service of Alcoholic beverages
Service of – • Beer • Wine • Spirits • Liqueur • Aperitifs.
Unit III: Storage
• Proper storage of alcoholic beverages
Unit IV: Bar stock
• Bar stock - alcoholic & non-alcoholic beverages
Unit V: Names of famous alcoholic beverages with their country of origin
Unit VI: Industry update for technology and trends

Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

Course Objectives

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
3. To enhance the ability of the students in understanding the guest’s needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.

Course Outcomes

CO1	To take and manage reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Module I
Front Office Accounting procedures • Manual accounting

<ul style="list-style-type: none"> Machine accounting Role Play , Situation Handling
Unit II: Module II
Payable, Accounts receivable, Guest History, Yield Management, Role Play , Situation Handling
Unit III: Module III
Role play:Hands on practices of computer application related to Front Office procedures: How to make a reservation in PMS? How to create and update guest profile? 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 sharer? How to make add on reservation?
Unit IV: Module IV
Role Play: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 in Opera? How to process a guest check out? How to check out a folio in Opera?
Unit V: Module V
RolePlay: How to process deposit for arriving guest? How to process deposit for in house guest? How to check room rate variance report? How to process part settlements? How to tally allowance for the day at night? How to tally paid outs for the day at night? How to tally forex for the day at night?

5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	HOUSEKEEPING OPERATION (LAB)			
Course Code	BSCH2013			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

Course Outcomes

CO1	Demonstrate and discuss different types of room layout and Practice and understand different types of standard guest room supplies
CO2	Differentiate and familiarize with use of various washing tools
CO3	Demonstrate and understand various methods of stain removal process
CO4	Demonstrate and understand different types of flower arrangement with dry and fresh flowers.
CO5	Understand the rules of uniform designing.

Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Linen Room management
<ul style="list-style-type: none"> o Discussion and demonstration of layout of Rooms & Linen room o Handling of damage linens o Different types Towel decoration/ art.

Unit II: Laundry room activity(wash cycle)	1. Provide an understanding of the importance of Hotel Engineering in the field of Hospitality.
<ul style="list-style-type: none"> ○ Demonstration and practice of wash cycle through operation of washing machine ○ Demonstration and uses of steam press 	2. To understand the different usage of fuels used in Hotel industry.
Unit III: Stains and it's classification	3. Facilitate an understanding about the safety, security & hygiene procedure in the hospitality industry
<ul style="list-style-type: none"> ○ Types of stains ○ Identification of stain ○ Methods of stain removal 	4. Provide in depth knowledge of the working of Air conditioners and Fridge.
Unit IV: Flower Room and different types of flower arrangement	5. As an individual understands the responsibilities and duty towards preserving nature.
<ul style="list-style-type: none"> ○ Different types of flower arrangement ○ Different types of flower arrangement ○ Identification and use of Flower making equipment tools 	Course Outcomes
Unit V: Uniform room operation	CO1
<ul style="list-style-type: none"> ○ Concept of uniform design 	CO2
	CO3
	CO4
	CO5
	CO6

CO1	Interpret the importance of maintenance & engineering in Hospitality Industry.
CO2	Interpret the effective management of energy in the Hospitality sector.
CO3	Identify the safety, security & hygiene procedure in the hospitality industry.
CO4	Identify principles of electricity with emphasis on working of Air conditioner and fridge.
CO5	Generalize the responsibilities towards preserving the environment and steps taken to preserve it.
CO6	Industry update for technology and trends

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
5. Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course	Hotel Engineering				
Course Code	BSCH1025				
Prerequisite	Clarity of basic safety and security procedures				
Co-requisite	Basic knowledge of science.				
Anti-requisite					
	L	T	P	C	
	2	0	0	2	

Course Objectives

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Maintenance Department: Introduction 7 Hours
1 Preventive and breakdown maintenance

<p>1 Comparison</p> <p>1 Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel,</p> <p>1 Organization chart of hotel and maintenance department.</p>	<p>1.. Various Products made in Garde Manger like forcemeats, galantines, pates, mousse, mousseline , Aspic & Jelly.</p> <p>2. Layout of Larder or Garde Manger. The Specific Equipment used Larder</p> <p>3. Duties & Responsibilities of Larder Chef.</p> <p>4. Making salads and salad dressings, relishes.</p>												
<p>Unit II: Fuels used in catering industry 5 Hours</p>	<p>Course Outcomes</p> <table border="1"> <tr> <td>CO 1</td> <td>Identify the basic concepts of Food Production.</td> </tr> <tr> <td>CO 2</td> <td>Illustrate the basics of preparation of International Cuisine</td> </tr> <tr> <td>CO 3</td> <td>Identify basic concepts of menu planning for various categories.</td> </tr> <tr> <td>CO 4</td> <td>Analyze various famous dishes from International cuisine</td> </tr> <tr> <td>CO 5</td> <td>Demonstrate various breads and international desserts</td> </tr> <tr> <td>CO 6</td> <td>Investigate latest trends in Food Industry</td> </tr> </table>	CO 1	Identify the basic concepts of Food Production.	CO 2	Illustrate the basics of preparation of International Cuisine	CO 3	Identify basic concepts of menu planning for various categories.	CO 4	Analyze various famous dishes from International cuisine	CO 5	Demonstrate various breads and international desserts	CO 6	Investigate latest trends in Food Industry
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CO 6	Investigate latest trends in Food Industry												
<p>1 Types of fuel used in catering industry</p> <p>1 Calorific value</p> <p>1 Comparative study of different fuels.</p>													
<p>Unit III: Safety 10 Hours</p>	<p>Continuous Assessment Pattern</p> <table border="1"> <thead> <tr> <th>Internal Assessment (IA)</th> <th>Mid Term Exam (MTE)</th> <th>End Term Exam (ETE)</th> <th>Total Marks</th> </tr> </thead> <tbody> <tr> <td>30</td> <td>20</td> <td>50</td> <td>100</td> </tr> </tbody> </table>	Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	30	20	50	100				
Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks										
30	20	50	100										
<p>1 Accident prevention, slips and falls</p> <p>1 Types of fire</p> <p>1 types of extinguishers</p> <p>1 Safety precautions, bomb threat, theft, other safety topics.</p>													

Name of the Course	Food Production Management			
Course Code	BSCH3001			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Content:

Unit I: Larder 8hours

- Layout and equipment
- Introduction of larder work
- Definition, equipment found in the larder
- Layout of typical larder and various sections
- Functions of the larder
- Hierarchy of larder staff
- Section of the larder
- Duties and responsibilities of larder chef
- Common terms used in the larder and larder control*
- Essential of larder control*
- Importance of larder control*
- Devising larder control systems*
- Liasoning with other departments*
- Yield testing*

Unit II: **8 Hours**

Course Objectives

- Introduction to Charcutiere
- Sausages-types and varieties
- Casings-types and varieties
- Fillings-types and varieties
- Additives and preservatives
 - Types and preparations of force meat
- Uses of force meat
 - Galantine-making and types
 - Ballotines-making and types
- Types of pate, pate de foie gras, making of pate, pate massion
- Types of Mousse, preparation of mousse and mousseline,
- Difference between the two
 - Cuts of ham, bacon and gammon
 - Differences between ham, bacon and gammon
 - Green ham, uses of the different cuts
- Definition of aspic and jelly
- Difference between making of aspic and jelly
- Uses of aspic and jelly
- Meaning of chaufroid
- Making of chaufroid and precaution
- Types of chaufroid
- Uses of chaufroid
- Preparation and uses of quenelles, parfait and roulades

- Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Oriental : Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes
- Bakery and Confectionery: Cake preparation –introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing , Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts,
- Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing
- Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue
- Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application

Unit V:

8 Hours

- Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management systems, Production quality and quality control, Yield management
- Ideal uses of wine in cooking, Classification of herbs, French culinary terms

Unit III:

Hours

- Classifications of appetizers
- Examples of appetizers
- Historic importance of culinary garnishes
- Parts of s/w
- Types of breads to use
- Types of fillings-classification
- Spreads and garnishes
- Types of s/w
- Storing of s/w

Unit VI

- Latest Hotel Industry Trends in Food Production
- The Latest Technology Trends in the Hospitality Industry related to Food Industry
- Innovation and research in hospitality industry related to Food

Unit IV:

8 Hours

- Introduction of the International cuisine
- A Brief of all the countries to cover
- Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils
- French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes

Suggested Reading

1. **International Food Production -By Chef Bali**
2. **Professional Garde Manger-By Culinary Institute of America**
3. **The Larder Chef by Leto and Mojo**
4. **Garde Manger by D.D. Sharma**

Name of the Course	Food & Beverage Management			
Course Code	BSCH3002			
Prerequisite	Basic understanding of Food & Beverage Service			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. To develop optimum level of knowledge and skills to

Independently manage bar in Hospitality Industry.

