

## **Ordinance No. V (29)**

# **ORDINANCE RELATING TO DIPLOMA IN FOOD & BEVERAGE SERVICE (Revised 2018-19)**

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### **1. INTRODUCTION**

Bhikaji Cama Subharti College of Hotel Management (BCSCHM) has been established in 2009 under Swami Vivekanand Subharti University (SVSU), Meerut with the vision **to produce highly qualified skilled, trained, competent professionals for hospitality and tourism services.**

Mission to establish the BCSCHM was specifically centralized to focus on:

- To provide quality education and skilled professional
- To promote research and development in respective field
- To groom every student to be an excellent professional who follows Indian Culture, loving Moral values and the dictum “Atithi Devo Bhav”

Bhikaji Cama Subharti College of Hotel Management (BCSCHM) has started with following programmes:

- a) Masters of Hotel Management and Catering Technology (MHMCT)
- b) Bachelors of Hotel Management and Catering Technology (BHMCT)
- c) Diploma in Food Production and Bakery
- d) Diploma in Food and Beverage Service

### **DIPLOMA IN FOOD & BEVERAGE SERVICE (DFBS)**

#### **i. PROGRAMME OBJECTIVES:**

- To train and educate trainees to be absorbed into various food and beverage related roles in both the private and government sector
- To provide a complete exposure and guidance to trainees in the field of catering, hospitality and, food and beverage management.
- To offer emphasis on practical training and focus on procedures, supervision and management skills related to the food and beverage department, that are in line with current industry requirement
- Students will gain a basic understanding of the Food and Beverage industry by analyzing the industry's :
  - growth and development,

- reviewing its organizational structure,
- investigating its relationship with the hotel's other departments,
- And by focusing on industry opportunities and future trends.
- To understand the importance of team work and manage internal and external human resources.

**ii. PROGRAMME OUTCOME:**

After successful completion of the programme, an individual will be able to:

- Plan, prepare and present quality food and beverage for a variety of hospitality environments.
- Deliver accomplished service of food and beverage for a hospitality enterprise.
- Support an industry and workplace service culture by adopting a positive attitude and professional decorum, accommodating diverse and special needs, and contributing as a team member.
- Deliver customer service and solutions that anticipate, meet and/or exceed individual expectations, as well as organizational expectations, standards and objectives.
- Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.
- Apply business and revenue models as well as basic accounting, budgeting, financial and administration skills to support the effective management and operation of a variety of organizations delivering hospitality services and products.
- Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations, and apply risk management principles, to support and maintain efficient, safe, secure, accessible and healthy hospitality operations.
- Use appropriate technologies to enhance the quality and delivery of hospitality services, products and guest experiences and to measure the effectiveness of hospitality operations.
- Keep current with hospitality trends and issues, and interdependent relationships in the broader tourism industry\* sectors to improve work performance and guide career development.
- Use leadership, teamwork, conflict and relationship management skills and tools, as well as knowledge of organizational behaviour, labour relations, employment standards and human rights to contribute to a positive work environment.
- Respond to issues and dilemmas arising in the delivery of hospitality services, products and guest experiences by using and promoting ethical behaviour and best practices of corporate social responsibility and environmental sustainability.

## 2. RULES AND REGULATIONS FOR ADMISSION in DFBS

2.1 For admission in Diploma in Food & Beverage Service programme, the applicant should have passed Intermediate examination or equivalent of a recognized board.

2.2.1 The applicants may be required to appear at an entrance test followed by group discussion, interview and counseling before admission.

2.2.2 The reservation and relaxation for SC/ST/OBC/PWD and other categories shall be as per the rules of the Central Government/State Government, whichever is applicable.

2.3. The entire programme has to be completed within a maximum of four years from the date of original admission in the programme.

## 3. CURRICULUM/ STRUCTURE OF PROGRAMME OF DFBS

3.1 The programme shall be spread over one and half academic years, spread over three semesters comprising actual teaching for a minimum of 90 days in each semester and Industrial Training for 6 Months in the third semester.

3.2 The programme focuses on the following aspects:

- a) Competence
  - b) Entrepreneurship
  - c) Skill development
  - d) Value added
  - e) Extracurricular activities
- Industrial Training of 6 months is offered in the III<sup>rd</sup> semester. The students are expected to train in Hotels of category 4 star and above. The training will be as per the schedule mentioned in the curriculum. The students are expected to maintain a log book on a daily basis. At the end of the Industrial training the student shall submit a training report along with the log book and a performance appraisal from the hotel. The training report is to be prepared by the student and to be submitted to the Training and Placement Officer within the stipulated time for assessment.

3.4 The academic calendar shall be as follows:-

<b>I<sup>st</sup> Semester</b>	Session - 1st Aug. to 30th Nov Exam - 1st Dec. to 15th Dec
<b>II<sup>nd</sup> Semester</b>	Session - 1st Jan. to 10th May Exam - 1st May to 15th May
<b>III<sup>th</sup> Semester</b>	Industrial Training- May to Dec.

**3.5: Table of DFBS programme Structure from the academic year 2018-19**

Course Code	Course	Course Type	Teaching Load per week				Credit	Marks		Total Marks
			L	T	P	Total		Continuous Comprehensive Assessment (CCA)	End-Semester Examination (ESE)	
<b>SEMESTER I</b>										
DFBS 101	Food Service Foundation- I	Core	3	1	-	4	4	30	70	100
DFBS 101P	Food Service Foundation- I (Practical)	Core	-	-	2	2	1	30	70	100
DFBS 102	Bar Operations- I	Core	3	1	-	4	4	30	70	100
DFBS 102P	Bar Operations- I (Practical)	Core	-	-	2	2	1	30	70	100
DCC 104	Introduction to Information Technologies	Skill Enhancement Course	3	1	-	4	4	30	70	100
DCC 105	Communication Skills	Skill Enhancement Course	3	1	-	4	4	30	70	100
DCC 106	Fundamentals of Tourism and	Ability Enhancement	3	1	-	4	4	30	70	100

