

SAVITRIBAI PHULE PUNE UNIVERSITY

Revised Syllabus

Bachelor of Hotel Management and Catering Technology (BHMCT)

Choice Based Credit System and Grading System

**FOUR YEAR FULL TIME EIGHT SEMESTER GRADUATE DEGREE
PROGRAMME**

BHMCT Year 1 Curriculum applicable with effect from Academic Year 2016 -2017

SAVITRIBAI PHULE PUNE UNIVERSITY
FACULTY OF MANGEMENT
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
(BHMCT – Revised 2016 – 2017)

BHMCT Part I (Consisting of Semester I, II, III and IV)

BHMCT Part II (Consisting of Semester V, VI,VII and VIII)

1. INTRODUCTION

The BHMCT Programme is made of intensive eight semester curriculum which equips the students with knowledge and skills essential in the Hospitality Industry. The Course meets the current trends in the Industry like Disaster Management, Environmental issues, Hotel Information Systems, besides management inputs in functional areas of the business like Facilities Management, Event Management, Human Resource Management, Sales and Marketing, Financial Management, Legal aspects in the Hospitality Industry etc.

With this revision, a Choice Based Credit System has been introduced, to provide choices for students to select from the prescribed courses. CBCS provides a 'cafeteria' type approach in which students can take courses of their choice and adopt an interdisciplinary approach to learning. The shift is from a conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students.

2. Objectives and Framework of the curriculum of BHMCT Programme

- i. The basic objective of the BHMCT Programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
- ii. The course structure of the given BHMCT Programme is designed keeping in view the basic objectives stated above. Consequently certain essential features of this model are:
 - To impart to the students latest and relevant knowledge from the field of Hospitality management.

- To provide opportunities to the students within and outside the Institutions, for developing necessary operational skills relating to the Hotel Industry.
 - To develop the right kind of values and attitudes to function effectively in the hospitality trade.
- iii. The following considerations have been taken into account:
- The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner with appropriate options.
 - The design is simple and logical and offers the student a choice of subjects.
 - Specialization is offered to the students in the core departments.
- iv. The relative importance of skills and ability development and attitudinal orientation in management education have been kept in mind, with freedom of choosing methods of instructions, within the broad framework of objectives and curriculum structure.

3. ELIGIBILITY FOR ADMISSIONS

- i. The candidates should have passed the H.S.C. (XIIth Std) examination or its equivalent in academic streams of Science, Arts, Commerce or Vocation with a minimum aggregate of 45% (40% for backward class candidates) shall be eligible for admission to the BHMCT Course or as decided by The Directorate of Technical Education, Government of Maharashtra.

4. THE CURRICULUM

- i. The curriculum is presented in the accompanying chart along with the Appendices containing a list of courses and their detailed outline.
- ii. While care and attention is given to the basic objective of the curriculum, and its academic rigor, attempt is made to align the courses, in a manner that will ensure its effective implementation.
- iii. Choice Based Credit System has been introduced and the total number of credits required for the award of BHMCT degree is 200 credits.
- iv. The curriculum offers a total of 62 courses, the details of which are as follows:

- a) Courses are divided into 3 categories, i.e. Compulsory subjects, ability enhancement subjects and skills enhancement subjects. The subject codes denote the category of the course eg. Compulsory subject course code has a prefix 'C'. Ability Enhancement Courses code have a prefix 'AE' and Skills Enhancement courses code have a prefix 'SE'. Electives offered in the compulsory course subjects have a code with a prefix 'CEA', 'CEB', 'CEC' and 'CED'.
- b) Of the 62 courses offered, in all the students have to complete 38 courses. The students can opt for choices in Compulsory Elective courses, Ability Enhancement courses and Skills Enhancement courses.
- c) The duration of the lecture period should be of 45 minutes each.
- d) All compulsory courses have a practical component, along with theory. Ability Enhancement courses are theory based and Skills Enhancement courses have theory with the practical component if required. However external practical evaluation is offered only for compulsory subjects.
- e) Industrial Training of 20 weeks is offered in the 5th semester. The students are expected to train in Hotels of category 3 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 in 2 typed copies and to be submitted to the Training and Placement Officer within the stipulated time for assessment.
- f) There is a provision for a Project study and viva voce in the 8th semester. The topic of Research Project will be based on the compulsory elective course opted by the student, under the guidance of a senior faculty. Each faculty will guide a maximum of 10 students. Internal Course work is offered as a part of this Project study, students are expected to submit 3 progress reports during the project study. 2 copies of the project report are to be prepared and submitted to the Principal.

v. Evaluation :

- a) Internal and External evaluation for all courses carries equal marks i.e. 50% each for internal and external evaluation.
- b) Internal evaluation will be based on Unit Test, Assignments, Continuous assessment (for practicals) and Internal Practical Exam. In case of those students who have secured less than passing percentage of marks in internal, i.e. less than 35%, the concerned institute shall administer a separate internal test and those marks shall be considered as final internal evaluation marks.
- c) External evaluation will be based on theory examination and an external practical examination (for Compulsory subjects).
- d) For a student to clear a course, he /she must secure a minimum of 35% in each, internal examination, external theory and external practical examination. Besides this, he/she should secure a total aggregate of minimum 40% in each course.
- e) To be promoted to the next semester, the student must earn a minimum of 12 credits per semester.
- f) In the view of the fact that Semester VI, VII and VIII have been designed for a specialization mode, students desirous of choosing a particular compulsory elective in Semester VI, should have passed the compulsory concerned courses offered in the previous semesters, latest by the end of semester V.

COURSE CONTENT FOR BHMCT PROGRAMME

| Semester | Subject Code | Subject Name | Choice | Teaching Load per week | | | Subject Credits | Semester Credits | Total Marks offered per subject | Total Marks offered per semester | |
|----------|----------------------|-------------------------------------|------------|------------------------|------------|-------|-----------------|------------------|---------------------------------|----------------------------------|-----|
| | | | | Theory | Practicals | Total | | | | | |
| I | C 101 | Food Production - I | Compulsory | 3 | 8 | 11 | 35 | 7 | 29 | 150 | 750 |
| | C 102 | F & B Service - I | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | C 103 | Basic Rooms Division - I | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | AE 104 | Commodities | Any 2 | 4 | - | 8 | | 4 | | 200 | |
| | AE 105 | Basic Accounting | | 4 | - | | | 4 | | | |
| | AE 106 | Tourism Operations | | 4 | - | | | 4 | | | |
| | SE 107 | Communication Skills (English) - I | Any 1 | 2 | 2 | 4 | | 4 | | 100 | |
| SE 108 | French - I | 2 | | 2 | 4 | | | | | | |
| II | C 201 | Food Production - II | Compulsory | 3 | 8 | 11 | 35 | 7 | 29 | 150 | 750 |
| | C 202 | F & B Service - II | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | C 203 | Basic Rooms Division - II | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | AE 204 | Food Science | Any 1 | 4 | - | 4 | | 4 | | 100 | |
| | AE 205 | Hospitality Sales | | 4 | - | | | 4 | | | |
| | SE 206 | Communication Skills (English) - II | Any 2 | 2 | 2 | 8 | | 4 | | 200 | |
| | SE 207 | French - II | | 2 | 2 | | | 4 | | | |
| SE 208 | Computer Fundamental | 2 | | 2 | 4 | | | | | | |
| III | C 301 | Bakery & Confectionary | Compulsory | 3 | 8 | 11 | 35 | 7 | 29 | 150 | 750 |
| | C 302 | F & B Service - III | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | C 303 | Accommodation Operations - I | Compulsory | 3 | 3 | 6 | | 5 | | 150 | |
| | AE 304 | Hotel Accounting | Any 2 | 4 | - | 8 | | 4 | | 200 | |

COURSE CONTENT FOR BHMCT PROGRAMME

| Semester | Subject Code | Subject Name | Choice | Teaching Load per week | | | Subject Credits | Semester Credits | Total Marks offered per subject | Total Marks offered per semester |
|----------|--------------|---|-----------------------------|------------------------|------------|-------|-----------------|------------------|---------------------------------|----------------------------------|
| | | | | Theory | Practicals | Total | | | | |
| | AE 305 | Environment Science | Any 1 | 4 | - | 4 | 4 | 100 | | |
| | AE 306 | Hotel Law | | 4 | - | | 4 | | | |
| | SE 307 | Soft Skills Mgmt. | | 2 | 2 | | 4 | | | |
| | SE 308 | Ticketing | | 4 | - | | 4 | | | |
| IV | C 401 | Quantity Food Production | Compulsory | 3 | 8 | 11 | 7 | 29 | 150 | 750 |
| | C 402 | F & B Service - IV | Compulsory | 3 | 3 | 6 | 5 | | 150 | |
| | C 403 | Accommodation Operations - II | Compulsory | 3 | 3 | 6 | 5 | | 150 | |
| | AE 404 | F & B Control | Any 1 | 4 | - | 4 | 4 | | 100 | |
| | AE 405 | Principles of Mgmt. | | 4 | - | | 4 | | | |
| | SE 406 | Advanced Baking | Any 2 | 4 | | 4 | 4 | | 200 | |
| | SE 407 | Bar Tending | | 2 | 2 | | 4 | | | |
| | SE 408 | Housekeeping in allied Sectors | | 4 | - | | 4 | | | |
| | SE 409 | Entrepreneurship Development | | 4 | - | | 4 | | | |
| V | CIT 501 | Industrial Training | Compulsory | 20 weeks | | | 15 | 15 | 350 | 350 |
| VI | CEA 601 | Sp. in Food Production Mgmt.- I | Compulsory Elective (Any 1) | 4 | 8 | 12 | 8 | 24 | 200 | |
| | CEB 601 | Sp. In F & B Service Mgmt. - I | | 4 | 8 | | 8 | | | |
| | CEC 601 | Sp. Housekeeping Mgmt. - I | | 4 | 8 | | 8 | | | |
| | CED 601 | Sp. In Front Office Mgmt. - I | | 4 | 8 | | 8 | | | |
| | C 602 | Introduction to Cyber security & Information security | Compulsory | 4 | - | 4 | 4 | | 100 | 600 |

COURSE CONTENT FOR BHMCT PROGRAMME

| Semester | Subject Code | Subject Name | Choice | Teaching Load per week | | | Subject Credits | Semester Credits | Total Marks offered per subject | Total Marks offered per semester | | |
|----------|-------------------|--|-----------------------------|------------------------|------------|-------|-----------------|------------------|---------------------------------|----------------------------------|-----|-----|
| | | | | Theory | Practicals | Total | | | | | | |
| | AE 603 | Human Resource Mgmt. | Any 1 | 4 | - | 4 | 4 | 4 | 100 | | | |
| | AE 604 | Services Mktg. | | 4 | - | | | | | | 10 | 4 |
| | SE 605 | Event Mgmt. | Any 2 | 3 | 2 | 4 | 4 | 200 | | | | |
| | SE 606 | Hotel Information System | | 2 | 3 | | | | 4 | | | |
| | SE 607 | National Service Scheme | | 1 | 4 | | | | | | 4 | |
| VII | CEA 701 | Sp. in Food Production Mgmt.- II | Compulsory Elective (Any 1) | 4 | 8 | 12 | 8 | 8 | 200 | 600 | | |
| | CEB 701 | Sp. In F & B Service Mgmt. - II | | 4 | 8 | | | | | | 4 | 8 |
| | CEC 701 | Sp. Housekeeping Mgmt. - II | | 4 | 8 | | | | | | | |
| | CED 701 | Sp. In Front Office Mgmt. - II | | 4 | 8 | | | | | | 10 | 4 |
| | AE 702 | Food Safety Mgmt. Systems | Any 1 | 4 | - | 4 | 30 | 4 | 100 | | | |
| | AE 703 | Total Quality Mgmt. | | 4 | - | | | | | | 10 | 4 |
| | SE 704 | MICE | Any 2 | 3 | 2 | 4 | 4 | 200 | | | | |
| | SE 705 | Customer Relationship Mgmt. in Hospitality | | 3 | 2 | | | | 4 | | | |
| | SE 706 | Facility Planning | | 3 | 2 | | | | | | 4 | |
| | SE707 | Small Business Mgmt. | Any 1 | 4 | - | 4 | 4 | 100 | | | | |
| SE 708 | Hotel Maintenance | 4 | | - | 28 | | | | 8 | | | |
| VIII | CEA 801 | Sp. in Food Production Mgmt.- III | Compulsory Elective (Any 1) | 4 | | 8 | 12 | 8 | | 21 | 200 | 450 |
| | CEB 801 | Sp. In F & B Service | | 4 | 8 | 8 | | | | | | |

| COURSE CONTENT FOR BHMCT PROGRAMME | | | | | | | | | | |
|--|--------------|---------------------------------|------------|------------------------|------------|-------|-----------------|------------------|---------------------------------|----------------------------------|
| Semester | Subject Code | Subject Name | Choice | Teaching Load per week | | | Subject Credits | Semester Credits | Total Marks offered per subject | Total Marks offered per semester |
| | | | | Theory | Practicals | Total | | | | |
| | | Mgmt. - III | | | | | | | | |
| | CEC 801 | Sp. Housekeeping Mgmt. - III | | 4 | 8 | | 8 | | | |
| | CED 801 | Sp. In Front Office Mgmt. - III | | 4 | 8 | | 8 | | | |
| | CP 802 | Project Report | Compulsory | 2 | 10 | 12 | 9 | | 150 | |
| | AE 803 | Organization Behavior | Any 1 | 4 | - | 4 | 4 | | 100 | |
| | AE 804 | Managerial Economics | | 4 | - | | 4 | | | |
| TOTAL CREDITS FOR THE COURSE | | | | | | | | 200 | - | - |
| TOTAL SUBJECTS OFFERED | | | | | | | | 62 | - | - |
| MINIMUM SUBJECTS TO BE APPEARED BY THE STUDENTS | | | | | | | | 38 | - | - |
| MAXIMUM MARKS OFFERED FOR THE PROGRAMME | | | | | | | | | 5000 | 5000 |

Subject : Food Production – I
Subject Code : C 101
Subject Credits : Seven
Semester :First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 08 hours | 11 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

Food Production is an integral part of the Hospitality Industry. This course aims to prepare the students to cater to the needs of the industry. It would inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to art of cookery | 05 | 06 |
| 1.1 | Culinary history | | |
| 1.2 | Origin of modern cookery | | |
| 1.3 | International, Continental and Pan Asian cuisine- Meaning and characteristics | | |
| 1.4 | Aims and Objectives of cooking | | |
| 1.5 | Attributes of culinary professional | | |
| Chapter – 2 | Cooking Techniques | 10 | 12 |
| 2.1 | Techniques used in preparation of food | | |
| 2.2 | Methods of mixing food | | |
| 2.3 | Methods of Heat Transfer -Conduction, Convection, Radiation, Induction | | |
| 2.4 | Methods of cooking (moist, dry, medium of fat) – Definition, Classification, Rules to be observed for each type of cooking method, examples | | |
| 2.5 | Textures and Consistencies-Desirable and non- desirable | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Food and Kitchen Safety | 07 | 08 |
| 3.1 | Personal Hygiene | | |
| 3.2 | Importance of Kitchen uniform | | |
| 3.3 | Kitchen accidents (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident | | |
| 3.4 | First aid - meaning, importance, and basic rules | | |
| 3.5 | Fire – Types, types of Extinguishers, Precautions | | |
| Chapter –4 | Kitchen Organization Structure | 04 | 05 |
| 4.1 | Classical kitchen Brigade for 5 star & 3 star hotel | | |
| 4.2 | Duties of various Chefs | | |
| 4.3 | Liaison of Kitchen with other department | | |
| Chapter –5 | Fuels used in the kitchen | 03 | 03 |
| 5.1 | Types of fuels used-Gas, electricity, wood, coal/charcoal, solar energy, diesel | | |
| 5.2 | Advantages & Disadvantages | | |
| Chapter – 6 | Kitchen Equipment | 04 | 04 |
| 6.1 | Classification of kitchen equipments- by size and mode of use | | |
| 6.2 | Criteria for selection | | |
| 6.3 | Care and maintenance | | |
| Chapter –7 | Food Commodities | 12 | 12 |
| 7.1 | Cereals & Pulses - Classification and varieties, Catering uses | | |
| 7.2 | Fats and Oil –Types, varieties, catering uses, hydrogenation and rendering of fat | | |
| 7.3 | Sweeteners - Types, stages in sugar cooking, catering uses | | |
| 7.4 | Dairy products: Milk, Cream, Cheese, Curd-types and uses | | |
| 7.5 | Spices, Herbs, Condiments & Seasonings -used in Western & Indian Cooking, examples and uses | | |
| 7.6 | Effect of heat on Carbohydrates, Sugar, Protein, Colour pigment, vitamins and minerals pertaining to above mentioned commodities | | |
| Note- | Glossary Terms Students should be familiar with the glossary of terms pertaining to above mentioned topic | | |
| | Total | 45 | 50 |

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Chart of presentation on kitchen brigade.
4. Chart related to food and kitchen safety.
5. Charts of Spice blends- Basic Garam Masala, Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Vindaloo Masala
6. Charts on Basic Indian gravies with 5 preparations of each - white, red, brown and green

Practicals:

1. Minimum **18 Individual Practicals** to be conducted during the semester.
2. The practical should comprise of the following:
 - Introduction to various kitchen equipments, tools and their usage. Safety precaution to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen, introduction to various commodities. – 1 Practical
 - Demonstration of Food pre-preparation and cooking methods – 1 Practical
Preparation Methods –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry
Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring
 - Basic Indian masalas & gravies (Dry & wet) - 2 Practicals
 - Indian Breakfast/Snack item. – 2 Practicals
 - Continental menu-2 practical consisting of appetizer/soup, main course with starch and vegetables and dessert
 - Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 11 practicals
 - Internal Practical Exam – 1 practical

Practical Examination: (Internal & External)

Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. Success in Principles of Catering - Michael Colleer& Colin Saussams
7. Prashad–Indersingh Kalra and Pradeep das Gupta

Subject : F&B Service – I
Subject Code : C 102
Subject Credits : Five
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 06 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

The course would explore the scope and nature of f & b service operations. It would develop the essential attributes and elementary skills in the service procedures of a catering establishment.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to F & B Service | 11 | 12 |
| | 1.1 Evolution of Food& Beverage industry. | | |
| | 1.2 Classification of catering establishments - Commercial & Non- commercial, | | |
| | 1.3 Captive & non-captive. | | |
| | 1.4 Types of F & B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food | | |
| | 1.5 Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines | | |
| Chapter – 2 | Equipment- types and usage | 10 | 10 |
| | 2.1 Furniture – tables & chairs | | |
| | 2.2 Chinaware – sizes and capacity | | |
| | 2.3 Stainless steel and Silverware – cutlery, service equipments | | |
| | 2.4 Glassware- capacity & usage | | |
| | 2.5 Disposables – types, advantage & disadvantage | | |
| | 2.6 Linen – types & sizes | | |

| | | | |
|--------------------|---|-----------|-----------|
| 2.7 | Special equipment- care & maintenance | | |
| 2.8 | New trends in equipments – sizes, colour, and shapes. | | |
| Chapter – 3 | F & B service Personnel | 08 | 10 |
| 3.1 | F & B service organization structure for large hotel | | |
| 3.2 | Organization structure of individual restaurant-restaurant brigade | | |
| 3.3 | Attitudes & attributes of F & B personnel, Competencies | | |
| 3.4 | Basic etiquettes | | |
| 3.5 | Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing | | |
| Chapter –4 | Types of service | 08 | 10 |
| 4.1 | Table Service – Silver/English, American | | |
| 4.2 | Self Service - Buffet and Cafeteria Service | | |
| 4.3 | Specialized Service – Gueridon, Lounge, Room | | |
| 4.4 | Single Point Service- Takeaway, Vending, Kiosks, Food Courts | | |
| 4.5 | New trends in service – Clientele centric approach. | | |
| Chapter –5 | Billing methods & Control methods | 08 | 08 |
| 5.1 | Importance of control | | |
| 5.2 | Billing methods – triplicate system, KOT & BOT | | |
| 5.3 | Types of KOT, Flow chart of KOT | | |
| 5.4 | List of Software used in billing methods –Micros, IDS, Fidelio, Opera | | |
| 5.5 | Importance of control | | |
| | Total | 45 | 50 |

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Identify different brands of various F & B service outlets in city.
- b. Various F & B equipments with sizes, capacity, picture – in form of chart paper or PPT presentation.
- c. Identify various outlets providing different types of service.
- d. Various brands and suppliers of equipment.
- e. Making chart with various napkin folds.

Practicals:

1. Service grooming and Restaurant etiquettes
2. Identification and usage of equipments
3. Mis-en- place and Mis-en-scene
4. Laying and relaying of tablecloth
5. Receiving a guest, seating and service of water
6. Carrying a salver or tray
7. Rules for laying table - Laying covers as per menus
8. TDH and A la carte cover layout
9. Napkin folds – at least 12 folds
10. Handling service gear
11. Carrying plates, glasses and other equipments
12. Crumbing, clearance and presentation of bill
13. English / Silver service, American service
14. Rules to be observed while waiting at the table
15. Restaurant reservation system, Hostess desk functions
16. Order taking – writing a food KOT, writing a BOT

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Service – M N Ahmed
3. Food and Beverage Service- Bobby George
4. Food and Beverage Service- Anil Sagar
5. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
6. Theory of Catering – Kinton and Cesarani
7. Napkin folds by Dr. R. K. Singh

Subject : Rooms Division – I
Subject Code : C103
Subject Credits : Five
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 6 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale: The subject aims to establish the importance of the House Keeping and Front Office department of a hotel and its role in the Hospitality Industry. It also prepares the student to acquire knowledge and skills necessary for various tasks and aspects of Rooms Division.

SECTION I

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to the Housekeeping Department | 05 | 06 |
| 1.1 | Introduction: Meaning and definition | | |
| 1.2 | Importance of Housekeeping and Responsibility of the department. | | |
| 1.3 | Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service. | | |
| 1.4 | Housekeeping areas- Front of the House and Back of the House | | |
| 1.5 | Layout and sections of the Housekeeping department | | |
| Chapter – 2 | Organizational Framework of the Housekeeping Department | 05 | 04 |
| 2.1 | Hierarchy and role of personnel in small, medium, large hotels | | |
| 2.2 | Personality traits of Housekeeping staff | | |
| 2.3 | Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper) | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Cleaning Organization and Cleaning Equipment | 05 | 06 |
| 3.1 | Principles of cleaning, hygiene and safety factors in cleaning | | |
| 3.2 | Frequency of cleaning (Daily, Weekly, Periodic) | | |
| 3.3 | Classification of cleaning equipment | | |
| 3.4 | Selection of cleaning equipment | | |
| 3.5 | Storage and distribution | | |
| 3.6 | Use and care of equipment | | |
| Chapter – 4 | Cleaning Agents | 05 | 05 |
| 4.1 | General criteria for selection of cleaning agents | | |
| 4.2 | Classification of cleaning agents | | |
| 4.3 | Use, care, storage and labelling. | | |
| 4.4 | Distribution and control. | | |
| 4.5 | Use of Eco-friendly products in Housekeeping. | | |
| Chapter – 5 | Guest Rooms | 04 | 04 |
| 5.1 | Types of guest rooms. | | |
| 5.2 | Guest supplies and facilities for standard rooms and VIP guest rooms. | | |
| SECTION II | | | |
| Chapter – 6 | Introduction to Tourism, Hospitality and Hotel Industry | 04 | 05 |
| 6.1 | Tourism and its importance. | | |
| 6.2 | Hospitality and its origin. | | |
| 6.3 | Hotels, their evolution and growth. | | |
| 6.4 | Adhering to rules and regulations of Ministry of Tourism, Govt. of India (FHRAI and HRACC). | | |
| 6.5 | Brief introduction to hotel core areas with special reference to Front Office. | | |
| Chapter – 7 | Classification of Hotels | 06 | 08 |
| 7.1 | Star classification | | |
| 7.2 | Size | | |
| 7.3 | Location | | |
| 7.4 | Clientele | | |
| 7.5 | Duration of stay | | |
| 7.6 | Level of service | | |
| 7.7 | Ownership basis | | |
| 7.8 | Alternative accommodation | | |

| | | | |
|--------------------|--|--------------|-----------|
| Chapter – 8 | Organizational Framework of the Front Office Department. | 06 | 07 |
| 8.1 | Function areas (sections and layout of Front Office) | | |
| 8.2 | Front Office hierarchy in small, medium, large Hotel | | |
| 8.3 | Duties and responsibilities (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant) | | |
| 8.4 | Personality traits. | | |
| | | | |
| Chapter – 9 | Front Office Operations | 05 | 05 |
| 9.1 | Rules of the house (for guest and staff) | | |
| 9.2 | Bell Desk and Concierge (functions, duties and responsibilities, luggage handling and records) | | |
| 9.3 | Types of keys and key control | | |
| 9.4 | Food / Meal plans | | |
| 9.5 | Types of room rates (Rack, FIT, crew, group, corporate, weekend) | | |
| | | | |
| | | Total | 45 |
| | | | 50 |

Note: Glossary of Terms-Students should be familiar with the glossary of terms pertaining to above-mentioned topics.

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- f. Preparing or procuring samples of guest supplies and amenities.
- g. Duties and Responsibilities of Staff in chart form.
- h. Country, Capital and Currencies, Indian States and Capitals.
- i. Procuring and presenting of information regarding National and International chain of hotels.

Practicals:

Minimum **12 Practical**s to be conducted from the following topics. The practicals should consist of 6 practicals for Housekeeping and 6 practicals for Front Office. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

It is recommended that demonstrations be conducted in the initial stages to make the students familiar with working methods.

Suggested Practical:

| Sr. No | Topic | Number of practical |
|-------------------|---|----------------------------|
| SECTION I | | |
| 1. | Introduction to Cleaning equipment and agents (familiarization and function) and setting up of Chambermaid's trolley | 01 |
| 2. | Cleaning of public areas <ul style="list-style-type: none">▪ Brasso and Silvo▪ Wooden surfaces- polished, painted, laminated.▪ Cleaning of glass surfaces▪ Wall cleaning-Dado/skirting | 04 |
| 3. | Guest room Orientation (Single, Double, Twin and Suite room) | 01 |
| 4 | Guest room supplies and placement (Standard room and VIP amenities) | 01 |
| 5. | Use of Mechanical cleaning equipment (scrubbing machines, vacuum cleaner-dry and wet) | 01 |
| 6. | Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods) Procedure for cleaning bathrooms | 01 |
| SECTION II | | |
| 1. | Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations) | 01 |
| 2. | Telephone etiquettes and standard phrases used at the Front Desk. | 01 |
| 3 | Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record | 01 |
| 4 | Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage. | 01 |
| 5. | Key handling procedures (key card and key jacket) | 01 |
| 6. | Handling guest common queries about information of the property (Travel Desk, recreational areas) | 01 |

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practicals with equal weightage given to Section I and Section II.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Hotel Housekeeping operation- G Raghubalan and Smirtee Raghubalan, Oxford publishing House.
2. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House.
3. Hotel Housekeeping – Malini Singh, Mc Graw publishing house.
4. Professional Housekeeper – Gerogina Tucker.
5. Hotel Front Office Operations and Management – Jatashankar R. Tewari, Oxford University Press Edition- 03
6. Front Office Management- S K Bhatnagar
7. Principles of Hotel Front Office Operations -Sue Baker, P. Bradley, J. Huyton.

Subject : Commodities

Subject Code : AE 104

Subject Credits : Four

Semester : First

| Teaching Scheme per week | | |
|---------------------------------|------------------|--------------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|------------------------------------|----------------------------------|-----------------------------|------------------------------------|-----------------------------|--------------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The subject aim is to gain basic knowledge of commodities used in Catering industry. Introduction to commodities on the basis of - Sources, types/classification, nature, catering uses, Processing method, By-products of each, Market forms available, Modes of packing, Local market rate, Storage principles & Nutritive value.

| | | Hours | Marks |
|--------------------|--|--------------|--------------|
| Chapter – 1 | Cereals and Pastas | 08 | 06 |
| 1.1 | Wheat, Rice, Maize, Barley, Oats, Jawar, Bajara, Rye | | |
| 1.2 | Structure of Wheat grain | | |
| 1.3 | Types of above cereals | | |
| 1.4 | Uses storage and nutritive value | | |
| 1.5 | Pasta-Types | | |
| Chapter – 2 | Pulses | 04 | 03 |
| 2.1 | Types of pulses | | |
| 2.2 | Uses of pulses | | |
| Chapter – 3 | Sugar and syrups | 05 | 04 |
| 3.1 | Importance of sugar | | |
| 3.2 | Types of Sugar | | |
| 3.3 | Cooking of Sugar – various stages | | |
| 3.4 | Other types of sweeteners – natural & artificial | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter –4 | Fats & Oils | 06 | 05 |
| 4.1 | Types of Fats & oil | | |
| 4.2 | Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads | | |
| 4.3 | Varieties of Shortenings | | |
| 4.4 | Role of Shortenings | | |
| Chapter –5 | Vegetables | 06 | 04 |
| 5.1 | Introduction | | |
| 5.2 | Types of Vegetables- Root , Stem , Leafy, Flowery, Fruity | | |
| 5.3 | Catering use | | |
| 5.4 | Colour Pigments-effect of heat | | |
| 5.5 | Purchasing, storage & nutritive value | | |
| Chapter – 6 | Fruit and Nuts | 05 | 04 |
| 6.1 | Classification of Fruits – Hard, semi hard, soft, citrus, stone, tropical | | |
| 6.2 | Uses of Fruits in cookery | | |
| 6.3 | Purchasing, Storage & Nutritive value | | |
| 6.4 | Nuts & their uses | | |
| Chapter –7 | Milk and Milk products | 07 | 06 |
| 7.1 | Varieties of dairy products-Milk, Cream, Cheese, Curd | | |
| 7.2 | Type of product | | |
| 7.3 | Catering uses | | |
| 7.4 | Storage & nutritive value | | |
| Chapter –8 | Raising Agents | 02 | 02 |
| 8.1 | Classification of Raising agents | | |
| 8.2 | Role of Raising agents | | |
| 8.3 | Actions and reactions | | |
| 8.4 | Classification of raising agents | | |
| Chapter –9 | Herbs, spices and condiments used in Western & Indian Cooking | 05 | 04 |
| 9.1 | Sources, classification and characteristics | | |
| 9.2 | Types of herbs and spices used in Indian & continental cuisine | | |
| 9.3 | Uses & storage | | |

| | | | |
|---------------------|--|-----------|-----------|
| Chapter –10 | Fungi Mushroom | 04 | 04 |
| 10.1 | Types | | |
| 10.2 | Catering uses | | |
| Chapter - 11 | Chocolate | 04 | 04 |
| 11.1 | Introduction | | |
| 11.2 | Types of chocolate | | |
| 11.3 | Catering uses | | |
| Chapter - 12 | Essences, flavorings and colourings | 02 | 02 |
| 12.1 | Meaning, examples, uses | | |
| 12.2 | Types of above food additives | | |
| Chapter-13 | Organic Food | 02 | 02 |
| 13.1 | Concept of Organic food | | |
| 13.2 | Characteristics of organic food | | |
| 13.3 | Advantages and dis-advantages | | |
| | Total | 60 | 50 |

Assignments: A minimum of *5 assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Chart presentation of herbs, spices and condiments with pictures & their uses.
2. Cheese classification chart with examples
3. Chart presentation of Cereals and Pulses with pictures & their uses.
4. Nutritive value chart of all commodities.
5. Chart presentation on vegetable and fruit classification.
6. Chart presentation on types of milk & cream.
7. Variety of Pastas with pictures

Reference Books –

1. The book of Ingredients- Jane Grigson
2. Success in Principles of Catering - Michael Colleer & Colin Saussams
3. Food Commodities- Bernard Davis
4. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
5. Ingredients – LoukieWerle, Jill Cox
6. The Professional Chef – 7th edition-John wiley& sons INC
7. The Organic Food Guide – Steve Meyerowitz

Subject : Basic Accounting
Subject Code : AE 105
Subject Credits : Four
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments (Theory based) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The course aims to help students to acquire the basic knowledge of Accounting required for Hospitality Management. It would also prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to Accounting | 04 | 05 |
| | 1.1 Terms and terminologies used in Accounting | | |
| | 1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting | | |
| Chapter – 2 | Double Entry System of Book - keeping | 06 | 05 |
| | 2.1 Nature, Advantages and Principles | | |
| | 2.2 Classification of Accounts | | |
| | 2.3 Golden rules of Debit and Credit | | |
| | 2.4 Accounting Concepts and Conventions | | |
| | 2.5 Capital, Revenue and Deferred Revenue Expenditures and Incomes | | |
| Chapter – 3 | Journal and Ledger | 10 | 05 |
| | 3.1 Practical problems on Journalizing- simple entries | | |
| | 3.2 Posting into Ledger & Balancing of Ledger Accounts | | |
| Chapter – 4 | Special Functions Book | 10 | 05 |
| | 4.1 Advantages and Format of Special Functions Book | | |
| | 4.2 Practical problems on preparation of Special | | |

Functions Books

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 5 | Cash Book | 10 | 10 |
| 5.1 | Introduction and types of Cash book | | |
| 5.2 | Practical problems on Three column and Analytical Petty Cash | | |
| Chapter – 6 | Trial Balance | 05 | 05 |
| 6.1 | Definition, need and types of Trial Balance | | |
| 6.2 | Practical problems on preparation of Trial balance | | |
| Chapter – 7 | Final accounts of Small Hotels and Restaurants | 15 | 15 |
| 7.1 | Need for preparation of Trading account, Profit and Loss account and Balance Sheet | | |
| 7.2 | Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals | | |
| | Total | 60 | 50 |

Note: Practical problems on preparation of Journal, Special Functions Book, Cash Book, Trial Balance and Final Accounts must be emphasized on by the subject teacher.

Assignment: A Minimum of two assignments to be submitted by students by the end of the semester from following topics.

- a. Practical problems on Journal and Special functions Book and Three column Cash Book.
- b. Practical problems on Petty Cash Book and Trial Balance.
- c. Practical Problems on Final Accounts.

Reference Books

1. Managerial Accounting in the Hospitality Industry- Vol – I, Peter . J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire.
2. Hotel Management – Dr. Jagmohan Negi, First Edition 2005 – Himalaya Publishing House , Mumbai - 400004
3. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – Fist- 2002- Dickey Enterprises , Kandivali (W) Mumbai
4. Hotel & Catering Accounts- R.D.Boardman, Second Edition 1994, Butterworth-Heinemann Ltd., Halley Court, Jordan Hill, Oxford.
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Fourth – 1981- International Textbook Company Co.Ltd.

6. Book keeping and Accounts for Hotel and Catering Studies, Grace and Jane Paige, The Pitman Press – Bath.

Subject : Tourism Operations
Subject Code : AE 106
Subject Credits : Four
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | -- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

Travel & Tourism industry has witnessed a rapid growth in recent years. It includes varied constituents ranging from tourist, to local population to government and non-government organisations. This course aims to acquaint the students to all aspects of Tourism Industry. The student will gain the preliminary knowledge of the role of a travel agent and understand the career opportunities available in this field.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | The Tourism Phenomenon | 05 | 04 |
| 1.1 | Definition: Tour, Tourist, Travel, Visitor, Excursionist, Traveler, Tourism | | |
| 1.2 | Domestic & International Tourism | | |
| 1.3 | Inbound and Outbound Tourism | | |
| 1.4 | Destination, origin | | |
| 1.5 | Importance of tourism | | |
| Chapter – 2 | Infrastructure of Tourism | 06 | 04 |
| 2.1 | 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities | | |
| Chapter – 3 | Types of Tourism | 05 | 06 |
| 3.1 | Tourism Motivators: 4 S, leisure, culture, visiting friends and relatives (VFR), business | | |
| 3.2 | Types of Tourism: Holiday, Business, Social, Cultural, Conference, MICE, Religious/Pilgrimage, Family, Sports, Political, Medical (health), Senior citizen, Sustainable tourism, Adventure | | |
| 3.3 | Alternative tourism / Special Interest Tourism, Eco | | |

– tourism, Farm tourism, Rural tourism, Ethnic tourism, Camel safaris, etc.

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 4 | Meaning and Functions of Tourism Personnel | 06 | 05 |
| 4.1 | Travel Agent | | |
| 4.2 | Tour Operator | | |
| 4.3 | Tour Guide | | |
| 4.4 | Tour Escort | | |
| Chapter – 5 | Travel Documentation | 08 | 06 |
| 5.1 | Domestic Travel | | |
| | • Special permits for restricted areas | | |
| 5.2 | International Travel | | |
| | • Passport – Definition, types | | |
| | • VISA – Meaning, Types, on arrival VISA | | |
| 5.3 | Requirements for different countries | | |
| | • Vaccinations- compulsory and recommended | | |
| | • Travel Insurance-process and benefits | | |
| | • Customs regulations | | |
| Chapter – 6 | Itinerary Planning | 08 | 05 |
| 6.1 | Meaning | | |
| 6.2 | Basic information required | | |
| 6.3 | Process of Itinerary Planning | | |
| Chapter – 7 | Impact of Tourism | 08 | 06 |
| 7.1 | Economic | | |
| 7.2 | Social and Cultural | | |
| 7.3 | Environment | | |
| 7.4 | Political | | |
| Chapter – 8 | Role and Functions of Tourism Organization | 08 | 06 |
| 8.1 | International organizations: UNWTO, IATA, PATA | | |
| 8.2 | National organizations: TAAI, FHRAI | | |
| 8.3 | Government organizations: MTDC, India Tourism (DoT) | | |
| 8.4 | Role of NGO in making responsible tourist | | |

| | | | |
|---------------------|---|-----------|-----------|
| Chapter – 9 | Technology in Tourism | 03 | 03 |
| 9.1 | Introduction to Global Distribution Systems (GDS) | | |
| | <ul style="list-style-type: none"> • Sabre • Amadeus • Galileo | | |
| Chapter – 10 | Travel Trends | 03 | 05 |
| 10.1 | Introduction of Latest Trends | | |
| | <ul style="list-style-type: none"> • Heritage walks • Virtual tourism • Food Tourism • Disaster tourism • Wine tourism • Space Travel | | |
| | Total | 60 | 50 |

Assignments: A minimum of three assignments to be submitted by students by the end of the semester from following topics.

1. Presentation/Project on the following:
 - Incredible India
 - Palace on wheels,
 - Deccan Odyssey
2. Documents required for Passport & Visa
3. Itinerary Planning for any one destination/s
4. Information on local tourist attractions
5. Visit to a Travel Agency for learning the operations.
6. Identify and evaluate different modes of transport.

Reference Books:

1. Tourism Operations and Management - Sunetra Roday, Archana Biwal and Vandana Joshi, Oxford University Press, New Delhi, 2009
2. Tourism Principles and Practices - Sampad Swain Jitendra Mishra, Oxford University Press, New Delhi, 2012
3. The Business of Tourism Concepts & Strategies - A.K. Bhatia, Sterling Publishers, 2006
4. Introduction to Tourism and Hospitality Industry - Sudhir Andrews, Tata Mc Graw-Hill Publishing Company Limited, New Delhi, 2008
5. Basic of Tourism - Krishan K. Kamra & Mohinder Chand, Kanishka Publication, New Delhi, 2002

Subject : Communication Skills (English) – I
Subject Code : SE 107
Subject Credits : Four
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

Communication is an essential life skill, and a professional pre-requisite in the hospitality industry. This course provides theoretical inputs backed with practice sessions, in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills.

| | | Hours | Marks |
|--------------------|---|---------------|-----------|
| Chapter – 1 | Nature and the Process of Communication | 04 (T) | 10 |
| 1.1 | Introduction to Communication – meaning and scope | | |
| 1.2 | Objectives and Principles of Communication | | |
| 1.3 | Features of Communication | | |
| 1.4 | Process of Communication | | |
| Chapter – 2 | Types of Communication | 03 | 06 |
| 2.1 | Categories of communication | | |
| | <ul style="list-style-type: none"> • Interpersonal communication • Mass communication | | |
| 2.2 | Forms of communication | | |
| | <ul style="list-style-type: none"> • Verbal communication <ul style="list-style-type: none"> a. Oral communication b. Written communication • Non-verbal communication | | |
| 2.3 | Formal and Informal Communication | | |
| | <ul style="list-style-type: none"> • Vertical communication v/s Horizontal communication | | |

| | | | |
|--------------------|---|-----------|-----------|
| | <ul style="list-style-type: none"> • Inter v/s Intra organizational communication | | |
| Chapter – 3 | Barriers to effective communication | 04 | 08 |
| 3.1 | Defining Barriers to communication | | |
| 3.2 | Types of Barriers - | | |
| | <ul style="list-style-type: none"> • Physical or Environmental barriers • Semantic and Language barriers • Personal barriers • Emotional or Perceptual Barriers • Socio-psychological barriers • Physiological or Biological Barriers • Cultural Barriers • Organizational Barriers | | |
| Chapter – 4 | Reading | 02 | 04 |
| 4.1 | Importance of reading | | |
| 4.2 | Reading strategies | | |
| Chapter – 5 | Written communication skills | 09 | 08 |
| 5.1 | Meaning, Importance, Advantages and Disadvantages of written communication | | |
| 5.2 | Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation) | | |
| Chapter – 6 | Oral communication skills | 05 | 08 |
| 6.1 | Meaning, Importance, Advantages and Disadvantages of oral communication | | |
| 6.2 | Essential qualities of a good speaker | | |
| 6.3 | Extempore, Debate and Elocution | | |
| Chapter – 7 | Non –verbal communication | 03 | 06 |
| 7.1 | Introduction to body language | | |
| 7.2 | Understanding body language | | |
| | Total | 30 | 50 |

Note: Practicals should be conducted based on the contents of every chapter. The hours to be utilized for the practicals on each chapter should be the same as allotted for theory.

Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments:

A minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Weekly review of current affairs
- b. Letter writing (any two)
- c. Open book test (Q&A)
- d. Communication game e.g. Ice breakers, team building, communication related etc.
- e. Students to enquire about banquet facilities at a local hotel for a hypothetical function (for e.g. a birthday party, an anniversary, wedding reception etc.) and submit a detailed report of the same. This enquiry should be done in person, by visiting the concerned property.

Practical:

The student is required to maintain a file. The file to be divided into three distinct sections, namely – Theory, Practical and Assignments. The file must be carried during theory and practical classes, reviewed periodically and certified by the institute head, internal and external examiners.

1. Newspaper reading to be encouraged to enhance reading skills and general awareness.
Every week one current affair issue is to be discussed and recorded in the student file.
2. Extempore speaking. Amongst other things, topics to include general awareness, self-introductions, quick thinking, presence of mind and encourage self-expression.
3. Listen to speeches by renowned national and international orators and discuss.
4. Interaction between groups of students of different cultures and observation of their nonverbal behavior.
5. Gather information about the differences in nonverbal communication between Australia, Canada, America, China and Japan from internet sources are present in the class.
6. Debate to be conducted between individuals and small groups.
7. Elocution to be conducted.
8. Hone letter writing skills.
9. Book reading and discussion.
10. Conduct various communication games and share the learning.
11. Body Language demonstration, evaluation and improvement.
12. Quiz role plays and simulations techniques to be used to revise various theoretical modules covered.

Reference Books

1. Business English. Department of English University of Delhi. Pearson.
2. Communication Skills – Sanjay Kumar. Oxford.
3. Improve your writing – V.N. Arora. Oxford.
4. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
5. Communicative English – E. Suresh Kumar. Orient Black Swan.
6. Business Communication. Second Edition – Meenakshi Raman. Oxford.
7. Communication Skills – BV Pathak
8. Business Communication – Urmila Rai. Himalaya Publishing House.
9. Business Communication – K.K.Sinha. Galgotia Publication.
10. Business Communication Connecting at Work – Hory Sankar Mukherjee. Oxford.
11. Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
12. English Language Communication Skills – Urmail Rai. Himalaya Publishing House.
13. Fifty ways to improve Presentation Skills in English – Bob Dignen. Orient Black Swan.
14. Highly Recommended Teacher’s Book English for hotel and catering industry. Oxford.
15. Business Communication : Skills , concepts and Application – P. D. Chaturvedi; Mukesh Chaturvedi
16. A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
17. Modern’s Business Communication – Dr. Prakash M. Herekar
18. How to talk to Anyone, Anytime , Anywhere – Larry King
19. The Nonverbal Advantage – Carol Kinsey Goman
20. Dynamics of Cross Cultural and Intercultural Communication – Edited by BVS Prasad ; Srikant Kapoor
21. Soft Power : An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
22. The Handbook of Communication Skills – Edited by Owen Hargie
23. Developing Communication skills – Krishna Mohan ; Meera Banerji
24. How to talk to Anyone, Anytime , Anywhere – Larry King

Subject : French -I
Subject Code : SE 108
Subject Credits : Four
Semester : First

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel Operations, viz. to help communicate in French, through the acquisition of a basic knowledge of listening, speaking, reading & writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

| | | Hours | Marks |
|------------------|--|-----------|----------|
| Leçon – 1 | Voilà ... | 06 | 7 |
| 1.1 | Situation de communication: <ul style="list-style-type: none"> Hôtel : réception Autocar | | |
| 1.2 | Savoir-faire: <ul style="list-style-type: none"> Saluer Remettre / montrer quelque chose Remercier | | |
| 1.3 | Grammaire <ul style="list-style-type: none"> article indéfini pluriel des noms voilà + adj. + nom adj. possessif singulier | | |
| 1.4 | Lexique relatif aux situations + Formules de politesse | | |
| 1.5 | Expressions utiles | | |
| 1.6 | Activités: <ul style="list-style-type: none"> exercices d'écoute exercices de prononciation mini dialogues | | |

- jeu de rôle

| | | | |
|------------------|---|-----------|-----------|
| Leçon – 2 | Bonjour! | 06 | 07 |
| 2.1 | Situation de communication: <ul style="list-style-type: none"> • Aéroport • Hôtel : réception • Bar/restaurant | | |
| 2.2 | Savoir-faire <ul style="list-style-type: none"> • Se présenter • Accueillir | | |
| 2.3 | Grammaire <ul style="list-style-type: none"> • être, s'appeler – au présent • préposition + nom de lieu • de + nom d'entreprise/ lieu • article défini • adverbes d'interrogation | | |
| 2.4 | Lexique relatif aux situations + jours de la semaine et mois de l'année | | |
| 2.5 | Expressions utiles | | |
| 2.6 | Activités: <ul style="list-style-type: none"> • exercices d'écoute • exercices de prononciation • mini dialogues • se présenter • jeu de rôle | | |
| Leçon – 3 | Réserver (J'ai une ...) | 05 | 09 |
| 3.1 | Situation de communication: <ul style="list-style-type: none"> • Hôtel : réception • Agence de voyages • Bureau de change • Site touristique | | |
| 3.2 | Savoir-faire: <ul style="list-style-type: none"> • Accueillir • Gérer un problème de communication | | |
| 3.3 | Grammaire <ul style="list-style-type: none"> • avoir, pouvoir, vouloir – au présent • c'est + adj. • est-ce que ... ? • verbes à l'infinitif • verbes à l'impératif • adj. interrogatif • l'alphabet | | |
| 3.4 | Lexique relatif aux situations | | |
| 3.5 | Expressions utiles | | |

| | | | |
|-----------------|---|-----------|-----------|
| 3.6 | Activités: | | |
| | <ul style="list-style-type: none"> • exercices d'écoute • exercices de prononciation • mini dialogues • jeu de rôle | | |
| 3.7 | Information culturelle – texte bilingue: les hôtels français / indiens | | |
| Leçon –4 | Se renseigner 1 (Une chambre pour ...) | 05 | 09 |
| 4.1 | Situation de communication: | | |
| | <ul style="list-style-type: none"> • Agence de voyages • Hôtel : réception • Bar/restaurant | | |
| 4.2 | Savoir-faire: | | |
| | <ul style="list-style-type: none"> • Accueillir • Attribuer une chambre | | |
| 4.3 | Grammaire | | |
| | <ul style="list-style-type: none"> • conditionnel présent – pouvoir, vouloir • préposition: pour + indication de durée • il y a • nombres 1-60 • calendrier – la date • l'heure | | |
| 4.4 | Lexique relatif aux situations | | |
| 4.5 | Expressions utiles | | |
| 4.6 | Activités: | | |
| | <ul style="list-style-type: none"> • exercices d'écoute • exercices de prononciation • mini dialogues • jeu de rôle | | |
| 4.7 | Information culturelle – texte bilingue: les hôtels: aménagements | | |
| Leçon –5 | Se renseigner 2 (Il reste seulement ...) | 04 | 09 |
| 5.1 | Situation de communication: | | |
| | <ul style="list-style-type: none"> • Hôtel : réception • Agence de voyages • Bureau de change • Magasin | | |
| 5.2 | Savoir-faire: | | |
| | <ul style="list-style-type: none"> • Accueillir • Donner un prix | | |
| 5.3 | Grammaire | | |
| | <ul style="list-style-type: none"> • verbes en - er : au présent - un coup d'œil sur la formation • préposition: pour + indication de quantité | | |

- combien de ... ?
 - il reste + nom
- 5.4 Lexique relatif aux situations
- 5.5 Expressions utiles
- 5.6 Activités:
- exercices d'écoute
 - exercices de prononciation
 - mini dialogues
 - jeu de rôle
- 5.7 Information culturelle – texte bilingue: les hôtels:
tariff

| | | | |
|------------------|--|--------------|---------------------|
| Leçon – 6 | Régler (Est-ce que vous pouvez ...?) | 04 | 09 |
| 6.1 | Situation de communication: | | |
| | <ul style="list-style-type: none"> • Hôtel : réception • Bureau de change • Bar/restaurant | | |
| 6.2 | Savoir-faire: | | |
| | <ul style="list-style-type: none"> • Faire régler des formalités | | |
| 6.3 | Grammaire | | |
| | <ul style="list-style-type: none"> • appeler – au présent • verbes en –ir, -re au présent: un coup d'œil sur la formation • la possession – préposition de • préposition: pour + indication de but • combien ... ? • nombres (suite) • adj. possessif (suite) | | |
| 6.4 | Lexique relatif aux situations | | |
| 6.5 | Expressions utiles | | |
| 6.6 | Activités: | | |
| | <ul style="list-style-type: none"> • exercices d'écoute • exercices de prononciation • mini dialogues • se présenter • jeu de rôle • bilan 1 | | |
| 6.7 | Information culturelle – texte bilingue: les hôtels: les formalités | | |
| | | Total | 30 50 |

Note: Practicals should be conducted based on the contents of every chapter. The hours to be utilized for the practicals on each chapter should be the same as allotted for theory.

Assignments & Practical for Internal Assessment:

A minimum of TWO Assignments of 5 marks each [total=10 marks] could be conducted in CCE [Comprehensive & Continuous Evaluation] pattern, so that Teaching/Learning & Evaluation takes place concurrently.

Alternately, more assignments could be conducted and the best average marks [reduced to 10 marks] could be considered as the final score.

Assignments for internal Assessment may be in the form of

- a. oral communication
- b. worksheets
- c. quiz
- d. just a minute
- e. dialogue
- f. role play, etc.

Internal Practical will consist of two parts –

- viva voce (individual evaluation for 5 marks)
- Project/power point presentation (in groups of 3-5 students; for 15 marks) – topics could be chosen, based on the lessons or on related themes.

Reference Books

1. A votre service 1 Français pour l'hôtellerie et le tourisme [Text book with CD]
by Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan, Claude le Ninan, Asha Mokashi

Publisher – Goyal Publishers
2. Bon voyage ! Méthode de français de l'hôtellerie et du tourisme pour débutants
by Vasanthi Gupta, Malini Gupta, Usha Ramachandran

Publisher – Goyal Publishers
3. Basic French Course for the Hotel Industry
by Catherine Lobo, Sonali Jadhav
4. French for Hotel Management & Tourism Industry
by S Bhattacharya

Publisher – Frank Bros. & Co.

Subject : Food Production – II
Subject Code : C 201
Subject Credits : Seven
Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 08 hours | 11 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry. It also aims to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Stock | 06 | 06 |
| | 1.1 Definition & Composition | | |
| | 1.2 Rules of stock making | | |
| | 1.3 Types of Stocks | | |
| | 1.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable) | | |
| | 1.5 Uses of stocks | | |
| | 1.6 Reduction & Glazes | | |
| Chapter – 2 | Soup | 06 | 06 |
| | 2.1 Aim/principles of soup making | | |
| | 2.2 Classification of soups with examples | | |
| | 2.3 Classical accompaniments and garnishes | | |
| | 2.4 Consommé with 10 garnishes | | |
| Chapter – 3 | Sauces | 07 | 08 |
| | 3.1 Imp of Sauces in food preparation | | |
| | 3.2 Classification of Sauces (Kitchen & Proprietary) - | | |

| | | | |
|--------------------|---|-----------|-----------|
| | Mother, butter, dessert, proprietary, Traditional accompanying sauces | | |
| 3.3 | Thickening agents | | |
| 3.4 | Mother sauces - recipes and derivatives | | |
| 3.5 | Precautions & rectification, | | |
| 3.6 | Other Sauces-Pan gravies, Jus-lie, Jus-Roti etc. | | |
| Chapter –4 | Egg Cookery | 04 | 05 |
| 4.1 | Composition and structure of egg | | |
| 4.2 | Selection criteria for egg | | |
| 4.3 | Various ways of cooking egg | | |
| 4.4 | Uses of egg in cookery | | |
| Chapter –5 | Vegetable and Fruit cookery | 05 | 06 |
| 5.1 | Classification | | |
| 5.2 | Colour Pigments | | |
| 5.3 | Effect of heat on colour pigments and texture | | |
| 5.4 | Methods of cooking | | |
| 5.5 | Care and precaution while cooking | | |
| 5.6 | Vegetable cuts | | |
| Chapter – 6 | Salads & Salad Dressings | 05 | 06 |
| 6.1 | Parts of salad with ingredients used | | |
| 6.2 | Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad | | |
| 6.3 | Principles of salad making | | |
| 6.4 | Guidelines for making salads | | |
| 6.5 | Salad dressings – Types | | |
| 6.6 | International Classical Salads – composition and country of origin | | |
| Chapter –7 | Sandwiches | 05 | 05 |
| 7.1 | Parts of sandwiches | | |
| 7.2 | Types of sandwiches – Cold and Hot sandwiches | | |
| 7.3 | Precautions to take while preparing and storing sandwiches | | |
| Chapter –8 | Food Contamination and control measures | 03 | 03 |
| 8.1 | Food Contamination -Types, reasons& precaution | | |
| 8.2 | Introduction to HACCP- meaning, importance, Principles | | |
| Chapter –9 | Kitchen Stewarding | 04 | 05 |
| 9.1 | Importance of kitchen stewarding | | |

- 9.2 Hierarchy & staffing in kitchen stewarding department
- 9.3 Equipment found in kitchen stewarding department

Total 45 50

Note - Glossary of Terms: Students should be familiar with the glossary pertaining to above mentioned topics

Assignments: A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Recipes of minimum 10 classical accompaniment preparation-Potato and Vegetables
2. Recipes of 10 International Classical Salads
3. 10 examples of each category of soups.
4. Vegetable cuts in chart form
5. Classical egg preparations-minimum 10.
6. Chart presentation of Basic mother sauces derivatives with composition & accompanying dishes.
7. Chart presentation on Continental plate presentation with indicative portion sizes (Main course, Starch & Veg accompaniment)

Practical:

3. Minimum **24 Individual Practical's** to be conducted during the semester.
4. The practical should comprise of the following:
 - o Demonstration of Stocks, Soups and Sauces- 1 practical
 - o Egg Cookery (Excluding Breakfast Preparations) – 1 Practical
 - o Continental breakfast menu – 1 practical
 - o Types of Sandwiches – 1 practical
 - o Types of Salads with Dressings. – 1 practical
 - o Basic Continental menus consisting of Appetizer/soup, Meat preparation with starch & veg accompaniments & Dessert with plate presentation and appropriate portion sizes – 18practicals
 - o Internal Practical Exam – 1 Practical

Practical Examination: (Internal & External)

- Exams to be conducted on basic Continental menu (Consisting of Appetizer/Soup, Meat with Starch and vegetable accompaniments Dessert.)
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams

Subject : F&B Service - II
Subject Code : C 202
Subject Credits : Five
Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 06 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

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 analyze the food service operations of in room dining.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Types of Meals | 06 | 06 |
| 1.1 | Breakfast – Introduction, Types, Service Methods | | |
| 1.2 | Elevenes and Brunch | | |
| 1.3 | Full afternoon tea and Hi – Tea | | |
| 1.4 | Lunch /Dinner | | |
| 1.5 | Supper | | |
| 1.6 | Late night snacks / round the clock meals | | |
| Chapter – 2 | Menu knowledge | 16 | 16 |
| 2.1 | Introduction | | |
| 2.2 | Types –A la Carte & Table d’ hôtel | | |
| 2.3 | Menu Planning, considerations and constraints | | |
| 2.4 | Classical French Menu | | |
| 2.5 | Classical Foods & its accompaniments with cover | | |
| 2.6 | Definition of Menus - Children, Diet, California, Working Lunch, Banquet, Market, Take Away, Cyclic, Combination, Poolside, Trendy snacks / Fast Foods. | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Tobacco | 06 | 05 |
| 3.1 | Introduction, types | | |
| 3.2 | Cigar –Parts, manufacturing, sizes, strengths, brands, service procedure | | |
| 3.3 | Cigarette – Manufacturing, brands, service procedure | | |
| Chapter – 4 | Non – Alcoholic Beverages | 07 | 08 |
| 4.1 | Classification | | |
| 4.2 | Hot Beverages – Types, service, latest trends | | |
| 4.3 | Cold Beverages – Types, service, latest trends | | |
| Chapter – 5 | Special Foods | 04 | 05 |
| 5.1 | Sandwiches–types, service procedure | | |
| 5.2 | Salads – Types (Green, Vegetable, Main Course, Fruit) Dressings (Lemon, Vinaigrette, French, English, Cream) | | |
| 5.3 | Frozen Food - Ice-Creams, Parfaits, Sundaes, Granites, Gelato, Spoom | | |
| 5.4 | Fondue –types, service and procedure | | |
| Chapter – 6 | Room Service/ In room dining service | 06 | 10 |
| 6.1 | Introduction, General Principles | | |
| 6.2 | Cycle of Service, Scheduling and Staffing | | |
| 6.3 | Forms and Formats | | |
| 6.4 | Order Taking, Suggestive Selling, Breakfast Cards | | |
| 6.5 | Time management - lead time from order taking to clearance | | |
| 6.6 | IRD Layouts and special equipment, Mini bar | | |
| | Total | 45 | 50 |

Note: Glossary

Students should be familiar with the glossary pertaining to above mentioned topics

Assignments:

Minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Prepare A' la carte menu for a fine dine French cuisine restaurant.
2. Prepare one menu each of Fixed, Cyclic, Combination, Poolside, Snack, Children, Diet, California, Working Lunch, Banquet, Market, and Take Away.
3. Prepare a chart of food and accompaniments for French and Indian menu.

4. Compare and comment on breakfast/brunch/high tea/ snacks menu of at least two fast food outlets/ quick service restaurant.
5. Prepare a chart of non - alcoholic beverages with brands and pictures.

Practical:

| Practical No | Details |
|---------------------|---|
| 1 | Briefing and De-briefing |
| 2 | Menu planning & service procedure – Continental and American Breakfast |
| 3 | Menu planning & service procedure – English and Indian Breakfast |
| 4 | Menu planning & service procedure – Full afternoon tea and High tea |
| 5 | Menu planning & service procedure – Elevenses, Brunch and Supper |
| 6 | Menu planning & service procedure – 3/4 course lunch/dinner French menu |
| 7 | Menu planning & service procedure – 5/6 course lunch/dinner French menu |
| 8 | Menu planning & service procedure – 7/8 course lunch/dinner French menu |
| 9 | Menu planning & service procedure – 13 course French Classical Menu |
| 10 | Menu planning & service procedure – including cheese, savoury, desserts |
| 11 | Menu planning & service procedure – Indian Lunch/ Dinner |
| 12 | Cold non-alcoholic beverage list, order taking and service procedure |
| 13 | Hot non-alcoholic beverage list, order taking and service procedure |
| 14 | IRD tray/ trolley set up and service procedure for Breakfast/Tea/Snacks/Beverages |
| 15 | IRD tray/ trolley set up and service procedure for Lunch/ Dinner |
| 16 | Situation Handling – any four situations |

Practical Examination: (Internal & External)

Practical exam need be conducted on the above listed practical along with standards of grooming, task performance & viva. Internal exam to be assessed by the internal examiner, external exam to be assessed by the external examiner.

Reference Books:

8. Food and Beverage Service – Dennis Lillicrap and John Cousins
9. Food and Beverage Service – M N Ahmed
10. Food and Beverage Service- Bobby George
11. Food and Beverage Service- Anil Sagar
12. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
13. Theory of Catering – Kinton and Cesarani
14. Textbook of Food & Beverage Management- Sudhir Andrews

Subject : Basic Rooms Division – II
Subject Code : C 203
Subject Credits : Five
Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 6 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale: The subject aims to provide students with the knowledge about the daily operations of the Housekeeping and Front Office department. It also prepares the student to acquire knowledge and skills necessary for various tasks and aspects of Rooms Division.

SECTION I

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Co-ordination of Housekeeping with other Departments | 02 | 03 |
| | 1.1 Departments like Food Production, Security, Purchase, Stores, HRD, Sales and Marketing | | |
| Chapter – 2 | Daily Routine of the Housekeeping Department | 04 | 05 |
| | 2.1 The Housekeeping Day | | |
| | 2.2 Opening and closing of the house- morning shift, afternoon shift and night shift | | |
| | 2.3 Rules of the floor | | |
| Chapter – 3 | Cleaning Routine of Guest Rooms | 05 | 05 |
| | 3.1 Daily cleaning of Occupied, Departure, Vacant, Under Repair and VIP rooms | | |
| | 3.2 Evening service and Second service procedures. | | |
| | 3.3 Spring Cleaning procedures and its importance | | |
| Chapter – 4 | Cleaning Routine of Public Areas | 05 | 05 |
| | 4.1 Public areas to be maintained | | |

| | | | |
|--------------------|--|-----------|-----------|
| 4.2 | Daily, weekly and spring-cleaning procedures for various Public areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Elevators, Staircase, Guest corridors, Restrooms and Leisure areas (spa, swimming pool, shopping arcades) | | |
| Chapter – 5 | Control Desk | 06 | 07 |
| 5.1 | Introduction and functions of the Control Desk | | |
| 5.2 | Records maintained at the control desk (Key control register, maintenance register, lost and found, log book, indent books, gate pass) | | |
| 5.3 | Lost and Found (Classification of Lost and Found articles - valuable, non - valuable and perishable Procedure for Guest and Hotel articles) | | |
| 5.4 | Minibar Operations | | |
| SECTION II | | | |
| Chapter – 6 | Introduction to guest cycle | 02 | 03 |
| 6.1 | Pre arrival | | |
| 6.2 | Arrival | | |
| 6.3 | During guest stay | | |
| 6.4 | Departure | | |
| 6.5 | After departure | | |
| Chapter – 7 | Reservation | 05 | 06 |
| 7.1 | Importance of reservation | | |
| 7.2 | Modes of reservation | | |
| 7.3 | Channels and sources of reservation (FITs, Travel Agents, Airlines, GITs) | | |
| 7.4 | Types of reservations (Tentative, Confirmed, Guaranteed) | | |
| 7.5 | Systems and equipments (Manual, semi-automated, fully automated) | | |
| 7.6 | Cancellation | | |
| 7.7 | Amendments | | |
| 7.8 | Overbooking | | |
| Chapter – 8 | Pre-Arrival Procedures | 04 | 04 |
| 8.1 | Pre arrival activities (Preparing an arrival list, notification) | | |
| 8.2 | Pre arrival procedure for VIPs | | |
| 8.3 | Pre arrival procedure for groups (Special arrangements, meal coupons) | | |

| | | | |
|--------------------|--|--------------|-----------|
| Chapter – 9 | Guest Arrival | 06 | 06 |
| 9.1 | Receiving of guests | | |
| 9.2 | Registration (non- automated and automated) | | |
| 9.3 | Relevant records for FITs, Groups, Air crews and VIPs | | |
| 9.4 | Types of registration (Register, Loose Leaf, Registration Cards) | | |
| 9.5 | Pre-registration | | |
| 9.6 | Arrival procedure for various categories of guests (Foreigners along with C-forms, its importance FITs-walk-in, with confirmed reservation) | | |
| 9.7 | Notification of guest arrival | | |
| 9.8 | Criteria for taking advance (Walk-ins, Scanty Baggage, Groups) | | |
| | | | |
| Chapter 10 | Guest Stay | 06 | 06 |
| 10.1 | Guest Information services, example - At Your Service, Service Express | | |
| 10.2 | Message and Mail Handling | | |
| 10.3 | Hospitality desk and Role of GRE, Rooming a guest (introduction to the hotel facilities, orientation of the room) | | |
| 10.4 | Complaints handling and Importance of Guest Satisfaction Tracking System (GSTS) | | |
| 10.5 | Guest History Card | | |
| 10.6 | Procedure for room change (Live move and dead move) | | |
| 10.7 | Safe deposit procedure | | |
| | | Total | 45 |
| | | | 50 |

Note: Glossary: Students should be familiar with the glossary pertaining to above-mentioned topics.

Assignments: A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collecting data about products kept in the minibar and their rates.
2. Collecting and presenting Lost and found articles in chart form.
3. Preparation and study of airlines and flags chart.
4. To collect and present the information of different states of India with regards to location, capital, tourist destination, special features, major cities , music, eminent personalities, culture and food.

Practical: Minimum **12 Practical** to be conducted from the following topics. The practical should consist of 6 practical for Housekeeping and 6 practical for Front Office. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with working methods.

Suggested Practical:

| Sr. No | Topic | Number of practical |
|-------------------|---|----------------------------|
| SECTION I | | |
| 1 | Servicing a guest room and bathroom with a chambermaid's trolley (checkout/occupied and vacant room) | 01 |
| 2 | Bed making (Day bed, turndown service) | 01 |
| 3 | 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 | 01 |
| 4 | Minibar management <ul style="list-style-type: none"> ▪ Issue ▪ Stock taking ▪ Checking expiry date | 01 |
| 5 | Handling guest supplies <ul style="list-style-type: none"> ▪ Maintaining register/ record ▪ Replenishing floor pantry ▪ Stock taking | 01 |
| 6 | Spring cleaning of Public areas | 01 |
| SECTION II | | |
| 1 | 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 | 01 |
| 2 | Telephone handling skills at the reception and | 01 |

| | | |
|---|--|----|
| | taking reservations. | |
| 3 | Skills to receive and record mail as well as messages (Hotel staff, Guest - Past, present and future). | 01 |
| 4 | Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions. | 01 |
| 5 | 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. | 01 |
| 6 | Tackling guest complaints with regards to the guest cycle and preparing and updating a Guest history Card. | 01 |
| 7 | 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 | 01 |

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to Section I and Section II.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

8. Hotel Housekeeping operation- G Raghubalan and Smirtee Raghubalan, Oxford publishing House , edition- 03
9. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House.
10. Hotel Housekeeping – Malini Singh, Mc Graw publishing house.
11. Professional Housekeeper – Gerogina Tucker
12. Hotel front office operations and Management – Jatashankar R. Tewari, Oxford University Press Edition- 03
13. Front office management - S K Bhatnagar.
14. Principles of Hotel Front Office Operations -Sue Baker, P. Bradley, J. Huyton.
15. Hotel Front Office - Bruce Braham.
16. Managing Front Office Operations - Michael Kasavana, Charles Steadmon
17. Check in Check out- Jerome Vallen.

Subject : Food Science
Subject Code : AE 204
Subject Credits : Four
Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ----- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

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

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to Food | 06 | 05 |
| 1.1 | Define Food, Nutrients , Nutrition | | |
| 1.2 | Basic five food groups | | |
| 1.3 | Planning a Balanced Diet (Menu Planning) | | |
| 1.4 | Important foods to be recommended and important foods to be avoided for various diseases (Cardiovascular diseases, Kidney disorder, Peptic ulcer, Jaundice, Diabetes Mellitus) | | |
| 1.5 | New trends in Nutrition (Importance of avoiding junk food, gluten free diet, Trans fatty acids, Convenience Food) | | |
| Chapter – 2 | Major and Minor Nutrients | 10 | 06 |
| 2.1 | Carbohydrate – Definition, sources, functions, effect of Heat, Dietary Fibre | | |
| 2.2 | Protein - Definition, sources, functions, effect of Heat | | |
| 2.3 | Fat - Definition, sources, functions, effect of Heat | | |
| 2.4 | Vitamins – Definition, classification, sources, functions, deficiency | | |
| 2.5 | Minerals – Classification, sources, functions, | | |

| | | | |
|--------------------|---|-----------|-----------|
| | deficiency (Sodium, Iron, Calcium, Iodine) | | |
| | 2.6 Ways to prevent nutrients loss while cooking food | | |
| Chapter – 3 | Water | 02 | 03 |
| | 3.1 Dietary Sources, Functions, Water balance, Dehydration, Oedema. | | |
| Chapter –4 | Food Science concepts | 06 | 04 |
| | 4.1 pH- Definition and its relevance in food industry. | | |
| | 4.2 Desirable browning reactions in food. | | |
| | 4.3 Undesirable browning and its prevention Important terminologies (Definitions) | | |
| | 4.4 Boiling Point, Boiling Under Pressure, Melting Point, Evaporation,, Sol, Gel, Emulsion, Foam | | |
| Chapter –5 | Food Adulteration | 04 | 05 |
| | 5.1 Food Standards in India (Compulsory – Fruit product order, Meat product order, milk & milk product order, Solvent extracted Oils and Vegetable products control order and Standards on weights and measures. Voluntary – Bureau of Indian Standards and Agmark) | | |
| | 5.2 Common food adulterants and the test to detect them in following Food Stuffs: Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina, Ghee, Butter and Oil | | |
| Chapter – 6 | Food Additives | 06 | 04 |
| | 6.1 Definition | | |
| | 6.2 Types of Food Additives | | |
| Chapter –7 | Food Preservation and Storage | 06 | 05 |
| | 7.1 General guidelines and rules for storage of all types of food stuffs | | |
| | 7.2 Different storage area (Dry, Refrigerated, Freezer) | | |
| | • Requirements of each | | |
| | • Pasteurization, Canning | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter –8 | Personal Hygiene for Food Handlers | 04 | 05 |
| 8.1 | Necessity of personal hygiene | | |
| 8.2 | Good health of Staff | | |
| 8.3 | Sanitary practices while holding and cooking food | | |
| 8.4 | Protective clothing | | |
| Chapter –9 | Hygiene and Sanitation in Food Production and Service area | 10 | 08 |
| 9.1 | Danger Zone | | |
| 9.2 | Cross Contamination | | |
| 9.3 | Protective display of food | | |
| 9.4 | Pest Control (Importance and control measures for common pest in Hotel Industry) | | |
| 9.5 | Food Spoilage (Detection and Prevention) | | |
| 9.6 | HACCP (Importance and Usage) | | |
| Chapter –10 | Microbiology | 06 | 05 |
| 10.1 | Harmful and useful micro-organisms In Food Industry (Bacteria, Yeast, Mould, Fungi) | | |
| 10.2 | Difference between food poisoning and food infection | | |
| | Total | 60 | 50 |

Assignments: A minimum of *03 assignments* to be submitted by students by the end of the semester from following topics.

1. Calculation of Nutrients:
(Carbohydrates, Fat, Protein, Energy, Vitamin A & Iron of any 5 Recipes)
2. Power Point Presentation for any one topic from the following:
 - Food pyramid and its role in human health
 - Convenience food and any 10 preparations with nutritional information
 - Beneficial effects of microorganisms in food industry

Reference Books

1. Hand book of Food and Nutrition- by M. Swaminathan
2. Nutrition and Dietetics - by Shubhangini Joshi
3. Food Hygiene and Sanitation - by Sunetra Roday
4. Food Science and Nutrition - by Sunetra Roday

Subject : Hospitality Sales
Subject Code : AE 205
Subject Credits : Four
Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 04 hours | --- | 4 hours |

| Examination Scheme | | | | | |
|-----------------------------|---------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

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.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to Hospitality Sales | 05 | 06 |
| 1.1 | Concept of Hospitality Sales | | |
| 1.2 | Difference between Hospitality Sales and Marketing | | |
| 1.3 | Coordination of Sales department with other operational and allied departments | | |
| Chapter – 2 | Organization of Sales Department | 05 | 05 |
| 2.1 | Organization structure of a small and large hotel | | |
| 2.2 | Functions of a Director of Sales (DOS), Sales Manager and Other Sales personnel | | |
| Chapter – 3 | Recruitment and training | 08 | 06 |
| 3.1 | Attributes of a Sales personnel | | |
| 3.2 | Recruitment process for Sales personnel | | |
| 3.3 | Importance of training for Sales personnel | | |
| 3.4 | Assessment of training needs | | |
| 3.5 | Types of training for sales personnel | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 4 | Internal Sales | 08 | 05 |
| 4.1 | Role of employees in internal sales | | |
| 4.2 | Reservation Department - Electronic and Telephone Sales | | |
| 4.3 | Selling techniques | | |
| | <ul style="list-style-type: none"> • Upselling • Suggestive selling • Cross selling • Sales promotion tools • Special Promotion • Merchandising | | |
| Chapter – 5 | Banquet and Meeting Room Sales | 10 | 06 |
| 5.1 | <ul style="list-style-type: none"> • Banquet/ Catering Sales • Developing leads • Selling to clients • Planning the function • Follow up | | |
| 5.2 | Meeting Room Sales | | |
| | <ul style="list-style-type: none"> • Components of sales package • Types of set ups and facilities • Booking meeting rooms | | |
| Chapter – 6 | Hospitality Sales Process | 12 | 06 |
| 6.1 | Prospecting (Methods of Prospecting) | | |
| 6.2 | Pre approach (Preparations) | | |
| 6.3 | Approach | | |
| 6.4 | Negotiations | | |
| 6.5 | Overcoming objections | | |
| 6.6 | Closing | | |
| 6.7 | Follow-up | | |
| Chapter – 7 | Selling practices | 08 | 08 |
| 7.1 | Identifying Market segmentation | | |
| 7.2 | Concept selling (Event , Destination) | | |
| 7.3 | Selling to Business and Leisure Travelers | | |
| 7.4 | Selling to specialty markets | | |
| 7.5 | Role of intermediaries in sales | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 8 | Role of Technology in Hospitality Sales | 04 | 08 |
| 8.1 | Sales Office Automation | | |
| 8.2 | Point of Sales System(POS) | | |
| 8.3 | Property Management Software(PMS) | | |
| 8.4 | Centralized Reservation Process(CRS) | | |
| 8.5 | Global Distribution System (GDS) | | |
| | Total | 60 | 50 |

Assignments: A minimum of **3 assignments** have to be submitted by the students at the end of the semester.

1. Role play of a sales person
2. Study the Banquet sales process in detail
3. New technology, new trends and best practices in Hospitality Sales
4. Making of a Function Prospectus (FP)
5. Compare the organizational structure of Sales Department of any 3 hotels
6. Make a SOP for any one process of Reservations department/Banquet Sales

Reference Books:

1. Hospitality Sales: Selling Smarter - Judy Siuaw. David C Bojanic, Delmar Publications
2. Sales & Marketing : A Textbook for Hospitality Industry - Sudhir Andrews, Tata McGraw-Hill Publications
3. Hospitality Sales and Marketing - James R. Abbey, Educational Institute of the American Hotel & Lodging Association, 2014

Subject : **Communication Skills (English) – II**
Subject Code : **SE 206**
Subject Credits : **Four**
Semester : **Second**

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

Communication is an essential life skill, and a professional pre-requisite in the hospitality industry. This course provides theoretical inputs backed with practice sessions, in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Listening skills | 04 | 06 |
| 1.1 | Meaning of listening v/s hearing | | |
| 1.2 | Types of Listening (theory / definition) | | |
| 1.3 | Tips for Effective Listening | | |
| 1.4 | Traits of good listening | | |
| 1.5 | Listening to Talks and Presentations | | |
| Chapter – 2 | Oral Communication Skills | 10 | 12 |
| 2.1 | Meaning and usage of: <ul style="list-style-type: none"> • Kinesics • Chronemics • Proxemics • Paralinguistics | | |
| 2.2 | Group Discussions | | |
| 2.3 | Interview Techniques | | |
| 2.4 | Speech and Presentations | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Reading | 01 | 02 |
| 3.1 | Book reading and discussion | | |
| 3.2 | Exploring journals / literature in the digital / electronic media | | |
| Chapter – 4 | Writing | 10 | 18 |
| 4.1 | Letters (Applying for a job with resume, Letter of quotation and order) | | |
| 4.2 | Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes. | | |
| 4.3 | Writing emails and etiquette | | |
| 4.4 | Note making, writing a log book | | |
| 4.5 | Travelogue and Restaurant Reviews | | |
| 4.6 | Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tent-cards etc. | | |
| Chapter – 5 | Trending Hospitality Communication | 05 | 12 |
| 5.1 | Formal Conversation | | |
| 5.2 | Telephone etiquette | | |
| 5.3 | Hotel Phraseology | | |
| 5.4 | Using charts and diagrams | | |
| | Total | 30 | 50 |

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments: A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Prepare a good self-introduction and closing of not more than three sentences which can be used when you have to make a presentation.
- b. Make a five minute presentation on any of the sub topics given in this syllabus.
- c. Write a travelogue
- d. Review of a book or a restaurant
- e. Creating of promotional material such as posters, pamphlets etc. for a specific event. For e.g. annual food festival of the Institute.

Practical:

The student is required to maintain a file. The file to be divided into three distinct sections, namely – Theory, Practical and Assignments. The file must be carried to all theory and practical classes, reviewed periodically and certified by the institute head, internal and external examiners.

1. Newspaper reading to be encouraged to enhance reading skills and general awareness. Every week one current affair issue is to be discussed and recorded in the student file.
2. Play an audio clip and ask questions to check and sharpen active listening skills.
3. Extempore
4. Letter writing, drafting of e mails
5. Drafting of office notices, memos, circulars, agenda, and minutes of the meeting.
6. Practicing telephone etiquettes
7. Conduct group discussions.
8. Conduct mock personal and technical interviews.
9. Make presentations on topics ranging from general awareness, technical knowledge sharing and hotel industry related.
10. Practice making speeches. Write, practice and deliver effective speech.
11. Make and present Power Point presentations. Also solicit critical appreciative feedback from the audience.
12. Role plays of hotel situations, using desired phraseology and body language.
13. Feedback to be solicited from the audience.
14. Video-record of one of the oral communication exercises. This aims at observing and self-improvement of pitfalls.
15. Conduct a book reading session, followed by a discussion.
16. Case studies (minimum two).

