

Ordinance No. V-75(B)

Date of Academic Council Meeting : 29 December, 2023

Date of Executive Council Meeting : 22 July, 2024

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (B.H.M.C.T)



**College of Hotel Management
Faculty of Management and Commerce**

**SWAMI VIVEKANAND SUBHARTI UNIVERSITY,
MEERUT**

Ordinance No. V-75(B)

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SYLLABUS

Food Production Foundation-I			Course Code : HM 101
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The objective of this course is to give an introduction to kitchen with all the basic requirements to work in a professional kitchen. This course aims to prepare the students to cater to the needs of the industry. It would inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to art of cookery <ul style="list-style-type: none"> • Culinary history • Origin of modern cookery • International, Continental and Pan Asian cuisine- Meaning and characteristics • Aims and Objectives of cooking • Attributes of culinary professional Kitchen Organization Structure <ul style="list-style-type: none"> • Classical kitchen Brigade for 5 star & 3 star hotel • Duties of various Chefs • Liaison of Kitchen with other department 	9	3
Unit 2	Kitchen Equipment <ul style="list-style-type: none"> • Classification of kitchen equipment- by size and mode of use • Criteria for selection • Care and maintenance Fuels used in the kitchen <ul style="list-style-type: none"> • Types of fuels used-Gas, electricity, wood, coal/charcoal, solar energy, diesel • Advantages & Disadvantages 	6	2
Unit 3	Cooking Techniques <ul style="list-style-type: none"> • Techniques used in preparation of food • Methods of mixing food • Methods of Heat Transfer -Conduction, Convection, Radiation, Induction • Methods of cooking (moist, dry, medium of fat) – Definition, classification, Rules to be observed for each type of cooking method with examples 	9	3
Unit 4	Food Commodities <ul style="list-style-type: none"> • Cereals & Pulses - Classification and varieties, Catering uses • Fats and Oil –Types, varieties, cater. ing uses, hydrogenation and rendering of fat • Sweeteners - Types, stages in sugar cooking, catering uses • Dairy products: Milk, Cream, Cheese, Curd-types and uses • Spices, Herbs, Condiments & Seasonings -used in Western & Indian Cooking, examples and uses • Effect of heat on Carbohydrates, Sugar, Protein, Color pigment, vitamins and minerals pertaining to 	12	4

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	above mentioned commodities		
Unit 5	Food and Kitchen Safety <ul style="list-style-type: none"> • Personal Hygiene • Importance of Kitchen uniform • Kitchen accidents (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident • First aid - meaning, importance, and basic rules • Fire – Types, types of Extinguishers, Precautions 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Describe aims and objectives of cooking, duties and responsibilities of kitchen personnel. 2. Classify different kitchen equipment and fuel with their usage. 3. Differentiate various methods of cooking. 4. Categorize different types of ingredients while preparing menu. 5. Organize themselves as per kitchen standards and practice safety measures. 		

Food Production Foundation-I (Practical)			Course Code : HM 101P
Semester : I	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course enables students to familiarize with kitchen and prepare very basic items used in different cuisines.	
Course Outline	Topic	Practical Hours
	Introduction to various kitchen equipment, tools and their usage. Safety precaution to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen, introduction to various commodities.	4
	Demonstration of Food pre-preparation and cooking methods: Preparation Methods –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry.	4
	Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring Basic Indian masalas & gravies (Dry & wet).	8
	Indian Breakfast/Snack item.	8
	Continental menu consisting of appetizer/soup, main course with starch and vegetables and dessert.	8

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	Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/ Raita, Bread and Sweet Preparation.	28
Total Hours		60
E-resources		
Course Outcome	At the end of the course the students would be able to: 1. Demonstrate food pre- preparation and cooking methods. 2. Illustrate different methods of mixing 3. Develop basic Indian menu 4. Prepare continental dishes	

Food & Beverage Service Foundation-I			Course Code : HM 102
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

Objective	This course gives an over view of Food & beverage industry in India & abroad with reference to its history and importance in current economy along with familiarization with Food service equipment and services.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to F & B Service <ul style="list-style-type: none"> • Evolution of Food& Beverage industry. • Classification of catering establishments - Commercial & Non-commercial, • Captive & non-captive. • Types of F & B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food • Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines 	9	3
Unit 2	Equipment- types and usage <ul style="list-style-type: none"> • Furniture – tables & chairs • Chinaware – sizes and capacity • Stainless steel and Silverware – cutlery, service equipments • Glassware- capacity & usage • Disposables – types, advantage & disadvantage • Linen – types & sizes • Special equipment- care & maintenance • New trends in equipment – sizes, color, and shapes. 	9	3
Unit 3	F & B service Personnel <ul style="list-style-type: none"> • F & B service organization structure for large hotel • Organization structure of individual restaurant-restaurant brigade • Attitudes & attributes of F & B personnel, Competencies • Basic etiquettes • Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing 	9	3
Unit 4	Types of service <ul style="list-style-type: none"> • Table Service – Silver/English, American • Self Service - Buffet and Cafeteria Service • Specialized Service – Gueridon, Lounge, Room • Single Point Service- Takeaway, Vending, Kiosks, Food Courts 	9	3

	<ul style="list-style-type: none"> • New trends in service – Clientele centric approach. 		
Unit 5	Billing methods & Control methods <ul style="list-style-type: none"> • Importance of control • Billing methods – triplicate system, KOT & BOT • Types of KOT, Flow chart of KOT • List of Software used in billing methods –Micros, IDS, Fidelio, Opera • Importance of control 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS • Food & Beverage Service Management – Brian Varghese • Food & Beverage Service – Vijay Dhawan • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. • Food & Beverage Service Lillicrap& Cousins, ELBS 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Summarize various catering establishments 2. Identify various equipment and linen used in F&B Service and their uses 3. Design organizational structure and relate F&B Service department with other department of hotel 4. Distinguish different types of service 5. Apply billing methods and its measures 		

Food & Beverage Service Foundation-I (Practical)			Course Code : HM 102P
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

Objective	This course introduces student to various catering institutions and the equipments and tools frequently used & other operational menu along with their implementation in food and beverage industry keeping in mind various styles of service & techniques in trend.	
Course Outline	Topic	Practical Hours
	Service grooming and Restaurant etiquettes	2
	Napkin folds – at least 12 folds	2
	Identification and usage of equipment	2
	Mis-en- place and Mis-en-scene	2
	Laying and relaying of tablecloth	2
	Receiving a guest, seating and service of water	2
	Carrying a salver or tray	2
	Rules for laying table - Laying covers as per menus	2
	TDH and A la carte cover layout	2
	Handling service gear, Carrying plates, glasses and other equipment	2
	Crumbing, clearance and presentation of bill	2
	English / Silver service, American service	2
	Rules to be observed while waiting at the table	2
	Restaurant reservation system, Hostess desk functions	2
	Order taking – writing a food KOT, writing a BOT	2
	Total Hours	30
E-resources		

Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Recognize different napkins folds 2. Demonstrate different table layouts 3. Perform restaurant service etiquettes and rules to be observed while waiting at the table 4. Handle service gear and other equipments 5. Demonstrate various types of service
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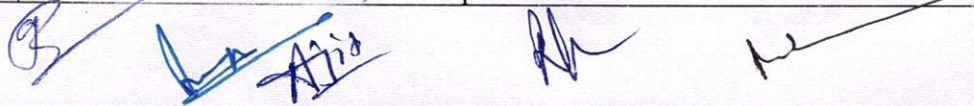
Front Office Operations Foundation - I			Course Code : HM 103
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course familiarizes students with different governing body of hospitality industry. The students will get to know the knowledge about the daily operations of the Front Office department, ownership and organization structure of hotels.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Tourism, Hospitality and Hotel Industry <ul style="list-style-type: none"> • Tourism and its importance. • Hospitality and its origin. • Hotels, their evolution and growth. • Adhering to rules and regulations of Ministry of Tourism, Govt. of India (FHRAI and HRACC). • Brief introduction to hotel core areas with special reference to Front Office. • National and International Hotel chains 	9	3
Unit 2	Classification of Hotels <ul style="list-style-type: none"> • Star classification • Size • Location • Clientele • Duration of stay • Level of service • Ownership basis • Theme basis • Alternative accommodation 	6	2
Unit 3	Organizational Framework of the Front Office Department <ul style="list-style-type: none"> • Function areas (sections and layout of Front Office) • Front Office hierarchy in small, medium, large Hotel • Duties and responsibilities (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant) • Personality traits. 	9	3
Unit 4	Front Office Operations <ul style="list-style-type: none"> • Rules of the house (for guest and staff) • Bell Desk and Concierge (functions, duties and responsibilities, luggage handling and records) • Types of keys and key control • Food / Meal plans • Types of room rates (Rack, FIT, crew, group, corporate, weekend) • Inter departmental co- ordination 	12	4
Unit 5	The Guest Accommodation:	9	3

	<ul style="list-style-type: none"> • Guest Rooms & Types • Layouts & Salient Features • Guest Room amenities, supplies and services • Guest Safety Procedures during Fire & other emergencies 		
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana& Brooks Educational Institution ABHMA • Front Office – Operations and management – ABHMed Ismail (Thomson Delmar). • Managing Computers in Hospitality Industry – Michael Kesavana&Cahell. • Front Office Operations – Colin Dix & Chris Baird. • Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasvan& Brooks 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Discuss tourism and hospitality 2. Classify different types of hotels 3. Describe duties and responsibilities of Front office personnel 4. Compare different sections of Front office, meal plans, room rates and different types of key and its control 5. Design layout of guest room and recognize various amenities and supplies 		

Front Office Operations Foundation -I (Practical)			Course Code : HM 103P
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The course familiarizes students with various skills and attributes required to excel in Front Office operations of hospitality industry.	
Course Outline	Topic	Practical Hours
	Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)	6
	Telephone etiquettes and standard phrases used at the Front Desk.	4
	Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record	4
	Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage.	4
	Key handling procedures (key card and key jacket)	4
	Handling guest common queries about information of the property (Travel Desk, recreational areas)	6
	Countries – Capitals, currencies, airlines & official airlines of the world.	2
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Perform bell desk activities 2. Develop telephone etiquettes 3. Organize key handling procedures 4. Memorize countries, their capital and currencies 	



5. Practice bell desk activities and solve common guest queries

Accommodation Operation Foundation- I

Course Code : HM 104

Semester : I

L/T/P (Per week)

3/1/0

Credits : 04

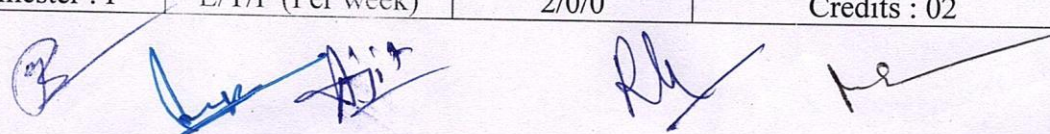
Objective	The course familiarizes students with operations of Housekeeping department, its various controls and personnel along with its relationship with other departments.			
	Course Outline	Topic	Hours	
			Lecture	Tutorial
Unit 1	Introduction to the Housekeeping Department <ul style="list-style-type: none"> • Introduction: Meaning and definition • Importance of Housekeeping and Responsibility of the department. • Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service. • Housekeeping areas- Front of the House and Back of the House • Layout and sections of the Housekeeping department 	12	4	
Unit 2	Organizational Framework of the Housekeeping Department <ul style="list-style-type: none"> • Hierarchy and role of personnel in small, medium, large hotels • Personality traits of Housekeeping staff • Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper) 	6	2	
Unit 3	Cleaning Organization and Cleaning Equipment <ul style="list-style-type: none"> • Principles of cleaning, hygiene and safety factors in cleaning • Frequency of cleaning (Daily, Weekly, Periodic) • Classification of cleaning equipment • Selection of cleaning equipment • Storage and distribution • Use and care of equipment 	9	3	
Unit 4	Cleaning Agents <ul style="list-style-type: none"> • General criteria for selection of cleaning agents • Classification of cleaning agents • Use, care, storage and labeling. • Distribution and control. 	9	3	
Unit 5	Guest Rooms <ul style="list-style-type: none"> • Types of guest rooms. • Guest supplies and facilities for standard rooms and VIP guest rooms. Ecotels <ul style="list-style-type: none"> • Certifications • Energy and water conservation • Waste Management • Changing trends in housekeeping • Environment friendly housekeeping 	9	3	
Total Hours		45	15	
Reference Books	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford 			

	University Press. <ul style="list-style-type: none"> • Housekeeping and Front Office – Jones • Security Operations By Robert McCrie, Publisher: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications
E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Describe importance and responsibility of housekeeping department and design layout of housekeeping department 2. Discuss duties and responsibilities of housekeeping staff 3. Apply principles of cleaning and classify equipment 4. Identify different cleaning agents 5. Classify different types of guest rooms, supplies and amenities

Accommodation Operation Foundation- I (Practical)			Course Code : HM 104P
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

Objective	This course help students understand personnel hygiene and grooming standards that have to be followed in housekeeping department. They will understand about the layout structure housekeeping department and various facilities hotel provides to guest.	
Course Outline	Topic	Practical Hours
	Introduction to Cleaning equipment and agents (familiarization and function) and setting up of Chambermaid's trolley	4
	Cleaning of public areas <ul style="list-style-type: none"> • Brasso and Silvo • Wooden surfaces- polished, painted, laminated. • Cleaning of glass surfaces • Wall cleaning-Dado/skirting 	6
	Guest room Orientation (Single, Double, Twin and Suite room)	2
	Guest room supplies and placement (Standard room and VIP amenities)	2
	Use of Mechanical cleaning equipment (scrubbing machines, vacuum cleaner-dry and wet)	6
	Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)	4
	Procedure for cleaning bathrooms	4
	Preparation of hot and cold face towels (demo only)	2
	Total Hours	30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Familiarize with equipment and cleaning agents 2. Demonstrate bed making 3. Practice use of mechanical equipment 4. Prepare different towel fold 5. Illustrate public area cleaning procedure 	

Communication Skills			Course Code : HM 105
Semester : I	L/T/P (Per week)	2/0/0	Credits : 02



Objective	Communication is an essential life skill, and a professional pre-requisite in the hospitality industry. This course provides theoretical inputs backed with practice sessions, in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Nature and the Process of Communication <ul style="list-style-type: none"> • Introduction to Communication – meaning and scope • Objectives and Principles of Communication • Features of Communication • Process of Communication 	4	0
Unit 2	Types of Communication Categories of communication a) Interpersonal communication b) Mass communication Forms of communication a) Verbal communication <ul style="list-style-type: none"> • Oral communication • Written communication b) Non-verbal communication <ul style="list-style-type: none"> • Introduction to body language • Understanding body language Formal and Informal Communication <ul style="list-style-type: none"> • Vertical communication v/s Horizontal communication 	8	0
Unit 3	Barriers to effective communication <ul style="list-style-type: none"> • Defining Barriers to communication • Types of Barriers – <ol style="list-style-type: none"> a) Physical or Environmental barriers b) Semantic and Language barriers c) Personal barriers d) Emotional or Perceptual Barriers e) Socio-psychological barriers f) Physiological or Biological Barriers g) Cultural Barriers h) Organizational Barriers 	6	0
Unit 4	Written communication skills <ul style="list-style-type: none"> • Meaning, Importance, Advantages and Disadvantages of written communication • Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation) 	6	0
Unit 5	Oral communication skills <ul style="list-style-type: none"> • Meaning, Importance, Advantages and Disadvantages of oral communication • Essential qualities of a good speaker • Extempore, Debate and Elocution 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Business English. Department of English University of Delhi. Pearson. • Communication Skills – Sanjay Kumar. Oxford. • Improve your writing – V.N. Arora. Oxford. • Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan • Communicative English – E. Suresh Kumar. Orient Black Swan. • Business Communication. Second Edition – Meenakshi Raman. Oxford. • Communication Skills – BV Pathak 		

	<ul style="list-style-type: none"> • Business Communication – Urmila Rai. Himalaya Publishing House. • Business Communication – K.K. Sinha. Galgotia Publication.
E-resources	
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Discuss features and process of communication 2. Classify various types of communication 3. Solve barriers to effective communication 4. Assess their written communication skills 5. Evaluate their oral communication

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Universal Human Values and Professional Ethics

Course Code : HVE-01

Semester : I

L/T/P (Per week)

3/0/0

Credits : 03

Course Objectives

This introductory course input is intended

1. To help the students appreciate the essential complementarity between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity, which are the core aspirations of all human beings
2. To facilitate the development of a Holistic perspective among students towards life and profession as well as towards happiness and prosperity based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Universal Human Values and movement towards value-based living in a natural way
3. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually fulfilling human behavior and mutually enriching interaction with Nature

Thus, this course is intended to provide a much needed orientational input in value education to the young enquiring minds.

Course Methodology

1. The methodology of this course is explorational and thus universally adaptable. It involves a systematic and rational study of the human being vis-à-vis the rest of existence.
2. It is free from any dogma or value prescriptions.
3. It is a process of self-investigation and self-exploration, and not of giving sermons. Whatever is found as truth or reality is stated as a proposal and the students are facilitated to verify it in their own right, based on their Natural Acceptance and subsequent Experiential Validation.
4. This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and then to continue within the student leading to continuous self-evolution.
5. This self-exploration also enables them to critically evaluate their pre-conditionings and present beliefs.

Course Syllabus: Universal Human Values and Professional Ethics [L-T-P: 3-0-0]

The whole course is divided into 5 modules.

After every two lectures of one hour each, there is a 2 hour practice session.

The teachers are oriented to the inputs through an eight to ten day workshop (Teachers' Orientation Program).

The Teacher's Manual provides them the lecture outline. The outline has also been elaborated into presentations and provided in a DVD with this book to facilitate sharing.

The teacher is expected to present the issues to be discussed as propositions and encourage the students to have a dialogue. The process of dialogue is enriching for both, the teacher as well as the students.

The syllabus for the lectures is given below:

UNIT 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education

1. Understanding the need, basic guidelines, content and process for Value Education
2. Self Exploration-what is it? - its content and process; 'Natural Acceptance' and Experiential Validation- as the mechanism for self exploration
3. Continuous Happiness and Prosperity- A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facilities- the basic requirements for fulfilment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
6. Method to fulfil the above human aspirations: understanding and living in **harmony** at various

levels

UNIT 2: Understanding Harmony in the Human Being - Harmony in Myself!

7. Understanding human being as a co-existence of the sentient 'I' and the material 'Body'
8. Understanding the needs of Self ('I') and 'Body' - *Sukh* and *Suvidha*
9. Understanding the Body as an instrument of 'I' (I being the doer, seer and enjoyer)
10. Understanding the characteristics and activities of 'I' and harmony in 'I'
11. Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
12. Programs to ensure *Sanyam* and *Swasthya*

- Practice Exercises and Case Studies will be taken up in Practice Sessions.

UNIT 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship

13. *Understanding Harmony in the family – the basic unit of human interaction*
14. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfilment to ensure *Ubhay-tripti*;

Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship

15. Understanding the meaning of *Vishwas*; Difference between intention and competence
16. Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
17. Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals
18. Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyavastha*)- from family to world family!

- Practice Exercises and Case Studies will be taken up in Practice Sessions.

UNIT 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence

19. Understanding the harmony in the Nature
20. Interconnectedness and mutual fulfilment among the four orders of nature- recyclability and self-regulation in nature
21. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
22. Holistic perception of harmony at all levels of existence

- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Guidelines and Content for Practice Sessions

UNIT 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education

PS 1: Introduce yourself in detail. What are the goals in your life? How do you set your goals in your life? How do you differentiate between right and wrong? What have been your achievements and shortcomings in your life? Observe and analyze them.

Expected outcome: the students start exploring themselves; get comfortable to each other and to the teacher and start finding the need and relevance for the course.

PS 2: Now-a-days, there is a lot of voice about many techno-genic maladies such as energy and natural resource depletion, environmental pollution, global warming, ozone depletion, deforestation, soil degradation, etc. – all these seem to be man-made problems threatening the survival of life on Earth – What is the root cause of these maladies & what is the way out in your opinion?