	Travel	t Course								
	<b>Total</b>					<b>24</b>	<b>22</b>	<b>210</b>	<b>490</b>	<b>700</b>
<b>SEMESTER II</b>										
DFBS 201	Food Service Foundati on-II	Core	3	1	-	4	4	30	70	100
DFBS 201P	Food Service Foundati on-II (Practical )	Core	-	-	2	2	1	30	70	100
DFBS 202	Bar Operatio ns- II	Core	3	1	-	4	4	30	70	100
DFBS 202P	Bar Operatio ns- II (Practical )	Core	-	-	2	2	1	30	70	100
DCC 204	Entrepre neurship Develop ment	Skill Enhancem ent Course	3	1	-	4	4	30	70	100
DCC 205	Managin g Human Resource s	Abilit y Enhancem ent Course	3	1	-	4	4	30	70	100
DCC 206	Food & Beverage Control	Abilit y Enhancem ent Course	3	1	-	4	4	30	70	100
	<b>Total</b>					<b>24</b>	<b>22</b>	<b>210</b>	<b>490</b>	<b>700</b>

SEMESTER III										
DFBS 301	Food & Beverage Service (Industry Exposure )	Core	-	-	40	40	20	120	280	400
DFBS 302	Log Book & Presentat ion	Skill Enhancem ent Course	-	-	2	2	1	60	140	200
<b>Total</b>					<b>42</b>	<b>21</b>	<b>180</b>	<b>420</b>	<b>600</b>	

### 3.6 List of all Courses under different categories for DFBS Programme

Course Type	Course Code	Course Name
Core Course	DFBS 101	Food Service Foundation- I
	DFBS 101P	Food Service Foundation- I (Practical)
	DFBS 102	Bar Operations- I
	DFBS 102P	Bar Operations- I (Practical)
	DFBS 201	Food Service Foundation-II
	DFBS 201P	Food Service Foundation-II (Practical)
	DFBS 202	Bar Operations- II
	DFBS 202P	Bar Operations- II (Practical)
	DFBS 301	Food & Beverage Service (Industry Exposure)
Ability Enhancement Course	DCC 106	Fundamentals of Tourism and Travel
	DCC 205	Managing Human Resources
	DCC 206	Food & Beverage Control
Skill Enhancement Course	DCC 104	Introduction to Information Technologies
	DCC 105	Communication Skills
	DCC 204	Entrepreneurship Development
	DEM 302	Log Book & Presentation

## 4. EXAMINATION AND EVALUATION

### 4.1 ATTENDANCE:

The students are expected to attend all the classes and should not have less than 75 % attendance in theory as well as in practical classes, wherever held, to become eligible to appear for the university examination. Short fall in attendance can, however be condoned in deserving cases to the extent of 10% by the Principal. If the short fall is more than 10% but not more than 15%, the Principal may recommend deserving cases to the Vice Chancellor for condonation. The order of the Vice Chancellor in this regard shall be final.

### 4.2 EXAMINATION:

All Courses offered by BCSCHM under DFBS programme will have an evaluation system within two components as:

1. Continuous Comprehensive Assessment (CCA) accounting for 30% of the final grade that a student gets in a course, and
2. End-Semester Examination (ESE) accounting for the remaining 70% of the final grade that the student gets in a course.

**A student will have to pass both the components i.e. CCA and ESE separately to become eligible to be declared successful in a course.**

#### **4.2.1 CONTINUOUS COMPREHENSIVE ASSESSMENT (CCA) :**

Continuous Comprehensive Assessment (CCA) will be of **30 marks** comprised:

4.2.1.1 Midterm written test / practical including in-between snap tests if any shall carry **20 marks** independently in each subject.

4.2.1.2 A maximum of **10 marks** in each subject shall be awarded for attending classes (theory / practical) as per the following norms:

**Note: Marks for Attendance:** below 50% = Zero (0) mark; 50% = 1 mark; 51 – 59.99% = 2 marks; 60 – 64.99% = 3 marks; 65 – 69.99% = 5 marks; 70 – 74.99 % = 7 marks; 75- 79.99% = 8 marks; 80- 84.99% = 9 marks; 85- 100% = 10 marks

#### **4.2.2 END SEMESTER EXAMINATION (ESE)**

The remaining 70% of the final grade of the student in a course will be assessed on the basis of an end semester examination (ESE) that will be for three hours duration and will cover the entire syllabus of the course.

The question papers for the ESE will be got set by the Controller of Examinations (CoE) of the Swami Vivekanand Subharti University (SVSU) by a selected faculty panel.

#### **4.2.3 INDUSTRIAL TRAINING (DFBS 301 & DFBS 302):**

The student is required to complete 6 months industrial training. During the training the student has to maintain a log book which will carry 200 marks (CCA-60 marks and ESE- 140 marks). At the end of the training the student has to present a training report with a presentation on his training in all core courses and it carries 400 marks (CCA- 120 marks and ESE- 280 marks).

#### **4.3 PAPER SETTING, EVALUATION & RESULTS**

The work of setting the End semester examination papers, conduct of the End semester and Annual examinations, Evaluation and declaration of results shall be as per the laid down Examination policies / latest University Notifications.

### **5. POWER TO MODIFY**

In the event of any emergent situation, if any deviation is considered necessary, the Vice Chancellor is authorized to modify the Ordinance. Subject to subsequent ratification by the Executive Council.

## SYLLABUS

<b>Food Service Foundation-I</b>			<b>Course Code : DFBS 101</b>
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	This course gives an over view of Food & beverage industry in India & abroad with reference to its history and importance in current economy along with familiarization with Food service equipment and services.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Introduction to F &amp; B Service</b> <ul style="list-style-type: none"> <li>• Evolution of Food&amp; Beverage industry.</li> <li>• Classification of catering establishments - Commercial &amp; Non- commercial,</li> <li>• Captive &amp; non-captive.</li> <li>• Types of F &amp; B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food</li> </ul>	12	4