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practicals. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

01. Business English. Department of English University of Delhi. Pearson.
02. Communication Skills – Sanjay Kumar. Oxford.
03. Improve your writing – V.N. Arora. Oxford.
04. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan

05. Communicative English – E. Suresh Kumar. Orient Black Swan.
- 06 Business Communication. Second Edition – Meenakshi Raman. Oxford.
- 07 Communication Skills – B.V. Pathak
- 08 Business Communication – Urmila Rai. Himalaya Publishing House.
- 09 Business Communication – K.K.Sinha. Galgotia Publication.
- 10 Business Communication Connecting at Work – Hory Sankar Mukherjee. Oxford.
- 11 Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
12. English Language Communication Skills – Urmail Rai. Himalaya Publishing House.
13. Fifty ways to improve Presentation Skills in English – Bob Dignen. Orient Black Swan.
14. Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
- 15 Business Communication : Skills , concepts and Application – P. D. Chaturvedi; Mukesh Chaturvedi
16. A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
17. Modern's Business Communication – Dr. Prakash M. Herekar
18. How to talk to Anyone, Anytime , Anywhere – Larry King
19. The Nonverbal Advantage – Carol Kinsey Goman
20. Dynamics of Cross Cultural and Intercultural Communication – Edited by BVS Prasad; Srikant Kapoor
21. Soft Power : An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
22. The Handbook of Communication Skills – Edited by Owen Hargie
23. Developing Communication skills – Krishna Mohan ; Meera Banerji
24. How to talk to Anyone, Anytime , Anywhere – Larry King

Subject : French – II

Subject Code : SE 207

Subject Credits : Four

Semester : Second

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

The syllabus aims to help students acquire, in a short period, basic skills in aural & oral communication in French, through varied real-life, professional communication situations arising in Hotel Operations, in order to satisfactorily communicate with the clientele from a practical point of view. It also helps students to better adapt to intercultural differences related to communication in real-life professional situations.

| | | Hours | Marks |
|----------------|---|-----------|----------|
| Leçon 1 | Réclamation (Je suis désolé ...) | 06 | 7 |
| 1.1 | Situation de communication: 1.1.1 Hôtel : réception 1.1.2 Bureau de change 1.1.3 Bar/Restaurant 1.1.4 Chambre 1.1.5 Site touristique | | |
| 1.2 | Savoir-faire: 1.2.1 Gérer un problème 1.2.2 S'excuser | | |
| 1.3 | Grammaire 1.3.1 ouvrir, offrir, couvrir – au présent 1.3.2 verbe pronominal (ex. se dépêcher)– au présent 1.3.3 verbe pronominal au présent – un coup d'œil sur la formation 1.3.4 la négation | | |
| 1.4 | Lexique relatif aux situations | | |

| | | | |
|----------------|---|-----------|-----------|
| 1.5 | Expressions utiles | | |
| 1.6 | Activités: | | |
| | 1.6.1 exercices d'écoute | | |
| | 1.6.2 exercices de prononciation | | |
| | 1.6.3 mini dialogues | | |
| | 1.6.4 jeu de rôle | | |
| 1.7 | Information culturelle – l'hôtel: des problèmes à gérer | | |
| Leçon 2 | Au restaurant (Par ici, s'il vous plaît ...) | 06 | 07 |
| 2.1 | Situation de communication: | | |
| | 2.1.1 Restaurant | | |
| | 2.1.2 Hôtel : réception | | |
| | 2.1.3 Agence de voyages | | |
| 2.2 | Savoir-faire: | | |
| | 2.2.1 Placer | | |
| | 2.2.2 Prendre une commande | | |
| | 2.2.3 Lire un menu | | |
| 2.3 | Grammaire | | |
| | 2.3.1 aller – au présent | | |
| | 2.3.2 prendre, manger, boire – au présent et au futur proche | | |
| | 2.2.3 futur proche des verbes – un coup d'œil sur la formation | | |
| | 2.3.4 adverbes de quantité + nom | | |
| | 2.3.5 article partitif | | |
| 2.4 | Lexique relatif aux situations | | |
| 2.5 | Expressions utiles | | |
| 2.6 | Activités: | | |
| | 2.6.1 exercices d'écoute | | |
| | 2.6.2 exercices de prononciation | | |
| | 2.6.3 mini dialogues | | |
| | 2.6.4 jeu de rôle | | |
| 2.7 | Information culturelle – texte bilingue: les repas, l'apéritif | | |
| Leçon 3 | Commander (Est-ce que vous avez choisi ... ?) | 05 | 10 |
| 3.1 | Situation de communication: | | |
| | 3.1.1 Restaurant | | |
| | 3.1.2 Agence de voyages | | |
| 3.2 | Savoir-faire: | | |
| | 3.2.1 Prendre une commande | | |
| | 3.2.2 Décrire des plats | | |
| | 3.2.3 Conseiller des plats | | |
| 3.3 | Grammaire | | |
| | 3.3.1 verbes en –er (parler), -ir (choisir), -re (attendre) | | |

| | | | |
|----------------|---|-----------|-----------|
| | -au passé composé avec avoir/être: un coup d'œil sur la formation | | |
| | 3.3.2 sujet + vous + verbe | | |
| | 3.3.3 qu'est-ce que ... ? | | |
| | 3.3.4 adverbes de quantité (suite) | | |
| 3.4 | Lexique relatif aux situations | | |
| 3.5 | Expressions utiles | | |
| 3.6 | Activités: | | |
| | 3.6.1 exercices d'écoute | | |
| | 3.6.2 exercices de prononciation | | |
| | 3.6.3 mini dialogues | | |
| | 3.6.4 jeu de rôle | | |
| 3.7 | Information culturelle – texte bilingue: la cuisine indienne/non-européenne | | |
| Leçon 4 | Le menu (Quelle cuisson?) | 05 | 10 |
| 4.1 | Situation de communication: | | |
| | 4.4.1 Restaurant | | |
| | 4.4.2 Site touristique | | |
| 4.2 | Savoir-faire: | | |
| | 4.2.1 Prendre une commande | | |
| | 4.2.2 Demander des précisions | | |
| 4.3 | Grammaire | | |
| | 4.3.1 futur simple – pouvoir, vouloir, être, avoir | | |
| | 4.3.2 verbes réguliers en –er, -ir, -re – au futur simple: un coup d'œil sur la formation | | |
| | 4.3.3 en, comme + nom | | |
| 4.4 | Lexique relatif aux situations | | |
| 4.5 | Expressions utiles | | |
| 4.6 | Activités: | | |
| | 4.6.1 exercices d'écoute | | |
| | 4.6.2 exercices de prononciation | | |
| | 4.6.3 mini dialogues | | |
| | 4.6.4 jeu de rôle | | |
| 4.7 | Information culturelle – texte bilingue: la gastronomie | | |
| Leçon 5 | Vins (Le rouge est plus ...) | 04 | 08 |
| 5.1 | Situation de communication: | | |
| | 5.1.1 Restaurant | | |
| | 5.1.2 Agence de voyages | | |
| | 5.1.3 Magasin | | |
| 5.2 | Savoir-faire: | | |
| | 5.2.1 Décrire des vins | | |
| | 5.2.2 Comparer | | |
| 5.3 | Grammaire | | |

| | | | |
|----------------|--|-----------|-----------|
| | 5.3.1 futur simple - prendre | | |
| | 5.3.2 le comparatif et le superlatif | | |
| | 5.3.3 comment ... ? | | |
| | 5.3.4 préposition: entre | | |
| 5.4 | Lexique relatif aux situations | | |
| 5.5 | Expressions utiles | | |
| 5.6 | Activités: | | |
| | 5.6.1 exercices d'écoute | | |
| | 5.6.2 exercices de prononciation | | |
| | 5.6.3 mini dialogues | | |
| | 5.6.4 jeu de rôle | | |
| 5.7 | Information culturelle – texte bilingue: les Français et les vins | | |
| Leçon 6 | Régler (Cela fait ...) | 04 | 08 |
| 6.1 | Situation de communication: | | |
| | 6.1.1 Hôtel : réception | | |
| | 6.1.2 Restaurant | | |
| | 6.1.3 Magasin | | |
| | 6.1.4 Agence de voyages | | |
| | 6.1.5 Site touristique | | |
| 6.2 | Savoir-faire: | | |
| | 6.2.1 Faire régler une note, une addition, une facture | | |
| | 6.2.2 La monnaie | | |
| 6.3 | Grammaire | | |
| | 6.3.1 faire – au présent, au futur | | |
| | 6.3.2 COD – le, la, l', les | | |
| | 6.3.3 préposition: en, par + nom | | |
| 6.4 | Lexique relatif aux situations | | |
| 6.5 | Expressions utiles | | |
| 6.6 | Activités: | | |
| | 6.6.1 exercices d'écoute | | |
| | 6.6.2 exercices de prononciation | | |
| | 6.6.3 mini dialogues | | |
| | 6.6.4 jeu de rôle | | |
| | 6.6.5 bilan 2 | | |
| 6.7 | Information culturelle – texte bilingue: les modes de règlement | | |
| | Total | 30 | 50 |

Assignments & Practical for Internal Assessment:

A minimum of *02 Assignments* of 5 marks each [total=10 marks] could be conducted in CCE [Comprehensive & Continuous Evaluation] pattern, so that Teaching/Learning & Evaluation takes place concurrently.

Alternately, more assignments could be conducted and the best average marks [reduced to 10 marks] could be considered as the final score.

Assignments for internal Assessment may be in the form of

- g. oral communication
- h. worksheets
- i. quiz
- j. just a minute
- k. dialogue
- l. role play, etc.

Internal Practical will consist of two parts –

- Viva voce (individual evaluation for 5 marks)
- project/power point presentation (in groups of 3-5 students; for 15 marks) –
Topics could be chosen, based on the lessons or on related themes.

Reference Books

5. A votre service 1 Français pour l'hôtellerie et le tourisme [Text book with CD]
by Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan, Claude le Ninan, Asha Mokashi
Publisher – Goyal Publishers
6. Bon voyage! Méthode de français de l'hôtellerie et du tourisme pour débutants
by Vasanthi Gupta, Malini Gupta, Usha Ramachandran
Publisher – Goyal Publishers
7. Basic French Course for the Hotel Industry
by Catherine Lobo, Sonali Jadhav
8. French for Hotel Management & Tourism Industry
by S Bhattacharya
Publisher – Frank Bros. & Co.

Subject : **Computer Fundamentals**
Subject Code : **SE 208**
Subject Credits : **Four**
Semester : **Second**

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 4 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

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.

| | Hours | Marks |
|---|-----------|-----------|
| Chapter – 1 Computer Fundamentals | 05 | 08 |
| 1.1 Computer definition, Features of Computer System | | |
| 1.2 Block Diagram of Computer System | | |
| 1.3 Input and Output Units of Computer System | | |
| • 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 (Ink jet printer, Laser printer, Thermal printer, Dot matrix printer, Plotter, Photo printer) | | |
| • Audio output device – (Speakers, Head phones) | | |
| 1.4 CPU, RAM, ROM | | |
| 1.5 Software – System, Application S/W | | |
| 1.6 Networks – Types - LAN, MAN, WAN & Topology | | |
| 1.7 Viruses – Types, Precautions | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 2 | WINDOWS | 03 | 04 |
| 2.1 | Windows Features | | |
| 2.2 | Terminologies - Desktop, Desktop Properties (Popup Menu), Windows, Wallpaper, Icons, File, Folder | | |
| 2.3 | Windows Explorer- (Assignment with files, folders) | | |
| 2.4 | Accessories – Paint, Notepad, Calculator, Remote Desktop Connection | | |
| Chapter – 3 | DOS – (Disk Operating System) | 02 | 04 |
| 3.1 | Introduction & Features | | |
| 3.2 | Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD | | |
| 3.3 | External Commands - , ATTRIB, SCANDISK, TREE, MORE, EDIT | | |
| 3.4 | Wildcards (question mark?, asterisk *) | | |
| Chapter –4 | MS-WORD | 04 | 06 |
| 4.1 | File Menu: Save, Save As, Print, Page Setup | | |
| 4.2 | Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case | | |
| 4.3 | Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Text Box, Drop Cap, Symbol | | |
| 4.4 | Page Layout: Margins, Page Break, Indent, Line Spacing | | |
| 4.5 | Mailings Menu: Mail Merge | | |
| 4.6 | Special Tools: Spelling & Grammar check, Word Count | | |
| Chapter –5 | MS-EXCEL | 03 | 08 |
| 5.1 | File Menu: Save, Save As, Print, Page Setup | | |
| 5.2 | Home Menu: Drawing, Find and Replace | | |
| 5.3 | Insert Menu: Table, Pictures, Charts, Filter, Hyperlink, Word Art | | |
| 5.4 | Page Layout Menu: Print area, Cell Width, Height, Scale | | |
| 5.5 | Formulas Menu: Insert function, AUTOSUM, AVG, PER, MAX, MIN, COUNT, IF, Date& Time, Round | | |
| 5.6 | Review Menu : Protect sheet | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 6 | MS-POWERPOINT | 03 | 05 |
| 6.1 | File Menu: Save, Save As, Print, Page Setup | | |
| 6.2 | Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case | | |
| 6.3 | Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Video, Audio, Symbol | | |
| 6.4 | Design Menu: Themes, Variants, Customize | | |
| 6.5 | Transitions: Slide, Timing | | |
| 6.6 | Animations: Add Animation, Effects | | |
| 6.7 | Slide Show: Start slide show, Setup, Monitor | | |
| | | | |
| Chapter –7 | INTERNET / E-MAIL | 03 | 06 |
| 7.1 | History | | |
| 7.2 | Pre-requisites for Internet, Role of Modem | | |
| 7.3 | Services – Emailing, Chatting, Surfing, Blog | | |
| 7.4 | Search Engines, Browsers, Dial Up, Domains, www, HTTP, URL | | |
| 7.5 | Broadband, Concepts of Web uploading, downloading, Skype | | |
| 7.6 | Threats – Spyware, Adware, Spam | | |
| | | | |
| Chapter –8 | E-Commerce and ERP | 02 | 02 |
| 8.1 | Concepts of B-to-B, B to C | | |
| 8.2 | 8.2 ERP concept, SAP Concepts | | |
| | | | |
| Chapter –9 | Cloud computing & Social Media | 03 | 05 |
| 9.1 | What is cloud computing? One drive, Create Hotmail/outlook/live.in account, Sway presentation (using Hotmail /outlook/live.in) | | |
| 9.2 | What is Social Media and its usage/ advantages and disadvantages (Whatsaap/ Facebook) | | |
| 9.3 | Define Twitter and its usage. | | |
| | | | |
| Chapter –10 | MS-ACCESS | 02 | 02 |
| 10.1 | Table Creation, Fields, Data Type | | |
| 10.2 | Primary Key Concept | | |
| 10.3 | Add, Edit, and Delete records | | |
| | | | |
| | Total | 30 | 50 |

Note: Glossary: Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all Assignments (which will be marked as part of Practical Exams)

Assignment:

Minimum of **02 assignments** to be submitted by students by the end of the semester.

1. Create your own Bio data in Ms-Word
2. Create KOT and Designing menus.
3. Create Mark sheet in Ms-Excel using formula.
4. Create Power point presentation related Hotel Industries
5. Prepare DOS command: Internal and External.

Practical: -

1. To create files, directories, to make changes in existing files (DOS)
2. Create Folders, change date/time, Change desktop settings, Create File and Folder (WINDOWS)
3. KOT, Logo, Students' Resumes, Application Letter (Word)
4. Report Writing, Creating Visiting Card (Word)
5. Designing - Menu Card, Indian Menu, International Menu, French classical Menu (Word)
6. Breakfast menu, Tent Cards, Doorknob cards.(Word)
7. KOT, Report Card, Pass / Fail Result (including Charts),
8. Guest Bills, spread sheet (conditional formatting with data base)
9. Database of Employees, Guests, Indent Sheet (using formulas and functions)
10. To download information from the internet (INTERNET)
11. To present the above information as a presentation (POWERPOINT)
12. Create a database, EDIT, DELETE, RECALL & APPEND records.
13. Create a personal Account in Hotmail/outlook/live.in. Power point presentation using SWAY.
14. To surf the internet and look for images or information on any relevant topic.(Sway)

Note: - Practical examinations will be based on practical assignments, knowledge of commands and Viva.

Reference Books:

- 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)
- Any other – which are available in the area and city – which the faculty deem fit

Website Links:

- www.sway.com

Subject : Bakery and Confectionery
Subject Code : C 301
Subject Credits : Seven
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 08 hours | 11 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

This module provides Theoretical and Practical foundation in Baking practices. It includes Selection of ingredients, Proper mixing and Baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to Bakery & Confectionery | 07 | 06 |
| | 1.1 Definition | | |
| | 1.2 Principles of Baking | | |
| | 1.3 Bakery Equipment (Small, Large, Tools etc.) | | |
| | 1.4 Formulas & Measurements | | |
| | 1.5 Physical & Chemical changes during baking | | |
| Chapter – 2 | Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry | 07 | 07 |
| | 2.1 Flour | | |
| | 2.2 Shortening agents | | |
| | 2.3 Sweetening agents | | |
| | 2.4 Raising agents | | |
| | 2.5 Dairy products | | |
| | 2.6 Eggs | | |
| | 2.7 Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavorings, Extracts, Emulsions & Alcohol | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Yeast Dough’s (Fermented Goods) | 07 | 08 |
| 3.1 | Types – (Rich / Lean) | | |
| 3.2 | Stages / Steps in Bread Making | | |
| 3.3 | Methods of Bread Making (No time Dough, Straight Dough, Ferment & Dough, Sponge and Dough, Salt Delayed, Continuous Bread making process and Chorleywood Bread making process) | | |
| 3.4 | Bread Disease | | |
| 3.5 | Bread Improvers | | |
| Chapter – 4 | Cake Making | 07 | 08 |
| 4.1 | Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture) | | |
| 4.2 | Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending) | | |
| 4.3 | Scaling, Panning, Baking and Cooling | | |
| 4.4 | Faults & Remedies | | |
| Chapter – 5 | Flour Pastries | 06 | 08 |
| 5.1 | Introduction & Classification with examples | | |
| 5.2 | Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish) | | |
| 5.3 | Do’s and Don’ts while preparing Pastry | | |
| Chapter – 6 | Cookies | 06 | 06 |
| 6.1 | Definition & Introduction | | |
| 6.2 | Characteristics and their Causes | | |
| 6.3 | Mixing Methods | | |
| 6.4 | Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil) | | |
| 6.5 | Panning, Baking & Cooling | | |
| 6.6 | Cookie Improvers | | |
| Chapter – 7 | Icings | 05 | 07 |
| 7.1 | Introduction to Icings | | |
| 7.2 | Definition & Uses | | |
| 7.3 | Classification (Flat & Fluffy) | | |
| 7.4 | Ingredients used in preparation of Icings | | |
| | Total | 45 | 50 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: Minimum of *2 assignments* to be submitted by students by the end of the semester.

1. Chart presentation of various tools and equipment's used in bakery.
2. Chart presentation on cookie making methods with 5 examples each.
3. List 10 exotic Flour Pastry Based Desserts.
4. Power point presentation on decorative cakes made using different types of icing.
5. Handwritten assignment on the glossary terms related to the above mentioned topics.

Practical:

- Students should prepare minimum Two – Three products related to Bakery, Confectionery using various types / methods.
- Minimum 24 practical to be conducted comprising of the following
 - i. **Breads** (Bread Rolls- Garlic / Herb, Burgers Buns, Hot Dog Rolls, Bread Loaf, French Bread, Sweet Dough, Brown Bread, Milk Bun, Pizza, Ladi Pav, Bread Sticks)
 - ii. **Cakes** (Vanilla Muffins, Chocolate Layer Cake, Orange Muffins, Banana Bread, Madeira Cake, Swiss Roll / Roulade Eggless Cake, Mawa Cake, Devil's Food Cake, Angel Food Cake, Madeleine's, Date and Walnut Cake, Carrot Cake, Pineapple Upside Down Cake, Dry Fruit Cake, Gel Sponge, Genoese Sponge, Tea Cakes, Petite Four, Fruit Flan, Dundee Cake , Doughnut)
 - iii. **Icings and Decorations techniques** (Glace Icing, Feather Icing, Butter Cream, Ganache, Truffle, Royal Icing, Marzipan, Sugar Paste, Pastillage, Meringue, American Frosting, Fresh Cream)
 - iv. **Flour Pastry Products and its variations** (Tarts- Fresh Fruit / Choc, Profite Rolls, Meat Pie, Cheese Straw, Croissant, Vol Au Vent, Eclairs, Eccless Cake, Bouchees, Pinwheel, Palmiers, Khari, Cream Rolls ,Cinnamon Twist, Veg Puffs)
 - v. **Cookies** (Butter Buttons, Melting Moments, Checkerboard, Shrewsbury, Ginger Cookies, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)

Practical Examination: (Internal & External)

Practical Examination to be conducted on 03 Bakery Products comprising of Bread rolls, Flour pastry & an Iced cake / Gateau. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Professional Baking- Wayne Gisslen
2. Professional Cooking – Wayne Gisslen
3. Professional Pastry Chef – Bo Friberg, John Wiley
4. The Wilton Ways of Cake Decorations - Hamlyn Publishing

5. Basic Baking – S.C.Dubey
6. Theory of Bakery and Confectionery, Yogambal Ashokkumar

Subject : Food & Beverage Service – III
Subject Code : C 302
Subject Credits : Five
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 06 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

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.

| | Hours | Marks |
|--|-----------|-----------|
| Chapter – 1 Alcoholic Beverages | 03 | 05 |
| 1.1 Definition | | |
| 1.2 Classification of Alcoholic Beverages | | |
| 1.3 Fermented beverages – Definition and Examples | | |
| Chapter – 2 Beer | 07 | 08 |
| 2.1 Introduction and Definition | | |
| 2.2 Raw materials & Manufacturing process | | |
| 2.3 Types of Ales and Lagers | | |
| 2.4 Freshly brewed Beer and Flavored Beer | | |
| 2.5 Faults in Beer- Common faults and reasons (Sour, Cloudy, Flat and Foreign bodies) | | |
| 2.6 Other Fermented and Brewed beverages (Sake, Cider, Perry and Mead) | | |
| 2.7 Brands Domestic & International | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Wines | 10 | 12 |
| 3.1 | Introduction and Definition | | |
| 3.2 | Classification of wines (Color, Characteristics and General) | | |
| 3.3 | Types of wines: Still, Sparkling, Fortified, Organic, Aromatized, Low Alcohol Wines, Alcohol free wines, Blush wine. | | |
| 3.4 | Factors influencing the character of wine | | |
| 3.5 | Viticulture & Viticulture Methods | | |
| 3.6 | Vinification of still wines (Red, White and Rose) | | |
| 3.7 | Naming of wines | | |
| 3.8 | Fruit wines and examples | | |
| 3.9 | Vine diseases and Wine faults – Vine diseases – Odium, Mildew, Gray Rot (Noble Rot), Phylloxera vastatrix. Wine faults – Corked, Weeping, Excess Sulphur, Maderisation, Tartare Flakes, Formation of crystals, Hydrogen sulphide, Cloudiness, Secondary Fermentation, Foreign materials and sediments. | | |
| 3.10 | Storage of wines | | |
| 3.11 | Food & Wine Harmony | | |
| Chapter – 4 | Wine producing Countries | 15 | 14 |
| 4.1 | France – Regions with Wine examples Champagne – Regions, Manufacture process (Traditional, Cuvee close / Charmat, Transfer, Impregnation/Carbonation), Brands | | |
| 4.2 | Italy – Regions with Wine examples Fortified wine: Marsala, Types and Brands | | |
| 4.3 | Germany –Regions with Wine examples | | |
| 4.4 | Spain – Regions with Brands Sherry – Manufacture process, Types and Brands Malaga – Types and Brands | | |
| 4.5 | Portugal – Regions with Wine examples Port – Manufacture process, Types, Brands Madeira – Manufacture process, Types, Brands | | |
| 4.6 | India – Regions with Wine examples | | |
| Chapter – 5 | Aperitifs | 04 | 05 |
| 5.1 | Definition | | |
| 5.2 | Types of Aperitifs | | |

| | | | |
|--------------------|--|-----------|-----------|
| 5.3 | Wine based Aperitifs | | |
| | - Vermouth Styles and Brands | | |
| | - Chambery, Chamberyzette, Punt-e-mes, Carpano | | |
| | - Dubonnet, Lillet, St.Raphael, Byrrh and Cap Corse | | |
| 5.4 | Spirit based Aperitifs and Bitters – Amer Picon, Fernet Branca, Pernod, Campari, Angostura, Ouzo and Underberg | | |
| Chapter – 6 | Bar | 06 | 06 |
| 6.1 | Types of Bar | | |
| 6.2 | Layout of American Bar with dimensions (Parts of bar) | | |
| 6.3 | Bar Equipment (Light equipment and Heavy equipment) | | |
| 6.4 | Bar condiments and consumables | | |
| | Total | 45 | 50 |

Note: Glossary – Students should be familiar with the glossary pertaining to above mentioned topics.

Field Visits – Students should be taken for visits to Brewery and report must be submitted individually. (Winery visit to be conducted in the fourth semester)

Practical:

| Practical No | Details |
|---------------------|--|
| 1 | Organization of a wine bar |
| 2 | Types of Glasses used in the bar |
| 3 | Beer Service – Service Temperature, Equipment, Procedure, Brands |
| 4 | Wine equipment |
| 5 | Reading of a wine label (Wine labels from France, Italy and Germany). |
| 6 | White wine & Rose wine service - Service temperature, Equipment, Procedure and Brands |
| 7 | Red wine service- Service temperature, Equipment, Procedure, Decanting process and Brands |
| 8 | Champagne / Sparkling Wines service- Service temperature, Equipment, Procedure and Brands <ul style="list-style-type: none"> • Champagne Bottle sizes with their respective names • Champagne Dosage terms |
| 9 | Fortified wine service - Service Temperature, Equipment, Procedure, Brands <ul style="list-style-type: none"> • Sherry • Port |

- 10 Service of Aperitifs
 - Vermouth
 - Campari
 - Pernod
- 11 Menu Planning with wines and Service of Food and wine
(Menu planning with wines from France, Italy, Spain, and India)
- 12 Preparation of
 - Beer list
 - Wine list

Practical Examination: (Internal & External)

Practical exam need to be conducted on the above listed practical along with standards of grooming, tasks, performance and viva. Internal exam to be assessed by the internal examiner, external exam to be assessed by external examiner.

Assignment: Minimum of two assignments to be submitted by students by the end of the semester.

1. Wine laws of France, Italy and Germany.
2. Wines from New world countries (USA, Australia, Africa and New Zealand)
3. Price list of wines from two outlets.
4. Price list of Beer from two outlets
5. Flavored Beer available in the market with prices
6. Fruit wines available in the market with prices
7. Indian wines brand names and prices

References:

1. Food and Beverage Service – R. Singaravelavan Oxford Higher Education
2. Food & Beverage Service - Vera Prasad, Gopi Krishna – Pearson Publications
3. Food & Beverage Service- Lilicrap & Cousins
4. Food & Beverages Service Training Manual – Sudhir Andrews

Subject : Accommodation Operations - I

Subject Code : C 303

Subject Credits : Five

Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 6 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

This subject aims to establish the importance of Rooms Division within the Hospitality Industry. It also prepares the student to acquire skills and knowledge to identify the required standards and decision-making considerations of this department.

SECTION – I

| | | Hours | Marks |
|--------------------|---|--------------|--------------|
| Chapter – 1 | Housekeeping Supervision | 04 | 04 |
| 1.1 | Role of Supervisor | | |
| 1.2 | Specific Functions of Supervisors - Guestroom inspection, Inspection of VIP rooms, Linen Inventory | | |
| 1.3 | Checklist for inspection | | |
| 1.4 | Dirty dozen and Quick six inspection | | |
| Chapter – 2 | Laundry Operations | 06 | 08 |
| 2.1 | Types of Laundries- OPL, Commercial | | |
| 2.2 | Layout of a typical laundry | | |
| 2.3 | Laundry equipments & uses(Commercial Laundry <ul style="list-style-type: none">• Equipments- calendaring machine, Hydro extractors,• Washing machine, Steam press, Suzie, Flat press etc.) | | |
| 2.4 | Laundry Process | | |
| 2.5 | Stain Removal | | |
| 2.6 | Dry-cleaning | | |
| 2.7 | Flow Chart of Handling Guest Laundry-Laundry | | |

list and Valet Service

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Linen Room | 10 | 08 |
| 3.1 | Layout of Linen Room | | |
| 3.2 | Classification & Selection of Linen | | |
| 3.3 | Classification of Bed, Bath, & Restaurant Linen | | |
| 3.4 | Sizes of Linen | | |
| 3.5 | Storage facilities and conditions | | |
| 3.6 | Par stock, Factors affecting par stock | | |
| 3.7 | Linen Control – Linen Inventory & Control | | |
| 3.8 | Discard management | | |
| 3.9 | Storage of uniforms | | |
| 3.10 | Issue and exchange of uniforms | | |
| Chapter – 4 | Contract Cleaning | 04 | 05 |
| 4.1 | Definition & Concept | | |
| 4.2 | Jobs given on contract by Housekeeping | | |
| 4.3 | Advantages & Disadvantages | | |
| 4.4 | Pricing a contract | | |
| | SECTION – II | | |
| Chapter – 5 | Checkout | 06 | 08 |
| 5.1 | Departure notification | | |
| 5.2 | Departure procedure in Fully automated system | | |
| 5.3 | Group Checkouts | | |
| 5.4 | Express check outs | | |
| 5.5 | Early and Late check outs and charges | | |
| 5.6 | Post departure Courtesy Services | | |
| Chapter – 6 | Methods of Payment | 05 | 06 |
| 6.1 | Settlement of Bills | | |
| 6.2 | Cash Settlement- Indian & Foreign currency | | |
| 6.3 | Travellers' cheque, Personal cheque, Demand draft, Debit card | | |
| 6.4 | Foreign currency exchange procedure and encashment certificate | | |
| 6.5 | Credit Settlement- Credit card, Travel Agent voucher, Bill to Company letter | | |
| 6.6 | Other methods of payment- NEFT/RTGS, charge voucher | | |
| Chapter – 7 | Front office Accounting | 05 | 06 |
| 7.1 | Accounting fundamentals | | |

| | | | |
|--------------------|--|-----------|-----------|
| | (Types of accounts, folios, vouchers) | | |
| 7.2 | City Ledger | | |
| 7.3 | Front office Accounting cycle-Creation, maintenance and settlement of accounts | | |
| 7.4 | Credit control measures-Pre-Authorization, Advance Payments, Floor Limit, House Limit | | |
| Chapter – 8 | Application of various Statistical data | 05 | 05 |
| 8.1 | Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House Count, ARR, RevPAR, ARG, Single Occupancy, Cancellation %, No Show %, Overstay%, Understay % (Numericals based on the above formulae) | | |
| | Total | 45 | 50 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: A minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

Section – I (any one)

1. List of jobs given on contract in any one hotel along with agencies.
2. Recycling of discarded linen

Section – II (any one)

1. Latest methods of Payment used in Hotels for bill settlement
2. Precautionary Measures to deal with frauds while handling Indian Currency & Credit Cards

Practical:

Section – I

1. Design a Housekeeping checklist for Guest rooms and Public areas.
2. Supervision of Guest room using checklists
3. Calculation of Room Linen requirement for a 100 room property with an OPL
4. Stain Removal - Latest Technique
5. Washing of Linen- Bluing, Starching, Ironing
6. Stock taking of Linen for Housekeeping Lab

Field Visit: Visit to a commercial Laundry and preparation of a report on its operation

Section – II

1. Role-play on Checkouts using various methods of Payments- FIT (Indian & Foreign Nationality guests)
2. Role-play on Checkout Procedure for bookings done through Corporate and Travel Agent
3. Role Play on Group Checkout procedure
4. Format of Departure Register, Departure Intimation, Departure List, Departure Errand Card.
5. Preparation of guest folio, Filling up, accounting and totaling (final) guest folio in semi-automated accounting system
6. Preparation of various vouchers-V.P.O., Miscellaneous voucher, Allowance vouchers, Travel Agent voucher, Cash receipt voucher etc.
7. Use of Software for Settlement of bills

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to Section I and Section II.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference books:

1. Hotel Housekeeping : Operations and Management by Raghubalan, Oxford
2. Accommodation Operations Management by Kaushal, S.K. & Gautam, S.N., Frank Brothers
3. Housekeeping by Malini Singh
4. A Textbook of Interior Decoration by Parimalan, P.
5. Hotel Housekeeping, by Sudhir Andrews, Tata McGraw Hill
6. The Professional Housekeeper, by Tucker Schneider, VNR
7. Professional Management of Housekeeping Operations by Martin Jones, Wiley
8. House Keeping Management for Hotels by Rosemary Hurst , Heinemann
9. Hotel, Hostel & Hospital House Keeping by Joan C. Branson & Margaret Lennox, ELBS
10. Accommodation & Cleaning Services, Vol I & II, David by Allen, Hutchinson
11. Managing House Keeping Operation, by Margaret Kappa & Aleta Nitschke
12. Front office Management by S.K. Bhatnagar
13. Front Office Management & Operations by Sudhir Andrews
14. Effective Front Office Operations by Michael. L. Kasavana
15. Front Office: Procedures, social skills, yield & management by Abbott, Peter & Lewry, Sue
16. Hotel Front Office A Training Manual by Sudhir Andrews
17. Hotel Front Office Training Manual by Suvradeep Gauranga Ghosh
18. Professional front Office Management by Robert. H. Woods, Jack. D. Ninemeier, David. K. Hayes & Michele .A.Austin
19. Front Office Operations & Management by Ahmad Ismail
20. Hotel Front Office Operations & Management by Jatashankar . R.Tewari
21. Hotel Front Office Management by James Bardi.
22. Check – in Check – out by Gary. K.Vallen
23. Managing Hotel Operations by Jerome. J. Vallen

Subject : Hotel Accounting
Subject Code : AE 304
Subject Credits : Four
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments (Theory based) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

To equip students with the knowledge of Accounting as practiced in Hotels and to help them to utilize this knowledge in day-to-day operations undertaken in the various department in hotels.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Allowances, Discount and Visitors Paid Out | 08 | 10 |
| | 1.1 Meaning and Types | | |
| | 1.2 Formats of Allowance and VPO Vouchers | | |
| | 1.3 Difference between Allowance & Discount | | |
| | 1.4 Difference between Discount & VPO | | |
| Chapter – 2 | Visitors Tabular Ledger | 10 | 10 |
| | 2.1 Format and Use of Visitors Tabular Ledger | | |
| | 2.2 Practical Problems on Visitors Tabular Ledger | | |
| Chapter – 3 | Guest Weekly Bill | 12 | 10 |
| | 3.1 Format and Use of Guest Weekly Bill | | |
| | 3.2 Practical Problems on Guest Weekly Bill | | |
| | 3.3 Difference between VTL and GWB | | |
| Chapter – 4 | Uniform System of Accounting | 15 | 10 |
| | 4.1 Introduction to Uniform System of Accounting | | |
| | 4.2 Practical problems on preparation of Income Statement as per Uniform System of Accounting | | |
| | 4.3 Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry only | | |
| Chapter – 5 | Budget and Budgetary Control | 15 | 10 |

- 5.1 Definition and Types of Budget
- 5.2 Practical problems on Cash Budget and Flexible Budget
- 5.3 Meaning and Advantages of Budgetary Control

Total 60 50

Note: Practical problems on preparation of Guest Weekly Bill, Visitors Tabular Ledger, Uniform System of Accounting and Cash and Flexible Budget must be emphasized on by the subject teacher.

Assignments: Minimum of two assignments to be submitted by students by the end of the semester.

- 1. Practical problems on Guest Weekly Bill, Visitors Tabular Ledger
- 2. Practical problems on Uniform System of Accounting.
- 3. Practical Problems on Cash and Flexible Budget

Reference Books

- 1. Managerial Accounting in the Hospitality Industry- Vol – II, Peter. J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire.
- 2. Hotel Management – Dr. Jagmohan Negi, First Edition 2005 – Himalaya Publishing House , Mumbai - 400004
- 3. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – Fist- 2002- Dickey Enterprises , Kandivali (W) Mumbai
- 4. Accounting in the Hotel & Catering Industry – Richard Kotas – Fourth – 1981- International Textbook Company Co. Ltd.

Subject : Environment Science
Subject Code : AE 305
Subject Credits : Four
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments (Theory based) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The course aims to establish the importance of environmental issues. It provides insight on Environment Management in Hospitality Industry. It also helps students to understand the benefits of Eco-friendly practices to have a sustainable environment in daily operations of hotel.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Environmental studies | 04 | 03 |
| 1.1 | Introduction – Definition | | |
| 1.2 | Importance of environment with respect to Hospitality Industry | | |
| 1.3 | Concepts – Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability, Food-mile, LEED, TERI, ISO (14,004,14010, 14011,14012), IGBC | | |
| 1.4 | Disaster Natural and Man made | | |
| 1.5 | Ecotel – Definition, Scope and Importance | | |
| 1.6 | Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry | | |
| Chapter – 2 | Environment Commitment | 04 | 03 |
| 2.1 | Environmental Systems | | |
| 2.2 | Environmental policies, strategies and implementation | | |
| | <ul style="list-style-type: none"> • Fitting into organizational culture • Environmental Policy • Legislation (List at-least 5Acts related to environment) | | |
| 2.3 | Environmental impact assessment (Targeting & | | |

monitoring, Key performance measures)

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Water Management | 10 | 08 |
| 3.1 | Sources of Water for hotels (Supply by govt. bodies, Rainwater harvesting, Bore-well, Grey water , Sewage Treatment Plant) | | |
| 3.2 | Sources of water pollution by hotels(Sources-Laundry, Kitchen, Cleaning agents, Polishing machines, Sewage) | | |
| 3.3 | Water quality (Filtration , Boiling, Chlorination, Reverse Osmosis, Ultra-violet , Ozonation) | | |
| 3.4 | Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room) | | |
| 3.5 | Benefits of water conservation | | |
| Chapter –4 | Energy Management | 10 | 08 |
| 4.1 | Principles of energy management | | |
| 4.2 | Types of energy sources – (Renewable, non-renewable) | | |
| 4.3 | Energy Management Program (Role of Energy Manager and Energy Audit) by hotel | | |
| 4.4 | Assessing Current Performance | | |
| 4.5 | Energy - conservation measures (Investment and Decision making process) | | |
| 4.6 | Monitoring and targeting | | |
| 4.7 | Alternative energy sources for hospitality industry | | |
| Chapter –5 | Solid Waste Management and Hazardous Waste | 10 | 08 |
| 5.1 | The need for materials and waste management | | |
| 5.2 | Waste management hierarchy | | |
| 5.3 | Types of wastes (dry/wet, organic / inorganic, biodegradable / non bio-degradable) | | |
| 5.4 | Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals) | | |
| 5.5 | 3R's principle (Reduce, Reuse, Recycle) | | |
| 5.6 | Product purchasing & Purchasing Principles | | |
| Chapter – 6 | Air and Noise Pollution | 06 | 06 |
| 6.1 | Air Pollution | | |
| | <ul style="list-style-type: none">• Air Pollution (Indoor)– Definition, causes, effects and control measures taken by hotels• Air Pollution (outdoor)– Definition, causes, effects and control measures taken by hotels | | |

| | | | |
|-------------------|--|-----------|-----------|
| 6.2 | Noise Pollution | | |
| | <ul style="list-style-type: none"> • Noise Pollution - Definition, causes, effects and control measures taken by hotels | | |
| Chapter –7 | Employee Education and Community Involvement | 05 | 04 |
| 7.1 | Employee Education | | |
| | <ul style="list-style-type: none"> • Creating awareness, providing support, rewarding efforts and celebrating success • Training and communication | | |
| 7.2 | Hotel and Community Involvement | | |
| | <ul style="list-style-type: none"> • Guest Participation • Business Partners • Local Community | | |
| Chapter –8 | Guidelines and best eco-practices implemented by following departments of hotels | 08 | 06 |
| 8.1 | Housekeeping (Linen, Laundry, Guest rooms, Horticulture) | | |
| 8.2 | Front Office | | |
| 8.3 | Kitchen | | |
| 8.4 | Restaurants and Banquets | | |
| 8.5 | Maintenance | | |
| 8.6 | Swimming Pool and Health Club | | |
| Chapter –9 | Building Materials | 03 | 04 |
| 9.1 | New technology used in construction | | |
| 9.2 | Eco construction materials and their benefits | | |
| 9.3 | Green building – Concepts and benefits | | |
| | Total | 60 | 50 |

Assignments: Minimum of *03 assignments* to be submitted by students by the end of the semester.

1. Case studies related to hospitality
2. List of recycled products purchased by any two hotels
3. List of eco-friendly products used by any two hotels
4. List of organizations working for environment issues.

