

SAVITRIBAI PHULE PUNE
UNIVERSITY

REVISED SYLLABUS OF
**Bachelor of Hotel
Management & Catering
Technology (BHMCT)**

Incorporating
Choice Based Credit System and Grading
System

(To be implemented from A.Y. 2019-20)

1. Title:

Name of the Programme: Bachelor of Hotel Management and Catering Technology (BHMCT)

Nature of the Programme: BHMCT is a 4 year fulltime undergraduate degree programme.

2. Preamble: The BHMCT syllabus of SPPU was last revised in 2016, when choice based credit system was introduced for the first time. This revision attempts to align the programme structure and the content to the requirements of the hospitality aspirants and the Industry that is dynamic in its very nature. The other reason for revamping the syllabus was that in the last revision choice based credit system was introduced for the first time. This revision will further fine tune what was initiated and integrate a basket of skills sets that will add value and make the curriculum more effective.

3. Objectives:

- I. The basic objective is to provide the hospitality industry with a steady stream of competent and trained young men and women with the necessary knowledge, skills, values and attitude to occupy key operational positions.
- II. The relative importance of skills and ability development and attitudinal orientation in hotel management education have been kept in mind while forming the structure to ensure that the knowledge and skills imparted are as desired globally.

4. Programme Outcomes:

- I. Provide a common body of knowledge in hospitality management coupled with broad education and awareness of skills and attitudes which will prepare students for responsible leadership roles in the hospitality industry.
- II. Familiarization with the practical aspects of the hospitality industry.
- III. Synthesize and summarize information and to professionally communicate. Be skilled in written, verbal & oral combination and will be able to effectively choose communication methods that are appropriate.
- IV. Develop employability skills required for hotels and restaurant managements in hospitality and allied sectors.
- V. Equip students with the requisite entrepreneurial skills for self-employment.
- VI. Develop an ability to interpret, analyze, innovate, communicate and apply technical concepts.
- VII. Understand and evaluate issues related to environmental sustainability and ethics to make business decisions.

5. Highlights of the New Curriculum:

- I. Choice based credit system and grading system is in line with National Policies and International Practices.
- II. Enhancing the brand value of the BHMCT Course of SPPU.
- III. Focusing on concurrent evaluation (Continuous evaluation) for the entire programme.
- IV. Introduction of half credits with the concurrent evaluation pattern.
- V. Emphasizing the centrality of the student and teacher – student relationship in the learning process.
- VI. Empowering the Institutions through the cafeteria approach by providing Core courses, Core Specialization, Elective Generic and Elective Discipline Specific courses, thus providing in built flexibility in the Curriculum, to help the Institutes offer tailor made courses as per the students preference from a wider basket of courses.

6. The Curriculum:

I. Course:

A course is a component of the programme. Each course is identified by a unique course code. While designing the curriculum, courses have defined weightages, called credits.

Each course in addition to having a syllabus, has learning rationale. A course may be designed to comprise lectures / laboratory work / field work / project work / vocational training / viva voce etc or a combination of some of these.

The curriculum comprises of Core courses and Elective courses. Core courses are the foundation courses of hospitality education. They are compulsory for all students. However from Semester VI onwards, Specialization is offered as a Core Specialization course, and the students are expected to choose and pursue one course from the Specializations offered. Elective courses are offered as Generic Elective or Discipline Specific Elective. Elective Courses are offered in Semester II, Semester III, Semester IV, Semester VI and Semester VII.

Registration: It is mandatory for every student to register at the beginning of the semester for the elective courses opted under CBCS system and for Core Specialization courses for that semester. Such registration shall be the basis for a student to undergo the prescribed evaluation. Application forms for University examinations are to be filled based on the choices finalized during the registration process and submitted to the University along with the prescribed examination fee. The Institute may not offer the course (elective) if more than 20% students do not register for the course.

- II. **Credits:** The credit system requires that a student progresses in the academic programme with the prescribed number of credits. Each credit can be visualized

as a combination of 2 components viz. Lecture (L) + Practical (P) i.e. LP Pattern.
One lecture hour will be of 50 minutes.

In terms of credit, for a period of 1 semester of 15 weeks:

- I. One lecture hour (L) per week amounts to 1 credit per semester.
- II. A minimum of Two lecture hours per week of Practical (P) amounts to 1 credit per semester.

A course shall have either or both the components.

Two (02) Credit Course: A course with weightage of 2 credits will be evaluated concurrently.

Other than Two (02) credit course: All course with weightage of 3 credits or more shall be evaluated concurrently as well by the university.

BHMCT programme is a combination of

- a) Two (02) Credit Course (50 marks): 2 credits each
- b) Other than Two (02) credit course
200 marks 8 credit courses, 100 marks 3 and 4 credit courses and
150 marks for 5 and 6 credit courses.

It is proposed to use the indirect and absolute grading system for the BHMCT Course. i.e. the assessment of individual courses in the concerned examinations will be on the basis of marks. However the marks shall later be converted into grades by a defined mechanism wherein the overall performance of the learners can be reflected after considering the credit points for any given course. The overall evaluation shall be designed in terms of grades.

1. Examination: The evaluation scheme comprises of :

- a) University Evaluation
- b) Concurrent Evaluation

In order to acquire course credits, the student will be required to pass in Concurrent as well as University examination (Theory & Practical)

For each 'other than two (02) credit' courses –

a) University Evaluation:

- (1) For theory courses of 3 credits, 70 marks.
- (2) For theory + practical courses having 4 credits, 40 marks theory and 30 marks practical.
- (3) For theory + practical Courses having 6 credits 40 marks theory and 60 marks practical.
- (4) For Internship of 15 credits, 80 marks will be evaluated on Presentation, Log book and Viva Voce.

(5) For Core Specialization courses having 8 credits, 70 marks theory and 60 marks practical.

(6) For Research Project having 5 credits, 80 marks for Presentation and Viva Voce.

b) Concurrent evaluation:

(1) For theory Courses having 3 credits, 30 marks.

(2) For theory + practical Courses having 4 credits 30 marks.

(3) For theory + Practical Courses having 6 credits 50 marks

(4) For Internship having 15 credits 150 marks

(5) For Core Specialization Courses having 8 credits 70 marks

(6) For Research Project having 5 credits 70 marks

(7) For 2 credit courses 70 marks

The faculty has the liberty to decide the evaluation parameters for all concurrent evaluation. The suggested parameters are:

1. Assignments
2. Class Tests
3. Field assignment
4. Case studies
5. Presentations and Viva voce
6. Group Discussions
7. Simulation exercises
8. Quiz

The students need to get at least half number of credits offered in respective years to be promoted to the next year. The students need to acquire all the subject credits of the first year to be promoted to the third year and acquire all the subject credits of the second year to be promoted to the fourth year.

7. Standard of Passing: Every candidate must secure at least grade **(P)** in Concurrent and University Evaluation (theory and practical, as applicable) as separate heads for passing in each course.

8. Degree Requirement: The degree requirement for BHMCT Programme is completion of 162 earned credits. To be eligible for an award of the BHMCT Degree, a student must obtain the necessary credits, final grade point within a stipulated time of 8 years from the first date of registration for the programme.

Course Structure

Sem. – I

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Evaluation			Total
					Concurrent	University		
						Theory	Practical	
C101	Food Production - I	Theory/ Practical	6	2 L 8 P	50	40	60	150
C102	F & B Service - I	Theory/ Practical	4	2 L 4 P	30	40	30	100
C103	Basic Rooms Division - I	Theory/ Practical	4	2 L 4 P	30	40	30	100
C104	Principles of Mgmt.	Theory	3	3 L	30	70	--	100
C105	French - I	Theory	2	2 L	50	--	--	50
C106	Communication Skills (English) - I	Theory	2	2 L	50	--	--	50
Total			21	29				550
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				7				

Sem. – II

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Evaluation			Total
					Concurrent	University		
						Theory	Practical	
C201	Food Production - II	Theory/ Practical	6	2 L 8 P	50	40	60	150
C202	F & B Service - II	Theory/ Practical	4	2 L 4 P	30	40	30	100
C203	Basic Rooms Division - II	Theory/ Practical	4	2 L 4 P	30	40	30	100
C204	French - II	Theory	2	2 L	50	--	--	50
C205	Communication Skills (English) - II	Theory	2	2 L	50	--	--	50
GE206A	Basic Accounting	Theory	3	3 L	30	70	--	100
GE206B	Logistics & Supply Chain Management							
Total			21	29				550
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				7				