On the other hand, there is rapidly growing danger because of nuclear proliferation, arms race, terrorism, criminalization of politics, large scale corruption, scams, breakdown of relationships, generation gap, depression & suicidal attempts, etc – what do you think, is the root cause of these threats to human happiness and peace – what could be the way out in your opinion?

Expected outcome: the students start finding that technical education without study of human values

can generate more problems than solutions. They also start feeling that lack of understanding of human values is the root cause of all problems and the sustained solution could emerge only through understanding of human values and value based living. Any solution brought out through fear, temptation or dogma will not be sustainable.

PS 3:

1. Observe that each one of us has Natural Acceptance, based on which one can verify right or not right for him. Verify this in case of

- i) What is Naturally Acceptable to you in relationship- Feeling of respect or disrespect?
- ii) What is Naturally Acceptable to you – to nurture or to exploit others?

Is your living the same as your natural acceptance or different?

2. Out of the three basic requirements for fulfilment of your aspirations- right understanding, relationship and physical facilities, observe how the problems in your family are related to each. Also observe how much time & effort you devote for each in your daily routine.

Expected outcome:

1. The students are able to see that verification on the basis of natural acceptance and experiential validation through living is the only way to verify right or wrong, and referring to any external source like text or instrument or any other person cannot enable them to verify with authenticity; it will only develop assumptions.
2. The students are able to see that their practice in living is not in harmony with their natural acceptance most of the time, and all they need to do is to refer to their natural acceptance to remove this disharmony.
3. The students are able to see that lack of right understanding leading to lack of relationship is the major cause of problems in their family and not the lack of physical facilities in most of the cases, while they have given higher priority to earning of physical facilities in their life ignoring relationships and not being aware that right understanding is the most important requirement for any human being.

UNIT 2: Understanding Harmony in the Human Being - Harmony in Myself!

PS 4: List down all your desires. Observe whether the desire is related to Self (I) or Body. If it appears to be related to both, see which part of it is related to Self (I) and which part is related to Body.

Expected outcome: the students are able to see that they can enlist their desires and the desires are not vague. Also they are able to relate their desires to 'I' and 'Body' distinctly. If any desire appears related to both, they are able to see that the feeling is related to I while the physical facility is related to the body. They are also able to see that 'I' and 'Body' are two realities, and most of their desires are related to 'I' and not body, while their efforts are mostly centred on the fulfilment of the needs of the body assuming that it will meet the needs of 'I' too.

PS 5:

1. a. Observe that any physical facility you use, follows the given sequence with time :
Necessary & tasteful → unnecessary & tasteful → unnecessary & tasteless → intolerable

b. In contrast, observe that any feeling in you is either naturally acceptable or not acceptable at all. If naturally acceptable, you want it continuously and if not acceptable, you do not want it any moment!

2. List down all your activities. Observe whether the activity is of 'I' or of Body or with the participation of both 'I' and Body.
3. Observe the activities within 'I'. Identify the object of your attention for different moments (over a period of say 5 to 10 minutes) and draw a line diagram connecting these points. Try to observe the link between any two nodes.

Expected outcome:

1. The students are able to see that all physical facilities they use are required for a limited time in a limited quantity. Also they are able to see that in case of feelings, they want continuity of the naturally acceptable feelings and they do not want feelings which are not naturally acceptable even for a single moment.
2. the students are able to see that activities like understanding, desire, thought and selection are the activities of 'I' only, the activities like breathing, palpitation of different parts of the body are fully the

activities of the body with the acceptance of 'I' while the activities they do with their sense organs like hearing through ears, seeing through eyes, sensing through touch, tasting through tongue and smelling through nose or the activities they do with their work organs like hands, legs etc. are such activities that require the participation of both 'I' and body.

3. The students become aware of their activities of 'I' and start finding their focus of attention at different moments. Also they are able to see that most of their desires are coming from outside (through preconditioning or sensation) and are not based on their natural acceptance.

PS 6:

1. Chalk out programs to ensure that you are responsible to your body- for the nurturing, protection and right utilisation of the body.
2. Find out the plants and shrubs growing in and around your campus. Find out their use for curing different diseases.

Expected outcome: The students are able to list down activities related to proper upkeep of the body and practice them in their daily routine. They are also able to appreciate the plants wildy growing in and around the campus which can be beneficial in curing different diseases.

UNIT 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship

PS 7: Form small groups in the class and in that group initiate dialogue and ask the eight questions related to trust. The eight questions are:

- 1a. Do I want to make myself happy?
- 2a. Do I want to make the other happy?
- 3a. Does the other want to make him happy?
- 4a. Does the other want to make me happy?

What is the answer?

Intention (Natural Acceptance)

- 1b. Am I able to make myself always happy?
- 2b. Am I able to make the other always happy?
- 3b. Is the other able to make him always happy?
- 4b. Is the other able to make me always happy?

What is the answer?

Competence

Let each student answer the questions for himself and everyone else. Discuss the difference between intention and competence. Observe whether you evaluate your intention & competence as well as the others' intention & competence.

Expected outcome: The students are able to see that the first four questions are related to our Natural Acceptance i.e. Intention and the next four to our Competence. They are able to note that the intention is always correct, only competence is lacking! We generally evaluate ourselves on the basis of our intention and others on the basis of their competence! We seldom look at our competence and others' intention as a result we conclude that I am a good person and other is a bad person.

PS 8:

1. Observe on how many occasions you are respecting your related ones (by doing the right evaluation) and on how many occasions you are disrespecting by way of under-evaluation, over-evaluation or otherwise evaluation.
2. Also observe whether your feeling of respect is based on treating the other as yourself or on differentiations based on body, physical facilities or beliefs.

Expected outcome: The students are able to see that respect is right evaluation, and only right evaluation leads to fulfilment in relationship. Many present problems in the society are an outcome of differentiation (lack of understanding of respect), like gender biasness, generation gap, caste conflicts, class struggle, dominations through power play, communal violence, clash of isms, and so on so forth. All these problems can be solved by realizing that the other is like me as he has the same natural acceptance, potential and program to ensure a happy and prosperous life for him and for others though

he may have different body, physical facilities or beliefs.

PS 9:

1. Write a note in the form of story, poem, skit, essay, narration, dialogue to educate a child. Evaluate it in a group.
2. Develop three chapters to introduce 'social science- its need, scope and content' in the primary education of children

Expected outcome: The students are able to use their creativity for educating children. The students are able to see that they can play a role in providing value education for children. They are able to put in simple words the issues that are essential to understand for children and comprehensible to them. The students are able to develop an outline of holistic model for social science and compare it with the existing model.

Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence

PS 10: List down units (things) around you. Classify them in four orders. Observe and explain the mutual fulfilment of each unit with other orders.

Expected outcome: The students are able to differentiate between the characteristics and activities of different orders and study the mutual fulfilment among them. They are also able to see that human beings are not fulfilling to other orders today and need to take appropriate steps to ensure right participation (in terms of nurturing, protection and right utilization) in the nature.

PS 11:

1. Make a chart for the whole existence. List down different courses of studies and relate them to different units or levels in the existence.
2. Choose any one subject being taught today. Evaluate it and suggest suitable modifications to make it appropriate and holistic.

Expected outcome: The students feel confident that they can understand the whole existence; nothing is a mystery in this existence. They are also able to see the interconnectedness in the nature, and point out how different courses of study relate to the different units and levels. Also they are able to make out how these courses can be made appropriate and holistic.

UNIT 5: Implications of the above Holistic Understanding of Harmony at all Levels of Existence

PS 12: Choose any two current problems of different kind in the society and suggest how they can be solved on the basis of natural acceptance of human values. Suggest steps you will take in present conditions.

Expected outcome: The students are able to present sustainable solutions to the problems in society and nature. They are also able to see that these solutions are practicable and draw roadmaps to achieve them.

PS 13:

1. Suggest ways in which you can use your knowledge of Technology/Engineering/ Management for universal human order, from your family to the world family.
2. Suggest one format of humanistic constitution at the level of nation from your side.

Expected outcome: The students are able to grasp the right utilization of their knowledge in their streams of Technology/Engineering/ Management to ensure mutually enriching and recyclable productions systems.

PS 14: The course is going to be over now. Evaluate your state before and after the course in terms of

- a. Thought b. Behavior c. Work d. Realization

Do you have any plan to participate in the transition of the society after graduating from the institute? Write a brief note on it.

Expected outcome: The students are able to sincerely evaluate the course and share with their friends. They are also able to suggest measures to make the course more effective and relevant. They are also able to make use of their understanding in the course for a happy and prosperous society.

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Food Production Foundation-II

Course Code : HM 201

Semester : II

L/T/P (Per week)

3/1/0

Credits : 04

Objective	This course gives an insight into the basic processes used in cooking with egg, meat and fish cookery. Understanding vegetable cookery		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Stock <ul style="list-style-type: none"> • Definition & Composition • Rules of stock making • Types of Stocks • Recipes of 1 liter of various stocks (White, brown, fish and vegetable) • Uses of stocks • Reduction & Glazes Soup <ul style="list-style-type: none"> • Aim/principles of soup making • Classification of soups with examples • Classical accompaniments and garnishes • Consommé with 10 garnishes 	12	4
Unit 2	Sauces <ul style="list-style-type: none"> • Imp of Sauces in food preparation • Classification of Sauces (Kitchen & Proprietary) - Mother, butter, dessert, proprietary, Traditional accompanying sauces • Thickening agents • Mother sauces - recipes and derivatives • Precautions & rectification, • Other Sauces-Pan gravies, Jus-lie, Jus- Roti etc. Egg Cookery <ul style="list-style-type: none"> • Composition and structure of egg • Selection criteria for egg • Various ways of cooking egg • Uses of egg in cookery 	12	4
Unit 3	Vegetable and Fruit cookery <ul style="list-style-type: none"> • Classification • Color Pigments • Effect of heat on color pigments and texture • Methods of cooking • Care and precaution while cooking • Vegetable cuts 	6	2
Unit 4	Salads & Salad Dressings <ul style="list-style-type: none"> • Parts of salad with ingredients used • Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad • Principles of salad making • Guidelines for making salads • Salad dressings – Types • International Classical Salads – composition and country of origin Sandwiches <ul style="list-style-type: none"> • Parts of sandwiches • Types of sandwiches – Cold and Hot sandwiches • Precautions to take while preparing and storing sandwiches 	9	3

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Unit 5	Food Contamination and control measures <ul style="list-style-type: none"> • Food Contamination -Types, reasons& precaution • Introduction to HACCP- meaning, importance, Principles Kitchen Stewarding <ul style="list-style-type: none"> • Importance of kitchen stewarding • Hierarchy & staffing in kitchen stewarding department • Equipment found in kitchen stewarding department 	6	2
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Differentiate between stock and soup 2. Classify mother sauces and its derivatives and discuss role of egg in cooking 3. Describe different types of vegetable cuts 4. Explain salads and sandwiches 5. Discuss the role of kitchen stewarding and select control measures for food contamination 		







Food Production Foundation-II (Practical)**Course Code : HM 201P**

Semester : II

L/T/P (Per week)

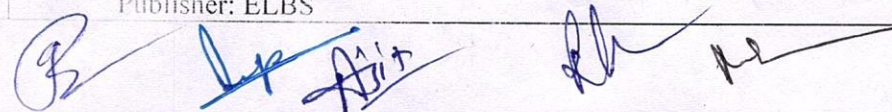
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Credits : 02

Objective	This course gives an insight into egg preparations, fish and meat cookery and vegetable preparations with Indian breakfast dishes.	
Course Outline	Topic	Practical Hours
	Demonstration of Stocks, Soups and Sauces	4
	Egg Cookery (Excluding Breakfast Preparations)	4
	Continental breakfast menu	8
	Types of Sandwiches	8
	Types of Salads with Dressings	8
	Basic Continental menus consisting of Appetizer/soup, Meat preparation with starch & veg accompaniments & Dessert with plate presentation and appropriate portion sizes	28
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: 1. Demonstrate different sandwich preparation 2. Illustrate basic continental preparations 3. Design continental breakfast menu 4. Practice egg preparation 5. Demonstrate stocks, soups and sauces	

Food & Beverage Service Foundation-II			Course Code : HM202
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

Objective	This subject aims to provide intrinsic knowledge of Food and Beverage menus with purpose and necessity in various types of meals. It enables students to apply the knowledge and skills required to advise and serve customers in food service outlets and analyse the food service operations of in room dining.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Types of Meals <ul style="list-style-type: none"> • Breakfast – Introduction, Types, Service Methods • Elevenses and Brunch • Full afternoon tea and Hi – Tea • Lunch /Dinner • Supper • Late night snacks / round the clock meals 	6	2
Unit 2	Menu knowledge <ul style="list-style-type: none"> • Introduction • Types –A la Carte & Table d' hôte • Menu Planning, considerations and constraints • Classical French Menu • Classical Foods & its accompaniments with cover • Definition of Menus - Children, Diet, Working Lunch, Banquet, Take Away, Cyclic, Combination, Poolside, Trendy snacks /Fast Foods. 	12	4
Unit 3	Tobacco <ul style="list-style-type: none"> • Introduction, types • Cigar –Parts, manufacturing, sizes, strengths, brands, service procedure • Cigarette – Manufacturing, brands, service procedure Non – Alcoholic Beverages <ul style="list-style-type: none"> • Classification • Hot Beverages – Types, service, latest trends • Cold Beverages – Types, service, latest trends 	12	4
Unit 4	Special Foods <ul style="list-style-type: none"> • Sandwiches–types, service procedure • Salads –Types (Green, Vegetable, Main Course, Fruit)Dressings (Lemon, Vinaigrette, French, English, Cream) • Frozen Food - Ice-Creams, Parfaits, Sundaes, Granites, Gelato, Spoom • Fondue –types, service and procedure 	6	2
Unit 5	Room Service/ In room dining service <ul style="list-style-type: none"> • Introduction, General Principles • Cycle of Service, Scheduling and Staffing • Forms and Formats • Order Taking, Suggestive Selling, Breakfast Cards • Time management -lead time from order taking to clearance • IRD Layouts and special equipment, Mini bar 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS 		



3. Design breakfast, lunch and dinner menu
4. Demonstrate trolley set up
5. List non alcoholic beverages

**FRONT OFFICE OPERATIONS
FOUNDATION -II**

Course Code : HM 203

Semester : II

L/T/P (Per week)

3/1/0

Credits : 04

Objective	This course help students to understand guest cycle, filling up of front office forms and formats, welcoming the guest, telephone handling different role plays, message and mail handling and Paging.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to guest cycle <ul style="list-style-type: none"> • Pre arrival • Arrival • During guest stay • Departure • After departure 	6	2
Unit 2	Reservation <ul style="list-style-type: none"> • Importance of reservation • Modes of reservation • Channels and sources of reservation(FITs, Travel Agents, Airlines, GITs) • Types of reservations(Tentative, Confirmed, Guaranteed) • Systems and equipment (Manual, semi-automated, fully automated) • Cancellation • Amendments • Overbooking 	9	3
Unit 3	Pre-Arrival Procedures <ul style="list-style-type: none"> • Pre arrival activities(Preparing an arrival list, notification) • Pre arrival procedure for VIPs • Pre arrival procedure for groups(Special arrangements, meal coupons) 	9	3
Unit 4	Guest Arrival <ul style="list-style-type: none"> • Receiving of guests • Registration (non- automated and automated) • Relevant records for FITs, Groups, Air crews and VIPs • Types of registration(Register, Loose Leaf, Registration Cards) • Pre-registration • Arrival procedure for various categories of guests(Foreigners along with C-forms, its importance FITs walk-in, with confirmed reservation) • Notification of guest arrival • Criteria for taking advance(Walk-ins, Scanty Baggage, Groups) 	12	4
Unit 5	Guest Stay <ul style="list-style-type: none"> • Guest Information services, example - At Your Service, Service Express 	9	3

	<ul style="list-style-type: none"> • Message and Mail Handling • Hospitality desk and Role of GRE, Rooming a guest(introduction to the hotel facilities, orientation of the room) • Complaints handling and Importance of Guest Satisfaction Tracking System (GSTS) • Guest History Card • Procedure for room change(Live move and dead move) • Safe deposit procedure 		
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution ABHMA • Front Office – Operations and management – ABHMed Ismail (Thomson Delmar). • Managing Computers in Hospitality Industry – Michael Kesavana & Cahell. • Front Office Operations – Colin Dix & Chris Baird. • Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasvan & Brooks 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain Guest cycle 2. Discuss reservation procedure 3. Plan pre- arrival procedure 4. Describe guest arrival procedure 5. Identify various services provided to the guest during the stay 		

FRONT OFFICE OPERATIONS FOUNDATION -II (Practical)			Course Code : HM 203P
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The course familiarizes students with various forms and formats required Front Office operations of along with telephone handling	
Course Outline	Topic	Practical Hours
	Preparing Records, lists, books and forms such as: <ul style="list-style-type: none"> • Arrival register • Arrival list • No show/ cancellation report • VIP List • Fruits & Flowers requisition • Left luggage register • Bell boy movement control sheet • Scanty Baggage Register • Arrival & Departure errand cards • Expected arrival/ departure list 	6
	Telephone handling skills at the reception and taking reservations.	4
	Skills to receive and record mail as well as messages (Hotel staff, Guest - Past, present and future).	2

	Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.	4
	Role play : At the porch-Guest driving in. Doorman opening the door and saluting guest, Calling bellboy At the Front Desk-Guest arriving, greeting & offering welcome drink. Checking if there is a booking.	6
	Tackling guest complaints with regards to the guest cycle and preparing and updating a Guest history Card.	4
	Use of PMS and suggested tasks to be carried out: <ul style="list-style-type: none"> • Various function keys • Pre- register a guest • Creating and updating guest profiles 	4
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Prepare various forms and formats 2. Demonstrate telephone handling skills and reservation procedure 3. Perform the task of different front office staff 4. Handle guest complaints 5. Illustrate use of PMS 	

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Accommodation Operation Foundation- II

Course Code : HM 204

Semester : II

L/T/P (Per week)

3/1/0

Credits : 04

Objective	This course gives idea of the overall functioning of the housekeeping department. It covers the formats used at the control desk. Also the student gets aware of different types of cleaning.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Co-ordination of Housekeeping with other Departments Departments like Food Production, Security, Purchase, Stores, HRD, Sales and Marketing	6	2
Unit 2	Daily Routine of the Housekeeping Department <ul style="list-style-type: none"> • The Housekeeping Day • Opening and closing of the house- morning shift, afternoon shift and night shift • Rules of the floor 	6	2
Unit 3	Fire Prevention and Fire Fighting <ul style="list-style-type: none"> • Safety Management Programme • Hazards in housekeeping • Accident Prevention • Crime Prevention • First Aid 	9	3
Unit 4	Cleaning Routine of Guest Rooms <ul style="list-style-type: none"> • Daily cleaning of Occupied, Departure, Vacant, Under Repair and VIP rooms • Evening service and Second service procedures. • Spring Cleaning procedures and its importance Cleaning Routine of Public Areas <ul style="list-style-type: none"> • Public areas to be maintained • Daily, weekly and spring-cleaning procedures for various Public areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Elevators, Staircase, Guest corridors, Restrooms and Leisure areas(spa, swimming pool, shopping arcades) 	12	4
Unit 5	Control Desk <ul style="list-style-type: none"> • Introduction and functions of the Control Desk • Records maintained at the control desk (Key control register, maintenance register, lost and found, logbook, indent books, gate pass) • Lost and Found (Classification of Lost and Found articles - valuable, non - valuable and perishable Procedure for Guest and Hotel articles) • Mini bar Operations 	12	4
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones • Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Co- relate housekeeping department with other departments of the hotel 2. Describe daily routine of the housekeeping 3. Discuss guest room cleaning procedure 4. Memorize routine cleaning of public areas 5. Summarize the role of control desk 		