2. Make them aware of cost controls, sales analysis.

3. Classify and understand cocktails and mixed drinks

4. Manage Gueridon service and Banquet function operations

Course Outcomes

CO1	Students will be able to demonstrate management of bar
CO2	Students will be able to use strategies of menu engineering
CO3	Students will be able to classify various types of cocktails & mixed drinks
CO4	Students will be able handle Gueridon Service
CO5	Students will be able analyze banquet functions and its operations.
CO6	Students will adopt the Innovative Practices in F&B Service

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours
Supervisory skills, Developing efficiency, Standard Operating Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc) Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained
Unit II: Menu Engineering 2 Hours
Definition & Objectives, Methods, Advantages
Unit III: Cocktails and mixed drinks 5Hours
Definition and History, Classification, Different Methods of making cocktail, recipe, Preparation and Service of Popular Cocktails
Unit IV: Gueridon Service 4 Hours
History of Gueridon, Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipments and ingredients, Method of service of common gueridon preparations
Unit V: Banquet, Buffet Management & Function Catering 12 Hours
· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve · Mise-en-place, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) · Organization of Banquet Department, Function selling-menus, Facilities available, Sitting plans-theatre, class room and formal, Contract/Memorandum · Seating Plans, Mise-en-place, Service, Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering, Reception · Cocktail parties, Seminars, Exhibitions,

Fashion shows · Trade Fairs, Wedding, Organizing Theme functions	CO 5	Forecasting
Unit VI : Innovative Practices in F&B Service	CO 6	Students will adopt innovative practice in front office.
Innovative practices in Restaurant Service, Bar Management, Banquet Operations, Use of Technology	Continuous Assessment Pattern	

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

School Of Hospitality

Suggested Reading

- 1.F&B Service by R.Singarvelavan, Oxford University Press
6. Beverage Management by Dennis Lillicrap & John Cousins
7. F&B Service by S.N.Bagchi and Anita Sharma
8. F&B Service by Sudhir Andrews

Course Content:

Unit I: PLANNING & EVALUATING FRONT OFFICE OPERATIONS
8 Hours

Setting Room Rates (Details/Calculations thereof)
 - Hobart Formula, market condition approach & Thumb Rule
 - Types of discounted rates – corporate, rack etc. , Forecasting techniques, Forecasting Room availability, Useful forecasting data
 . % of walking
 . % of overstaying
 % of under stay

Unit II: Budgeting **8 Hours**

Types of budget & budget cycle
 Making front office budget
 Factors affecting budget planning
 Capital & operations budget for front office
 Refining budgets, budgetary control
 Forecasting room revenue
 Advantages & Disadvantages of budgeting

Unit III: Property Management system **10 Hour**

Fidelio / IDS / Shawman
 Amadeus. Guest History Management
 Need, Tools, Process
 Report Generation & Analysis
 Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance
 Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage

Unit IV: Revenue Management **8 hours**

Segment Mix in Hotel Industry, Inventory Management
 Rate Management, OTA’s(Online Travel Agents),GDS, System contribution, Revenue

Name of the Course	FRONT OFFICE MANAGEMENT			
Course Code	BSCH3003			
Prerequisite	Knowledge of 1-2 yrs of Front Office course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. Planning of Budget.
2. Forecasting techniques
3. CRM and Revenue Management
4. Property Management system

Course Outcomes

CO 1	Plan and evaluate the front office operations
CO 2	Knowledge of PMS
CO 3	Budgeting, CRM and
CO 4	Revenue Management

Optimisation, STR Report(Smithline Travel Research),RGI(Revenue generation Index), Hotel intelligence, Market Intelligence
Unit V: Forecasting Hours :4
Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations
Unit VI Students will adopt innovative practice in front office.

School Of Hospitality

Suggested Reading

- 1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- 2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- 3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- 4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**
- 5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)**

Name of the Course	Housekeeping Management			
Course Code	BSCH3004			
Prerequisite	Basic knowledge i.e. Foundation an d operations of Housekeeping department			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1. understand planning and organizing of housekeeping department and its budget preparation**
- 2. understand the concepts of safety norms in hospitality industry**

3. Understand the concept of interior designing and its benefits

4. Provides comprehensive view of accommodation management

Course Outcomes

CO1	Analyze overall view of accommodation management
CO2	Identify and understand different types of Budget and Budgetary Controls
CO3	Define the concepts of safety in hospitality industry.
CO4	Interpret and understand Interior designing and planning.
CO5	Plan and able to establish Housekeeping Department.
CO6	Industry updates for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

Unit I: Planning & organizing of H.K Department	10 hours
<ul style="list-style-type: none"> • Area Inventory test • Performance & Productivity Standards • Time and Motion study • Standard Operating Manual- Job Procedures • Job allocation & work Schedules Calculating Staff strengths & Planning Duty Reports • Selection of Cleaning equipments and agents (inventory system) • Housekeeping in institution other than hotels • New Property Countdown 	
Unit II:	Budget and Budgeting Control
8 Hours	
<ul style="list-style-type: none"> • The Budget process • Planning Capital Budget 	

<ul style="list-style-type: none"> • Planning Operating budget • Operating Budget – Controlling expenses – Income Statement <p style="text-align: center;">Stock records – Issuing and control.</p>
<p>Unit III: Control Services & safety 8</p> <p>hours</p>
<ul style="list-style-type: none"> • Types of Contact services • Guidelines for hiring contract services • Safety awareness and accident prevention • Fire Safety and Fire Fighting equipment • First aid • Key and key Control • Crime Prevention and dealing with emergencies situations
<p>Unit IV: : Interior Decoration 8</p> <p>hours</p>
<ul style="list-style-type: none"> • Elements of design • Color and its role in decors • Window and window treatments • Lighting and lighting fixtures • Floor Finishes and Carpet • Furniture and fitting and accessories • Layouts of guest room (refurnishing & redecoration) • Size of rooms, sizes to furniture arrangement • Principles of design • Color has many & color schemes
<p>Unit V: CHANGING TREND IN HOUSEKEEPING 7hours</p>
<p>Trends Women's only floor Design Trends Process Trends 2. Eco friendly Amenities, products & process Toiletries textiles Energy Conserving Products</p>
<p>Unit V Industry updated</p>

School Of Hospitality

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

2.. Hotel, Hostel & Hospitality by John C Bramon and Margret.

3. Accommodation Operations Management by SK Kaushal and SN Gautam.

4. Hotel Housekeeping – A training manual by Sudhir Andrews

5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Food Production Management(LAB)			
Course Code	BSCH3005			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

- 1. To make students learn about the technique of advance skill in food production**
- 2. Have a basic knowledge of grade manager and cold kitchen**
- 3. Know larder, its functions, food prepare in larder, ingredients used & their names**
- 4. Know the buffet display and difference between edible & non-edible display.**

Course Outcomes

CO1	Students will be able to demonstrate the functioning of larder
CO2	Students will be able to identity various types of Charcuterie products
CO3	Students will be able to classify various types of appetizers and sandwiches
CO4	Students will be able plan various international menus
CO5	Students will be able to analyze the uses of herb and wines and production management

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	Session 8: Innovations in Kitchen
50	-	50	100	

Course Content:

Session 1: Three course menus to be formulated featuring International Cuisines -

- French
- Italian
- Spanish
- Mexican
- Chinese
- Thai

Session 2:

- Salads – basic simple salads & dressings
- -Cole slaw
 - salade nicoise
- Russian Salad
 - beetroot salad
- Potato Salad
 - fruit salad
- Carrot & Celery
- Waldrof salad

Session 3 :Demonstration of charcuterie - Galantines, Pate Terrines, Mousselines

- **Session 4: Bakery & Patisserie**
 - Practical -Decorated Cakes
 - Gateaux

Session 5:Potato- All basic preparation such a boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Session 6: Cold sweet- Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

Session 7:International Cuisine: Greece, Germany, American Cuisine, Mediterranean, Lebanese

School Of Hospitality

Suggested Reading

2. **International Food Production -By Chef Bali**
2. **Professional Garde Manger-By Culinary Institute of America**
3. **The Larder Chef by Leto and Mojo**
4. **Garde Manger by D.D. Sharma**

Name of the Course	Food and Beverage Management (LAB)			
Course Code	BSCH3006			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets in Hospitality Industry also to make them aware of cost controls, sales analysis.