	<ul style="list-style-type: none"> <li>• Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines</li> </ul>		
<b>Unit 2</b>	<b>Equipment- types and usage</b> <ul style="list-style-type: none"> <li>• Furniture – tables &amp; chairs</li> <li>• Chinaware – sizes and capacity</li> <li>• Stainless steel and Silverware – cutlery, service equipments</li> <li>• Glassware- capacity &amp; usage</li> <li>• Disposables – types, advantage &amp; disadvantage</li> <li>• Linen – types &amp; sizes</li> <li>• Special equipment- care &amp; maintenance</li> <li>• New trends in equipment – sizes, color, and shapes.</li> </ul>	9	3
<b>Unit 3</b>	<b>F &amp; B service Personnel</b> <ul style="list-style-type: none"> <li>• F &amp; B service organization structure for large hotel</li> <li>• Organization structure of individual restaurant-restaurant brigade</li> <li>• Attitudes &amp; attributes of F &amp; B personnel, Competencies</li> <li>• Basic etiquettes</li> <li>• Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing</li> </ul>	12	4
<b>Unit 4</b>	<b>Types of service</b> <ul style="list-style-type: none"> <li>• Table Service – Silver/English, American</li> <li>• Self Service - Buffet and Cafeteria Service</li> <li>• Specialized Service – Gueridon, Lounge, Room</li> <li>• Single Point Service- Takeaway, Vending, Kiosks, Food Courts</li> <li>• New trends in service – Clientele centric approach.</li> </ul> <b>Billing methods &amp; Control methods</b> <ul style="list-style-type: none"> <li>• Importance of control</li> <li>• Billing methods – triplicate system, KOT &amp; BOT</li> <li>• Types of KOT, Flow chart of KOT</li> <li>• List of Software used in billing methods –Micros, IDS, Fidelio, Opera</li> </ul> Importance of control	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Food &amp; Beverage Service – Dennis R.Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>• Food &amp; Beverage Service Management – Brian Varghese</li> <li>• Food &amp; Beverage Service – Vijay Dhawan</li> <li>• Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.</li> <li>• Food &amp; Beverage Service Lillicrap&amp; Cousins, ELBS</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Summarize various catering establishments</li> <li>2. Identify various equipment and linen used in F&amp;B Service and their uses</li> <li>3. Design organizational structure and relate F&amp;B Service department with other department of hotel</li> <li>4. Distinguish different types of service</li> <li>5. Apply billing methods and its measures</li> </ol>		

<b>Food Service Foundation-I (Practical)</b>			<b>Course Code : DFBS 101P</b>
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

<b>Objective</b>	This course introduces student to various catering institutions and the equipments and tools frequently used & other operational menu along with their implementation in food and beverage industry keeping in mind various styles of service & techniques in trend.	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	Service grooming and Restaurant etiquettes	2
	Napkin folds – at least 12 folds	2
	Identification and usage of equipment	2
	Mis-en- place and Mis-en-scene	2
	Laying and relaying of tablecloth	2
	Receiving a guest, seating and service of water	2
	Carrying a salver or tray	2
	Rules for laying table - Laying covers as per menus	2
	TDH and A la carte cover layout	2
	Handling service gear, Carrying plates, glasses and other equipment	2
	Crumbing, clearance and presentation of bill	2
	English / Silver service, American service	2
	Rules to be observed while waiting at the table	2
	Restaurant reservation system, Hostess desk functions	2
	Order taking – writing a food KOT, writing a BOT	2
	<b>Total Hours</b>	<b>30</b>
<b>E-resources</b>		
<b>Course Outcome</b>	At the end of the course the students would be able to: 1. Recognize different napkins folds 2. Demonstrate different table layouts 3. Perform restaurant service etiquettes and rules to be observed while waiting at the table 4. Handle service gear and other equipments 5. Demonstrate various types of service	

<b>Bar Operation-I</b>			<b>Course Code : DFBS 102</b>
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	The course will give comprehensive knowledge on various fermented alcoholic beverages used in the Hospitality Industry. It will also help in understanding the classification, manufacturing process and the various styles, along with technical and specialized skills in the service of the same. It will familiarize students to bar profile.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Alcoholic Beverages</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Classification of Alcoholic Beverages</li> </ul>	6	2

	<ul style="list-style-type: none"> <li>• Fermented beverages – Definition and Examples</li> </ul> <b>Bar</b> <ul style="list-style-type: none"> <li>• Types of Bar</li> <li>• Bar Equipment (Light equipment and Heavy equipment)</li> </ul>		
<b>Unit 2</b>	<b>Beer</b> <ul style="list-style-type: none"> <li>• Introduction and Definition</li> <li>• Raw materials &amp; Manufacturing process</li> <li>• Types of Ales and Lagers</li> <li>• Freshly brewed Beer and Flavored Beer</li> <li>• Faults in Beer- Common faults and reasons (Sour, Cloudy, Flat and Foreign bodies)</li> <li>• Other Fermented and Brewed beverages (Sake, Cider, Perry)</li> <li>• Brands Domestic &amp; International</li> </ul>	12	4
<b>Unit 3</b>	<b>Wines</b> <ul style="list-style-type: none"> <li>• Introduction and Definition</li> <li>• Classification of wines (Color, Characteristics and General)</li> <li>• Types of wines: Still, Sparkling, Fortified, Organic, Aromatized, Low Alcohol Wines, Alcohol free wines, Blush wine.</li> <li>• Factors influencing the character of wine</li> <li>• Viticulture &amp; Viticulture Methods</li> <li>• Vinification of still wines (Red, White and Rose)</li> <li>• Naming of wines</li> <li>• Fruit wines and examples</li> <li>• Vine diseases – Odieum, Mildew, Gray Rot (Noble Rot), Phylloxera vastatrix.</li> <li>• Wine faults – Corked, Weeping, Excess Sulphur, Maderisation, Tartare Flakes, Formation of crystals, Hydrogen sulphide, Cloudiness, Secondary Fermentation, Foreign materials and sediments.</li> <li>• Storage of wines</li> <li>• Food &amp; Wine Harmony</li> </ul>	12	4
<b>Unit 4</b>	<b>Wine producing Countries</b> <ul style="list-style-type: none"> <li>• France – Regions with Wine examples Champagne – Regions, Manufacture process (Traditional, Cuvee close / Charmat, Transfer, Impregnation/Carbonation), Brands</li> <li>• Italy – Regions with Wine examples</li> <li>• Fortified wine: Marsala, Types and Brands</li> <li>• Sherry – Manufacture process, Types and Brands</li> <li>• Port – Manufacture process, Types, Brands</li> <li>• Madeira – Manufacture process, Types, Brands</li> <li>• International and national Wine examples</li> </ul> <b>Aperitifs</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Types of Aperitifs</li> <li>• Wine based Aperitifs <ul style="list-style-type: none"> <li>a) Vermouth Styles and Brands</li> <li>b) Chambéry, Chambéryzette, Punt-e-mes,</li> </ul> </li> </ul>	15	5

