

Ordinance No. V-103(B)

Date of Academic Council Meeting : 29 December, 2023
Date of Executive Council Meeting : 22 July, 2024

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



College of Hotel Management
Faculty of Management and Commerce

SWAMI VIVEKANAND SUBHARTI UNIVERSITY,
MEERUT

Ordinance No. V-103(B)

Head of the Institution
Swami Vivekanand Subharti Institute of Hotel Management
S.V.S.U., MEERUT

SYLLABUS

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

Objective	This course aims to provide inputs on professional food production operations. Students shall learn and develop food production skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to cooking methods, the use and care of equipment, and ingredients along with their roles in various areas of professional kitchen.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Professional Kitchen & Cooking: <ul style="list-style-type: none"> • Introduction, definition, sections and its role. • Personal & kitchen hygiene, uniform, protective clothing. • Kitchen layouts (Basic, Bulk and Show kitchens), hierarchy of kitchen department. • Attributes, duties & responsibilities of various food production staff in kitchen, coordination of kitchen with other departments. 	6	2
Unit 2	Kitchen Equipments, Fuels and Methods of Cooking <ul style="list-style-type: none"> • Kitchen equipments, classification, description, usage, upkeep and storage. • Kitchen tools, knives, their usage, care & maintenance, workstations, safety procedures. • Fuel – types, usage and precautions. • Methods of cooking-. Classification (Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, and Frying. Stewing), equipment required. 	6	2
Unit 3	Commodities, Processing & Application <ul style="list-style-type: none"> • Herbs, spices and condiments. • Fruits and vegetables, nuts. • Fat, egg, flour, milk and milk products: - Introduction, types, purchasing, storing considerations and their key uses in kitchen. • Cleaning and pre-preparation of food commodities, quality points, cuts of fruits & vegetables. 	12	4
Unit 4	Stocks, Sauces, Soups and Salads <ul style="list-style-type: none"> • Stocks: Introduction, classification, usage, preparation. • Sauces: Introduction, classification, usage, thickening agents, preparation of mother sauces, understanding their derivatives, proprietary sauces, making of good sauce, emerging trends. • Soups: Introduction, classification, preparation, salient features, care and precautions, trends in soup presentation. • Salads: Introduction, compositions, types, dressings, emerging trends. 	12	4
Unit 5	Vegetable, Cuts & Cookery <ul style="list-style-type: none"> • Introduction, Vegetables, Pigment and Color Changes upon cooking • Effect of Heat on vegetables • Cuts of Vegetables • Nutritional and hygiene aspects • Some Indian and exotic vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, 	9	3

	Okra, Colocasia, Spinach, Carrot, Turnips	45	15
Reference Books	<p align="center">Total Hours</p> <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"> Describe duties and responsibilities of kitchen personnel Classify different equipments, fuels and methods of cooking Recognize different ingredients used in kitchen Explain various types of stock, sauces, soup and salads preparations Identify all vegetables cut and discuss use of different cuts 		

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

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> kitchen equipment different methods of cooking commonly used ingredients some common preparations 	
Course Outline	Topic	Practical Hours
	Understanding personal hygiene & kitchen hygiene. Grooming for professional kitchen – do's & don'ts.	4
	Understanding kitchen layouts. Familiarization with kitchen equipments and tools.	4
	Fuels – Their usage and precautions. Kitchen first aid. Handling fire.	8
	Familiarization, identification of commonly used ingredients in kitchen.	8
	Understanding methods of cooking & HACCP standards.	8
	Understanding eggs and their simple breakfast preparations. <ul style="list-style-type: none"> Hard & soft boiled eggs. Fried eggs. Poached eggs. Scrambled eggs. Omelet's (Plain, Spanish, Stuffed) 	28
	<ul style="list-style-type: none"> Vegetables – Their usage and cooking precautions. Cuts of vegetables. Preparation of stocks, mother sauces and at least two derivatives each. Preparation of soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others). 	

	<ul style="list-style-type: none"> • Simple preparation of boiled rice (Draining & Absorption) method, fired rice. • Simple dal preparation. • Wheat, products like making chapattis, parathas, phulkas, kulchas & puris. • Simple breakfast preparations. • Bakery Preparation- Bread roll, bread, sponge, assorted cookies and moulded chocolates. 	
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. Draw a kitchen layout 2. Prepare egg dishes and explain role of egg 3. Demonstrate vegetable cuts 4. Illustrate stock, soups, sauces and bread preparation 	

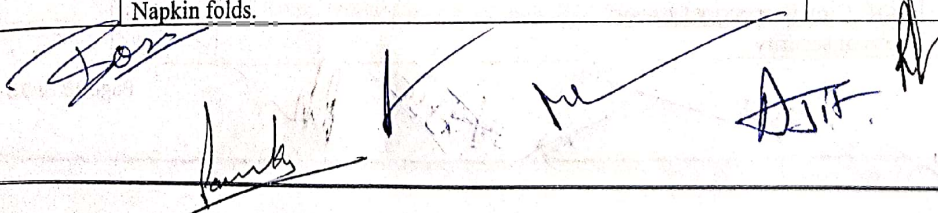
Food & Beverage Service Operations			Course Code : MHMCT 102
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

Objective	This course introduces to the students on Professional Food & Beverage Service Operations. Students shall learn and develop food service skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to service methods, the uses and care of equipments, and tools along with their roles in various areas of professional food service outlets.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Food & Beverage Service <ul style="list-style-type: none"> • Introduction, definition, classification of catering establishments and their importance. • Personal hygiene, uniform and grooming standards and types of Food & Beverage service areas (F&B outlet with their operations). • Organizational structure of Food & Beverage service department, duties and responsibilities of staff. • Attributes and coordination of Food & Beverage service department with other departments. 	12	4
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	Meals and Menu Planning <ul style="list-style-type: none"> • Origin and types of menus, menu planning – objectives, considerations and constraints. • French classical menu (courses, sequence, cover and accompaniments and examples). • Special food service- cover, accompaniments and services. • Types of meals. 	12	4
Unit 4	Catering Management <ul style="list-style-type: none"> • Function catering- banquet. • Function catering- buffet. 	6	2

Unit 5	<ul style="list-style-type: none"> Ancillary departments. Room service. 	9	3
	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 New trends in service – Clientele centric approach. 	45	15
Reference Books	Total Hours <ul style="list-style-type: none"> Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009 S.Andrew, Food and Beverage Service, Tata McGraw Hill, New Delhi, 2003 Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, NewDelhi, 2010 Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Classify various catering establishment Identify Food & Beverage equipments and explain its use Design a menu Describe buffet and banquet Distinguish different types of service 		

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

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> Service equipment Grooming standard Different table set-up Different types of service Different types of meal 	
Course Outline	Topic	Practical Hours
	Understanding personal hygiene & food service hygiene. Grooming for professional food service – do's& don'ts. Understanding food service outlets.	4
	Familiarization with food service equipments and tools. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B outlets.	4
	Understanding service methods, setting up of side station, table layouts, napkin folding and presenting menus.	8
	Holding service spoon & fork. Carrying a tray / salver. Laying a table cloth. Changing a table cloth during service. Placing meal plates & clearing soiled plates.	8
	Stocking sideboard. Service of water. Using service plate & crumbing down. Napkin folds.	8



	Changing dirty ashtray. Cleaning & polishing glassware. Tray and trolley set-up and service. Table lay-up and service.	28
	Preparation of service, mise-en-scene and mise-en-place. Opening, operating and closing duties.	30
Total Hours		
E-resources		
Course Outcome	At the end of the course the students would be able to: 1. Demonstrate different types of service 2. Illustrate table and trolley set up 3. Perform opening, operating and closing duties 4. Recall napkin folds 5. Apply service standard	

Front Office Operations			Course Code : MHMCT 103	
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04	

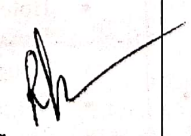
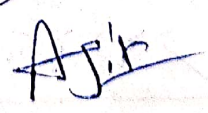
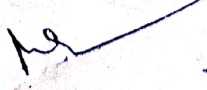