Course Outcomes

CO1	The students will be able to prepare and present various mocktail drinks
CO2	The students will be able capable of running bar operations
CO3	The students will be able todo task & record inventories
CO4	The students will be able to demonstrate & perform supervisory skills in F&B service
CO5	The students will be able to design, Layout Buff
CO6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	Co-requisite	Industrial Training experience
50	-	50	100	Anti-requisite	

Course Content:

Unit I: Supervisory Skills :
<ul style="list-style-type: none"> • Conducting Briefing & Debriefing • Making Duty Roster • Preparing Job Description & Specification • Class room Exercise (Case Study method) • Drafting Standard Operating Systems (SOPs) for various F & B Outlets- Restaurant, Bar, Banquets & Special events • Supervising Food & Beverage operations
Unit II: Bar Operations :
<ul style="list-style-type: none"> • Designing & Setting the bar • Taking and Recording of Inventory • Preparation & Service of Cocktail & Mixed Drinks
Unit III:
<ul style="list-style-type: none"> • Case Study and Presentation of Menu Engineering
Unit IV:
<ul style="list-style-type: none"> • Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banquet • Case Study on Planning of Manpower of F&B department • Presentation
Unit V:
<ul style="list-style-type: none"> • Demonstration and Practice of Gueridon Service • Setting up of various types of Buffet (Design, Layout)

Suggested Reading

1. Michael M Coltman Beverage Management
2. Dr J.M Negi – Food and Beverage Management and Control.
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. Jaffrey T Clarke Table and Bar
5. Hospitality Biz India

Name of the Course	FRONT OFFICE MANAGEMENT (LAB)
Course Code	BSCH3007
Prerequisite	Clarity of FO topics of previous semesters

	L	T	P	C
	0	0	2	1

Course Objectives

1. To provide an real time work exposure to the students .
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.
5. To understand the communication skill.

Course Outcomes

CO1	To take and manage reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Module-1
<ul style="list-style-type: none"> 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 check in an existing reservation,How to make a reservation

<p>Unit II:Module -11</p> <p>Hands on practice of computer applications on PMS front office procedures such as:</p> <ul style="list-style-type: none"> . Night audit, . Income audit, . Accounts .Q. Situation handling – handling guests & internal situations requiring management tactics/strategies <p>HMS Training – Hot Function keys</p> <p>How to put message</p> <p>How to put a locator</p> <p>How to check in a first time guest</p> <p>How to check in a day use</p>	<p>Relevance of Internet for Front Office</p> <p>A strategic tool for global marketing-overview, Internet Marketing and Tourism,Internet and Marketing Mix,Internet and Advertising, E-Commerce transactions on the Net</p> <p>Electronic payment systems (EPS), online payments.,Application – Revenue Management</p> <p>Forms & Formats</p>																																			
<p>Unit III : Module -11I</p> <p>How to issue a new key,How to verify key</p> <p>How to cancel a key,How to issue a duplicate key</p> <p>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</p>	<p style="text-align: center;">School Of Hospitality</p> <p>Suggested Reading</p> <ol style="list-style-type: none"> Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill. Managing front office Operations by Michale L Kasavana (AHLEI - Books). Front Office Operations and Management by Ismail Ahmed (Cengagae Earning). Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill) 																																			
<p>Unit IV: Module -1V</p> <p>How to create and update guest profiles</p> <p>How to update guest folio,How to print guest folio</p> <p>How to close a bank at the end of each shift</p> <p>How to put a routing instruction,How to process charges,How to process a guest check out</p> <p>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,How to process part settlements</p> <p>How to tally allowance for the day at night</p> <p>How to tally paid outs for the day at night</p> <p>How to tally forex for the day at night</p> <p>How to pre-register a guest,How to handle extension of guest stay ,Handle deposit and check ins with voucher,How to post payment</p> <p>How to print checked out guest folio</p> <p>Check out using foreign currency</p> <p>Handle settlement of city ledger balance</p> <p>Handle payment for room only to Travel Agents</p> <p>Handle of banquet event deposits</p> <p>How to prepare for sudden system shutdown</p> <p>How to checkout standing batch totals</p> <p>How to do a credit check report, How to process late charges on third party,How to process late charges to credit card,How to check out during system shut down,Handling part settlements for long staying guest,How to handle paymaster folios</p> <p>How to handle bills on hold</p>	<table border="1"> <tr> <td>Name of the Course</td> <td colspan="4">Housekeeping Management Lab</td> </tr> <tr> <td>Course Code</td> <td colspan="4">BSCH3008</td> </tr> <tr> <td>Prerequisite</td> <td colspan="4">Clarity of HK topics of previous semesters</td> </tr> <tr> <td>Co-requisite</td> <td colspan="4">Industrial Training experience</td> </tr> <tr> <td>Anti-requisite</td> <td colspan="4"></td> </tr> <tr> <td></td> <td>L</td> <td>T</td> <td>P</td> <td>C</td> </tr> <tr> <td></td> <td>2</td> <td>0</td> <td>0</td> <td>2</td> </tr> </table>	Name of the Course	Housekeeping Management Lab				Course Code	BSCH3008				Prerequisite	Clarity of HK topics of previous semesters				Co-requisite	Industrial Training experience				Anti-requisite						L	T	P	C		2	0	0	2
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	L	T	P	C																																
	2	0	0	2																																
<p>Unit V:Module -V</p>	<p>Course Objectives</p> <ol style="list-style-type: none"> To understand first aid and dealing with emergency situation To understand special decorations To recognize the concept and importance of renovation followed in hotel industry. 																																			

4.To be aware about standard operating procedures and inspection checklist

Course Outcomes

CO 1	To have knowledge and practice of using first aid and how to deal with emergency situations.
CO 2	To be able to understand the layout of guest room and special decorations
CO 3	To be able to refurbish and redecorate guestrooms.
CO 4	Understand the concepts of team and block cleaning
CO 5	Being able to design SOP as per requirement

Unit III: Layout of a guest room, Refurnishing Redecoration 4hrs
Designing of guest rooms (single, double and suit) Preparation and procedure for refurbishing
Unit IV: Team Cleaning Management 4 Hours
Team cleaning, Block cleaning
Unit V:Designing Training Modules/ SOP/ Inspection Checklist 4 hrs
Design and management of duty roster in respect to above.. Designing of training module /SOP. Design and developing of inspection checklist.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

School Of Hospitality

Suggested Reading

- Hotel, Hostel and housekeeping by John. C Branson & Margaret
- Magazines of Airlines, Hotels & Tourism Organizations.
- Hospitality Biz India, Travel Biz Monitor

Course Content:

Unit I: First aid Hours	8
Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. Mock drill on guest floor to handle emergency situations. Fire Evacuation procedure First aid for choking(Mouth to mouth respiration)	
Unit II:Special decorations	
Special decoration for different events	

Name of The Course	Hospitality Service Sales & Marketing			
Course Code	SOBO1001			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	0

Course Objectives

This course builds upon the basic principles of marketing & sales and aims to develop student’s ability

to analyze the distinctive marketing & selling needs of services. It relies upon practical, real world case studies on a variety of diverse areas of marketing & selling to give students a broader knowledge of key issues and the business environment to which decision making skills can be applied. Topics include the role of marketing & selling as a part of brand management, relationship marketing and sales, focusing on guest expectations as a marketing driver and the management of the marketing mix.

Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities

Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth

Course Outcomes

CO1	To explore the building of customer loyalty expectations and how these are utilized as marketing drivers.
CO2	To develop an understanding of relationship management and its importance to the sales and marketing strategy of the business.
CO3	To illustrate how decisions can be supported through Sales Office Communication System.
CO4	To identify the elements Personality traits of and how these impact on customer service and fulfil the guest expectations.
CO5	To explore and identify explore the various techniques of promotion and concepts of merchandising and systems utilized in the marketing and sales within the hospitality industry.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Introduction to Hospitality Sales & Marketing 8 Hours
Today's Hospitality Trends - Guest Preferences, Relationship Marketing, Marketing and Sales -

Marketing vs./Sales, The Marketing Mix, Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales, The Importance of Sales - Sales as a Career and the challenges.

Unit II: Marketing Plan 7 Hours
The Marketing Team, Steps of Marketing Plan, conducting a Marketing Performance, Audit, Selection Target Market, Positioning of the Hotel / Food facility, Determining Marketing Objectives, Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.

Unit III: The Sales Office 3 Hours
Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department, Computerized Client Information, List Reports and Analysis, Yield Management.