Suggested group Activities

1. Activities under Swach Bharat Abhiyan.
2. Visit to water treatment plant.
3. Visit to Engineering and Maintenance department of Hotels (To observe the environmental practices).
4. Competition on converting waste to reuse products
5. Students encouraged to follow Green practices in college campus

Reference Books

1. Environmental Management for Hotels - David Kirk (Chapter 1, 2, 3, 4, 5, 6).
2. FHRAI Training Manual (Chapter 3,7,8)
3. Hotel Housekeeping operations and Management – Raghubalan- Oxford University Press 3rd Edition (Chapter1, 3,5, 6,7,9).
4. Hotel front office operations and Management – Jatashankar R. Tewari Oxford University Press 3rd Edition (Chapter 1, 3,7)
5. Food and Beverage Service , R Singaravelavan (Chapter 5)
6. Professional Housekeeper- Georgina Tucker (Chapter 7)

Subject : Hotel Laws
Subject Code : AE 306
Subject Credits : Four
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | -- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The aim of studying this subject is to acquire the knowledge of basic laws related to the hotel industry and to understand business laws related to day- to- day working.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Business Law | 16 | 14 |
| 1.1 | The Indian Contract Act, 1872 <ul style="list-style-type: none"> • Definition of Contract and essential elements of a contract • Valid, void and voidable contracts • Free Consent and Consideration • Performance and Discharge of Contract • Breach of contract and remedies for breach of contract | | |
| 1.2 | The Sales of good Acts, 1932 <ul style="list-style-type: none"> • Meaning of contract of Sale • Difference between sale and agreement to sell • Rights and duties of seller and buyer • Unpaid seller | | |
| 1.3 | The Partnership Act, 1932 <ul style="list-style-type: none"> • Nature of partnership • Rights and duties of partner | | |

| | | | |
|--------------------|---|-----------|-----------|
| 1.4 | The Companies Act, 1956 | | |
| | <ul style="list-style-type: none"> • Essential features of company • Legal aspects of corporate social responsibility | | |
| Chapter – 2 | Industrial Law | 15 | 12 |
| 2.1 | The Bombay Shops and establishment Act, 1948 | | |
| | <ul style="list-style-type: none"> • Provisions applicable to hotel industry | | |
| 2.2 | The Industrial disputes Act, 1947 | | |
| | <ul style="list-style-type: none"> • Definition of industry • Industrial disputes • Settlement of industrial disputes • Strike, lock-out, lay off, retrenchment and closure. | | |
| 2.3 | Definition and brief description of others industrial laws | | |
| | <ul style="list-style-type: none"> • The Payment of Wages Act, 1936 • The Minimum Wages Act, 1948 | | |
| 2.4 | Employment of women, children, leave, health, safety and hygiene provision | | |
| Chapter – 3 | Food Legislations | 15 | 12 |
| 3.1 | The Prevention of Food Adulteration Act, 1954 | | |
| | <ul style="list-style-type: none"> • Public Analysts and Food Inspectors • Sealing, Fastening and Dispatch of Samples • Colouring Matter • Packing and Labeling of Food • Prohibition and Regulations of Sales • Preservatives • Anti-Oxidants, Emulsifying and Stabilizing and Anticaking • Agents | | |
| 3.2 | The Food Safety And Standards Act, 2006 | | |
| | <ul style="list-style-type: none"> • Food Safety and Standards Authority of India • General Principles of Food Safety • General Provisions as to Articles of Food • Provisions Relating to Import • Special Responsibilities as to Food Safety • Offences and Penalties | | |

| | | | |
|--------------------|---|-----------|-----------|
| 3.3 | The Consumer Protection Act, 1986. | | |
| | <ul style="list-style-type: none"> • Who is consumer? • Consumer complaint • Remedies for deficiency in services | | |
| Chapter – 4 | The Sexual Harassment of Women at Workplace | 06 | 06 |
| 4.1 | Prevention, Prohibition and Redressal Act, 2013. | | |
| | <ul style="list-style-type: none"> • Acts constituting Sexual Harassment. • Internal and Local Complaints Committee • Complaint and inquiry into complaint • Duties of employer | | |
| Chapter – 5 | Licenses and Permits | 08 | 06 |
| 5.1 | Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken | | |
| 5.2 | Procedure for applying and renewal of licenses and permits | | |
| 5.3 | Provisions for suspension and cancellation of licenses | | |
| 5.4 | By laws for operating Permit Rooms and Bar | | |
| | Total | 60 | 50 |

Case Studies and assignments: Minimum of *03 assignments* to be submitted by students by the end of semester.

1. Analysis of food standards laid down by Government and their compliance with respect to :-
 - i. Milk and Dairy products
 - ii. Cold beverages
 - iii. Sweets and Confectioneries
2. Important Licenses and Permits required for starting Restaurant & Bar and five star hotel minimum 10 nos. (Students are expected to collect information visiting hotels and do a PPT Presentation)
3. Permissible use of color in food products
4. Standards and guidelines for preserving frozen foods.
5. Quality of material used for packing and storing food products.
6. Analysis of case laws filed against quality of food.
7. Analysis of case laws filed against catering establishments under consumer protection act
8. Important provision related to prevention of pollution by hotels
9. Provisions related to the permit of alcohol consumption

Recommended Books

1. **Prevention of Food Adulteration - Shri Rohit Upadhyay**
2. **Personal Management and Industrial Relations - D.C. Shejwalkar and Adv. Shrikant Malegaonkar**
3. The Law of Contract - Dr Avtar Singh
4. Universal's Practical Guide To Consumer Protection Law - Shri Anup K Kaushal
5. Social Security Law in India - Shri Debi S. Saini
6. Commercial and Industrial Law - N. D. Kapur
7. Principles of Hospitality Law - Michael Boella and Alan Pannett

Subject : Soft Skills Management
Subject Code : SE 307
Subject Credits : Four
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

To develop personality and communication skills of students, so as to prepare them to secure placement in the Hospitality Industry. Importantly, equip the students with convivial skills that enable them to handle their personal and professional lives more effectively.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Impression Management | 03 | 02 |
| | 1.1 Meaning of Social image | | |
| | 1.2 Importance of looking presentable & attractive | | |
| | 1.3 Right dressing & make-up | | |
| | 1.4 Hair care & inner-glow | | |
| | 1.5 Poise & Posture | | |
| | 1.6 Eye-Contact & Body Language | | |
| | 1.7 Physical fitness | | |
| Chapter – 2 | Personality profile | 04 | 06 |
| | 2.1 Personality defined | | |
| | 2.2 Elements of personality | | |
| | 2.3 Determinants of personality | | |
| | 2.4 Meaning of SWOT Analysis and Johari Window | | |
| | 2.5 Personal goal setting and action plan | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Personality Enrichment | 06 | 08 |
| 3.1 | Self Esteem | | |
| | <ul style="list-style-type: none"> • Self-concept • Advantages of high self esteem • Steps to building positive self esteem | | |
| 3.2 | Attitude | | |
| | <ul style="list-style-type: none"> • Meaning and factors that determine our attitude • Benefits of a positive attitude and consequences of a negative attitude • Steps to building a positive attitude | | |
| 3.3 | Motivation | | |
| | <ul style="list-style-type: none"> • The difference between inspiration and motivation • External motivation v/s internal motivation | | |
| 3.4 | Body language | | |
| | <ul style="list-style-type: none"> • Understanding body language • Projecting positive body language | | |
| Chapter – 4 | Expectations of Recruiters | 02 | 02 |
| 4.1 | Recruiter expectations | | |
| 4.2 | Creating a career path | | |
| 4.3 | Success stories | | |
| Chapter – 5 | Professional Communication | 04 | 08 |
| 5.1 | Presentations | | |
| | <ul style="list-style-type: none"> • Types • Making a presentation • Making use of audio-visual aids | | |
| Chapter – 6 | Case studies | 02 | 08 |
| 6.1 | Advantages of the case study method | | |
| 6.2 | Technique for analyzing a case study and presenting an argument | | |
| Chapter – 7 | Stress Management | 02 | 04 |
| 7.1 | Causes of stress | | |
| 7.2 | Stress management techniques | | |
| Chapter – 8 | Time Management | 02 | 04 |
| 8.1 | Meaning and importance of time management | | |
| 8.2 | Identify time robbers | | |
| 8.3 | How to optimize time | | |

| | | | |
|---------------------|---|-----------|-----------|
| Chapter – 9 | Transactional Analysis | 03 | 04 |
| 9.1 | Introduction to Transactional Analysis (TA) | | |
| 9.2 | The ego-state (PAC) model | | |
| 9.3 | Transactions and strokes | | |
| | | | |
| Chapter – 10 | Teamwork | 02 | 04 |
| 10.1 | How to work effectively in a team | | |
| 10.2 | Do's and don'ts of teamwork | | |
| | | | |
| | Total | 30 | 50 |

Assignments: A minimum of *02 assignments* to be submitted by students at the end of the semester.

1. Book Review of I'm OK You are OK – Thomas A. Harris. Random House.
2. Presentation on Hotel Company / Hotelier.
3. Conduct a stress management game.
4. Case study.

Practical:

The student is required to maintain a file. The file to be divided into three distinct sections, namely – Theory, Practical and Assignments. The file must be carried to all theory and practical classes, reviewed periodically and certified by the institute head, internal examiners.

Practical Examination: (Internal & External)

1. Newspaper reading to be encouraged to enhance reading skills and general awareness. Every week one current affair issue is to be discussed and recorded in the student file.
2. Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development.
3. Understanding and improving body language through self-analysis and colleague feedback.
4. Expert talk on recruiter expectations.
5. Creating a career path for oneself based on career goals.
6. Extempore speaking.
7. Preparation for and participation in a group discussion.
8. Strategies for interview and mock interviews (grooming, document portfolio, mental approach, facing an interview panel, self-introduction, handling FAQs and stress questions)

9. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.
10. Case study analysis
11. Information on personalities in hospitality and other service businesses to be collected and discussed.
12. Hospitality company profiles/ history / culture to be collected and discussed.
13. Application of stress management techniques like yoga could be incorporated.
14. Interpersonal skills - Dealing with seniors, colleagues, juniors, customers, suppliers at the workplace

Reference Books

1. How to get the job you want - Arun Agarwal. Vision books, New Delhi
2. Get that job - Rohit Anand and Sanjeev Bikchandani. Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd.
4. I am OK, you are OK – Thomas A Harris
5. How to develop self-confidence and influence people by public speaking – Dale Carnegie. Cedar self-help.
6. Cross Train Your Brain – Stephen D Eiffert
7. The World is flat – Thomas Friedman.
8. The Perfect Presentation – Andrew Leigh and Michael Maynard. Rupa and co.
9. Personality Development and Soft skills , Oxford University Press by Barun K. Mitra
10. The Time Trap : the Classic book on Time Management by R. Alec Mackenzie
11. Development of Generic Skills – K. Sudesh. SHM Book imprint of Nandu.
12. Professional Speaking Skills – Aruna Koneru. Oxford Publication.
13. Soft Skills & Life skills : The Dynamics of Success – Nishitesh and Dr. Bhaskara Reddi
14. Soft Skills – Dr. Alex
15. Soft skills and Professional Communication – Francis Peter S.J
16. Managing Soft skills – K. R. Lakshminarayan ; T. Murugavel
17. The Ace of Soft skills – Gopalswamy Ramesh ; Mahadevan Ramesh
18. Personality Development and Soft Skills – Barun K. Mitra
19. Body Language at Work – Peter Carlton
20. People Watching – Desmond Morris
21. The definitive book of Body Language – Allan & Barbara Pease

Subject : Ticketing
Subject Code : SE 308
Subject Credits : Four
Semester : Third

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

22.

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

To develop knowledge and understanding about Airline ticketing ,to have an exposure with respect to the technological enhancement in this field and also to gain knowledge about the ground operations of an airport.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to Air travel | 08 | 06 |
| 1.1 | History of Air travel. | | |
| 1.2 | Air travel regulations, Five freedoms of Air. | | |
| 1.3 | Air travel world map. | | |
| 1.4 | International time calculation. | | |
| Chapter – 2 | Inventory Management | 08 | 06 |
| 2.1 | Availability of seats, class of service | | |
| 2.2 | Availability display and reservation: Flight offered, pairing of cities and PNR | | |
| 2.3 | Fare Quotes and Ticketing: Fare tariff, Rules set and Routing map. | | |
| 2.4 | Basics of Airline fare: Fare basis, Air transportation taxes, Airport taxes, Custom user fees, miscellaneous charges. | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Fares | 08 | 08 |
| 3.1 | Definition, Types of Fares: Business and Economy. | | |
| 3.2 | Factors influencing Fares: Stopover, Routing, Maximum permitted Mileage, Ticketed Point Mileage. | | |
| 3.3 | Fare manual, how to read fares? | | |
| 3.4 | Special meals | | |
| Chapter – 4 | Journey | 04 | 04 |
| 4.1 | Definition, Types of Journey: One-way, Return journey, Round trip, Circle trip, Open jaws, Round the world journey | | |
| Chapter – 5 | Pricing concept | 10 | 08 |
| 5.1 | Journey concept. | | |
| 5.2 | Pricing unit concept. | | |
| 5.3 | Slicing and dicing, dividing journey into sub – journey. | | |
| 5.4 | Refunds: Involuntary, Voluntary and Refund of Lost Ticket. | | |
| Chapter – 6 | Electronic Ticketing. | 10 | 08 |
| 6.1 | Definition and general information. | | |
| 6.2 | Electronic coupons and coupon controls. | | |
| 6.3 | Reading of e-ticket and codes. | | |
| 6.4 | Pros and Cons of e-tickets. | | |
| 6.5 | Passengers Itinerary / Receipt. | | |
| 6.6 | Access to passenger departure areas. | | |
| 6.7 | Automated tickets and Boarding pass. | | |
| Chapter – 7 | Baggage Handling | 06 | 05 |
| 7.1 | Transportation and Security Check. | | |
| 7.2 | Check-in Baggage: Weight system and Piece system. | | |
| 7.3 | Excess Baggage. | | |
| 7.4 | Pet transportation policy. | | |

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|--------------------|---|--------------|-----------|
| Chapter – 8 | Role of Technology in Airline Ticketing. | 06 | 05 |
| 8.1 | Internet website ticket booking. | | |
| 8.2 | Travel Portal – makemytrip.com, cleartrip.com, via.com, yatra.com | | |
| 8.3 | Internet website for Fare comparison – www.farecompare.com, Onetime.com, skyscanner.co.in | | |
| 8.4 | Concept of mobile applications for Air Ticketing. | | |
| | | Total | 60 |
| | | | 50 |

Assignments: A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. World Map Reading.
2. International Airlines and airport with their codes.
3. Flow chart presentation of use of internet websites for domestic and International ticket booking along with fare comparison.
4. Visit to Airport and Report writing on workflow at the Airport.

Reference Books and website

1. Air-ticketing and Fare construction – Jagmohan Negi
2. Travel Agencies Operation – Jagmohan Negi
3. World Airways Guide (The complete guide to Air Travel) Blue book (A-M), Red Book (N-Z)
4. Travel portal official websites.

Subject : Quantity Food Production
Subject Code : C 401
Subject Credits : Seven
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 08 hours | 11 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & commercial sectors. In addition to this, the students are exposed to the features of Indian regional cuisines and operations of industrial caterings. The course familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning and planning in quantity food production.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to Quantity Food Production | 08 | 10 |
| | 1.1 Introduction to Quantity Food Production. | | |
| | 1.2 Introduction to Sectors of Catering Industry (Welfare and Commercial). | | |
| | 1.3 Industrial Catering-(Introduction, Characteristics, Menu Planning & Challenges) | | |
| | 1.4 Banqueting-(Introduction, Characteristics, Menu Planning & Challenges) | | |
| | 1.5 Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges) | | |
| | 1.6 Welfare Catering--(Introduction, Characteristics, Menu Planning & Challenges) | | |
| Chapter – 2 | Volume Forecasting | 06 | 06 |
| | 2.1 Volume Forecasting (Definition, Importance, Concept of judgments) | | |
| | 2.2 Factors influencing Volume Forecasting | | |
| | 2.3 Merits & Limitations of Volume forecasting | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Yield Management | 07 | 08 |
| 3.1 | Yield Management – Definition & need in quantity food production | | |
| 3.2 | Fundamentals of Yield Managements – Yield calculation & Importance | | |
| 3.3 | Advantages of Yield Management | | |
| 3.4 | Pricing and costing | | |
| Chapter – 4 | Introduction to Equipment used in Quantity Food Production | 04 | 06 |
| 4.1 | Introduction to various mechanical and electrical Equipment used in quantity food production | | |
| 4.2 | Equipment required for Quantity Food Production | | |
| 4.3 | Selection criteria of Kitchen Equipment | | |
| 4.4 | Care and Maintenance of Equipment | | |
| Chapter – 5 | Menu Planning | 06 | 06 |
| 5.1 | Introduction to Menu Planning | | |
| 5.2 | Principles of Menu Planning | | |
| 5.3 | Menu balancing and food costing | | |
| 5.4 | Factors influencing menu planning for regional and industrial menus | | |
| 5.5 | Standardizing of Portions of Recipes and benefits of same | | |
| Chapter – 6 | Purchasing and Indenting for Quantity Kitchen | 07 | 08 |
| 6.1 | Introduction to understand the importance of purchasing and indenting | | |
| 6.2 | Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications | | |
| 6.3 | Purchase System and Standard Purchase Specification. | | |
| 6.4 | Storage Procedure. | | |
| 6.5 | Inventory Control in Stores. | | |
| 6.6 | Control Procedures to check pilferage & spoilage. | | |
| Chapter – 7 | Indian Regional cooking | 07 | 06 |
| 7.1 | Introduction to Indian regional cuisines – Regional specialties, Special methods, Ingredients & Equipment used, Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu) | | |

- 7.2 Factors influencing Regional and Religious menus (Eating Habits, Religious constraints, regional specialties seasonal availabilities)
- 7.3 Characteristics of Indian cooking techniques - Dum Pukth, Dum, Tawa, Kadai, Tandoor, Chula, Zameen Dos

Total 45 50

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: Minimum of two assignments to be submitted by the students by the end of the semester based on following topics.

- 1. Power point presentation on authentic Regional festive or religious wedding Menu
- 2. Plan a banquet menu and do volume forecasting and food costing calculations for it
- 3. Chart Presentations on sectors of catering.
- 4. Pricing of 10 preparations on the guidelines of yield management.
- 5. Planning and implementation of a theme based Indian specialty menu

Practical:

- 1. Minimum 24 practicals consisting of 50% Regional and 50% Industrial menus
- 2. Regional Menu- 11 practical including (Meat, Veg dry or gravy, Dal, Raita, Rice, Bread, Dessert)
- 3. Theme based specialty menu – 1 practical
- 4. Industrial Menu - 5 practicals including - Dry veg, Pulse, Dal, Rice, Dessert
- 5. Industrial Menu -4 practicals - Meat, Dry veg, Rice, Dal, Bread, Dessert
- 6. Industrial Menu -2 practicals - Snacks , Brunch and breakfast Menu
- 7. Internal Practical examination – 1 practical

Practical Examination: (Internal & External)

Exams to be conducted on Indian Regional Menus consisting of a Meat, Vegetable, Rice, Dal, Bread and Sweet Preparation. (Minimum 50 pax with team wise quantity cooking)

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

- 1. Art of Indian Cookery - Rocky Mohan
- 2. Prasad – Cooking with Indian Master – J.Inder Singh Kalra
- 3. Quantity Food Production Operations and Indian Cuisine – Parvinder S.Bali
- 4. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
- 5. Theory of Cookery- Mr. K. Arora, Franck Brothers
- 6. Modern Cookery for Teaching & Trade Vol - I- Ms. Thangam Philip, Orient Longman.
- 7. The Professional Chef (4th Edition) - Le Rol A. Polsom

Subject : F&B Service -IV
Subject Code : C 402
Subject Credits : Five
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|---------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 6 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

The course will give a comprehensive knowledge of various distilled alcoholic beverages used in 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. The course also covers basics of buffet and banquet set ups and develops skills in the various arrangements and service procedures of the same.

| | | Hours | Marks |
|--------------------|---|--------------|--------------|
| Chapter – 1 | Introduction to Spirit | 03 | 05 |
| 1.1 | Definition of spirit | | |
| 1.2 | Alcoholic Strength: GL, Proof (British and American), OIML | | |
| 1.3 | Classification of Distilled Beverages and their examples | | |
| 1.4 | Distillation process: | | |
| | <ul style="list-style-type: none"> • Pot Still • Patent Still | | |
| Chapter – 2 | Spirits | | |
| 2.1 | Whisky | 05 | 06 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process : Scotch Whisky, Irish Whiskey, Tennessee Whisky • Other Whiskies- American(Corn, Rye, Bourbon), Canadian and Japanese • Styles of Scotch Whisky: Single Malt, Single vatted Malt, Single Cask Malt | | |

| | | | |
|--------------------|---|-----------|-----------|
| | <ul style="list-style-type: none"> • Brands National and International | | |
| 2.2 | Brandy | 04 | 04 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process • Types of Brandy – Cognac and Armagnac • Brands National and International | | |
| 2.3 | Rum | 03 | 04 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process (Light Rum and Dark Rum) • Types of Rum: White, Dark and Golden • Brands National and International | | |
| 2.4 | Gin | 03 | 03 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process • Types of Gin: Sloe, London, Plymouth and Dutch • Brands National and International | | |
| 2.5 | Vodka | 03 | 03 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process • Flavoured Vodkas • Brands National and International | | |
| 2.6 | Tequila | 02 | 03 |
| | <ul style="list-style-type: none"> • Definition • Raw materials and Manufacturing process • Types of Tequila: Joven, Blanco, Anejo, Extra Anejo • Brands | | |
| 2.7 | Other Spirits | 02 | 02 |
| | (Aquavit/ Schnapps/ Aquavit, Slivovitz,, Arrack, Absinthe, Grappa, Calvados, Marc, Pisco, Okolehao, Korn, Toddy, Tiquira, Feni/ Fenny) | | |
| Chapter – 3 | Liqueurs | 04 | 05 |
| 3.1 | Definition | | |
| 3.2 | Raw material and Method of production – Pressing, Maceration, Infusion & Percolation | | |
| 3.3 | Types of Liqueurs - Base, Flavour, Colour and Country of Origin | | |
| 3.4 | Brands – National and International | | |
| Chapter – 4 | Cocktails | 05 | 06 |

| | | | |
|--------------------|--|-----------|-----------|
| 4.1 | History and definition | | |
| 4.2 | Methods of making cocktails: Stirred, Shaken, Built- up, Layered and Blended | | |
| 4.3 | Traditional mixes preferred with Alcoholic beverages | | |
| 4.4 | Golden rules for making cocktails | | |
| 4.5 | Cocktail Bar equipment and their uses | | |
| | <ul style="list-style-type: none"> • Light and heavy equipment • Garnishes, decorative accessories | | |
| Chapter –5 | Banquets | 08 | 05 |
| 5.1 | Definition | | |
| 5.2 | Types of Banquet functions: Formal & Informal | | |
| 5.3 | Hierarchy and Duties & Responsibilities of Banquet Staff | | |
| 5.4 | Banquet booking procedure | | |
| 5.5 | Banquet Function Prospectus (Lay out only) | | |
| 5.6 | Off Premise / Out-door catering | | |
| Chapter – 6 | Buffet | 03 | 04 |
| 6.1 | Introduction & Definition | | |
| 6.2 | Types of Buffet | | |
| 6.3 | Buffet equipment | | |
| 6.4 | Points to be considered while arranging buffet | | |
| | Total | 45 | 50 |

Note: Glossary of Terms – Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Field Visit:

Students should be taken for visit to Winery and report must be submitted individually.

Work Shop – A cocktail and mocktail work shop to be conducted and the report must be submitted individually.

Practical:

| Practical No. | Detail Content |
|----------------------|---|
| 1 | Service of Spirit 1.1 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. 1.2 Brandy - Service Temperature, Equipment required, Procedure for various styles (Neat & warm) at the bar and at the table, Brands National & International. 1.3 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. 1.4 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. 1.5 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. 1.6 Tequila - Service Temperature, Equipment required, Procedure, at the bar and at the table Brands –International. |
| 2 | Service of Liqueur - Service Temperature, Equipment required, Procedure |
| 3 | Service of Cocktail / Mocktail - Mock practical to be conducted |
| 4 | Menu planning and Service of food and alcoholic beverages- (Five International and one Indian menu to be planned) |
| 5 | Compiling Beverage Lists <ul style="list-style-type: none">• Spirit list• Complete Beverage list |
| 6 | Buffet Set ups and service procedure – 5 Types of buffet setups to be practiced (Shapes:- O, C, V, I, Box / island, Wave) |
| 7 | Banquet seating styles –5 Types of banquet setups to be practiced (Classroom , Theatre, Restaurant, Board-room, U- shape) |

Practical Examination: (Internal and External)

Practical exam need to be conducted on the above listed practical along with standards of grooming, task, performance and Viva. Internal exam to be assessed by internal examiner and external exam to be assessed by external examiner.

Assignment: Minimum of *02 assignments* to be submitted by students by the end of the semester based on following topics:

- 1 Types of mocktail with recipes, glassware, method and presentation
- 2 Collecting themed bar menu cards (Minimum 5)
- 3 List of licenses required for opening a bar
- 4 Price list of Spirits from 5 outlets

References:

1. Food and Beverage Service – R. Singaravelavan Oxford Higher Education
2. Food & Beverage – Vara Prasad, Gopi Krishna – Pearson Publications
3. Food and Beverage Service – Lillicrap & Cousins
4. Food and Beverage Service Training Manual –Sudhir Andrews

Subject : Accommodation Operations II
Subject Code : C 403
Subject Credits : Five
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 03 hours | 06 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 30 | 10 | 10 | 25 | 75 | 25 | 50 | 75 | 150 |

Rationale:

This subject aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards in this area and to consider decision-making aspects of this department

Section - I

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Safety and First-Aid | 05 | 06 |
| | 1.1 Potentially Hazardous condition | | |
| | 1.2 Safety Awareness | | |
| | 1.3 Accidents : Causes & prevention | | |
| | 1.4 First-aid and its remedies | | |
| | 1.5 Fire safety | | |
| Chapter – 2 | Pest Control | 03 | 05 |
| | 2.1 Definition of Pest | | |
| | 2.2 Types of Pests-Insects and Rodents | | |
| | 2.3 Common Pests and their control. (Bed Bugs, Silver fish, Cockroaches, Termites, Mice & Rats) | | |
| Chapter – 3 | Complaint Handling in Housekeeping department | 02 | 04 |
| | 3.1 Types of Guest Complaints | | |
| | 3.2 Dealing with Guest Complaints of Housekeeping department | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 4 | Interior Designing | 04 | 05 |
| 4.1 | Objectives of Interior Designing | | |
| 4.2 | Elements of Interior Designing | | |
| 4.3 | Principles of interior Designing | | |
| Chapter – 5 | Refurbishing & Redecoration | 06 | 06 |
| 5.1 | Definition | | |
| 5.2 | Types of Renovation | | |
| 5.3 | Refurbishing - Steps in Refurbishing | | |
| 5.4 | Redecoration- Prior & Post Redecoration Procedures | | |
| 5.5 | Snag list and its importance | | |
| | Section – II | | |
| Chapter – 6 | Night Auditing | 06 | 06 |
| 6.1 | Introduction to Night Auditing | | |
| 6.2 | Role of a Night Auditor | | |
| 6.3 | Night Auditing Process | | |
| 6.4 | Errors during Night Audit - Pickup errors, Transposition error, Out of balance | | |
| 6.5 | Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges | | |
| Chapter – 7 | Sales Techniques for Front Office Department | 05 | 06 |
| 7.1 | Introduction to Hotels Products | | |
| 7.2 | Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates) | | |
| 7.3 | Suggestive selling, upselling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy | | |
| Chapter – 8 | Avenues for Sales Promotion | 06 | 06 |
| 8.1 | Introduction to leisure Activities and services for guests in a hotel | | |
| 8.2 | Various Sales Tools (Brochure, posters, e-display, tent cards, websites) | | |
| 8.3 | Sales Promotion (Advertising, Relationship marketing) | | |
| 8.4 | Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails | | |

| | | | |
|---|--|-----------|-----------|
| Chapter – 9 | Room Tariff | 08 | 06 |
| 9.1 | Factors affecting room tariff | | |
| 9.2 | Establishing the end of the day (Check – in / check – out basis, twenty four hour basis and night basis) | | |
| 9.3 | Room Tariff Fixation: | | |
| | a) Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula) | | |
| | b) Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates) | | |
| 9.4 | Types of Rates – BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate | | |
| 9.5 | Taxes applicable on rooms | | |
| Note: Glossary – Students should be familiar with the glossary pertaining to above mentioned topics. | | | |
| | Total | 45 | 50 |

Assignments: A minimum of **02 assignments** to be submitted by students by the end of the semester based on the following topics.

Section I (any one)

- a. Study the various chemicals used to eradicate different types of Pests.
- b. Presentation on types of fire extinguishers used in Hotels

Section II (any one)

- a. Study the concept of various categories of hotel (Ecotel, Boutique, SPA, Heritage and Apartment Hotel)
- b. Presentation on latest sales tools used in hotels.

Practical: Minimum **12 Practical** to be accomplished. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Section I

1. Complaint handling in Housekeeping – Pests in room, maintenance problem, cleaning issues.
2. Role play and report writing related to accidents, handling complaints
3. Preparation of First Aid Box and Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.)
4. Preparation of Snag List of any area.
5. Power point Presentation on:
 - i. The implication of various kinds of lines, shapes, forms present in interiors.
 - ii. To achieve proportion, balance; create point of interest, rhythmic effect in designing.

Section II

1. Preparation of reports during Night Audit- Night Auditors Report, High Balance Report, Occupancy Report, and Discrepancy Report.
2. Role play on enhancing guest stay (welcome call, courtesy call etc.)
3. Videos & Presentation on suggestive selling
4. Role plays on suggestive selling, upselling (Walk-in and guaranteed reservation guest) and up grading.
5. Collection and Comparison of tariff for various categories of hotels.
6. Situation handling - Overbooking (Walk-in and guaranteed reservation), rate discrepancy etc.
7. Plan a sales call to corporates & travel agency

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to Section I and Section II.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference books:

1. Hotel Housekeeping : Operations and Management - Raghubalan, Oxford
2. Accommodation Operations Management - Kaushal, S.K. & Gautam, S.N., Frank Brothers
3. Housekeeping - Malini Singh
4. A Textbook of Interior Decoration - Parimalan, P.
5. Hotel Housekeeping - Sudhir Andrews, Tata McGraw Hill
6. The Professional Housekeeper - Tucker Schneider, VNR
7. Professional Management of Housekeeping Operations - Martin Jones, Wiley
8. House Keeping Management for Hotels - Rosemary Hurst , Heinemann
9. Hotel, Hostel & Hospital House Keeping - Joan C. Branson & Margaret Lennox, ELBS
10. Accommodation & Cleaning Services, Vol I & II - David. Allen, Hutchinson
11. Managing House Keeping Operation, - Margaret Kappa & Aleta Nitschke
12. Front office Management - S.K. Bhatnagar
13. Front Office Management & Operations - Sudhir Andrews
14. Effective Front Office Operations - Michael. L. Kasavana
15. Front Office: Procedures, social skills, yield & management - Abbott, Peter & Lewry, Sue
16. Hotel Front Office A Training Manual - Sudhir Andrews
17. Hotel Front Office Training Manual - Suvradeep Gauranga Ghosh
18. Professional front Office Management - Robert. H. Woods, Jack. D. Ninemeier, David. K. Hayes & Michele .A.Austin
19. Front Office Operations & Management - Ahmad Ismail
20. Hotel Front Office Operations & Management - Jatashankar. R.Tewari
21. Hotel Front Office Management - James Bardi.
22. Check – in Check – out - Gary. K.Vallen
23. Managing Hotel Operations - Jerome. J. Vallen

Subject : Food and Beverage Control
Subject Code : AE 404
Subject Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|--------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test (Theory) | Assignment (Theory base) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The student will gain comprehensive knowledge on various aspects of control procedures, adopted by the Food and Beverage department.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Food & Beverage Control | 02 | 02 |
| 1.1 | Definition, Objectives & Problems | | |
| Chapter – 2 | Costs | 04 | 04 |
| 2.1 | Definition of Cost, Basic Concept of Profits | | |
| 2.2 | Elements & Groups of Costs | | |
| 2.3 | Pricing & Control Aspects | | |
| Chapter – 3 | Cost dynamics & Breakeven | 06 | 04 |
| 3.1 | Cost relationship | | |
| 3.2 | Breakeven by graph | | |
| 3.3 | Breakeven by formula | | |
| Chapter – 4 | Budgeting | 06 | 06 |
| 4.1 | Definition & Objectives of budgeting | | |
| 4.2 | Various kinds of budgets - Sales budget, Labour cost budget, Overhead cost budget | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 5 | The control cycle overview | 03 | 02 |
| 5.1 | Buying, receiving, storing, issuing, preparing & selling | | |
| Chapter – 6 | Purchasing | 07 | 06 |
| 6.1 | The selection of a Supplier, Rating, Methods of Purchasing | | |
| 6.2 | Purchase Orders and Standard Purchase Specifications – Objectives & Preparation | | |
| 6.3 | Centralized and decentralized purchasing | | |
| 6.4 | Economic Order Quantity | | |
| 6.5 | Concept of supply chain management - overview. flow of goods and services | | |
| Chapter – 7 | Receiving | 07 | 06 |
| 7.1 | Receiving Procedures & Methods | | |
| 7.2 | Purchase Orders, Delivery Notes, Credit Note, Goods Received Book - formats & usage | | |
| 7.3 | Goods return policy | | |
| 7.4 | The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection. | | |
| Chapter – 8 | Stores and Issuing | 10 | 08 |
| 8.1 | Stock Records - Bin Cards, Stock Cards, Inventory Records | | |
| 8.2 | Store Issues - Transfer Notes, Breakages and Damaged Goods | | |
| 8.3 | Stock Taking, Stock Turnover, Stock Levels - Maximum level, Minimum level, Reorder level, safety level, danger level | | |
| 8.4 | Procedure for storage of Perishable and Non-Perishable Food & Beverage items | | |
| 8.5 | Inventory Control Methodes: FIFO , LIFO, FILO and JIT | | |
| 8.6 | ABC Analysis | | |
| Chapter – 9 | Preparation of Food & Beverage Item | 07 | 06 |
| 9.1 | Four tools in preparation - Volume Forecasting – Aids, Standard Yields, Standard Recipes, and Standard Portion Sizes. | | |
| 9.2 | Various preparation methods- Cook Chill, Cook Freeze, Sous Vide | | |
| 9.3 | Centralized & decentralize cooking | | |

| | | | |
|---------------------|---|-----------|-----------|
| Chapter – 10 | Selling | 08 | 06 |
| 10.1 | The pricing of menu - cost plus, market penetration, psychological pricing, market skimming pricing, departmental pricing, differential pricing | | |
| 10.2 | Pricing strategies - BEP, Return on investment, Target profit pricing, Value based pricing, Competition based Pricing | | |
| 10.3 | Pricing Consideration - cover price, minimum price, discounted pricing, discriminatory pricing, | | |
| 10.4 | Function costing & pricing | | |
| | Total | 60 | 50 |

Assignments: A minimum of **3 assignments** to be submitted by students by the end of the semester based on the following topics.

1. Different formats to be drawn on chart papers
2. Cost dynamics illustration on chart paper with suitable example.
3. Assuming suitable data prepare a cost sheet for function.
4. Prepare standard purchase specifications - Any 5 ingredients
5. Case study of 5 star hotel F & B control process.

Reference Books:-

1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone
3. Theory of catering - Ronald Kinton, Victor Ceserani , David Foskett

Subject : Principles of Management
Subject Code : AE 405
Subject Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | -- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|---------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

To make the students understand the concepts of management and its practical application in the hospitality industry.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction | 06 | 04 |
| | 1.1 Management defined | | |
| | 1.2 Levels of management | | |
| | 1.3 Managerial skills | | |
| | 1.4 Managerial role | | |
| | 1.5 External & Internal factors that affect management | | |
| Chapter – 2 | Management thought: A journey since inception | 06 | 04 |
| | 2.1 F.W. Taylor's Scientific Management Theory | | |
| | 2.2 Henry Fayol's Management Theory | | |
| | 2.3 Modern Day Management theory in brief | | |
| Chapter – 3 | Planning & Decision Making | 07 | 05 |
| A | Planning | | |

| | | | |
|--------------------|---|-----------|-----------|
| 3.1 | Definition | | |
| 3.2 | Nature & Importance of Planning, advantages & disadvantages | | |
| 3.3 | Types of plans - objectives, strategies, policies, procedures, methods, rules, programs & budgets | | |
| 3.4 | Steps in planning | | |
| | B Decision-making | 02 | 02 |
| 3.5 | Types of decisions | | |
| 3.6 | Decision making process | | |
| Chapter – 4 | Organizing | 09 | 07 |
| 4.1 | Definition | | |
| 4.2 | Nature & importance of organizing | | |
| 4.3 | Principles of organizing | | |
| 4.4 | Types - Formal & Informal, Centralized / Decentralized, Line & Staff | | |
| 4.5 | Delegation and Departmentalization | | |
| 4.6 | Authority & Responsibility, Span of control | | |
| Chapter – 5 | Leadership | 06 | 06 |
| 5.1 | Definition | | |
| 5.2 | Different styles of leadership | | |
| 5.3 | Role of a leader | | |
| Chapter – 6 | Motivation | 08 | 07 |
| 6.1 | Definition | | |
| 6.2 | Benefits of motivated staff | | |
| 6.3 | Theories of Motivation - | | |
| | a. Maslow's theory of need hierarchy | | |
| | b. McGregor's theory 'X' and theory 'Y' | | |
| Chapter – 7 | Communication | 08 | 07 |
| 7.1 | Definition, nature, process of | | |

| | | | |
|--------------------|--|-----------|-----------|
| | communication | | |
| 7.2 | Types of communication- | | |
| | 7.2.1 Upward / Downward | | |
| | 7.2.2 Verbal / Nonverbal | | |
| | 7.2.3 Formal / Informal | | |
| 7.3 | Barriers to communication | | |
| 7.4 | Making communication effective | | |
| Chapter – 8 | Coordination | 04 | 04 |
| 8.1 | Definition | | |
| 8.2 | Importance of Coordination among different departments of a hotel | | |
| Chapter – 9 | Controlling | 04 | 04 |
| 9.1 | Definition | | |
| 9.2 | Process of controlling | | |
| 9.3 | Importance | | |
| 9.4 | Areas of control | | |
| | Total | 60 | 50 |

Glossary: Students should be familiar with the glossary pertaining to the above mentioned topics.

Assignments –

A minimum of **5 assignments** based on the following topics to be given to the student and the marks to be considered in internal marks.

1. A typical day in the life of a Manager in a hotel.
2. Planning budget for the day's menu/special functions, indenting for various operations.
3. To organize blood donation camps/tree plantation sessions and make a report.
4. List down the various techniques used to motivate employees in the hotel.
5. Prepare a module showing the hierarchy and responsibilities of Student Council of the institute.
6. Team activity.

Reference Books -

1. Management - Stoner & Freeman
2. Essentials of Management - Koontz & O'Donnel
3. Management Tasks - Peter Drucker
4. Management Process - Davar
5. Management Today Principles and Practice-Gene Burton, Manab Thakur
6. Principles of Management-P.C. Shejwalkar, Anjali Ghanekar

Subject : Advanced Bakery and Confectionery
Subject Code : SE 406
Subject Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|-----------|
| Theory | Practical | Total |
| 02 hours | 04 hours* | 04 hours* |

*Total of 09 Practical of 04 hours each and Theory of 24 hours per semester to be conducted

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

This module provides Advanced Theory and Practical knowledge and skills required for Bakery and Confectionery. It includes preparing of Quick Breads, Understanding and Maintaining Quality of Breads and Cakes, Cake Decorating Techniques, Sugar Craft Including Boiled Sugar Work, Dessert Plating and Techniques, Fillings and Frostings.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Revision of C – 301 | 06 | 15 |
| Chapter – 2 | Yeast Fermented Goods | 05 | 10 |
| | 2.1 Artisan Bread | | |
| | 2.2 Understanding Quick breads | | |
| | 2.3 Pre-ferments and Sour dough | | |
| | 2.4 Controlling fermentation | | |
| | 2.5 Enzymatic reaction in bread | | |
| | 2.6 Characteristics of Good bread | | |
| | 2.7 Faults, Causes and Remedies | | |
| Chapter – 3 | Cakes, Icings, Frostings and Fillings | 05 | 09 |
| | 3.1 Characteristics of Good Cake | | |
| | 3.2 Cake Improvers | | |
| | 3.3 Assembling and Icing cakes | | |
| | 3.4 Production and application of icings | | |
| | 3.5 Fillings - Ingredients used & preparation | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 4 | Boiled Sugar work | 04 | 06 |
| 4.1 | Boiling syrups for Sugar work | | |
| 4.2 | Spun sugar and Caramel decorations | | |
| 4.3 | Poured sugar | | |
| 4.4 | Pulled sugar and Blown sugar | | |
| Chapter – 5 | Creams, Custards, Puddings, Coulis and Sauces | 04 | 10 |
| 5.1 | Types | | |
| 5.2 | Production Guidelines (Creams, Custards, Puddings, Coulis and Sauces) | | |
| 5.3 | Uses | | |
| 5.4 | Plating Techniques | | |
| 5.5 | Garnishes | | |
| | Total | 24 | 50 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: Minimum of **2 assignments** to be submitted by students by the end of the semester from following topics.

1. Chart presentation on various quick breads made in the industry
2. List of various occasion cakes made worldwide
3. Practical presentation on various plating techniques
4. List of various cakes and desserts made using various Frosting and Filling
5. Practical presentation on Boiled Sugar work

Practical

- Students should prepare products related to Bakery & Confectionery
- A total of 09 practical to be conducted out of which 01 practical would be an internal examination, comprising of three products per practical from the following:
 1. Breads - (Multigrain, Focaccia, Ciabatta, Pita, Bagels, Calzone, Quick breads, Stollen, Pretzels, Lavash, Waffle)
 2. Cakes & Gateaux- (Wedding cake, Novelty, Sacher torte, Red Velvet, Mud Pie, Choco lava, Plum cake, Batten burg, Joconde, Ribbon Sponge)
 3. International desserts - Panacotta, Tiramisu, Baba au rhum, Savarin, Opera Slice, Crème Brulee, Marshmallow, Steamed Puddings)
 4. Boiled sugar work Sugar cookery (Spun Sugar, Blown Sugar, Pulled sugar and Poured sugar)

Practical Examination: To be conducted internally comprising of 03 Bakery Products – Plated Hot or Cold dessert, Novelty cake and International Bread. The evaluation will be done by a panel of two internal examiners.