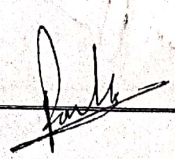
Objective	The course familiarizes students with different sectors of hospitality industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Hotel Organization & Front Office <ul style="list-style-type: none"> Organization structure & Departmentation in hotels, Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts. Introduction of Front Office, Activities, Layout & Equipment of Front Office, Various sections of Front Office, Organization structure of Front Office department. Qualities and Attributes of Front Office Personnel. 	12	4
Unit 2	Basic Information for Front Desk Agents <ul style="list-style-type: none"> Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk. 	9	3
Unit 3	Reservation <ul style="list-style-type: none"> Sources & Modes of Reservation, Types of Reservation, Systems of Reservation Amendments and cancellations procedures, Group reservation, overbooking. Modes of Payments- Advantages and Disadvantages 	12	4
Unit 4	Registration <ul style="list-style-type: none"> Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure. Telephonic etiquettes/ manners, the need for developing the telephone skills 	6	2
Unit 5	Front office Guest Security & Safety <ul style="list-style-type: none"> Introduction to security systems Types of security 	9	3

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	<ul style="list-style-type: none"> • Key control • Safe deposit, lost & found • Handling emergency situations 	45	15
Reference Books	<p style="text-align: center;">Total Hours</p> <ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA • Front Office – Operations and management – Ahmed 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	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Explain organizational structure and identify various sections of front office 2. Classify different types of room and meal plans 3. Discuss types and system of reservations 4. Handle registration process 5. Apply guest safety and security systems 		

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

Objective	<p>This course enables students to familiarize with :</p> <ul style="list-style-type: none"> • Telephone etiquettes • Role of different personnel in front office • Lost and found procedure • Currencies of different countries 	
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	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate different roles of front office personnel 2. Illustrate telephone etiquettes 3. Handle guest common queries 4. Identify different countries' capital and their currencies 5. Practice grooming standards and body language to be used at front office 	

Accommodations Operations

Course Code : MHMCT 104

Semester : I

L/T/P (Per week)

3/1/0

Credits : 04

Objective The course familiarizes students with the meaning and functions of Accommodation Operations in hotels and other service industries. The course is blend of Theory and Practical to develop a professional attitude in students.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	<ul style="list-style-type: none"> • Introduction: Meaning and definition. Importance of Housekeeping; Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), • Roles of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, • Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, • Interdepartmental Coordination with more emphasis on Front office and the Maintenance department. 	9	3
Unit 2	<p>Cleaning Agents</p> <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. • Use of Eco-friendly products in Housekeeping. 	9	3
Unit 3	<p>Cleaning Organization and Cleaning Equipment</p> <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	<ul style="list-style-type: none"> • Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), • Pest Control: Types of pests, • Control procedures. 	9	3
Unit 5	<ul style="list-style-type: none"> • Cleaning of Guest Rooms: • Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, • Weekly cleaning/spring cleaning, • Evening service, Systems & procedures involved, • Forms and • Formats, • Guest room cleaning - Replenishment of Guest supplies and amenities 	9	3
Total Hours		45	15

Reference Books

- 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, Publisher: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications

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E-resources	
Course Outcome	At the end of the course the students would be able to: 1. Describe attributes and qualities of housekeeping staff 2. Classify various cleaning agents 3. Explain different cleaning equipment and their use 4. Discuss public area cleaning procedure and practice pest control process 5. Distinguish different types of cleaning

Accommodations Operations (Practical)		Course Code : MHMCT 104P	
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Set up of maids trolley • Layout of room • Bed making procedure • Cleaning equipments and agents • Cleaning of different surfaces
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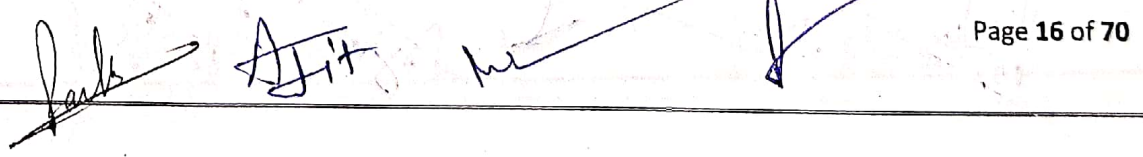
Course Outline	Topic	Practical Hours
	Rooms layout and standard supplies. (Amenities)	4
	Identification of cleaning equipments both manual and Mechanical Use of different Brushes, brooms, mops, identification of cleaning agents.	4
	Maids Trolley: Set Up, Stocking and usage.	8
	Bed making: <ul style="list-style-type: none"> • Identifying of linen. • Step by step procedure for making bed/ Turn down service. 	8
	Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.	8
	Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.	28
Total Hours		30

E-resources	
Course Outcome	At the end of the course the students would be able to: 1. Draw layout of a room 2. Demonstrate bed making 3. Illustrate cleaning process of guest rooms and public areas 4. Calculate stock required for maids trolley 5. Apply various use of cleaning equipment

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

Objective	To help students to understand and develop effective communication skills specifically for the hospitality industry.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Managerial Communication		

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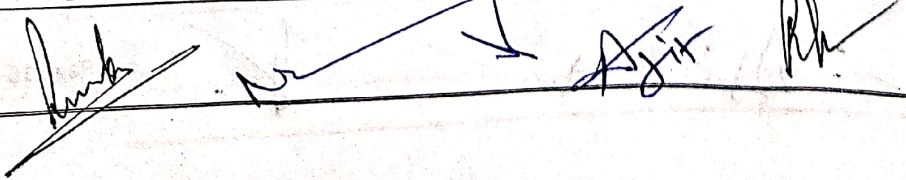


	<ul style="list-style-type: none"> • Meaning, Importance and objectives • Principles of communication • Forms of communication, communication process, • Barriers of effective communication, • Techniques of effective communication 	3	0
Unit 2	Nonverbal Communication <ul style="list-style-type: none"> • Body Language, Gestures, Postures, Facial Expressions • Dress codes • The Cross Cultural Dimensions of Business Communication • Listening and Speaking techniques of electing response, probing questions, observations • Business and Social etiquettes 	6	0
Unit 3	Managerial Speeches <ul style="list-style-type: none"> • Principles of Effective speech and Presentations, • Technical & Non technical presentations, • Speech of Introduction – Speech of thanks-occasional speech-theme speech, • Use of audio visuals aid. 	6	0
Unit 4	Interview Techniques <ul style="list-style-type: none"> • Mastering the art of conducting and giving interview, • Placement interview, discipline interviews, appraisal interviews, exit interviews Group Communication Importance, Meetings – group discussions. Video conferencing	6	0
Unit 5	Introduction to Managerial Writings, Business letters <ul style="list-style-type: none"> • Inquiries, Circulars, Quotations, Order, Acknowledgements Executions, Complaints, claims and adjustments, collection letter, Banking correspondence, Agency correspondence, Bad news and persuading letters, Sales letters, Job applications letters Bio data, Covering letter, Interview Letters, Letter of Reference, Memos, Minutes, circulars and notices Reports <ul style="list-style-type: none"> • Types of Business Reports – Formats, choice of vocabulary, coherence and cohesion, paragraph writings, organizations reports by individual, Report by committee 	9	0
Total Hours		30	00

Reference Books	<ul style="list-style-type: none"> • Lesikar, R.V. & Flatley, M.E. (2005): Basic Business Communication Skills for Empowering the Internet Generation. Tata McGraw hills Publishing Company Lts. New Delhi. • Ludlow, R. & Panton, F. (1998) The Essence of Effective Communications Prentice Hall of India Pvt. Ltd. • Adair J. (2003) Effective Communication Pan McMillan • Thill J.V. & Bovee G.L. (1993) Excellence in Business Communication McGraw Hill, New York. • Bowman, J.P. & Branchaw, P.P. (1987) Business Communications: From Process to Product. Dryden Press, Chicago
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E-resources	
Course Outcome	At the end of the course the students would be able to: <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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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 (*AkhandSamaj*), Universal Order (*SarvabhaumVyavastha*) - 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 wildly 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.