Sem. – III

Course Code	Course Name	Theory/ Practical	Credits	Hour s per week	Evaluation			Total
					Concu rrent	University		
						The ory	Pract ical	
C301	Bakery & Confectionery	Theory/ Practical	6	2 L 8 P	50	40	60	150
C302	F & B Service - III	Theory/ Practical	4	2 L 4 P	30	40	30	100
C303	Accommodation Operations - I	Theory/ Practical	4	2 L 4 P	30	40	30	100
C304	Hotel Law	Theory	2	2 L	50	--	--	50
C305	Soft Skills Mgmt.	Theory	2	2 L	50	--	--	50
DSE306 A	Hospitality Sales	Theory	3	3 L	30	70	--	100
DSE306 B	Computer Fundamental							
Total			21	29				550
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				7				

Sem. – IV

Course Code	Course Name	Theory/ Practical	Credits	Hour s per week	Evaluation			Total
					Concu rrent	University		
						The ory	Pract ical	
C401	Quantity Food Production	Theory/ Practical	6	2 L 8 P	50	40	60	150
C402	F & B Service - IV	Theory/ Practical	4	2 L 4 P	30	40	30	100
C403	Accommodation Operations - II	Theory/ Practical	4	2 L 4 P	30	40	30	100
C404	Event Mgmt.	Theory	2	2 L	50	--	--	50
C405	Food Safety Mgmt. Systems	Theory	2	2 L	50	--	--	50
GE406A	Customer Relationship Mgmt.	Theory	3	3 L	30	70	--	100
GE406B	Facility Planning							
Total			21	29				550
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				7				

Sem. – V

Course Code	Course Name	Credits	Evaluation		
			Concurrent (Log Book & Internal Viva)	University Presentation / Viva	Total
C501	Internship – 15 Weeks (Minimum of 45 hours per week)	15	150	150	300

Sem. – VI

Course Code	Course Name	Theory/ Practical	Credits	Hour s per week	Evaluation			Total
					Concu rrent	University		
						The ory	Pract ical	
CS601A	Sp. in Food Production Mgmt.- I	Theory/ Practical	8	4 L 8 P	70	70	60	200
CS601B	Sp. In F & B Service Mgmt. - I							
CS601C	Sp. In Accommodations Management - I							
C602	F & B Control	Theory	3	3 L	30	70	--	100
C603	Human Resource Mgmt.	Theory	3	3 L	30	70	--	100
C604	Services Mktg.	Theory	3	3 L	30	70	--	100
C605	Hotel Maintenance	Theory	2	2 L	50	--	--	50
GE606A	Food Science	Theory	2	2 L	50	--	--	50
GE606B	Nutrition							
Total			21	25				600
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				11				

Sem. – VII

Course Code	Course Name	Theory/ Practical	Credits	Hour s per week	Evaluation			Total
					Concu rrent	University		
						The ory	Pract ical	
CS701A	Sp. in Food Production Mgmt.- II	Theory/ Practical	8	4 L 8 P	70	70	60	200
CS701B	Sp. In F & B Service Mgmt. - II							
CS701C	Sp. In Accommodations Management - II							
C702	Disaster Mgmt.	Theory	3	3 L	30	70	--	100
C703	Total Quality Mgmt.	Theory	3	3 L	30	70	--	100
C704	Environment Science	Theory	3	3 L	30	70	--	100
C705	Research Methodology	Theory	2	2 L	50	--	--	50
GE706A	Managerial Economics	Theory	2	2 L	50	--	--	50
GE706B	Tourism Operations							
Total			21	25				600
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				11				

Sem. – VIII

Course Code	Course Name	Theory/ Practical	Credits	Hour s per week	Evaluation			Total
					Concu rrent	University		
						The ory	Pract ical	
CS801A	Sp. in Food Production Mgmt.- III	Theory/ Practical	8	4 L 8 P	70	70	60	200
CS801B	Sp. In F & B Service Mgmt. - III							
CS801C	Sp. In Accommodations Management - III							
C802	Research Project	Practical	5	10 P	70	80 (Report/ Presentation)		150
C803	Organization Behavior	Theory	3	3 L	30	70	--	100
C804	Entrepreneurship Development	Theory	3	3 L	30	70	--	100
C805	Introduction to Cyber Security	Theory	2	2 L	50	--	--	50
Total			21	30				600
Project Work /Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				06				
Total (Semester I – VIII)			162 Credits					4300 Marks

Subject : Food Production - I

Subject Code : C101

Subject Credits : 06

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	08 hours	10 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
50	50	60	40	100	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	03	04
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	08	10

2.1	Techniques used in preparation of food		
2.2	Methods of mixing food		
2.3	Methods of Heat Transfer -Conduction, Convention, 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	03	05
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	02	04
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	02	03
5.1	Types of fuels used-Gas, electricity, wood, coal/charcoal, solar energy, diesel		
5.2	Advantages & Disadvantages		

Chapter – 6	Kitchen Equipment	02	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	10	10
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		30	40
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Recommended 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

Recommended 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 : Food & Beverage Service - I

Subject Code : C102

Subject Credits : 04

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	06 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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	06	08
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	06	08
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	06	08
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	06	08
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	06	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		30	40

Recommended 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.

Recommended Practical: Minimum 12 practicals to be conducted.

- 1. Service grooming and Restaurant etiquettes**
- 2. Identification and usage of equipment.**
- 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.

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 : Basic Rooms Division – I

Subject Code : C103

Subject Credits : 04

Semester : I

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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.

		Hours	Marks
Chapter – 1	Introduction to the Housekeeping Department	03	05
	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	03	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-Cleaning Equipments and Cleaning Agents	05	06
	3.1 Principles of cleaning and safety factors in cleaning		
	3.2 Classification of cleaning equipment		
	3.3 Selection of cleaning equipment		
	3.4 Use,Storage and distribution		
	Cleaning Agents		
	3.5 General criteria for selection of cleaning agents		
	3.6 Classification of cleaning agents		
	3.7 Use, Hygiene,care, storage and labelling.		
	3.8 Distribution and control.		
	3.9 Use of Eco-friendly products in Housekeeping.		

Chapter –4	Guest Rooms	04	05
	4.1	Types of guest rooms.	
	4.2	Types of Guest Room Status	
	4.3	Guest supplies and facilities for standard rooms and VIP guest rooms.	
Chapter – 5	Introduction to Tourism, Hospitality and Hotel Industry	04	05
	5.1	Importance of Hospitality and Tourism	
	5.2	Hotels, their evolution and growth.	
	5.3	Adhering to rules and regulations of Ministry of Tourism, Govt. of India (FHRAI and HRACC).	
	5.4	Brief introduction to hotel core areas with special reference to Front Office.	
Chapter –6	Classification of Hotels	03	05
	6.1	Star classification	
	6.2	Size	
	6.3	Location	
	6.4	Clientele	
	6.5	Duration of stay	
	6.6	Level of service	
	6.7	Ownership basis	
	6.8	Alternative accommodation	

Chapter –7	Organizational Framework of the Front Office Department.	04	05
	7.1 Function areas (sections and layout of Front Office)		
	7.2 Front Office hierarchy in small, medium, large Hotel		
	7.3 Duties and responsibilities (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant)		
	7.4 Personality traits.		
Chapter –8	Front Office Operations	04	05
	8.1 Rules of the house (for guest and staff)		
	8.2 Bell Desk and Concierge (functions, duties and responsibilities, luggage handling and records)		
	8.3 Types of keys and key control		
	8.4 Food / Meal plans		
	8.5 Types of room rates		
	(Rack, FIT, crew, group, corporate, weekend)		
Total		30	40

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

Recommended Assignments:

A minimum of 2 assignments based on the above topics.

- 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.**

Recommended 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.