Accommodation Operation Foundation- II (Practical)			Course Code : HM 204P
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The course aims to provide practical experience on how to prepare various records and trains the student for mini bar management.	
Course Outline	Topic	Practical Hours
	Servicing a guest room and bathroom with a chambermaid's trolley (checkout/occupied and vacant room)	4
	Bed making (Day bed, turndown service)	4
	Preparing various records such as: <ul style="list-style-type: none"> • Room occupancy report • Checklist • Floor register • Work/ maintenance order • Lost and found slips and gate pass • Maid's report • Housekeeper's report • Log book • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register 	8
	Mini bar management: <ul style="list-style-type: none"> • Issue • Stock taking • Checking expiry date First Aid and Fire Safety	4
	Handling guest supplies <ul style="list-style-type: none"> • Maintaining register/ record • Replenishing floor pantry • Stock taking 	6
	Spring cleaning of Public areas	4
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Demonstrate turn down service 2. Illustrate mini bar management 3. Identify various records maintain in housekeeping department 4. Demonstrate spring cleaning of public areas 5. Practice stock taking 	

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Environmental Science			Course Code : AEC-02
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course aims to establish the importance of environmental issues. It provides insight on Environment Management in Hospitality Industry. It also helps students to understand the benefits of Eco-friendly practices to have a sustainable environment in daily operations of hotel.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to environmental studies <ul style="list-style-type: none"> • Multidisciplinary nature of environmental studies; components of environment – atmosphere, hydrosphere, lithosphere and biosphere. • Scope and importance; Concept of sustainability and sustainable development 	9	3
Unit 2	Ecosystems & Biodiversity and Conservation <ul style="list-style-type: none"> • What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chain, food web and ecological succession. Case studies of the following ecosystems: <ul style="list-style-type: none"> a) Forest ecosystem b) Grassland ecosystem c) Desert ecosystem d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries) • Levels of biological diversity :genetic, species and ecosystem diversity; Biogeography zones of India; Global biodiversity hot spots • India as a mega-biodiversity nation; Endangered and endemic species of India • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. • Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value. 	9	3
Unit 3	Natural Resources: Renewable and Non-renewable Resources <ul style="list-style-type: none"> • Land Resources and land use change; Land degradation, soil erosion and desertification. • Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations. • Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state). • Heating of earth and circulation of air; air mass formation and precipitation. • Energy resources: Renewable and non-renewable 	9	3

	energy sources, use of alternate energy sources, growing energy needs, case studies.		
Unit 4	Environmental Pollution <ul style="list-style-type: none"> • Environmental pollution : types, causes, effects and controls; Air, water, soil, chemical and noise pollution • Nuclear hazards and human health risks • Solid waste management: Control measures of urban and industrial waste.. • Pollution case studies. • Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture. 	9	3
Unit 5	Environmental Policies , Human Communities, Practices and the Environment <ul style="list-style-type: none"> • Environment Laws : Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act; International agreements; Montreal and Kyoto protocols and conservation on Biological Diversity (CBD). The Chemical Weapons Convention (CWC). • Nature reserves, tribal population and rights, and human, wildlife conflicts in Indian context • Human population and growth: Impacts on environment, human health and welfares. • Carbon foot-print. • Resettlement and rehabilitation of project affected persons; case studies. • Disaster management: floods, earthquakes, cyclones and landslides. • Environmental movements: Chipko, Silent valley, Bishnios of Rajasthan. • Environmental ethics: Role of Indian and other religions and cultures in environmental conservation. • Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi). 	9	3
Unit 6	Field work <ul style="list-style-type: none"> • Visit to an area to document environmental assets; river/forest/flora/fauna, etc. • Visit to a local polluted site – Urban/Rural/Industrial/Agricultural. • Study of common plants, insects, birds and basic principles of identification. • Study of simple ecosystems-pond, river, Delhi Ridge, etc. 		
Total Hours		45	15
Reference Books	1. Carson, R. 2002. <i>Silent Spring</i> . Houghton Mifflin Harcourt.		

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3. Gleeson,B. and Low, N. (eds.) 1999. *Global Ethics and Environment*, London, Routledge.
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6. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. *Science*, 339: 36-37.
7. McCully, P.1996. *Rivers no more: the environmental effects of dams*(pp. 29-64). Zed Books.
8. McNeil, John R. 2000. *Something New Under the Sun: An Environmental History of the Twentieth Century*.
9. Odum, E.P., Odum, h.T. & Andrews, J.1971. *Fundamentals of Ecology*. Philadelphia: Saunders.
10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. *Environmental and Pollution Science*. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. *Environment*. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M.L. 2001. *Environmental law and policy in India*. Tripathi 1992.
14. Sengupta, R. 2003.*Ecology and economics: An approach to sustainable development*. OUP.
15. Singh, J.S., Singh, S.P. and Gupta, S.R. 2014. *Ecology, Environmental Science and Conservation*. S. Chand Publishing, New Delhi.
16. Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. *Conservation Biology: Voices from the Tropics*. John Wiley & Sons.
17. Thapar, V. 1998. *Land of the Tiger: A Natural History of the Indian Subcontinent*.
18. Warren, C.E. 1971. *Biology and Water Pollution Control*. WB Saunders.
19. Wilson, E.O. 2006. *The Creation: An appeal to save life on earth*. New York: Norton.
20. World Commission on environment and Development. 1987. *Our Common Future*. Oxford University Press.
21. www.nacwc.nic.in
22. www.opcw.org

E- resources	
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Recall environmental practices and policies in the hospitality industry 2. Create a process for water management 3. Propose measures to control air and noise pollution 4. Discuss the need of materials and waste management 5. Plan guidelines and eco- practices to be implemented in all the departments of the hotel

Semester : II

L/T/P (Per week)

3/0/0

Credits : 03

Objective	The objective of the course "Indian Food & Fashion" is to provide students with a comprehensive understanding of the cultural, historical, and social significance of Indian cuisine and fashion.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Indian Culture and Heritage <ul style="list-style-type: none"> Overview of Indian culture, history, and traditions Understanding the importance of food and fashion in Indian society Exploring regional diversities and influences in Indian cuisine and fashion. 	9	0
Unit 2	Indian Cuisine <ul style="list-style-type: none"> Introduction to Indian spices, herbs, and ingredients Traditional cooking techniques and utensils Regional cuisines of India: North Indian, South Indian, East Indian, West Indian Popular Indian dishes: biryani, curry, dosa, samosa, etc. Vegetarian and non-vegetarian cuisine in India Culinary practices and rituals associated with Indian food 	12	0
Unit 3	Indian Fashion <ul style="list-style-type: none"> Evolution of Indian fashion through the ages Traditional Indian garments: saree, salwarkameez, lehenga, dhoti, etc. Influence of Indian fashion on global trends Famous Indian fashion designers and their contributions Textiles and craftsmanship in Indian fashion Bridal fashion and wedding attire in India 	12	0
Unit 4	Contemporary Indian Food and Fashion <ul style="list-style-type: none"> Fusion and modern interpretations of Indian cuisine Street food culture in India Fashion trends in Bollywood and popular culture Sustainable and ethical practices in Indian fashion industry Exploring emerging trends and future directions in Indian food and fashion 	12	0
Total Hours		45	0
Reference Books	<ol style="list-style-type: none"> "Indian Cookery" by Madhur Jaffrey: A comprehensive guide to Indian cuisine, featuring authentic recipes and insights into the cultural and regional diversity of Indian cooking. "The Spice Companion: A Guide to the World of Spices" by Lior Lev Sercarz: This book provides a deeper understanding of spices, including those commonly used in Indian cuisine, their origins, flavors, and how to use them effectively in cooking. "Fashion India: Spectacular Capital of the Fashion Industry" by Phyllida Jay: A visual journey through the vibrant world of Indian fashion, showcasing the works of renowned designers and highlighting the country's fashion industry. "Patterns of India: A Journey Through Colors, Textiles, and the Vibrancy of Rajasthan" by Christine Chitnis and Martin Morrell: This book explores the textiles, patterns, and traditional craftsmanship of Rajasthan, offering insights into the rich heritage of Indian textiles and their influence on fashion. "Indian Fashion: Tradition, Innovation, Style" by Arti Sandhu: A comprehensive guide to Indian fashion, covering its historical roots, traditional garments, contemporary trends, and the impact of Bollywood and global influences. 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Demonstrate knowledge of the historical, social, and cultural aspects of Indian food and fashion. Apply the understanding of Indian spices, ingredients, and cooking techniques to prepare traditional Indian dishes. Recognize and distinguish different regional cuisines of India. Analyze the evolution of Indian fashion through different periods and its impact on global trends. Recognize the influence of Indian culture and traditions on contemporary food and fashion practices. 		

Bakery & Confectionary

Course Code : HM 301

Course Outline	Topic	Hours	
		Lecture	Tutorial
Objective	This module provides theoretical foundation in Baking practices. It includes Selection of ingredients, Proper mixing and Baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.		
Unit 1	Introduction to Bakery & Confectionery <ul style="list-style-type: none"> • Definition • Principles of Baking • Bakery Equipment (Small, Large, Tools etc.) • Formulas & Measurements • Physical & Chemical changes during baking 	6	2
Unit 2	Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry <ul style="list-style-type: none"> • Flour • Shortening agents • Sweetening agents • Raising agents • Dairy products • Eggs • Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavorings, Extracts, Emulsions & Alcohol 	9	3
Unit 3	Yeast Dough's (Fermented Goods) <ul style="list-style-type: none"> • Types – (Rich / Lean) • Stages / Steps in Bread Making • Methods of Bread Making (No time Dough, Straight Dough, Ferment & Dough, Sponge and Dough, Salt Delayed, Continuous Bread making process and Chorleywood Bread making process) • Bread Disease • Bread Improvers 	9	3
Unit 4	Cake Making <ul style="list-style-type: none"> • Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture) • Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending) • Scaling, Panning, Baking and Cooling • Faults & Remedies Icings <ul style="list-style-type: none"> • Introduction to Icings • Definition & Uses • Classification (Flat & Fluffy) • Ingredients used in preparation of Icings 	12	4
Unit 5	Flour Pastries <ul style="list-style-type: none"> • Introduction & Classification with examples • Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish) • Do's and Don'ts while preparing Pastry Cookies <ul style="list-style-type: none"> • Definition & Introduction • Characteristics and their Causes • Mixing Methods • Types of Cookies (Piped / Bagged, Dropped, 	9	3

	Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil)		
	<ul style="list-style-type: none"> • Panning, Baking & Cooling • Cookie Improvers 		
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Describe principles of baking and identify different bakery equipment 2. Discuss characteristics and functions of ingredients used in making of bakery product 3. Distinguish methods of bread making 4. Identify different methods of cake making and classify icings 5. Classify different types of pastries and cookies 		

Bakery & Confectionary (Practical)			Course Code : HM 301P
Semester : III	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This module provides practical foundation in Baking practices. It includes Selection of ingredients, Proper mixing and Baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.	
Course Outline	Topic	Practical Hours
	Breads (Bread Rolls- Garlic / Herb, Burgers Buns, Hot Dog Rolls, Bread Loaf, French Bread, Sweet Dough, Brown Bread, Milk Bun, Pizza, Ladi Pav, Bread Sticks)	12
	Cakes (Vanilla Muffins, Chocolate Layer Cake, Orange Muffins, Banana Bread, Madeira Cake, Swiss Roll / Roulade Eggless Cake, Mawa Cake, Devil's Food Cake, Angel Food Cake, Madeleine's, Date and Walnut Cake, Carrot Cake, Pineapple Upside Down Cake, Dry Fruit Cake, Gel Sponge, Genoese Sponge, Tea Cakes, Petite Four, Fruit Flan, Dundee Cake , Doughnut)	12
	Icings and Decorations techniques (Glace Icing, Feather Icing, Butter Cream, Ganache, Truffle, Royal Icing, Marzipan, Sugar Paste, Pastillage, Meringue, American Frosting, Fresh Cream)	12
	Flour Pastry Products and its variations (Tarts- Fresh Fruit / Choc, Profite Rolls, Meat Pie, Cheese Straw, Croissant, Vol Au Vent, Eclairs, Eccless Cake, Bouchees, Pinwheel, Palmiers, Khari, Cream Rolls , Cinnamon Twist, Veg Puffs)	12

	Cookies (Butter Buttons, Melting Moments, Checkerboard, Shrewsbury, Ginger Cookies, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)	12
Total Hours		60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Demonstrate cake making 2. Illustrate different icings and decoration technique 3. Prepare various types of pastries 4. Describe bread making methods 	

Bar Operation-I			Course Code : HM 302
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course will give comprehensive knowledge on various fermented alcoholic beverages used in the Hospitality Industry. It will also help in understanding the classification, manufacturing process and the various styles, along with technical and specialized skills in the service of the same. It will familiarize students to bar profile.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Alcoholic Beverages <ul style="list-style-type: none"> • Definition • Classification of Alcoholic Beverages • Fermented beverages – Definition and Examples Bar <ul style="list-style-type: none"> • Types of Bar • Bar Equipment (Light equipment and Heavy equipment) 	6	2
Unit 2	Beer <ul style="list-style-type: none"> • Introduction and Definition • Raw materials & Manufacturing process • Types of Ales and Lagers • Freshly brewed Beer and Flavored Beer • Faults in Beer- Common faults and reasons (Sour, Cloudy, Flat and Foreign bodies) • Other Fermented and Brewed beverages (Sake, Cider, Perry) • Brands Domestic & International 	9	3
Unit 3	Wines <ul style="list-style-type: none"> • Introduction and Definition • Classification of wines (Color, Characteristics and General) • Types of wines: Still, Sparkling, Fortified, Organic, Aromatized, Low Alcohol Wines, Alcohol free wines, Blush wine. • Factors influencing the character of wine • Viticulture & Viticulture Methods • Vinification of still wines (Red, White and Rose) • Naming of wines • Fruit wines and examples • Vine diseases – Odium, Mildew, Gray Rot (Noble Rot), Phylloxera vastatrix. 	12	4

	<ul style="list-style-type: none"> • Wine faults – Corked, Weeping, Excess Sulphur, Maderisation, Tartare Flakes, Formation of crystals, Hydrogen sulphide, Cloudiness, Secondary Fermentation, Foreign materials and sediments. • Storage of wines • Food & Wine Harmony 		
Unit 4	Wine producing Countries <ul style="list-style-type: none"> • France – Regions with Wine examples Champagne – Regions, Manufacture process (Traditional, Cuvee close / Charmat, Transfer, Impregnation/Carbonation), Brands • Italy – Regions with Wine examples • Fortified wine: Marsala, Types and Brands • Sherry – Manufacture process, Types and Brands • Port – Manufacture process, Types, Brands • Madeira – Manufacture process, Types, Brands • International and national Wine examples 	12	4
Unit 5	Aperitifs <ul style="list-style-type: none"> • Definition • Types of Aperitifs • Wine based Aperitifs <ul style="list-style-type: none"> a) Vermouth Styles and Brands b) Chambery, Chamberyzette, Punt-e-mes, Carpano c) Dubonnet, Lillet, St.Raphael, Byrrh and Cap Corse • Spirit based Aperitifs and Bitters – AmerPicon, FernetBranca, Pernod, Campari, Angostura, Ouzo and Underberg 	6	2
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS • Food & Beverage Service Management – Brian Varghese • Food & Beverage Service – Vijay Dhawan • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. • Food & Beverage Service Lillicrap& Cousins, ELBS 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Classify different types of alcoholic beverage and identify bar equipment 2. Discuss manufacturing of beer and brand name 3. Describe wine manufacturing process and classify wines 4. Differentiate various wine producing countries 5. Recognize different aperitifs used in bar 		

Bar Operation-I (Practical)			Course Code : HM 302P
Semester : III	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The objective of the course is to provide practical knowledge of serving different fermented alcoholic beverage to the guest.	
Course Outline	Topic	Practical Hours
	Organization of a wine bar	2
	Types of Glasses used in the bar	2

	Beer Service – Service Temperature, Equipment, Procedure, Brands	2
	Wine equipment	2
	Reading of a wine label (Wine labels from France, Italy and Germany).	2
	White wine & Rose wine service - Service temperature, Equipment, Procedure and brands	2
	Red wine service- Service temperature, Equipment, Procedure, Decanting process and Brands	2
	Champagne / Sparkling Wines service- Service temperature, Equipment, Procedure and Brands <ul style="list-style-type: none"> • Champagne Bottle sizes with their respective names • Champagne Dosage terms 	2
	Fortified wine service - Service Temperature, Equipment, Procedure, Brands <ul style="list-style-type: none"> • Sherry • Port 	2
	Service of Aperitifs <ul style="list-style-type: none"> • Vermouth • Campari • Pernod 	2
	Menu Planning with wines and Service of Food and wine (Menu planning with wines from France, Italy, Spain, and India)	2
	Preparation of <ul style="list-style-type: none"> • Beer list • Wine list 	2
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Compile wine list and beer list 2. Demonstrate alcoholic beverage service 3. Identify glassware used for serving different fermented beverage 4. Illustrate service of aperitifs 5. Design menu with combination of wine 	

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Front Office Operation- I			Course Code : HM 303
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course familiarizes students with check out procedure and application of computer in Front office.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Checkout <ul style="list-style-type: none"> • Departure notification • Departure procedure in Fully automated system • Group Checkouts • Express check outs • Early and Late check outs and charges • Post departure Courtesy Services 	9	3
Unit 2	Methods of Payment <ul style="list-style-type: none"> • Settlement of Bills • Cash Settlement- Indian & Foreign currency • Travellers' cheque, Personal cheque, Demand draft, Debit card • Foreign currency exchange procedure and encashment certificate • Credit Settlement- Credit card, Travel Agent voucher, Bill to Company letter • Other methods of payment- NEFT/RTGS, charge voucher 	9	3
Unit 3	Front office Accounting <ul style="list-style-type: none"> • Accounting fundamentals(Types of accounts, folios, vouchers) • City Ledger • Front office Accounting cycle-Creation, maintenance and settlement of accounts • Credit control measures-Pre-Authorization, Advance Payments, Floor Limit, House Limit 	9	3
Unit 4	Application of various Statistical data <ul style="list-style-type: none"> • Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House Count, ARR, RevPAR, ARG, Single Occupancy, Cancellation %, No Show %, Overstay%, Understay % (Numericals based on the above formulae) 	9	3
Unit 5	Front Office Computer Operation <ul style="list-style-type: none"> • Basic of computers • P.M.S, G.D.S, C.R.S • Front office software application <ul style="list-style-type: none"> ➤ Reservation Management software ➤ Room Management Software ➤ Guest Accounting Management Software ➤ General Management Software 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana& Brooks Educational Institution ABHMA • Front Office – Operations and management – ABHMed Ismail (Thomson Delmar). • Managing Computers in Hospitality Industry – Michael Kesavana&Cahell. 		