Introduction to Hospitality & Tourism			Course Code : MHMCT 106
Semester : I	L/T/P (Per week)	2/0/0	Credits : 02

Objective The course familiarizes students with different sectors of tourism and hotel industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Tourism <ul style="list-style-type: none"> • Introduction, definition, components. • Types and forms of tourism. • Key persons of tourism industry. 	3	0
Unit 2	Major Tourism Services <ul style="list-style-type: none"> • Travel agent and tour operator. • Accommodation – types and relevance in tourism. • Transportation- types and relevance in tourism. • Facilities provided by the hotels. 	6	0
Unit 3	Understanding Hospitality and Hotel Industry <ul style="list-style-type: none"> • Introduction, definition of hospitality industry. • Classification of hotels. • Major departments of hotels and their sections. • Major hotel chains. 	9	0
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 	9	0
Unit 5	Itinerary Planning <ul style="list-style-type: none"> • Meaning • Basic information required • Process of Itinerary Planning 	3	0
Total Hours		30	00

Reference Books

- Sunetra Rodey, Tourism Operations and Management, Oxford University Press, 2000
- Tarun Bansal, Hotel Facility Planning, Tata McGrawhill, 2009
- Manjula Chaudhry, Tourism Marketing, Oxford University Press, 2002
- N. Jayapalan, An Introduction to Tourism 01 Edition (English, Hardcover, 2005
- Das, Gupta, Tourism Marketing, Pearson Publication, 2010

E-resources

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

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			Course Code : MHMCT 201
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

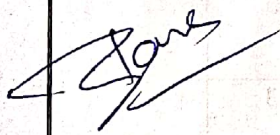
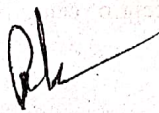
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Objective This course aims to acquaint the learners with Indian cuisine, the food philosophy, regional cuisines of India and know about quantity kitchen operations. Students shall learn and develop traditional and contemporary Indian food production skills in the laboratory, supplemented with theoretical inputs.

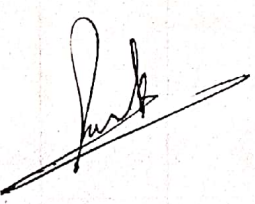
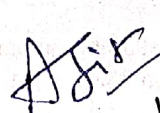
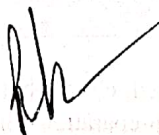
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Handling Quantity Kitchen <ul style="list-style-type: none"> Quantity food production equipment's. Menu planning:- school, hospitals, outdoor, transport (Airlines, Road, Railway), theme based. Indenting:- principal of volume feeding, portion size, modify recipe for indenting. Planning:- space allocation, equipment selection, staffing. 	9	3
Unit 2	Volume Feeding <ul style="list-style-type: none"> Institutional and industrial catering:- different types, difficulties, scope of growth. Hospital catering:- catering for patient, staff, visitors, diet menus. Off premises catering:- reason for growth, menu planning and theme parties, difficulties, concept of central production unit. Mobile catering. Quantity purchase and order. 	9	3
Unit 3	Indian Cuisine <ul style="list-style-type: none"> Introduction to regional cuisine. Factors effecting eating habits of people. Highlights of different regions/cuisine in terms of- geographic location, historical background, seasonal availability, staple diet, festivals Different cuisine preparations covering: starters, savoury, rice preparation, dal/legumes, curry (veg/Non Veg), curd, bread, sweet dish. 	9	3
Unit 4	Basics Pastry, Breads and Cream <ul style="list-style-type: none"> Pastry: - short crust, laminated, choux, hot water/rough puff. - Recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient. Flour:- structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour in food production, cooking of flour (Starch). Simple breads: - principles of bread making, simple yeast breads, role of each ingredient in break making, baking temperature and its importance. Pastry creams: - basic pastry creams, uses in confectionery, preparation and care in production. 	9	3
Unit 5	Eggs, Poultry and Meat <ul style="list-style-type: none"> Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and Preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swines), Categories, Cuts of Meat, Storage and handling. 	9	3
Total Hours		45	15

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Reference Books	<ul style="list-style-type: none"> • Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010 • Kinton&Cessarani, Practical Cookery, 2004 • Kauffman &Cracknell, Practical Professional Cookery, 1999 • Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010 • Andrew Hale Feinstein and John M. Stefanelli. Purchasing Selection and Procurement for the Hospitality Industry, 2004 • Le Rol A. Polsom, The Professional Chef, Oxford University Press, 2002 • Kinton&Cessarani, Theory of Catering, Tata Macgraw, 2000 • K Arora, Theory of Cookery, Frank Brothers, 2009
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. Design menu for quantity kitchen 2. Calculate stock required for volume feeding 3. Discuss various Indian cuisine 4. Classify different types of flour, pastry and breads 5. Recall different types of egg, meat and poultry preparation



Food Production Management (Practical)**Course Code : MHMCT 201P****Semester : II****L/T/P (Per week)****0/0/4****Credits : 02**

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Regional cuisine of India• Different types of pastry• Indian and continental desserts	
Course Outline	Topic	Practical Hours
	3 course menu from each of the below regions: <ul style="list-style-type: none">• Awadh• Bengal• Goa• Gujarat• Hyderabad• Kashmiri• Maharastra• Punjabi• Rajasthan• South India (Tamilnadu, Karnataka, Kerala)	40
	4 Indian and Continental deserts	8
	Bakery products Preparation's:- <ul style="list-style-type: none">• Short crust• Laminated• Choux• Hot water/Rough puff• Brown Bread• White Bread	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 various regional cuisine preparation of India2. Illustrate various bakery preparations3. Identify different types of pastry4. Discuss the recipe of Indian and continental desserts	

Food and Beverage Service Management		Course Code : MHMCT 202	
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

Objective This course provides inputs to the students on beverage industry and operations. Students shall learn beverage preparation methods and develop beverage service skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to various types of beverages and their service methods, the use and care of equipments and tools along with their roles in various areas of professional food & beverage service outlets.

Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Bar and Beverages <ul style="list-style-type: none"> Bar- introduction, types, lay-out and equipments used in bar. Beverages- classification with examples. Non- alcoholic beverages- classification (Nourishing, stimulating and refreshing beverages). Alcoholic beverages- classification, introduction to alcohol, fermentation and distillation process. 	9	3
Unit 2	Fermented and Brewed Beverages <ul style="list-style-type: none"> Introduction, classification. Beer and wines- introduction, definition, classification and production and brand names. Principles- wine regions and laws. Storage of wine, food and wine harmony. 	9	3
Unit 3	Spirits <ul style="list-style-type: none"> Whisky and Brandy - introduction, classification, production and brand names. Rum, Vodka, Gin, Tequila – introduction, classification, production and brand names. Other alcoholic beverages- liqueurs and aperitifs (definition, types, and brand names). Vermouth and Bitters- introduction, style and types. 	12	4
Unit 4	Tobacco, Cigar, Mocktails & Cocktails <ul style="list-style-type: none"> Tobacco –introduction, history, processing and preparation. Cigar- shape, size, colors, brand names, care and storage. Mocktails- introduction, recipe and preparation of popular mocktails. Cocktails- introduction, recipe and preparation of popular cocktails. 	9	3
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 	6	2
Total Hours		45	15

Reference Books	<ul style="list-style-type: none"> Arora,R,K, Bar and Beverage Management, Balaji Delhi, 2009 S.Andrew, Food and Beverage Service, Tata McGraw Hill, New Delhi, 2003 Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010 Bernard,.Devis, Food and Beverage Management, Butter Worth New Delhi, 2008 Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011 Dennis R.Lillicrap. & John A, Food & Beverage Service, Cousins. Publisher: ELBS, 2005
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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 bar and beverages 2. Explain various fermented beverages 3. Describe all spirits used in bar 4. Discuss the service of tobacco and preparations of cocktails and mocktails 5. Use suggestive selling skills in room service