Unit IV: Personnel & Telephone Selling Technique 5 Hours
Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Basic of Telephone Communication -Telephone Etiquettes, Telephone Communication Skill, Listening Skill, Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls In Coming Calls - Reservations, Response to Advertising, Inquiries, Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

Unit V: Restaurant, Banquet & Meeting Room Sales 7 Hours
Consumer behaviour issues in online and social media context-Consumer behaviour and mass disruption in retail-Shopping Malls –A new shopping experience-Marketing ethics and consumer behaviour-PepsiCo's deal with Indian Medical Association to promote Tropicana and Quaker Oats raises ethical Concerns.

Suggested Reading

- 1. Text Book (s)**

1	Marketing Management: Concept and Cases-Dr. Raj Kumar and Nidhi Goel .Published by UDH Books	CO5	The learner will be able to interpret and build skills to become a influential personality across hospitality sector
2	A textbook of Tourism and Hospitality Management KCK Rakesh Kadam, VRK Shaifalee and VRK Chainickaa. Published by UDH Books	CO6	Industry update for technology and trends

Continuous Assessment Pattern

2. Reference Book (s)

1	Hotel & Food Service Marketing- Francis Buttle
2	Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3	Hospitality Sales A Marketing Approach by Margaret Shaw Published By Wiley

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Confidence Building

- Mind Mapping

Unit II: Group Discussion

Practice Group Discussion – Different Types of Group Discussion

Unit III: Dressing Etiquette

- Negotiation Skills Emotional Intelligence
- Creativity and Leadership Skills

Unit IV: Interview Skills- I

- Comprehensive Online Tests contd.
- Interview Skills

Unit V: Interview Skills- II

- Mock Interview (Assessment by Corporate experts and SLLL Trainers)

Unit VI: Industry update for technology and trends

Name of the Course	Campus to Corporate 2
Course Code	SLSH3001
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.
Co-requisite	
Anti-requisite	
	L T P C

Course Objectives

1. To assess the current level of students.
2. To give a real time GD, Interview practice to the students.
3. To prepare students for technical interviews
4. To prepare the students for the placement process and future career prospects

Course Outcomes

CO1	The learner will be develop self confidence make necessary corrections
CO2	The learner will be able to recognize and make use of the strengths
CO3	The learner will be able to practice and follow dressing etiquettes during interview and in corporate world.
CO4	The learner will be able to interpret and develop skills for career enhancement

Suggested Reading

1. **Delivering Employability Skills in the Lifelong Learning Sector** by Ann Gravells, ISBN-10: 1844452956

2. **Sample Papers of Various companies**

3. **Real world HR interviews from companies across various sectors like Hospitality, Front Desk, customer handling, aviation, cruise and Service Sector etc in and around NCR region.**

Name of the Course	Advanced FOOD PRODUCTION -I
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Course Code	BHMH3010				Mexican, Lebanese, Middle Eastern, Spanish
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge				
Co-requisite					Unit II: European Cuisine 8 Hours
Anti-requisite					
	L	T	P	C	
	4	0	0	4	

Course Objective

1. Is to make students learn about various International Cuisine and to create innovative dishes .

2. To analyze various desserts made in international

3. To innovate new dishes

4. To analyze various new trends in kitchen

Course Outcomes

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes
CO6	Analyze new trends in kitchen

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Asian cuisine- 8 hours

<ul style="list-style-type: none"> Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries Chinese, Japan, Thai, Indo, Philippine, Special ingredients, equipment, tools, preparation and technology involved.
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Unit II: European Cuisine
8 Hours

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,
- Pasta & rice, types and sauces

Unit III: American Cuisine
8 Hours

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit IV: BREAD ARTS /Dessert Presentation
8 Hours

- Bread Centerpieces – Bread Basket, Braided Bread · Saltillage – Salt dough . -Types, techniques , Usage
- Preparation of Dessert Garnishes – tulip Paste , chocolate stencils , nougat garnishes , etc. 40 · Sauce pouring techniques – Piping , brushing , Feathering ,etc.

Unit V: Product Research & Development
8 Hours

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

Unit VI Industry Update for Technology and Trends

New trends and Innovations in Food Industry

Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger
3. The larder Chef
4. Garder Manger by D.D Sharma

Name of the Course	Advanced Food and Beverage Service- I	Training programmer, Employee evaluating / performance appraisal.			
Course Code	BHMH3011				
Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes				
Co-requisite					
Anti-requisite					
		L	T	P	C
		3	0	0	3

Unit II: RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site, Sources of finance, Design consideration, furniture, lighting and décor, equipment required, records maintained, Licenses required, Practice on Standard Operating Procedures in Restaurant, list of restaurant equipment manufacturer (assignment)

Unit III: Receiving Controls

Receiving Food & Beverages: hygiene and sanitation of receiving area , Document given by suppliers bills/ invoice/ cash items/ credit notes/ record maintained, meat tags, Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area.

Unit IV: BAR OPERATIONS

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar
- Front, Under, Back. Bar equipment, Bar stocks of alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses, Cooking and Carving at Table.

Unit V: EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing, Organisation of banquet department with their duties of responsibilities, Banquet protocol. Types of function - formal/informal, buffets, theme parties, preparation of duty roasters in restaurants & function catering Planning & Operating various outlet (Fast Food and coffee shop, bar), Supervisory skills, SOP

Unit VI: Industry update for technology and trends

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

Course Outcomes

CO 1	The learner will be able to apply safety, security and emergency procedures followed at the outlet.
CO 2	The learner will be able to operate the design, setup and operation of the outlet.
CO 3	The learner will be able to identify the various documents/bills required and procedures followed at the receiving area.
CO 4	The learner will be able to identify bar setup, staff required and their responsibilities.
CO 5	The learner will be able to interpret Event Marketing, Concept & Planning for MICE segments.
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

School Of Hospitality

Suggested Reading

Course Content:

Unit I: MANAGING F & B OUTLETS
Indenting and maintaining par-stocks of supplies, Advertisement/selling techniques. Garbage disposal, Situations handling, Fire and emergency procedure, Employee requirement, Setting up operational procedures,

1. Food & Beverage Service by R. Singaravelavan

2. Oxford Publication—Core Textbook

3. Dennis R Lilicrap Food and Beverage Service

4. Sudhir Andrews- F&B Service Manual

5. Food & Beverage Management By John Cousins

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Name of the Course	ADVANCED FRONT OFFICE I			
Course Code	BHMH3012			
Prerequisite	Passed the previous Semesters of Front Office			
Co-requisite	Clarity of FO topics of previous semesters			
Anti-requisite	Industrial Training experience			
	L	T	P	C
	3	0	0	3

Course Content:

Unit I: Handling situations and complaints
Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling
Unit II: Human resource management
Planning, development, job analysis, recruitment, selection, orientation, HR Challenges, employee retention and motivation
Unit III: Case Studies on Safety & Security of Guests
Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds
Unit IV: Computerized/ Electronic Front office
<ul style="list-style-type: none"> • Features of electronic front office. • Factors affecting electronic front office • Check-in, check out in fully automated front office On line management
Unit V: Recent trends and technology in hotel front office
Introduction Importance Advantages
Unit VI : Latest Technology in Hotel

Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security
6. Develop communication skill

Course Outcomes

CO 1	Explain computer application in Front Office Operation
CO 2	Understand Front Office Accounting
CO 3	Describe control of cash and credits
CO 4	Acquire Night Auditing skill
CO 5	Know the importance of guest safety and security
CO 6	Latest Technology in Hotel

Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).

Continuous Assessment Pattern

5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	ADVANCED HOUSEKEEPING I			
Course Code	BHMH3013			
Prerequisite	Knowledge of 1-3 Years of housekeeping course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objectives

1. Understand, planning and organizing of housekeeping department and its operation.
2. Understand the concepts of classification and planning a guest room according to norms.
3. Understand the concept of textile manufacturing and its use in hospitality sector
4. Understand the concept of professional laundry management.
5. Update with latest trends in hotel housekeeping department.

Course Outcomes

CO 1	Interpret operation of housekeeping department and it's set up.
CO 2	Illustrate the concepts of classification and planning a guest room according to norms
CO 3	Interpret the concept of textile manufacturing and its use in hospitality
CO 4	Define professional laundry management.
CO 5	Interpret the significance of training & Motivation in hotel housekeeping department.
CO 6	Industry updates for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term	Total Marks
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		Exam (ETE)	
30	20-	50	100

Course Content:

Unit I: Preopening Property Operations Management 7 Hours
1. Preopening Property Operations 2. Setting up housekeeping department 3. Countdown to opening 4. Preparing snag report. 5. Preparing other housekeeping report
Unit II: Planning of a Guest Room 6 hours
Size of Guest Room as per the classification norms 2. Layout of the guest room to the scale 3. Furniture - size and arrangement 4. Bathroom fixtures & amenities 5. Planning of Services Areas – Linen Room / Laundry
Unit III: Textiles 8 hours
Yarn manufacturing 2 Textural processes 3 Characteristics & uses of various fabrics 4 Selection of fabric
Unit IV: : Laundry Management
1. Lundry concept. Organization structure and importance. 2. Laundry Planning and operation 3. Professional Laundry set up 4. Managing Guest laundry
Unit V: Training & Motivation in housekeeping
4. Training and motivation 5. Various training imparted on housekeeping staff 6. IT savy in hk
Unit VI: Industry updates for trends and technology.