	<ul style="list-style-type: none"> • Front Office Operations – Colin Dix & Chris Baird. • Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasvan& Brooks
E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain check out procedure 2. Differentiate all methods of payment practiced in the hotel 3. Describe front office accounting 4. Practice various statistical data 5. Relate need of computer in front office department

Front Office Operation- I (Practical)			Course Code : HM 303P
Semester : III	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The course familiarizes students with various skills and attributes required at the time of check out in Front Office operations of hospitality industry.	
Course Outline	Topic	Practical Hours
	Role-play on Checkouts using various methods of Payments-FIT (Indian & Foreign Nationality guests)	6
	Role-play on Checkout Procedure for bookings done through Corporate and Travel Agent	4
	Role Play on Group Checkout procedure	4
	Format of Departure Register, Departure Intimation, Departure List, Departure Errand Card.	4
	Preparation of guest folio, Filling up, accounting and totaling (final) guest folio in semi-automated accounting system	4
	Preparation of various vouchers-V.P.O., Miscellaneous voucher, Allowance vouchers, Travel Agent voucher, Cash receipt voucher etc.	6
	Use of Software for Settlement of bills	2
	Total Hours	30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Demonstrate check out procedure 2. Compile departure register, departure intimation 3. Handle various methods of payment 4. Prepare various vouchers 	

Accommodation Operation- I			Course Code : HM 304
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course familiarizes students with different linen used in the hotel and their cleaning process. Also provides horticulture knowledge.
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Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Housekeeping Supervision <ul style="list-style-type: none"> • Role of Supervisor • Specific Functions of Supervisors - Guestroom inspection, Inspection of VIP rooms, Linen Inventory • Checklist for inspection • Dirty dozen and Quick six inspection Contract Cleaning <ul style="list-style-type: none"> • Definition & Concept • Jobs given on contract by Housekeeping • Advantages & Disadvantages • Pricing a contract 	9	3
Unit 2	Laundry Operations <ul style="list-style-type: none"> • Types of Laundries- OPL, Commercial • Layout of a typical laundry • Laundry equipment& uses (Commercial Laundry Equipment- calendaring machine, Hydro extractors, Washing machine, Steam press, Suzie, Flat press etc.) • Laundry Process • Stain Removal • Dry-cleaning • Flow Chart of Handling Guest Laundry-Laundry list and Valet Service 	9	3
Unit 3	Linen Room <ul style="list-style-type: none"> • Layout of Linen Room • Classification & Selection of Linen • Classification of Bed, Bath, & Restaurant Linen • Sizes of Linen • Storage facilities and conditions • Par stock, Factors affecting par stock • Linen Control – Linen Inventory & Control • Discard management • Storage of uniforms • Issue and exchange of uniforms 	9	3
Unit 4	Managing Housekeeping Personnel <ul style="list-style-type: none"> • Recruiting, Selecting, Hiring, Orientation and Training • Motivating Employees • Performance Appraisal • Teamwork, Leadership • Employee welfare, Discipline 	9	3
Unit 5	Horticulture <ul style="list-style-type: none"> • Essential components of Horticulture • Landscaping • Indoor Plants • Bonsai in the Hotel properties 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones 		

	<ul style="list-style-type: none"> • Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,, Wiley Publications
E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain the role of housekeeping supervisor 2. Identify different laundry equipments and select appropriate method for stain removal. 3. Classify different types of linen used in hotels 4. Discuss advantages and disadvantages of contract cleaning 5. Describe importance of horticulture

Accommodation Operation- I (Practical)			Course Code : HM 304P
Semester : III	L/T/P (Per week)	0/0/2	Credits : 01

Objective	This course helps students to understand the process of cleaning different linen and stain removal. The students also learn to maintain inventory.	
Course Outline	Topic	Practical Hours
	Design a Housekeeping checklist for Guest rooms and Public areas.	4
	Supervision of Guest room using checklists	6
	Calculation of Room Linen requirement for a 100 room property with an OPL	4
	Stain Removal - Latest Technique	6
	Washing of Linen- Bluing, Starching, Ironing	6
	Stock taking of Linen for Housekeeping Lab	4
	Total Hours	30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Demonstrate supervision skills 2. Select latest technique for stain removal 3. Relate linen with appropriate cleaning process 4. Practice inventory management 5. Calculate linen required for a hotel 	

Entrepreneurship Development-I			Course Code : HM 305
Semester : III	L/T/P (Per week)	3/0/0	Credits : 03

Objective	The course delves into various aspects of starting business, including idea generation. It highlights the importance of developing a business plan and elaborates the laws and regulations and the social responsibility important for a start-up.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Entrepreneur, Entrepreneurship <ul style="list-style-type: none"> • Definition of an Entrepreneur, Entrepreneurship • Entrepreneurial Characteristics and Skills • Factors affecting entrepreneurship • Types of Entrepreneur • 3Ps of Entrepreneurship 	6	0
Unit 2	Idea generation and evaluation	12	0

	<ul style="list-style-type: none"> • Process of Innovation • Sources of business idea • Evaluation of the idea • Analysis of the market • SWOT analysis 		
Unit 3	The Entrepreneurial Process <ul style="list-style-type: none"> • Identify and Evaluate the Opportunity <ul style="list-style-type: none"> ➤ Establish Vision ➤ Gather Resources ➤ Create new venture/product or market ➤ Change, Adopt with time • Marketing Plan <ul style="list-style-type: none"> ➤ Characteristics of a marketing plan ➤ New Age Marketing & After Sales Services • Human Resource Plan <ul style="list-style-type: none"> ➤ Manpower Planning ➤ Recruitment, Selection & Training • Risk Management Strategies <ul style="list-style-type: none"> ➤ Predicting, Calculating & Overcoming 	12	0
Unit 4	Financing the new venture <ul style="list-style-type: none"> • Sources of Finance <ul style="list-style-type: none"> ➤ Personal funds ➤ Family and friends ➤ Commercial Banks ➤ Various Financial Institutions- SIDBI, NABARD, IDBI. ➤ Govt. Policies, Subsidies, Taxes Working Capital Management Intellectual Property <ul style="list-style-type: none"> • Definition- Intellectual Property, Trademark, Patent, Copyright and Geographical Indication. • Quality Standards – Definition (ISI, Agmark, FSSAI, FDA) 	6	0
Unit 5	Growth and Social Responsibility <ul style="list-style-type: none"> • Growth- Stages of growth (Coming into existence, Survival, Success, Take-off, Consolidation) • Growth strategies- Diversification, launching New Product in Same Market, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce • Business Ethics & Best Practices Start-up Models New Age Business	9	0
Total Hours		45	0
Reference Books	<ul style="list-style-type: none"> • Entrepreneurship – Rajeev Roy – Oxford Higher Education • Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath • Entrepreneurship – Excel Books – Madhurima Lal, Shikha Sahai (Chapter 3.4, 5) • Principles of Entrepreneurship – Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.- EverestPublishing House • Entrepreneurship – Robert D Hisrich, Michael P. Peters, Dean A Shepherd – TataMcGraw Hill Education Private Limited, New Delhi, Sixth Edition. (Chapter 4.1, 4.2) • Entrepreneurship Management- Prof.ShaguftaSayed, NiraliPrakashan. (Chapter 1.6) • Entrepreneurship Development- S. Khanka 		

E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Differentiate entrepreneur, entrepreneurship 2. Generate and evaluate ideas 3. Identify entrepreneurial process 4. Use source of finance to start entrepreneurship 5. Explain the importance and responsibilities of entrepreneur and entrepreneurship and Risk Management

Fundamentals of Computers		Course Code : HM 306	
Semester : III	L/T/P (Per week)	2/0/0	Credits : 02

Objective	The subject aims to give a basic knowledge about Computers and its operations. It enables students to operate Computers and its allied Hardware and Software. It also gives insight in Internet, Email and other social media.
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Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Computer Fundamentals <ul style="list-style-type: none"> • Computer definition, Features of Computer System • Block Diagram of Computer System • Input and Output Units of Computer System <ul style="list-style-type: none"> ➤ Input devices (Keyboard, Pointing devices - Mouse, Joystick, Touch Screen, Light Pen, Stylus) Scanning devices (Optical Scanners, Bar Code readers, MICR, OCR, OMR), Image capturing devices (Digital Camera, Digital video camera), Audio input names ➤ Output devices : Monitors Printers (Inkjet printer, Laser printer, Thermal printer, Dot matrix printer, Plotter, Photo printer) Audio output device – (Speakers, Headphones) • CPU, RAM, ROM • Software – System, Application S/W • Networks – Types - LAN, MAN, WAN & Topology • Viruses – Types, Precautions E-Commerce and ERP <ul style="list-style-type: none"> • Concepts of B-to-B, B to C • ERP concept, SAP Concepts 	6	0
Unit 2	WINDOWS <ul style="list-style-type: none"> • Windows Features • Terminologies - Desktop, Desktop Properties (Popup Menu), Windows, Wallpaper, Icons, File, Folder • Windows Explorer- (Assignment with files, folders) • Accessories – Paint, Notepad, Calculator, Remote Desktop Connection DOS – (Disk Operating System) <ul style="list-style-type: none"> • Introduction & Features • Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD 	6	0

	<ul style="list-style-type: none"> External Commands - , ATTRIB, SCANDISK, TREE, MORE, EDIT Wildcards (question mark?, asterisk *) 		
Unit 3	<p>MS-WORD</p> <ul style="list-style-type: none"> File Menu: Save, Save As, Print, Page Setup Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Text Box, Drop Cap, Symbol Page Layout: Margins, Page Break, Indent, Line Spacing Mailings Menu: Mail Merge Special Tools: Spelling & Grammar check, Word Count <p>MS-EXCEL</p> <ul style="list-style-type: none"> File Menu: Save, Save As, Print, Page Setup Home Menu: Drawing, Find and Replace Insert Menu: Table, Pictures, Charts, Filter, Hyperlink, Word Art Page Layout Menu: Print area, Cell Width, Height, Scale Formulas Menu: Insert function, AUTOSUM, AVG, PER, MAX, MIN, COUNT, IF, Date & Time, Round Review Menu : Protect sheet 	6	0
Unit 4	<p>MS-POWERPOINT</p> <ul style="list-style-type: none"> File Menu: Save, Save As, Print, Page Setup Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Video, Audio, Symbol Design Menu: Themes, Variants, Customize Transitions: Slide, Timing Animations: Add Animation, Effects Slide Show: Start slide show, Setup, Monitor <p>MS-ACCESS</p> <ul style="list-style-type: none"> Table Creation, Fields, Data Type Primary Key Concept Add, Edit, and Delete records 	6	0
Unit 5	<p>INTERNET / E-MAIL</p> <ul style="list-style-type: none"> History Pre-requisites for Internet, Role of Modem Services – Emailing, Chatting, Surfing, Blog Search Engines, Browsers, Dial Up, Domains, www, HTTP, URL Broadband, Concepts of Web uploading, downloading, Skype Threats – Spyware, Adware, Spam <p>Cloud computing & Social Media</p> <ul style="list-style-type: none"> What is cloud computing? One drive, Create Hotmail/outlook/ live.in account, Sway presentation (using Hotmail /outlook/ live.in) What is Social Media and its usage/ advantages and disadvantages (Whatsapp/ Facebook) 	6	0

	<ul style="list-style-type: none"> Define Twitter and its usage. 		
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> Computer Fundamentals – P.K. Sinha A First Course In Computers – Sanjay Saxena DOS Guide – Peter Norton Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey (BPB Publication) 		
E-resources			
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> Recognize different components of computer and their uses Identify different operating system Recall importance of MS Office Describe the role of internet and social media in hospitality industry 		

Regional Cuisine of India			Course Code : HM 401
Semester : IV	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course aims to provide knowledge of different cuisines prevailing in India.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	<p>Cuisines of KasBHMir, Himachal & Uttarakhand</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives Brief Historical Background Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods Specialties during Festivals and Other Occasions <p>Cuisines of Punjab, Haryana & Delhi</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives Brief Historical Background Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods Specialties during Festivals and Other Occasions 	12	4
Unit 2	<p>Cuisines of Rajasthan & Gujarat</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives Brief Historical Background Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods Specialties during Festivals and Other Occasions <p>Cuisines of Maharashtra & Goa</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives Brief Historical Background Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods Specialties during Festivals and Other Occasions 	6	2
Unit 3	<p>Cuisines of Andhra Pradesh & Kerala</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives Brief Historical Background Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods Specialties during Festivals and Other Occasions <p>Cuisines of Awadh & Bengal</p> <ul style="list-style-type: none"> Introduction, Geographical Perspectives 	9	3

	<ul style="list-style-type: none"> • Brief Historical Background • Characteristics & Salient Features of Cuisine • Key Ingredients, Popular Foods, Seasonal Foods • Specialties during Festivals and Other Occasions 		
Unit 4	Indian Sweets & Desserts <ul style="list-style-type: none"> • Introduction • Brief Historical Background • Characteristics & Salient Features of Cuisine • Key Ingredients, Popular Foods, Seasonal Foods • Specialties during Festivals and Other Occasions 	12	4
Unit 5	Food of India <ul style="list-style-type: none"> • Jain Food • Parsi Food • Dum Style of Cooking • North Eastern Indian Foods 	6	2
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain different regional cuisine of India 2. Recall key ingredients of different regions of India 3. Memorize popular dishes of the region 4. Discuss Indian sweets and desserts 5. Describe other foods such as jain food, parsi food, etc 		

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Regional Cuisine of India (Practical)

Course Code : HM 401P

Semester : IV

L/T/P (Per week)

0/0/4

Credits : 02

Objective	This course enables students to familiarize with kitchen and prepare very basic items used in different cuisines.	
Course Outline	Topic	Practical Hours
	3 course menu of Rajasthani Cuisine	8
	3 course menu of Goan Cuisine	4
	3 course menu of Awadhi Cuisine	8
	3 course menu of Gujarati Cuisine	4
	3 course menu of Maharashtra Cuisine	4
	3 Indian Sweets & Desserts	4
	3 course menu of KasBHMiri Cuisine	8
	3 course menu of Kerala Cuisine	4
	3 course menu of Bengal Cuisine	8
	3 course menu of Punjabi Cuisine	8
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: 1. Demonstrate various dishes preparation of different regional cuisine 2. Illustrate preparation of Indian desserts 3. Recall the key ingredients of the regional cuisine 4. Memorize the recipe of popular dishes	

Bar Operation-II			Course Code : HM 402
Semester : IV	L/T/P (Per week)	3/1/0	Credits : 04

Objective The course will give comprehensive knowledge on various distilled alcoholic beverages used in the Hospitality Industry. It will also help in understanding the classification, manufacturing process and the various styles, along with technical and specialized skills in the service of the same. It will familiarize students to bar profile.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Spirit <ul style="list-style-type: none"> • Definition of spirit • Alcoholic Strength: Proof (British and American) • Classification of Distilled Beverages and their examples • Distillation process: <ul style="list-style-type: none"> ➤ Pot Still ➤ Patent Still 	6	2
Unit 2	Spirits <ul style="list-style-type: none"> • Whisky <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process : Scotch Whisky ➤ Other Whiskies- American(Corn, Rye, Bourbon), Canadian, Irish Whiskey, Tennessee Whisky and Japanese ➤ Styles of Scotch Whisky: Single Malt, Single vatted Malt, Single Cask Malt ➤ Brands National and International • Brandy <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process ➤ Types of Brandy – Cognac and Armagnac ➤ Brands National and International • Rum <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process(Light Rum and Dark Rum) ➤ Types of Rum: White, Dark and Golden ➤ Brands National and International • Gin <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process ➤ Types of Gin: Sloe, London, Plymouth and Dutch ➤ Brands National and International • Vodka <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process ➤ Flavoured Vodkas ➤ Brands National and International • Tequila <ul style="list-style-type: none"> ➤ Definition ➤ Raw materials and Manufacturing process ➤ Types of Tequila: Joven, Blanco, Anejo, 	15	5

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	<p style="text-align: center;">Extra Anejo</p> <ul style="list-style-type: none"> ➤ Brands • Other Spirits (Aquavit, Arrack, Absinthe, Grappa, Calvados, Marc, Toddy, Feni/ Fenny) 		
Unit 3	<p>Liqueurs</p> <ul style="list-style-type: none"> • Definition • Raw material and Method of production – Pressing, Maceration, Infusion & Percolation • Types of Liqueurs - Base, Flavour, Colour and Country of Origin • Brands – National and International 	6	2
Unit 4	<p>Cocktails</p> <ul style="list-style-type: none"> • History and definition • Methods of making cocktails: Stirred, Shaken, Built- up, Layered and Blended • Traditional mixes preferred with Alcoholic beverages • Golden rules for making cocktails • Cocktail Bar equipment and their uses <ul style="list-style-type: none"> ➤ Light and heavy equipment ➤ Garnishes, decorative accessories 	9	3
Unit 5	<p>Banquets</p> <ul style="list-style-type: none"> • Definition • Types of Banquet functions: Formal & Informal • Hierarchy and Duties & Responsibilities of Banquet Staff • Banquet booking procedure • Banquet Function Prospectus (Lay out only) • Off Premise / Out-door catering <p>Buffet</p> <ul style="list-style-type: none"> • Introduction & Definition • Types of Buffet • Buffet equipment • Points to be considered while arranging buffet 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS • Food & Beverage Service Management – Brian Varghese • Food & Beverage Service – Vijay Dhawan • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. • Food & Beverage Service Lillicrap & Cousins, ELBS 		
E-resources			
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Explain spirits and different types of distillation 2. Classify spirits and their manufacturing process 3. Describe liqueurs 4. Name classic cocktails with their recipe 5. Classify types of banquet and buffet 		

Bar Operation-II (Practical)			Course Code : HM 402P
Semester : IV	L/T/P (Per week)	0/0/2	Credits : 01

Objective | This course introduces student to various styles of service & techniques used while

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	serving and making of cocktails and distilled beverages.	
Course Outline	Topic	Practical Hours
	Whisky – Service Temperature, Equipment required, Procedure for various styles (Neat, On the rocks and Mixed) at the bar and at the table, Brands National & International. Brandy - Service Temperature, Equipment required, Procedure for various styles (Neat & warm) at the bar and at the table, Brands National & International. Rum - Service Temperature, Equipment required, Procedure for various styles (Neat, On the rocks and Mixed) at the bar and at the table Brands National & International.	4
	Gin - Service Temperature, Equipment required, Procedure for various styles (Neat, on the rocks and Mixed) at the bar and at the table, Brands National & International. Vodka - Service Temperature, Equipment required, Procedure for various styles (Neat, On the rocks and Mixed) at the bar and at the table, Brands National & International. Tequila - Service Temperature, Equipment required, Procedure, at the bar and at the table Brands –International.	4
	Service of Liqueur - Service Temperature, Equipment required, Procedure	2
	Service of Cocktail / Mocktail - Mock practical to be conducted	2
	Menu planning and Service of food and alcoholic beverages- (Five International and one Indian menu to be planned)	4
	Compiling Beverage Lists <ul style="list-style-type: none"> • Spirit list • Complete Beverage list 	4
	Buffet Set ups and service procedure – 5 Types of buffet setups to be practiced (Shapes:- O, C, V, I, Box)	4
	Banquet seating styles –5 Types of banquet setups to be practiced (Classroom, Theatre, Restaurant, Board-room, U-shape)	6
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Demonstrate service of various spirits. 2. Illustrate mix-logy skills for making cocktails 3. Relate different types of banquet and buffet set up as per functions 4. Compile beverage list 	

Front Office Operation- II			Course Code : HM 403
Semester : IV	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course familiarizes students with different sales techniques; room tariff used in front office. It also aims to teach basic of night auditing.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Night Auditing <ul style="list-style-type: none"> • Introduction to Night Auditing • Role of a Night Auditor • Night Auditing Process • Errors during Night Audit - Pickup errors, Transposition error, Out of balance 	9	3

	<ul style="list-style-type: none"> • Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges • 		
Unit 2	Sales Techniques for Front Office Department <ul style="list-style-type: none"> • Introduction to Hotels Products • Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates) • Suggestive selling, up selling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy 	9	3
Unit 3	Avenues for Sales Promotion <ul style="list-style-type: none"> • Introduction to leisure Activities and services for guests in a hotel • Various Sales Tools(Brochure, posters, e-display, tent cards, websites) • Sales Promotion(Advertising, Relationship marketing) • Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails 	9	3
Unit 4	Room Tariff <ul style="list-style-type: none"> • Factors affecting room tariff • Establishing the end of the day (Check – in / check– out basis, twenty four hour basis and night basis) • Room Tariff Fixation: <ul style="list-style-type: none"> ➤ Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula) ➤ Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates) • Types of Rates – BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate • Taxes applicable on rooms 	9	3
Unit 5	Handling various types of Guests <ul style="list-style-type: none"> • Timid • Fussy • Drunkard • Irate • Differently abled 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana& Brooks Educational Institution ABHMA • Front Office – Operations and management – ABHMed Ismail (Thomson Delmar). • Managing Computers in Hospitality Industry – Michael Kesavana&Cahell. • Front Office Operations – Colin Dix & Chris Baird. • Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasvan& Brooks 		
E-resources			
Course	At the end of the course the students would be able to:		

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Outcome	<ol style="list-style-type: none"> 1. Explain night auditing procedure 2. Develop sales techniques 3. Discuss various methods of sales promotion 4. Identify different factors affecting room tariff and differentiate room tariffs 5. Apply inter- personal skills for handling different guests
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Front Office Operation- II (Practical)			Course Code : HM 403P
Semester : IV	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The course familiarizes students with various documents prepared while night auditing. It also aims to develop up selling and suggestive selling techniques.	
Course Outline	Topic	Practical Hours
	Preparation of reports during Night Audit- Night Auditors Report, High Balance Report, Occupancy Report, and Discrepancy Report.	6
	Role play on enhancing guest stay (welcome call, courtesy call etc.)	4
	Videos & Presentation on suggestive selling	4
	Role plays on suggestive selling, up selling (Walk-in and guaranteed reservation guest) and up grading.	4
	Collection and Comparison of tariff for various categories of hotels.	4
	Situation handling - Overbooking (Walk-in and guaranteed reservation), rate discrepancy etc.	6
	Plan a sales call to corporate & travel agency	2
	Total Hours	30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Prepare various reports required in night auditing 2. Demonstrate suggestive selling techniques 3. Compare various room tariff 4. Illustrate situation handling skills 	