Sr. No Topic

- 1. Introduction to Cleaning equipment and agents (familiarization and function) and setting up of Chambermaid's trolley**
- 2. Cleaning of public areas**
 - Brasso and Silvo**
 - Wooden surfaces-polished,painted,laminated.**
 - Cleaning of glass surfaces**
 - Wall cleaning-Dado/skirting**
- 3. Guest room Orientation (Single, Double, Twin and Suite room)**
- 4. Guest room supplies and placement (Standard room and VIP amenities)**
- 5. Use of Mechanical cleaning equipment (scrubbing machines, vacuum**

cleaner-dry and wet)

7. **Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)**
8. **Procedure for cleaning bathrooms**
9. **Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)**
10. **Telephone etiquettes and standard phrases used at the Front Desk.**
11. **Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record**
12. **Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage.**
13. **Key handling procedures (key card and key jacket)**

Handling guest common queries about information of the property (Travel Desk, recreational areas)

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

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, McGraw 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 : Principles of Management
Subject Code : C104
Subject Credits : 03
Semester : I

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

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

		Hours	Marks
Chapter – 1	Introduction	04	05
	1.1 Management defined		
	1.2 Levels of management		
	1.3 Managerial skills		
Chapter – 2	Management thought: A journey since inception	06	10
	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	05	10
	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		
Chapter –4	Organizing	05	10
4.1	Definition		
4.2	Nature & importance of organizing		
4.3	Principles of organizing		
4.4	Types- Formal & Informal, Centralized / Decentralized, Line & Staff		
Chapter –5	Leadership	05	10
5.1	Definition		
5.2	Different styles of leadership		
5.3	Role of a leader		
Chapter – 6	Motivation	05	10
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	05	05
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		
Chapter –8	Coordination	05	05
8.1	Definition		
8.2	Importance of Coordination among different departments of a hotel		
Chapter –9	Controlling	05	05
9.1	Definition		
9.2	Process of controlling		

- 9.3 Importance
- 9.4 Areas of control

Total 45 70

Recommended Assignments:

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

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 : French
Subject Code : C105
Credits : 02
Semester : I

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Leçon – 1	General French	10
1.1	<ul style="list-style-type: none"> • Pronunciation • L'Alphabet, les Accents 	
1.2	<ul style="list-style-type: none"> • Nombres (0 to 100) • Cardinaux • Ordinaux 	
1.3	Grammaire <ul style="list-style-type: none"> • article défini, indéfini • article partitive, article contracté • pluriel des noms • adj.demonstratif • adj. possessif 	
1.4	Formules de politesse <ul style="list-style-type: none"> • calendrier – la date 	
1.5	<ul style="list-style-type: none"> • Les jours de la semaine • Les mois de l'année • l'heure 	
1.6	Activités: <ul style="list-style-type: none"> • exercices d'écoute • exercices de prononciation 	

	<ul style="list-style-type: none"> • mini dialogues • jeu de rôle 	
Leçon – 2	Bonjour!	12
2.1	Grammaire <ul style="list-style-type: none"> • Conjugation des verbes (en-er, -ir,-re) (positif,négatif, interrogatif) • être, s'appeler,parler – au présent • avoir, pouvoir, vouloir – au présent • aller, faire- au présent • prendre,manger,boire- au présent et au futur proche • verbes à l'impératif- un coup d'œil sur la formation • Formation des phrases simples • Se presenter • adj. interrogatif • adj.de couleur 	
2.2	• Expressions utiles	
2.3	Activités <ul style="list-style-type: none"> • Exercices • Mini dialogues • adverbes d'interrogation 	
Leçon – 3	La nourriture	05
3.1	Produits laitiers <ul style="list-style-type: none"> • Légumes • Fruits • Fruits de mer • Céréales • Assaisonnements • Viandes • Fromages français 	
3.2	<ul style="list-style-type: none"> • Activités • Exercices sur le vocabulaire 	
Leçon –4	Le Service	03
4.1	<ul style="list-style-type: none"> • La Brigade de Restaurant (l'organigramme) • La Brigade de Cuisine(l'organigramme) • La terminologie (Hot plate) 	
4.2	• Expressions Utiles	
	Total	30

Recommended Assignments:

To be conducted in CCE [Comprehensive & Continuous Evaluation] pattern, so that Teaching/Learning & Evaluation takes place concurrently.

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.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 : Communication Skills (English) - I

Subject Code : C106

Subject Credits : 02

Semester : I

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Nature and the Process of Communication	04
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
2.1 Categories of communication	
• Interpersonal communication	
• Mass communication	
2.2 Forms of communication	
• Verbal communication	
a. Oral communication	
b. Written communication	
• Non-verbal communication	
2.3 Formal and Informal Communication	
• Vertical communication v/s Horizontal communication	
• Inter v/s Intra organizational communication	

Chapter – 3	Barriers to effective communication	04
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
4.1	Importance of reading	
4.2	Reading strategies	
Chapter –5	Written communication skills	09
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
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
7.1	Introduction to body language	
7.2	Understanding body language	
	Total	30

Glossary of Terms

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

Recommended Assignments:

- 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.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 – HorySankar Mukherjee. Oxford.
11. Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
12. English Language Communication Skills – Urmil 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; MukeshChaturvedi
16. A course in listening and speaking I & II – V. Saikumar; P. KiranmaiDutt, GeethaRajeevan
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 AnithaArunsimha
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 : Food Production - II
Subject Code : C201
Subject Credits : 06
Semester : II

Teaching Scheme per week		
Theory	Practical	Total
02 hours	08 hours	10 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
50	50	60	40	100	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	04	05
	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	04	05
	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	05	05
	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	03	04
	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	03	04
	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 and storing		
	5.6	Vegetable cuts		
Chapter – 6		Salads & Salad Dressings	03	04
	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	02	04
	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	02	03
	8.1	Food Contamination -Types, reasons& precaution		
	8.2	Introduction to HACCP- meaning, importance, principles		
			02	02
Chapter –9		Organic Food		
	9.1	Concept of Organic food		
	9.2	Characteristics of organic food		
	9.3	Advantages and dis-advantages		
Chapter –10		Kitchen Stewarding	02	04
	10.1	Importance of kitchen stewarding		
	10.2	Hierarchy & staffing in kitchen stewarding department		

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

Recommended 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)

Recommended Practical:

3. Minimum **24 Individual Practical's** to be conducted during the semester.
4. The practical should comprise of the following:
 - Demonstration of Stocks, Soups and Sauces- 1 practical
 - Egg Cookery (Excluding Breakfast Preparations) – 1 Practical
 - Continental breakfast menu – 1 practical
 - Types of Sandwiches – 1 practical
 - Types of Salads with Dressings. – 1 practical
 - Basic Continental menus consisting of Appetizer/soup, Meat preparation with starch & veg accompaniments & Dessert with plate presentation and appropriate portion sizes – 18practicals
 - 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 : Food & Beverage Service - II
Subject Code : C202
Subject Credits : 04
Semester : II

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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 analyse the food service operations of in room dining.

		Hours	Marks
Chapter – 1	Types of Meals	04	06
	1.1 Breakfast – Introduction, Types, Service Methods		
	1.2 Elevenses 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	12	12
	2.1 Introduction		
	2.2 Types –Ala 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	02	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	04	06
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	04	06
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	30	40

Note: Glossary

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

Recommended 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.

Recommended Practical: Minimum 12 practicals to be conducted.

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 : C203
Subject Credits : 04
Semester : II

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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.

		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	03	03
	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	04	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	03	04
	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	03	05
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)		
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	03	04
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	Reservation- Cancellation and Amendment		
7.7	Overbooking		
Chapter –8	Pre-Arrival Procedures	02	03
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	04	05
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	04	05
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	30	40

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

Recommended Assignments: A minimum of *2 assignments* based on the above topics.

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.

Recommended 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.

Sr. No	Topic
1	Servicing a guest room and bathroom with a chambermaid's trolley (checkout/occupied and vacant room)
2	Bed making (Day bed, turndown service)
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
- 4 Minibar management
- Issue
 - Stock taking
 - Checking expiry date
- 5 Handling guest supplies
- Maintaining register/ record
 - Replenishing floor pantry
 - Stock taking
- 6 Spring cleaning of Public areas
- 7 Preparing Records,lists,books and forms such as:
- 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
- 8 Telephone handling skills at the reception and taking reservations.
- 9 Skills to receive and record mail as well as messages(Hotel staff, Guest - Past, present and future).
- 10 Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- 11 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.
- 12 Tackling guest complaints with regards to the guest cycle and preparing and updating a Guest history Card.
- 13 Use of PMS and suggested tasks to be carried out:
- Various function keys
 - Pre- register a guest
 - Creating and updating guest profiles

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books

8. Hotel Housekeeping operation- G Raghubalan and SmirteeRaghubalan, 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. Checkin Checkout- Jerome Vallen.

Subject : French II
Subject Code : C204
Credits : 02
Semester : II

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Leçon-1		
1.1	• Révision des Verbes	10
1.2	• Parler, manger, boire, vouloir, pouvoir, aller- au passé composé avec avoir/être : un coup d’œil sur la formation	
	• Pouvoir, vouloir, être, avoir, faire, prendre au futur simple	
	• Conditionnel présent -vouloir, pouvoir	
	• Exercices	
	• Mini dialogues	
Leçon – 2	La nourriture et les boissons	12
2.1	• Le menu (un menu de 17 plats)	
	• Les vins français	
	• La terminologie du vins	
Leçon 3		08
3.1	• Termes culinaires	
Total		30

Recommended Assignments:

To be conducted in CCE [Comprehensive & Continuous Evaluation] pattern, so that Teaching/Learning & Evaluation takes place concurrently.