	Carpano c) Dubonnet, Lillet, St.Raphael, Byrrh and Cap Corse d) Spirit based Aperitifs and Bitters – AmerPicon, FernetBranca, Pernod, Campari, Angostura, Ouzo and Underberg		
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Food &amp; Beverage Service – Dennis R.Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>• Food &amp; Beverage Service Management – Brian Varghese</li> <li>• Food &amp; Beverage Service – Vijay Dhawan</li> <li>• Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.</li> <li>• Food &amp; Beverage Service Lillicrap &amp; Cousins, ELBS</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Classify different types of alcoholic beverage and identify bar equipment</li> <li>2. Discuss manufacturing of beer and brand name</li> <li>3. Describe wine manufacturing process and classify wines</li> <li>4. Differentiate various wine producing countries</li> <li>5. Recognize different aperitifs used in bar</li> </ol>		

<b>Bar Operation-I (Practical)</b>			<b>Course Code : DFBS 102P</b>
Semester : I	L/T/P (Per week)	0/0/2	Credits : 01

<b>Objective</b>	The objective of the course is to provide practical knowledge of serving different fermented alcoholic beverage to the guest.	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	Organization of a wine bar	2
	Types of Glasses used in the bar	2
	Beer Service – Service Temperature, Equipment, Procedure, Brands	2
	Wine equipment	2
	Reading of a wine label (Wine labels from France, Italy and Germany).	2
	White wine & Rose wine service - Service temperature, Equipment, Procedure and brands	2
	Red wine service- Service temperature, Equipment, Procedure, Decanting process and Brands	2
	Champagne / Sparkling Wines service- Service temperature, Equipment, Procedure and Brands <ul style="list-style-type: none"> <li>• Champagne Bottle sizes with their respective names</li> <li>• Champagne Dosage terms</li> </ul>	2
	Fortified wine service - Service Temperature, Equipment, Procedure, Brands <ul style="list-style-type: none"> <li>• Sherry</li> <li>• Port</li> </ul>	2
	Service of Aperitifs <ul style="list-style-type: none"> <li>• Vermouth</li> <li>• Campari</li> </ul>	2

	<ul style="list-style-type: none"> <li>• Pernod</li> </ul>	
	Menu Planning with wines and Service of Food and wine (Menu planning with wines from France, Italy, Spain, and India)	2
	Preparation of <ul style="list-style-type: none"> <li>• Beer list</li> <li>• Wine list</li> </ul>	2
<b>Total Hours</b>		<b>30</b>
<b>E-resources</b>		
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Compile wine list and beer list</li> <li>2. Demonstrate alcoholic beverage service</li> <li>3. Identify glassware used for serving different fermented beverage</li> <li>4. Illustrate service of aperitifs</li> <li>5. Design menu with combination of wine</li> </ol>	

<b>Introduction to Information Technologies</b>			<b>Course Code: DCC 104</b>
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	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.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Introduction and Organization of computers:</b> <ul style="list-style-type: none"> <li>• Computers – Introduction and Characteristics</li> <li>• Block Diagram of computer Computer</li> <li>• Input and Output Units of computer</li> <li>• Computer Memory, RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory; Primary and Secondary memory</li> <li>• Magnetic Hard disk, Floppy disk, CD-ROM, Disk Cartridges etc.</li> <li>• Hardware and Software</li> </ul>	12	4
<b>Unit 2</b>	<b>Introduction to Windows &amp; MS Word:</b> <ul style="list-style-type: none"> <li>• Windows - Functions and Advantages</li> <li>• Introduction to Word</li> <li>• Viewing, Creating, Opening and Saving a Document</li> <li>• Editing and Formatting Text</li> <li>• Proofing a Document</li> <li>• Mail Merge</li> </ul>	9	3
<b>Unit 3</b>	<b>MS Excel</b> <ul style="list-style-type: none"> <li>• Excel – Nature; Significance and Scope</li> <li>• Starting Excel</li> <li>• Working with a Spreadsheet</li> <li>• Editing the Worksheet</li> <li>• Formulae in Excel</li> <li>• Selecting, Inserting and Deleting Sheet</li> </ul>	12	4
<b>Unit 4</b>	<b>MS Power point:</b> <ul style="list-style-type: none"> <li>• Introduction to ‘Power Point’; viewing and creating</li> </ul>	12	4

	<ul style="list-style-type: none"> <li>presentations.</li> <li>• Entering and Editing Text</li> <li>• Formatting Text</li> <li>• Drawing and Rotating Objects</li> </ul> <p><b>Internet</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Understanding 'www'</li> <li>• Sending and receiving email; Accessing News groups/Websites</li> <li>• Downloading Files</li> <li>• Face book: concept and significance; Establishing Web Presence</li> </ul>		
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• ITL, ESL, (2005), Introduction to Infotech, 1st edition, Pearson Education.</li> <li>• Goyal, Anita, (2010), Computer Fundamentals, 1st Edition, Pearson Education.</li> <li>• Leon and Leon, (1999) Introduction to Information Technology, Vikas Publishing House.</li> <li>• Joseph A. Brady and Ellen F Monk, (2007), Problem Solving Cases in Microsoft and Excel, Fourth Annual Edition, Thomson Learning.</li> <li>• Rajaraman, V., (2009), Introduction to Information Technology, Prentice Hall of India. 4. Deepak Bharihoke, (2009), Fundamentals of Information Technology, 3rd Edition, Excel Book</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Recognize different components of computer and their uses</li> <li>2. Identify different operating system</li> <li>3. Recall importance of MS Office</li> <li>4. Describe the role of internet and social media in hospitality industry</li> </ol>		