Reference Books

1. Professional Baking, Wayne Gisslen
2. Professional Cooking – Wayne Gisslen
3. Professional Pastry Chef – Bo Friberg, John Wiley
4. Basic Baking – S.C. Dubey
5. The Art and Science of Culinary Preparations- Gerald W. Chesser

Subject : Bartending
Subject Code : SE 407
Subject Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 02 hours | 04 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

The bartending industry and the art of bartending have come a long way in India. This course is designed with the objective of creating awareness in this field and to provide more comprehensive knowledge & skills in the art of bartending.

The students opting for the course are expected to have flair for presentation of cocktails. The course content will impart specific techniques and skills which will help students in professionally presenting and displaying beverages.

Objective:

- 1) To impart skills & techniques in selecting, handling a variety of items required for presentation.
- 2) To apply the knowledge of beverage costing in application to pricing of the preparation as per the client / service.
- 3) Understand the necessity for selecting quality ingredients and appropriate tools.
- 4) To understand the composition of different kinds of cocktails to know how to mix & serve cocktails and be aware of basic bar tricks.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction Beverage industry and Bartending | 02 | 06 |
| 1.1 | Scope of bartending and Bartenders definition Hierarchy of staff in bar and their job description Qualities required for a Bartender | | |
| 1.2 | The bartender as a sales person Pointers for effective selling | | |
| 1.3 | Do's and don'ts for Customer handling | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 2 | The Bar and Bar Equipments | 06 | 10 |
| 2.1 | Types and styles of bars. Lounge bar, Public Bar, Cocktail Bar Styles of the bar. E.g. Sports Bar, F Bar, Ice Bar, Brew Pubs and Discotheque | | |
| 2.2 | Bar equipments Fixed and Movable (Large and Small equipment) | | |
| 2.3 | Types of Glassware Storing and handling glasses, chilling glasses | | |
| 2.4 | Importance of ice in a bar Different types of Ice used in bar, Quality of ice and Various forms of Ice available in Market. | | |
| 2.5 | Bar Disposable E.g. Cocktail stick, Cocktail napkin | | |
| Chapter – 3 | Bar operation | 05 | 10 |
| 3.1 | Bar opening duties, Preparing workstation (SOP), Checking of bar equipment, supply and cleaning Procedures | | |
| 3.2 | Closing duties of bar | | |
| 3.3 | Billing and cash handling | | |
| Chapter – 4 | Bar and Beverage Management | 12 | 18 |
| 4.1 | Standards recipes, Portion control Use of appropriate glassware in portion control Prices List – From Beverage companies | | |
| 4.2 | Bar Menu Engineering and Menu Matrix | | |
| 4.3 | Computing Cost of beverage and determining the Beverage Price | | |
| 4.4 | Introduction to Point of sale system Software preventing pilferage & fraud | | |
| 4.5 | Importance of sales promotion Introduction to Bar licenses and FLR | | |
| Chapter – 5 | Cocktail | 05 | 06 |
| 5.1 | Revision of <ul style="list-style-type: none"> • Classification of Beverage • Alcoholic and non-Alcoholic beverages and there Brands • Cocktails- Definition and styles of Cocktail • Methods of making cocktails: Stirred, Shaken, Built- up, Blended • Golden rules for making cocktails | | |
| 5.2 | Trends in Cocktail Mixes (Fresh Fruit mixes, Herbs & Spices Mixes, Culinary, Floral, Tiki Mixes, Twist to Classic Cocktails And Specialty Alcoholic Tea & Coffee | | |

Total 30 50

Note: Glossary of Terms – Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Work Shop – The Flair, Molecular Mixology Work shop to be conducted and the report must be submitted individually.

Practicals: Following practical to be conducted on demonstration basis, however, two workshops can be conducted for hands on training

1. Molecular Mixology Demo
 - Layered Cocktails
 - Jelly
 - Pearls
 - Foams
 - Smoke
 - Fumes
 - Infusions
2. Work Station
 - Garnishes- Edible and Non Edible
 - Lime Slice, Lime Wedge, Peel, Twist, Umbrellas, and Presentations in shells or other Glasses
 - Style and Types of Mocktails - One Mocktail of each Style and type
 - Style of Mocktails
 - Fizzy
 - On the rocks
 - Slush/Frozen
 - Smoothie / Milk Bases
 - Types of Mocktails
 - Mono Flavoured
 - Multi Flavoured
 - Fresh Fruit
 - Healthy
 - Culinary
3. Classic Cocktail Making – By Method
 - Mojito, Cosmopolitan, Margarita, Blue Lagoon, Classic Martini
4. Contemporary Cocktail Making- Long Island Ice tea, Moscow Mule, Tequila Sunrise, Sex on the Beach, Caipiriojska, Kamikazi, Shandy
5. Fresh Fruit Cocktail Making- Fresh Fruit Martini, Margarita and Mojito
6. Hot Cocktails - Irish Coffee, Hot Toddy, Whisky Crusta, Flaming Shots
7. Flair Bartending: Free pouring (30/60), Pouring straight drinks in style
8. Bar Design
 - Bar Menu Design (with 20 Cocktails and 10 Mocktails)
 - Atmosphere- Concept
 - Draw a Layout, Parts with Equipments

9. Fire flair, Work Flair, Basic Tricks
10. Innovative Cocktails with Style (Basket Menu)

Assignments: Minimum of *02 assignments* to be submitted by students by the end of the semester from following topics.

1. List the companies of Bar equipments suppliers in India and procure specifications and rate list of bar equipments from any one company
2. List the companies of Glassware suppliers in India and collect Product brochure and price list of any one company, Checklist of bar equipments
3. Make a checklist of opening and closing of a five star lounge bar / discotheque
4. Make a Standard recipe for making of a classic cocktail, computing cost determining selling price for beverage

Reference Books:

1. Larousse Cocktails - Fernando Castellon, Publisher – Hamlyn (2005)
2. The Beverage Book - Durkan, Andrew, Publisher - Prentice Hall, Engle wood cliffs, New Jersey
3. Food and Beverage Control - Douglas C. Keister
4. Food and Beverage Service - Dennis Lillicrap & John Cousins, Publisher - Hodder Arnold

Subject : Housekeeping in Allied Sectors
Subject Code : SE 408
Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|---------------------------------|------------------|--------------|
| Theory | Practical | Total |
| 04 hours | - | 04 hours |

Rational

| Examination Scheme | | | | | |
|------------------------------------|----------------------------------|-----------------------------|------------------------------------|-----------------------------|--------------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

The subject aims at acquainting students to the housekeeping operations in allied sectors which are the upcoming career avenues. Even though the basic principle of cleaning remains the same, housekeeping in allied sectors differ from the hotels, as they require an alternate set of skills, knowledge and attributes.

| | | Hours | Marks |
|--------------------|--|--------------|--------------|
| Chapter – 1 | Introduction to the Housekeeping in allied areas | 04 | 03 |
| | 1.1 Need and Importance | | |
| | 1.2 Areas covered in allied sector (Hospitals, Hostels, Universities, Residential homes, Aircrafts, Airports, Cruise ships, Art gallery/ Museum/ Library, Offices) | | |
| | 1.3 Housekeeping practices followed in the above sectors | | |
| Chapter – 2 | Managing Housekeeping Personnel | 09 | 08 |
| | 2.1 Introduction | | |
| | 2.2 Staffing guide | | |
| | 2.3 Determining staff strength | | |
| | 2.4 Division of work | | |
| | 2.5 Determining work schedules | | |
| | 2.6 Frequency Schedule | | |
| | 2.7 Legal aspects of scheduling (Work hours, Holidays & day offs, Child labour, Work environment, Employee welfare) | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Housekeeping Operations | 10 | 12 |
| 3.1 | Housekeeping routine in allied areas (Hospitals, Hostels, Universities, Residential homes, Aircrafts, Airports, Cruise ships, Art gallery, Museum, Library, Office spaces) | | |
| 3.2 | Chemicals and Equipments used | | |
| 3.3 | Setting performance and productivity standards | | |
| 3.4 | Maintaining Equipment & Operating supply inventory level | | |
| 3.5 | Determining PAR levels for chemicals | | |
| 3.6 | Documentation required (SOPs, Reports, Checklists / Audit list, Attendance record, Leave records, Job Description and Job Specification) | | |
| Chapter – 4 | Pest Control & Waste Management | 09 | 06 |
| 4.1 | Types of Pests | | |
| 4.2 | Pest Control goals | | |
| 4.3 | Integrated Pest Management & Methods of Pest Control | | |
| 4.4 | Introduction to the concept of Waste Management | | |
| 4.5 | Collection, Segregation & disposal of Waste | | |
| 4.6 | Recycling of Waste (Biogas plants, Sewage treatment plant, Effluent treatment plant, Composting, Vermicomposting) | | |
| Chapter – 5 | Managing Contracts | 08 | 06 |
| 5.1 | Definition | | |
| 5.2 | Selection criteria for service provider | | |
| 5.3 | Eligibility criteria for labour selection | | |
| 5.4 | Pricing a contract | | |
| 5.5 | Service level agreement | | |
| 5.6 | Audits – HACCP | | |
| Chapter – 6 | Maintaining Internal Environment in allied areas | 05 | 05 |
| 6.1 | Introduction to Internal Environment | | |
| 6.2 | Noise and Noise Control | | |
| 6.3 | Maintaining indoor air quality | | |
| 6.4 | Odours and Odour control | | |
| Chapter – 7 | Training | 10 | 06 |
| 7.1 | Training and Types of Training | | |

| | | | |
|--------------------|--|-----------|-----------|
| 7.2 | Ergonomics (Need & Significance, Principles, Controlling the work environment) | | |
| 7.3 | Work environment Safety and Security | | |
| 7.4 | Potential hazards in Housekeeping Operations | | |
| 7.5 | Life Skills training (Self-hygiene, Motivation, Time management, Attributes) | | |
| Chapter – 8 | Latest Trends | 03 | 02 |
| 8.1 | Eco friendly Housekeeping | | |
| 8.2 | 5 S (Sort, Systematize, Sanitize, Standardize, Self - Discipline) | | |
| 8.3 | Aesthetics in critical areas | | |
| Chapter – 9 | Career Opportunities | 02 | 02 |
| 9.1 | Entrepreneurial opportunities | | |
| 9.2 | Freelancing | | |
| 9.3 | As a Trainer | | |
| | Total | 60 | 50 |

Note: Glossary of Terms Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Assignments: A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Designing SOP for handling specialized machinery.
2. Field visit to any one of the allied areas to get acquainted with the housekeeping operations and report writing of the visit.
3. Designing a training module for the basic operations to be performed by the housekeeping staff in any one of the allied area.
4. Preparing a sample of Service Level Agreement for the job to be given on contract.
5. Presentation on latest trends practiced in housekeeping services in allied areas.

Reference Books

1. Hotel Housekeeping Operations & Management (3rd Edition) – G. Raghubalan, Smritee Raghubalan.
2. Hotel Front office Operations and Management – Jatashankar R. Tiwari
3. Hotel, Hostel and Hospital Housekeeping- Joan C Branson & Margaret Lenox
4. Soft skills for Hospitality Industry – Amitabh Ravindra

Subject : Entrepreneurship Development
Subject Code : SE 409
Subject Credits : Four
Semester : Fourth

| Teaching Scheme per week | | |
|---------------------------------|------------------|--------------|
| Theory | Practical | Total |
| 04 hours | - | 04 hours |

Rationale:

The course delves into various aspects of starting business, including idea generation. It

| Examination Scheme | | | | | |
|------------------------------------|----------------------------------|-----------------------------|------------------------------------|-----------------------------|--------------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

highlights the importance of developing a business plan and elaborates the laws and regulations and the social responsibility important for a start-up.

| | Hours | Marks |
|--|--------------|--------------|
| Chapter – 1 Entrepreneur, Entrepreneurship and Intrapreneur | 13 | 08 |
| 1.1 Definition of an Entrepreneur, Entrepreneurship and Intrapreneur | | |
| 1.2 Concept of Entrepreneurship - Contribution of Mc Cleland and Joseph Schumpeter | | |
| 1.3 Reasons for growth of Entrepreneurship | | |
| 1.4 Entrepreneurial Characteristics and Skills | | |
| 1.5 Types of Entrepreneur:- | | |
| • Based on the Timing of Venture creation | | |
| • Based on Socio-cultural variables | | |
| • Based on Entrepreneurial Activity | | |
| 1.6 Entrepreneurial Failure and pitfalls (Peter Drucker) | | |
| 1.7 Entrepreneurs Vs Entrepreneurship | | |
| Chapter – 2 Ideas generation and evaluation | 08 | 06 |
| 2.1 Sources of business idea | | |
| 2.2 Evaluation of the idea | | |
| 2.3 Analysis of the market | | |
| 2.4 SWOT analysis | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Emergence of Women Entrepreneurs | 08 | 05 |
| 3.1 | Definition by GOI(Government of India) | | |
| 3.2 | Importance of Women Entrepreneurship | | |
| 3.3 | Problems faced by women entrepreneurs | | |
| 3.4 | Program for promoting women entrepreneurship – SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs | | |
| 3.5 | Women’s Organizations Supporting Women’s Entrepreneurship- Udyog Lijjat Papad, Mahila Bunker Sahakari Samiti, SABALA | | |
| Chapter –4 | The Entrepreneurial Process | 10 | 08 |
| 4.1 | Identify and Evaluate the Opportunity | | |
| | <ul style="list-style-type: none"> • Establish Vision • Persuade others • Gather Resources • Create new venture/product or market • Change , Adopt with time | | |
| 4.2 | Marketing Plan | | |
| | <ul style="list-style-type: none"> • Understanding marketing plan • Characteristics of a marketing plan | | |
| 4.3 | Human Resource Plan | | |
| | <ul style="list-style-type: none"> • Manpower Planning • Recruitment, Selection & Training | | |
| Chapter –5 | Financing the new venture | 04 | 04 |
| | Sources of Finance | | |
| 5.1 | <ul style="list-style-type: none"> • Internal or External funds • Personal funds • Family and friends • Commercial Banks • Various Financial Institutions- SIDBI, NABARD, IDBI. | | |
| Chapter – 6 | Growth and Social Responsibility | 10 | 10 |
| 6.1 | Growth | | |
| | <ul style="list-style-type: none"> • Stages of growth (Coming into existence, Survival, Success, Take-off, Consolidation) | | |
| 6.2 | Growth strategies | | |
| | <ul style="list-style-type: none"> • Diversification, launching New Product in Same Market, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce | | |
| 6.3 | Financial Growth | | |

| | | | |
|-------------------|---|-----------|-----------|
| | <ul style="list-style-type: none"> • Internal accruals, contributing own equity, Venture capital, Bank finance, taking on new partners | | |
| 6.4 | Reasons for Exiting | | |
| 6.5 | Social Responsibility <ul style="list-style-type: none"> • Definition by European Union • Corporate Social Responsibility (CSR) and Increased focus on CSR • Social Entrepreneur – Definition and Role | | |
| Chapter –7 | Doing business in India | 05 | 05 |
| 7.1 | Major Issues (Bureaucracy, Corruption, Labour, Regional Sentiments, Grey market and Counterfeit goods) | | |
| 7.2 | Legal Compliances (Income tax, Sales tax, Professional tax, Central Excise, Company law, Import-Export, Labour laws, Provident fund, Employee’s State Insurance, Gratuity, Pollution Control, Service tax) | | |
| Chapter –8 | Intellectual Property | 02 | 04 |
| 8.1 | Definition- Intellectual Property, Trademark, Patent, Copyright and Geographical Indication. | | |
| 8.2 | Quality Standards – Definition (ISI, Agmark, FDA) | | |
| | Total | 60 | 50 |

Assignments: A minimum of **3 assignments** to be submitted by students by the end of the semester based on following topics.

1. Case Studies (minimum 2) (From any hospitality segment- travel and tourism, fast food, hotels, resorts, facility planning)
2. Study the profile of one Indian male and one Indian female entrepreneur in hospitality industry and present the qualities.
3. Prepare a Project Report of any hospitality product you plan to sell in college premises.
4. List of laws important for an entrepreneur
5. Current trends in the market (Hospitality Products and Services)
6. Case study on E-commerce products
7. Discuss the role of the following agencies in the Entrepreneurship Development
 - DIC – District Industrial Center
 - SISI – Small Industries Services Institute
 - EDII – Entrepreneurship Development Institute of India
 - NIESBUD – National Institute of Entrepreneurship and Small Business Development
 - NEDB – National Entrepreneurship Development Board

References:

1. Entrepreneurship – Rajeev Roy – Oxford Higher Education
2. Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath (Chapter 1.2 , 3.1, 3.2,3.3, 3.5, 4.3)
3. Entrepreneurship – Excel Books – Madhurima Lal, Shikha Sahai (Chapter 3.4, 5)
4. Principles of Entrepreneurship – Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.- Everest Publishing House
5. Entrepreneurship – Robert D Hisrich, Michael P. Peters, Dean A Shepherd – Tata McGraw Hill Education Private Limited, New Delhi, Sixth Edition. (Chapter 4.1, 4.2)
6. Entrepreneurship Management- Prof.ShaguftaSayyed, NiraliPrakashan. (Chapter 1.6)
7. Entrepreneurship Development- S. Khanka

Subject : Industrial Training

Subject Code : CIT 501

Semester : Fifth

Credits: : Fifteen

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry. It provides an opportunity to the students to acquire real-time hands on experience and observe the trends in the industry.

| | |
|--|---------------------|
| Duration of Industrial Training | Twenty Weeks |
|--|---------------------|

| Examination Scheme | | | | | | |
|------------------------------------|--------------------------------|--|-----------------------------|--|-----------------------------|--------------------|
| Internal Examination Scheme | | | | External Examination Scheme | | |
| Progress Report | Logbook & Appraisal | Internal Viva Voce, PPT, Report | Total Internal Marks | External Viva Voce, PPT, Report | Total External Marks | Total Marks |
| 25 | 25 | 125 | 175 | 175 | 175 | 350 |

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping.

The Industrial Training needs to be undertaken in hotels which are of the level of three star and above category.

During the internship period, the student shall maintain a logbook on daily basis. In addition, they would also maintain a monthly record of feedback provided by the HR /Training Head of the concerned hotel. At the end of the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each department trained.

Practical Examination: (Internal & External)

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Subject : Specialization in Food Production Management – I
Subject Code : CEA 601
Subject Credits : Eight
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|---------------------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test (Theory) | Assignments (Theory base) | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

This subject is an introduction to the specialization in Food Production Management and is primarily aimed at developing the knowledge of the classical European Cuisine & imparting the concept of Nouvelle cuisine. It deals with other prerequisite skills and knowledge to pursue career in culinary art.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter - 1 | European / Continental Cuisine | 12 | 10 |
| | 1.1 Introduction to influences of cultures on regions | | |
| | 1.2 Special features with respect to ingredients, methods, presentation styles in the following countries – France, Italy, Germany, Spain, Portugal, Eastern Europe, Switzerland. | | |
| Chapter - 2 | Nouvelle Cuisine | 05 | 06 |
| | 2.1 Evolution & history | | |
| | 2.2 Salient features | | |
| | 2.3 Difference between Haute Cuisine & Nouvelle Cuisine | | |
| | 2.4 Service Style – Types, Guidelines | | |
| | 2.5 Modern plating techniques. | | |

| | | | |
|--------------------|------------------------------------|---|-----------|
| Chapter - 3 | Appetizers (Hot & Cold) | 05 | 05 |
| | 3.1 | Types of appetizers with examples | |
| | 3.2 | International Classical appetizers | |
| | 3.3 | Precautions for preparing and presentation of appetizers | |
| | 3.4 | Points to be observed for storage of appetizers from food spoilage view | |
| Chapter - 4 | Meat Cookery | 10 | 10 |
| | 4.1 | Understanding meats – Composition, structure & basic quality factors | |
| | 4.2 | Aging, Factors affecting tenderness | |
| | 4.3 | Appropriate cooking methods. | |
| | 4.4 | <i>Lamb / Beef / Veal / Pork</i> | |
| | | <ul style="list-style-type: none"> • Selection Criteria • Principles of Storage & thawing • Cuts (uses & suitable cooking methods) • Offals | |
| | 4.5 | <i>Poultry & Game</i> | |
| | | <ul style="list-style-type: none"> • Description of – Duck, goose, turkey, guinea-fowl, quail and rabbit. • Chicken - Selection Criteria for Chicken, Principles of Storage & thawing, Cuts with uses & suitable cooking methods. | |
| Chapter - 5 | Fish Mongery | 07 | 07 |
| | 5.1 | Introduction to fish mongery | |
| | 5.2 | Classification of fish with examples(local names also) | |
| | 5.3 | Selection & storage of fish & shell fish | |
| | 5.4 | Cuts of fish | |
| | 5.5 | Cooking of fish | |
| | 5.6 | Preservation & processing of fish | |
| Chapter - 6 | Balanced Diet | 08 | 08 |
| | 6.1 | Introduction to the concept of balanced diet. | |
| | 6.2 | Need & importance of balanced diet in modern lifestyle | |
| | 6.3 | Nutritional Values – Calculations of calorific values, fortification. | |
| | 6.4 | Specially planned diets for – Hypertension & Heart – (Sodium & cholesterol restricted), Diabetic – (Starch & Sugar restricted), Obesity – (Low Calorie), Invalid – (Recovery from illness) | |
| Chapter - 7 | Convenience Foods | 05 | 06 |

- 7.1 Characteristics
- 7.2 Processing methods
- 7.3 Advantages & Disadvantages

| | | | |
|--------------------|--|--------------|-----------|
| Chapter - 8 | Kitchen Layout & Design | 08 | 08 |
| 8.1 | Information required prior to designing of kitchens. | | |
| 8.2 | Areas of the kitchen with recommended dimensions | | |
| 8.3 | Factors that influence kitchen design. | | |
| 8.4 | Placement of equipment. | | |
| 8.5 | Flow of work. | | |
| 8.6 | Kitchen layouts – Types, Examples (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie) | | |
| 8.7 | Automation in designing /CAD | | |
| | | Total | 60 |
| | | | 60 |

Assignments: A minimum of **02 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- j. Planning & Implementation of formal banquet based on European cuisine.
- k. Planning & Designing of various commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)
- l. Menu planning for specially planned diets for lifestyle diseases consulting a dietitian.
- m. Chart presentation of various locally available brands in convenience foods
- n. Chart presentation - Cuts of Meat, Fish & Poultry.
- o. Chart presentation - Fabricated cuts of Meat, Fish & Poultry available in the market.

Glossary: Students should be familiar with the glossary pertaining to above-mentioned topics

Practical:

- 5. Minimum **24 Individual** Practical to be conducted during the semester.
- 6. The practical should comprise of the following:
 - a) Fish preparations using various cuts - 1 practical
 - b) Jointing of Chicken – 1 practical
 - c) Nouvelle 4 course menus based on basket – 2 practical
 - d) Variety of Appetizers – 1 practical
 - e) Balanced Diet – 2 practical
 - f) European Menus (Starter or Salad, Soup, Main Course with starch & veg accompaniment & Dessert) – 15 practical
 - g) Formal Banquet – 1 practical
 - h) Internal practical Exam – 1 practical

7. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

- Exams to be conducted on European Menu comprising of Starter or Salad, Soup, Main Course with starch & veg accompaniment & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books:

1. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
2. Culinaria European Specialities - Romer, Joachim
3. Culinaria France - Romer, Joachim
4. Culinaria Italy - Piras Claudia
5. Culinaria Italy: Pasta. Pesto. Passion - Ullman Publishing
6. Culinaria Spain - Trutter Marioned.
7. MEAT: Everything You Need to Know - Pat LaFrieda,Carolynn Carreño
8. The Book of Fish & Shellfish - By Hilaire Walden
9. Classical Recipes of the world – Smith, Henry
10. Food Hygiene and Sanitation- S. Roday-Hill Publication
11. Foods That Heal The Natural Way To Good Health - Bakhru H K
12. Kitchen Planning & Management – By John Fuller & David Kirk
13. Hotel Facility Planning - Bansal, Tarun

Subject : Specialization in Food and Beverage Service Management-I
Subject Code : CEB 601
Subject Credits : Eight
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The subject aims to inculcate a comprehensive understanding of management aspects of food and beverage operations and controlling characteristics of service outlets.

| | Hours | Marks |
|---|-----------|-----------|
| Chapter - 1 Gueridon | 10 | 10 |
| 1.1 Definition | | |
| 1.2 Types of Trolley and Layout | | |
| 1.3 Special Equipment, Care and Maintenance | | |
| 1.4 Carving Hygiene | | |
| 1.6 Gueridon dishes and Service Procedure for the trolley | | |
| Chapter - 2 Function Catering | 10 | 10 |
| 2.1 Types of functions - Formal and Informal | | |
| 2.2 Function organization – Banquet Function Prospectus, Space specification, Layout, Banquet equipment, Staffing | | |
| 2.3 Order of service for formal functions | | |
| 2.4 Wedding Function | | |
| 2.5 BFP with menu planning for Conference, Meeting, Cocktail party, Sit down dinner, Themes | | |
| 2.6 Concept and F & B operations in MICE | | |
| Chapter - 3 Transport Catering Operations | 08 | 08 |
| 3.1 Air line | | |
| 3.2 Railway | | |
| 3.3 Sea | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter - 4 | F&B operations in Facility management - Scope in facility management | 08 | 08 |
| 4.1 | Types of F&B operation and catering policies | | |
| 4.2 | Organizing & staffing | | |
| 4.3 | Methods of billing and Payment | | |
| 4.4 | Control and performance measurement | | |
| Chapter - 5 | Personal Management in F&B service | 10 | 10 |
| 5.1 | Developing a good F&B team (desirable attributes for various level of Hierarchy) | | |
| 5.2 | Allocation of Work, Task analysis and Duty rosters | | |
| 5.3 | Performance Measures | | |
| 5.4 | Customer relations | | |
| Chapter - 6 | An overall view of Food & Beverage control | 06 | 06 |
| 6.1 | Introduction | | |
| 6.2 | The objective of food & beverage control | | |
| 6.3 | Special problems of food and beverage control | | |
| 6.4 | The fundamentals of control | | |
| Chapter - 7 | Budgetary Control | 08 | 08 |
| 7.1 | Objectives | | |
| 7.2 | Types of Budgets | | |
| 7.3 | Basic stages in the preparation of budgets | | |
| 7.4 | Cost, Profit and Sales | | |
| 7.5 | Pricing consideration | | |
| 7.6 | Menu Pricing | | |
| 7.7 | Menu engineering | | |
| | | 60 | 60 |

Assignment: A minimum of *04 assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1 .Visit to a facility service of an organization and study the F&B operations
2. Visit to any two transport catering facility (Airline, Sea, and railway), understand and study the operation, menu and service.
3. Case study / Report writing on MICE operations in any star category hotels.
4. To understand, new trends of service of Indian & international cuisines from Gueridon
5. To study the various menu pricing methods used in star category hotels
6. Organize a formal banquet

Practical: Minimum *24 Individual* Practicals to be conducted during the semester.

1. Banquet Function Prospectus with menu, space specification, equipment, staffing –
 - a) Cocktail dinner
 - b) Sit-down dinner
 - c) Formal Banquet

- d) Conference
 - e) Wedding reception
 - f) Theme Event
2. Menu planning & service (Indian & International Menus, fusion menu with alcoholic beverages)
 3. Banquet seating styles- Auditorium, classroom, U shape, Box shape, Herring bone, Star shape
 4. Formal banquet service procedure, toasting procedures
 5. Setting up of theme based buffet, service procedure
 6. Mis-en-place for serving dish from Gueridon trolley & service of dishes of the following (any 10 on actuals) -
 - A) Horsd'oeuvres- Caviar, smoked salmon, smoked eel, prawn cocktail, melon frappe, pâté de fois gras
 - B) Salads – Niçoise, Ceasar, Tossed greens
 - C) Soup- Clear turtle soup, Consommé
 - D) Main course- Beef stroganoff, steak tarter, Chateaubriand, Steak Diane
 - E) Carving- Roast chicken, Roast leg of Lamb
 - F) Sweet course- Crepe suzette, Rum omelette, Banana flambé
 - G) Specialty coffee
 7. Preparation of duty rosters in restaurant and function catering
 8. Planning of event / theme in MICE
 9. Service styles in transport catering (Airline, railway, sea catering)
 10. Menu Engineering spread sheet and matrix
 11. Revision of first year & second year practicals

Practical Examination: (Internal and External)

Practical exam need to be conducted on the above listed practical along with standards of grooming, task, performance and Viva. Internal exam to be assessed by internal examiner and external exam to be assessed by external examiner.

Reference Books:

15. Food and Beverage Service – Dennis Lillicrap and John Cousins
16. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
17. Facility Planning and Design – Edward Kagarian
18. Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas
19. Theory of Catering – Kinton and Cesarani
20. Textbook of Food & Beverage Management- Sudhir Andrews
21. The Restaurant (From Concept to Operation) – Lipinski
22. Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Professional Publishing).

Subject : Specialization in Housekeeping Management – I
Subject Code : CEC 601
Subject Credits : Eight
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The subject aims to establish the importance of Housekeeping Management within the Hospitality Industry. It equips the student to acquire knowledge and skills with respect to the various aspects of Housekeeping Operations.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Revision of semester I-V | 06 | 08 |
| Chapter – 2 | Purchasing and Store | 08 | 06 |
| | 2.1 Purchasing system-Principles, Stages, Types | | |
| | 2.2 Operational Procedures with regard to Cleaning Supplies, Guest Supplies, Linen | | |
| | 2.3 Store requisition, Issuing from Stores to Floors and Public areas | | |
| | 2.4 Stocktaking and Control of Store | | |
| Chapter – 3 | Textiles | 08 | 09 |
| | 3.1 Classification and Identification of textile fibers | | |
| | 3.2 Characteristics | | |
| | 3.3 Fabric Construction in brief | | |
| | 3.4 Finishes | | |
| | 3.5 Selection and use of textiles in hotels | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 4 | Uniforms | 05 | 06 |
| 4.1 | Selection and Design of Uniforms | | |
| 4.2 | Establishing Par Levels for Uniforms | | |
| 4.3 | Storage of Uniforms | | |
| 4.4 | Issuing and Exchange of Uniforms | | |
| 4.5 | Advantages of providing Staff Uniforms | | |
| 4.6 | Protective clothing in different departments | | |
| Chapter – 5 | Bed and Bedding | 05 | 05 |
| 5.1 | The construction of Bed (frame, base, headboard, footboard) | | |
| 5.2 | Types of beds | | |
| 5.3 | Selection, care and cleaning of mattress | | |
| 5.4 | Bedding (pillows, bolsters, blankets, duvets, eiderdown, quilts) | | |
| Chapter – 6 | Flower Arrangements | 09 | 09 |
| 6.1 | Styles of flower arrangement (Traditional, Modern, Abstract) | | |
| 6.2 | Principles of flower arrangement | | |
| 6.3 | Equipment and accessories in flower arrangement | | |
| 6.4 | Conditioning of Plant material and Flowers | | |
| 6.5 | Placing of Arrangements | | |
| Chapter – 7 | Green Housekeeping | 06 | 07 |
| 7.1 | Concept of Green Housekeeping | | |
| 7.2 | Eco certification (LEEDS, Green Globe, ISO -14001) | | |
| 7.3 | Hotel Design and Construction as per Green requirements | | |
| 7.4 | Eco-friendly products, amenities and processes | | |
| 7.5 | Role of Housekeeping in a green property | | |
| 7.6 | Energy, Water and Waste Management in brief | | |
| Chapter – 8 | Budgets | 09 | 06 |

- 8.1 Objectives, Types of Budgets (Categorized by types of expenditure, departments involved, flexibility of Expenditure, Zero)
- 8.2 Housekeeping Expenses
- 8.3 Budget Planning Process
- 8.4 Income statement of the Rooms Division
- 8.5 Controlling Expenses
- 8.6 Refining Budget Plans
- 8.7 Cost per occupied room
- 8.8 Inventory control and Stock taking

| | | |
|---|--------------|-----------|
| Chapter – 9 Horticulture | 04 | 04 |
| 9.1 Essential components of Horticulture | | |
| 9.2 Landscaping | | |
| 9.3 Professional maintenance of indoor plants | | |
| 9.4 Popular indoor plants, bonsai, exotic flowers | | |
| | Total | 60 |
| | | 60 |

Terminology related to the above mentioned topics to be studied.

Assignments: *04 assignments* based on the following topics to be given to students and the marks to be considered in the internal marks.

1. Field visit to Ecotel to learn about eco-friendly practices.
2. A visit to a Nursery or Hotel Florist.
3. Caselets on Heavenly Bed concept of Starwood Chain of Hotels.
4. Demonstration on making hot and cold face towels.

Practical: Minimum of *24 Practical* to be conducted based on the following topics. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in the internal marks.

Practical:

1. Designing and making a sample of Uniform for the hotel staff (2 Practical).

2. Calculation of uniforms, costing according to the department and staff as per the budget.
3. Flower arrangement-Traditional Style (Triangular, Circular, Crescent, Hogarth curve).
4. Flower arrangement-Modern Style, Basic concept of Ikebana
5. Best out of Waste Items to be utilized in the guest room or Prepare a model for ecofriendly practices (2 Practical).
6. Plan a Landscaped area for a five star hotel, graphical representation/model depicting the different types of shrubs, flowering plants (3 Practical).
7. Learning Towel Art (2 Practical).
8. Preparing Operating Budget for Housekeeping Department (various categories of hotels).
9. To learn to derive cost per room from Housekeeping perspective.
10. Purchasing formats (Floating tenders, procuring quotations and preparing Purchase Orders)
11. Practice on indenting, requisition slips and issue of housekeeping materials from the stores (2 Practical)
12. Computer laboratory hours for Practice for the PMS-Room Status, VIP requirements, special preferences of guests, coordination with other departments (3 Practicals).
13. Role of Accommodation Manager for a day, a mock session. (Coordination with the other departments, releasing rooms, inspection of VIP rooms).
14. Role play on Handling Guest complaints related to the Housekeeping department (HWC guests, technical complaints, service complaints, unusual complaints) (2 Practical).

15. Identification and Collection of Textile Samples from the market, emphasizing on its use in the various areas of hotel.

Practical Examination: (Internal & External)

Exams to be conducted based on the topics mentioned in the syllabus. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
2. Hotel and Catering Studies – Ursula Jones
3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
4. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
5. House Craft – Valerie Paul
6. House Keeping Management by Dr. D.K. Agarwal
7. House Keeping Management for Hostels, Rosemary Hurst, Heinemann
8. Housekeeping and Front Office – Jones
9. Housekeeping Management – Margaret M. Leappa & Aleta Netschke
10. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press, third edition
11. In House Management by A.K Bhatiya
12. Key of House Keeping by Dr. Lal
13. Commercial Housekeeping & Maintenance – Stanley Thornes
14. Housekeeping Operations and Management for Hospitality – KCK. Rakesh Kadam, UDH publishers and distributors Pvt. Ltd, ISBN 978-93-82122-09-8

Subject : Specialization in Front Office Management – I
Subject Code : CED 601
Subject Credits : Eight
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

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

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Pioneers of The Hotel Industry | 10 | 08 |
| 1.1 | Founders of The Hotel Industry- E.M.Statler, Conrad Hilton, Caesar Ritz, William Waldorf Astor and John Jacob Astor IV, Kemmons Wilson, J.W.Marriott, Ernest Henderson and Robert Moore, Ray Schultz | | |
| 1.2 | Developments- Limited Service Hotels, Technological Advances, Marketing Emphasis, Atrium Concept, Total Quality Management | | |
| 1.3 | Indian Chain Hotels-History & Growth of following Hotels: Taj, Oberoi's, Welcomegroup, ITDC, Leela, Park Hotel, J.P.Hotels | | |
| Chapter – 2 | Social Skills Required for Front Office | 06 | 06 |
| 2.1 | Introduction & Importance of Social Skills | | |
| 2.2 | Behavioral Skills-Self Presentation, Position, Posture, Gesture, Expression, Eye contact, Speech, Non-verbal speech elements. | | |
| 2.3 | Cross culture: <ul style="list-style-type: none"> • Styles of Welcoming Guests-Standard & Traditional • Need for foreign language/Global language | | |
| 2.4 | Case-lets | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Concierge | 04 | 05 |
| 3.1 | Concept of Concierge, Clef's d'or | | |
| 3.2 | Functions of Concierge in modern hotels | | |
| 3.3 | Difference between Bell Desk and Concierge | | |
| Chapter –4 | Planning of a Lobby & Front Desk | 10 | 12 |
| | Study the various Layouts of: | | |
| 4.1 | Front Desk-Business, Resort, Heritage, Budget hotel | | |
| 4.2 | List of Automated Equipment used at the Front desk (e.g.: Kiosks/Self Terminal Check ins, e-displays) & Lobby | | |
| 4.3 | Study of Lobby layouts with special reference to physically challenged requirements – Atrium, Contemporary, Lounge and other types of lobby | | |
| Chapter –5 | Designing of Brochures & Tariff cards | 12 | 10 |
| 5.1 | Brochure & Its importance | | |
| 5.2 | Types of brochures -Pertaining to fold, size, color, content, cost | | |
| 5.3 | Planning & designing of e-brochure | | |
| 5.4 | Planning of Brochure & Tariff card | | |
| | <ul style="list-style-type: none"> • Business Hotels(Upscale/Luxury) • Heritage • Resort • Budget /Economy | | |
| Chapter – 6 | Property Management Systems in Front office | 12 | 14 |
| 6.1 | Concept & Importance of PMS | | |
| 6.2 | Selecting a Property Management System | | |
| 6.3 | Modules involved in Front office System-Reservations, Front desk, Rooms , Cashier, Night Audit, Set-up | | |
| 6.4 | PMS interface with Stand-alone Systems-POS, Call Accounting, Electronic locking system | | |
| 6.5 | Software used in Hotels and their systems – Fidelio, Micros, Opera, IDS | | |
| 6.6 | Reports generated at Front desk (Room status Report, Sales Mix, Revenue Report, Guest History) | | |
| 6.7 | Advantages & Limitations | | |

| | | | |
|-------------------|---|-----------|-----------|
| Chapter –7 | Legal Concerns in Front Office | 06 | 05 |
| 7.1 | Overview of Legal obligations | | |
| 7.2 | Legal concerns- Guest privacy, guest removal, guest property, guest non-payment, illness & death in guest rooms | | |
| 7.3 | Case lets on above topics | | |
| | Total | 60 | 60 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: A minimum of *4 assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

- p. 10 Leading Hotels of the World.
- q. Study and prepare a Power point presentation of any two hotel lobbies for comparison
- r. Various design / types of Front desk used in Hotels
- s. Collection & presentation of any 5 Hotel Advertisements from various media – print, online etc.
- t. Positive Body Language for Hotels.

Practical: Minimum 24 Practical to be conducted. All students to be assessed for the individual practical on continuous basis and the marks to be considered in internal marks.

Practical:

1. Role plays on Reservation with various situations (any two)
2. Role plays of Back Office operations during Guest Cycle.
3. Role plays on various situations handled by Concierge.
4. Role plays on Checkout with various methods of payments (any two).
5. Study the Layout of Front Office & Back office with various sub departments involved.
6. Prepare a Power point presentation on different types of Lobbies.
7. Design a Hard copy of a brochure for Budget Hotels, Business Hotels, and Heritage Hotels.
8. Designing of an e-brochure for Budget Hotels, Business Hotels, and Heritage Hotels.
9. Making a mock sales call using brochure to Corporate, Travel Agents, Business clients (2 practical)
10. Plan an Orientation Training Program in Front Office for a new Front Office Associate.
11. Role plays on styles of welcoming guests in Standard and Traditional way in Business hotel and Resort.

Usage of PMS Software for following Practical topics:

12. Introduction to PMS and Usage of Function Keys
13. How to make a reservation for FIT
14. How to make a reservation for Corporate, Travel Agent guests etc.
15. How to create Guest Profile
16. How to make a share reservation
17. How to make an add - on reservation
18. How to create a block for group reservation
19. How to amend and cancel reservation
20. How to put message and how to feed remarks for various departments
21. How to process deposit for arriving guests
22. How to put routing instructions
23. Generation of various reports – Arrival Report, Cancellation Report, Corporate Arrival, VIP Arrival, Group arrival, Room Sales Report, Occupancy Forecast Report.