School Of Hospitality

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.

3. Accommodation Operations Management by SK Kaushal and SN Gautam.

4. Hotel Housekeeping – A training manual by Sudhir Andrews

5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Advanced FOOD PRODUCTION-I Lab			
Course Code	BHMH3017			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objectives

1. Is to make students learn about various International Cuisine and
2. To create innovative dishes
3. To learn about the various international desserts
4. G To plan menu as per guest requirements

Course Outcomes

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes
CO6	Create new menu and dishes as per guest choices

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:

Three course menus to be formulated featuring International Cuisines Chinese, Japan, Thai, Indo, Philippine,

Unit II: **8 Hours**

Three course menus to be formulated featuring International Cuisines Mexican, Lebanese, Middle Eastern, Spanish.

Unit III: **Hours**

Three course menus to be formulated featuring International Cuisines French, Italy and Germany

Unit IV: **Hours**

Three course menus to be formulated featuring International Cuisines American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit V: Structures **Hours**

BREAD ARTS · Bread Center pieces – Bread Basket, Braided Bread · Saltillage – Salt dough. -Types, techniques, Usage

Unit VI

DESSERT PRESENTATION

· Preparation of Dessert Garnishes – tulip Paste , chocolate stencils , nougat garnishes , etc. 40 · Sauce pouring techniques – Pipng , brushing , Feathering ,etc.

Buffet presentations –
Gateaux, Assorted Petits Fours , bread , etc. · Plate Presentations
– Cold desserts , hot puddings , fruit based desserts , hot pastries , etc.

School Of Hospitality

Suggested Reading

1. International Food Production -By Chef Bali

2. Professional Garde Manger by CIA

3. On Cooking - Sarah Labensky

4. Culinaria Mundi

5. Professional Bakery

Name of the Course	Advanced Food and Beverage Service (Lab)- I
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Course Code	BHMH3018				<ul style="list-style-type: none"> Seating plans of different Banquets. Preparation of charts, Name cards etc. Food and beverage-how to serve in banquets
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.				
Co-requisite					Unit V:
Anti-requisite					<ul style="list-style-type: none"> Assignments: <ol style="list-style-type: none"> Checklist for conference and other parties Menu planning for State Banquets To visit Hotels for Buffet Banquet and business events and Exhibition)
	L	T	P	C	

Course Objectives

- The objective of the courses is to make the student understand the different style of servicing meal
- Be able to setup the covers as per the menu.
- They should be confident to plan menu and suggest alcoholic beverages to go along with it.

Course Outcomes

CO1	Identify the various types table layouts
CO2	Identify the Gueridon service concept
CO3	Understanding the buffet counter setup
CO4	Identify the different setup of banquet buffet and there process
CO5	Planning of buffet menu through checklist

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:	<ul style="list-style-type: none"> Table layout and services for different types of meals
Unit II:	<ul style="list-style-type: none"> Gueridon Service Preparation and service of Banana Flambé and Crepe Suzette
Unit III: A	
Unit IV:	<ul style="list-style-type: none"> Assignment on buffet menu planning ,Planning the table layouts of different types of banquet function

Suggested Reading

- Food & Beverage Service by R. Singaraveleavan
- Oxford Publication—Core Textbook
- Dennis R Lilicrap Food and Beverage Service
- Sudhir Andrews- F&B Service Manual

- Food & Beverage Service - Dennis R.Lillicrap. & John
- Food & Beverage Service - Dennis R.Lillicrap. & John

Name of the Course	ADVANCED FRONT OFFICE - ADVANCED FRONT I LAB
Course Code	BHMH3019
Prerequisite	Passed the previous semesters of Front Office
Co-requisite	
Anti-requisite	
	L T P C
	0 0 2 1

Course Objectives

- To provide an understanding Practice how to make itinerary.
- To familiarize the students with GDS.
- To enhance the ability of the students how to handle situation.
- To familiarize with Practice on Room Management System.

5. Make the students aware of the proper functioning of Reservation, Check in . Also how to handle and resolve guest issues.

Course Outcomes

CO 1	Understand Practice and Usage of itinerary.
CO 2	Understand and be able to work on GDS.
CO 3	To enhance the ability of the students how to handle situation.
CO 4	Understand with practice on room management system.
CO 5	Hands on practice on Reservation, Check in, Practical Situations & solving Guest Problems

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I:
1. Tour Itinerary 2. Assignment on GDS
Unit II:
Mock Situations – Role – Plays Case Study - Practical Situations
Unit III:
Practice on Cases Related to Front office & Other Departmental Communications. Situations on Basis of Charging
Unit IV:
Practice on Room Management System
Unit V:
Practice on Reservation, Check in, Practical Situations & Guest Problems

Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed (Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Advance Housekeeping I Lab			
Course Code	BHMH3020			
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

1. Students should be able to Interpret and understand operation of housekeeping set up
2. Illustrate the concepts of classification and planning a guest room according to norms
3. Interpret and understand the concept of textile manufacturing and its use in hospitality

Course Outcomes

CO 1	To understand detail on developing snag report and other various repots
CO 2	To learn Planning of a Guest Room
CO 3	To demonstrate different types of towel art with linen
CO 4	To understand laundry management
CO 5	To demonstrate and learn various procedure and techniques adopted by housekeeping department in aspect to eco friendly product.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Code	BHMH3014			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	8	4

Course Content:

Unit I: Preopening Property Operations Management
1. Development of Of snag report 2. Development of Inspection report
Unit II: Planning of a Guest Room
1. Guest room planning techniques 2. Updation of room status in software
Unit III: Textiles
<ul style="list-style-type: none"> ○ Understanding Of fabric in aspect to GSM & TC ○ Different towel art by linen ○ Different towel art by linen
Unit IV: Laundry Management
Laundry flow process Laundry set up procedure
Unit V:: Eco friendly Amenities, products and process Identification and use of ecofriendly product

Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam
4. Hotel Housekeeping – A training manual by Sudhir Andrews
5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Project Work
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Course Objectives

1. Learn about various hospitality issues
2. Learn about various hospitality issues
3. Learn how to evaluate the potential
4. Improve organizing & managerial skills.

Course Outcomes

CO1	Understand Research work
CO2	Develop practical understanding of Hospitality sector
CO3	Able to learn field experience
CO4	Interpret with issues in departments
CO5	Learn to carry out research work to address the issues

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Suggested Topics for the Project Report are - (Sample Technology in Hotel Services
A case study of Hotel- ABC.”
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/F&B Service/Front Office
Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice

<p>with due consultation with the faculty member who is mentoring the candidate in the Institute.</p> <p>Detailed Instructions: Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D. The Project should include:- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.</p> <ul style="list-style-type: none"> • 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 • Annexure 	CO 2	Identify different types of retailing and Retail Strategic Planning and Operation Management.
	CO 3	Identify different cycles in retailing.
	CO 4	Interpret various retail operating skills.
	CO 5	Identify different issues in retail operation and to address them.
	CO 6	Industry update for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: The Business of Retail: 8 hours
Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.

Unit II:2 Retail Models and Theories of Retail Development- 8 hours
Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.

Unit III: Merchandise
Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.

Unit IV: Retail Operating Skills 7 hours
Pre-Check, Opening the Sale, Probing, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations

Name of the Course	Retail Management				
Course Code	BHMH3016				
Prerequisite	Knowledge of Retail Management				
Co-requisite					
Anti-requisite					
	L	T	P	C	
	4	0	2	5	

Course Objectives

1.Students will be able to understand retail planning and various retail operation skills.