<b>Communication Skills</b>			<b>Course Code: DCC 105</b>
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	<ul style="list-style-type: none"> <li>• To develop the skills of the professional undergraduate students for proper self expression, social communication, spoken English, correct pronunciation, voice modulation and business etiquettes.</li> <li>• The students should improve their personality, communication skills and enhance their self-confidence.</li> </ul>		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Fundamental of Grammar and their Usage:</b> How To Improve Command Over Spoken and Written English with Stress on Noun, Verb, Tense and Adjective. Sentence Errors, Punctuation, Vocabulary Building to Encourage the Individual to Communicate Effectively, Common Errors in Business Writing.	12	4
<b>Unit 2</b>	<b>Introduction to Business Communication:</b> Basic Forms of Communication, Process of Communication, Principles of	9	3

	Effective Business Communication, 7Cs; Media of Communication: Types of Communication: Barriers of Communication (Practical exercise in communication)		
<b>Unit 3</b>	<b>Business letter writing:</b> Need, Functions and Kinds, Layout of Letter Writing, Types of Letter Writing: Persuasive Letters, Request Letters, Sales Letters, Complaints and Adjustments; Departmental Communication: Meaning, Need and Types: Interview Letters, Promotion. Letters, Resignation Letters, News Letters, Circulars, Agenda, Notice, Office Memorandums, Office Orders, Press Release.	12	4
<b>Unit 4</b>	<b>Business Etiquettes and Public Speaking:</b> Business Manners. Body Language Gestures, Email and Net Etiquettes, Etiquette of the Written Word, Etiquettes on the Telephone, Handling Business Meetings; Introducing Characteristic, Model Speeches, Role Play on Selected Topics with Case Analysis and Real Life Experiences.	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• ITL, ESL, (2005), Introduction to Infotech, 1st edition, Pearson Education.</li> <li>• Krizan, A. C. Buddy, and Merrier, Patricia (2008) Effective Business Communication, 7th Edition, Cengage Learning.</li> <li>• Lesikar, (2009), Business Communication: Making Connections in a Digital World, McGraw Hill Education.</li> <li>• McGraw, S. J., (2008) Basic Managerial Skills for All, 8th edition, Prentice Hall of India.</li> <li>• Wren &amp; Martin, (2008), English Grammar and Composition, Sultan chand &amp; Sons.</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Discuss features and process of communication</li> <li>2. Classify various types of communication</li> <li>3. Solve barriers to effective communication</li> <li>4. Assess their written communication skills</li> <li>5. Evaluate their oral communication</li> </ol>		

<b>Fundamentals of Tourism and Travel</b>			<b>Course Code: DCC 106</b>
Semester : I	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	This module is introduced to make students familiar with the subject. It provides an overview of the principle and the elements of Tourism, Travel insurance, career opportunities and the hospitality industry.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Introduction to Tourism Management:</b> Components of Tourism, Geographic Components of Tourism, Motivation for Travel, Elements of Tourism; Principles of Tourism,. Form of Tourism, Travel Products, Classification of Tourists, Present Tourism Scenario	12	4
<b>Unit 2</b>	<b>Tourism Industry Issues</b> - Customer Services, career opportunities in Travel Trade, Travel Insurance, , Travel formalities: the passport and Visas, health certificates, Taxes, Custom and currencies.	9	3

<b>Unit 3</b>	<b>Hospitality Industry:</b> Organization of Hotel, Front Office, House Keeping, Food & Beverage Department, Types of Accommodation, classification of hotels, Domestic and International Chain of Hotels..	12	4
<b>Unit 4</b>	<b>Airlines station Management:</b> Airport Facilities, In-flight Services, Facilities provided to Special Passengers, Aviation Terminology, Airline codes, Domestic city codes, Basic Cargo Rating and Handling..	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Kandari, O.P. and Chandra Ashish, (2004), Tourism Development; Principles and Practices, Shree Publishers.</li> <li>• Gill, S. Pushpinder, (2003), Tourism Planning and Management, Anmol Publications.</li> <li>• Law, A. A., (2004), A Companion to Tourism, Blackwell Publishing.</li> <li>• Mc Intosh, et., 1995, Tourism Principles, Practices and Philosophies, Wiley.</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Explain importance of tourism and function of travel agent, tour operator, etc</li> <li>2. Discuss impact and infrastructure of tourism</li> <li>3. Describe the role of different organization for promoting tourism</li> <li>4. Recall various travel documents required while planning for a tour</li> <li>5. Classify different types of tourism</li> </ol>		

<b>Food Service Foundation-II</b>			<b>Course Code : DFBS 201</b>
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	This subject aims to provide intrinsic knowledge of Food and Beverage menus with purpose and necessity in various types of meals. It enables students to apply the knowledge and skills required to advise and serve customers in food service outlets and analyse the food service operations of in room dining.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Types of Meals</b> <ul style="list-style-type: none"> <li>• Breakfast – Introduction, Types, Service Methods</li> <li>• Elevenses and Brunch</li> <li>• Full afternoon tea and Hi – Tea</li> <li>• Lunch /Dinner</li> <li>• Supper</li> <li>• Late night snacks / round the clock meals</li> </ul> <b>Banquets</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Types of Banquet functions: Formal &amp; Informal</li> <li>• Hierarchy and Duties &amp; Responsibilities of Banquet Staff</li> <li>• Banquet booking procedure</li> <li>• Banquet Function Prospectus (Lay out only)</li> <li>• Off Premise / Out-door catering</li> </ul> <b>Buffet</b> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Types of Buffet</li> <li>• Buffet equipment</li> </ul>	12	4