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to regular practical component and usage of PMS.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Front office Management by S.K.Bhatnagar.
2. Front Office Management & Operations by Sudhir Andrews
3. Effective Front Office Operations by Michael. L. Kasavana
4. Hotel Front Office A Training Manual by Sudhir Andrews
5. Professional front Office Management by Robert. H. Woods, Jack. D. Ninemeier, David. K. Hayes, Michele .A. Austin
6. Front Office Operations & Management by Ahmad Ismail
7. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
8. Hotel Front Office Management by James Bardi.
9. Front Office Management & Operations by Linsley Deveau, Patricia. M. Deveau, Nestor. D.J.Portocarrero, Marcel Escoffier
10. Check – in Check – out by Gary. K.Vallen
11. Managing Hotel Operations by Jerome. J. Vallen
12. Hotel Front Office Operational Procedures and Revenue Management by UDH publishers and distributers Pvt. Ltd, first edition 2015, ISBN 978-93-82122-30-2

Subject : Introduction to Cyber Security & Information Security
Subject Code : C 602
Subject Credits : Four
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ----- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|---------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The subject aims at creating awareness amongst students about Cyber-crimes and prevalent Laws and Standards framed to conquer the issue. It gives an overview of Cyber and Information Security Concepts along with various security management practices adopted to prevent Cyber-crimes.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Overview of Networking Concepts | 03 | 03 |
| | 1.1 Basics of Communication Systems | | |
| | 1.2 Transmission Media | | |
| | 1.3 Topology and Types of Networks | | |
| | 1.4 TCP/IP Protocol Stacks | | |
| | 1.5 Wireless Networks | | |
| | 1.6 The Internet | | |
| Chapter – 2 | Information Security Concepts | 03 | 03 |
| | 2.1 Information Security Overview: Background and Current Scenario | | |
| | 2.2 Types of Attacks | | |
| | 2.3 Goals for Security | | |
| | 2.4 E-commerce Security | | |
| | 2.5 Computer Forensics | | |
| | 2.6 Steganography | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Security Threats and Vulnerabilities | 05 | 04 |
| 3.1 | Overview of Security threats | | |
| 3.2 | Weak / Strong Passwords and Password Cracking | | |
| 3.3 | Insecure Network connections | | |
| 3.4 | Programming Bugs | | |
| 3.5 | Cyber crime and Cyber terrorism | | |
| 3.6 | Malicious Code | | |
| 3.7 | Information Warfare and Surveillance | | |
| Chapter – 4 | Cryptography / Encryption | 03 | 04 |
| 4.1 | Introduction to Cryptography / Encryption | | |
| 4.2 | Digital Signatures | | |
| 4.3 | Public Key infrastructure | | |
| 4.4 | Applications of Cryptography | | |
| 4.5 | Tools and techniques of Cryptography | | |
| Chapter – 5 | Security Management Practices | 07 | 04 |
| 5.1 | Overview of Security Management | | |
| 5.2 | Information Classification Process | | |
| 5.3 | Security Policy | | |
| 5.4 | Risk Management | | |
| 5.5 | Security Procedures and Guidelines | | |
| 5.6 | Business Continuity and Disaster Recovery | | |
| 5.7 | Ethics and Best Practices | | |
| Chapter – 6 | Security Laws and Standards | 06 | 04 |
| 6.1 | Security Assurance | | |
| 6.2 | Security Laws | | |
| 6.3 | IPR | | |
| 6.4 | International Standards | | |
| 6.5 | Security Audit | | |
| 6.6 | SSE-CMM / COBIT | | |
| Chapter – 7 | Access Control and Intrusion Detection | 03 | 05 |
| 7.1 | Overview of Identification and Authorization | | |
| 7.2 | Overview of IDS | | |
| 7.3 | Intrusion Detection Systems and Intrusion Prevention Systems | | |
| Chapter – 8 | Server Management and Firewalls | 04 | 04 |
| 8.1 | User Management | | |
| 8.2 | Overview of Firewalls | | |
| 8.3 | Types of Firewalls | | |

| | | | |
|---------------------|---|-----------|-----------|
| 8.4 | DMZ and firewall features | | |
| Chapter – 9 | Security for VPN and Next Generation Technologies | 06 | 04 |
| 9.1 | VPN Security | | |
| 9.2 | Security in Multimedia Networks | | |
| 9.3 | Various Computing Platforms: HPC, Cluster and Computing Grids | | |
| 9.4 | Virtualization and Cloud Technology and Security | | |
| Chapter – 10 | Security Architectures and Models | 05 | 04 |
| 10.1 | Designing Secure Operating Systems | | |
| 10.2 | Controls to enforce security services | | |
| 10.3 | Information Security Models | | |
| Chapter – 11 | System Security | 05 | 04 |
| 11.1 | Desktop Security | | |
| 11.2 | Email security: PGP and SMIME | | |
| 11.3 | Web Security: web authentication, SSL and SET | | |
| 11.4 | Database Security | | |
| Chapter – 12 | OS Security | 05 | 04 |
| 12.1 | OS Security Vulnerabilities, updates and patches | | |
| 12.2 | OS integrity checks | | |
| 12.3 | Anti-virus software | | |
| 12.4 | Configuring the OS for security | | |
| 12.5 | OS Security Vulnerabilities, updates and patches | | |
| Chapter – 13 | Wireless Networks and Security | 05 | 03 |
| 13.1 | Components of wireless networks | | |
| 13.2 | Security issues in wireless | | |
| | Total | 60 | 50 |

Assignments: A minimum of 3 assignments to be submitted by students by the end of the semester from following topics.

1. Chart presentation of information security concepts
2. PowerPoint presentation of security management practices
3. Chart presentation of security laws and standards
4. Chart presentation on system and application security
5. Chart presentation on firewall

Reference:

Savitribai Phule Pune University website:

http://unipune.ac.in/snc/CINS/cins_webfiles/cyber_Security.htm

Subject : Human Resource Management

Subject Code : AE 603

Subject Credits : Four

Semester : Sixth

| Teaching Scheme per week | | |
|---------------------------------|------------------|--------------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Internal Examination Scheme | | | External Examination Scheme | | |
|------------------------------------|----------------------------------|-----------------------------|------------------------------------|-----------------------------|--------------------|
| Unit Test (Theory) | Assignment (Theory based) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The competitive edge of an organization lies in human factors and needless to say as hospitality is the people business so it becomes all the more important. Irrespective of the level or the specialization, HR skills are required by all managers for successful careers. To sustain growth in the hospitality industry, it is crucial to source talented manpower, retain it and keep it motivated and satisfied. Happy and committed employees create goodwill for companies and create delighted customers. Studying Human Resource Management would help students to understand the HR implications in service industry, challenges faced and various competencies required by today's HR professionals.

| | | Hours | Marks |
|--------------------|---|--------------|--------------|
| Chapter – 1 | Introduction to HRM | 04 | 04 |
| 1.1 | Introduction to Human Resource Management, definition and evolution | | |
| 1.2 | Role , Nature & Characteristics of HR | | |
| 1.3 | Need for HRM in the Service Industry | | |
| Chapter – 2 | Human Resource Planning in Hospitality | 10 | 08 |
| 2.1 | Manpower Planning- Concepts, techniques and need | | |
| 2.2 | Job Analysis, Job Description & Job Specification – format, | | |
| 2.3 | Need and importance | | |
| 2.4 | Recruitment – sources and modes | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Human Resource Development | 06 | 06 |
| 3.1 | Definition and Characteristics | | |
| 3.2 | Orientation & Induction | | |
| 3.3 | Training – Need & Importance | | |
| 3.4 | Training Process, need assessment, training programs | | |
| 3.5 | Methods and types of Training – need based and refresher | | |
| 3.6 | Training evaluation | | |
| Chapter – 4 | Performance Management and Appraisal | 08 | 06 |
| 4.1 | Performance Management – Need and importance | | |
| 4.2 | Performance Appraisal – Purpose, Methods and errors | | |
| 4.3 | Career management - Promotion & Transfers | | |
| 4.4 | Counselling | | |
| Chapter – 5 | Performance and Job Evaluation | 08 | 04 |
| 5.1 | Performance evaluation and its objectives | | |
| 5.2 | Job Evaluation – concept and objectives, methods and benefits | | |
| 5.3 | Limitations of Job Evaluation | | |
| 5.4 | Competency matrix- concept , benefits and implementation in Hotels | | |
| Chapter – 6 | Compensation Administration | 10 | 08 |
| 6.1 | Objectives of Compensation Administration | | |
| 6.2 | Types of compensation – direct and indirect | | |
| 6.3 | Factors influencing compensation administration – external and internal, concept of Cost to Company (CTC) | | |
| 6.4 | Steps in formulation of compensation | | |
| 6.5 | Current trends in compensation – competency and skill based pay , broad banding | | |
| Chapter – 7 | Incentive and Benefits | 08 | 06 |
| 7.1 | Objectives of wage incentives | | |
| 7.2 | Wage incentive planning process | | |
| 7.3 | Types of incentive schemes in brief – straight piece rate, differential piece rate, task and time bonus, merit rating | | |
| 7.4 | Organisation wide incentive plans – Profit sharing, employee stock ownership, stock option | | |
| 7.5 | Fringe Benefits- objectives and forms | | |

| | | | |
|--------------------|--|--------------|-----------|
| Chapter – 8 | Grievances & Discipline | 03 | 04 |
| 8.1 | Grievance Handling – Identifying Causes | | |
| 8.2 | Developing Grievance Handling Systems | | |
| 8.3 | Discipline – Concept, Causes of Indiscipline | | |
| 8.4 | Women grievance committee-importance, role, functions | | |
| | | | |
| Chapter – 9 | Labour – Management Relations | 03 | 04 |
| 9.1 | Trade Unions – Concept, Objectives & Functions | | |
| 9.2 | Collective Bargaining | | |
| 9.3 | Workers Participation in Management in hotels. | | |
| 9.4 | Labour Turnover – Causes & Measures for prevention, retention strategies formulated and successfully implemented by hotels (at least one case study for discussion) | | |
| | | | |
| | | Total | 60 |
| | | | 50 |

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual students and the marks to be considered in internal marks.

1. Training needs assessment of any department in a hotel and types of training in the hospitality industry.
2. Selection and recruitment process for Management Training Programme of major hotel groups.
3. Induction process in hotels.
4. Grievance handling procedure in hotels.
5. Designing an Appraisal format of a hotel.
6. Discussion of case studies on situations in hotels to enable students to increase their understanding of topics.
7. Designing Job Description for various levels and positions in Hotels

Reference Books

1. Fundamentals of Human Resource Management – Content , Competencies and Applications - Gary Dessler and Biju Varkkey , Pearson
2. Human Resource Management – Pravin Durai- Pearson
3. Human Resource Management in Hospitality by Malay Biswas- Oxford
4. Human Resource Management – A textbook for the Hospitality Industry – Sudhir Andrews -Tata McGraw hill
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
7. Human Resource Management & Human Relations – V P Michael
8. Personnel Management-Arun Monappa & S. Saiyuddain- Tata McGraw Hill.
9. Personnel Management- Edwin.B Flippo, McGraw Hill

Subject : Services Marketing
Subject Code : AE 604
Subject Credits : Four
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ----- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The subject aims to enable the students to enhance their ability to understand the concepts of Services Marketing with special focus on hospitality marketing and be able to apply it in service business. This course deals with the intricacies of services mix and the importance of customer satisfaction through service quality.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to services | 08 | 05 |
| | 1.1 Definition | | |
| | 1.2 Characteristics of services | | |
| | 1.3 Management strategies for service business | | |
| | 1.4 Difference between goods and services | | |
| | 1.5 Emerging Scenario of Hospitality sector in India | | |
| Chapter – 2 | Services Marketing Mix – 7 Ps | | |
| | 2.1 Product | 05 | 04 |
| | • Hospitality products | | |
| | • Service life cycle | | |
| | • Development of new service product | | |
| | • Product differentiation | | |
| | • Definition and importance of branding | | |
| | 2.2 Place | 04 | 04 |
| | • Distribution Channels for services | | |
| | • Hospitality intermediaries and their role | | |
| | • Functions of intermediaries in distribution of services | | |

| | | | |
|--------------------|--|-----------|-----------|
| 2.3 | Promotion | 05 | 04 |
| | <ul style="list-style-type: none"> • Tools of promotion in services marketing : • Introduction to Personnel selling, Advertising and sales promotion, PR and Publicity, Direct marketing, Social media network. • Concept of e-commerce | | |
| 2.4 | Pricing | 04 | 04 |
| | <ul style="list-style-type: none"> • Factors involved in pricing a service product • Methods of pricing for hospitality products | | |
| 2.5 | People | 06 | 04 |
| | <ul style="list-style-type: none"> • Key role of service employees in a service business • Services Triad , Service profit chain • Tools of Motivation and empowerment for employees • Importance of internal Marketing | | |
| 2.6 | Physical Evidence | 04 | 04 |
| | <ul style="list-style-type: none"> • Importance of physical evidence in service • Elements of physical evidence (Exterior facilities, Interior facilities and other tangibles) | | |
| 2.7 | Process | 04 | 04 |
| | <ul style="list-style-type: none"> • Service Encounter (Moment of Truth) • Factors affecting the operations design • Service Blue Print and its advantages | | |
| Chapter – 3 | Customer satisfaction | 06 | 06 |
| 3.1 | Customer satisfaction and its importance | | |
| 3.2 | Monitoring and measuring customer satisfaction | | |
| 3.3 | Service Recovery – Handling complaints effectively | | |
| 3.4 | Relationship Marketing and stages of relationship marketing | | |
| Chapter – 4 | Service Quality | 08 | 06 |
| 4.1 | Define Service quality and its benefits | | |
| 4.2 | Service quality model- Five Gap Model and strategies to overcome gaps | | |
| 4.3 | Dimensions of Service quality | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 5 | Managing Demand and Capacity | 06 | 05 |
| 5.1 | Management strategies to manage changing demand | | |
| 5.2 | Management strategies to manage supply | | |
| 5.3 | Management strategies to manage productivity | | |
| | Total | 60 | 50 |

Assignments: A minimum of **03 assignments** to be submitted by the students by the end of the semester based on following topics.

1. Field survey of any two hotels for understanding hospitality products
2. Preparing Blue print of any one service process
3. To study the latest trends in hospitality marketing
4. One case study on any of the above topics
5. Study of various methods used by any 2 hotels for monitoring customer satisfaction
6. Preparing a power point presentation on technology used in Services Marketing by hotels/other services

Reference books:

1. Services Marketing – M.K. Rampal & S.L. Gupta- Galgotia publishing concept, Application & Cases Co. New Delhi
2. Marketing for Hospitality & tourism – Philip Kotler, Bouren & Makens Prentice – Hall Inc.
3. Services Marketing – Kenneth Clow, David Kurtz, Big tantra – New Delhi
4. Services Marketing Text and Cases by Steve Baron, Kim Harris, Toni Hilton, Published by Palgrave macmillan
5. Services marketing – Zeithaml, Bitner, Parashuraman

Subject : Event Management
Subject Code : SE 605
Subject Credits : Four
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 02 hours | 05 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

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

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to Event management | 05 | 05 |
| 1.1 | Types of Events | | |
| 1.2 | Characteristics of Events | | |
| Chapter – 2 | Planning an Event | 06 | 08 |
| 2.1 | Principles of planning | | |
| 2.2 | Steps in Planning | | |
| 2.3 | Consult with the Client | | |
| | <ul style="list-style-type: none"> • Set Objectives • Choose a Date • Decide Who to Invite • Create Your Theme • Set the Event Agenda | | |
| Chapter – 3 | Organizing the Event | 12 | 10 |
| 3.1 | Pre-event | | |
| | <ul style="list-style-type: none"> • Establish an Event Committee • Timeline Schedule • Budgets(Components of budget) • Crisis and Backup Planning | | |

| | | | |
|--------------------|--|-----------|-----------|
| 3.2 | During the event | | |
| | <ul style="list-style-type: none"> • Crowd management • Managing Media • Risk Management - (Natural , Financial , Legal) | | |
| 3.3 | Post Event | | |
| | <ul style="list-style-type: none"> • Closing of accounts • Obtain Customer Feedbacks | | |
| Chapter – 4 | Legal Compliance | 06 | 05 |
| 4.1 | Business Registration | | |
| 4.2 | Liquor Licensing | | |
| 4.3 | Security Legislation | | |
| 4.4 | Insurance | | |
| 4.5 | State Laws and regulations | | |
| Chapter – 5 | Planning Venues | 06 | 10 |
| 5.1 | Finding a Venue | | |
| 5.2 | Space Requirements | | |
| 5.3 | Creating Request for Proposal (RFP) | | |
| 5.4 | Site Inspection | | |
| 5.5 | Site Confirmation | | |
| 5.6 | Pre-Event Meeting | | |
| Chapter – 6 | Marketing the Event | 05 | 06 |
| 6.1 | Tools used for Marketing | | |
| | <ul style="list-style-type: none"> • Advertising • Publicity • Sponsorship • Media | | |
| Chapter – 7 | Dealing with Vendors | 05 | 06 |
| 7.1 | Types of Vendors | | |
| 7.2 | Choosing Vendors | | |
| 7.3 | Vendor Contracts | | |
| | Total | 45 | 50 |

Assignments: Minimum *2 assignments* to be submitted by the student at the end of the semester based on following topics.

1. Creating promotional material like brochure, pamphlets, poster of events.
2. Preparing Blueprint of any one event process.
3. Case study of any one event.
4. Presentation on the legal requirements for conducting an event.

Practical:

1. Planning An Event :
 - Prepare a written master plan for a special event. The plan should be comprehensive and detailed including at a minimum the following information:
 - a) Title of the event
 - b) Purpose and goals of the event
 - c) Description of the target population
 - d) Plans for marketing
 - e) Detailed description of the nature of the event
 - f) Organizational and staffing arrangements
 - g) Financial arrangements (expenses and sources of revenue) and a schedule of major tasks and activities to be followed in planning and conducting the event.
2. Planning of a Conference in a hotel
3. Designing a Function Prospectus/ Event Order
4. Presentation of a theme event (Wedding, Cultural, Birthday/ Anniversary Business)
5. Presentation of Case study of any one local event like Kumbh Mela, Savai Gandharva
6. Handling emergencies during the event. (Role play and situation handling)

Reference Books:

1. Event Management: For Tourism, Cultural, Business and Sporting Events by Lynn Van der Wagen, Pearson Hospitality Press, 2007
2. Event Management by R.K Singh, Aman Publication, New Delhi
3. Event Management by Sita Ram Singh, APH Publishing Corporation

Subject : Hotel Information System
Subject Code : SE 606
Subject Credits : Four
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 02 hours | 03 hours | 05 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

Today, most of the Hotels provide goods and services using computer system. It helps to perform tasks in an easy way with less time consumed. Some companies have become fully automated while others strive for the similar setting. The advent of new technology has given rise to easy and hassle free interaction between and among humans. Today, many hotels use an automation processes.

| | Hours | Marks |
|--|-----------|-----------|
| Chapter – 1 Introduction to MIS | 04 | 06 |
| 1.1 Management Information System (MIS) - Concepts, MIS Designs and functions, Tactical and strategic Information Management , Difference between Decision Support System(DSS) Management Information System (MIS), and Executive Information System (EIS) | | |
| 1.2 Managing multiprocessor environments, | | |
| 1.3 MIS Security issues | | |
| 1.4 MIS performance evaluation | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 2 | Hotel Information System | 04 | 07 |
| 2.1 | The HIS concept | | |
| 2.2 | HIS Terminology | | |
| 2.3 | HIS In – House, | | |
| 2.4 | HIS Hardware and HIS Software requirements | | |
| 2.5 | Modules | | |
| | <ul style="list-style-type: none"> • Reservation • Guest Accounting • Room Management • General Management | | |
| | | | |
| Chapter – 3 | Computer Based Reservation System | 04 | 07 |
| 3.1 | Global distribution system, Inter sell agencies, | | |
| 3.2 | Central reservation Systems (CRS) | | |
| 3.3 | Affiliate and non-affiliate Systems | | |
| 3.4 | Property Level Reservation Systems – | | |
| | <ul style="list-style-type: none"> • Reservation inquiry • Determination of availability • Creation of reservation record • Maintenance of reservation records • Generation of reports. | | |
| 3.5 | New Developments -Reservation through the Internet | | |
| | | | |
| Chapter – 4 | Rooms Management Applications | 04 | 06 |
| 4.1 | Rooms Management Module | | |
| | <ul style="list-style-type: none"> • Room status. • Room and Rate Assignment • In House guest Information functions Housekeeping functions. • Generation of Reports | | |
| | | | |
| Chapter – 5 | Guest Accounting Module | 04 | 06 |
| 5.1 | Types of Accounts | | |
| 5.2 | Posting entries to Accounts | | |
| 5.3 | Night audit routine | | |
| 5.4 | Account settlement | | |
| 5.5 | Generation of reports | | |
| 5.6 | Accounting Applications - Account Receivable Module, Account payable module, Payroll module, Inventory module and purchasing module, financial reporting module | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 6 | Property Management System Interfaces | 04 | 06 |
| 6.1 | Energy Management Systems | | |
| 6.2 | Auxiliary Guest Services. | | |
| 6.3 | Guest Operated Devices, | | |
| 6.4 | In-room Vending Systems | | |
| 6.5 | Guest Information Systems | | |
| 6.6 | Electronic Locking Systems | | |
| | | | |
| Chapter – 7 | Point of Sale Systems (POS) | 03 | 06 |
| 7.1 | POS order - Entry units, Key Boards and Monitor, Touch Screen Terminals, Immediate Character Recognition (ICR) Terminal, Wireless Terminals, POSD Printers, Guest check Printers, Receipt Printers, Workstation Printers | | |
| 7.2 | POS software - Consolidated reports | | |
| 7.3 | Food & Beverage Management Applications – Recipe Management, Sales Analysis, Menu Management, Integrated food service software, Management reports from automated beverage Systems | | |
| | | | |
| Chapter – 8 | Selecting and Implementing Computer Systems | 03 | 06 |
| 8.1 | Analyzing current information needs | | |
| 8.2 | Collecting Information of Computer Systems | | |
| 8.3 | Establishing system requirements | | |
| 8.4 | Proposals from vendors | | |
| 8.5 | Contract negotiations | | |
| 8.6 | Installation | | |
| 8.7 | Training Needs | | |
| | | | |
| | Total | 30 | 50 |

Assignments: A minimum of **2 assignments** to be submitted by students at the end of the semester.

- 1) Collection details of various Software used in Hotels.
- 2) Creating Flow-charts for various Hotel operations to help to develop software.
- 3) Collection details of various Software used in Restaurants.
- 4) Report on guest lecture or seminar on Importance of Information system in hotels.

Practical: Minimum *15 Practical* Of standard PMS training package being used by star hotels in India e.g.: FIDELIO, IDS, HOTELIER, MICROS be accomplished. Students to be assessed for every practical on a continuous basis and the marks to be considered in internal marks. It is recommended that students should go into details of the following menus on the software and be able to use it independently.

Practical:

- Point Of Sale: KOT, Billing, Sales Analysis, Link up of front desk billing with other departments – 02 Practical
- Foods And Beverage costing: Food Costing, Liquor Costing, Costing of soft drinks, Recipe Costing, Inter Kitchen transfers, Sales Analysis, Costs relating to NCKOTS, Link to POS Systems – 02 Practical
- Banquet Management: Reservation, Function prospectus tracking, Generation of Function Prospectus, Reports-Hall Chart Maintenance, Challan -Bill Printing-Venue Position- reservation status-Cover Analysis, F & B Costing – 03 Practical
- Rooms Management Applications: Room availability Status, Direct reservation from price quotation, Flexible rating and automatic calculation of the value of a reservation, Sharing and group member invoicing, Group Master accounts, Special services set-up, VIP types and levels, Allocations depending upon reservation, Special requests incorporated into the reservation from the guest, group, agent or company history control, Creation of guest folio, Concierge and information, Defining packages and plans, Handling of adults, juniors, children and babies for occupancy and pricing, Group reservations with flexible daily number of room types, rooms, guests, plans and status's Creating guest history and mail merge, tape chart, Housekeeping and room maintenance coordination, Night auditing procedures Multi currency payments, charges and invoices. – 05 Practical

Reference Books:

1. Computers in Hotels: Concepts and Applications, 1/e Author(s): Partho Pratim Seal
2. Hospitality Information Systems and E-Commerce ISBN: 978-0-471-47849-2
3. Management Information System James A. O'Brien, George M. Marakas
McGraw-Hill/Irwin, and ISBN-13: 978-0-07-337681-3, ISBN-10: 0-07-337681-7
4. Information and Communication Technologies in Hospitality and Tourism: Applications and Management Marianna Butterworth-Heinemann Limited
5. Hospitality Information Technology: Learning How to Use It
6. [Galen R. Collins](#), [Cihan Cobanoglu](#) Kendall/Hunt Publishing Company
7. Essentials of Management Information Systems, Kenneth C. Laudon Jane P. Laudon,
Pearson Education, ISBN 10: 0-13-266855-6 ISBN 13: 978-0-13-266855-2
8. Software Module by the provider

Subject : National Service Scheme
Subject Code : SE 607
Subject Credits : Four
Semester : Sixth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 01 hours | 04 hours | 05 hours |

| Examination Scheme | | | | | |
|-----------------------------|------------|-------|---|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Activities | Total | Report on activities conducted and viva | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The aim of this subject is to enhance the social skills of the student through NSS activities which will help to build social and leadership qualities and contribute towards the social cause.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction & Basic Concepts of NSS | 03 | 05 |
| | 1.1 History, philosophy, aims & objectives of NSS | | |
| | 1.2 Emblem, flag, motto, song, badge etc. | | |
| | 1.3 Organizational structure, role and responsibilities of various NSS functionaries | | |
| Chapter – 2 | NSS Programmes and Activities | 05 | 06 |
| | 2.1 Concept of regular activities, special camping, Day Camps | | |
| | 2.2 Basis of adoption of village/slums, Methodology of conducting Survey | | |
| | 2.3 Other youth program/ schemes of Government of India | | |
| | 2.4 Coordination with different agencies | | |
| | 2.5 Maintenance of the NSS Diary | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Community Mobilization | 04 | 04 |
| 3.1 | Mapping of community stakeholders | | |
| 3.2 | Designing the message in the context of the problem and the culture of the community | | |
| 3.3 | Identifying methods of mobilization | | |
| 3.4 | Youth-adult partnership | | |
| Chapter – 4 | Volunteerism and Shramdan | 03 | 05 |
| 4.1 | Indian Tradition of volunteerism | | |
| 4.2 | Needs & importance of volunteerism | | |
| 4.3 | Motivation & Constraints of Volunteerism | | |
| 4.4 | Shramdan as a part of volunteerism | | |
| | Total | 15 | 20 |

Activities to be conducted:

| Sr. No. | Particulars |
|----------------|--|
| 1 | Survey (Need Based) |
| 2 | Implementation of Awareness Campaign |
| 3 | Tree Plantation /Rice Plantation/Cleaning Drive |
| 4 | Residential Special Camp (7 days) compulsory |
| 5 | Other Activities organised by college , SPPU and NSS |

Reference Book:

- NSS Diary of Savitribai Phule Pune University.
- NSS Hand Book by Savitribai Phule Pune University.
- NSS guidelines by Savitribai Phule Pune University.

Subject : Specialization in Food Production Management – II
Subject Code : CEA 701
Subject Credits : Eight
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|---------------------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test (Theory) | Assignments (Theory base) | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The course gives an overview of International cuisine and intends to develop specialized culinary skills amongst the students to prepare them for the industry.

| | Hours | Marks |
|---|-----------|-----------|
| Chapter - 1 International Cuisine | 12 | 10 |
| 1.1 Revision of European cuisine | | |
| 1.2 Introduction to influences of cultures on regions | | |
| 1.3 Special features with respect to equipment, ingredients, popular dishes in the following countries – Oriental and South East Asian Cuisines – (China, Thailand, Japan, Malaysia and Korea), Middle East- (Egypt, Lebanon, Greece, and Morocco), Latin America, Caribbean and Mexico | | |
| Chapter - 2 Larder / Garde Manger | 06 | 06 |
| 2.1 Functions of larder department | | |
| 2.2 Duties & responsibilities of larder chef | | |
| 2.3 Common terms used in larder department | | |
| 2.4 Specific essential tools & equipment in the larder | | |
| Chapter - 3 Charcutiere | 10 | 10 |
| 3.1 Definition & terms | | |
| 3.2 Production, classification, processing of Forcemeat and Sausages, | | |

| | | | |
|--------------------|--|-----------|-----------|
| 3.3 | Types and uses of marinades, cures, brines | | |
| 3.4 | Ham Bacon & Gammon – Difference, Processing & Uses | | |
| Chapter - 4 | Cold Preparations | 10 | 10 |
| 4.1 | Chaufroid and Aspic – Preparation & uses | | |
| 4.2 | Types and making of pate & terrines | | |
| 4.3 | Preparation of savory mousse & mousseline | | |
| 4.4 | Making of galantine & Ballotines | | |
| 4.5 | Assembly and presentation of cold meats | | |
| Chapter - 5 | Desserts | 07 | 08 |
| 5.1 | Frozen Desserts – Classification with examples, Methods of preparation | | |
| 5.2 | Types of Ice- creams – Regular & Lightened | | |
| 5.3 | Hot Puddings – Types and Methods of preparation | | |
| 5.4 | Making of baked soufflé & cheese cakes | | |
| Chapter - 6 | Chocolate making | 07 | 08 |
| 6.1 | Manufacturing & Tempering of chocolate | | |
| 6.2 | Types of chocolate | | |
| 6.3 | Precautions to be taken while handling chocolate | | |
| 6.4 | Uses – Fillings, toppings, culinary, garnishes, molded, sculptures and centre pieces | | |
| Chapter - 7 | Food Additives | 08 | 08 |
| 7.1 | Preservatives – Meaning, Class I and Class II Preservatives their names & examples | | |
| 7.2 | Colouring agents – Meaning, natural & synthetic, their names & common usage | | |
| 7.3 | Flavoring agents & Essences - Meaning, Natural & synthetic – example and usage | | |
| 7.4 | Sweetening agents – Meaning, Natural & synthetic – example and usage | | |
| 7.5 | Humectant – Meaning, examples, usage | | |
| 7.6 | Bleaching agents – Meaning, examples, usage | | |
| 7.7 | Thickeners – Meaning, types, example & usage | | |
| 7.8 | Anticaking agents- Meaning, Examples and usage | | |
| 7.9 | Sequestrant- Meaning and usage | | |
| 7.10 | Nutrient supplements – Meaning, usage and examples. | | |
| | Total | 60 | 60 |

Assignments: A minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- u. Planning & Implementation of International A la Carte / TDH Menu.
- v. Chart presentation of Chocolate manufacturing.
- w. Chart presentation of various food additives and its uses and prevailing Government regulations.
- x. PPT / Chart presentation of International classical desserts.
- y. PPT/ Chart presentation of layout of Cold Buffet.
- z. Chart presentation of Charcutiere products.

Glossary: Students should be familiar with the glossary pertaining to above-mentioned topics

Practical:

8. Minimum **24 Individual** Practicals to be conducted during the semester.
9. The practicals should comprise of the following:
 - a) Molded Chocolate / Garnishes - 1 practical
 - b) Cold meat platter (Pâté & Terrines, Mousse, Galantine & Ballotines etc.) - 1 practical
 - c) Frozen Desserts – 1 practical
 - d) International Menu (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert) – 18 practical
 - e) International A la carte / TDH menu – 2 practical
 - f) Internal Practical Exams – 1 practical
10. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

- Exams to be conducted on International Menu comprising of Starter or Salad, Soup, Main Course with starch & veg accompaniment, Bread & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Larder Chef - Heinemann
2. Larder Chef: Food Preparation and Presentation - Leto, M.J. ; Bode, W.K.H.
3. Cold Kitchen: A Guide to Garde Manger - Sharma, D.D.
4. Professional Garde Manger: A Guide to the art of Buffet - Larousse, David Paul
5. Professional charcuterie – John Kinsella and David T, Harvey
6. The Art of Garde Manager – Frederic H. Sonneschmidt, John F. Nicolas.
7. Chocolate - Saettre, Sverre
8. Industrial Chocolate Manufacture and Use - Beckett, S.T.
9. Complete Book Of Desserts – Aurora Publishing
10. Food Additives - Mahindru, S.N.

11. On Cooking: A Textbook of Culinary Fundamentals - Sarah R. Labensky , Priscilla A. Martel
12. Professional Chef - The Culinary Institute of America

Subject : Specialization in Food & Beverage Service Management – II
Subject Code : CEB 701
Subject Credits : Eight
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The subject aims to inculcate a widespread understanding of management aspects of food and beverage operations and controlling characteristics of service outlets. It introduces the students with various software and inculcates supervisory skills required in the department.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Principles of Restaurant Planning with Operations | 12 | 12 |
| | 1.1 Types of Restaurants | | |
| | 1.2 Location or site- feasibility study for F&B Service outlet | | |
| | 1.3 Sources of Finance | | |
| | 1.4 Design Consideration | | |
| | 1.5 Furniture, Fixtures and Counters | | |
| | 1.6 Lighting and Décor | | |
| | 1.7 Heavy and Light Equipment required | | |
| | 1.8 Formats and Records maintained | | |
| | 1.9 Approvals and Licenses required | | |
| Chapter – 2 | Principles of Bar Planning with Operations | 12 | 12 |
| | 2.1 Types of Bar, Parts of Bar | | |
| | 2.2 Location with Target Clientele | | |
| | 2.3 Décor and Ambience | | |
| | 2.4 Basic Elements of Layout with Design consideration | | |
| | 2.5 Beverage control procedure with Records | | |

| | | | |
|--------------------|---|-----------|-----------|
| | maintained | | |
| | 2.6 Approvals and Licenses required | | |
| Chapter – 3 | Principles of Menu Merchandising | 06 | 06 |
| 3.1 | Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc. | | |
| 3.2 | Basic menu criteria | | |
| 3.3 | Types of food and beverage menu | | |
| 3.4 | Methods of printing menu | | |
| 3.5 | Suggestive selling and up selling | | |
| Chapter – 4 | Principles and Practices of Food Controlling | 06 | 08 |
| 4.1 | Introduction. | | |
| 4.2 | The essentials of Control System. | | |
| 4.3 | Calculation of Food Cost. | | |
| 4.4 | Methods of Food Control. | | |
| 4.5 | Food Control checklist. | | |
| Chapter – 5 | Principles and Practices of Beverage Controlling | 06 | 08 |
| 5.1 | Introduction. | | |
| 5.2 | The reasons of beverages control. | | |
| 5.3 | Calculation of beverage cost. | | |
| 5.4 | Methods of Beverage Control. | | |
| 5.5 | Beverage Control Checklist. | | |
| Chapter – 6 | Revenue Control Systems in F&B Service | 10 | 06 |
| 6.1 | Introduction. | | |
| 6.2 | Procedures Performed. | | |
| 6.3 | Approaches of recording with controlling F&B Sales – Manual and Automated | | |
| 6.4 | Manual Systems – Sales Check and its disadvantages. | | |
| 6.5 | Automated system – ECR, POS, ESP, Computers. | | |
| 6.6 | Well known Software/ POS used in F&B Service (Opera, Fidelio, Micros, IDS) - Important Features | | |
| 6.7 | Innovations and latest trends (Web based, Cloud, Wireless, i Pad, Mobile applications) - Important features | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 7 | Latest trends in Wine Service | 08 | 08 |
| 7.1 | Introduction | | |
| 7.2 | Wine regions of France, Italy, Germany, Spain, and Portugal – Brands/Shippers | | |
| 7.3 | Important Brands of New world wines – USA, Australia, New Zealand, Chile, South Africa, Russia, and India | | |
| 7.4 | Wine service – harmony, service temperature, equipment and service procedure | | |
| 7.5 | Contemporary pairing of new world wines with food and service procedure | | |
| 7.6 | Modern styles of wine service | | |
| | Total | 60 | 60 |

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments: A minimum of **04 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Critical observation of themed restaurant with respect to elements of design.
- b. Prepare database of reputed suppliers of F&B Service Equipment.
- c. Design Menu Merchandizing for an F&B Service outlet.
- d. Prepare SOP for different operations in F&B Service.
- e. Collect the application formats for various approvals and licenses required for operating a bar.
- f. Identify brands and basic characteristics of wines from countries such as Argentina, Australia, Austria, Bulgaria, Canada, Chile, Cyprus, Greece, Hungary, India, New Zealand, Romania, Russia, and South Africa.

Practical: Minimum **24 Individual** Practicals to be conducted during the semester.

1. Menu planning: International Cuisine service with wines. (02 Practicals)
2. Menu planning: Contemporary including Fusion Menu planning. (02 Practicals)
3. Menu planning: Indian Cuisine and service procedures.
4. Planning a fine dine restaurant with detailing of all elements of design.
5. Planning a speciality/ethnic restaurant with detailing of all elements of design.
6. Planning a bar with detailing of all elements of design.
7. Planning a sport bar/Lounge bar/wine bar with detailing of all elements of design.
8. Planning a fast food /coffee shop with detailing of all elements of design.
9. Conduct a feasibility study for F&B Service outlet at different locations.
10. Formal banquet with seating arrangement and service procedures.
11. Formats of records maintained in restaurants and bar.
12. Opening with closing procedures, log book entries in F&B Service outlet.
13. Hands on practice of manual systems of control.
14. Hands on practice of automated systems of control.
15. A la carte / TDH menu planning and implementation

16. Define "moments of truth", create and practice.
17. Practice of responsible service of alcohol.
18. Explain the classification and labelling systems for wine in countries such as France, Italy, Germany, Spain, Portugal, and the United States.
19. Identify the major wine-producing areas of countries such as France, Italy, Germany, Spain, and Portugal.
20. Summarize typical restaurant server, supervisor and manager duties.
21. Summarize typical beverage servers and bartenders duties.
22. Identify legal restrictions and liability issues affecting the service of alcoholic beverages.

Practical Examination: (Internal and External)

Practical exam need to be conducted on the above listed practical along with standards of grooming, task, performance and Viva. Internal exam to be assessed by internal examiner and external exam to be assessed by external examiner.

Reference Books:

- Food and Beverage Service – Dennis Lillicrap and John Cousins
- Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- Facility Planning and Design – Edward Kagarian
- Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas
- Theory of Catering – Kinton and Cesarani
- Textbook of Food & Beverage Management- Sudhir Andrews
- The Restaurant (From Concept to Operation) – Lipinski
- Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Professional Publishing)

Subject : Specialization in Housekeeping Management – II
Subject Code : CEC 701
Subject Credits : Eight
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The study of this subject will enable students to understand the concepts of interior design and decoration, which is an integral part of modern day housekeeping.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Interior Decoration | 15 | 14 |
| 1.1 | Introduction | | |
| 1.2 | Colour - | | |
| | <ul style="list-style-type: none"> • Colour wheel • Colour Schemes • Planning colour schemes for various areas in the hotel • Importance and psychological effect of colour | | |
| 1.3 | 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, guest rooms | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 2 | Floor Coverings and Finishes | 09 | 09 |
| 2.1 | Floor – Selection: | | |
| | <ul style="list-style-type: none"> • Types-Hard, Semi hard • Characteristics • Cleaning • Soft floor coverings- Carpets - types and characteristics, selection of carpets, installation, care and maintenance | | |
| Chapter – 3 | Window and Window Treatments | 07 | 07 |
| 3.1 | Structure of window | | |
| 3.2 | Types of windows | | |
| 3.3 | Window treatments (stiff, soft) | | |
| 3.4 | Specialized Window cleaning procedure | | |
| Chapter – 4 | Soft Furnishings and Accessories | 08 | 08 |
| 4.1 | Types of soft furnishing - | | |
| | <ul style="list-style-type: none"> • Cushions and their fillings • Curtains | | |
| 4.2 | Upholstery - care and maintenance | | |
| 4.3 | Role of accessories in interiors | | |
| Chapter – 5 | Guestroom Furniture | 08 | 10 |
| 5.1 | Type of furniture-Fixed, Movable | | |
| 5.2 | Selection and Materials used | | |
| 5.3 | Furniture arrangement | | |
| 5.4 | Care and maintenance | | |
| Chapter – 6 | Wall Coverings | 07 | 06 |
| 6.1 | Types of walls | | |
| 6.2 | Types of wall coverings | | |
| 6.3 | Selection of wall covering | | |
| 6.4 | Care and maintenance | | |
| Chapter – 7 | Ergonomics | 06 | 06 |
| 7.1 | Principles of Ergonomics | | |
| 7.2 | Significance & need of ergonomics in housekeeping | | |
| 7.3 | Analysis of risk factors in housekeeping: ergonomic perspective | | |
| | Total | 60 | 60 |

All terminology related to the above mentioned topics to be studied.