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.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 : Communication Skills (English) - II

Subject Code : C205

Subject Credits : 02

Semester : II

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Listening skills	04
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
2.1 Meaning and usage of:	
• Kinesics	
• Chronemics	
• Proxemics	
• Paralinguistic	
2.2 Group Discussions	
2.3 Interview Techniques	
2.4 Speech and Presentations	

Chapter – 3	Reading	01
3.1	Book reading and discussion	
3.2	Exploring journals / literature in the digital / electronic media	
Chapter –4	Writing	10
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
5.1	Formal Conversation	
5.2	Telephone etiquette	
5.3	Hotel Phraseology	
5.4	Using charts and diagrams	
	Total	30

Note: Glossary of Terms

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

Recommended 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. 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.

Subject : Basic Accounting

Subject Code : GE206A

Subject Credits : 03

Semester : II

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	05	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	10
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	06	10
3.1 Practical problems on Journalizing- simple entries		
3.2 Posting into Ledger & Balancing of Ledger Accounts		
Chapter – 4 Special Functions Book	06	10
4.1 Advantages and Format of Special Functions Book		
4.2 Practical problems on preparation of Special Functions Books		
Chapter – 5 Cash Book	06	10
5.1 Introduction and types of Cash book		

5.2	Practical problems on Three column and Analytical Petty Cash		
Chapter – 6	Trial Balance	06	10
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	10	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	45	70

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.

Recommended Assignments: A minimum of 03 assignments to be submitted by students by the end of the semester on 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 : Logistics and Supply Chain Management

Subject Code : GE206B

Subject Credits : 03

Semester : II

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

The course aims at enhancing the ability of the students to understand the importance of Supply Chain Management and to know the various aspects of Supply Chain Management and also to study the current trends in SCM.

		HOURS	MARKS
Chapter – 1	INTRODUCTION TO SUPPLY CHAIN MANAGEMENT.	8	10
1.1	Evaluation of Supply Chain management, meaning and objectives		
1.2	Characteristics of global supply chains		
1.3	Generalized Supply Chain Model Order processing – Material Handling –		
1.4	Transportation – Warehousing – Inventory Management – Reverse Logistics		

Chapter – 2	LOGISTICS	10	15
2.1	Objectives, Components, Significance. Supply Chain Management		
2.2	PROCUREMENT LOGISTICS. Centralized and Decentralized purchasing		
2.3	Warehousing		
2.4	Trade off Customer Service & Cost.		
2.5	Inventory Management-Concepts, various costs associated with inventory		
2.6	Lead time reduction		
2.7	Re-order point/reorder level fixation.		
Chapter – 3	SUPPLY CHAIN MANAGEMENT	9	15
3.1	The importance of SCM in modern Business		
3.2	Understanding the importance of supply chain and it's functions and supply chain in Retail & marketing business		
3.3	Supply Chain Management		
3.4	Centralized and Decentralized supply chains		
3.5	Key issues in supply chain Strategies.		
Chapter – 4	DISTRIBUTION MANAGEMENT ;	9	15
4.1	Distribution channels: structure and operation		
4.2	Pipe line inventory and response considerations		
4.3	Distribution cost components		
4.4	Hub and Spoke Model		
4.5	Carrier selection		
4.6	Vendor Consolidation.		
4.7	Cross docking		
Chapter – 5	RECENT ISSUES IN SCM :	9	15
5.1	CRM Vs SCM, Benchmarking –concept, Features and Implementations		

5.2	Outsourcing-basic concept		
5.3	Value addition in SCM-concept of demand chain Management.		

45 70

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

1. Visiting a warehouse to understand the operations
2. Presentation on Supply chain
3. Supply chain for hospitality industry

References:

1. Chopra Sunil & Peter Meindl- Supply Chain Management.
2. Raghuram G. –Logistics & Supply Chain Management.
3. Agarwal D.K.- Logistics & Supply Chain Management
4. Christopher Martin - Supplychain Management
5. K Shirdhar Bhat – Logistics and Supplychain Management
6. HPH Sahah - Supplychain Management : Pearson

Subject : Bakery and Confectionery
Subject Code : C301
Subject Credits : 06
Semester : III

Teaching Scheme per week		
Theory	Practical	Total
02 hours	08 hours	10 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
50	50	60	40	100	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	05	04
	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	05	06
	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		
3.6	Faults, Causes, and Remedies		
3.7	Artisan Bread		
3.8	Understanding Quick breads		
3.9	Pre-ferments and Sour dough		
3.10	Controlling fermentation		
3.11	Enzymatic reaction in bread		
3.12	Characteristics of a Good Bread		
Chapter – 4	Cake Making	04	06
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		
4.5	Cake Improvers		
4.6	Characteristics of a Good Cake		
Chapter – 5	Flour Pastries	04	06
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	03	05
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	02	05
7.1	Introduction to Icings		
7.2	Definition & Uses		
7.3	Classification (Flat & Fluffy)		
7.4	Ingredients used in preparation of Icings		

- 7.5 Assembling and Icing Cakes
- 7.6 Fillings – Ingredients used and preparation

Total 30 40

Note: Glossary

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

Recommended 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.

Recommended 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, Macroons, 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 : C302

Subject Credits : 04

Semester : III

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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 barprofile.

	Hours	Marks
Chapter – 1 Alcoholic Beverages	02	04
1.1 Definition		
1.2 Classification of Alcoholic Beverages		
1.3 Fermented beverages – Definition and Examples		
Chapter – 2 Beer	04	06
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	10
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 – Oidium, 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, Service of Wine		
Chapter –4	Wine producing Countries	08	10
4.1	France – Regions with Wine examples Champagne-Manufacturing, Types, Brands, Service		
4.2	Italy – Regions with Wine examples Fortified wine: Marsala- Types, Brands, Service		
4.3	Germany –Regions with Wine examples		
4.4	Spain –Regions with Brands Sherry – Manufacturing, Types, Brands, Service Malaga – Manufacturing, Types, Brands, Service		
4.5	Portugal –Regions with Wine examples Port –Manufacturing, Types, Brands, Service Madeira –Manufacturing, Types, Brands, Service		
4.6	Important Brands of New world wines – USA, Australia, New Zealand, Chile, South Africa, Russia, and India		
4.7	Food & Wine Harmony		
Chapter –5	Aperitifs	03	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–AmerPicon, FernetBranca, Pernod, Campari, Angostura, Ouzo and Underberg

Chapter – 6	Bar	03	05
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	30	40

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)

Recommended Practical: Minimum 12 practicals to be conducted.

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.

Recommended 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 : C303

Subject Credits : 04

Semester : III

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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.

		Hours	Marks
Chapter – 1	Housekeeping Supervision	03	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	04	05
	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		

Chapter – 3	Linen Room	05	06
	3.1 Layout of Linen Room		
	3.2 Classification & Selection of Linen		
	3.3 Sizes of Linen		
	3.4 Storage facilities and conditions		
	3.5 Par stock, Factors affecting par stock		
	3.6 Linen Inventory& control		
	3.7 Discard management		
	3.8 Storage of uniforms		
	3.9 Issue and exchange of uniforms		
Chapter –4	Contract Cleaning	03	05
	4.1 Definition & Concept		
	4.2 Jobs given on contract by Housekeeping		
	4.3 Advantages & Disadvantages		
	4.4 Pricing a contract		
Chapter –5	Checkout	04	05
	5.1 Departure notification		
	5.2 Departure procedure in Fully automated system		
	5.3 Group Checkouts		
	5.4 Express check outs		
	5.5 Under-stay, Late check outs and charges		
	5.6 Post departure Courtesy Services		
Chapter – 6	Methods of Payment	04	04
	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	04	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 and House Limit		

Chapter –8	Application of various Statistical data	03	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	30	40

Note: Glossary

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

Recommended Assignments:

A minimum of 2 assignments on the above topics

1. List of jobs given on contract in any one hotel along with agencies.
2. Recycling of discarded linen
3. Latest methods of Payment used in Hotels for bill settlement
4. Precautionary Measures to deal with frauds while handling Indian Currency & Credit Cards

Recommended 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.