Food and Beverage Service Management (Practical)		Course Code : MHMCT 202P	
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Different types of bar set-up • Preparation of different cocktails and mocktails • Service of alcoholic beverages
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Course Outline	Topic	Practical Hours
	Bar setups of different types & services. <ul style="list-style-type: none"> • Service of wines & bar menus. • Reading wine labels. • Theme & cocktail parties. • Role plays & situation handling in bar. • Service of Non Alcoholic & Alcoholic Beverages: Tea/ Coffee/ Wines, Spirits. • Opening & closing of wines corks (Champagne, Red & White wines). • Service of Spirits & Liqueurs. • Bar setup and operations. • Mocktail preparation, presentation and service. • Service of Cigars & cigarettes. • Conduction briefing/ de- briefing for F & B outlets. • Service of Beer, shakes and Other Fermented & Brewed beverages. • Service of sparkling, aromatized, fortified, Still Wines. • Set up a table with Prepared Menu with wines. 	
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 beverage menu 2. Demonstrate alcoholic beverage service 3. Illustrate mix-logy skills for making cocktails 4. Conduct briefing and de- briefing 5. Demonstrate service of tobacco

Front Office Management		Course Code : MHMCT 203	
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

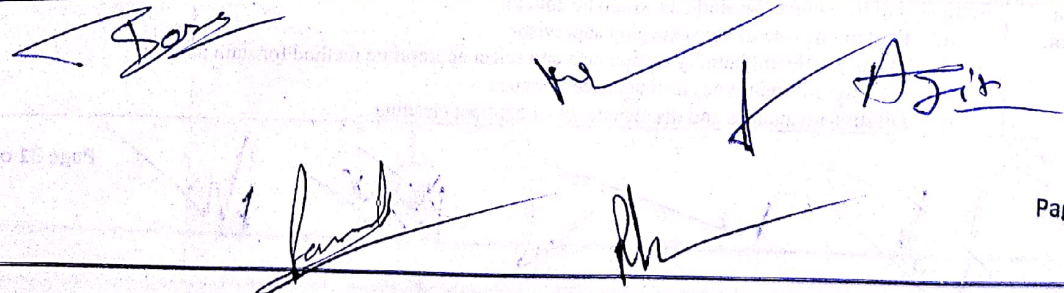
Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Guest check out procedure • Mode of payment • Night auditing procedure
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Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	<ul style="list-style-type: none"> • Guest cycle Guest Accounting <ul style="list-style-type: none"> • Types of Accounts maintained at the front office, Front office cashiering • Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), • Bill Presentation & settlement – Cash & credit note, handling foreign exchange. 	12	4
Unit 2	Night Auditing, Control of cash & credit <ul style="list-style-type: none"> • Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports • Concept of cash & credit control, Objectives of credit control measures, Credit control before arrival, during stay & after departure 	9	3
Unit 3	Introduction to guest cycle <ul style="list-style-type: none"> • Pre arrival • Arrival • During guest stay • Departure • After departure 	12	4
Unit 4	Guest Stay <ul style="list-style-type: none"> • Guest Information services, example - At YourService, Service Express • 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 	6	2
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 AHMA • Front Office – Operations and management – Ahmed 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:		

Outcome	<ol style="list-style-type: none"> 1. Follow guest check out procedure and recognize various guest accounts 2. Discuss night auditing procedure 3. Explain Guest cycle 4. Identify various services provided to the guest during the stay 5. Relate need of computer in front office department
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Front Office Management (Practical)		Course Code : MHMCT 203P
Semester : II	L/T/P (Per week)	Credits : 01

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Different formats used at the time of check in and check out • Handling mails • Tackle guest complaints 	
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 	4
	Skills to receive and record mail as well as messages (Hotel staff, Guest - Past, present and future).	4
	Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.	8
	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.	8
	Tackling guest complaints with regards to the guest cycle and preparing and updating a Guest history Card.	8
	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 	28
	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 records and formats used in front office 2. Discuss role of various staff of front office 3. Handle guest complaints 4. Create guest profile and update guest history card 	



Accommodation Management			Course Code : MHMCT 204	
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04	
Objective	The course intends to provide the basic knowledge of Accommodation operations to understand its concepts like Housekeeping supervision, linen and uniform room, discard management, decoration and Laundry Management. The course is blend of Theory and Practical to develop a professional attitude in students.			
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 	9	3	
Unit 2	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 	12	4	
Unit 3	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-Laundrylist and Valet Service 	12	4	
Unit 4	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) • Minibar Operations 	6	2	
Unit 5	Horticulture <ul style="list-style-type: none"> • Essential components of Horticulture • Landscaping • Indoor Plants • Bonsai in the Hotel properties 	6	2	
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. 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 			

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5. Describe importance of horticulture

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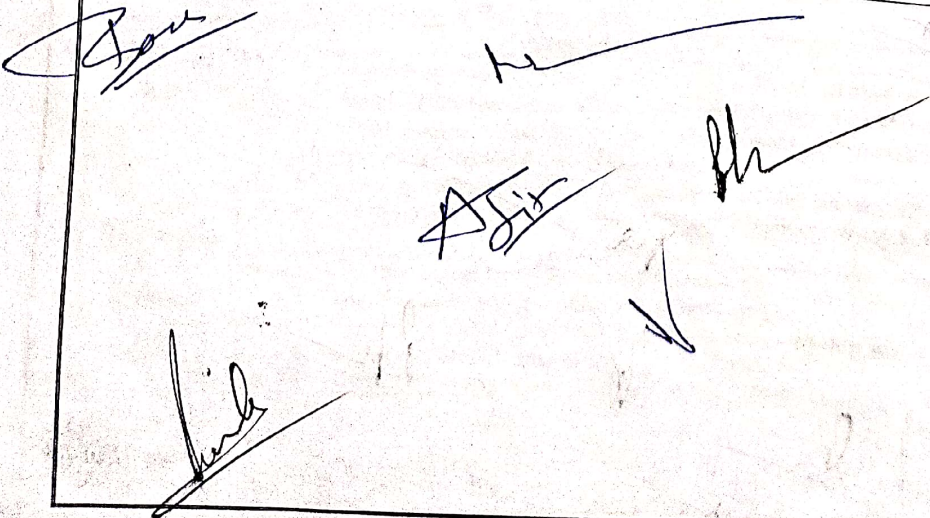
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Accommodation Management (Practical)		Course Code : MHMCT 204P	
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01
Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Checklist for Guest rooms and Public areas • Stain removal • Washing of different linen and fabrics • Preparations of various records 		
Course Outline	Topic	Practical Hours	
	Design a Housekeeping checklist for Guest rooms and Public areas.	4	
	Supervision of Guest room using checklists	4	
	Calculation of Room Linen requirement for a 100 room property with an OPL	8	
	Stain Removal - Latest Technique	8	
	Washing of Linen- Bluing, Starching, Ironing	8	
	Stock taking of Linen for Housekeeping Lab	28	
	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 		
E-resources	Total Hours		30
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 		



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Food, Nutrition and Hygiene

Course Code : MHMCT 205

Semester : II

L/T/P (Per week)

2/0/0

Credits : 02

Objective	The course is aimed at familiarizing the students regarding food and their functions, nutrients, causes of contamination, and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to Food and Nutrition <ul style="list-style-type: none"> • Food – functions of food, classification of food, factors influencing food selection. • Nutrition- introduction to nutrition, nutrients – functions of nutrients, micro and macro nutrients. • Balance diet- definition, importance of balanced diet, RDA for various nutrients- age, gender, and physiological state. • Food safety procedure. 	6	0
Unit 2	Introduction to Hygiene and Sanitation <ul style="list-style-type: none"> • Hygiene, sanitation, meaning, uses in hotel industry. Importance of hygiene and sanitation in catering industry. • Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages. Personal hygiene for staff coming in touch with guests. • Cleaning and disinfectant – methods. • Waste disposal. 	7	0
Unit 3	Proper care and food sanitation <ul style="list-style-type: none"> • Food handling for kitchen and service staff. Storage of various food materials. • High-risk foods. • Preventing contamination. • Temperature control, food hygiene regulation. 	6	0
Unit 4	Food Preservation and Packaging <ul style="list-style-type: none"> • Food preservation – introduction, definition and methods of food preservation. • Concept and meaning of food quality and food safety, food adulteration, food hazards. • Food laws and regulations- national and international food laws, governing bodies. • Food packaging- introduction, types of packaging material, their characteristics and uses. 	7	0
Unit 5	<ul style="list-style-type: none"> • HACCP, concept, meaning , purpose and procedures of Food Safety Management Systems (FSMS) 	4	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Shrilaxmi, Nutrition Science, New Age International, 2016 • Sunil Natha, Essentials of Nutrition, CBS Publications, 2014 • Sujata.K.Das, Changing Trends in Health and Nutrition, Isha Books, 2004 • RatiSagarChandna, Food and Nutrition, Aadi Publications, 2011 • Saxena.R.P, Hotel Management; Diet and Nutrition, Centrum Publication • Sunetra.Rodey, Food Science and Nutrition, Oxford University Press, 2012 • Krishna Arora, Theory of Cookery, Frank Brothers, 2008 		
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. Explain importance of personal hygiene and sanitation 3. Classify food additives and follow guidelines and rules for storage of food 4. Follow various methods of food preservations 5. Discuss importance of HACCP 		