	<ul style="list-style-type: none"> <li>Points to be considered while arranging buffet</li> </ul>		
<b>Unit 2</b>	<b>Menu knowledge</b> <ul style="list-style-type: none"> <li>Introduction</li> <li>Types –A la Carte &amp; Table d’ hôte</li> <li>Menu Planning, considerations and constraints</li> <li>Classical French Menu</li> <li>Classical Foods &amp; its accompaniments with cover</li> <li>Definition of Menus - Children, Diet, Working Lunch, Banquet, Take Away, Cyclic, Combination, Poolside, Trendy snacks /Fast Foods.</li> </ul>	9	3
<b>Unit 3</b>	<b>Tobacco</b> <ul style="list-style-type: none"> <li>Introduction, types</li> <li>Cigar –Parts, manufacturing, sizes, strengths, brands, service procedure</li> <li>Cigarette – Manufacturing, brands, service procedure</li> </ul> <b>Non – Alcoholic Beverages</b> <ul style="list-style-type: none"> <li>Classification</li> <li>Hot Beverages – Types, service, latest trends</li> <li>Cold Beverages – Types, service, latest trends</li> </ul>	12	4
<b>Unit 4</b>	<b>Special Foods</b> <ul style="list-style-type: none"> <li>Sandwiches–types, service procedure</li> <li>Salads –Types (Green, Vegetable, Main Course, Fruit)Dressings (Lemon, Vinaigrette, French, English, Cream)</li> <li>Frozen Food - Ice-Creams, Parfaits, Sundaes, Granites, Gelato, Spoom</li> <li>Fondue –types, service and procedure</li> </ul> <b>Room Service/ In room dining service</b> <ul style="list-style-type: none"> <li>Introduction, General Principles</li> <li>Cycle of Service, Scheduling and Staffing</li> <li>Forms and Formats</li> <li>Order Taking, Suggestive Selling, Breakfast Cards</li> <li>Time management -lead time from order taking to clearance</li> <li>IRD Layouts and special equipment, Mini bar</li> </ul>	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>Food &amp; Beverage Service – Dennis R.Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>Food &amp; Beverage Service Management – Brian Varghese</li> <li>Food &amp; Beverage Service – Vijay Dhawan</li> <li>Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.</li> <li>Food &amp; Beverage Service Lillicrap &amp; Cousins, ELBS</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>Discuss different types of meals</li> <li>Explain various menu</li> <li>Memorize different tobacco products and classify non- alcoholic beverages</li> <li>Describe special foods</li> <li>Design layout of in room dining and practice in room dining procedure</li> </ol>		

<b>Food Service Foundation-II (Practical)</b>			<b>Course Code : DFBS 201P</b>
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01

<b>Objective</b>	This course introduces student to various catering institutions and the equipment and tools frequently used & other operational menu along with their implementation in food and beverage industry keeping in mind various styles of service & techniques in trend.	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	Briefing and De-briefing	2
	Menu planning & service procedure – Continental and American Breakfast	2
	Menu planning & service procedure – English and Indian Breakfast	2
	Menu planning & service procedure – Full afternoon tea and High tea	2
	Menu planning & service procedure – Elevenses, Brunch and Supper	2
	Menu planning & service procedure – 3/4 course lunch/dinner French menu	2
	Menu planning & service procedure – 5/6 course lunch/dinner French menu	2
	Menu planning & service procedure – 7/8 course lunch/dinner French menu	2
	Menu planning & service procedure – 13 course French Classical Menu	2
	Menu planning & service procedure – including cheese, savory, desserts	2
	Menu planning & service procedure – Indian Lunch/ Dinner	2
	Non-alcoholic beverage list (cold & hot), order taking and service procedure	2
	IRD tray/ trolley set up and service procedure for Breakfast/Tea/Snacks/Beverages	2
	15 IRD tray/ trolley set up and service procedure for Lunch/ Dinner	4
	<b>Total Hours</b>	<b>30</b>
<b>E-resources</b>		
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Design French classical menu</li> <li>2. Demonstrate service procedure for lunch/ dinner and breakfast</li> <li>3. Design breakfast, lunch and dinner menu</li> <li>4. Demonstrate try/ trolley set up</li> <li>5. List non alcoholic beverages</li> </ol>	

<b>Bar Operation-II</b>			<b>Course Code : DFBS 202</b>
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	The course will give comprehensive knowledge on various distilled alcoholic beverages used in the Hospitality Industry. It will also help in understanding the classification, manufacturing process and the various styles, along with technical and specialized skills in the service of the same. It will familiarize students to bar
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	profile.		
Course Outline	Topic	Hours	
		Lecture	Tutorial
<b>Unit 1</b>	<b>Introduction to Spirit</b> <ul style="list-style-type: none"> <li>• Definition of spirit</li> <li>• Alcoholic Strength: Proof (British and American)</li> <li>• Classification of Distilled Beverages and their examples</li> <li>• Distillation process: <ul style="list-style-type: none"> <li>➤ Pot Still</li> <li>➤ Patent Still</li> </ul> </li> </ul>	6	2
<b>Unit 2</b>	<b>Spirits</b> <ul style="list-style-type: none"> <li>• Whisky <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process : Scotch Whisky</li> <li>➤ Other Whiskies- American(Corn, Rye, Bourbon), Canadian, Irish Whiskey, Tennessee Whisky and Japanese</li> <li>➤ Styles of Scotch Whisky: Single Malt, Single vatted Malt, Single Cask Malt</li> <li>➤ Brands National and International</li> </ul> </li> <li>• Brandy <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process</li> <li>➤ Types of Brandy – Cognac and Armagnac</li> <li>➤ Brands National and International</li> </ul> </li> <li>• Rum <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process(Light Rum and Dark Rum)</li> <li>➤ Types of Rum: White, Dark and Golden</li> <li>➤ Brands National and International</li> </ul> </li> <li>• Gin <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process</li> <li>➤ Types of Gin: Sloe, London, Plymouth and Dutch</li> <li>➤ Brands National and International</li> </ul> </li> <li>• Vodka <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process</li> <li>➤ Flavoured Vodkas</li> <li>➤ Brands National and International</li> </ul> </li> <li>• Tequila <ul style="list-style-type: none"> <li>➤ Definition</li> <li>➤ Raw materials and Manufacturing process</li> <li>➤ Types of Tequila: Joven, Blanco, Anejo, Extra Anejo</li> <li>➤ Brands</li> </ul> </li> <li>• Other Spirits (Aquavit, Arrack, Absinthe, Grappa, Calvados, Marc, Toddy, Feni/ Fenny)</li> </ul>	15	5
<b>Unit 3</b>	<b>Liqueurs</b> <ul style="list-style-type: none"> <li>• Definition</li> </ul>	6	2