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

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

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

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

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. Hotel Housekeeping by Malini Singh
4. Professional Management of Housekeeping Operations by Martin Jones, Wiley
5. Managing House Keeping Operation, by Margaret Kappa &AletaNitschke
6. Front office Management by S.K. Bhatnagar
7. Front Office Management & Operations by Sudhir Andrews
8. Effective Front Office Operations by Michael. L. Kasavana
9. Front Office: Procedures, social skills, yield & management by Abbott, Peter &Lewry, Sue
10. Hotel Front Office Operations & Management by Jatashankar .R.Tewari
11. Hotel Front Office Management by James Bardi.
12. Check – in Check – out by Gary. K.Vallen

Subject : Hotel Law

Subject Code : C304

Subject Credits : 02

Semester : III

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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.

Chapter - 1	Business Law	Hours
1.1	The Indian Contract Act, 1872 · 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	08
1.2	The Sales of good Acts, 1932 · Meaning of contract of Sale · Rights and duties of seller and buyer · Unpaid seller	
1.3	The Partnership Act, 1932 · Nature of partnership · Rights and duties of partner	
1.4	The Companies Act, 1956 · Essential features of company · Legal aspects	
Chapter - 2	Industrial Law	08
2.1	The Bombay Shops and establishment Act, 1948 · Provisions applicable to hotel industry	
2.2	The Industrial disputes Act, 1947 · 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	
	· The Payment of Wages Act, 1936	
	· The Minimum Wages Act, 1948	
Chapter - 3	Food Legislations	08
3.1	The Prevention of Food Adulteration Act, 1954	
	· Public Analysts and Food Inspectors	
	· Sealing, Fastening and Dispatch of Samples	
	· Colouring Matter	
	· Packing and Labeling of Food	
3.2	The Food Safety And Standards Act, 2006	
	· 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.	
	· Who is consumer?	
	· Consumer complaint	
	· Remedies for deficiency in services	
Chapter - 4	The Sexual Harassment of Women at Workplace	03
4.1	Prevention, Prohibition and Redressal Act, 2013.	
	· Acts constituting Sexual Harassment.	
	· Internal and Local Complaints Committee	
	· Complaint and inquiry into complaint	
	· Duties of employer	
Chapter - 5	Licenses and Permits	03
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	
	Total	30

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

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 by visiting hotels and make 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

Reference 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 : C305
Subject Credits : 02
Semester : III

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Impression Management	03
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
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
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
4.1	Recruiter expectations	
4.2	Creating a career path	
4.3	Success stories	
Chapter – 5	Professional Communication	04
5.1	Presentations	
	<ul style="list-style-type: none"> • Types • Making a presentation • Making use of audio-visual aids 	
Chapter – 6	Case studies	02
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
7.1	Causes of stress	
7.2	Stress management techniques	
Chapter – 8	Time Management	02
8.1	Meaning and importance of time management	
8.2	Identify time robbers	
8.3	How to optimize time	

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

Recommended Assignments:

1. Book Review of I'm OK You are OK – Thomas A. Harris. Random House.
2. Conduct a stress management game.
3. Case study analysis
4. Hospitality company profiles/ history / culture to be collected and discussed.
5. Making short presentations on current hospitality topics using trade magazines and journals as resources.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

1. How to get the job you want - Arun Agarwal. Vision books, New Delhi
2. Get that job - RohitAnand 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 – ArunaKoneru. Oxford Publication.
13. Soft Skills & Life skills : The Dynamics of Success – Nishitesh and Dr.BhaskaraReddi
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 : Hospitality Sales

Subject Code : DSE306A

Subject Credits : 03

Semester : III

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	08
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	06
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	05	08
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	05	10
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	08	08
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	07	10
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	05	10
7.1	Identifying Market segmentation		
7.2	Concept selling (Event , Destination)		
7.3	Selling to Business and Leisure Travelers		
7.4	Selling to specialtymarkets		
7.5	Role of intermediaries in sales		

Chapter –8	Role of Technology in Hospitality Sales	05	10
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	45	70

Recommended 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 : Computer Fundamental
Subject Code : DSE306 B
Subject Credits : 03
Semester : III

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	07	10
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) Image capturing devices: Digital Camera, Digital video camera 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 and Application Software, difference between these		
1.6	Networks – Types - LAN, MAN, WAN & Topology		
1.7	Viruses – Types, Precautions		
Chapter – 2	WINDOWS	05	08
2.1	Windows Features		

2.2	Terminologies - Desktop, Desktop Properties (Popup Menu), Windows, Wallpaper, Icons, File, Folder		
2.3	Accessories – Paint, Notepad, Calculator, Remote Desktop Connection		
Chapter – 3	DOS – (Disk Operating System)	03	06
3.1	Introduction & Features		
3.2	Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, MD, RD		
3.3	External Commands - , ATTRIB, SCANDISK, TREE, MORE, EDIT		
3.4	Wildcards (question mark?, asterisk *)		
Chapter – 4	MS-WORD	06	10
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	05	10
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	06	10
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	05	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	03	04
8.1	Concepts of B-to-B, B to C		
8.2	ERP concept, SAP Concepts		
Chapter – 9	Cloud computing & Social Media	05	06
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?Usage/ advantages and disadvantages (Whatsapp/ Facebook /Twitter)		
9.3	Define Twitter and its usage.		
	Total	45	70

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

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

- a. Create your own Bio data in Ms-Word
- b. Create KOT and Restaurant Bill (MS Excel or MS Word)
- c. Designing menus in MS Word (E.g. French classical 4/5/6 course, Banquet, A' la Carte).
- d. Create Mark sheet with grade in Ms-Excel using formula and conditional formatting.
- e. Create Power point presentation on topic related Hotel Industries with time, transitions and animations.
- f. Create Power point presentation for start up of a F & B outlet (Eg. Fast food, café, bar, etc.)
- g. Prepare DOS command: Internal and External.

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

Subject : Quantity Food Production

Subject Code : C401

Subject Credits : 06

Semester : IV

Teaching Scheme per week		
Theory	Practical	Total
02 hours	08 hours	10 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
50	50	60	40	100	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	06	08
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	04	05
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	05	06
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	02	04
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	04	05
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	04	06
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	05	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		

Note: Glossary

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

Recommended 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

Recommended 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. Palsom

Subject : F&B Service -IV
Subject Code : C402
Subject Credits : 04
Semester : IV

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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	04
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:		
• Pot Still		
• Patent Still		
Chapter – 2 Spirits	14	18
2.1 Whisky		
• 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		
• Brands National and International		

- 2.2 **Brandy**
 - Definition
 - Raw materials and Manufacturing process
 - Types of Brandy – Cognac and Armagnac
 - Brands National and International
- 2.3 **Rum**
 - 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**
 - Definition
 - Raw materials and Manufacturing process
 - Types of Gin: Sloe, London, Plymouth and Dutch
 - Brands National and International
- 2.5 **Vodka**
 - Definition
 - Raw materials and Manufacturing process
 - Flavoured Vodkas
 - Brands National and International
- 2.6 **Tequila**
 - Definition
 - Raw materials and Manufacturing process
 - Types of Tequila: Joven, Blanco, Anejo, Extra Anejo
 - Brands
- 2.7 **Other Spirits**
(Aquavit/ Schnapps/ Aquavit, Slivovitz,, Arrack, Absinthe, Grappa, Calvados, Marc,Pisco, Okolehao, Korn, Toddy, Tiquira, Feni/ Fenny)

Chapter – 3	Liqueurs	03	04
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	03	05
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		

- Light and heavy equipment
- Garnishes, decorative accessories

Chapter –5	Banquets	04	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	30	40

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.

Recommended Practical:Minimum 12 practicals to be conducted.

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.

Recommended 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 : C403
Subject Credits : 04
Semester : IV

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

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

		Hours	Marks
Chapter – 1	Safety and First-Aid	02	03
	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	04
	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	03
	3.1 Types of Guest Complaints		
	3.2 Dealing with Guest Complaints of Housekeeping department		
Chapter –4	Interior Designing	03	05
	4.1 Objectives of Interior Designing		

4.2	Elements of Interior Designing		
4.3	Principles of interior Designing		
Chapter –5	Refurbishing & Redecoration	05	05
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		
Chapter – 6	Night Auditing	03	05
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	03	04
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	04	05
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	05	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 30 40

Recommended Assignments: A minimum of 2 assignments on the above topics .

- a. Study the various chemicals used to eradicate different types of Pests.
- b. Presentation on types of fire extinguishers used in Hotels
- c. Study the concept of various categories of hotel (Ecotel, Boutique, SPA, Heritage and Apartment Hotel)
- d. Presentation on latest sales tools used in hotels.

Practical: Minimum *12 Practical* to be conducted from the following topics.

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.