Hotel Accounting		Course Code : MHMCT 206	
Semester : II	L/T/P (Per week)	2/0/0	Credits : 02

Objective	The module aims at acquainting the students with key areas, issues and procedures concerning hotel accounting.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	<ul style="list-style-type: none"> System of Accounting followed in hotels Meaning of tabular system and its importance in hotel industry Revenue Producing Departments of a Hotel. Types of ledgers maintained in hotels Meaning, purpose and preparation of Visitors Tabular Ledger and Guest Weekly Bills 	6	0
Unit 2	<ul style="list-style-type: none"> Organizational Structure of Accounts and Finance department in a Five Star Hotel Responsibilities, Duties and Area of work Computers in Hotel accounting Foreign Exchange and Hotels Room Tariff – types and range of room tariffs in a standard hotel; basis of charging Room rates - 24 hrs. basis, night Stay basis and check out time basis Fixing room rates – criteria and strategic considerations Methods for calculating and fixing room rates 	6	0
Unit 3	<ul style="list-style-type: none"> Guest accounting; Allowances Granted to the guests Hotel Statistical Information Methodology of Food Costing Advantages of using computers in accounting; commonly used software in hotel accounting 	6	0
Unit 4	<ul style="list-style-type: none"> Hotel Sales Record & Control of Rooms Departmentalization of hotel revenue including operating costs Night Audit – Basic Principles Daily report Sales record and control of revenue producing departments 	6	0
Unit 5	<ul style="list-style-type: none"> Record & control of Cash – Incoming & Outgoing Cash Preparation of various reports - Revenue Report, City Ledger Summary Report, Guests' account Control report, Management Information Report. Uniform System of Accounts in Hotels-Objectives, Advantages, Systems & Procedures 	6	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> Book keeping in the Hotel & Catering Industry - Richard Kotas. A uniform system of accounts for hotels- hotel association of New York. Financial & Cost Control Techniques - Dr. Jag Mohan Negi. Dr. Jag Mohan Negi. Elements of Hotel Accountancy H.K.S. Books International. T,S, Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Identify allowance, discount and paid out vouchers Recognize visitors tabular register and its use Generate guest weekly bill Practice uniform system of accounting Plan budget and its measures to control 		

Fundamentals of Computers			Course Code : MHMCT 207
Semester : II	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.		
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 • External Commands - , ATTRIB, SCANDISK, TREE, MORE, EDIT • Wildcards (question mark?, asterisk *) 	6	0
Unit 3	MS-WORD <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 	6	0

	<ul style="list-style-type: none"> 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 		
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) Define Twitter and its usage. 	6	0
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	At the end of the course the students would be able to:		

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1. Recognize different components of computer and their uses
2. Identify different operating system
3. Recall importance of MS Office
4. Describe the role of internet and social media in hospitality industry

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Indian Food & Fashion

Course Code : MHMCT 208

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"> 1. "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. 2. "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. 3. "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. 4. "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. 5. "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"> 1. Demonstrate knowledge of the historical, social, and cultural aspects of Indian food and fashion. 2. Apply the understanding of Indian spices, ingredients, and cooking techniques to prepare traditional Indian dishes. 3. Recognize and distinguish different regional cuisines of India. 4. Analyze the evolution of Indian fashion through different periods and its impact on global trends. 5. Recognize the influence of Indian culture and traditions on contemporary food and fashion practices. 		

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Advance Food Production Management

Course Code : MHMCT 301

Semester : III

L/T/P (Per week)

3/1/0

Credits : 04

Objective

This being the concluding culinary course for the programme, it is aimed at consolidating the food production skills and knowledge of the students and developing the managerial and conceptual skill sets required in the professional culinary industry.

Course Outline

Topic

Hours

Lecture

Tutorial

Unit 1

Personnel Management in the Kitchen

- Developing a good food production team- Importance, Training, Enhancing productivity, Motivation, Interpersonal relations, Developing responsibility & accountability.
- Desirable attributes for staff at entry level (Commls), Middle Management (CDP, and Sous Chef), Top Management(Executive Chef)
- Task Analysis - Time & motion study, Required skill sets (Conceptual and Technical), Allocation of work,
- Planning and implementation of Duty roster

12

4

Unit 2

Kitchen Administration

- Aims of Control
- Maintaining records- SOP's, List of Suppliers and SPS, Indents, Food Cost, Equipment Registers, Break down register, Standard Recipe Manual, Function Prospectus, Log book, Departmental Meeting, Appraisals, Sales Mix, Food Wastage and Spoilage.
- Communication with other departments – Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource,
- Importance of interaction with customers / guests

9

3

Unit 3

Production Management

- Buying Knowledge- Specification buying, knowledge of market, Vendor development & vendor appraisals
- Purchasing – Types and Process
- Production planning & scheduling
- Production quality & quantity control

12

4

Unit 4

Budgetary Control

- Objectives
- Types of budgets
- Basic stages in preparation of budgets

6

2

Unit 5

Menu Engineering

- Definition
- Menu Merchandising
- Psychology of menu engineering
- Managerial accounting
- Menu Matrix

9

3

Total Hours

45

15

Reference Books

- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton&Cessarani, Practical Cookery, 2004
- Kauffman &Cracknell, Practical Professional Cookery, 1999
- Wayne Gislén, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli. Purchasing Selection and Procurement for the Hospitality Industry, 2004
- Le Rol A. Polson, The Professional Chef,Oxford University Press, 2002
- Kinton&Cessarani, Theory of Catering, Tata Macgraw, 2000
- K Arora, Theory of Cookery, Frank Brothers, 2009

E-resources

Course Outcome

- At the end of the course the students would be able to:
1. Describe attributes for staff at entry level, Middle Management, Top Management
 2. Maintain records and communicate with other departments
 3. Apply buying knowledge
 4. Control budget of the kitchen
 5. Analyze the dishes of the menu

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Advance Food Production Management (Practical)

Course Code : MHMCT 301P

Semester : III

L/T/P (Per week)

0/0/4

Credits : 02

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Menu costing • International cuisine • Plate presentation • Non edible displays 	
Course Outline	Topic	Practical Hours
	Menu Costing & Pricing	4
	Non Edible Displays (Veg, Margarine, Chocolate, Ice, Sugar)	8
	Demonstration: <ul style="list-style-type: none"> • Food Styling & Plate presentation 	8
	3 course menu on different International Cuisine (8 practical)	32
	Theme Lunch / Dinner	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. Demonstrate food styling and plate presentation 2. Illustrate recipe of various international dishes 3. Design 3course menu of international cuisine. 4. Calculate food cost 	

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Advance Food and Beverage Service Management

Course Code : MHMCT 302

Semester : III

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

Unit	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 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 	12	4
Unit 2	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 3	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 4	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. 	6	2
Unit 5	Strategies Menu Merchandising <ul style="list-style-type: none"> • Menu Layout • Menu Structure Planning • Pricing of Menus • Types of Menus • Menu as Marketing Tool • Constraints of Menu Planning • Menu Engineering, Menu engineering matrix • Menu Engineering advantages • Menu Terminology 	9	3
Total Hours		45	15

Reference Books	<ul style="list-style-type: none"> • Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009 • S.Andrew, Food and Beverage Service, Tata McGraw Hill, New Delhi, 2003 • Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010 • Bernard,.Devis, Food and Beverage Management, Butter Worth New Delhi, 2008 • Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011 • Dennis R.Lillicrap. & John A, Food & Beverage Service, Cousins. Publisher: ELBS, 2005
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. Classify various equipment and lights used while opening a restaurant 2. Apply principles of menu merchandising 3. Practice methods of food and beverage control 4. Analyze various strategies in menu merchandising

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**Advance Food and Beverage Service Management
(Practical)**

Course Code : MHMCT 302P

Semester : III

L/T/P (Per week)

0/0/4

Credits : 02

Objective

This course enables students to familiarize with :

- Menu planning with wines
- Planning to open F&B outlet
- Banquet arrangements
- Planning different menu

Course Outline

Topic

Practical Hours

- Menu planning: International Cuisine service with wines
- Menu planning: Contemporary including Fusion Menu planning.
- Menu planning: Indian Cuisine and service procedures.