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Accommodation Operation- II

Course Code : HM 404

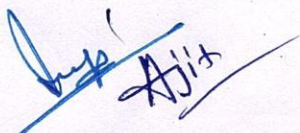
Semester : IV

L/T/P (Per week)

3/1/0

Credits : 04

Objective	The course familiarizes students with complaint handling in housekeeping department. It also provides basic knowledge about safety and first aid facilities provided to guest.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Internal Environment <ul style="list-style-type: none"> Noise Air Conditioning Light 	6	2
Unit 2	Pest Control <ul style="list-style-type: none"> Definition of Pest Types of Pests-Insects and Rodents Common Pests and their control. (Bed Bugs, Silverfish, Cockroaches, Termites, Mice & Rats) 	9	3
Unit 3	Complaint Handling in Housekeeping department <ul style="list-style-type: none"> Types of Guest Complaints Dealing with Guest Complaints of Housekeeping department 	9	3
Unit 4	Changing Trends in Housekeeping <ul style="list-style-type: none"> Hygiene, not just cleanliness New scientific Techniques IT savvy housekeeping Eco- friendly Amenities, Products, Processes 	9	3
Unit 5	Interior Designing <ul style="list-style-type: none"> Objectives of Interior Designing Elements of Interior Designing Principles of interior Designing Refurbishing & Redecoration <ul style="list-style-type: none"> Definition Types of Renovation Refurbishing - Steps in Refurbishing Redecoration- Prior & Post Redecoration Procedures Snag list and its importance 	12	4
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. Housekeeping and Front Office – Jones Security Operations By Robert McCrie, Publish: Butterworth – Heinemann The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Create safety awareness among the team Identify common pest and their control measures Solve guest complaints Explain the importance of interior designing Discuss steps in refurbishing, prior and post redecoration procedures 		




Accommodation Operation- II (Practical)**Course Code : HM 404P**

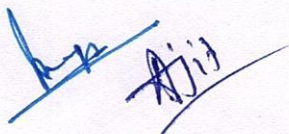
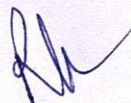
Semester : III

L/T/P (Per week)

0/0/2

Credits : 01

Objective	This course helps students to handle guest complaints and providing first aid to the guest at the time of emergency.	
Course Outline	Topic	Practical Hours
	Complaint handling in Housekeeping – Pests in room, maintenance problem, cleaning issues.	6
	Role play and report writing related to accidents, handling complaints	6
	Preparation of First Aid Box and Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.)	6
	Preparation of Snag List of any area.	4
	Power point Presentation on: <ul style="list-style-type: none"> The implication of various kinds of lines, shapes, forms present in interiors. To achieve proportion, balance; create point of interest, rhythmic effect in designing. 	8
	Total Hours	30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Relate skills with handling accidents 2. Prepare first aid box 3. Compile snag list of any area 4. Demonstrate skills to decorate the guest room 	



Event Management			Course Code : HM 405
Semester : VI	L/T/P (Per week)	2/0/0	Credits : 02

Objective Event management is one of the promising career options for budding hospitality professionals. The syllabus is designed in such a manner that it will enable the students to enhance their theoretical knowledge and practical skills in planning and organizing varied events ranging from small parties to weddings to corporate events.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Event management <ul style="list-style-type: none"> • Types of Events • Characteristics of Events Planning an Event <ul style="list-style-type: none"> • Principles of planning • Steps in Planning • Consult with the Client <ul style="list-style-type: none"> ➤ Set Objectives ➤ Choose a Date ➤ Decide Who to Invite ➤ Create Your Theme ➤ Set the Event Agenda 	6	0
Unit 2	Organizing the Event <ul style="list-style-type: none"> • Pre-event <ul style="list-style-type: none"> ➤ Establish an Event Committee ➤ Timeline Schedule ➤ Budgets(Components of budget) ➤ Crisis and Backup Planning • During the event <ul style="list-style-type: none"> ➤ Crowd management ➤ Managing Media ➤ Risk Management - (Natural , Financial ,Legal) • Post Event <ul style="list-style-type: none"> ➤ Closing of accounts ➤ Obtain Customer Feedbacks 	6	0
Unit 3	Legal Compliance <ul style="list-style-type: none"> • Business Registration • Liquor Licensing • Security Legislation • Insurance • State Laws and regulations 	3	0
Unit 4	Planning Venues <ul style="list-style-type: none"> • Finding a Venue • Space Requirements • Creating Request for Proposal (RFP) • Site Inspection • Site Confirmation • Pre-Event Meeting 	6	0
Unit 5	Marketing the Event <ul style="list-style-type: none"> • Tools used for Marketing <ul style="list-style-type: none"> ➤ Advertising ➤ Publicity ➤ Sponsorship 	9	0

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	<ul style="list-style-type: none"> ➤ Media Dealing with Vendors <ul style="list-style-type: none"> • Types of Vendors • Choosing Vendors • Vendor Contracts 		
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Event Management: For Tourism, Cultural, Business and Sporting Events by Lynn Vander Wagen, Pearson Hospitality Press, 2007 • Event Management by R.K Singh, Aman Publication, New Delhi • Event Management by Sita Ram Singh, APH Publishing Corporation 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Classify events and identify steps involved in planning an event 2. Organize events 3. Recall legal compliance 4. Plan venue for the event 5. Choose and deal with the vendors 		

Facility Planning			Course Code : HM 406
Semester : IV	L/T/P (Per week)	2/0/0	Credits : 02

Objective	The subject aims to impart to the student the basic knowledge and practices of Facility Planning.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Facility Planning <ul style="list-style-type: none"> • Classification of Hotels under star category • Design considerations for a hotel project – <ul style="list-style-type: none"> ➤ Location and site ➤ Building plans-Modular, slip, arc, cylinder ➤ Design plans for room layout • Structural regulations laid down by Municipal Authorities • Systematic layout planning – Flow Diagram • Thumb rules for allocation of space in operational areas – Food Production Department, Food and Beverage department, House-keeping and Front Office department • Feasibility report • Blue print- Concept and Purpose 	3	0
Unit 2	Restaurant and Bar Facility Designing <ul style="list-style-type: none"> • Types of restaurants • Designing and Planning of restaurant • Space allowance for seating and space for circulation • Equipment and space needs • Ambience and décor <ul style="list-style-type: none"> ➤ Lighting and color scheme ➤ Floor finish ➤ Wall covering • Checklist for effective design. • Bar Designing <ul style="list-style-type: none"> ➤ Points to be considered while planning a bar 	9	0

	<ul style="list-style-type: none"> ➤ Equipment and space need ➤ Furniture items / bar counters ➤ Space allowance for various bar styles ➤ Special spaces if needed for smoking zones, DJ booth 		
Unit 3	Kitchen Layout & Design <ul style="list-style-type: none"> • Areas of the kitchen with recommended dimension • Factors that affect kitchen design • Placement of equipment • Flow of work • Kitchen layouts – Types (Multi-cuisine, Specialty, Coffee shop, Bakery & Patisserie) • Automation in designing 	6	0
Unit 4	Designing of Front Office Department <ul style="list-style-type: none"> • Various types of lobbies and Front Desk • Recommended dimensions for Front Desk according to the type of the hotel • Factors that affect Front Office design. • Equipment requirement and its placement • Ambience and décor – <ul style="list-style-type: none"> ➤ Lighting and color scheme ➤ Floor finish ➤ wall covering 	6	0
Unit 5	Designing of House-keeping Department <ul style="list-style-type: none"> • Factors to be considered while designing of House-Keeping Department • Factors to be considered while designing of Laundry Department – <ul style="list-style-type: none"> ➤ Space management in laundry ➤ Equipment required ➤ Linen Chute, Storage area • Guest Rooms – <ul style="list-style-type: none"> ➤ Room types ➤ Ambience and décor (Fixtures and fittings, Furniture and furnishings, Lighting and Color scheme, Floor finishes, Wall covering) 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Hotel Facility Planning – Tarun Bansal • The Professional Housekeeper – Margaret Schneider and Georgina Tucker • Catering Management – Mohini Sethi • The Bar and Beverage Book – Mary Porter • Front Office Operations- Jatashankar Tiwari 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Categorize different types of hotels 2. Design layout of restaurant and bar 3. Plan a kitchen layout and design 4. Discuss factors affecting front office design 5. Explain space management in housekeeping 		

Hospitality Sales			Course Code : HM 407
Semester : IV	L/T/P (Per week)	2/0/0	Credits : 02

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Objective	The course aims at enhancing the ability of the students in Hospitality Sales. It highlights the role of hotel employees in sales process & attributes required for hospitality sales personnel with the selling techniques adopted by the sales department of the hotel.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Hospitality Sales <ul style="list-style-type: none"> • Concept of Hospitality Sales • Difference between Hospitality Sales and Marketing • Coordination of Sales department with other operational and allied departments • Organization structure of a small and large hotel & Functions of a Director of Sales (DOS) • Attributes of a Sales personnel 	6	0
Unit 2	Internal Sales: <ul style="list-style-type: none"> • Role of employees in internal sales • Reservation Department - Electronic and Telephone Sales • Selling techniques <ul style="list-style-type: none"> ➤ Upselling ➤ Suggestive selling ➤ Cross selling ➤ Sales promotion tools ➤ Special Promotion ➤ Merchandising 	6	0
Unit 3	Banquet and Meeting Room Sales: <ul style="list-style-type: none"> • Banquet/ Catering Sales <ul style="list-style-type: none"> ➤ Developing leads ➤ Selling to clients ➤ Planning the function ➤ Follow up • Meeting Room Sales <ul style="list-style-type: none"> ➤ Components of sales package ➤ Types of set ups and facilities ➤ Booking meeting rooms 	6	0
Unit 4	Hospitality Sales Process: <ul style="list-style-type: none"> • Prospecting (Methods of Prospecting) • Pre approach (Preparations) • Approach • Negotiations • Overcoming objections • Closing • Follow-up 	6	0
Unit 5	Selling practices <ul style="list-style-type: none"> • Identifying Market segmentation • Concept selling (Event , Destination) • Selling to Business and Leisure Travelers • Selling to specialty markets • Role of intermediaries in sales 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Hospitality Sales: Selling Smarter - Judy Siuaw. David C Bojanic, Delmar Publications • Sales & Marketing : A Textbook for Hospitality Industry -Sudhir Andrews, Tata McGraw-Hill Publications • Hospitality Sales and Marketing - James R. Abbey, Educational Institute of the American Hotel & Lodging Association, 2014 		

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Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Understand the concept of hospitality sales and differentiate it from marketing. 2. Recognize the coordination required between the sales department and other operational and allied departments within a hospitality organization. 3. Identify the organization structure of small and large hotels and comprehend the functions of a Director of Sales (DOS). 4. Demonstrate knowledge of the attributes and skills required for a successful sales personnel in the hospitality industry. 5. Explain the role of employees in internal sales and understand the significance of reservation department in electronic and telephone sales. 6. Apply various selling techniques such as upselling, suggestive selling, cross-selling, and sales promotion tools to enhance revenue generation in a hospitality setting.

Marketing of Services			Course Code : HM 408
Semester : IV	L/T/P (Per week)	2/0/0	Credits : 02

Objective	The subject aims to enable the students to enhance their ability to understand the concepts of Services Marketing with special focus on hospitality marketing and are able to apply it in service business. This course deals with the intricacies of services mix and the importance of customer satisfaction through service quality.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to services <ul style="list-style-type: none"> • Definition • Characteristics of services • Management strategies for service business • Difference between goods and services • Emerging Scenario of Hospitality sector in India 	3	0
Unit 2	Services Marketing Mix – 7 Ps <ul style="list-style-type: none"> • Product <ul style="list-style-type: none"> ➤ Hospitality products ➤ Service life cycle ➤ Development of new service product ➤ Product differentiation ➤ Definition and importance of branding • Place <ul style="list-style-type: none"> ➤ Distribution Channels for services ➤ Hospitality intermediaries and their role ➤ Functions of intermediaries in distribution of services • Promotion <ul style="list-style-type: none"> ➤ Tools of promotion in services marketing ➤ Introduction to Personnel selling, Advertising and sales promotion, PR and Publicity, Direct marketing, Social media network. ➤ Concept of e-commerce • Pricing <ul style="list-style-type: none"> ➤ Factors involved in pricing a service product ➤ Methods of pricing for hospitality products 	9	0

	<ul style="list-style-type: none"> • People <ul style="list-style-type: none"> ➤ Key role of service employees in a service business ➤ Services Triad , Service profit chain ➤ Tools of Motivation and empowerment for employees ➤ Importance of internal Marketing • Physical Evidence <ul style="list-style-type: none"> ➤ Importance of physical evidence in service ➤ Elements of physical evidence(Exterior facilities, Interior facilities and other tangibles) • Process <ul style="list-style-type: none"> ➤ Service Encounter (Moment of Truth) ➤ Factors affecting the operations design ➤ Service Blue Print and its advantages 		
Unit 3	Customer satisfaction <ul style="list-style-type: none"> • Customer satisfaction and its importance • Monitoring and measuring customer satisfaction • Service Recovery – Handling complaints effectively • Relationship Marketing and stages of relationship marketing 	6	0
Unit 4	Service Quality <ul style="list-style-type: none"> • Define Service quality and its benefits • Service quality model- Five Gap Model and strategies to overcome gaps • Dimensions of Service quality 	6	0
Unit 5	Managing Demand and Capacity <ul style="list-style-type: none"> • Management strategies to manage changing demand • Management strategies to manage supply • Management strategies to manage productivity 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Services Marketing – M.K. Rampal& S.L. Gupta- Galgotia publishing concept,Application & Cases Co. New Delhi • Marketing for Hospitality & tourism – Philip Kotler, Bouren&Makens Prentice – HallInc. • Services Marketing – Kenneth Clow, David Kurtz, Big tantra – New Delhi • Services Marketing Text and Cases by Steve Baron, Kim Harris, Toni Hilton, Publishedby Palgrave maclillan • Services marketing – Zeithaml, Bitner, Parashuraman 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Differentiate between goods and services 2. Explain 7 Ps of marketing 3. Measure customer satisfaction and take necessary actions 4. Discuss service quality 5. Manage demand and supply 		

Entrepreneurship Development-II**Course Code: HM 409**

Semester : IV

L/T/P (Per week)

0/0/2

Credits : 02

Objective

Objective of this course is to learn the way to develop a business plan and to present it in front of Investors.

Course Outline**Topic****Practical Hours**

The student has to develop a feasible business plan related to his/her area of interest and submit the same in a spiral bonded form. Along with the document, student need to present his/her business plan in-front of External Expert through ppt.

Total Hours**120****E-resources****Course Outcome**

At the end of the course the students would be able to:

1. Get familiarized with various business aspects.
2. Understand the preparation & presentation of business plan
3. Importance of Market analysis

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Food Production (Industry Exposure)			Course Code : HM 501
Semester : V	L/T/P (Per week)	0/0/10	Credits : 05

Objective	Objective of doing the Industrial Training is to learn various section and types of food production areas.	
Course Outline	Topic	Practical Hours
	<p>The student has to observe the following things during Industrial Exposure:</p> <ol style="list-style-type: none"> 1. Area & Layout of the Kitchen 2. Study of Standard Recipes 3. Indenting, Receiving & Storing 4. Preparing of batters, marinations and seasonings 5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.) 6. Daily procedure of handover from shift to shift 7. Recipes and methods of preparation of all sauces 8. Quantities of preparation, weekly preparations and time scheduling 9. Stock preparation and cooking time involved 10. Cutting of all garnishes 11. Temperatures and proper usage of all equipment 12. Plate presentations for all room service and a la cart orders 13. Cleaning and proper upkeep of hot range 14. Cleanliness and proper upkeep of the kitchen area and all equipment 15. Yield of fresh juice from sweet lime / oranges 16. Storage of different mise-en-place – (Raw, Semi-Processed) 17. Bulk preparations 18. Finishing of buffet dishes 19. Recipes of at least 10 fast moving dishes 20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen 21. Rechauffe/ Leftover Cooking 	
	Total Hours	150
E-resources		
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 4. Get familiarized with various technological trends, approaches and applications. 5. Demonstrate understanding of relevant application oriented subjects in a better perspective 6. Describe the scope, functions and job responsibilities of various staff in the departments 7. Get awareness and exposure to industrial work environment 8. Work upon industrial project in a team. 	

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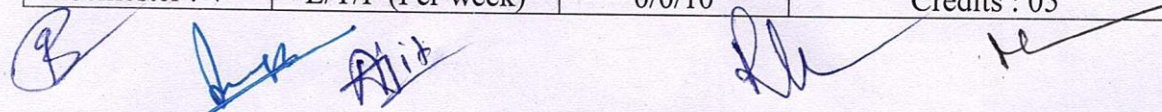
F&B Service (Industry Exposure)			Course Code : HM 502
Semester : V	L/T/P (Per week)	0/0/10	Credits : 05

Objective	The basic ideology of doing the Industrial Training in food and beverage service area is to learn and observe various sections and types of food and beverage areas.	
Course Outline	Topic	Practical Hours
	<p>The student has to observe the following things during Industrial Exposure:</p> <p>BANQUETS</p> <ol style="list-style-type: none"> 1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures 2. Types of banquet layouts 3. Types of banquet equipment, furniture and fixtures 4. Types of menus and promotional material maintained 5. Types of functions and services 6. To study staffing i.e. number of service personnel required for various functions. 7. Safety practices built into departmental working 8. Cost control by reducing breakage, spoilage and pilferage 9. To study different promotional ideas carried out to maximize business 10. Types of chaffing dish used- their different makes sizes 11. Par stock maintained (glasses, cutlery, crockery etc.) 12. Store room – stacking and functioning <p>RESTAURANTS</p> <ol style="list-style-type: none"> 1. Taking orders, placing orders, service and clearing 2. Taking handover form the previous shift 3. Laying covers, preparation of mise-en-place and arrangement and setting up of station 4. Par stocks maintained at each side station 5. Functions performed while holding a station 6. Method and procedure of taking a guest order 7. Service of wines, champagnes and especially food items 8. Service equipment used and its maintenance 9. Coordination with housekeeping for soil linen exchange 10. Physical inventory monthly of crockery, cutlery, linen etc. 11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance 12. Method of folding napkins 13. Note proprietary sauces, cutlery, crockery and the timely pickup <p>BAR</p> <ol style="list-style-type: none"> 1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles 2. Types of glasses used in bar service and types of drinks served in each glass 3. Liaison with f & b controls for daily inventory 4. Spoilage and breakage procedures 5. Handling of empty bottles 6. Requisitioning procedures 7. Recipes of different cocktails and mixed drinks 8. Provisions of different types of garnish with different drinks 9. Dry days and handling of customers during the same 10. Handling of complimentary drinks 11. Bar cleaning and closing 12. Guest relations and managing of drunk guests 13. Inter bar transfer and service accessories maintained, and 	

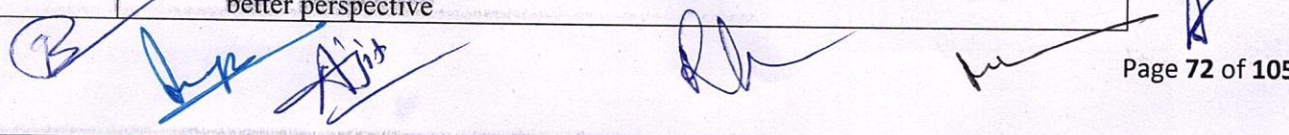
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	preparation of the same before the bar opens 14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens 15. To know the different brands of imported and local alcoholic and non-alcoholic beverages 16. Bar salesmanship 17. KOT/BOT control 18. Coordination with kitchen for warm snacks 19. Using of draught beer machine 20. Innovative drink made by the bar tender ROOM SERVICE/INROOM DINNING 1. Identifying Room Service Equipment 2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures) 3. Food Pickup Procedure 4. Room service Layout Knowledge 5. Laying of trays for various orders 6. Pantry Elevator Operations 7. Clearance Procedure in Dishwashing area 8. Room service Inventories and store requisitions 9. Floor Plan of the guest floors 10. Serving Food and Beverages in rooms 11. Operating dispense Bars	
Total Hours		150
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Get familiarized with various technological trends, approaches and applications. 2. Demonstrate understanding of relevant application oriented subjects in a better perspective 3. Describe the scope, functions and job responsibilities of various staff in the departments 4. Get awareness and exposure to industrial work environment 5. Work upon industrial project in a team. 	