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

Practical Examination: (Internal & External)

Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference books:

1. Hotel Housekeeping : Operations and Management -Raghubalan, Oxford
2. Accommodation Operations Management - Kaushal, S.K. &Gautam, S.N., Frank Brothers
3. Hotel 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. Managing House Keeping Operation, - Margaret Kappa &AletaNitschke
8. Front office Management - S.K. Bhatnagar
9. Effective Front Office Operations - Michael. L. Kasavana
10. Front Office: Procedures, social skills, yield & management - Abbott, Peter &Lewry, Sue
11. Hotel Front Office Training Manual -SuvradeepGauranga Ghosh
12. Hotel Front Office Operations & Management - Jatashankar. R.Tewari
13. Hotel Front Office Management - JamesBardi.
14. Managing Hotel Operations - Jerome. J. Vallen

Subject : Event Management

Subject Code : C404

Subject Credits : 02

Semester : IV

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Introduction to Event management	03
1.1 Types of Events	
1.2 Characteristics of Events	
Chapter – 2 Planning an Event	04
2.1 Principles of planning	
2.2 Steps in Planning	
2.3 Consult with the Client	
• Set Objectives	
• Choose a Date	
• Decide Who to Invite	
• Create Your Theme	
• Set the Event Agenda	
Chapter – 3 Organizing the Event	10
3.1 Pre-event	
• Establish an Event Committee	
• Timeline Schedule	
• Budgets(Components of budget)	
• Crisis and Backup Planning	
3.2 During the event	
• 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	03
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	04
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	03
6.1	Tools used for Marketing	
	<ul style="list-style-type: none"> • Advertising, Publicity, Sponsorship, Media 	
Chapter – 7	Dealing with Vendors	03
7.1	Types of Vendors	
7.2	Choosing Vendors	
7.3	Vendor Contracts	
	Total	30

Recommended 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.

Concurrent Evaluation: Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 : Food Safety Management Systems
Subject Code : C405
Subject Credits : 02
Semester : IV

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Introduction to International Organization for Standardization (ISO)	02
1.1 History of ISO	
1.2 Types of Standards	
1.3 Overview of ISO 22000	
Chapter – 2 Basic Requirements of ISO 22000 & FSSAI	05
2.1 General Requirement	
2.2 Documentation Requirement	
2.3 Management Commitment	
2.4 Food Safety Policy, System Planning	
2.5 Responsibility, Authority and Food Safety Team Leader	
2.6 Communication – Internal and External	
2.7 Emergency Preparedness	
Chapter – 3 Management’s Role in Implementation of FSMS	02
3.1 Provision of Human Resources	
3.2 Competence, Awareness and Training	
3.3 Provision of Infrastructure, Work Environment	

Chapter – 4	Planning and Developing for Safe Products	05
4.1	Prerequisite Programmes (PRP's)	
4.2	Primary Steps to Support Hazard Analysis	
4.3	Developing a Food Safety Team	
4.4	Preparation of Flow Chart / Diagrams, Process Steps and Control Measures	
4.5	Description of Process Steps and Control Measures	
Chapter – 5	Hazard Analysis	03
5.1	Identifying Various Hazards and Determining Level of Acceptance	
5.2	Establishing Operational Prerequisite Programmes (PRP's)	
Chapter – 6	Developing the HACCP Plan	08
6.1	Documentation of HACCP Plan	
6.2	Identification of Critical Control Points (CCP's)	
6.3	Determination of Critical Limits for Critical Control Points	
6.4	System for the Monitoring of Critical Control Points	
6.5	Actions to be Taken When Results Exceed Critical Limits	
6.6	Understanding role of HACCP in FSMS	
Chapter – 7	Improvement of the Food Safety Management System	05
7.1	Continual Improvement	
7.2	Updating the Food Safety Management System	
7.3	Advantages of FSMS	
	Total	30

Note: Glossary

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

Recommended Assignments:

1. Preparation of a sample FSMS goal and formulation of measurable targets for the same. (Key Process Indicators)
2. Preparation of various Pre requisite Programs
3. Preparation of various Operational Pre requisite Programs
4. Flow Diagrams of Interactive Communication, HACCP Plan, Quality Management System Process
5. Mock Audit of a Food Operation Section / Department
6. Preparation of Checklists for Various Procedures
7. Material Storage and Handling Principles
8. Preparation of Non Conformances and Reporting / Problem Solving Techniques
9. Identification of risks associated in a kitchen and possible controls

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

7. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 Paperback – August 2, 2013 by Erasmo Salazar (Author)
8. ISO 22000 Standard Procedures for Food Safety Management Systems - Bizmanual
9. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 – Erasmo Salazar
10. ISO 9001:2008 Explained (3rd Edition) – Charles A. Cianfrani, Joseph J. Tsiakals, John E. (Jack) West, ASQ Quality Press
11. HACCP and ISO 22000: Application to Foods of Animal Origin – Ioannis S. Arvanitoyannis, Wiley-Blackwell
12. ISO 22000:2005, Food safety management systems - Requirements for any organization in the food chain – ISO TC/34
13. <http://www.iso.org/iso/home.html>
14. <http://www.iso.org/iso/home/about.htm>
15. https://en.wikipedia.org/wiki/International_Organization_for_Standardization
16. <http://www.standardsglossary.com/>
17. <http://www.iso.org/iso/home/standards.htm>
18. https://en.wikipedia.org/wiki/List_of_International_Organization_for_Standardization_standards
19. <http://www.praxiom.com/iso-definition.htm>
20. <http://asq.org/glossary/a.html>
21. <http://www.isoqsltd.com/iso-standards-definitions/>
22. http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=35466
23. <https://law.resource.org/pub/in/bis/S06/is.iso.22000.2005.pdf>
24. <http://www.praxiom.com/iso-22000-definitions.htm>
25. <http://www.bureauveritas.co.in>
26. www.22000-tools.com/pas-220.html
27. www.fssc22000.com/
28. <http://www.mygfsi.com/>
29. https://en.wikipedia.org/wiki/Global_Food_Safety_Initiative

Subject : Customer Relationship Management

Subject Code : GE406A

Subject Credits : 03

Semester : IV

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	08	10
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	12
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	12

3.1	Customer service – Definition , meaning, best practices		
3.2	Service quality model- Five Gap Model and strategies to overcome gaps		
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	12
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	07	12
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	06	12
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		

Recommended 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 – SeemaGirdhar/ 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 : GE406B
Subject Credits : 03
Semester : IV

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale: The subject aims to impart the basic knowledge and practices of Facility Planning to the students.

	Hours	Marks
Chapter – 1 Introduction to Facility Planning	09	12
1.1 Classification of Hotels under star category		
1.2 Design considerations for a hotel project – <ul style="list-style-type: none"> • Location and site • Building plans-Modular, slip, arc, cylinder • Design plans for room layout 		
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, Blue print- Concept and Purpose		
Chapter – 2 Restaurant and Bar Facility Designing	08	12
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 ,Ambience and décor, Lighting and colour scheme, Floor finish, Wall covering ,Checklist for effective design ,Bar designing ,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	12
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	07	12
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 –		
	• Lighting and colour scheme,		
	• Floor finish		
	• wall covering		
Chapter – 5	Designing of House-keeping Department	07	12
5.1	Factors to be considered while designing of House-Keeping Department		
5.2	Factors to be considered while designing of Laundry Department -		
	• 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	06	10
6.1	Study of the following ancillary areas and its basic requirements with regards to location, equipment, and functioning -		
	• Shopping Arcade		
	• Business Centre		

- Gym and Spa
- Swimming Pool
- Landscaping

Total 45 70

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

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

Practical / Field Activity:

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

1. Layout of Guestrooms (Double/ Suite/ Physically Challenged room / Guestroom with various themes).
2. Lobby Layout.
3. Front desk layouts for Business Hotels and Resorts.
4. Laundry layout.
5. Restaurant and Bar layouts – Theme/ Coffee shop/ different types of bars.
6. Layout of Housekeeping Department, Room Floor pantry.

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

Subject : Industrial Training

Subject Code : C501

Credits : 15

Semester : V

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
15 Weeks (Minimum 45 hours per week)

Examination Scheme					
Internal Examination Scheme			External Examination Scheme		
Logbook & Appraisal	Internal Viva Voce, PPT, Report	Total Internal Marks	External Viva Voce, PPT, Report	Total External Marks	Total Marks
50	100	150	150	150	300

In this semester the student shall be sent for industrial training for a period of 15 Weeks (Minimum of 45 hours per week), where they would work in all operational departments.