Course Outcomes

CO 1	Interpret the business of Retail industry.
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Unit V: Retail Management through PMS 7 hours 5. Identifying and understanding latest renovation trends followed in Hotel Industry.
: Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

Course Outcomes

Unit VI Industry updated for trends and technology

CO1	Understand different types of fabric and its usage by housekeeping department.
CO2	To correlate the procedure of Laundry Operations
CO3	To recognize the activities followed in Sewing Room
CO4	Understand the concepts of safety norms in hospitality industry
CO5	To recognize the concept and importance of renovation followed in hotel industry.
CO6	Industry update for technology and trends

Suggested Reading

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Textiles	9 Hours
Introduction Classification and Identification of Textile Fibres Characteristics of Textile Fibres Yarn Types of Yarn Yarn Characteristics Fabric Construction Weaving Other Methods of Fabric Construction Blends and Unions	

Name of the Course	Linen Management			
Course Code	BHMH3023			
Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Basic Knowledge of linen department and its working			
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

1. To make the student understand about various types of linen and fabrics used in hotels.
2. To familiarize with the operations of laundry Department.
3. Identifying various activities followed in Sewing Room.
4. Proper understanding of renovation, safety and security followed in hotel industry.

Textile Finishes	Activities in the Sewing Room
Mechanical Finishes	Job Specification of a Seamstress/ Tailor
Filling Finishes	Sewing Area and Equipment
Chemical Finishes	Basic Hand Stitches
Dyeing and Printing	Temporary Stitches
Use of Textiles in Hotels	Permanent Stitches
	Fasteners
Unit II: Linen and Laundry Operations 9 Hours	Unit IV: Safety and Security 10 Hours
Introduction	Introduction
The Linen and Uniform Room	5.1.1 Work-environment Safety and Job Safety Analysis
Linen Room Organization	Potential Hazards in Housekeeping Operations
Storage of Linen	Safety Awareness and Accident Prevention
Linen Exchange	Concept of Safeguarding Assets
Linen Quality and Lifespan	Fire Prevention and Fire-fighting
General Selection Criteria for Fabrics	First-aid
Discards and Their Reuse	Crime Prevention
Types of Laundries	Dealing with Emergencies
Laundry Equipment Folding Machines 458 Spotting Units 458	Planning for an Emergency
The Laundry Process	Dealing with Bomb Threats
Stain Removal	Dealing with Terrorism—Steps and Precautions
Dry-cleaning	Guest and Employee Thefts
Handling Guest Laundry	Sickness and Death
Care Labels	Unit V: Hotel Renovation 9 Hours
Unit III: Sewing Room 4 Hours	Hours
Introduction	Introduction
	Reasons to Renovate
	Types of Renovation
	Subsidiary Processes in Renovation

Refurbishing Redecoration	CO2	Able to analyze various preserving techniques
Unit VI Industry update for technology and trends	CO3	Able to identify various new cooking concepts in international cuisine
Suggested Reading	CO4	Able to identify various food presentation principles
	CO5	Able to analyze various aspects of entrepreneurship development
	CO6	Able to analyze various new trends in hospitality

1. Hotel, Hostel and Hospitality housekeeping by John .C. Bransin& Margaret

2. Hotel, Hostel & Hospitality by John C Bramon and Margret.

3. Accommodation Operations Management by SK Kaushal and SN Gautam.

4. Hotel Housekeeping – A training manual by Sudhir Andrews.

5. Magazines of Airlines, Hotels & Tourism Organizations.

6. Hospitality Biz India, Travel Biz Monitor

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: International Speciality Fine Foods	10 Hours
Caviar · Oysters · Pate de foie gras · Salmon · Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Tepanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck	
Unit II:Speciality Cooking and Preserving Techniques	8 Hours
· Bar-be-cue · Sous vide · Confit · Microwave cooking · Fondue · Combination cooking · Smoking · Brining	
Unit III: New Concepts in International Cuisine	8 Hours
· Genetically modified food · Organic food · Slow food movement · Molecular gastronomy · Vegan cuisine · Kosher food	
Unit IV: Food Presentation Principles	8 Hours
· Basic presentations · Modern perspectives · Use of technology · Contemporary plates · Unconventional garnishes · Roles and use of garnish	
Unit V:ENTREPRENEURSHIP	8 hours
· The process in becoming an entrepreneur · Attributes of an entrepreneur · Hindrance faced by an entrepreneur · SWOT analysis · Entrepreneur Vs Chef · The rewards	
Unit VI : Industry Update for Technology and Trends	
Innovations in Industry	
New Trends in Industry	

Name of the Course	Advanced Food Production-II			
Course Code	BMMH4010			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

Course Objectives

- 1.Is to make students learn about various International Cuisine
- 2.To create innovative create
3. To learn various international desserts and breads
4. To learn new trends in hospitality

Course Outcomes

CO1	Able to demonstrate various international classical dishes
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Suggested Reading

1. International Food Production -By Chef Bali
2. On Cooking -Sarah Labensky
3. Professional Cooking
4. On Food and Cooking
5. Professional Baking

Name of the Course	Advanced Food and Beverage Service- II			
Course Code	BHMH4011			
Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

Course Outcomes

CO 1	The learner will understand international food and beverage service sector
CO 2	The learner will understand food & beverage costing & control
CO 3	The learner will understand records & formats
CO 4	The learner will understand inventory management
CO 5	The learner will understand purchasing process
CO 6	Industry update for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: FOOD AND BEVERAGE COST CONTROL SYSTEMS
Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.
Unit II: FOOD AND BEVERAGE CONTROL IN SERVICE
K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F & B control records and formats.
Unit III: INVENTORY MANAGEMENT –
Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.
Unit IV: RESTAURANT PLANNING & DESIGN
Concept, layout, Décor and furnishing, fixtures and fittings, equipments, menu planning, menu engineering, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling
Unit V: FOOD AND BEVERAGE PURCHASING
Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.
Unit VI: Industry update for technology and trends

Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Service - Dennis R.Lillicrap. & John
6. Food & Beverage Management By John Cousines

Name of the Course	Advanced Front Office II
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Name of the Course	Advanced Front office Operations II				Definition, Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees
Course Code	BHMH4012				
Prerequisite					
Anti-requisite					
	L	T	P	C	Unit II: Guest Loyalty & Culture 8 Hours Definition of Culture, Dimension of Culture Difference for Guests Impact of Culture on Guest Satisfaction and Loyalty, Definition of Guest Loyalty, the Importance of Guest Loyalty in the Hotel Industry, , Loyalty Prerequisites, Guest Satisfaction
	3	0	0	3	

Course Objectives

1. Make the students understand the training concept for Rooms division.
2. Understand the importance and usage of Guest Loyalty Programmes.
3. Describe the knowledge and working of Total Quality Management system.
4. Understand case studies and solutions of Operation Management.
5. Develop the understanding on importance of energy management in hotel

Course Outcomes

CO1	Explain about training for room division.
CO2	Understand the guest loyalty & culture.
CO3	Describe total quality management in 12st century.
CO4	Acquire and describe the case studied on operation management.
CO5	To acknowledge the importance and usage of energy management in hotel.
CO6	Latest Technology in Front Office

Unit III: Total Quality Management
Quality Management in the 21st Century in the Hotel Industry, Theories about Quality, Challenges in the Hotel Industry, Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality Management, Importance of TQM in Accommodation Management.
Unit IV: Case Studies on Operation Management
Guest Complaint Management, Customer Surveys and Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery
Unit V: Environment Management 6 Hours
Environment and ecology, Pollution and its effects, International EMS standards
Unit VI Latest Technology in Front Office

Name of the Course	Advanced Housekeeping II			
Course Code	BHMH4013			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C

Continuous Assessment Pattern

Course Objectives

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

1. Understand Personal skills in accommodation operations and services
2. Understand the Planning and organizing the housekeeping service
3. Understand the the Waste Management procedure

Course Content:

Unit I: Training for Rooms division	8 Hours
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- 4. Understand the Principles of design, management and furnishing
- 5. Understand the Ergonomics in Housekeeping

.Course Outcomes

CO 1	Understand Personal skills in accommodation operations and services
CO 2	Understand the Planning and organizing the housekeeping service
CO 3	Understand the the Waste Management procedure
CO 4	Understand the Principles of design, management and furnishing
CO 5	Understand the Ergonomics in Housekeeping
CO 6	Industry updates with technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: THE PROFESSIONAL HOUSEKEEPER 8 hours
The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices
Unit II: MANAGING HOUSEKEEPING OPERATIONS 8 Hours
Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping
Unit III: HAZARD MANAGEMENT & SAFETY Hours
Safety, Security and Infectious Diseases in Property Operations. Energy

Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards
Unit IV: NEW FACILITY OPERATIONS MANAGEMENT
Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping. Revenue from Housekeeping, Mini Bar Management.
Unit V: Ergonomics in Housekeeping 8 hours
Ergonomics in Housekeeping Introduction Ergonomics Ergonomics in hotel housekeeping Analysis & risk factors in housekeeping: Ergonomic Perspective
Unit VI Industry updates for technology and trends

School Of Hospitality

Suggested Reading

1. Hotel, Hostel & Hospitality by John C Bramon and Margret.
2. Accommodation Operations Management by SK Kaushal and SN Gautam.
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel Housekeeping- Operations and management by G.Raghubalan and Smriti Raghubalan.