Front Office (Industry Exposure)			Course Code : HM 503
Semester : V	L/T/P (Per week)	0/0/10	Credits : 05



Objective	The concept of doing the Industrial Training in room division is to learn and observe various types of rooms & sections in room division.	
Course Outline	Topic	Practical Hours
	<p>The student has to observe the following things during Industrial Exposure:</p> <ol style="list-style-type: none"> 1. Greeting, meeting & escorting the guest 2. Total capacity and tariffs of the rooms 3. Location and role of status board, different types of status's maintained 4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. 5. Identification of kind, mode and type of reservation 6. Filing systems and follow-up on reservations 7. Types of plans and packages on offer 8. Forms and formats used in the department 9. Meaning of guaranteed, confirmed and waitlisted reservations 10. Reports taken out in the reservations department 11. Procedure of taking a reservation 12. Group reservations, discounts and correspondence 13. How to receive and room a guest 14. Room blockings 15. Size, situations and general color schemes of rooms and suites 16. Discounts available to travel agents, tour operators, FHRAI members etc. 17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones 18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose 19. How to take check-ins and check-outs on the computer 20. Various reports prepared by reception 21. Key check policy 22. Mail & message handling procedures 23. Percentage of no-shows to calculate safe over booking 24. Group and crew rooming, pre-preparation and procedures 25. Scanty baggage policy 26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/allowances/ paid outs and all formats accompanying them 27. Requisitioning of operating supplies 28. Handling of special situations pertaining to guest grievance, requests etc. 29. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc. 30. TRAVEL DESK: coordination, booking, transfers etc. 	
	Total Hours	150
E-resources		
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Get familiarized with various technological trends, approaches and applications. 2. Demonstrate understanding of relevant application oriented subjects in a better perspective 	



3. Describe the scope, functions and job responsibilities of various staff in the departments
4. Get awareness and exposure to industrial work environment
5. Work upon industrial project in a team.

Accommodation Operations (Industry Exposure)

Course Code : HM 504

Semester : V

L/T/P (Per week)

0/0/10

Credits : 05

Objective	The concept of doing the Industrial Training in room division is to learn and observe various types of rooms & sections in room division.	
Course Outline	Topic	Practical Hours
	<p>The student has to observe the following things during Industrial Exposure:</p> <p>ROOMS</p> <ol style="list-style-type: none"> 1. Number of rooms cleaned in a shift 2. Time taken in making bed 3. Thoroughly observe the cleaning equipment and detergents / any other cleaning supplies used 4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies. 5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V. etc. 6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency 7. Observe how woodwork, brass work are kept spotlessly clean and polished 8. Observe procedure for handling soiled linen & Procurement of fresh linen 9. Observe the procedure for Freshen up and Turn down service 10. Observe room layout, color themes and furnishings used in various categories and types 11. Carpet brushing and vacuum cleaning procedure 12. Windowpanes and glass cleaning procedure and frequency 13. Observe maintenance of cleaning procedure and frequency 14. Understand policy and procedure for day-to-day cleaning 15. Observe methods of stain removal 16. Understand the room attendant's checklist and other formats used 17. Observe handling of guest laundry & other service (like shoe shine etc.) <p>THE CONTROL DESK</p> <ol style="list-style-type: none"> 1. Maintenance of Log Book 2. Understand the functions in different shifts 3. Observe the coordination with other departments 4. Observe the area & span of control 5. Observe the handing of work during peak hours 6. Observe the formats used by department and study various records maintained <p>PUBLIC AREA</p> <ol style="list-style-type: none"> 1. Observe the duty and staff allocation, scheduling of work and daily briefing 2. What to look for while inspecting and checking Public Area 	

	3. Importance of Banquets function prospectus 4. Observes tasks carried out by the carpet crew, window cleaners and polishers 5. Note Maintenance Order procedure 6. Study the fire prevention and safety systems built into the department 7. Observe coordination with Lobby Manager, Security and other departments 8. Observe the pest control procedure and its frequency 9. Study the equipment and operating supplies used the procedure for its procurement 10. Observe Policy and procedures followed for various cleaning	
Total Hours		150
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Get familiarized with various technological trends, approaches and applications. 2. Demonstrate understanding of relevant application oriented subjects in a better perspective 3. Describe the scope, functions and job responsibilities of various staff in the departments 4. Get awareness and exposure to industrial work environment 5. Work upon industrial project in a team. 	

Log Book & Presentation			Course Code : HM 505
Semester : V	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The concept of maintaining the Log Book & Presentation is to prepare presentation skills in the students who have undergone industrial exposure	
Course Outline	Topic	Practical Hours
	Student will write down observations and daily learning in the log book for systematic learning through observation and documentation.	
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Write a report on what has been observed 2. Create documentation on industrial training 3. Develop observation skills 	

Food Production Management- I			Course Code : HM 601
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	This subject is an introduction to the specialization in Food Production Management and is primarily aimed at developing the knowledge of the classical
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Course Outline	European Cuisine & imparting the concept of Nouvelle cuisine. It deals with other prerequisite skills and knowledge to pursue career in culinary art.		
	Topic	Hours	
		Lecture	Tutorial
Unit 1	European / Continental Cuisine <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 – France, Italy, Germany, Spain, Portugal, Eastern Europe, Switzerland. Nouvelle Cuisine <ul style="list-style-type: none"> • Evolution & history • Salient features • Difference between Haute Cuisine & Nouvelle Cuisine • Service Style – Types, Guidelines • Modern plating techniques. 	9	3
Unit 2	Appetizers (Hot & Cold) <ul style="list-style-type: none"> • Types of appetizers with examples • International Classical appetizers • Precautions for preparing and presentation of appetizers • Points to be observed for storage of appetizers from food spoilage view Convenience Foods <ul style="list-style-type: none"> • Characteristics • Processing methods • Advantages & Disadvantages 	6	2
Unit 3	Meat Cookery <ul style="list-style-type: none"> • Understanding meats – Composition, structure & basic quality factors • Aging, Factors affecting tenderness • Appropriate cooking methods. • Lamb / Beef / Veal / Pork <ul style="list-style-type: none"> ➤ Selection Criteria ➤ Principles of Storage & thawing ➤ Cuts (uses & suitable cooking methods) ➤ Offals • Poultry & Game <ul style="list-style-type: none"> ➤ Description of – Duck, goose, turkey, guinea-fowl, quail and rabbit. ➤ Chicken - Selection Criteria for Chicken, Principles of Storage & thawing, Cuts with uses & suitable cooking methods. 	9	3
Unit 4	Fish Mongery <ul style="list-style-type: none"> • Introduction to fish monger • Classification of fish with examples(local names also) • Selection & storage of fish & shell fish • Cuts of fish • Cooking of fish • Preservation & processing of fish 	12	4
Unit 5	Balanced Diet <ul style="list-style-type: none"> • Introduction to the concept of balanced diet. • Need & importance of balanced diet in modern lifestyle 	9	3

	<ul style="list-style-type: none"> Nutritional Values – Calculations of calorific values, fortification. Specially planned diets for – Hypertension & Heart – (Sodium & cholesterol restricted), Diabetic – (Starch & Sugar restricted), Obesity – (Low Calorie), Invalid – (Recovery from illness) 		
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> Theory of Cookery: Krishna Arora Publisher: Frank Brothers Food Production Operations: Parvinder S Bali, Oxford University Press Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman Practical Cookery By Kinton & Cessarani Practical Professional Cookery by Kauffman & Cracknell Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> Identify different continental cuisine Describe appetizers and convenience food Discuss different types of meat Classify fish and its cuts Calculate nutritional values and calorific values 		

Food Production Management- I (Practical)			Course Code : HM 601P
Semester : VI	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course enables students to familiarize with different international cuisines. Also it aims to provide meat knowledge.	
Course Outline	Topic	Practical Hours
	Fish preparations using various cuts	4
	Jointing of Chicken	4
	Nouvelle 4 course menus based on basket	8
	Variety of Appetizers	8
	Balanced Diet	8
	European Menus (Starter or Salad, Soup, Main Course with starch & veg accompaniment & Dessert)	28
	Total Hours	60
E-resources		
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> Demonstrate variety of appetizers Illustrate balanced diet Recognize different meat cuts Design European menu 	

Front Office Management- I			Course Code : HM 602
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The subject aims to establish the importance of Front Office Management within
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the Hospitality industry. It equips the student to acquire knowledge & skills with respect to Management aspects.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Social Skills Required for Front Office <ul style="list-style-type: none"> • Introduction & Importance of Social Skills • Behavioral Skills-Self Presentation, Position, Posture, Gesture, Expression, and Eye contact, Speech, Non-verbal speech elements. • Cross culture: <ul style="list-style-type: none"> ➤ Styles of Welcoming Guests-Standard & Traditional ➤ Need for foreign language/Global language 	9	3
Unit 2	Concierge <ul style="list-style-type: none"> • Concept of Concierge, Clef's d'or • Functions of Concierge in modern hotels • Difference between Bell Desk and Concierge 	9	3
Unit 3	Planning of a Lobby & Front Desk <ul style="list-style-type: none"> • Various Layouts of Front Desk-Business, Resort, Heritage, Budget hotel • List of Automated Equipment used at the Front desk (e.g.: Kiosks/Self Terminal Check ins, e-displays) & Lobby • Study of Lobby layouts with special reference to physically challenged requirements – Atrium, Contemporary, Lounge and other types of lobby 	9	3
Unit 4	Property Management Systems in Front office <ul style="list-style-type: none"> • Concept & Importance of PMS • Selecting a Property Management System • Modules involved in Front office System-Reservations, Front desk, Rooms, Cashier, Night Audit, Set-up • PMS interface with Stand-alone Systems-POS, Call Accounting, Electronic locking system • Software used in Hotels and their systems – Fidelio, Micros, Opera, IDS • Reports generated at Front desk (Room status Report, Sales Mix, Revenue Report, Guest History) • Advantages & Limitations 	9	3
Unit 5	Legal Concerns in Front Office <ul style="list-style-type: none"> • Overview of Legal obligations • Legal concerns- Guest privacy, guest removal, guest property, guest non-payment, illness & death in guest rooms 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front office Management by S.K.Bhatnagar. • Front Office Management & Operations by Sudhir Andrews • Effective Front Office Operations by Michael. L. Kasavana • Hotel Front Office A Training Manual by Sudhir Andrews • Professional front Office Management by Robert. H. Woods, Jack. D. Ninemeier, David. K. Hayes, Michele .A. Austin • Front Office Operations & Management by ABHMad Ismail • Hotel Front Office Operations & Management by Jatashankar. R.Tewari • Hotel Front Office Management by James Bardi. • Front Office Management & Operations by Linsley Deveau, Patricia. M. 		

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	Deveau, Nestor. D.J.Portocarrero, Marcel Escoffier <ul style="list-style-type: none"> • Check – in Check – out by Gary. K.Vallen • Managing Hotel Operations by Jerome. J. Vallen
E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Illustrate social skills required for front office 2. Explain role of concierge 3. Plan a layout of lobby and front desk 4. Identify reports, module and records required in front office 5. Relate legal concerns

Front Office Management- I (Practical)			Course Code : HM 602P
Semester : VI	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course introduces student to situation handling in the front office and also provides the knowledge of various reports used in Front office.	
Course Outline	Topic	Practical Hours
	Role plays on Reservation with various situations (any two)	4
	Role plays of Back Office operations during Guest Cycle.	4
	Role plays on various situations handled by Concierge.	4
	Role plays on Checkout with various methods of payments (any two).	4
	Study the Layout of Front Office & Back office with various sub departments involved	4
	Prepare a Power point presentation on different types of Lobbies.	4
	Design a Hard copy of a brochure for Budget Hotels, Business Hotels, and Heritage Hotels	4
	Designing of an e-brochure for Budget Hotels, Business Hotels, and Heritage Hotels.	4
	Making a mock sales call using brochure to Corporate, Travel Agents, Business clients	4
	Plan an Orientation Training Program in Front Office for a new Front Office Associate.	4
	Role plays on styles of welcoming guests in Standard and Traditional way in Business hotel and Resort.	4
	Generation of various reports – Arrival Report, Cancellation Report, Corporate Arrival, VIP Arrival, Group arrival, Room Sales Report, Occupancy Forecast Report.	6
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Assess various reports 2. Design brochures for hotel 3. Select appropriate measures to handle different situations 4. Plan orientation training program for new joinees 	

F&B Service Management-I			Course Code : HM 603
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The subject aims to inculcate a comprehensive understanding of management aspects of food and beverage operations and controlling characteristics of service outlets.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Gueridon <ul style="list-style-type: none"> • Definition • Types of Trolley and Layout • Special Equipment, Care and Maintenance • Carving Hygiene • Gueridon dishes and Service Procedure for the trolley 	9	3
Unit 2	Function Catering <ul style="list-style-type: none"> • Types of functions - Formal and Informal • Function organization – Banquet Function Prospectus (BFP), Space specification, Layout, Banquet equipment, Staffing • Order of service for formal functions • Wedding Function • BFP with menu planning for Conference, Meeting, Cocktail party, Sit down dinner, Themes • Concept and F & B operations in MICE 	9	3
Unit 3	Personal Management in F&B service <ul style="list-style-type: none"> • Developing a good F&B team (desirable attributes for various level of Hierarchy) • Allocation of Work, Task analysis and Duty rosters • Performance Measures • Customer relations 	9	3
Unit 4	An overall view of Food & Beverage control <ul style="list-style-type: none"> • Introduction • The objective of food & beverage control • Special problems of food and beverage control • The fundamentals of control 	9	3
Unit 5	Budgetary Control <ul style="list-style-type: none"> • Objectives • Types of Budgets • Basic stages in the preparation of budgets • Cost, Profit and Sales • Pricing consideration • Menu Pricing • Menu engineering 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food and Beverage Service – Dennis Lillicrap and John Cousins • Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone • Facility Planning and Design – Edward Kagarian • Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas • Theory of Catering – Kinton and Cesarani • Textbook of Food & Beverage Management- Sudhir Andrews • The Restaurant (From Concept to Operation) – Lipinski • Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Professional Publishing). 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain different types of trolley and its layout 		

<ol style="list-style-type: none"> 2. Organize catering functions 3. Measure the performance of the staff 4. Control food and beverage cost 5. Take measures to control budget
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F&B Service Management-I (Practical)		Course Code : HM 603P	
Semester : VI	L/T/P (Per week)	0/0/4	Credits : 02

Objective	The course familiarizes students with various skills and attributes required to excel in Food and beverage Service operations of hospitality industry.	
Course Outline	Topic	Practical Hours
	Banquet Function Prospectus with menu, space specification, equipment, staffing – <ul style="list-style-type: none"> • Cocktail dinner • Sit-down dinner • Formal Banquet • Conference • Wedding reception • Theme Event 	12
	Banquet seating styles- Auditorium, classroom, U shape, Box shape, Herring bone, Star shape	8
	Formal banquet service procedure, toasting procedures	8
	Setting up of theme based buffet, service procedure	6
	Preparation of duty rosters in restaurant and function catering	6
	Planning of event / theme in MICE	6
	Service styles in transport catering (Airline, railway, sea catering)	6
	Menu Engineering spread sheet and matrix	8
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Plan menu for different banquet functions 2. Prepare banquet function prospectus 3. Differentiate various banquet functions 4. Plan theme based events 	

Accommodation Management- I		Course Code : HM 604	
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The subject aims to establish the importance of Housekeeping Management within the Hospitality Industry. It equips the student to acquire knowledge and skills with respect to the various aspects of Housekeeping Operations.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Purchasing and Store <ul style="list-style-type: none"> • Purchasing system-Principles, Stages, Types • Operational Procedures with regard to Cleaning Supplies, Guest Supplies, Linen • Store requisition, Issuing from Stores to Floors and Public areas • Stocktaking and Control of Store 	9	3

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Unit 2	Textiles <ul style="list-style-type: none"> • Classification and Identification of textile fibers • Characteristics • Fabric Construction in brief • Finishes • Selection and use of textiles in hotels Uniforms <ul style="list-style-type: none"> • Selection and Design of Uniforms • Establishing Par Levels for Uniforms • Storage of Uniforms • Issuing and Exchange of Uniforms • Advantages of providing Staff Uniforms • Protective clothing in different departments 	9	3
Unit 3	Bed and Bedding <ul style="list-style-type: none"> • The construction of Bed(frame, base, headboard, footboard) • Types of beds • Selection, care and cleaning of mattress • Bedding (pillows, bolsters, blankets, duvets, eiderdown, quilts) 	9	3
Unit 4	Flower Arrangements <ul style="list-style-type: none"> • Styles of flower arrangement (Traditional, Modern, Abstract) • Principles of flower arrangement • Equipment and accessories in flower arrangement • Conditioning of Plant material and Flowers • Placing of Arrangements 	9	3
Unit 5	Budgets <ul style="list-style-type: none"> • Objectives, Types of Budgets (Categorized by types of expenditure, departments involved, flexibility of Expenditure, Zero) • Housekeeping Expenses • Budget Planning Process • Income statement of the Rooms Division • Controlling Expenses • Refining Budget Plans • Cost per occupied room • Inventory control and Stock taking 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones • Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Relate purchase with store 2. Classify textiles and select uniforms for the staff 3. Design bed and select mattress 4. Apply principles of flower arrangements 5. Assess reports and records to control budget 		

Accommodation Management- I (Practical)			Course Code : HM 604P
Semester : VI	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course helps students to gain practical knowledge of flower arrangement and towel art.		
Course Outline	Topic	Practical Hours	
	Flower arrangement-Traditional Style (Triangular, Circular, Crescent, Hogarth curve).	6	
	Flower arrangement-Modern Style, Basic concept of Ikebana	6	
	Best out of Waste Items to be utilized in the guest room or Prepare a model for eco friendly practices	6	
	Learning Towel Art	6	
	Preparing Operating Budget for Housekeeping Department (various categories of hotels).	6	
	To learn to derive cost per room from Housekeeping perspective.	6	
	Purchasing formats (Floating tenders, procuring quotations and preparing Purchase Orders)	6	
	Practice on indenting, requisition slips and issue of housekeeping materials from the stores	6	
	Role play on Handling Guest complaints related to the Housekeeping department (HWC guests, technical complaints, service complaints, unusual complaints)	8	
	Identification and Collection of Textile Samples from the market, emphasizing on its use in the various areas of hotel.	4	
	Total Hours	60	
E-resources			
Course Outcome	At the end of the course the students would be able to: 1. Demonstrate various flower arrangements 2. Illustrate towel art 3. Plan budget for the department 4. Analyze textiles sample 5. Design purchase formats		

Human Resource Management			Course Code : HM 605
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The competitive edge of an organization lies in human factors and needless to say as hospitality is the people business so it becomes all the more important. Irrespective of the level or the specialization, HR skills are required by all managers for successful careers. To sustain growth in the hospitality industry, it is crucial to source talented manpower, retain it and keep it motivated and satisfied. Happy and committed employees create goodwill for companies and create delighted customers. Studying Human Resource Management would help students to understand the HR implications in service industry, challenges faced and various competencies required by today's HR professionals.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to HRM <ul style="list-style-type: none"> Introduction to Human Resource Management, 		