Assignments: A minimum of **4 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Classify accessories and write a note on their selection and placement in guest rooms.
- b. Visit to a furniture mall to assess the latest trends in furniture.
- c. Guest lecture on interior designing.
- d. Collect samples of wall coverings.
- e. Visit to a boutique hotel.

Practical:

Minimum 24 Practical to be accomplished. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

1. Theme decorations for various areas in the hotel with detailed planning, indenting, and costing e. g. Lobby décor during Christmas (3 practical).
2. Identification of colour schemes and its application in hotels (2 practical).
3. Plan a hotel suite and other areas; chalk out a lighting plan for the same (2 practical).
4. Visit to see various types of floors and floor finishes, prepare a report.
5. Draw or prepare models for various types of windows and suggest window treatments for the same (3 practical).
6. Prepare a PPT on the types of soft furnishings and its impact on interior decoration.
7. Depict any 6 modes of hanging window curtains and draperies with either paper or fabric.(2 practical)
8. Calculate the amount of material required to stitch a triple pleated / eyelet, floor length curtain for a window.
9. Draw a layout of a room with placement of furniture and justify.
10. Applying the Ergonomics principles in Housekeeping Operations e.g. bed making, detailed study and using of various machines for cleaning. (2 practical)
11. Designing a questionnaire to analyze preferences of guests in the hotel (interior decoration).
12. Role plays on handling complaints of guests, guest preferences and requests, as per profiles of guests (3 practical).
13. Practicing room set ups for various types of hotels – Budget, Resort, Business (2 practical).

Practical Examination: (Internal & External)

Exams to be conducted based on the topics mentioned in the syllabus. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
2. Hotel and Catering Studies – Ursula Jones
3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
4. Hotel House Keeping – Sudhir Andrews, Publisher: Tata Mc Graw Hill.
5. House Craft – Valerie Paul
6. House Keeping Management by Dr. D.K. Agarwal

7. House Keeping Management for Hostels - Rosemary Hurst, Heinemann
8. Housekeeping and Front Office – Jones
9. Housekeeping management – Margaret M. Leappa & Aleta Netschke
10. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press, Third edition
11. Housekeeping Operations and Management for Hospitality – KCK. Rakesh Kadam, UDH publishers and distributors Pvt. Ltd, ISBN 978-93-82122-09-8

Subject : Specialization in Front Office Management – II
Subject Code : CED 701
Subject Credits : Eight
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

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.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Planning for Front Office Operations | 08 | 08 |
| 1.1 | 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 • Single lady traveler • Luggage handling • Check out | | |
| 1.2 | Requirement for SOP | | |
| 1.3 | Benefits of using SOP | | |
| Chapter – 2 | Staffing of the Front Office | 10 | 10 |
| 2.1 | Calculating Staff Requirement for Front Office Staff & Uniform Staff. | | |
| 2.2 | Duty Rotas for Front Office Staff & Uniform Staff | | |
| 2.3 | Staffing guidelines for Uniform staff and Front Desk | | |
| 2.4 | Time & Motion Study in Business hotels /Resorts for Check –In &Check- Out . | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Budgeting for Front Office | 10 | 08 |
| 3.1 | Factors affecting budget Planning | | |
| 3.2 | Types of Budgets– fixed, flexible, zero base Capital Expenditure, Fixed, Operating, Master Budget, Flexible, Cash, Administrative & Overhead Budget | | |
| 3.3 | Budgeting Process: - Defining Goals, preparing Plans to analyze difference between planned & achieved goals, making necessary modifications | | |
| 3.4 | Budgetary Control:- Objectives | | |
| 3.5 | Advantages and limitations | | |
| 3.6 | Refining budget plans | | |
| Chapter –4 | Control System at Front Office | 08 | 08 |
| 4.1 | Introduction to Controls | | |
| 4.2 | Importance of Controls | | |
| 4.3 | Verification | | |
| 4.4 | Computerized Control Systems | | |
| 4.5 | Occupancy and revenue reports | | |
| 4.6 | Other statistics | | |
| Chapter –5 | Revenue Management | 08 | 10 |
| 5.1 | Concept, Definition & importance of Revenue Management | | |
| 5.2 | Elements of Revenue Management (group room plans, transit room plans, Food and beverage activity, special events) | | |
| 5.3 | Benefits of Revenue Management | | |
| 5.4 | Using Revenue Management (potential high and low, demand tactics, implementing revenue strategies, availability strategies) | | |
| Chapter – 6 | Yield Management | 08 | 08 |
| 6.1 | Concept and importance | | |
| 6.2 | Applicability to Front Office (capacity management, discount allocation, duration control) | | |
| 6.3 | 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) | | |
| 6.4 | Benefits of Yield Management | | |

| | | | |
|-------------------|---|-----------|-----------|
| Chapter –7 | Forecasting | 08 | 08 |
| 7.1 | Concept of Forecasting | | |
| 7.2 | Forecasting techniques | | |
| 7.3 | Forecasting Room availability and useful data | | |
| 7.4 | Forecasting sample formats (15 days, 30 days, and 90 days) | | |
| | Total | 60 | 60 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Practical: Minimum *24 Practical* to be accomplished. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

1. Write job description and job specification for a Receptionist/ Front Office Associate and Bell Boy.
2. Make task lists for various designations of Front Office Personnel (from the SOP point of view).
3. Role plays for different types of check ins – FIT, Group, FFIT, VIP along with rooming.(2 practical)
4. Making SOPs for a) Guest registration b) Rooming a guest c) HWC d) Differently abled guest e) Guest booking through Travel agent f) Crew check-in g) Single lady traveler h) Luggage handling i) Check out (2 practical)
5. Role plays for different types of check outs – FIT, VIP and Groups, Express check out.
6. Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).
7. Calculating staff requirements and making of duty roster for a 250 rooms hotel (business and resort).
8. Designing a process for stock taking of Front Office supplies and steps for control.
9. Case Studies on Revenue/ Yield Management in Front Office (2 Practical).
10. Time and Motion Study:
 - i. Check in (welcoming, registration and room allotment)
 - ii. Rooming a guest
 - iii. Check out
 - iv. Luggage delivery in room (2 Practical)
11. Revision of PMS and its keys. Using of PMS software to: How to print and prepare registration cards for arrivals.
12. Using of PMS software to: How to check in a guest; How to put in a locator; How to handle extension of guest stay.
13. Using of PMS software to: How to update guest profiles; How to process charges.
14. Using of PMS software to: How to post payment; Handling banquet event deposits.

15. Using of PMS software to: How to tally allowances for the day; How to tally paid outs for the day.
16. Using of PMS software to: How to process part settlements; Handling part settlements for long staying guests; How to do a credit check reports.
17. Forecasting for Room availability.
18. Preparing Operating Budget for Front Office Department.
19. Compare any two Hotels from their viewpoint of attitude towards Yield Management.
20. Preparing a Front Office Budget for a pre-opening property.

Assignments:

A minimum of **4 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- aa. Latest equipment used in Front Office with brand names and supplies.
- bb. Prepare a Marketing Plan for a five star hotel.
- cc. Origin of the concept of Yield and Revenue Management.
- dd. Brand standard audits for FO.
- ee. FEMA (Foreign Exchange Management Act)

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to regular practical component and usage of PMS.

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

13. Front office Management by S.K.Bhatnagar.
14. Front Office Management & Operations by Sudhir Andrews
15. Effective Front Office Operations by Michael. L. Kasavana
16. Hotel Front OfficeA Training Manual by Sudhir Andrews
17. Professional front Office Management by Robert. H. Woods, Jack. D. Niemeyer, David. K. Hayes, Michele .A. Austin
18. Front Office Operations & Management by Ahmad Ismail
19. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
20. Hotel Front Office Management by James Bardi.
21. Front Office Management & Operations by LinsleyDeveau, Patricia. M. Deveau, Nestor. D.J. Portocarrero, Marcel Escoffier
22. Check – in Check – out by Gary. K.Vallen.
23. Managing Hotel Operations - Jerome. J. Vallen
24. Hotel Front Office Operational Procedures and Revenue Management by UDH publishers and distributors Pvt. Ltd, first edition 2015, ISBN 978-93-82122-30-2

Subject : Food Safety Management Systems
Subject Code : AE 702
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|---------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The ISO 22000 family of standards relates to Food Safety Management Systems and are designed to help organizations of any size and at any stage in the food chain to ensure they meet the needs of customers and other stakeholders. This model will enable students to work towards a systematic approach to developing, planning, validating, establishing, implementing, monitoring, verifying and improving the Food Safety Management System.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to International Organization for Standardization (ISO) | 04 | 03 |
| | 1.1 History of ISO | | |
| | 1.2 Types of Standards | | |
| | 1.3 Most commonly used Standards | | |
| | 1.4 Definitions and Terms used in ISO | | |
| Chapter – 2 | ISO 22000 – Food Safety Management System (FSMS) | 04 | 04 |
| | 2.1 Overview of ISO 22000 (To include FSSC 22000, PAS 220, BRC and IFS, GFSI) | | |
| | 2.2 Scope | | |
| | 2.3 Definitions and terms used in ISO 22000 | | |
| | 2.4 Normative References | | |
| Chapter – 3 | Basic Requirements of ISO 22000 | 06 | 05 |
| | 3.1 General Requirement | | |
| | 3.2 Documentation Requirement | | |
| | 3.3 Management Commitment | | |
| | 3.4 Food Safety Policy, System Planning | | |

| | | | |
|--------------------|--|-----------|-----------|
| 3.5 | Responsibility, Authority and Food Safety Team Leader | | |
| 3.6 | Communication – Internal and External | | |
| 3.7 | Emergency Preparedness | | |
| Chapter – 4 | Management’s Role in Implementation of FSMS | 04 | 04 |
| 4.1 | Provision of Human Resources | | |
| 4.2 | Competence, Awareness and Training | | |
| 4.3 | Provision of Infrastructure, Work Environment | | |
| Chapter – 5 | Planning and Developing for Safe Products | 10 | 08 |
| 5.1 | Prerequisite Programmes (PRP’s) | | |
| 5.2 | Primary Steps to Support Hazard Analysis | | |
| 5.3 | Developing a Food Safety Team | | |
| 5.4 | Product Characteristics - Raw Materials, Ingredients and Product-Contact Materials | | |
| 5.5 | Characteristics of End Products and Intended Use | | |
| 5.6 | Preparation of Flow Chart / Diagrams, Process Steps and Control Measures | | |
| 5.7 | Description of Process Steps and Control Measures | | |
| Chapter – 6 | Hazard Analysis | 06 | 05 |
| 6.1 | Identifying Various Hazards and Determining Level of Acceptance | | |
| 6.2 | Assessment of Hazard | | |
| 6.3 | Selection and Assessment Control measure | | |
| 6.4 | Establishing Operational Prerequisite Programmes (PRP’s) | | |
| Chapter – 7 | Developing the HACCP Plan | 12 | 10 |
| 7.1 | Documentation of HACCP Plan | | |
| 7.2 | Identification of Critical Control Points (CCP’s) | | |
| 7.3 | Determination of Critical Limits for Critical Control Points | | |
| 7.4 | System for the Monitoring of Critical Control Points | | |
| 7.5 | Actions to be Taken When Results Exceed Critical Limits | | |
| 7.6 | Continual Updating of Information and Documents | | |
| 7.7 | Verification Activities | | |
| 7.8 | Establishing a traceability System | | |
| 7.9 | Understanding role of HACCP in FSMS | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 8 | Control of Non-Conformity | 04 | 03 |
| | 8.1 Corrections and Corrective Actions | | |
| | 8.2 Handling of Potentially Unsafe Products | | |
| | 8.3 Withdrawals | | |
| Chapter – 9 | Validation, Verification and Improvement of the Food Safety Management System | 10 | 08 |
| | 9.1 Validation of Control Measure Combinations | | |
| | 9.2 Control of Monitoring and Measuring | | |
| | 9.3 Internal Audit | | |
| | 9.4 Evaluation of Individual Verification Results | | |
| | 9.5 Analysis of Results of Verification Activities | | |
| | 9.6 Continual Improvement | | |
| | 9.7 Updating the Food Safety Management System | | |
| | 9.8 Advantages of FSMS | | |
| | Total | 60 | 50 |

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments:

A minimum of 3 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Preparation of a sample FSMS goal and formulation of measurable targets for the same. (Key Process Indicators)
- b. Preparation of various Pre requisite Programs
- c. Preparation of various Operational Pre requisite Programs
- d. Flow Diagrams of Interactive Communication, HACCP Plan, Quality Management System Process
- e. Mock Audit of a Food Operation Section / Department
- f. Preparation of Checklists for Various Procedures
- g. Material Storage and Handling Principles
- h. Preparation of Non Conformances and Reporting / Problem Solving Techniques
- i. Identification of risks associated in a kitchen and possible controls

Reference Books

6. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 Paperback – August 2, 2013 by Erasmo Salazar (Author)
7. ISO 22000 Standard Procedures for Food Safety Management Systems - Bizmanual
8. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 – Erasmo Salazar
9. ISO 9001:2008 Explained (3rd Edition) – Charles A. Cianfrani, Joseph J. Tsiakals, John E. (Jack) West, ASQ Quality Press

10. HACCP and ISO 22000: Application to Foods of Animal Origin – Ioannis S. Arvanitoyannis, Wiley-Blackwell
11. ISO 22000:2005, Food safety management systems - Requirements for any organization in the food chain – ISO TC/34
12. <http://www.iso.org/iso/home.html>
13. <http://www.iso.org/iso/home/about.htm>
14. https://en.wikipedia.org/wiki/International_Organization_for_Standardization
15. <http://www.standardsglossary.com/>
16. <http://www.iso.org/iso/home/standards.htm>
17. https://en.wikipedia.org/wiki/List_of_International_Organization_for_Standardization_standards
18. <http://www.praxiom.com/iso-definition.htm>
19. <http://asq.org/glossary/a.html>
20. <http://www.isoqsltd.com/iso-standards-definitions/>
21. http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=35466
22. <https://law.resource.org/pub/in/bis/S06/is.iso.22000.2005.pdf>
23. <http://www.praxiom.com/iso-22000-definitions.htm>
24. <http://www.bureauveritas.co.in>
25. www.22000-tools.com/pas-220.html
26. www.fssc22000.com/
27. <http://www.mygfsi.com/>
28. https://en.wikipedia.org/wiki/Global_Food_Safety_Initiative

Subject : Total Quality Management
Subject Code : AE 703
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ----- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|---------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | |
| Unit Test (Theory) | Assignments (Theory base) | Total Internal Marks | Theory | Total External Marks | Total Marks |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

This subject will impart to the students the importance of Quality Management in Hotels. It focuses on continuous improvement, Team Building, Methods of solving quality problems, importance of team work. At the end of the semester students will be able to understand importance of customer satisfaction (Internal and External), Thoughts of Quality Gurus on Quality Management and different systems to manage Quality.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Quality | 04 | 04 |
| | 1.1 Definitions | | |
| | 1.2 Basic Concepts | | |
| | 1.3 Quality Plans | | |
| Chapter – 2 | Core Concepts of TQM | 06 | 06 |
| | 2.1 Internal Customer (Importance to keep the internal customer happy and satisfied) | | |
| | 2.2 Right First Time (Zero Defects) | | |
| | 2.3 Customer Focus (Importance of Complaining Customers) | | |
| | 2.4 Continuous Improvement (PDCA/PDSA Cycle) | | |
| Chapter – 3 | Quality Gurus and their Vision | 06 | 05 |
| | 3.1 Joseph M. Juran | | |
| | 3.2 Philip B. Crosby | | |
| | 3.3 W. Edwards Deming | | |
| Chapter – 4 | Core values of Japanese Management | 04 | 04 |

| | | | |
|---------------------|--|-----------|-----------|
| 4.1 | Perfectionism | | |
| 4.2 | Diligence | | |
| 4.3 | Agility | | |
| Chapter – 5 | Quality Certifications and Audits | 04 | 05 |
| 5.1 | International Organisation for Standardisation (ISO) | | |
| 5.2 | Environmental Management System (EMS) | | |
| 5.3 | Six Sigma Certification | | |
| 5.4 | Brand Standard Audit | | |
| Chapter – 6 | Employee Satisfaction | 05 | 03 |
| 6.1 | Training: Need and Importance | | |
| 6.2 | Employee Opinion Survey: Need and Importance | | |
| 6.3 | Empowerment: Definition and effects | | |
| Chapter – 7 | Culture at work | 04 | 03 |
| 7.1 | Vision Statement | | |
| 7.2 | Mission Statement | | |
| 7.3 | Work Culture: Pillars of great working environment - Honesty, Integrity, Team work, Loyalty | | |
| Chapter – 8 | Problem Solving Tools | 07 | 05 |
| 8.1 | Brainstorming: Ground Rules, Procedure and advantages | | |
| 8.2 | Parato Analysis: 80-20 rule with graph | | |
| 8.3 | Ishikawa diagram: Importance and execution | | |
| Chapter – 9 | Kaizen | 04 | 03 |
| 9.1 | Meaning | | |
| 9.2 | 5 S Philosophy | | |
| Chapter – 10 | Customer Satisfaction | 05 | 03 |
| 10.1 | Importance of Customer Satisfaction | | |
| 10.2 | Methods of measuring Customer Satisfaction | | |
| | <ul style="list-style-type: none"> • Comment Cards • Telephone Calls • Emails | | |
| 10.3 | Handling guests' complaints | | |

| | | | |
|---------------------|--|-----------|-----------|
| Chapter – 11 | Quality Costs | 06 | 05 |
| 11.1 | Preventive Cost: Meaning and Causes | | |
| 11.2 | Appraisal Cost: Meaning and Causes | | |
| 11.3 | Failure Cost: Meaning and Causes | | |
| | | | |
| Chapter – 12 | Communication & its importance in TQM | 05 | 04 |
| 12.1 | Importance of proper communication | | |
| 12.2 | Effective ways of communication | | |
| 12.3 | Communication Barriers | | |
| | | | |
| | Total | 60 | 50 |

Assignments: A minimum of *03 assignments* to be submitted by students by the end of the semester on following topics.

1. What are Quality Teams? Explain their importance and working
2. HACCP and its importance in Quality Management
3. Plan a Quality Management Programme for your respective departments
4. Prepare a Vision, Mission statement for your company. Justify the same. (Assume Suitable data)
5. Explain GAP theory of customer satisfaction in brief

References:

1. Managing Quality in Science Sector – Mike Asher 1996 – Kogan Page Ltd.
2. The essence of Total Quality Management – John Bank 1996 – Practice Hall of India Pvt. Ltd. New Delhi.
3. Word of Kaizen - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane
4. Quality is Free – and Quality is still Free by Philip Crosby
5. The Eight Core Values of Japanese Businessmen – Yasutaka Sai – Jaico Publishing House
6. TQM in Action - John Pike & Richard Barheo – Clrpure & Hall
7. Quality foe Service Sector – John Mecdarnald – Management Books 200 Ltd.
8. Quality of Service : by Bo Evandsson, Bertel Thamsson & John Obertveit – Mc graw – Hill Book Company

Subject : MICE
Subject Code : SE 704
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 02 hours | 05 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

MICE is one of the extensively and rapid growing industry today. This industry also offers wide career opportunities. This course gives students an overview of the MICE (Meetings, Incentive, Conventions and Events/Exhibitions) sector of the tourism industry. Students will also enhance their managerial and operational skills for organizing Meetings, Incentive, Conventions and Events / Exhibitions.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | MICE | 06 | 08 |
| 1.1 | Introduction to MICE Industry | | |
| 1.2 | Basic terms and concepts in MICE | | |
| 1.3 | Definitions of different types of meeting | | |
| 1.4 | Product knowledge of MICE | | |
| Chapter – 2 | Infrastructure for MICE | 06 | 08 |
| 2.1 | Components of MICE | | |
| 2.2 | Planning for MICE | | |
| | • Venues | | |
| | • Transport | | |
| | • Accommodation | | |
| | • Other support services | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Conventions and Conferences | 10 | 10 |
| 3.1 | Significance of convention Business | | |
| 3.2 | Site selection: Selecting the right convention center | | |
| | <ul style="list-style-type: none"> • Factors for the site selection • Site selection process • Site requirements • Types of facilities, hosting different events | | |
| 3.3 | Organizing a conference | | |
| | <ul style="list-style-type: none"> • Registration, Seating Arrangements, Documentation, Interpreting press relation, Computer Graphics, Teleconferencing, Recording and Publishing Proceedings, Interpretation and language. | | |
| 3.4 | Convention Centre | | |
| | <ul style="list-style-type: none"> • Convention Centre Locations • Types of Convention Centres • Facilities | | |
| Chapter – 4 | Meeting Planners | 08 | 08 |
| 4.1 | Types of Meeting Planners | | |
| | <ul style="list-style-type: none"> • Corporate meeting planner • Independent meeting planner • Government meeting planner | | |
| 4.2 | Responsibilities of Meeting planners | | |
| | <ul style="list-style-type: none"> • Pre-meeting activities • Onsite activities • Post meeting • Related activities | | |
| 4.3 | Technological requirements for Meetings | | |
| Chapter – 5 | Trade Fair & Exhibitions | 05 | 06 |
| 5.1 | Meaning of Trade fairs, Exhibitions & Expositions | | |
| 5.2 | Purpose of Trade Shows, Fairs and need for client identification | | |
| Chapter – 6 | Incentive Travel | 05 | 06 |
| 6.1 | Definition | | |
| 6.2 | Reasons for Incentive Travel | | |
| 6.3 | Client profile | | |
| 6.4 | Selling Incentive Travel | | |

| | | | |
|--------------------|---------------------------|-----------|-----------|
| Chapter – 7 | Budgeting of MICE | 05 | 04 |
| 7.1 | Use of budget preparation | | |
| 7.2 | Estimating | | |
| 7.3 | Fixed and variable costs | | |
| 7.4 | Cash flow | | |
| 7.5 | Sponsorship and subsidies | | |
| | Total | 45 | 50 |

Assignments: A Minimum of *01 assignment* to be submitted by students by the end of the semester from following topics.

1. Identifying the locations of conventions.
2. Visit to a convention Centre and report of the visit in appropriate format.
3. Visit to an Exhibition / trade fair.
4. Identifying the facilities required by a Hotel for MICE.

Practical:

1. Planning An Event :

Prepare a written master plan for the activities. The plan should be comprehensive and detailed comprising of the following information:

- Program development and design
 - Negotiating and best deal
 - Selection processes; site, venue, accommodation
 - Human resource plan and training;
 - Event operating committee
 - Physical/Technical arrangement
 - Food and Beverage Plan
2. Learning various Conference Set ups and Facilities. (Draw the layouts)
 3. Prepare a written master plan for the activities to be performed during the event :
 - Registration
 - Welcoming guests
 - Transport Facilities
 - Effective site management
 - Safety and Risk Management
 4. Presentation of a MICE event (Exhibition , Convention, , Business Meet)
 5. Prepare a written master plan for the activities to be performed post event:
 - Assessing and Measuring event success
 - Customer satisfaction-(designing feedback system)
 - Vendor relations
 6. Handling emergencies during MICE events. (Role Play and Situation handling)

Reference Books:

1. F Coleman, Lee & Frankle (1991), Powerhouse Conferences. Educational Institute of AH & MA.
2. Hoyle, Dorf & Jones (1995), Meaning conventions & Group business. Educational institute of AH & MA
3. Sunetra Roday, Archana Biwal Vandana Joshi ,Tourism Operations and Management(2009), Oxford University Press, New Delhi
4. George G Fenich, Meetings, Expositions, Events and Conventions- An introduction to the industry.(2008), Pearson Education New Delhi-17

Subject : Customer Relationship Management in Hospitality
Subject Code : SE 705
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 02 hours | 05 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

CRM ensures proficiency to manage interaction of organization with customers, clients and sales prospects with the aim to understand, anticipate, manage and personalize the needs of the current and potential customers. Needless to say hospitality being the customer centric industry the need of CRM is unquestionable as it is the strongest tool and the most efficient approach in maintaining and creating relationships with customers. The course therefore enables the students to have a customer sense as CRM is the latest buzzword across industries and definite key to drive business to new levels of success.

| | Hours | Marks |
|--|-----------|-----------|
| Chapter – 1 Introduction to CRM | 06 | 08 |
| 1.1 Concept, definition and evolution | | |
| 1.2 Need , Importance and advantages of CRM | | |
| 1.3 Elements of CRM | | |
| 1.4 Essential features of CRM | | |
| 1.5 Benefits of CRM to organization, customers and market | | |
| 1.6 Types of CRM | | |
| Chapter – 2 Relationship Marketing | 08 | 08 |
| 2.1 Understanding customers – Types , Orientation, Profiling of Customer / Segmentation | | |
| 2.2 Customer Relationship – Stages and attributes, satisfaction , delight and Wow effect | | |
| 2.3 Levels of CRM – financial, structural and social | | |
| 2.4 Role of CRM- CRM and HRM, CRM and | | |

Marketing, CRM and communication
CRM and sales , CRM and technology

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Service Quality | 08 | 10 |
| 3.1 | Customer service – Definition , meaning, best practices | | |
| 3.2 | Customer Service Model | | |
| 3.3 | Customer Service / Sales Profile | | |
| 3.4 | Customer expectation – Factors determining expectation | | |
| 3.5 | Measuring Customer Satisfaction in Sales Process | | |
| Chapter – 4 | Customer Loyalty and Satisfaction | 08 | 08 |
| 4.1 | Customer Loyalty – factors and drivers | | |
| 4.2 | Attitudinal and behavioural components of loyalty | | |
| 4.3 | Customer Loyalty Ladder | | |
| 4.4 | Loyalty programs | | |
| 4.5 | Customer Equity- strategy and Customer Life Time Value (CLV) | | |
| 4.6 | Customer Satisfaction – meaning , importance, influencing factors | | |
| 4.7 | Measuring customer satisfaction- C SAT score | | |
| Chapter – 5 | Customer Retention and Feedback | 08 | 08 |
| 5.1 | Customer QRC Management – query, request and complaint resolution, capturing voice of customer, moments of truth | | |
| 5.2 | Customer Retention - meaning, importance, advantages, acquisition cost Win back and acquisition strategy | | |
| 5.3 | Strategy and Methods for customer retention | | |
| 5.4 | Customer Satisfaction Survey – designing, planning, collection, analysing | | |
| 5.5 | Drawing conclusion and report preparation , following up and implementation | | |
| Chapter – 6 | CRM System | 07 | 08 |
| 6.1 | CRM process / cycle | | |
| 6.2 | Implementing CRM – analysis , strategy selection, construction, communication and training, system test and installation | | |
| 6.3 | CRM in service and hospitality sector, various soft wares used | | |

6.4 Future of CRM - role of blogs and other social media , next generation CRM – big data

Total 45 50

Assignments: A minimum of *02 assignments* to be submitted by students by the end of the semester based on following topics.

1. C - Sat Survey of Hospitality and allied sector
2. Customer survey (Primary data) of a tourist place / eating joint / restaurant
3. Making and comparing the customer service profile of hospitality and allied sectors
4. Presentation on the loyalty and retention programs adopted by hotels and restaurants

Practical / Field Activity:

(Practical File & Continuous evaluation 10 marks and 10 marks for final Viva)

1. Designing a feedback form – types and formats. (Learning evaluation parameters)
2. Analysis and presentation of the feedback
3. Planning a tourist destination itinerary by using social media reviews
4. Role play on customer handling
5. Comparison of service providers on social media for similar hospitality products
6. Two guest lectures on sharing CRM practices in service sector
7. Focus Group Discussion (FGD) on reviews of any one hospitality service provider
8. Analysis and conclusion of FGD
9. Designing Posters on customer sensitivity

Reference Books

1. Customer Relationship Management A step By Step Approach – H Peeru Mohamed and A Saga Devan / Visas publishing house
2. Understanding CRM – Seema Girdhar / Excel books
3. Customer Relationship Management –William G Zikmund, Raymond McLeod, Faye W. Gilbert / Wiley India Pvt Ltd
4. Customer relationship management – Shraddha M Bhome, Dr. Amarpreet Singh Ghura / International Book House
5. Customer relationship management – Kristin Anderson and Carol Kerr / Tata McGraw-Hill
6. Customer relationship Management - M V Kulkarni / Everest Publishing House
7. Customer Relationship Management –Ed Peelen / Pearson
8. CRM Customer Relationship Management –Dr. K Govinda Bhatt / Himalay Publishing House

Subject : Facility Planning
Subject Code : SE 706
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 03 hours | 02 hours | 05 hours |

| Examination Scheme | | | | | | |
|-----------------------------|-------------|--------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Internal Practical | Total Internal Marks | Theory | Total External Marks | |
| 20 | 10 | 20 | 50 | 50 | 50 | 100 |

Rationale:

The subject aims to impart to the student the basic knowledge and practices of Facility Planning.

| | Hours | Marks |
|--|-----------|-----------|
| Chapter – 1 Introduction to Facility Planning | 09 | 10 |
| 1.1 Classification of Hotels under star category | | |
| 1.2 Design considerations for a hotel project – | | |
| • Location and site | | |
| • Building plans-Modular, slip, arc, cylinder | | |
| • Design plans for room layout | | |
| 1.3 Structural regulations laid down by Municipal Authorities | | |
| 1.4 Systematic layout planning – Flow Diagram | | |
| 1.5 Thumb rules for allocation of space in operational areas – Food Production Department, Food and Beverage department, House-keeping and Front Office department.; | | |
| 1.6 Feasibility report | | |
| 1.7 Blue print- Concept and Purpose | | |
| Chapter – 2 Restaurant and Bar Facility Designing | 08 | 10 |
| 2.1 Types of restaurants | | |
| 2.2 Designing and Planning of restaurant | | |
| 2.3 Space allowance for seating and space for circulation | | |
| 2.4 Equipment and space needs | | |
| 2.5 Ambience and décor | | |

| | | | |
|--------------------|--|-----------|-----------|
| | <ul style="list-style-type: none"> • Lighting and colour scheme • Floor finish, • Wall covering | | |
| 2.6 | Checklist for effective design. | | |
| 2.7 | 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 | | |
| Chapter – 3 | Kitchen Layout & Design | 08 | 10 |
| 3.1 | Areas of the kitchen with recommended dimension | | |
| 3.2 | Factors that affect kitchen design | | |
| 3.3 | Placement of equipment | | |
| 3.4 | Flow of work | | |
| 3.5 | Kitchen layouts – Types (Multi-cuisine, Specialty, Coffee shop, Bakery & Patisserie) | | |
| 3.6 | Automation in designing | | |
| Chapter – 4 | Designing of Front Office Department | 08 | 08 |
| 4.1 | Various types of lobbies and Front Desk | | |
| 4.2 | Recommended dimensions for Front Desk according to the type of the hotel | | |
| 4.3 | Factors that affect Front Office design. | | |
| 4.4 | Equipment requirement and its placement | | |
| 4.5 | Ambience and décor – | | |
| | <ul style="list-style-type: none"> • Lighting and colour scheme, • Floor finish • wall covering | | |
| Chapter – 5 | Designing of House-keeping Department | 08 | 08 |
| 5.1 | Factors to be considered while designing of House-Keeping Department | | |
| 5.2 | 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 | | |

- 5.3 Guest Rooms –
- Room types
 - Ambience and décor (Fixtures and fittings, Furniture and furnishings, Lighting and Colour scheme, Floor finishes, Wall covering)

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 6 | Ancillary Areas | 04 | 04 |
| 6.1 | Study of the following ancillary areas and its basic requirements with regards to location, equipment, and functioning - | | |
| | <ul style="list-style-type: none"> • Shopping Arcade • Business Centre • Gym and Spa • Swimming Pool • Landscaping | | |
| | Total | 45 | 50 |

Assignment: A minimum of *02 assignments* based on the following topics to be given to students and the marks to be considered in internal marks.

- ff. Planning & Designing of various commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)
- gg. Model making for various types of Guestrooms/ Kitchen/ Restaurant/ Lobby
- hh. Preparation of Feasibility Report for a hotel.

Practical: Minimum of *12 Practical* to be conducted based on the following topics: All students to be assessed for practical on a continuous basis and the marks to be considered in internal marks.

Planning and Designing Layouts for the following areas-

1. Guestrooms (Double/ Suite/ Physically Challenged room / Guestroom with various themes) (3 practical)
2. Lobby and Front desk layouts - For Business Hotels and Resorts (2 practical)
3. Laundry (1 practical)
4. Restaurant and Bar – Theme/ Coffee shop/ different types of bars (3 practical)
5. Kitchen Layout Planning for – Theme/ Ethnic/ Specialty (3 practical)

Reference Books:-

1. Hotel Facility Planning – Tarun Bansal
2. The Professional Housekeeper – Margaret Schneider and Georgina Tucker
3. Catering Management – Mohini Sethi
4. The Bar and Beverage Book – Mary Porter
5. Front Office Operations- Jatashankar Tiwari

6. Hotel Housekeeping Operations and Management- G. Raghubalan, Oxford Publication, third edition

Subject : Small Business Management
Subject Code : SE 707
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ----- | 04 hours |

7.

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

Small business is a major driver and contributor to the economy. This Subject imparts knowledge and necessary skillsets for budding hospitality entrepreneurs. This Subject is a practical action-oriented program for hospitality entrepreneurship. The program develops knowledge, enterprising capabilities, and confidence thus helping the student to identify opportunities and develop their own ventures.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to the concept of Small Business Management | 08 | 06 |
| 1.1 | Introduction to the concept, definition of small business management | | |
| 1.2 | Difference in mid-scale, large - scale and small-scale business set ups | | |
| 1.3 | Essential requirements of small business managements | | |
| 1.4 | Importance of small – scale business in the economy | | |
| 1.5 | limitations of Small Scale Business | | |
| 1.6 | Advantages and benefits of small business | | |
| 1.7 | Identifying the different hospitality sectors under small business management (Restaurants ,Quick Service Restaurants (QSR), Café, Catering, Food courts, Lounges, Bars, Travel agencies, Agro Tourism, Facilities management, Event Management) | | |
| Chapter – 2 | Evaluating New Business Opportunities | 06 | 06 |

- 2.1 Starting Your Own New Business - Analyse the risks and rewards with starting a new independent business with an existing product and/or service concept.
- 2.2 Evaluating Trends and Opportunities- Identify the differences between an idea and an opportunity for a new business. Evaluate environmental and local trends affecting business opportunities. Evaluate the risks and rewards associated with entrepreneurial opportunities. Identifying your personal strengths and weaknesses as an entrepreneur, the advantages and disadvantages of home-based and Web-based businesses.
- 2.3 Buying an Existing Non-franchised Business - Identify appropriate due diligence issues for purchasing an existing business, evaluate the business model of an existing business, assess the value of training available from the seller. Analyze the advantages and disadvantages of purchasing an existing business. Identify the elements of purchasing an existing business that is negotiable with the seller.
- 2.4 Buying a Franchise - Identify issues related to due diligence and Franchise Disclosure Documents (FDDs) when buying a franchise, evaluate the business model of a franchise, analyse the advantages and disadvantages of purchasing a franchise, assess the value of training provided by the franchisor. Assess the follow-up support provided by the franchisor.

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Legal Aspects for small business | 08 | 06 |
| 3.1 | Laws for small scale industries related to employment, safety and environment | | |
| 3.2 | Details of licenses and certificates required and the procedure involved for the same | | |
| 3.3 | Government schemes and benefits offered for small scale industries | | |
| 3.4 | Loan and subsidiaries offered by government and national banks | | |
| Chapter – 4 | Manage a small team | 06 | 05 |
| 4.1 | Plan for the staffing and management of a small team | | |
| 4.2 | Selection of staff, induction, training and development | | |
| 4.3 | Managing industrial relation issues, and keeping staff records | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 5 | Market the small business | 06 | 07 |
| 5.1 | Promotion: Advertising and Its Alternatives - Develop a promotion and advertising strategy for a small business opportunity. | | |
| 5.2 | Evaluate ethical considerations involved in product and service consumption. | | |
| 5.3 | Apply relationship marketing to a small business opportunity. | | |
| 5.4 | Evaluate market trends relevant to a small business venture. | | |
| 5.5 | Evaluate market conditions for a small business opportunity. | | |
| 5.6 | Determine characteristics of potential niches for small business customers. | | |
| 5.7 | Product and Branding. | | |
| 5.8 | Price, Place, and Technology - Select distribution channels appropriate for a small business opportunity. | | |
| 5.9 | Create a pricing strategy for a small business opportunity. | | |
| 5.10 | Coordinate implementation of customer service strategies - designing of improvement strategies based on feedback. | | |
| | | | |
| Chapter – 6 | Small Business Finances | 08 | 08 |
| 6.1 | Revenue forecasting and calculating basic operating and non-operating costs | | |
| 6.2 | Understanding the concept of capital investment and its calculation in project report | | |
| 6.3 | Understanding the concept of working capital and its importance in project report | | |
| 6.4 | Financial Planning and Growth - Identify short and long term financing tools for an existing business. | | |
| 6.5 | Analyse the dynamics of banking relationships that support the short and long term financial goals of an existing business. | | |
| 6.6 | Monitoring Financial Performance: Cash Flow Management, analyse cash flow management options for small business. | | |
| | | | |
| Chapter – 7 | Technology for Small business | 04 | 05 |
| 7.1 | Website - Contents of website, Updating the website, Using the information generated from website | | |
| 7.2 | Mobile Base Application and its use for business development | | |
| 7.3 | Identifying technological advancements in the field | | |

of business and implementation.

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 8 | Sickness in Small Business Enterprise | 02 | 05 |
| 8.1 | Definition of sickness and status of sickness of Small Scale Industries in India | | |
| 8.2 | Criteria to identify sickness | | |
| 8.3 | Causes of Sickness | | |
| 8.4 | Symptoms of Sickness | | |
| 8.5 | Cures of SSI Sickness | | |
| Chapter – 9 | Preparing Business plan | 12 | 02 |
| 9.1 | Define business plan | | |
| 9.2 | Section of a business plan | | |
| 9.3 | "Do's" and "don'ts" of preparing a business plan. | | |
| | Total | 60 | 50 |

Assignments:

Compulsory Assignment: In a semester students should be able to develop a full proof business plan of any innovative concept based on hospitality industry, this plan should include business idea, how to identify location for the same, area required for the same, capital investment and working capital calculations for the same, pricing and costing of the business components, marketing and advertising strategies undertaken.