12

- Planning a fine dine restaurant with detailing of all elements of design.
- Planning a specialty/ethnic restaurant with detailing of all elements of design.
- Planning a bar with detailing of all elements of design.

12

- Planning a sport bar/Lounge bar/wine bar with detailing of all elements of design.
- Planning a fast food /coffee shop with detailing of all elements of design.
- Conduct a feasibility study for F&B Service outlet at different locations.

12

- Formal banquet with seating arrangement and service procedures.
- Formats of records maintained in restaurants and bar.
- Opening with closing procedures, log book entries in F&B Service outlet.

12

- Hands on practice of manual systems of control.
- Hands on practice of automated systems of control.
- A la carte / TDH menu planning and implementation

12

Total Hours

60

E-resources

Course Outcome

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

1. Plan to open a F&B outlet
2. Compare feasibility study for F&B service outlet at different locations
- 3.

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Advance Front Office Management

Course Code : MHMCT 303

Semester : III

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	<p>Planning for Front Office Operations</p> <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 <p>Staffing of the Front Office</p> <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 	12	4
Unit 2	<p>Budgeting for Front Office</p> <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 Plans to analyze difference between planned & achieved goals, making necessary modifications • Budgetary Control:- Objectives • Advantages and limitations • Refining budget plans 	12	4
Unit 3	<p>Control System at Front Office</p> <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	<p>Revenue Management</p> <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) 	6	2
Unit 5	<p>Yield Management</p> <ul style="list-style-type: none"> • Concept and importance • Applicability to Front Office(capacity management, discount allocation, duration control) 	9	3

	<ul style="list-style-type: none"> 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) 		
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 Ahmad Ismail Hotel Front Office Operations & Management by Jatashankar. R.Tewari Hotel Front Office Management by James Bardi
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E-resources	
Course Outcome	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"> Design standard operating procedures and assess man power required for front office Plan budget for front office Identify various control system in front office Explain benefits of revenue management Measure yield for front office

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Advance Front Office Management (Practical)

Course Code : MHMCT 303P

Semester : III

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).

8

Role plays for different types of check ins – FIT, Group, FFIT, VIP along with rooming.(2 practical)

10

Making SOPs for

- Guest registration
- Rooming a guest
- HWC
- Differently abled guest
- Guest booking through Travel agent
- Crew check-in
- Luggage handling
- Check out (2 practical)

12

Role plays for different types of check outs – FIT, VIP and Groups, Express check out.

8

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).

2

Designing a process for stock taking of Front Office supplies and steps for control.

2

Forecasting for Room availability.

2

Preparing Operating Budget for Front Office Department.

4

Compare any two Hotels from their viewpoint of attitude towards Yield Management.

2

Preparing a Front Office Budget for a pre-opening property.

2

Total Hours**60****E-resources****Course Outcome**

- At the end of the course the students would be able to:
1. Compare hotels on the basis of yield management
 2. Design a process for stock taking
 3. Plan duty roster
 4. Design SOPs

Advance Accommodation Management

Course Code : MHMCT 304

Semester : III

L/T/P (Per week)

3/1/0

Credits : 04

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> Man power planning in housekeeping department Interior designing Wall covering Ergonomics 			
	Course Outline	Topic	Hours	
			Lecture	Tutorial
Unit 1	Managing Housekeeping Personnel <ul style="list-style-type: none"> Induction process for Housekeeping Various training methods used in Housekeeping Personnel Planning- Job Analyses, Job List, Job Description, Job Specification, Job assignment, Job breakdown, Job procedures Determining Staff Strength Staff Schedules Time and Motion Study Planning Duty Rosters Standard Operating Procedures 		12	4
Unit 2	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 3	Soft Furnishings and Accessories <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 Guestroom Furniture <ul style="list-style-type: none"> Type of furniture-Fixed, Movable Selection and Materials used Furniture arrangement Care and maintenance 		12	4
Unit 4	Wall Coverings <ul style="list-style-type: none"> Types of walls Types of wall coverings Selection of wall covering Care and maintenance 		6	2
Unit 5	Ergonomics <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

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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	<p>At the end of the course the students would be able to:</p> <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

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Advance Accommodation Management (Practical)

Course Code : MHMCT 304P

Semester : II

L/T/P (Per week)

0/0/4

Credits : 02

Objective	This course enables students to familiarize with : <ul style="list-style-type: none"> • Time management • Housekeeping training module • Application of management functions in housekeeping 	
Course Outline	Topic	Practical Hours
	Method of Work and Time calculation. (Time and Motion Study – eg. Steps in bed making, Servicing of guest rooms) (3 practical)	4
	Designing Housekeeping Training Module for various levels and time periods Eg. Refresher’s training (5days), Induction training for newly joined employees (2 days)	4
	Planning and Designing with detailing towards all the aspects of Interior decoration - <ul style="list-style-type: none"> • Guestrooms (Double, Suite, Various themes) (2 practical) • Lobby Layout (1 practical) • Floor pantry/ Maid’s service room (1 practical) • Guest room for Physically Challenged (1 practical) • Other facilities (Conference room, Convention Centre, SPA, Lounge) (2 practical). 	14
	Model making for various types of guestrooms and other areas. (5 practical).	10
	Preparing Standard Operating Procedures. Eg. Dealing with a specially abled guest, handling complaints, converting a smoking room into a non- smoking room, etc. (Minimum 10 SOPs) (3 practical)	6
	Preparing Duty Rota for HK staff for guest rooms and public areas. (2 practical)	4
	Team cleaning by application of Management Functions of Planning, Organizing, Executing and Evaluating <ul style="list-style-type: none"> • Inspection and standard of work expected (checklists for rooms and public areas). • Methods of work with specifications (task breakdown) • Work schedule and allocation of duty (job cards) (3 practical) 	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. Compare methods of work with time calculation 2. Prepare duty roaster 3. Practice SOPs 4. Plan and design aspects of interior decoration 	

Principles of Management

Course Code : MHMCT 305

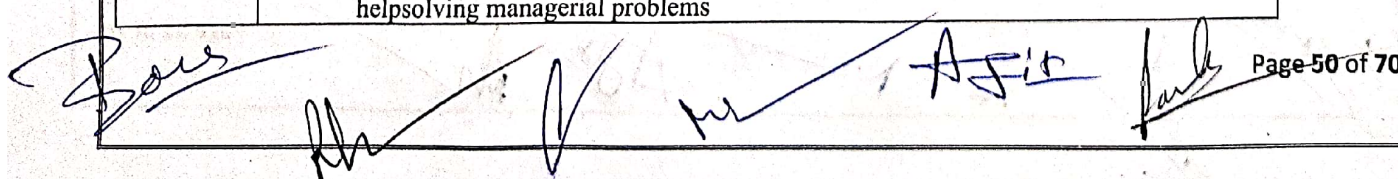
Semester : III

L/T/P (Per week)