	<ul style="list-style-type: none"> definition and evolution • Role , Nature & Characteristics of HR • Need for HRM in the Service Industry <p>Human Resource Planning in Hospitality</p> <ul style="list-style-type: none"> • Manpower Planning- Concepts, techniques and need • Job Analysis, Job Description & Job Specification – format, • Need and importance • Recruitment – sources and modes 	9	3
Unit 2	<p>Human Resource Development</p> <ul style="list-style-type: none"> • Definition and Characteristics • Orientation & Induction • Training – Need & Importance • Training Process, need assessment, training programs • Methods and types of Training – need based and refresher • Training evaluation <p>Performance Management and Appraisal</p> <ul style="list-style-type: none"> • Performance Management – Need and importance • Performance Appraisal – Purpose, Methods and errors • Career management - Promotion & Transfers • Counseling 	9	3
Unit 3	<p>Performance and Job Evaluation</p> <ul style="list-style-type: none"> • Performance evaluation and its objectives • Job Evaluation – concept and objectives, methods and benefits • Limitations of Job Evaluation • Competency matrix- concept , benefits and implementation in Hotels <p>Compensation Administration</p> <ul style="list-style-type: none"> • Objectives of Compensation Administration • Types of compensation – direct and indirect • Factors influencing compensation administration – external and internal, concept of Cost to Company (CTC) • Steps in formulation of compensation • Current trends in compensation – competency and skill based pay , broad banding 	9	3
Unit 4	<p>Incentive and Benefits</p> <ul style="list-style-type: none"> • Objectives of wage incentives • Wage incentive planning process • Types of incentive schemes in brief – straight piece rate, differential piece rate, task and time bonus, merit rating • Organization wide incentive plans – Profit sharing, employee stock ownership, stock option • Fringe Benefits- objectives and forms 	9	3
Unit 5	<p>Grievances & Discipline</p> <ul style="list-style-type: none"> • Grievance Handling – Identifying Causes • Developing Grievance Handling Systems • Discipline – Concept, Causes of Indiscipline • Women grievance committee-importance, role, functions 	9	3
Total Hours		45	15

Reference Books	<ul style="list-style-type: none"> • Fundamentals of Human Resource Management – Content , Competencies and Applications - Gary Dessler and Biju Varkkey , Pearson • Human Resource Management – Pravin Durai- Pearson • Human Resource Management in Hospitality by Malay Biswas- Oxford • Human Resource Management – A textbook for the Hospitality Industry – Sudhir Andrews -Tata McGraw Hill • Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello • Human Resource Management & Human Relations – V P Michael • Personnel Management-Arun Monappa & S. Saiyuddain- Tata McGraw Hill. • Personnel Management- Edwin.B Flippo, McGraw Hill
E-resources	
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Explain the role and importance of Human Resource Management 2. Appraise performance of the team and plan training program 3. Evaluate performance of the staff 4. Support the manpower with incentive and benefits 5. Solve grievances of the staff

Legal Aspects in Hospitality Sector			Course Code : HM 606
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The aim of studying this subject is to acquire the knowledge of basic laws related to the hotel industry and to understand business laws related to day- to- day working.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Business Law <ul style="list-style-type: none"> • The Indian Contract Act, 1872 <ul style="list-style-type: none"> ➤ Definition of Contract and essential elements of a contract ➤ Valid, void and voidable contracts ➤ Free Consent and Consideration ➤ Performance and Discharge of Contract ➤ Breach of contract and remedies for breach of contract • The Sales of good Acts, 1932 <ul style="list-style-type: none"> ➤ Meaning of contract of Sale ➤ Difference between sale and agreement to sell ➤ Rights and duties of seller and buyer ➤ Unpaid seller • The Partnership Act, 1932 <ul style="list-style-type: none"> ➤ Nature of partnership ➤ Rights and duties of partner • The Companies Act, 1956 <ul style="list-style-type: none"> ➤ Essential features of company ➤ Legal aspects of corporate social responsibility 	9	3
Unit 2	Industrial Law <ul style="list-style-type: none"> • The Bombay Shops and establishments Act, 1948 <ul style="list-style-type: none"> ➤ Provisions applicable to hotel industry • The Industrial disputes Act, 1947 	9	3

	<ul style="list-style-type: none"> ➤ Definition of industry ➤ Industrial disputes ➤ Settlement of industrial disputes ➤ Strike, lock-out, lay off, retrenchment and closure. • Definition and brief description of others industrial laws <ul style="list-style-type: none"> ➤ The Payment of Wages Act, 1936 ➤ The Minimum Wages Act, 1948 		
Unit 3	The Food Safety And Standards Act, 2006 <ul style="list-style-type: none"> • Duties and Responsibilities of Food Inspector • Food Safety and Standards Authority of India • General Principles of Food Safety • General Provisions as to Articles of Food • Provisions Relating to Import • Special Responsibilities as to Food Safety • Offences and Penalties The Consumer Protection Act, 1986. <ul style="list-style-type: none"> • Who is consumer? • Consumer complaint • Remedies for deficiency in services 	9	3
Unit 4	The Sexual Harassment of Women at Workplace <ul style="list-style-type: none"> • Prevention, Prohibition and Redressal Act, 2013. <ul style="list-style-type: none"> ➤ Acts constituting Sexual Harassment. ➤ Internal and Local Complaints Committee ➤ Complaint and inquiry into complaint ➤ Duties of employer 	9	3
Unit 5	Licenses and Permits <ul style="list-style-type: none"> • Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken • Procedure for applying and renewal of licenses and permits • Provisions for suspension and cancellation of licenses • By laws for operating Permit Rooms and Bar 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Prevention of Food Adulteration – ShriRohitUpadhyay • Personal Management and Industrial Relations - D.C. Shejwalkar and Adv.ShrikantMalegaonkar • The Law of Contract – DrAvtar Singh • Universal's Practical Guide To Consumer Protection Law – ShriAnup K Kaushal • Social Security Law in India - Shri Debi S. Saini • Commercial and Industrial Law - N. D. Kapur • Principles of Hospitality Law - Michael Boella and Alan Pannett 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Recall all the business acts applicable to hotel industry 2. Memorize all the industrial acts 3. Describe all safety and protection acts 4. Discuss the measures taken to prevent sexual harassment of women at work place 5. Identify various licenses and permits required for the hotel 		

Principles of Management			Course Code : HM 607
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective To familiarize the students with the basic concepts and principles of management. The students should clearly understand the definitions of different areas of management. This course will facilitate students to understand and describe specific theories related to perception, motivation, leadership, job design, and organizational change. Also this will help the student to demonstrate effective teamwork behaviour by learning the concept of group dynamics and conflict management. The course will help them evaluate methods of motivating and rewarding individuals & group and integrate individual, group, and organizational level concepts.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Evolution of Management Thought : <ul style="list-style-type: none"> • Scientific Management • Classical Organization Theory School • Management Science School • Behavioral School • Systems Approach and Contingency Approach. Concept of Management: <ul style="list-style-type: none"> • Definition, Need, Concept and Nature of Management • Skills & Management Levels • Managing in Present Competitive Environment. 	6	2
Unit 2	Process of Management: <ul style="list-style-type: none"> • Planning • Organizing- departmentalization, Line and Staff relationship • Directing • Coordinating & Controlling • Decision Making • Authority and Responsibility. 	12	4
Unit 3	Elements of Human Behavior at Work: <ul style="list-style-type: none"> • Definition, Concept, Need, Importance and Foundations of Organizational Behavior • Personality, Perceptual Processes • Management and Behavioral applications of 	12	4

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	Personality, and Perception		
Unit 4	Psychological Variables and Communication Technology: <ul style="list-style-type: none"> • Learning • Values and Attitudes • Motivation • Management and Behavioral Applications of Attitude and Motivation on Performance. 	6	2
Unit 5	Leadership : <ul style="list-style-type: none"> • Style and Functions of Leader, Transformational - Transactional, Charismatic-Visionary Leadership • Likert's Four Systems of Leadership and Managerial Grid. Organizational Conflict: <ul style="list-style-type: none"> • Concept and classification • Process and conflict resolution strategies Organizational Culture: <ul style="list-style-type: none"> • Concept, Process and Implications of Organizational Culture 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • VSP RAO-Managing Organization (EXCEL 1 EDITION) • Chaturvedi & Saxena -Managing Organization (Himalaya Publication) • Stoner, Freeman & Gilbert Jr - Management (Prentice Hall of India, 6th Edition) • Robbins-Organization Behavior -15 e Prentice hall • Koontz Harold & Weihrich Heinz – Essentials of management (Tata Mc Graw Hill, 5th Edition 2008) • Newstrom John W. - Organizational Behaviour: Human Behaviour at Work (Tata Mc Graw Hill, 12th Edition) 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain scientific management and concept of management 2. Apply process of management in daily operations 3. Recognize human behavior 4. Choose different motivation theories to improve performance 5. Develop leadership qualities 		

Tourism Operation			Course Code : HM 608
Semester : VI	L/T/P (Per week)	3/1/0	Credits : 04

Objective	Travel & Tourism industry has witnessed a rapid growth in recent years. It includes varied constituents ranging from tourist, to local population to government and non-government organizations. This course aims to acquaint the students to all aspects of Tourism Industry. The student will gain the preliminary knowledge of the role of a travel agent and understand the career opportunities available in this field.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	The Tourism Phenomenon <ul style="list-style-type: none"> • Definition: Tour, Tourist, Travel, Visitor, Excursionist, Traveler, Tourism • Domestic & International Tourism • Inbound and Outbound Tourism • Destination, origin • Importance of tourism 	9	3

	Meaning and Functions of Tourism Personnel <ul style="list-style-type: none"> • Travel Agent • Tour Operator • Tour Guide • Tour Escort 		
Unit 2	Infrastructure of Tourism <ul style="list-style-type: none"> • 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities Impact of Tourism <ul style="list-style-type: none"> • Economic • Social and Cultural • Environment • Political 	9	3
Unit 3	Role and Functions of Tourism Organization <ul style="list-style-type: none"> • International organizations: UNWTO, IATA, PATA • National organizations: TAAI, FHRAI • Government organizations: MTDC, India Tourism (DoT) • Role of NGO in making responsible tourist 	9	3
Unit 4	Travel Documentation <ul style="list-style-type: none"> • Domestic Travel <ul style="list-style-type: none"> ➤ Special permits for restricted areas • International Travel <ul style="list-style-type: none"> ➤ Passport – Definition, types ➤ VISA – Meaning, Types, on arrival VISA • Requirements for different countries <ul style="list-style-type: none"> ➤ Vaccinations- compulsory and recommended ➤ Travel Insurance-process and benefits ➤ Customs regulations Itinerary Planning <ul style="list-style-type: none"> • Meaning • Basic information required • Process of Itinerary Planning 	9	3
Unit 5	Types of Tourism <ul style="list-style-type: none"> • Tourism Motivators: 4 S, leisure, culture, visiting friends and relatives (VFR), business • Types of Tourism: Holiday, Business, Social, Cultural, conference, MICE, Religious/Pilgrimage, Family, Sports, Political, Medical (health), Senior citizen, Sustainable tourism, Adventure • Alternative tourism / Special Interest Tourism, Eco-tourism, Farm tourism, rural tourism, Ethnic tourism, Camel safaris, etc. Travel Trends <ul style="list-style-type: none"> • Introduction of Latest Trends <ul style="list-style-type: none"> ➤ Heritage walks ➤ Virtual tourism ➤ Food Tourism ➤ Disaster tourism ➤ Wine tourism ➤ Space Travel 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Tourism Operations and Management – Sunetra Roday, Archana Biwal and Vandana Joshi, Oxford University Press, New Delhi, 2009 • Tourism Principles and Practices - Sampad Swain Jitendra Mishra, Oxford University Press, New Delhi, 2012 		

	<ul style="list-style-type: none"> • The Business of Tourism Concepts & Strategies - A.K. Bhatia, Sterling Publishers, 2006 • Introduction to Tourism and Hospitality Industry - Sudhir Andrews, Tata McGraw-Hill Publishing Company Limited, New Delhi, 2008 • Basic of Tourism - Krishan K. Kamra & Mohinder Chand, Kanishka Publication, New Delhi, 2002
E-resources	
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Explain importance of tourism and function of travel agent, tour operator, etc 2. Discuss impact and infrastructure of tourism 3. Describe the role of different organization for promoting tourism 4. Recall various travel documents required while planning for a tour 5. Classify different types of tourism

Food Production Management- II			Course Code : HM 701
Semester : VII	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The course gives an overview of International cuisine and intends to develop specialized culinary skills amongst the students to prepare them for the industry.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	International Cuisine <ul style="list-style-type: none"> • Introduction to influences of cultures on regions • Special features with respect to equipment, ingredients, popular dishes in the following countries – Oriental and South East Asian Cuisines – (China, Thailand, Japan, Malaysia and Korea), Middle East- (Egypt, Lebanon, Greece, and Morocco), Latin America, Caribbean and Mexico 	9	3
Unit 2	Larder / Garde Manger <ul style="list-style-type: none"> • Functions of larder department • Duties & responsibilities of larder chef • Common terms used in larder department • Specific essential tools & equipment in the larder Charcutiere <ul style="list-style-type: none"> • Definition & terms • Production, classification, processing of Forcemeat and Sausages, • Types and uses of marinades, cures, brines • Ham Bacon & Gammon – Difference, Processing & Uses 	6	2
Unit 3	Cold Preparations <ul style="list-style-type: none"> • Chaudfroid and Aspic – Preparation & uses • Types and making of pate & terrines • Preparation of savory mousse & mousse line • Making of galantine & Ballotines • Assembly and presentation of cold meats 	9	3
Unit 4	Desserts <ul style="list-style-type: none"> • Frozen Desserts – Classification with examples, Methods of preparation • Types of Ice- creams – Regular & Lightened • Hot Puddings – Types and Methods of preparation • Making of baked soufflé & cheese cakes 	12	4

	Chocolate making <ul style="list-style-type: none"> • Manufacturing & Tempering of chocolate • Types of chocolate • Precautions to be taken while handling chocolate • Uses – Fillings, toppings, culinary, garnishes, molded, sculptures and centre pieces 		
Unit 5	Food Additives <ul style="list-style-type: none"> • Preservatives – Meaning, Class I and Class II Preservatives their names & examples • Coloring agents – Meaning, natural & synthetic, their names & common usage • Flavoring agents & Essences - Meaning, Natural & synthetic – example and usage • Sweetening agents – Meaning, Natural & synthetic – example and usage • Humectants – Meaning, examples, usage • Bleaching agents – Meaning, examples, usage • Thickeners – Meaning, types, example & usage • Anticaking agents- Meaning, Examples and usage • Sequestrant- Meaning and usage • Nutrient supplements – Meaning, usage and examples. 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Recognize different international cuisine 2. Distinguish between larder and charcutiere 3. Describe cold preparations 4. Classify desserts and chocolate 5. Identify food additives and its use 		

Food Production Management- II (Practical)			Course Code : HM 701P
Semester : VII	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course enables students to familiarize with preparation of international dishes and cold preparations.	
Course Outline	Topic	Practical Hours
	Molded Chocolate / Garnishes	4
	Cold meat platter (Pâté & Terrines, Mousse, Galantine & Ballotines etc.)	4

	Frozen Desserts	8
	International Menu (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert)	36
	International A la carte / TDH menu –	8
Total Hours		60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Design international A la carte and TDH menu 2. Demonstrate various international dishes 3. Recall various recipe of international desserts 4. Illustrate chocolate making procedure 5. Plan cold meat platter 	

Front Office Management- II			Course Code : HM 702
Semester : VII	L/T/P (Per week)	3/1/0	Credits : 04

Objective	Front office is the gateway to hotels hence its operations and management is crucial to the Hospitality Industry. To prepare the students of specialization with in-depth knowledge of the same, it is important to introduce them to more detailed and varied topics.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Planning for Front Office Operations <ul style="list-style-type: none"> • Standard Operating Procedures:- Importance <ul style="list-style-type: none"> ➤ Guest registration ➤ Rooming a guest ➤ HWC – Handle with care ➤ Differently abled guest ➤ Guest booking through Travel agent ➤ Crew check-in ➤ Luggage handling ➤ Check out • Requirement for SOP • Benefits of using SOP Staffing of the Front Office <ul style="list-style-type: none"> • Calculating Staff Requirement for Front Office Staff & Uniform Staff. • Duty Rotas for Front Office Staff & Uniform Staff • Staffing guidelines for Uniform staff and Front Desk • Time & Motion Study in Business hotels /Resorts for Check –In &Check- Out 	9	3
Unit 2	Budgeting for Front Office <ul style="list-style-type: none"> • Factors affecting budget Planning • Types of Budgets– fixed, flexible, zero base Capital Expenditure, Fixed, Operating, Master Budget, Flexible, Cash, Administrative & Overhead Budget • Budgeting Process: - Defining Goals, preparing 	9	3

	Plans to analyze difference between planned & achieved goals, making necessary modifications <ul style="list-style-type: none"> • Budgetary Control:- Objectives • Advantages and limitations • Refining budget plans 		
Unit 3	Control System at Front Office <ul style="list-style-type: none"> • Introduction to Controls • Importance of Controls • Verification • Computerized Control Systems • Occupancy and revenue reports • Other statistics 	9	3
Unit 4	Revenue Management <ul style="list-style-type: none"> • Concept, Definition & importance of Revenue Management • Elements of Revenue Management (group room plans, transit room plans, Food and beverage activity, special events) • Benefits of Revenue Management • Using Revenue Management (potential high and low, demand tactics, implementing revenue strategies, availability strategies) 	9	3
Unit 5	Yield Management <ul style="list-style-type: none"> • Concept and importance • Applicability to Front Office(capacity management, discount allocation, duration control) • Measuring Yield (potential average single rate, potential average double rate, multiple occupancy percentage, rate spread, potential average rate, room rate achievement factor, yield statistic, RevPAR, identical yields, equivalent occupancy) • Benefits of Yield Management Forecasting <ul style="list-style-type: none"> • Concept of Forecasting • Forecasting techniques • Forecasting Room availability and useful data • Forecasting sample formats(15 days, 30 days, and 90 days) 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Front office Management by S.K.Bhatnagar. • Front Office Management & Operations by Sudhir Andrews • Effective Front Office Operations by Michael. L. Kasavana • Hotel Front OfficeA Training Manual by Sudhir Andrews • Professional front Office Management by Robert. H. Woods, Jack. D. Niemeyer,David. K. Hayes, Michele .A. Austin • Front Office Operations & Management by ABHMad Ismail • Hotel Front Office Operations & Management by Jatashankar. R.Tewari • Hotel Front Office Management by James Bardi 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Design standard operating procedures and assess man power required for front office 2. Plan budget for front office 3. Identify various control system in front office 4. Explain benefits of revenue management. 		