A minimum of **02 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Website Designing for a new business
- b. Case Studies
- c. Visit Local District Industries Centre and prepare PPT on role of DIC in Promoting Small Scale Industries in the region
- d. Visit to Small scale Industry, calculate Investment Cost, Operating Cost , Working Capital for a small business

Books

Effective Small Business Management: An Entrepreneurial Approach Norman Scarborough.
Published by Prentice Hall

Small Business Management 17th Edition, Justin G. Longenecker, J. William Petty, Leslie E. Palich, Frank Hoy. ISBN-13: 978-1133947752 , ISBN-10: 1133947751

Entrepreneurship: Starting and Operating A Small Business, 4/E, Mariotti & Glackin
Prentice Hall ISBN-10: 0133934454 ISBN-13: 9780133934458

Fundamentals for Becoming a Successful Entrepreneur: From Business Idea to Launch and Management, 1/E Brannback & Carsrud, ISBN-10: 013396681X ISBN-13: 9780133966817

Entrepreneurship and Effective Small Business Management, 11/E, Scarborough & Cornwall Prentice Hall, ISBN-10: 0133506320 ISBN-13: 9780133506327

Entrepreneurship and Small Business Management, 2/E, Mariotti & Glackin, Prentice Hall ISBN-10: 0133767183 ISBN-13: 9780133767186

Entrepreneurial Finance: Fundamentals of Financial Planning and Management for Small business, [M. J. Alhabeeb](#), ISBN: 978-1-118-69151-9

Innovation and Entrepreneurship, 3rd Edition John Bessant, Joe Tidd

Entrepreneurship and Small Business, 4th Asia Pacific Edition Michael Schaper, Thierry Volery, Paull Weber, Brian Gibson

Effective Small Business Management, 7th Edition, [Richard M. Hodgetts](#), Donald F. Kuratko
Small Business Management, 5th Edition, Hal B. Pickle, Royce L. Abrahamson

Subject : Hotel Maintenance
Subject Code : SE 708
Subject Credits : Four
Semester : Seventh

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | ---- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|-------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

The subject will provide information regarding the basic services and different types of engineering and maintenance systems in hotel industry. This subject will help students to understand various aspects and importance of Engineering department in Hotel. At the end of the semester students will be thorough with various maintenance, refrigeration and air conditioning, fuels, electricity, safety and security, water distribution systems and energy conservation in hotel.

| | Hours | Marks |
|--|-----------|-----------|
| Chapter – 1 Maintenance & Replacement Policy | 10 | 08 |
| 1.1 Maintenance and Calibration of equipment – Meaning and importance | | |
| 1.2 Importance of Maintenance department in Hotel Industry | | |
| 1.3 Organization chart of Maintenance department in 3/4/5 star hotels | | |
| 1.4 Duties & responsibilities of Chief Engineer of a hotel | | |
| 1.5 Types of maintenance and their advantages and disadvantages | | |
| • Breakdown/ Corrective Maintenance | | |
| • Preventive Maintenance | | |
| • Predictive Maintenance | | |
| 1.6 Contract Maintenance | | |
| • Need of contract maintenance | | |
| • Types: Lump sum, Unit price/ Unit Rate, Cost plus upper limit contract | | |

| | | | |
|--------------------|--|-----------|-----------|
| 1.7 | Maintenance charts for - | | |
| | <ul style="list-style-type: none"> • Swimming Pool: Daily basis and Quarterly basis • Kitchen: Daily basis and Quarterly basis | | |
| 1.8 | Replacement of Equipments: | | |
| | <ul style="list-style-type: none"> • Reasons for replacement • Economic replacement of equipments (Graph) | | |
| Chapter – 2 | Refrigeration | 08 | 08 |
| 2.1 | Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Zero law of Thermodynamics, 2 nd Law of Thermodynamics,. | | |
| 2.2 | Methods of Heat Transfer: | | |
| | <ul style="list-style-type: none"> • Conduction • Convection • Radiation | | |
| 2.3 | Refrigeration: | | |
| | <ul style="list-style-type: none"> • Principle of Refrigeration • Unit of Refrigeration • Refrigerants: Properties and Types • Block diagram and working of Vapour Compression Refrigeration Cycle • Block diagram and working of Vapour Absorption Refrigeration Cycle | | |
| 2.4 | Domestic Refrigerator | | |
| | <ul style="list-style-type: none"> • Block Diagram and working • Maintenance • Defrosting: Need, Methods | | |
| 2.5 | Walk in Freezer/ Cold Storage | | |
| | <ul style="list-style-type: none"> • Block diagram • Working | | |
| Chapter – 3 | Air Conditioning | 08 | 06 |
| 3.1 | Types of AC | | |
| | Unitary AC: Window AC and Split AC | | |
| | Block Diagram and Working of both | | |
| 3.2 | Factors affecting Load on AC | | |
| 3.3 | Factors affecting AC Comfort | | |
| Chapter – 4 | Fuels | 04 | 04 |
| 4.1 | Types of Fuels | | |
| 4.2 | Comparison of various Fuels: Solid, Liquid and Gaseous | | |
| 4.3 | Fuels used in Hotel Industry | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 5 | Electricity | 08 | 08 |
| 5.1 | Types of Electricity supply: Single and Three Phase | | |
| 5.2 | Types of Fuse: Re-wireable, Cartridge, Miniature Circuit Breakers (MCB) | | |
| 5.3 | Importance and method of Earthing System | | |
| 5.4 | Calculation of Electricity Bill | | |
| Chapter – 6 | Water Systems | 10 | 08 |
| 6.1 | Sources of water. | | |
| 6.2 | Adverse effects of Hard water | | |
| 6.3 | Methods of purification & water softening: Ion Exchange, Lime Soda. | | |
| 6.4 | Water Distribution System: Up Feed and Down Feed (Hot & Cold) | | |
| 6.5 | Traps, Water Closets and Flushing Systems <ul style="list-style-type: none"> • Types, diagrams, functions. | | |
| 6.6 | Various Plumbing Fixtures | | |
| Chapter – 7 | Energy & Its Conservation | 06 | 04 |
| 7.1 | Various energy sources: Conventional & Non-Conventional: - their examples, advantages and disadvantages | | |
| 7.2 | Need of energy conservation | | |
| 7.3 | Simple Methods of energy conservation in Kitchen, Guest rooms. | | |
| 7.4 | Use of Solar Energy in Hotel | | |
| Chapter – 8 | Safety and Security in Hotel | 06 | 04 |
| 8.1 | Causes of Accidents | | |
| 8.2 | Prevention / Control of Accidents | | |
| 8.3 | Safety Issues in Hotel: <ul style="list-style-type: none"> • Guest Key Control • Kitchen Safety • Slip & Fall | | |
| | Total | 60 | 50 |

Note:

Field Visits – Field visit to be arranged for students to Maintenance department of a five star hotel. Working of AC Plants and other aspects and systems of maintenance department to be shown to students. A report of the same must be submitted by students individually.

Assignments: A minimum of three assignments to be submitted by students by the end of the semester based on following topics.

8. Write Short Note on Eco-friendly Refrigerant.
9. Explain Centralized Air Conditioning in detail with block diagram
10. Explain the working of Air filter, Humidifier and Dehumidifier in AC
11. Enlist and Explain various Water Purification Methods
12. Explain various Lighting systems used in Hotel
13. Write procedure to be followed in case of a Fire Alarm in Hotel
14. Make a chart for various fire extinguishers with colour code and the type of fire it is used for..
15. Write notes on: Waste Disposal Methods – Incineration and Land Fill

Reference Books:

1. Hotel Engineering – Sujit Ghosal – Oxford University Press
2. Hotel Engineering – R.K. Chhatwal
3. Hotel Maintenance - Arora

Subject : Specialization in Food Production Management – III

Subject Code : CEA 801

Subject Credits : Eight

Semester : Eighth

| Teaching Scheme per week | | |
|---------------------------------|------------------|--------------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|------------------------------------|----------------------------------|---|---------------------------|-----------------------------|------------------------------------|---------------|-----------------------------|--------------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test (Theory) | Assignments (Theory base) | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

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.

| | Hours | Marks |
|--|--------------|--------------|
| Chapter - 1 Revision | 10 | 08 |
| 1.1 Stocks, Soups, Sauces | | |
| 1.2 Meat and Fish Cookery | | |
| 1.3 Bakery and confectionery | | |
| 1.4 International Cuisine | | |
| Chapter - 2 Personnel Management in the Kitchen | 08 | 08 |
| 2.1 Developing a good food production team- Importance, Training, Enhancing productivity, Motivation, Interpersonal relations, Developing responsibility & accountability. | | |
| 2.2 Desirable attributes for staff at entry level (Commis), Middle Management (CDP, and Sous Chef), Top Management(Executive Chef) | | |
| 2.3 Task Analysis - Time & motion study, Required skill sets (Conceptual and Technical), Allocation of work, | | |
| 2.4 Planning and implementation of Duty roster | | |

| | | | |
|--------------------|---|--------------|-----------|
| Chapter - 3 | Kitchen Administration | 10 | 08 |
| | 3.1 Aims of Control | | |
| | 3.2 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. | | |
| | 3.3 Communication with other departments – Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource, | | |
| | 3.4 Importance of interaction with customers / guests | | |
| Chapter - 4 | Production Management | 08 | 08 |
| | 4.1 Buying Knowledge- Specification buying, knowledge of market, Vendor development & vendor appraisals | | |
| | 4.2 Purchasing – Types and Process | | |
| | 4.3 Production planning & scheduling | | |
| | 4.4 Production quality & quantity control | | |
| Chapter - 5 | Budgetary Control | 08 | 10 |
| | 5.1 Objectives | | |
| | 5.2 Types of budgets | | |
| | 5.3 Basic stages in preparation of budgets | | |
| Chapter - 6 | Menu Engineering | 08 | 10 |
| | 6.1 Definition | | |
| | 6.2 Menu Merchandising | | |
| | 6.3 Psychology of menu engineering | | |
| | 6.4 Managerial accounting | | |
| | 6.5 Menu Matrix | | |
| Chapter - 7 | Product Research & Development | 08 | 08 |
| | 7.1 Testing of new recipes and equipment | | |
| | 7.2 Developing new recipes. | | |
| | 7.3 Food trials | | |
| | 7.4 Organoleptic and sensory evaluation | | |
| | | Total | 60 |
| | | 60 | 60 |

Assignments: A minimum of *02 assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Planning & Implementation of Theme lunch / dinner. (Product research, Food trials, Budgeting, Costing, Pricing, Sales & Marketing, Making of Inflow-Outflow statement)
- b. Case study on menu engineering.
- c. Menu Costing & Pricing
- d. Making of Standard Purchase Specification for various food ingredients.
- e. Market survey for price of various ingredients and making a comparative statement.
- f. Conducting Time & Motion study of various processes in the kitchen.

Glossary: Students should be familiar with the glossary pertaining to above-mentioned topics

Practical:

11. Minimum **24 Individual** Practical to be conducted during the semester.
12. The practical should comprise of the following:
 - a) Kitchen Software - 1 practical / Hotel Visit
 - b) Menu Costing & Pricing – 1 practical
 - c) Non Edible Displays (Veg, Margarine, Chocolate, Ice, Sugar)- 02 practical / Demonstration
 - d) Food Styling & Plate presentation – 02 practical
 - e) 4 course menu based on basket – 16 practical
 - f) Theme Lunch / Dinner – 1 practical
 - g) Internal Practical Exam – 1 practical
13. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

- Exams to be conducted on 4 course menu based on basket ingredients.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books:

1. The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
2. Menu Engineering: A Practical Guide to Menu Analysis - Michael L. Kasavana, Donald I. Smith
3. Kitchen Organization and Administration - Charles S. Pitcher
4. Sensory Evaluation of Food: Principles and Practices - Harry T. Lawless , Hildegard Heymann
5. Sensory Evaluation Techniques - Morten C. Meilgaard, B. Thomas Carr, Gail Vance Civile
6. Practical Computing a Guide for Hotel and Catering students – Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
7. People and the Hotel and Catering Industry – Cassell

8. Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
9. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

Subject : Specialization in Food and Beverage Service & Management - III
Subject Code : CEB 801
Subject Credits : Eight
Semester : Eighth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The subject aims to inculcate in students the international standards understanding & Management aspects of food and beverage operations and controlling characteristics of service outlets. It also introduces the students with various trends required in the department which is accepted internationally.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | New Concepts | 10 | 10 |
| | 1.1 Trends in eating out | | |
| | 1.2 Molecular Gastronomy in Food & Beverage - Introduction (The application of scientific principles to the understanding and development of food preparation.) | | |
| | 1.3 Genetically Modified Foods - Introduction (Genetically modified (<i>GM</i>) foods are foods derived from organisms whose genetic material (DNA) has been modified in a way that does not occur naturally) | | |
| | 1.4 Organic Foods & wines - Introduction (<i>Organic food</i> is food that is produced using environmentally and animal friendly farming methods on organic farms) | | |
| | 1.5 Vegan cuisine - Introduction | | |
| Chapter – 2 | Hotels & Restaurant Classification & ratings Audits | 06 | 06 |
| | 2.1 Types | | |

| | | | |
|--------------------|---|-----------|-----------|
| 2.2 | Architect Requirements | | |
| 2.3 | Guidelines for approval of standalone Restaurants & bars. (HRACC Guideline) | | |
| 2.4 | Guidelines for approval of star hotels F&B outlets. | | |
| 2.5 | Michelin star Restaurants standards, Process for ratings. | | |
| 2.6 | Hotel Brand standards & Audits, Rating via website. | | |
| Chapter – 3 | Food Laws & Regulations | 10 | 10 |
| 3.1 | PFA. (Prevention of food adulteration Act) | | |
| 3.2 | FPO (The <i>FPO</i> mark is a certification mark mandatory on all processed fruit products sold <i>Food Safety and Standards</i>) | | |
| 3.3 | AGMARK (A certification mark on a commercial product often indicates the existence of an accepted product <u>standard</u>) | | |
| 3.4 | ISI | | |
| 3.5 | ISO (9000, 14000, 22000) | | |
| 3.6 | HACCP Consumer Protection Act, 1986 (HACCP Principles) (Hazard Analysis Critical Control Point is a management system in which food safety) FSSAI, Act, 2006 (The <i>Food Safety and Standards Authority</i>) | | |
| 3.7 | Food Allergens | | |
| Chapter – 4 | Planning & Operating Food & Beverage Outlets | 05 | 06 |
| 4.1 | Developing Hypothetical Business Model of Food & Beverage Outlets | | |
| 4.2 | Case study of Food & Beverage outlets - Hotels & Restaurants | | |
| Chapter – 5 | Kitchen Stewarding | 05 | 06 |
| 5.1 | Kitchen Stewarding Layout and Design | | |
| 5.2 | Importance of kitchen stewarding | | |
| 5.3 | Using & operating Machines | | |
| 5.4 | Exercise – physical inventory | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 6 | F&B Management in Fast Food, Hotels, Restaurants, Industrial Catering. | 08 | 06 |
| 6.1 | Introduction | | |
| 6.2 | Planning - Catering policy, Financial Policy, Marketing policy | | |
| 6.3 | Organization, Staff scheduling | | |
| Chapter – 7 | MIS for F&B | 06 | 06 |
| 7.1 | Importance of MIS Reports | | |
| 7.2 | Calculation of Actual Cost | | |
| 7.3 | Daily Food beverage Cost | | |
| 7.4 | Monthly Food beverage Cost | | |
| 7.5 | Statistical Revenue Reports | | |
| 7.6 | Cumulative and Non- Cumulative | | |
| Chapter – 8 | Strategies Menu Merchandising | 10 | 10 |
| 8.1 | Menu Layout | | |
| 8.2 | Menu Structure Planning | | |
| 8.3 | Pricing of Menus | | |
| 8.4 | Types of Menus | | |
| 8.5 | Menu as Marketing Tool | | |
| 8.6 | Constraints of Menu Planning | | |
| 8.7 | Menu Engineering, Menu engineering matrix | | |
| 8.8 | Menu Engineering advantages | | |
| 8.9 | Menu Terminology | | |
| | Total | 60 | 60 |

Note: Glossary

Students should be familiar with the glossary pertaining to above mentioned topics

Assignments:

A minimum of **4 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Case study of F&B outlets.
- b. Visit to new concept restaurant & make a report
- c. Design Food and Beverage Menu Cards.
- d. Collect the application formats for various approvals for restaurant classification.
- e. Visit to food companies to assess the food standard safety certification systems.

Practical: Minimum *24 Individual* Practicals to be conducted during the semester.

1. Software used in F & B –

- PAD KOT System, Opera, Fidelio, Micros, Apps used for Restaurant business.
- Visit to restaurants to see software

2. International Cuisine – Learn Table Setups & Service with Local Beverages

- North American,
- South American
- Spain,
- Chinese
- Japanese
- Korean
- Indonesian
- Italian
- French
- Mexican
- Greek
- Mediterranean
- Australian
- Lebanese
- Theme on International Cuisines.

3. Molecular gastronomy related beverage practical.

- Cocktails
- Mocktails

Practical Examination: (Internal and External)

Practical exam need to be conducted on the above listed practical along with standards of grooming, task, performance and Viva. Internal exam to be assessed by internal examiner and external exam to be assessed by external examiner.

Reference Books:

- Food and Beverage Service – Dennis Lillicrap and John Cousins
- Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- Facility Planning and Design – Edward Kagarian
- Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas
- Theory of Catering – Kinton and Cesarani
- Textbook of Food & Beverage Management- Sudhir Andrews
- The Restaurant (From Concept to Operation) – Lipinski
- Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann
- Professional Publishing

Subject : Specialization in Housekeeping Management – III
Subject Code : CEC 801
Subject Credits : Eight
Semester : Eighth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|---------------------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test (Theory) | Assignments (Theory base) | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale: The subject aims to establish the importance of Accommodation Management within the Hospitality Industry. It equips the student to acquire knowledge and skills with respect to the Planning and Designing of hotel.

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Facilities Planning | 15 | 15 |
| 1.1 | Important factors to be considered in Planning and Designing of various areas | | |
| 1.2 | Stages in developing hospitality property | | |
| 1.3 | Planning of Guest rooms (Double, Suite, Various themes) | | |
| 1.5 | Designing for the Physically Challenged room | | |
| 1.6 | Planning of Bathrooms – Size, layout, fixtures, faucets, amenities | | |
| 1.7 | Planning of other facilities (Conference room-30-50 people, Convention Centre-100-300, SPA, Lounge) | | |
| 1.8 | Floor pantry / Maid’s Service room | | |
| Chapter – 2 | Managing Housekeeping Personnel | 16 | 16 |
| 2.1 | Induction process for Housekeeping | | |
| 2.2 | Various training methods used in Housekeeping | | |
| 2.3 | Personnel Planning- Job Analyses, Job List, Job Description, Job Specification, Job | | |

| | | | |
|--------------------|--|-----------|-----------|
| | assignment, Job breakdown, Job procedures | | |
| | 2.4 Determining Staff Strength | | |
| | 2.5 Staff Schedules | | |
| | 2.6 Time and Motion Study | | |
| | 2.7 Planning Duty Rosters | | |
| | 2.8 Standard Operating Procedures | | |
| Chapter – 3 | New Property Operations | 04 | 04 |
| | 3.1 Housekeeper in a New Property | | |
| | 3.2 Countdown for the opening | | |
| Chapter – 4 | Changing Trends in Housekeeping | 10 | 08 |
| | 4.1 Single window service | | |
| | 4.2 Women’s only floor | | |
| | 4.3 Changing trends in amenities | | |
| | 4.4 Design trends | | |
| | 4.5 Housekeeping practices | | |
| | 4.6 Outsourcing | | |
| | 4.7 Training and motivation techniques | | |
| Chapter – 5 | Housekeeping in Organisations other than Hotels | 04 | 05 |
| | 5.1 Hospitals | | |
| | 5.2 Malls and other Commercial Areas | | |
| | 5.3 Offices | | |
| Chapter – 6 | Use of Computer Technology in Housekeeping | 05 | 05 |
| | 6.1 Application and importance of PMS | | |
| | 6.2 Creating various reports | | |
| | 6.3 Application of Information Technology in Housekeeping | | |
| Chapter – 7 | Audits in Housekeeping Department | 04 | 04 |
| | 7.1 Applicability of Hazard Analysis and Critical Control Point (HACCP) in Housekeeping | | |
| | 7.2 Scope of Audit | | |
| | 7.3 Advantages of Brand Standard Audit | | |
| | 7.4 Establishing standards, monitoring performance, corrective action in housekeeping department | | |
| | 7.5 Continuous improvement in housekeeping practices | | |

| | | | |
|--------------------|-----------------------------|--------------|-----------|
| Chapter – 8 | Internal Environment | 02 | 03 |
| 8.1 | Noise | | |
| 8.2 | Air Conditioning | | |
| | | Total | 60 |
| | | | 60 |

Terminology related to the above mentioned chapters to be studied.

Assignments: A minimum of 4 assignments based on the following topics to be given to students and the marks to be considered in internal marks.

- 1 New property operations- Housekeeping aspect- case study
- 2 Visit to a Spa
- 3 Study of new trends in Housekeeping
- 4 Power point presentation on use of information technology in Housekeeping
- 5 Study of Housekeeping practices in commercial areas like Malls, Offices.

Practical: Minimum of 24 Practical to be conducted based on the following topics. All students to be assessed for the practical on a continuous basis and the marks to be considered in internal marks.

- 1 Method of Work and Time calculation. (Time and Motion Study – eg. Steps in bed making, Servicing of guest rooms) (3 practical).
- 2 Designing Housekeeping Training Module for various levels and time periods Eg. Refresher’s training (5days), Induction training for newly joined employees (2 days) - (2 practical).
- 3 Planning and Designing with detailing towards all the aspects of Interior decoration - 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).
- 4 Model making for various types of guestrooms and other areas. (5 practical).
- 5 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. (1 practical)
- 7 Team cleaning by application of Management Functions of Planning, Organizing, Executing and Evaluating-
 - a) Inspection and standard of work expected (checklists for rooms and public areas).
 - b) Methods of work with specifications (task breakdown)
 - c) Work schedule and allocation of duty (job cards) (3 practical)

Practical Examination: (Internal & External)

Exams to be conducted based on the topics mentioned in the syllabus. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books -

- 1 Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- 2 Hotel and Catering Studies – Ursula Jones
- 3 Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- 4 Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- 5 House Craft – Valerie Paul
- 6 House Keeping Management by Dr. D.K. Agarwal
- 7 House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- 8 Housekeeping and Front Office – Jones
- 9 Housekeeping management – Margaret M. Leappa & Aleta Netschke
- 10 Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press ,third edition
- 11 In House Management by A.K Bhatiya
- 12 Key of House Keeping by Dr. Lal
- 13 Commercial Housekeeping & Maintenance – Stanley Thornes
- 14 Housekeeping Operations and Management for Hospitality – KCK. Rakesh Kadam, UDH publishers and distributors Pvt. Ltd, ISBN 978-93-82122-09-8

Subject : Specialization in Front Office Management – III
Subject Code : CED 801
Subject Credits : Eight
Semester : Eighth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | 08 hours | 12 hours |

| Examination Scheme | | | | | | | | |
|-----------------------------|-------------|------------------------------------|--------------------|----------------------|-----------------------------|--------|----------------------|-------------|
| Internal Examination Scheme | | | | | External Examination Scheme | | | Total Marks |
| Unit Test | Assignments | Continuous Assessment of practical | Internal Practical | Total Internal Marks | Practical | Theory | Total External Marks | |
| 20 | 20 | 20 | 40 | 100 | 40 | 60 | 100 | 200 |

Rationale:

The subject aims to acquire and enhance managerial practices and various trends of front office operations. It acquaints the students with application, principles and policies towards guest satisfaction.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Hotel Image Building through Franchising | 08 | 08 |
| 1.1 | Concept of Franchise | | |
| 1.2 | Franchise Agreement, Franchise Services (methods and systems, technical assistance, marketing methods) | | |
| 1.3 | Methods of computing (cost and fee, common requirements) | | |
| 1.4 | Benefits of Franchise | | |
| Chapter – 2 | New concept in Hotels | 10 | 10 |
| 2.1 | SPA <ul style="list-style-type: none"> • Origin & Concept of SPA • Types of SPA • Benefits of SPA • Comparative study of Standalone SPA & Hotel SPA | | |
| 2.2 | MICE <ul style="list-style-type: none"> • Concept of MICE • Special requirements of MICE during guest cycle | | |

| | | | |
|--------------------|--|-----------|-----------|
| 2.3 | SERVICE APARTMENT HOTELS | | |
| | <ul style="list-style-type: none"> • Origin and Concept • Comparison of processes between business hotels and service apartment hotels • Benefits of Apartment hotels | | |
| Chapter – 3 | Loyalty Program | 08 | 08 |
| 3.1 | Definition of loyalty program | | |
| 3.2 | Importance of loyalty program | | |
| 3.3 | Benefits of loyalty program | | |
| 3.4 | Types/Levels of loyalty programs. | | |
| Chapter –4 | Front Desk as The Hub Of The Hotel | 08 | 08 |
| 4.1 | Day to Day operations at the Front Desk | | |
| 4.2 | Financial Concerns of the Front Office Department | | |
| 4.3 | Service Recommendations by the department | | |
| 4.4 | Challenges faced by the Front Office Manager | | |
| Chapter –5 | Security & Safety Systems | 08 | 08 |
| 5.1 | Importance of security and safety | | |
| 5.2 | Guest notification & Emergency procedure (Bomb threat, Fire, Terror attack, natural calamity) | | |
| 5.3 | Enhanced Security measures at various locations (Main Gate, Entrance, Foyer, Front Desk, Guest Corridors, Entry and Exit points of the hotel) | | |
| 5.4 | In-house Security V/S Contracted Security | | |
| Chapter – 6 | Guest Management | 10 | 10 |
| 6.1 | Importance of guest satisfaction; Guest Perception of satisfaction | | |
| 6.2 | Guest Feedback Mechanisms | | |
| 6.3 | Assessing and analyzing guest satisfaction | | |
| 6.4 | Enhancing guest satisfaction <ul style="list-style-type: none"> - Guest engagement - Never say ‘no’ - Customer centric processes | | |
| Chapter –7 | Latest Trends At Front Desk Department | 08 | 08 |
| 7.1 | Role of Social Media in preference of Hotels | | |
| 7.2 | Use of technology as luxury | | |
| 7.3 | Best practices at Front Desk | | |
| | Total | 60 | 60 |

Note: Glossary: Students should be familiar with the Glossary pertaining to above-mentioned topics

Assignments: A minimum of *04 assignments* based on the following topics to be given to student and the marks to be considered in internal marks.

- a) Comparative study of Loyalty Programmes of Hotels.
- b) List of equipment used for Security Systems in Hotels.
- c) Spa Destinations in India.
- d) Best Practices applied in Hotels.
- e) List of 10 Best MICE properties & Service Apartments in India.

Practical: Minimum *24 Practical* to be accomplished. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

1. To learn to develop USP of Hotel.
2. Mock Drill for fire in hotel.
3. Mock Drill for terrorist attack on hotel.
4. Handling a bomb threat call.
5. Crime prevention & Dealing with emergency situations.
6. Case study on terrorism (e.g.:- 26/11Taj Hotel & Palace Mumbai)
7. Use of PMS software: How to process guest check out; how to check out a folio.
8. Use of PMS software: How to check out using foreign currency
9. How to post late charges on third party.
10. How to check out during system shutdown.
11. How to handle settlement of city ledger payments.
12. Mock GDs & Mock Interviews for technical round & current affairs. (2 practical)
13. Preparation of Guest cycle for MICE.
14. Design a Loyalty programme for a business hotel
15. Role plays for SPATT Guest.
16. Role plays for Membership Lady Guest.
17. Role plays for Membership Businessman guest.
18. Role plays on: how not to say “no” to guest.

19. Designing of Guest Feedback forms.
20. Format of Flash / Summary report.
21. Case study Related to Revenue management.
22. Case Study Related to check in process.
23. Various techniques of creating WOW factor.

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned topics. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Front office Management by S.K. Bhatnagar.
2. Front Office Management & Operations by Sudhir Andrews
3. Effective Front Office Operations by Michael. L. Kasavana
4. Hotel Front Office A Training Manual by Sudhir Andrews
5. Professional front Office Management by Robert. H. Woods, Jack. D. Niemeyer, David. K. Hayes, Michele .A. Austin
6. Front Office Operations & Management by Ahmad Ismail
7. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
8. Hotel Front Office Management by James Bardi.
9. Front Office Management & Operations by Linsley Deveau, Patricia. M. Deveau, Nestor. D.J. Portocarrero, Marcel Escoffier
10. Check – in Check – out by Gary. K.Vallen.
11. Managing Hotel Operations byJerome. J. Vallen
12. Hotel Front Office Operational Procedures and Revenue Management by UDH publishers and distributers Pvt. Ltd, first edition 2015, ISBN 978-93-82122-30-2

Subject : Project Report
Subject Code : CP 802
Subject Credits : Nine
Semester : Eighth

| Teaching Scheme per week | | |
|--------------------------|------------|----------|
| Theory | Field Work | Total |
| 02 hours | 10 hours | 12 hours |

| Examination Scheme | | | | | | |
|-----------------------------|------------------|-----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | | External Examination Scheme | | |
| Course Work | Progress Reports | Internal Viva Voce & Report | Total Internal Marks | External Viva Voce & Report | Total External Marks | Total Marks |
| 25 | 20 | 30 | 75 | 75 | 75 | 150 |

Rationale:

Research has become an inevitable part of today's academic and professional world. Hospitality industry is no exception to this. This course aims at honing the research skills of the students by exposing them to the research environment and guiding them in the research process.

I COURSE WORK:

| | | Hours | Marks |
|--------------------|---|--------------|--------------|
| Chapter - 1 | Fundamentals of Research | 02 | 02 |
| | 1.1 Meaning and definition of Research | | |
| | 1.2 Purpose of Research | | |
| | 1.3 Significance of Research | | |
| Chapter - 2 | Research problem and Designing the Title of research | 02 | 04 |
| | 2.1 Problem identification and defining problem | | |
| | 2.2 Points to be considered while selecting the topic and framing the title | | |
| | 2.3 Framing the research questions | | |
| | 2.4 Formulation of objectives | | |
| | 2.5 Hypothesis- definition, meaning, and framing | | |

| | | | |
|--------------------|--------------------------------------|---|-----------|
| Chapter - 3 | Research Design | 02 | 02 |
| | 3.1 | Meaning and definition of research design | |
| | 3.2 | Approach in research (Qualitative and Quantitative) | |
| | 3.3 | Research Process - Defining the research problem - Selection of data collection method – Identifying population - Selection of sample - Selection of method of analysis - Estimate the required resources - Data collection - Data Analysis - Report Drafting | |
| Chapter - 4 | Data | 04 | 03 |
| | 4.1 | Types of Data - Primary Data- a. Definition and significance b. Sources c. Method / tools of collecting primary data d. Types of questions e. Essentials of a good questionnaire designing Secondary Data- a. Definition and importance of sources b. Citation (bibliography in APA and MLA style for journal, books, newspapers, magazine) c. Writing literature review. d. Using e- resources. | |
| | 4.2 | Data collection methods- Observation, Experimental, Focus group, Case study & Survey | |
| | 4.3 | Advantages & Limitations of various data collection methods | |
| Chapter - 5 | Research Instrument | 02 | 03 |
| | 5.1 | Questionnaire – Advantages & Limitations | |
| | 5.2 | Schedule - Advantages & Limitations | |
| Chapter - 6 | Sampling Techniques | 03 | 04 |
| | 6.1 | Concept of sampling – Advantages & Limitations | |
| | 6.2 | Definitions – Universe, Population, Sample, Sampling unit, Sampling Frame | |
| | 6.3 | Sampling Methods – Probability (Simple random, Systematic, Cluster.) | |
| | 6.4 | Characteristics of a good sample | |
| Chapter - 7 | Processing and analyzing data | 02 | 04 |
| | 7.1 | Data processing (editing, classification, tabulation) | |
| | 7.2 | Data analysis (qualitative and quantitative-manual and | |

using a computer)

| | | | |
|--------------------|--|-----------|-----------|
| Chapter - 8 | Report Writing | 03 | 03 |
| 8.1 | Principles of report writing | | |
| 8.2 | Stages and steps in report writing | | |
| 8.3 | Layout of a Report | | |
| 8.4 | Designing the presentation (PowerPoint) | | |
| 8.5 | Structure of Report – Introduction, Literature Review, Objectives | | |
| 8.6 | Study, Theoretical framework of the topic, Research Methodology, Scope | | |

Total 20 25

Note: The marking for the course work (maximum 25 marks) should be on the basis of an examination conducted on the above mentioned topics.

II PROGRESS REPORT:

Students have to submit progress reports at the end of every month to update the progress of the project to be eligible to appear for the examinations. Students to submit a total of 4 such progress report in the semester and would score 05 marks for each progress report.

III PROJECT REPORT: (Internal & External)

Students have to submit a project reports at the end of the semester to record the process of the project and the findings thereon. The report should be in spiral bound format for the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below:

- Cover Page
- Title Page
- Certificate
- Acknowledgements
- Index
- Introduction
- Aims & Objectives
- Theoretical framework of the topic (Background of the topic, History, Contents from secondary Data, Explanation of Terms)
- Research Methodology (Data collection method, Sampling method)
- Data Analysis & Data Interpretation (Graphical presentation of collected data)
- Suggestions / Recommendations
- Conclusions & Limitations
- Bibliography

- Appendix (Any relevant material to support the project)

IV VIVA VOCE: (Internal & External)

Students have to present the process and findings of the project report to the examiners with the help of a PowerPoint presentation not exceeding 15 minutes. The examiners would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student & viva.

Note:

1. The theory hours should be utilized for course work and as contact hours with the Guide.
2. The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Housekeeping / Front Office).
3. A Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report The Synopsis and the title should be approved by the Project Guide prior to the commencement of the project.
4. A maximum of 10 students to be allotted to any faculty guide for the project.
5. The report should consist of a minimum of 50 pages of the Project Content.
6. The font should be Arial, font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing.
7. The documentation and presentation should be conducted before an external examiner.
8. Marks would be awarded for Project Report, Presentation & Viva – voce.

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new age international publication
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill

Subject : Organization Behaviour
Subject Code : AE 803
Subject Credits : Four
Semester : Eight

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | -- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments (Theory based) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

To understand the concept of organizational behaviour and its application in managing individual and group within the organization and to enhance human relation within organization

| | | Hours | Marks |
|--------------------|--|-----------|-----------|
| Chapter – 1 | Introduction to organizational behaviour | 02 | 02 |
| | 1.1 Definition of organization | | |
| | 1.2 Definition of behaviour | | |
| | 1.3 Definition of organizational behaviour | | |
| Chapter – 2 | Perception, personality, and learning | 12 | 10 |
| | 2.1 Perception definition | | |
| | 2.2 Factors influencing perception | | |
| | 2.3 Attribution theory rules for determining attribution - selective perception, halo effect, contrast effects, projection, stereotyping, prejudice, and self-fulfilling prophecy | | |
| | 2.4 Personality definition | | |
| | 2.5 Personality determinants | | |
| | 2.6 Personality traits - “the big five model,” | | |
| | 2.7 Type A and type B personalities, | | |
| | 2.8 Personality with reference to national culture | | |
| | 2.9 Definition of Learning | | |
| | 2.10 Steps of Learning | | |

| | | | |
|--------------------|---|-----------|-----------|
| Chapter – 3 | Values Attitude and Emotions | 10 | 08 |
| 3.1 | Values definition, -Ethical values, -Cultural values, | | |
| 3.2 | Values in the work place, cultural differences, generational differences | | |
| 3.3 | Attitude definition | | |
| 3.4 | Satisfaction and Dis-Satisfaction and its effect on efficiency | | |
| 3.5 | Emotions, Emotional quotient | | |
| Chapter – 4 | Group dynamics and team building | 09 | 10 |
| 4.1 | Definition of group, Stages of group and its development, group dynamics, group cohesiveness | | |
| 4.2 | Definition team, different types of teams, team empowerment, virtual teams | | |
| Chapter – 5 | Stress and conflict management | 12 | 08 |
| 5.1 | Cross-cultural communication and its effect on conflict | | |
| 5.2 | Definition of Communication and Conflict, | | |
| 5.3 | Functional vs. Dysfunctional conflict, | | |
| 5.4 | Conflict resolution, | | |
| 5.5 | Conflict management strategies, | | |
| 5.6 | Resolving personality conflicts | | |
| 5.7 | Negotiation – definition, How to negotiate | | |
| 5.8 | Causes of stress and ways to cope up with stress | | |
| Chapter – 6 | Power and Politics | 09 | 06 |
| 6.1 | Definition of power | | |
| 6.2 | Empowerment-definition, empowerment in the workplace, effects of empowerment | | |
| 6.3 | Abuse of power: harassment, workplace bullying, sexual harassment | | |
| 6.4 | Politics-Definition, political behaviour, and reality of politics, types of political activity, making office politics work | | |
| Chapter – 7 | Organizational culture | 06 | 06 |
| 7.1 | Definition of organizational culture, Levels of culture | | |
| 7.2 | Characteristics of culture, Culture’s functions | | |
| 7.3 | Dominant culture, subcultures, core values | | |
| 7.4 | Creating and sustaining an organization’s culture | | |
| | Total | 60 | 50 |

Assignments:

Case Studies and assignments (For Assignments Students are expected to collect information visiting hotels, Institution and do a PPT Presentation on the activity carried out)

1. **Activity I.** Presentation based on Industrial Training to be covered Organization structure (hierarchy)/ Organization culture/Roles and Responsibility.
2. **Activity II** Group Activity Students have to do mock activity (ANY ONE) such as Theme Lunch, Food festival, Cultural activity Students should be evaluated on group decision making for related activity and a detail report on the activity to be prepared.
3. **Activity III** Case Study based on following to be conducted values and attitude/Leadership/Motivation/Morale
4. **Activity IV** Communication Skills Extempore speech/Role Plays/Skit/ Debate
5. **Activity V** Students have to choose any one activity from the followings Corporate Social Responsibility Students are expected to organize social activities such as Blood Donation camp/Clean India Mission/ Tree Plantation/NGO activity/National Integration
6. **Activity VI** Creativity - Creativity to be used in events and functions/programmes Organized by the students

Reference Books:

- 1) Organizational Behaviour
By: Andrzej A. Huczynski, David A. Buchanan
- 2) Organizational Behaviour
By Stephen P. Robbins, Timothy A. Judge
- 3) Fundamentals of Organizational Behaviour: An Applied Perspective
By Andrew J. DuBrin
- 4) Fundamentals of Organizational Behaviour
By Nancy Langton, Stephen P. Robbins, Tim Judg
- 5) ORGANIZATIONAL BEHAVIOUR: Text and Case
By A.K. Chitale, R.P. Mohanty, N.R. Dubey
- 6) Organizational Behaviour: Text and Case
By Kavita Singh
- 7) Organizational Behaviour: Fred Luthans

Subject : Managerial Economics
Subject Code : AE 804
Subject Credits : Four
Semester : Eighth

| Teaching Scheme per week | | |
|--------------------------|-----------|----------|
| Theory | Practical | Total |
| 04 hours | --- | 04 hours |

| Examination Scheme | | | | | |
|-----------------------------|----------------------------|----------------------|-----------------------------|----------------------|-------------|
| Internal Examination Scheme | | | External Examination Scheme | | Total Marks |
| Unit Test | Assignments (Theory based) | Total Internal Marks | Theory | Total External Marks | |
| 20 | 30 | 50 | 50 | 50 | 100 |

Rationale:

To explain the students the basic principles of Managerial Economics and its application to Hotel Industry both at micro and macro levels.

| | | Hours | Marks |
|--------------------|---|-----------|-----------|
| Chapter – 1 | Introduction to Managerial Economics | 08 | 06 |
| 1.1 | Definition of Economics : Lionel Robbins Definition of Economics, Features of definition | | |
| 1.2 | Basic Terms used in Economics: Micro & Macro Economics, Economic Tasks – Production & Distribution, Economic Entities – Household & Firm and Concept of Plant, Firm & Industry | | |
| 1.3 | Meaning, Features & Scope of Managerial Economics and Functions of Managerial Economist | | |
| Chapter – 2 | Demand Analysis | 16 | 16 |
| 2.1 | Concept of Demand, Types of Demand including Individual and Market Economics, Determinants of Demand and Demand Function; Increase & Decrease and Expansion and Contraction of Demand | | |
| 2.2 | Law of Demand | | |
| 2.3 | Consumer Demand: Meaning and Types of Utility, Law of Diminishing Marginal Utility. | | |
| 2.4 | Elasticity of Demand : Kinds (Price, Income and Cross), Types of Price Elasticity, Methods of measuring Elasticity | | |

| | | | |
|--------------------|--|-----------|-----------|
| Chapter – 3 | Supply Function | 10 | 08 |
| 3.1 | Meaning & Determinants of Supply; Stock Vs. Supply | | |
| 3.2 | Law of Supply | | |
| 3.3 | Elasticity of Supply: Meaning, Measurement & Factors affecting elasticity of Supply | | |
| Chapter – 4 | Cost Analysis | 06 | 04 |
| 4.1 | Meaning of Cost | | |
| 4.2 | Concepts of Cost : Actual & Opportunity, Explicit & Implicit, Direct & Indirect, Fixed & Variable, Short run & Long run, Total, Average and Marginal | | |
| Chapter – 5 | Production Analysis | 10 | 08 |
| 5.1 | Concepts & Attributes | | |
| 5.2 | Law of Variable Proportions | | |
| 5.3 | Law of Returns to Scale | | |
| Chapter – 6 | Market Structure | 10 | 08 |
| 6.1 | Meaning & Classification of Market Structure | | |
| 6.2 | Types of Market Structures Formed by the Nature of Competition. | | |
| | Total | 60 | 50 |

Note: Every Law must cover Statement, Assumptions, Schedule, Graph, and Exceptions / Limitations

Assignments: a minimum of 02 assignments based on the following to be given to individual student and the marks to be considered in internal marks.

- a. Case study related to Hotel Economics covering the Syllabus.
- b. Case study on application Demand Estimation methods in Restaurants and Hotels.
- c. Cost Analysis of any Star Hotel.

Reference Books

1. Managerial Economics- Theory & Application – D.M.Mithan, Himalaya Publishing House, Seventh Edition.
2. Managerial Economics – Principles and Worldwide Applications – Dominick Salvatore & Ravikesh Srivastava, Oxford Publication, Seventh Edition 2013
3. Economics for Management – Text & Cases, Misra & Puri, Himalaya Publication House, First Edition 2004.
4. Managerial Economics, G.S. Gupta, McGraw Hill Education (India) Pvt. Ltd, New Delhi, First Edition 2011.