	<ul style="list-style-type: none"> <li>Raw material and Method of production – Pressing, Maceration, Infusion &amp; Percolation</li> <li>Types of Liqueurs - Base, Flavour, Colour and Country of Origin</li> <li>Brands – National and International</li> </ul>		
<b>Unit 4</b>	<b>Cocktails</b> <ul style="list-style-type: none"> <li>History and definition</li> <li>Methods of making cocktails: Stirred, Shaken, Built- up, Layered and Blended</li> <li>Traditional mixes preferred with Alcoholic beverages</li> <li>Golden rules for making cocktails</li> <li>Cocktail Bar equipment and their uses <ul style="list-style-type: none"> <li>➤ Light and heavy equipment</li> <li>➤ Garnishes, decorative accessories</li> </ul> </li> </ul>	9	3
<b>Unit 5</b>	<ul style="list-style-type: none"> <li></li> </ul>	9	3
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>Food &amp; Beverage Service – Dennis R.Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>Food &amp; Beverage Service Management – Brian Varghese</li> <li>Food &amp; Beverage Service – Vijay Dhawan</li> <li>Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.</li> <li>Food &amp; Beverage Service Lillicrap &amp; Cousins, ELBS</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>Explain spirits and different types of distillation</li> <li>Classify spirits and their manufacturing process</li> <li>Describe liqueurs</li> <li>Name classic cocktails with their recipe</li> <li>Classify types of banquet and buffet</li> </ol>		

<b>Bar Operation-II (Practical)</b>			<b>Course Code : DFBS 202P</b>
Semester : II	L/T/P (Per week)	0/0/2	Credits : 01

<b>Objective</b>	This course introduces student to various styles of service & techniques used while serving and making of cocktails and distilled beverages.	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	Whisky – Service Temperature, Equipment required, Procedure for various styles (Neat, On the rocks and Mixed) at the bar and at the table, Brands National& International. Brandy - Service Temperature, Equipment required, Procedure for various styles (Neat & warm) at the bar and at the table, Brands National & International. Rum - Service Temperature, Equipment required, Procedure for various styles(Neat, On the rocks and Mixed) at the bar and at the table Brands National &International.	4
	Gin - Service Temperature, Equipment required, Procedure for various styles (Neat, on the rocks and Mixed) at the bar and at the table, Brands National &International.	4

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

<b>Entrepreneurship Development</b>			<b>Course Code: DCC 204</b>
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	It provides exposure to the students to the entrepreneurial cultural and industrial growth so as to prepare them to set up and manage their own small units.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Introduction:</b> The Entrepreneur: Definition, Emergence of Entrepreneurial Class; Theories of Entrepreneurship	9	3
<b>Unit 2</b>	<b>Promotion of a Venture:</b> Opportunity analysis; External Environmental Analysis Economic, Social and Technological; Competitive factors; Legal requirements of establishment of a new unit and Raising of Funds; Venture Capital Sources and documentation required.	12	4
<b>Unit 3</b>	<b>Entrepreneurial Behaviour:</b> Innovation and Entrepreneur; Entrepreneurial Behaviour and Psycho-theories, Social responsibility. Entrepreneurial Development Programmes (EDP): EDP, their role, relevance and achievements; Role of Government in organizing EDP's critical evaluation.	12	4

<b>Unit 4</b>	<b>Role of Entrepreneur:</b> Role of an Entrepreneur in Economic Growth as an Innovator, Generation of Employment Opportunities, Complimenting and supplementing Economic Growth, bringing about Social Stability and Balanced Regional Development of Industries: Role in Export Promotion and Import Substitution, foreign exchange Earnings.	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Chandra, Ravi, (2003), Entrepreneurial Success: A Psychological Study, Sterling Publication Pvt. Ltd., New Delhi.</li> <li>• Balaraju, Theduri, (2004), Entrepreneurship Development: An Analytical Study, Akansha Publishing House, New Delhi.</li> <li>• David, Otes, (2004), A Guide to Entrepreneurship, Jaico Books Publishing House, Delhi.</li> <li>• Kaulgud, Aruna, (2003), Entrepreneurship Management, Vikas Publishing House, Delhi.</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Differentiate entrepreneur, entrepreneurship</li> <li>2. Generate and evaluate ideas</li> <li>3. Identify entrepreneurial process</li> <li>4. Use source of finance to start entrepreneurship</li> <li>5. Explain the importance and responsibilities of entrepreneur and entrepreneurship</li> </ol>		

<b>Managing Human Resources</b>			<b>Course Code: DCC 205</b>
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	The objective of the course is to familiarize students with the different aspects of managing Human Resources in the organization through the phases of acquisition, development and retention.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Introduction:</b> Concept, Nature, Scope, Objectives and Importance of HRM; Evolution of HRM; Challenges of HRM; Personnel Management vs HRM; Strategies for the New Millennium: Role of HRM in Strategic Management; Human Capital; Emotional Quotient; Mentoring; ESOP; Flexi-time; Quality Circles; Kaizen; TQM and Six Sigma.	9	3
<b>Unit 2</b>	<b>Acquisition of Human Resources:</b> HR Planning; Job analysis – Job Description and Job Specification; Recruitment – Sources and Process; Selection Process – Tests and Interviews; Placement and Induction; Job changes – Transfers, Promotions/Demotions, Separations.	12	4
<b>Unit 3</b>	<b>Training and Development:</b> Concept and Importance of	12	4

	Training; Types of Training; Methods of Training; Design of Training Programme; Evaluation of Training Effectiveness; Executive Development – Process and Techniques; Career Planning and Development.		
<b>Unit 4</b>	<b>Compensation and Maintenance:</b> Compensation: Job evaluation – Concept, Process and Significance; Components of Employee Remuneration – Base and Supplementary; Performance and Potential appraisal – Concept and Objectives; Traditional and Modern methods, Limitations of Performance Appraisal methods, 360 degree Appraisal technique; Maintenance: Overview of Employee Welfare, Health and Safety, Social security.	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Aswathappa, K., (2010), Human Resource Management, McGraw Hill Education.</li> <li>• Durai, Praveen, (2010), Human Resource Management, Pearson Education.</li> <li>• Monappa, A. and Saiyadain, M., (2001), Personnel Management, McGraw-Hill Education.</li> <li>• Dessler, Gary, (2004), Human Resource Management, Pearson Education.</li> <li>• Jyothi, P., and Venkatesh, D.N, (2006), Human Resource Management, Oxford Higher Education.</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Explain the role and importance of Human Resource Management</li> <li>2. Appraise performance of the team and plan training program</li> <li>3. Evaluate performance of the staff</li> <li>4. Support the manpower with incentive and benefits</li> <li>5. Solve grievances of the staff</li> </ol>		