3/1/0

Credits : 04

Objective	<ul style="list-style-type: none"> • The purpose of this course is to expose the student to the basic concepts of management in order to aid the student in understanding how an organization functions, and in understanding the complexity and wide variety of issues managers face in today’s business firms. • Discuss the various concepts of planning, Decision making and controlling to help solving managerial problems
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	<ul style="list-style-type: none"> • Study and understand management concepts and styles in Global context. • Familiarizing the students with the contemporary issues in management 		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Management practices from past to present, Different levels of management, Managerial skills, Roles & Functions, Manager and Business environment.	9	3
Unit 2	Planning- Objective of planning, planning process, Types of planning, Types of plans, Corporate planning, Management by Objective, Decision-making- types, process & techniques, making decision effective.	9	3
Unit 3	Organizing & staffing- Meaning of organization, types of organization, Organization structure, Span of management, Line and staff relationship, Departmentation, Delegation Centralization and decentralization of authority, Meaning of staffing, Recruitment, selection & placement, Training & development.	9	3
Unit 4	Directing & Controlling- Principle of directing, Essence of coordination, Basic control process, Different control techniques, Management by exception.	9	3
Unit 5	International Perspective: Contemporary issues and international perspective of management. Benchmarking, TQM, 5S.	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Koontz Harold & Wehrich Heinz. – Essentials of management (Tata McGraw Hill, 5th Edition, 2008) • Robbins & Coulter - Management (Prentice Hall of India, 9th Edition) • Robbins S.P. and Decenzo David A. - Fundamentals of Management: Essential Concepts and Applications Pearson Education, 6th Edition. • Wehrich Heinz and Koontz Harold - Management: A Global and Entrepreneurial Perspective. 		
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 		

Human Resource Management in Hotels			Course Code : MHMCT 306
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	This subject aims to make the students aware of the various green practices or in other words environmentally friendly practices being carried out in hotels today.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Human Resources Management <ul style="list-style-type: none"> • Introduction and Importance • Evolution • Difference between Personnel Management and HRM • Strategic HRM • Role of a HR Manager 	6	2
Unit 2	Human Resources Planning with reference to Star Hotels. <ul style="list-style-type: none"> • Objectives & Importance • Manpower & Estimation • Job analysis, Job Description, Job Specification. 	12	4

	<ul style="list-style-type: none"> Recruitment- Sources of Recruitment, Selection Process Placement and Induction Retention of Employees 		
Unit 3	Training and Development in Star Hotels <ul style="list-style-type: none"> Objectives and Needs Training Process Methods of Training Tools and Aids Evaluation of Training Programs. Performance Management System <ul style="list-style-type: none"> Definition, Concepts and Ethics Different methods of Performance Appraisal followed in hotels. Rating Errors Competency management 	12	4
Unit 4	Productivity Management <ul style="list-style-type: none"> Concepts TQM Kaizen Quality Circles Industrial Relations <ul style="list-style-type: none"> Grievance Procedure Collective Bargaining Settlement of Disputes 	9	3
Unit 5	Retirement/Separation <ul style="list-style-type: none"> Superannuation Voluntary Retirement Schemes Resignation Discharge Dismissal Suspension-Layoff 	6	2
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> Human Resources Management- Gary Dessler Personnel Management – C. B Mamoria Managing Human Resources - R.S. Dwiwedi Human Resources Management-V.P.Michael Human Resources Management – Dr. P. C.Pardeshi Human Resources Management – Mirza&Zaiyadin Human Resources Management – L. M. Prasad Human Resources Management - Ashwathappa Managing Human Resources – ArunMorppe 		
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 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 1. Solve grievances of the staff 		

	<ul style="list-style-type: none"> and Acquisitions, Franchising, E-Commerce • Business Ethics & Best Practices 		
	Start-up Models New Age Business	45	0
Total Hours			
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.ShaguftaSayyed, 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 		

Organizational Behaviour			Course Code : MHMCT 308
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	To enhance the understanding of the dynamics of interactions between individual and the organization. – To facilitate a clear perspective to diagnose and effectively handle human behavior issues in Organizations. – To develop greater insight into their own behavior in interpersonal and group, team, situations.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction to OB: The meaning of OB, Why study organizational behaviour, Fundamentals of individual behaviour. Determinants of Personality, types of personality. Personal effectiveness. Attitudes: Meaning, Types, Components, Theory of attitude formation and attitude change.	12	4
Unit 2	Foundation of Group Behaviour: Group: Meaning, types, group dynamics, group cohesiveness, Meaning of Interpersonal Behaviour & Interpersonal skills, Transactional Analysis, Johari Window, FIRO – B, MBTI	9	3
Unit 3	Motivation: Meaning & definition, Traditional theory of Motivation: Maslow's, Herzberg's, McClelland, Contemporary theories of Motivation: Self Determination Theory, Self Efficacy Theory, Vroom's Expectancy Theory, Equity Theory, Reinforcement Theory, OB MOD. Perception: Meaning, process, principles and errors of perception, managerial & behavioural applications of perception.	12	4
Unit 4	Leadership: What is leadership, types of leaders and leadership styles, traits and qualities of effective leader, trait theory, LSM –	6	2

	Leadership Situational Model, Team Building, Tuckman Model of Team Development.		
Unit 5	Organizational Change: Meaning of organizational change, approaches to managing organizational change, creating a culture for change, implementing the change, Kurt Lewin Model of change.	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Fred Luthans, "Organizational Behaviour", 12th Edition, McGraw Hill International Edition • Stephen P. Robbins, "Organizational Behaviour", 12th Edition, Prentice Hall • Aswathappa K, "Organizational Behaviour (Text, Cases and Games)", Himalaya Publication • UdaiPareek, "Organizational Behavior", Oxford University Press 		
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 		

Marketing of Services			Course Code : MHMCT 309
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The subject focuses on the concept of services, marketing & the various aims, objectives, techniques & importance of marketing of service products.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Introduction / Foundation of Services Marketing <ul style="list-style-type: none"> • Concept of Services • Characteristics, classification designing of Services • Importance of Services to the global economy. • Blueprinting using technology developing human Resources and buildingservice aspirations. 	9	3
Unit 2	Service Environment <ul style="list-style-type: none"> • Components of service environment - service scope • Its impact on customers / responses • Identification the correct service scope position strategy for differentservices. 	6	2
Unit 3	Buying Process for Services <ul style="list-style-type: none"> • Purchase Model for services. • Expectations of services by customers • Antecedents of customer expectations 	6	2
Unit 4	Marketing mix in Services Marketing <ul style="list-style-type: none"> • 7 P's of service marketing • Product Decision • Pricing Strategies • Distribution / Channel structure and options • Franchising – benefits • Branding – benefits • Distribution Management (Customer focused) 	12	4

	<ul style="list-style-type: none"> Promotion of services People, Physical Evidence and Process 		
Unit 5	Effective Management of Service Marketing <ul style="list-style-type: none"> Services life cycle Methods of positioning services Internal marketing of services Delivery of Quality Service <ul style="list-style-type: none"> Cause of service quality gaps Customer expectation v/s perceived service gap. Factors and technology to resolve this gap Service performance gap 	12	4
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> Marketing Management – Mahajan and Saxena Fundamentals of Marketing – Stanton Services Marketing – Kenneth Clow / David Kurtz Marketing Management - Philip Kotler Service Marketing – S. M. Jha The Essence of Marketing – A. Payne 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Differentiate between goods and services Explain 7 Ps of marketing Measure customer satisfaction and take necessary actions Discuss service quality Manage demand and supply 		

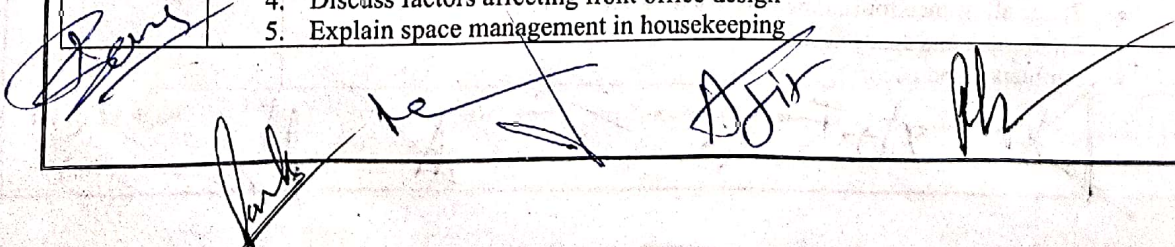
Facility Planning and Designing			Course Code : MHMCT 310
Semester : III	L/T/P (Per week)	2/0/0	Credits : 02

Objective	To provide an insight into significance & various aspects of Facility Planning and Designing.		
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 	6	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 	6	6