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 : CS601A****Subject Credits : 08****Semester : VI**

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	07
	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		

Chapter - 4	Meat Cookery	10	12
	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	09
	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	08
	7.1	Characteristics	
	7.2	Processing methods	
	7.3	Advantages & Disadvantages	
Chapter - 8	Kitchen Layout & Design	08	10
	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 70

Recommended Assignments:

A minimum of **03 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- d. Planning & Implementation of formal banquet based on European cuisine.
- e. Planning & Designing of various commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)
- f. Menu planning for specially planned diets for lifestyle diseases consulting a dietitian.
- g. Chart presentation of various locally available brands in convenience foods
- h. Chart presentation - Cuts of Meat, Fish & Poultry.
- i. 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

Recommended 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 : CS601B
Subject Credits : 08
Semester : VI

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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 Guéridon	10	12
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	12
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	10
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	Personnel 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	12
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	70

Recommended 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

Recommended Practical: Minimum *24 Individual* Practicals to be conducted.

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 foie gras
 - B) Salads – Niçoise, Caesar, Tossed greens
 - C) Soup- Clear turtle soup, Consommé
 - D) Main course- Beef stroganoff, steak tartar, 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 Accommodation Management –I
Subject Code : CS601C
Subject Credits : 08
Semester : VI

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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 various aspects of Accommodation Operations.

		Hours	Marks
Chapter – 1	Revision of semester I-V	04	04
Chapter – 2	Purchasing and Store	06	07
	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	06	07
	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	Flower Arrangements and Horticulture	06	07
	4.1 Styles of flower arrangement (Traditional, Modern, Abstract)		

4.2	Principles of flower arrangement		
4.3	Equipment and accessories in flower arrangement		
4.4	Conditioning of Plant material and Flowers		
4.5	Essential components of Horticulture		
Chapter –5	Budgets	06	07
5.1	Objectives, Types of Budgets (Categorized by types of expenditure, departments involved, flexibility of Expenditure, Zero)		
5.2	Housekeeping Expenses		
5.3	Budget Planning Process		
5.4	Cost per occupied room		
5.4	Inventory control and Stock taking		
Chapter – 6	Concierge	04	03
6.1	Concept of Concierge, Clef’s d’or		
6.2	Functions of Concierge in modern hotels		
6.3	Difference between Bell Desk and Concierge		
Chapter –7	Planning of a Lobby & Front Desk	06	10
	Study the various Layouts of:		
7.1	Front Desk-Business, Resort, Heritage, Budget hotel		
7.2	List of Automated Equipment used at the Front desk (e.g.: Kiosks/Self Terminal Check ins, e-displays) & Lobby		
7.3	Study of Lobby layouts with special reference to physically challenged requirements – Atrium, Contemporary, Lounge and other types of lobby		
Chapter –8	Designing of Brochures & Tariff cards	08	10
8.1	Brochure & Its importance		
8.2	Types of brochures -Pertaining to fold, size, color, content, cost		
8.3	Planning & designing of e-brochure		
8.4	Planning of Brochure & Tariff card		
	<ul style="list-style-type: none"> • Business Hotels(Upscale/Luxury) • Heritage • Resort • Budget /Economy 		
Chapter – 9	Property Management Systems in Front office	08	10
9.1	Concept & Importance of PMS		

- 9.2 Selecting a Property Management System
- 9.3 Modules involved in Front office System-Reservations, Front desk, Rooms , Cashier, Night Audit, Set-up
- 9.4 PMS interface with Stand-alone Systems-POS, Call Accounting, Electronic locking system
- 9.5 Software used in Hotels and their systems – Fidelio, Micros, Opera, IDS
- 9.6 Reports generated at Front desk (Room status Report, Sales Mix, Revenue Report, Guest History)
- 9.7 Advantages & Limitations

Chapter –10	Legal Concerns in Front Office	06	05
10.1	Overview of Legal obligations		
10.2	Legal concerns- Guest privacy, guest removal, guest property, guest non-payment, illness & death in guest rooms		
	Total	60	70

Terminology related to the above mentioned topics to be studied.

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

1. A visit to a Nursery or Hotel Florist.
2. Caselet on Heavenly Bed concept of Starwood Chain of Hotels.
3. Various design /types of Front desk used in Hotels
4. Collection& presentation of any 5 Hotel Advertisements from various media – print, online etc.

Recommended 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. Flower arrangement-Traditional Style (Triangular, Circular,Crescent, Hogarth curve)
2. Flower arrangement- Modern or Contemporary style.
3. Plan a Landscaped area for a five star hotel, graphical representation/model depicting the different types of shrubs, flowering plants.
4. Preparing Operating Budget for Housekeeping Department and Front Office Department (various categories of hotels).

5. Practice on indenting, requisition slips and issue of housekeeping materials from the stores
6. Computer laboratory hours for Practice for the PMS-Room Status, VIP requirements, special preferences of guests, coordination with other departments.
7. Identification and Collection of Textile Samples from the market, emphasizing on its use in the various areas of hotel.
8. Role plays on Reservation with various situations.
9. Role plays of Back Office operations during Guest Cycle.
10. Role plays on various situations handled by Concierge.
11. Role plays on Checkout with various methods of payments (any two).
12. Study the Layout of Front Office & Back office with various sub departments involved.
13. Prepare a Power point presentation on different types of Lobbies.
14. Design a Hard copy of a brochure for Budget Hotels, Business Hotels, and Heritage Hotels.
15. Designing of an e-brochure for Budget Hotels, Business Hotels, and Heritage Hotels.
16. Making a mock sales call using brochure to Corporate, Travel Agents, Business clients (2 practical)
17. Plan an Orientation Training Program in Front Office for a new Front Office Associate.
18. Role plays on styles of welcoming guests in Standard and Traditional way in Business hotel and Resort.
19. Introduction to PMS and Usage of Function Keys
20. How to make a reservation for FIT
21. How to make a reservation for Corporate, Travel Agent guests, groups etc.
22. How to create Guest Profile
23. How to make a share reservation
24. 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 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 McGraw 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&AletaNetschke
10. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press,third edition
11. Front office Management by S.K.Bhatnagar.
12. Effective Front Office Operations by Michael. L. Kasavana
13. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
14. Check – in Check – out by Gary. K.Vallen
15. Hotel Front Office Management by James Bardi

Subject : Food and Beverage Control
Subject Code : C602
Subject Credits : 03
Semester : VI

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	05
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	04	06
3.1	Cost relationship		
3.2	Breakeven by graph		
3.3	Breakeven by formula		
Chapter – 4	Budgeting	05	08
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	02	03
5.1	Buying, receiving, storing, issuing, preparing & selling		
Chapter – 6	Purchasing	05	08

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	05	08
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	06	10
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 Methods: FIFO , LIFO, FILO and JIT		
8.6	ABC Analysis		
Chapter – 9	Preparation of Food & Beverage Item	06	10
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	06	10
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	45	70

Recommended 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 : Human Resource Management

Subject Code : C603

Subject Credits : 03

Semester : VI

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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.

Chapter - 1	Introduction to HRM	Hours	Marks
1.1	Introduction to Human Resource Management, definition and evolution	02	04
1.2	Role , Nature & Characteristics of HR		
1.3	Need for HRM in the Service Industry		
Chapter - 2	Human Resource Planning in Hospitality	08	12
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	05	12
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		
Chapter - 4	Performance Management & Appraisal	06	12
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 & Job Evaluation	08	08
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	08	10
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		
6.6	Fringe Benefits - Objectives and Forms		
Chapter - 7	Grievances & Discipline	04	06
7.1	Grievance Handling – Identifying Causes		
7.2	Developing Grievance Handling Systems		
7.3	Discipline – Concept, Causes of Indiscipline		
7.4	Women grievance committee-importance, role, functions		
Chapter - 8	Labour – Management Relations	04	06
8.1	Trade Unions – Concept, Objectives & Functions		
8.2	Collective Bargaining		
8.3	Workers Participation in Management in hotels.		
8.4	Labour Turnover – Causes & Measures for prevention, retention strategies formulated and successfully implemented by hotels (at least one case study for discussion)		
	Total	45	70

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

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 : C604

Subject Credits : 03

Semester : VI

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	04	06
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	04	08
	<ul style="list-style-type: none">• Hospitality products• Service life cycle• Development of new service product• Product differentiation• Definition and importance of branding		
2.2	Place	04	06
	<ul style="list-style-type: none">• Distribution Channels for services• Hospitality intermediaries and their role in distribution of services		
2.3	Promotion	04	06
	<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	06
	• Factors involved in pricing a service product		
	• Methods of pricing for hospitality products		
2.5	People	04	06
	• 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	06
	• Importance of physical evidence in service		
	• Elements of physical evidence (Exterior facilities, Interior facilities and other tangibles)		
2.7	Process	04	06
	• Service Encounter (Moment of Truth)		
	• Factors affecting the operations design		
	• Service Blue Print and its advantages		
Chapter – 3	Customer satisfaction	05	08
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	Managing Demand and Capacity	04	06
4.1	Management strategies to manage changing demand		
4.2	Management strategies to manage supply		
4.3	Management strategies to manage productivity		
Chapter – 5	Marketing Organization	04	06
5.1	Forms of Marketing Organization		
5.2	Set up of Sales & Marketing department		
5.3	Duties of Marketing Manager		
	Total	45	70

Recommended 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 : Hotel Maintenance

Subject Code : C605

Subject Credits : 02

Semester : VI

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

Rationale:

The subject will provide information regarding role of Engineering department in hotel industry. At the end of the semester students will be thorough with various maintenance, refrigeration and air conditioning, electricity, safety and security, water distribution systems and energy conservation in hotel.