5. Measure yield for front office

Front Office Management- II (Practical)		Course Code : HM 702P	
Semester : VII	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course aims to revise the entire previous practical so that the student specialises his/ her skills in the Front Office and learn all the S.O.P.	
Course Outline	Topic	Practical Hours
	Write job description and job specification for a Receptionist/ Front Office Associate and Bell Boy.	4
	Make task lists for various designations of Front Office Personnel (from the SOP point of view).	6
	Role plays for different types of check ins – FIT, Group, FFIT, VIP along with rooming.(2 practical)	8
	Making SOPs for <ul style="list-style-type: none"> • Guest registration • Rooming a guest • HWC • Differently abled guest • Guest booking through Travel agent • Crew check-in • Luggage handling • Check out (2 practical) 	8
	Role plays for different types of check outs – FIT, VIP and Groups, Express check out.	6
	Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).	4
	Calculating staff requirements and making of duty roster for a 250 rooms hotel (business and resort).	4
	Designing a process for stock taking of Front Office supplies and steps for control.	4
	Forecasting for Room availability.	4
	Preparing Operating Budget for Front Office Department.	4
	Compare any two Hotels from their viewpoint of attitude towards Yield Management.	4
	Preparing a Front Office Budget for a pre-opening property.	4
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Compare hotels on the basis of yield management 2. Design a process for stock taking 3. Plan duty roster 4. Design SOPs 	

Food & Beverage Service Management-II		Course Code : HM 703	
Semester : VII	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The subject aims to inculcate a widespread understanding of management aspects of food and beverage operations and controlling characteristics of service outlets. It inculcates the students with supervisory skills required in the department.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Principles of Restaurant Planning with Operations <ul style="list-style-type: none"> • Types of Restaurants • Location or site- feasibility study for F&B Service outlet • Sources of Finance • Design Consideration • Furniture, Fixtures and Counters • Lighting and Décor • Heavy and Light Equipment required • Formats and Records maintained • Approvals and Licenses required 	9	3
Unit 2	Principles of Bar Planning with Operations <ul style="list-style-type: none"> • Types of Bar, Parts of Bar • Location with Target Clientele • Décor and Ambience • Basic Elements of Layout with Design consideration • Beverage control procedure with Records maintained • Approvals and Licenses required 	9	3
Unit 3	Principles of Menu Merchandising <ul style="list-style-type: none"> • Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc. • Basic menu criteria • Types of food and beverage menu • Methods of printing menu • Suggestive selling and up selling 	9	3
Unit 4	Principles and Practices of Food Controlling <ul style="list-style-type: none"> • Introduction. • The essentials of Control System. • Calculation of Food Cost. • Methods of Food Control. • Food Control checklist. 	9	3
Unit 5	Principles and Practices of Beverage Controlling <ul style="list-style-type: none"> • Introduction. • The reasons of beverages control. • Calculation of beverage cost. • Methods of Beverage Control. • Beverage Control Checklist. 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Food and Beverage Service – Dennis Lillicrap and John Cousins • Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone • Facility Planning and Design – Edward Kagarian • Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas • Theory of Catering – Kinton and Cesarani • Textbook of Food & Beverage Management- Sudhir Andrews 		
E-resources			
Course Outcome	At the end of the course the students would be able to: 1. Design layout for restaurant and choose furniture, fixture and decorative		

<ul style="list-style-type: none"> items 2. Apply principles of bar planning with its operation 3. Develop suggestive and up- selling skills 4. Calculate food cost 5. Measure beverage cost and select methods to control it
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F&B Service Management-II (Practical)		Course Code : HM 703P	
Semester : VII	L/T/P (Per week)	0/0/4	Credits : 02

Objective	The course familiarizes students with various skills and attributes required to excel in Food and Beverages operations of hospitality industry.	
Course Outline	Topic	Practical Hours
	Menu planning: International Cuisine service with wines. (02 Practicals)	4
	Menu planning: Contemporary including Fusion Menu planning. (02 Practicals)	4
	Menu planning: Indian Cuisine and service procedures.	4
	Planning a fine dine restaurant with detailing of all elements of design.	4
	Planning a specialty/ethnic restaurant with detailing of all elements of design.	4
	Planning a bar with detailing of all elements of design.	4
	Planning a sport bar/Lounge bar/wine bar with detailing of all elements of design.	4
	Planning a fast food /coffee shop with detailing of all elements of design.	4
	Conduct a feasibility study for F&B Service outlet at different locations.	4
	Formal banquet with seating arrangement and service procedures.	4
	Formats of records maintained in restaurants and bar.	4
	Opening with closing procedures, log book entries in F&B Service outlet.	4
	Hands on practice of manual systems of control.	4
	Hands on practice of automated systems of control.	4
	A la carte / TDH menu planning and implementation	4
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ul style="list-style-type: none"> 1. Design different types of menu 2. Recall opening and closing procedures of a F&B outlet 3. Conduct feasibility study 4. Plan a layout of F&B outlet 	

Accommodation Management- II		Course Code : HM 704	
Semester : VII	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The study of this subject will enable students to understand the concepts of interior design and decoration, which is an integral part of modern day housekeeping.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Interior Decoration		

	<ul style="list-style-type: none"> • Introduction • Color– <ul style="list-style-type: none"> ➤ Color wheel ➤ Color Schemes ➤ Planning color schemes for various areas in the hotel ➤ Importance and psychological effect of color • Lighting <ul style="list-style-type: none"> ➤ Types – Natural, Artificial, Direct , Indirect, Semi indirect, General, Specific ➤ Methods of lighting, importance ➤ Lighting plans for various areas like entrance areas , lobbies , restaurants, guestrooms 	9	3
Unit 2	<p>Floor Coverings and Finishes</p> <ul style="list-style-type: none"> • Floor – Selection: <ul style="list-style-type: none"> ➤ Types-Hard, Semi hard ➤ Characteristics ➤ Cleaning ➤ Soft floor coverings- Carpets - types and characteristics, selection of carpets, installation, care and maintenance <p>Window and Window Treatments</p> <ul style="list-style-type: none"> • Structure of window • Types of windows • Window treatments (stiff, soft) • Specialized Window cleaning procedure 	9	3
Unit 3	<p>Soft Furnishings and Accessories</p> <ul style="list-style-type: none"> • Types of soft furnishing – <ul style="list-style-type: none"> ➤ Cushions and their fillings ➤ Curtains • Upholstery - care and maintenance • Role of accessories in interiors <p>Guestroom Furniture</p> <ul style="list-style-type: none"> • Type of furniture-Fixed, Movable • Selection and Materials used • Furniture arrangement • Care and maintenance 	9	3
Unit 4	<p>Wall Coverings</p> <ul style="list-style-type: none"> • Types of walls • Types of wall coverings • Selection of wall covering • Care and maintenance 	9	3
Unit 5	<p>Ergonomics</p> <ul style="list-style-type: none"> • Principles of Ergonomics • Significance & need of ergonomics in housekeeping • Analysis of risk factors in housekeeping: ergonomic perspective 	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones 		

	<ul style="list-style-type: none"> • Security Operations By Robert McCrie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications
E-resources	
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Explain the importance of lighting for various areas of the hotel 2. Classify different types of floor and its cleaning procedure 3. Select soft furnishing and accessories for guest room 4. Choose wall covering for the guest room 5. Apply principles of ergonomics

Accommodation Management- II (Practical)			Course Code : HM 704P
Semester : VII	L/T/P (Per week)	0/0/4	Credits : 02

Objective	This course helps students to understand the basic of interior decorations. Also the student gets aware of layout of a room with placement of furniture.	
Course Outline	Topic	Practical Hours
	Theme decorations for various areas in the hotel with detailed planning, indenting and costing e. g. Lobby décor during Christmas	8
	Identification of colour schemes and its application in hotels	4
	Plan a hotel suite and other areas; chalk out a lighting plan for the same	4
	Draw or prepare models for various types of windows and suggest window treatments for the same	6
	Prepare a PPT on the types of soft furnishings and its impact on interior decoration.	6
	Depict any 6 modes of hanging window curtains and draperies with either paper or fabric	6
	Calculate the amount of material required to stitch a triple pleated / eyelet, floor length curtain for a window.	4
	Draw a layout of a room with placement of furniture and justify.	
	Applying the Ergonomics principles in Housekeeping Operations e.g. bed making, detailed study and using of various machines for cleaning.	6
	Designing a questionnaire to analyze preferences of guests in the hotel (interior decoration).	4
	Role plays on handling complaints of guests, guest preferences and requests, as per profiles of guests	6
	Practicing room set ups for various types of hotels – Budget, Resort, Business	6
	Total Hours	60
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Analyze guest feedback form 2. Recognize different types of wall coverings 3. Calculate budget for decoration of a room 4. Practice ergonomics principles 5. Identify colour schemes 	

Organizational Behaviour			Course Code : HM 705
Semester : VII	L/T/P (Per week)	3/1/0	Credits : 04

Objective	To understand the concept of organizational behaviour and its application in managing individual and group within the organization and to enhance human relation within organization.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to organizational behaviour <ul style="list-style-type: none"> • Definition of organization • Definition of behavior • Definition of organizational behaviour Perception, personality, and learning <ul style="list-style-type: none"> • Perception definition and Factors influencing perception • Attribution theory rules for determining attribution - selective perception, halo effect, contrast effects, projection, stereotyping, prejudice, and self-fulfilling prophecy • Personality definition and Personality determinants • Personality traits - "the big five model," • Type A and type B personalities, • Personality with reference to national culture • Definition of Learning and Steps of Learning 	9	3
Unit 2	Values Attitude and Emotions <ul style="list-style-type: none"> • Values definition, -Ethical values, -Cultural values, • Values in the work place, cultural differences, generational differences • Attitude definition • Satisfaction and Dis-Satisfaction and its effect on efficiency • Emotions, Emotional quotient 	9	3
Unit 3	Group dynamics and team building <ul style="list-style-type: none"> • Definition of group, Stages of group and its development, group dynamics, group cohesiveness • Definition team, different types of teams, team empowerment, virtual teams 	9	3
Unit 4	Stress and conflict management <ul style="list-style-type: none"> • Cross-cultural communication and its effect on conflict • Definition of Communication and Conflict, • Functional vs. Dysfunctional conflict, • Conflict resolution, • Conflict management strategies, • Resolving personality conflicts • Negotiation – definition, How to negotiate • Causes of stress and ways to cope up with stress 	9	3
Unit 5	Power and Politics <ul style="list-style-type: none"> • Definition of power • Empowerment-definition, empowerment in the workplace, effects of empowerment • Abuse of power: harassment, workplace bullying, sexual harassment • Politics-Definition, political behaviour, and reality of politics, types of political activity, making office politics work Organizational culture <ul style="list-style-type: none"> • Definition of organizational culture, Levels of 	9	3

	<ul style="list-style-type: none"> culture • Characteristics of culture, Culture's functions • Dominant culture, subcultures, core values • Creating and sustaining an organization's culture 		
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Organizational Behaviour By: Andrzej A. Huczynski, David A. Buchanan • Organizational Behaviour By Stephen P. Robbins, Timothy A. Judge • Fundamentals of Organizational Behaviour: An Applied Perspective By Andrew J. DuBrin • Fundamentals of Organizational Behaviour By Nancy Langton, Stephen P. Robbins, Tim Judg 		
E-resources			
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Analyze the behavior of individuals and groups in hotels in terms of the key factors that influence organizational behavior 2. Assess the potential effects of organizational- level factors (such as structure, culture, and change) on organizational behavior 3. Critically evaluate the potential effects of important developments in the external environment (such as globalization and advances in technology) on organizational behavior 4. Analyze organizational behavioral issues in the context of organizational behavior theories, models and concepts 		

Research Methodology			Course Code : HM 706
Semester : VII	L/T/P (Per week)	2/0/0	Credits : 02

Objective	Research has become an inevitable part of today's academic and professional world. Hospitality industry is no exception to this. This course aims at honing the research skills of the students by exposing them to the research environment and guiding them in the research process.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Fundamentals of Research <ul style="list-style-type: none"> • Meaning and definition of Research • Purpose of Research • Significance of Research Research problem and Designing the Title of research <ul style="list-style-type: none"> • Problem identification and defining problem • Points to be considered while selecting the topic and framing the title • Framing the research questions • Formulation of objectives • Hypothesis- definition, meaning, and framing 	6	0
Unit 2	Research Design <ul style="list-style-type: none"> • Meaning and definition of research design • Approach in research (Qualitative and Quantitative) • Research Process - Defining the research problem - Selection of data collection method – Identifying population - Selection of sample - Selection of method of analysis - Estimate the required resources – Data collection - Data Analysis - Report Drafting 	6	0
Unit 3	Data <ul style="list-style-type: none"> • Primary Data <ul style="list-style-type: none"> ➤ Definition and significance 	6	0

	<ul style="list-style-type: none"> ➤ Sources ➤ Method / tools of collecting primary data ➤ Types of questions ➤ Essentials of a good questionnaire designing • Secondary Data <ul style="list-style-type: none"> ➤ Definition and importance of sources ➤ Citation (bibliography in APA and MLA style for journal, books, newspapers, magazine) ➤ Writing literature review. ➤ Using e- resources. • Data collection methods- Observation, Experimental, Focus group, Case study & Survey • Advantages & Limitations of various data collection methods 		
Unit 4	Research Instrument <ul style="list-style-type: none"> • Questionnaire – Advantages & Limitations • Schedule - Advantages & Limitations Sampling Techniques <ul style="list-style-type: none"> • Concept of sampling – Advantages & Limitations • Definitions – Universe, Population, Sample, Sampling unit, Sampling Frame • Sampling Methods – Probability (Simple random, Systematic, Cluster.) • Characteristics of a good sample 	6	0
Unit 5	Processing and analyzing data <ul style="list-style-type: none"> • Data processing (editing, classification, tabulation) • Data analysis (qualitative and quantitative-manual and using a computer) Report Writing <ul style="list-style-type: none"> • Principles of report writing • Stages and steps in report writing • Layout of a Report • Designing the presentation (PowerPoint) • Structure of Report – Introduction, Literature Review, Objectives • Study, Theoretical framework of the topic, Research Methodology, Scope 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Research methodology- G.C. Ramamurthy • Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott • Research Methodology- R. Panneerselvam • Project report writing- M.K Rampal and S.L Gupta • Business research methodology – Alan Bryman and emma Bell. Oxford publishinghouse • Research methodology in management – Dr. V. P. Michael, Himalaya Publishing house • Business research methodology- J K Sachddeva , Himalaya Publishing house • Research Methodology , methods and technology– C R Kothari and Gaurav Garg, newage international publication • Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill 		
E-resources			
Course Outcome	At the end of the course the students would be able to:		

<ol style="list-style-type: none"> 1. Define research and its purpose 2. Explain research process 3. Summarize collected data 4. Choose research instruments 5. Analyze the data and present the report
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Hotel Accounting		Course Code : HM 707	
Semester : VII	L/T/P (Per week)	2/0/0	Credits : 02

Objective	To equip students with the knowledge of Accounting as practiced in Hotels and to help them to utilize this knowledge in day-to-day operations undertaken in the various departments in hotels.
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Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Allowances, Discount and Visitors Paid Out <ul style="list-style-type: none"> • Meaning and Types • Formats of Allowance and VPO Vouchers • Difference between Allowance & Discount • Difference between Discount & VPO 	6	0
Unit 2	Visitors Tabular Ledger <ul style="list-style-type: none"> • Format and Use of Visitors Tabular Ledger • Practical Problems on Visitors Tabular Ledger 	6	0
Unit 3	Guest Weekly Bill <ul style="list-style-type: none"> • Format and Use of Guest Weekly Bill • Practical Problems on Guest Weekly Bill • Difference between VTL and GWB 	6	0
Unit 4	Uniform System of Accounting <ul style="list-style-type: none"> • Introduction to Uniform System of Accounting • Practical problems on preparation of Income Statement as per Uniform System of Accounting • Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry only 	6	0
Unit 5	Budget and Budgetary Control <ul style="list-style-type: none"> • Definition and Types of Budget • Practical problems on Cash Budget and Flexible Budget • Meaning and Advantages of Budgetary Control 	6	0
Total Hours		30	00

Reference Books	<ul style="list-style-type: none"> • Managerial Accounting in the Hospitality Industry- Vol – II, Peter. J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire. • Hotel Management – Dr. Jagmohan Negi, First Edition 2005 – Himalaya Publishing House, Mumbai - 400004 • Hotel Accounting & Financial Control - Ozi D'Cunha Gleson Ozi D'Cunha – First- 2002-Dickey Enterprises, Kandivali (W) Mumbai • Accounting in the Hotel & Catering Industry – Richard Kotas – Fourth – 1981-International Textbook Company Co. Ltd.
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E-resources	
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Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Identify allowance, discount and paid out vouchers 2. Recognize visitors tabular register and its use
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3. Generate guest weekly bill
4. Practice uniform system of accounting
5. Plan budget and its measures to control

Food Science & Nutrition			Course Code : HM 708
Semester : VII	L/T/P (Per week)	2/0/0	Credits : 02

Objective The subject aims to develop the knowledge and awareness about hygiene, nutrition & balanced diet in Hotel Industry. It also helps to understand the relation between food and human health.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Food Nutrition <ul style="list-style-type: none"> • Define Food, Nutrients , Nutrition • Carbohydrate – Definition, sources, functions, effect of Heat, Dietary Fiber • Protein - Definition, sources, functions, effect of Heat • Fat - Definition, sources, functions, effect of Heat • Vitamins – Definition, classification, sources, functions, deficiency • Minerals – Classification, sources, functions, deficiency (Sodium, Iron, Calcium, Iodine) • Ways to prevent nutrients loss while cooking food 	6	0
Unit 2	Food Adulteration <ul style="list-style-type: none"> • Food Standards in India (Compulsory – Fruit product order, Meat product order, milk & milk product order, Solvent extracted Oils and Vegetable products control order and Standards on weights and measures. Voluntary – Bureau of Indian Standards and Agmark) • Common food adulterants and the test to detect them in following Food Stuffs: Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina, Ghee, Butter and Oil 	6	0
Unit 3	Food Additives <ul style="list-style-type: none"> • Definition • Types of Food Additives Food Preservation and Storage <ul style="list-style-type: none"> • General guidelines and rules for storage of all types of food stuffs • Different storage area (Dry, Refrigerated, Freezer) <ul style="list-style-type: none"> ➤ Requirements of each ➤ Pasteurization, Canning 	6	0
Unit 4	Personal Hygiene for Food Handlers <ul style="list-style-type: none"> • Necessity of personal hygiene • Good health of Staff • Sanitary practices while holding and cooking food • Protective clothing Microbiology <ul style="list-style-type: none"> • Harmful and useful micro-organisms In Food Industry (Bacteria, Yeast, Mould, Fungi) • Difference between food poisoning and food infection 	6	0
Unit 5	Hygiene and Sanitation in Food Production and Service	6	0

	area <ul style="list-style-type: none"> • Danger Zone • Cross Contamination • Protective display of food • Pest Control (Importance and control measures for common pest in Hotel Industry) • Food Spoilage (Detection and Prevention) • HACCP (Importance and Usage) 		
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Hand book of Food and Nutrition- by M. Swaminathan • Nutrition and Dietetics - by Shubhangini Joshi • Food Hygiene and Sanitation - by Sunetra Roday • Food Science and Nutrition - by Sunetra Roday 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Memorize different nutrients component of food 2. Choose right control measures for food adulteration 3. Classify food additives and follow guidelines and rules for storage of food 4. Apply sanitary practices while preparing food and maintain personal hygiene 5. Discuss importance of HACCP 		

Specialized Departmental Exposure			Course Code : HM 801
Semester : VIII	L/T/P (Per week)	0/0/48	Credits : 24

Objective	Objective of doing the On Job Training is to learn various section and types of Specialized Departmental areas.	
Course Outline	Topic	Practical Hours
	WHAT TO OBSERVE <ul style="list-style-type: none"> • Standard operation/ Operating Procedure • Who is Who- Key people in the Core Group • Hierarchy Chart • Key Personnel • Job Description • Employee Recruitment/Retaining/Welfare Policies (Break-Timings) Duty hours, Weekly off • Working Condition • Situation handling procedures • Certifications from various Institutions like Licensing/ NoC etc. • Operation Timings • Duty Roaster • Communication Channels • Uniform codes • Forms & Formats • Record Keeping & Systems 	
Total Hours		720
E-resources		

Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Get familiarized with various technological trends, approaches and applications. 2. Demonstrate understanding of relevant application oriented subjects in a better perspective 3. Describe the scope, functions and job responsibilities of various staff in the departments 4. Get awareness and exposure to industrial work environment 5. Work upon industrial project in a team.
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Log Book & Presentation			Course Code : HM 802
Semester : VIII	L/T/P (Per week)	0/0/2	Credits : 01

Objective	The concept of maintaining the Log Book & Presentation is to prepare presentation skills in the students who have undergone industrial exposure	
Course Outline	Topic	Practical Hours
	Students have to submit the following on completion of on job training to the faculty coordinator at the institute: <ol style="list-style-type: none"> 1. Logbook. 2. Appraisal 3. A copy of the offer letter and industry exposure/ Job Training Certificate. 4. Training Report 5. Power Point presentation on a CD, based on the report. 6. Attendance sheet. 7. Leave card. 	
Total Hours		30
E-resources		
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> 1. Get familiarized with various technological trends, approaches and applications. 2. Demonstrate understanding of relevant application oriented subjects in a better perspective 3. Describe the scope, functions and job responsibilities of various staff in the departments 4. Get awareness and exposure to industrial work environment 5. Work upon industrial project in a team 	

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