Name of the Course	Advanced Food Production II lab	Unit IV:
Course Code	BHMH4017	International Desserts
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires	Unit V:
Co-requisite		DEMONSTRATIONS BY INDUSTRY EXPERTS
Anti-requisite		Suggested Reading
	L T P C	6. On cooking - Sarah Labensky
	0 0 8 4	7. On Food and Cooking

Course Objectives

1. Is to make students learn about various International Cuisine
2. To Create innovative dishes
3. To learn various international bakery products
4. To learn the concepts of menu engineering

8. Professional Chef
9. Professional Bakery
10. The Larder Chef : Leto and Mojo

Course Outcomes

CO1	Able to illustrate various exotic international preparations
CO2	Able to demonstrate modern plate presentation
CO3	Able to analyze various aspects of molecular gastronomy
CO4	Able to demonstrate various international desserts
CO5	Able to plan various international and Indian meals

Name of the Course	Advanced Food and Beverage Service (Lab)- II
Course Code	BHMH4018
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical
Co-requisite	
Anti-requisite	
	L T P C
	0 0 4 2

Course Objectives

1. The objective of the courses is to make the student understand the different style of servicing meal
2. Be able to setup the covers as per the menu.
3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: INTERNATIONAL SPECIALITY FINE FOODS	8 Hours
<ul style="list-style-type: none"> • Caviar • Oysters • Pate de foie gras • Salmon • tuna • Kobe beef • Chilean sea bass • New Zealand lamb • Sushi • Teppanyaki • Angus beef • Exotic fruits and vegetables • Peking Duck 	
Unit II:	
8 Hours	
MODERN PLATE PRESENTATION USING CONTEMPORARY MENUS	
Unit III:	
MOLECULAR GASTRONOMY INTRODUCTION	

Course Outcomes

CO1	Identify the various types of banquet functions.
CO2	Plan regional menus and explain the new regional dishe
CO3	Understanding of SOP's
CO4	Research on the CCG makers in the market
CO5	Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks	L	T	P	C
50	-	50	100	0	0	2	1

Course Objective

Course Content:

Unit I:	1. To provide an understanding Practice and Usage of different Forms & Formats Required for Training.
<ul style="list-style-type: none"> • Skill and Techniques for Formal Banquet Service Function • Calculation of Space for Banquets Banquet Menu. • Setting of Various Types of Buffet. 	2. To familiarize the students with Practice on Total Quality Management.
Unit II:	3. To enhance the ability of the students to handle situation related to quality at managerial level.
<ul style="list-style-type: none"> • Guéridon and Flame Cooking and Carving at Table. • Designing and Setting The Bar • Arranging A Theme Dinner/ Food Festivals 	4. Familiarize the student of various threats in hotels and how to handle them.
Unit III:	5. To enhance competitive strategies followed by hotels for improving profit in hotels..
<ul style="list-style-type: none"> • Practice on Standard Operating Procedures in Restaurant • Supervisory Skills SOP 	Course Outcomes
Unit IV:	
<ul style="list-style-type: none"> • List Of Restaurant Equipment Manufacturer (Assignment) 	

Unit V:	CO1 Understand Practice and Usage of different Forms & Formats Required for Training.
<ul style="list-style-type: none"> • Preparation of Duty Roasters in Restaurants & Function Catering • Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition) 	CO2 Understand and be able to explain with Practice on Total Quality Management.
Suggested Reading	CO3 To enhance the ability of the students how to handle situations.
1. Food & Beverage Service by R. Singaraveleavan	CO4 Assess through Project and assignment related to current competitive strategies.
2. Oxford Publication—Core Textbook	CO5 To understand the competitive strategies.
3. Dennis R Lilicrap Food and Beverage Service	
4. Sudhir Andrews- F&B Service Manual	
5. Food & Beverage Management By John Cousines	
6. Food & Beverage Service - Dennis R.Lilicrap. & John	

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Name of the Course	Advanced Front Office Lab I
Course Code	BHMH4019
Prerequisite	
Co-requisite	
Anti-requisite	

Unit I:
3. Practice and Usage of different Forms & Formats Required for Training.
4. Cross Training
Unit II:

3. Practice on Total Quality Management: Case studies 4. Quality Management in Luxury hotels.	competitive edge to the property . Advanced Housekeeping will help the student to gain insight about planning organizing budgeting and décor.		
Unit III:	Course Outcomes		
1. Role Plays on Handling Situation related to Quality Management at Managerial Levels 2. Kaizen 3. Benchmarking	CO1	To understand detail on Facility planning & Facility Management	
	CO2	To learn Planning of a Guest Room and different types of housekeeping services	
Unit IV:			
Role Plays on Guest Safety and Security Situation :- Fire threat , Bomb Threats , External threats (Terrorist threat, Control of unknown person, etc)	CO3	To understand Waste Management and its Procedure in Hotel industry	
	CO4	To understand Ergonomics in Housekeeping	
Unit V:	CO5	To Understand Ecotels in hotel.	
Projects & Assignments related to Current Competitive Strategies being followed by Hotels to Improve Revenue			

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Designing rooms for different categories of guest
Designing rooms for different categories of guest 1. Handicapped 2. Children 3. V.I.P etc
Unit II: Purchasing System
Coordinate with hotel purchase system for ordering
Unit III: Purchasing System
Purchase, storing and inventory control
Unit IV: Check list Preparation
To prepare checklist for public area non public areas
Unit V: Bed Making Procedure
Revision of Traditional way of bed making Modern way of bed making Various towel arts

Suggested Reading

Suggestion Reading:

- Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- Front Office Operations and Management by Ismail Ahmed (Cengage Earning).**

Name of the Course	Advanced Housekeeping Lab II			
Course Code	BHMH4020			
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C

Course Objectives

The increasingly Competitive and demanding Hotel Industry environment has created new challenges, wherein the knowledge of various suppliers and routine records are most critical factors moreover planning , organizing , budget, outsource services and interior designs provides a

- Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

Hotel, Hostel & Hospitality by John C Bramon and Margret.
Accommodation Operations Management by SK Kaushal and SN Gautam.
Hotel Housekeeping – A training manual by Sudhir Andrews.

Name of the Course	Skill enhancement for Media & Journalism in Hospitality			
Course Code	BHMH4001			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

1. To acquaint students with the glorious journey of hospitality journalism.
2. To enhance understanding of the origin of hospitality journalism.
3. To inculcate the knowledge of hospitality journalism.
4. To acquaint learners with technological advancements in hospitality journalism.

Course Outcomes

CO 1	to understand the basics of hospitality and journalism.
CO 2	to acquaint themselves with the glorious journey of hospitality journalism.
CO 3	to enhance understanding of the origin of hospitality journalism.
CO 4	to explain issues related to news concepts, processes and production
CO 5	to evaluate issues related to objectivity and ethics in journalism

CO 6	Industry updates with trends and technology
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Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

Unit I:
<ul style="list-style-type: none"> • Journalism & Hospitality: Introduction to Journalism • Definition of a Journalist • Nature & Scope of Journalism • Journalism & Hospitality: Careers & Opportunities
Unit II:
<ul style="list-style-type: none"> • Pioneers in Hospitality, Journalism & Media: Pioneers in Travel • Writing great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William
Unit III:
<ul style="list-style-type: none"> • Creative Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality • Writing for Online Magazines, Hospitality Magazines. • Types of Hospitality Writing • Studies from Hospitality Biz India, Travel Biz Monitor and Express
Unit IV:
<ul style="list-style-type: none"> • Media Applications for Hospitality: Introduction Media, • Its Role in Hospitality Promotion
Unit V:
Televisions, Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles
Unit VI Industry updates for technology and trends

Suggested Reading

Magazines of Airlines and Hotels Organizations.

Hand Book of Journalism & Mass Communications
by V.S. Gupta, Vir Bala Aggarwal, concept
Publishers, New Delhi.