<b>Food &amp; Beverage Control</b>			<b>Course Code: DCC 206</b>
Semester : II	L/T/P (Per week)	3/1/0	Credits : 04

<b>Objective</b>	The student will gain comprehensive knowledge on various aspects of control procedures, adopted by the Food and Beverage department.		
<b>Course Outline</b>	<b>Topic</b>	<b>Hours</b>	
		<b>Lecture</b>	<b>Tutorial</b>
<b>Unit 1</b>	<b>Cost and Sales Concept</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Cost Concepts</li> <li>• Sales Concepts</li> <li>• Cost to Sales Ratio: Cost Percent</li> </ul> <b>Control Process</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Control</li> <li>• The Control Process</li> <li>• Control Systems</li> <li>• Cost Benefit Ratio</li> <li>•</li> </ul>	12	4
<b>Unit 2</b>	<b>Control Cycle</b>	12	4

	<ul style="list-style-type: none"> <li>• Purchasing</li> <li>• Receiving</li> <li>• Storing</li> <li>• Issuing</li> </ul> <b>Menu Engineering &amp; Analysis</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Menu Engineering</li> <li>• Menu Analysis</li> </ul>		
<b>Unit 3</b>	<b>Controlling Food Sales</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• The goals of sales control</li> <li>• Optimizing the number of customers</li> <li>• Maximising the profit</li> <li>• Controlling Revenue</li> <li>• Revenue Control using manual means</li> <li>• Revenue Control using computers</li> </ul>	9	3
<b>Unit 4</b>	<b>Beverage Control</b> <ul style="list-style-type: none"> <li>• Beverage Purchasing, Receiving, Storing and Issuing Control</li> <li>• Beverage Production Control</li> <li>• Inventory turnover</li> <li>• Beverage Sales Control</li> <li>• Guest Checks and Control</li> </ul> <b>Labour Control</b> <ul style="list-style-type: none"> <li>• Labour Cost Considerations</li> <li>• Establishing Performance Standards</li> <li>• SOP</li> <li>• Standard Staffing Requirements</li> <li>• Preparing job descriptions</li> <li>• Training of Staff</li> <li>• Monitoring Performance</li> <li>• Taking Corrective action to address discrepancies between standards and performance</li> </ul>	12	4
<b>Total Hours</b>		<b>45</b>	<b>15</b>
<b>Reference Books</b>	<ul style="list-style-type: none"> <li>• Food and Beverage Control - Richard Kotas &amp; Bernard Davis</li> <li>• Food and Beverage Management - Bernard Davis &amp; Sally Stone</li> <li>• Theory of catering - Ronald Kinton, Victor Ceserani , David Foskett</li> </ul>		
<b>E-resources</b>			
<b>Course Outcome</b>	At the end of the course the Students will be able to: <ol style="list-style-type: none"> <li>1. Understand the complexities of controlling the Cost, Food &amp; Beverage products, Labour and revenue in Food &amp; Beverage operations and maximizing profit without sacrificing the quality or quantity of the food or beverage which goes to the guest.</li> </ol>		

<b>Food &amp; Beverage Service (Industry Exposure)</b>			<b>Course Code : DFBS 301</b>
Semester : III	L/T/P (Per week)	0/0/40	Credits : 20

<b>Objective</b>	Objective of doing the Industrial Training is to learn various section and types of Food & Beverage department.	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	<b>WHAT TO OBSERVE</b> <ul style="list-style-type: none"> <li>• Standard operation/ Operating Procedure</li> <li>• Who is Who- Key people in the Core Group</li> <li>• Hierarchy Chart</li> <li>• Key Personnel</li> <li>• Job Description</li> <li>• Employee Recruitment/Retaining/Welfare Policies (Break-Timings) Duty hours, Weekly off</li> <li>• Working Condition</li> <li>• Situation handling procedures</li> <li>• Certifications from various Institutions like Licensing/ NoC etc.</li> <li>• Operation Timings</li> <li>• Duty Roaster</li> <li>• Communication Channels</li> <li>• Uniform codes</li> <li>• Forms &amp; Formats</li> <li>• Record Keeping &amp; Systems</li> </ul>	
<b>Total Hours</b>		<b>600</b>
<b>Course Outcome</b>	At the end of the course the students would be able to: <ol style="list-style-type: none"> <li>1. Get familiarized with various technological trends, approaches and applications.</li> <li>2. Demonstrate understanding of relevant application oriented subjects in a better perspective</li> <li>3. Describe the scope, functions and job responsibilities of various staff in the departments</li> <li>4. Get awareness and exposure to industrial work environment</li> <li>5. Work upon industrial project in a team.</li> </ol>	

<b>Log Book &amp; Presentation</b>			<b>Course Code : DFBS 302</b>
Semester : III	L/T/P (Per week)	0/0/2	Credits : 01

<b>Objective</b>	The concept of maintaining the Log Book & Presentation is to prepare presentation skills in the students who have undergone industrial exposure	
<b>Course Outline</b>	<b>Topic</b>	<b>Practical Hours</b>
	Students have to submit the following on completion of on job training to the faculty coordinator at the institute: <ol style="list-style-type: none"> <li>1. Logbook.</li> <li>2. Appraisal</li> <li>3. A copy of the offer letter and industry exposure/ Job Training Certificate.</li> <li>4. Training Report</li> <li>5. Power Point presentation on a CD, based on the report.</li> <li>6. Attendance sheet.</li> <li>7. Leave card.</li> </ol>	
<b>Total Hours</b>		<b>30</b>

<b>Course Outcome</b>	<p>At the end of the course the students would be able to:</p> <ol style="list-style-type: none"><li>1. Get familiarized with various technological trends, approaches and applications.</li><li>2. Demonstrate understanding of relevant application oriented subjects in a better perspective</li><li>3. Describe the scope, functions and job responsibilities of various staff in the departments</li><li>4. Get awareness and exposure to industrial work environment</li><li>5. Work upon industrial project in a team</li></ol>
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