	<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 ➤ 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 – TarunBansal • The Professional Housekeeper – Margaret Schneider and Georgina Tucker • Catering Management – MohiniSethi • The Bar and Beverage Book – Mary Porter • Front Office Operations- JatashankarTiwari
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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. 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



Hotel Management Information Systems

Course Code : MHMCT 311

Semester : III

L/T/P (Per week)

2/0/0

Credits : 02

Objective	This Course aims to familiarize students with the concept of Management Information Systems & their use in modern day hospitality.			
	Course Outline	Topic	Hours	
			Lecture	Tutorial
Unit 1	Introduction to MIS <ul style="list-style-type: none"> • Introduction, Definition, Concept • Understanding Information systems • Infrastructural Resources required for MIS <ul style="list-style-type: none"> ➤ Hardware ➤ Software ➤ Data ➤ Network resources ➤ Types of networks • Impact of internet revolution on Hospitality Business 		6	0
Unit 2	Information Systems for Rooms Division Management <ul style="list-style-type: none"> • Property Management System-Various Modules related to Reservations, Registration, Cashiering, Telephones, Guest History, Housekeeping • Various reports generated in the Front Office and their purpose <ul style="list-style-type: none"> ➤ Room Occupancy report. ➤ Front Office Cashier Report ➤ Guest In-House Report ➤ Expected Arrival Report ➤ Expected Departure Report ➤ Occupancy Forecasting Reports • Computerized reservation system, Introduction to GDS & Hotel Distribution on GDS • MIS for key Decisions • Guests data base - Keeping track of guests profile, needs, expectations, etc • Projection and Monitoring of Occupancy levels 		9	0
Unit 3	Information System for Accounting <ul style="list-style-type: none"> • Night Audit • Reports generation and analysis <ul style="list-style-type: none"> ➤ Night Auditors Report ➤ Credit Limit Report ➤ High Balance Report ➤ Tariff posted for the Day Report ➤ Rate Variance/Rate Check Report ➤ Today's Arrivals Report ➤ Settlement Summary 		6	0
Unit 4	Catering Computing Systems <ul style="list-style-type: none"> • Recipe Costing • Stock Control System • E- Procurement Systems • Electronic POS System • Table Management Systems • Conference and Banqueting Systems • Specialist Catering Computer Systems <ul style="list-style-type: none"> ➤ Mini Bar 		6	0

	<ul style="list-style-type: none"> > Beverage Control Systems > Club Management 		
Unit 5	Back Office Systems <ul style="list-style-type: none"> • Pay Roll Systems • Personnel Management Systems • Maintenance Management Systems • Performance Management Systems • At Your Service (AYS System) 	3	0
Total Hours		30	00
Reference Books	<ul style="list-style-type: none"> • Management Information Systems- MahadeoJaiswal& Monika Mittal – Oxford Publication • Using Computers in Hospitality – Peter O'Connor -- Third edition -Thomson Learning • Information Management Systems and Tourism – MTM 4 – Reference Book of IGNOU • 4. Management Information Systems-W.S.Jawadekar 		
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 MIS used in hotels 2. Generate various reports through MIS 3. Analyze various reports generated 4. Describe POS and table management system 5. Explain Personnel Management Systems 		

Researching in Hospitality & Tourism			Course Code : MHMCT 312
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

Objective	The objective of this paper is to develop research minds and inculcate the systematic approach amongst students for decision making and solving the organizational problems. This paper will equip the students with the fundamental knowledge of research methodology so as to make them well verse with the process, tools, techniques and methods for conducting research in scientific manner.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
Unit 1	Fundamentals of Research Meaning, Objectives, Motivation, Utility, Barriers in accepting research, Research Process. Problem Definition and Hypothesis Problem Identification and Definition -Management Question, Research Question, Investigation Question, Hypothesis – Meaning, Qualities of a good Hypothesis, Null Hypothesis & Alternative Hypothesis. Hypothesis Testing - Logic & Importance Research Design Concept and Importance in Research, Features of a good research design, Types of research designs – Exploratory, Descriptive and Experimental, Approaches in research – Qualitative and Quantitative, Contents of research design	9	3
Unit 2	Types and Sources of Data and Data Collection Methods Secondary Data - Definition, Sources, Characteristics. Primary Data - Definition, Sources, Characteristics, Comparison of primary and secondary data. Data Collection Methods Observation method, Experimental method, Focus Group, Case Study, Survey -Questionnaire method, Interviews, Schedule	9	3
Unit 3	Research Instrument	9	3

	Questionnaire and Schedule, Questionnaire designing, electromechanical instruments Measurement Meaning, Levels of Measurement - Nominal, Ordinal, Interval, Ratio. Sources of errors in measurement, test of sound measurement Attitude Scaling Techniques Concept of Scale, Commonly used scales in management research – Single item scale and multiple item scale, Rating Scales, Likert Scales, Semantic Differential Scales, Constant Sum Scales, Graphic Rating Scales – Ranking Scales – Paired Comparison & Forced Ranking		
Unit 4	Sampling Concepts of Sample, Population, Sampling Unit, Sampling Frame, Sampling Error, Advantages of sampling, Sample Size determination, Sampling methods – Probability sampling methods (Simple Random Sample, Systematic Sample, Stratified Random Sample, Cluster sampling, Area sampling & Multi-stage sampling) and Non probability sampling methods (Judgment, Convenience, Quota & Snowball sampling), Characteristics of a good sample	9	3
Unit 5	Data Analysis and Interpretation Data Processing, Data Analysis – Meaning and overview of Univariate, Bivariate and multivariate analysis tools, Data presentation, Inferential analysis – Parameter estimation, hypothesis testing (z, t, chi square tests) Report Writing Importance of report, characteristics of good report, types of reports, Layout of a Research report	9	3
Total Hours		45	15
Reference Books	<ul style="list-style-type: none"> • Research Methodology - C. R. Kothari • Business Research Methods - Donald Cooper & Pamela Schindler, TMGH, 9th edition. • Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press. 		
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 		

Hospitality Sales			Course Code : MHMCT 313
Semester : III	L/T/P (Per week)	3/1/0	Credits : 04

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 	12	4

	<ul style="list-style-type: none"> operational and allied departments Organization structure of a small and large hotel & Functions of a Director of Sales (DOS) Attributes of a Sales personnel 		
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 	12	4
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	2
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 	9	3
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	2
Total Hours		45	15
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 		
E-resources			
Course Outcome	At the end of the course the students would be able to: <ol style="list-style-type: none"> Understand the concept of hospitality sales and differentiate it from marketing. Recognize the coordination required between the sales department and other operational and allied departments within a hospitality organization. Identify the organization structure of small and large hotels and comprehend the functions of a Director of Sales (DOS). Demonstrate knowledge of the attributes and skills required for a successful sales personnel in the hospitality industry. 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.

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Food Production (Industry Exposure)

Semester : IV

L/T/P (Per week)

0/0/40

Course Code : MHMCT 401

Credits : 20

Objective

Objective of doing the Industrial Training is to learn various section and types of food production areas.

Course Outline

Topic

Practical Hours

The student has to observe the following things during Industrial Exposure:

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

300

E-resources

Course Outcome

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

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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F&B Service (Industry Exposure)

Course Code : MHMCT 402

Semester : IV

L/T/P (Per week)

0/0/40

Credits : 20

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

The student has to observe the following things during Industrial Exposure:

BANQUETS

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

RESTAURANTS

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

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of 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 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

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- 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

300

E-resources

Course Outcome

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

- 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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Front Office (Industry Exposure)

Course Code : MHMCT 403

Semester : V

L/T/P (Per week)

0/0/40

Credits : 20

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

The student has to observe the following things during Industrial Exposure:

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 procedurè, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

Total Hours

300

E-resources

Course Outcome

- At the end of the course the students would be able to:
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 : MHMCT 404

Semester : V

L/T/P (Per week)

0/0/40

Credits : 20

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

The student has to observe the following things during Industrial Exposure:

ROOMS

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.)

THE CONTROL DESK

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

PUBLIC AREA

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

E-resources

Course Outcome

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

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 : MHMCT 405
Semester : IV	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: <ul style="list-style-type: none"> 1. Write a report on what has been observed 2. Create documentation on industrial training 3. Develop observation skills 	