Hospitality Biz India

- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Understanding Media by Marshal McLuhan

Name of the Course	Food Laws and Standards			
Course Code	BHMH2013			
Prerequisite	Basic understanding of Food safety hygiene, food laws & regulations			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.Salient features of Food Safety and Standards Act of 2006 and its Rules and Regulations
- 2.Ensure the safety and quality of food products as per mandatory legal requirements and voluntary standards.
- 3.Specify the importance of standard laws & regulations.
- 4.Learn about HAACP, Codex Alimentarius Commission

Course Outcomes

CO 1	Understand the basics of Food safety and hygiene
CO 2	Learn the basics of various food adulterants and food additives
CO 3	Understand the food Safety and Quality Requirements: HACCP
CO 4	Learn the basic of the standard food laws
CO 5	Understand the standards of Codex Alimentarius Commission

CO 6	Industry update for technology and trends
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Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Introduction to Food safety standards
<ul style="list-style-type: none"> • Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants • Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites • Basic principles of food preservation
Unit II: Food adulteration
<ul style="list-style-type: none"> • Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) • Common adulterants in food • Method of their detection(basic principle) <p>Food Additives : Introduction, Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)</p>
Unit III: QUALITY ASSURANCE
<ul style="list-style-type: none"> • Introduction to Concept of TQM, GMP and Risk Assessment • Relevance of Microbiological standards for food safety • HACCP (Basic Principle and implementation)
Unit IV: FOOD LAWS AND REGULATIONS
<ul style="list-style-type: none"> • National – PFA Essential Commodities Act (FPO, MPO etc.) • International – Codex Alimentarius, ISO • Regulatory Agencies – WTO
Unit V: International food standard setting agencies
<ul style="list-style-type: none"> • ISO, OIE, IPPC, AOAC, ASTM, EU and USFDA • Food Labelling • Consumer Protection Act
Unit VI: Industry update for technology and trends

Suggested Reading

1.Modern Food Microbiology by Jay. J. ; Food Microbiology by Frazier and Westhoff

2.Food Safety by Bhat & Rao

3.Safe Food Handling by Jacob M

4.Food Processing by Hobbs Betty , PFA Rules

5.A Practical Guide to Food Laws and Regulations Paperback – 1 September 2016 by **Kiron Prabhakar** (Author)

6. Food Safety and Standards Act, Rules & Regulations Paperback – 1 January 2013 by **Vidhi Jain Akalank Kumar Jain** (Author)

Name of the Course	Managerial Behaviour			
Course Code	BHMH3026			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	2

Course Objectives

1. This course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management

Course Outcomes

CO 1	To Understand Management: Its Concept, Nature, Process, and Significance.
CO 2	To Interpret Planning: Its Nature, Scope and Objectives of Planning.
CO 3	To understand Staffing: Its Concept, Nature and Importance of Staffing.
CO 4	To interpret Organizational Behavior-I: Its Concept and nature of Organizational behavior.
CO 5	To understand Group Behaviour & Team Development.
CO 6	Industry updates for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I
Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.
Unit II:
Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality. Organizing: Concept, Principles of an Organization, Span of Control, Departmentation, Types of an Organization, Authority-Responsibility, Delegation and Decentralization
Unit III:
Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading: Nature and Importance of Motivation, Types of Motivation, Theories of Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and Importance, Traits of a leader, Leadership Styles (Likert’s Systems of Management), Tannenbaum & Schmidt Model and Managerial Grid Controlling: Nature and Scope of Control, Types of Control, Control Process, Control Techniques (Traditional and Modern), Effective Control System
Unit IV:
Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities Individual & Interpersonal Behaviour: Personality – Determinants and Traits, Emotions, Learning-Theories, Perception –Process and Errors, Attitudes-Formation, Theories, Relationship between Attitude and Behavior, Johari Window, Transactional Analysis – Ego States, Types of Transactions, Life Positions, Applications of T.A.
Unit V:
Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams. Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.
Unit VI Industry updates for technology and trends

School Of Hospitality

Suggested Reading

1. Fundamentals of Management, by Robbins, Publisher: Pearson
2. Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson
3. Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.

4. Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education.

5. Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education

Name of the Course	Molecular Mixology				
Course Code	BHMH4008				
Prerequisite	Understand the concept of previous semesters of Front Office				
Co-requisite					
Anti-requisite					
	L	T	P	C	
	2	0	2	3	

Course Objectives

This paper studies the relationship between food and beverage, art of preparing and serving rich or delicate and appetizing cocktail and mocktail, modern style of serving & technical innovations from the scientific disciplines, and the science of good drinking.

Course Outcomes

CO 1	Will be able to understand molecular mixology principal
CO 2	Will be able to understand Cocktail additives,sodium alginate
CO 3	Will be able to understand Project development,
CO 4	Will be able to understand Molecular Week Bar and bistro
CO 5	Will be able to understand Method of data collection
CO 6	Industry updates for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: History of Molecular mixology
Introduction. History of molecular mixology,molecular mixology principal,Emulsifications,Basic Spherification, reverse spherification.gelification
Unit II: Use of Additives
Cocktail additives,sodium alginate,calcium lactate,Lecithin, Agar agar
Unit III: Promotion and upscaling of Cocktail
Project development, planning a list of cocktail,calculation of drink price,promotion
Unit IV: Molecular Week
Molecular Week Bar and bistro Choosing the data and the place Ordering the chemical Cocktail list promotion
Unit V: Projects
Customer feedback Method of data collection Result Result of the projects.
Unit VI Industry updates for trends and technology

School Of Hospitality

Suggested Reading

Food & Beverage Service by R. Singaravelavan

2. Oxford Publication—Core Textbook

3. Dennis R Lilicrap Food and Beverage Service

4. Sudhir Andrews- F&B Service Manual

5. Food & Beverage Service - Dennis R.Lilicrap. & John

6. Food & Beverage Management By John Cousines

Name of the Course	Research Project and Dissertation ,_PBL (Project based learning)
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Course Code	BSCH3012			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	10
			0	

Course Objectives

5. To learn the various aspects of research
6. To come out with a solution for a given problem using various research tools
7. To interpret the solutions
8. To analyse various situations and come out with relevant solutions

Course Outcomes

CO 1	To be able to analyze problems
CO 2	To be able to come out with a sustainable solution
CO 3	To be able to analyze various needs of guests in organization
CO 4	To be able to cater to the guests demands and needs
CO 5	To able to demonstrate teamwork
CO 6	To identify various industry updates and implement it

Continuous Assessment Pattern

Review 1	Review 2	Review 3	Total Marks
30	30	40	100

Course Content:

This unique concept is designed with an objective of better learning and understanding by offering the flexibility of **Project Based Learning**, in Industry environment for all students of Sem 6.

Methodology: Each student will suggest three topics of his/her choice related to the Hospitality Industry, the Dean/Program Chair will guide each student in deciding the topic, preparing, finalizing, submission and evaluation of the report.

Project Guidelines	PBL
Food Production Management	20 credits Research Project
Food & Beverage Management & Control	
Entrepreneurship Development	
Hospitality & Tourism Marketing Management	
Facility Management, Planning & Design	
Accommodation Management	
Communication Skills	
Hospitality & Tourism Research Project	
Food Production Management	
Food & Beverage Management & Control	
Accommodation Management	

Course Outline: (Total Credits: 20)

Outline of the project is as described below. Here the students are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are **working**/ focusing on **project** of choice . This also enhances his understanding of Hospitality & interdepartmental coordination. He may be looking at this whole project like an entrepreneur also and doing the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired learning outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students is working /on job training then the student is expected to additionally prepare e and submit the details of his dept of working, his learning outcomes and the challenges he faced and what efforts he made to overcome these challenge. This will be based on his observation and interactions with colleagues and supervisors in the department.

This complete report should be submitted a maximum of 50-80 pages in hardbound copy and soft copy in ppt slides.

Evaluation Matrix – Project Based Evaluation

	Marks	<u>Research Project and Dissertation 2017 (Batch 2014)</u>
Review 1	10	Framing of Questionnaire
	10	Submission of progress report (how, why, reasons for choice of questions etc.)
	10	Presentation
Review 2	10	Data Collection
		Review of Data
	10	Submission of progress report- Changes/Progress
	10	Presentation
Final Review	10	Completion of work
	10	Submission of Final Report
	20	Final Presentation Skills

Note: The report will only be evaluated after the Final Presentation in person on specified date.

Specific Department Submission and clarification (only for students who are placed)

1. Identification of Hotel/Department/Name of HOD/Mobile No., Email of HOD
2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report

3. Section wise details of learning outcome of that particular department.
4. Identification of all problems and challenges faced.
5. How each problem and challenge was faced, efforts made and strategies followed.
6. Any area /problems that are still unresolved
7. Overall benefits and learning from the on the job environment.
8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job .

Assessment:

The project will be submitted in form of -

1. **Hard bound project report**
2. **Soft copy of the project report**
3. **PPT Presentation on the project.**

Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.

The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

1. **Introduction**
2. **Acknowledgement**
3. **Index**
4. **Content**
5. **Bibliography**

Suggested Reading

1. **Various research papers related to their research topics.**