	Hours
Chapter – 1 Maintenance & Replacement Policy	08
1.1 Importance of Maintenance department in Hotel Industry	
1.2 Duties & responsibilities of Chief Engineer of a hotel	
1.3 Types of maintenance	
• Breakdown/ Corrective Maintenance	
• Preventive Maintenance	
• Predictive Maintenance	
1.4 Reasons for replacement of equipment	

Chapter – 2	Refrigeration	08
2.1	Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Zero 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"> • Block diagram and working of Vapour Compression Refrigeration Cycle • Block diagram and working of Vapour Absorption Refrigeration Cycle • Block Diagram of an AC 	
2.4	Factors affecting Load on AC	
Chapter – 3	Energy Conservation	04
3.1	Conventional and non-conventional sources of energy	
3.2	Water Conservation techniques	
3.3	Methods of energy conservation in Hotels	
3.4	Waste segregation and management	
Chapter – 4	Electricity	04
4.1	Types of Electricity supply: Single and Three Phase, Earthing	
4.2	Types of Fuse: Re-wireable, Cartridge, Miniature Circuit Breakers (MCB)	
4.3	Calculation of Electricity Bill	
Chapter – 5	Water Systems	04
5.1	Methods of purification	
5.2	Water Distribution System: Up Feed and Down Feed (Hot & Cold)	
5.3	Introduction to various Plumbing Fixtures	
Chapter – 7	Safety and Security in Hotel	02
7.1	Causes of Accidents and its prevention	
7.2	Security Devices used in hotels	
7.3	Types of Fire extinguishers	
	Total	30

Recommended Assignments:

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. Explain various Lighting systems used in Hotel
12. Write procedure to be followed in case of a Fire Alarm in Hotel
13. Write notes on: Waste Disposal Methods – Incineration and Land Fill

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books:

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

Subject : Food Science
Subject Code : GE606A
Subject Credits : 02
Semester : VI

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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.

Chapter - 1	Introduction to Food	Hours
	1.1 Definitions of Food & Nutrition	03
	1.2 Basic five food groups	
	1.3 Planning a Balanced Diet (Menu Planning)	
	1.4 Any Four Important foods to be recommended and any four 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	07
	2.1 Carbohydrate – Sources, functions, effect of Heat, Dietary Fiber	
	2.2 Protein - Sources, functions, effect of Heat	
	2.3 Fat - Sources, functions, effect of Heat	
	2.4 Vitamins – Classification, sources, functions, deficiency	
	2.5 Minerals – Sources, functions, deficiency (Sodium, Iron, Calcium, Iodine)	
	2.6 Ways to prevent nutrients loss while cooking food	

Chapter - 3	Water 3.1 Dietary Sources, Function, Dehydration, Oedema.	01
Chapter - 4	Food Science Concepts 4.1 pH- Definition and its relevance in food industry. 4.2 Desirable browning reactions in food. 4.3 Undesirable browning and its prevention 4.4 Important terminologies (Definitions) Boiling Point, Boiling Under Pressure, Melting Point, Evaporation,, Sol, Gel, Emulsion, Foam	03
Chapter - 5	Food Adulteration 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	02
Chapter – 6	Food Additives 6.1 Definition 6.2 Types of Food Additives	03
Chapter - 7	Food Preservation and Storage 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 · Definitions of Pasteurization, Canning	03
Chapter - 8	Personal Hygiene for Food Handlers 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	01
Chapter - 9	Hygiene and Sanitation in Food Production and Service area 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)	05

Chapter - 10	Microbiology	02
	10.1 Harmful and useful micro-organisms In Food Industry (Bacteria, Yeast, Mould, Fungi)	
	10.2 Difference between food poisoning and foodinfection	
	Total	30

Recommended Assignments:

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

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 SunetraRoday
4. Food Science and Nutrition - by SunetraRoday

Subject : Nutrition
Subject Code : GE606B
Subject Credits : 02
Semester : VI

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

Rationale:

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Chapter - 1	Introduction to Terminologies	Hours
1.1	Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet	02
Chapter - 2	Carbohydrates	05
2.1	Definition, Composition, Classification, Food Sources (good and poor sources)	
2.2	Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fiber,	
2.3	Effect of deficiency & excess intake, Effect of heat on carbohydrates	
Chapter - 3	Protein	05
3.1	Definition, Composition , Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults)	
3.2	Effect of deficiency, Effect of heat on proteins	
Chapter - 4	Fats And Oils	05
4.1	Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note)	

4.2	Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol)	
4.3	Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults)	
4.4	Effect of deficiency & excess	
Chapter - 5	Vitamins	05
5.1	Definition, Classification	
5.2	Fat Soluble Vitamins (A,D,E,K) – Functions, FoodSources, RDA (Adolescents and adults) , Name of thedeficiency disease and symptoms.	
5.3	Water Soluble Vitamins (B Complex and C) - Names of allB Complex, B1 , B2, Niacin, and Vit C with reference to –Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.	
Chapter – 6	Minerals	05
6.1	Calcium, Iron, Iodine - Classification, Functions, RDA(Adolescents and adults), Rich food sources, Deficiencydisease and its symptoms	
6.2	Sodium Chloride - Importance and Limitations, Foodsources	
Chapter - 7	Balanced diet (Using basic 5 food groups)	03
7.1	Foods included in each group	
7.2	Menu Planning for a day’s diet for adolescents and adults -Vegetarian and Non vegetarian	
7.3	Importance of avoiding fast/junk foods	
	Total	30

Recommended Assignments:

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

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

1. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Therapeutic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan

Subject: Specialization in Food Production Management - II**Subject Code : CS701A****Subject Credits : 08****Semester : VII**

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	12
	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	12
	3.1 Definition & terms		
	3.2 Production, classification, processing of Forcemeat and Sausages,		
	3.3 Types and uses of marinades, cures, brines		

Chapter - 4	Cold Preparations	07	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	10	10
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		
5.5	Creams, Custards, Puddings, Coulis and Sauces- its types and Production Guidelines		
5.6	Boiling syrups for Sugar work		
5.7	Spun sugar and Caramel decorations		
5.8	Poured sugar		
5.9	Pulled sugar and Blown sugar		
Chapter - 6	Chocolate making	07	10
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	10
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	70

Recommended Assignments:

A minimum of 03 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 International A la Carte / TDH Menu.
- k. Chart presentation of Chocolate manufacturing.
- l. Chart presentation of various food additives and its uses and prevailing Government regulations.
- m. PPT / Chart presentation of International classical desserts.
- n. PPT/ Chart presentation of layout of Cold Buffet.
- o. Chart presentation of Charcutiere products.

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

Recommended 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 - Saette, 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 : CS701B
Subject Credits : 08
Semester : VII

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	12	14
	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, 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	12	14
	2.1 Types of Bar, Parts of Bar		
	2.2 Location with Target Clientele		
	2.3 Décor and Ambience, Bar Equipments		
	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	08
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 F&B Control	06	08
4.1	Introduction.		
4.2	The essentials of Control System.		
4.3	Calculation of beverage cost.		
4.4	Methods of Food Control.		
4.5	Methods of Beverage Control		
Chapter –5	Managing Bar operation	06	08
5.1	Checklist for Equipment, Preparing workstation		
5.2	Opening & Closing duties of bar		
5.3	Calculating beverage cost and mixed drinks		
5.4	Bar Menu Engineering and Menu Matrix		
5.5	Pointers for effective sale from bar		
Chapter – 6	Modern & Molecular Mixology	10	08
6.1	Introduction and definition		
6.2	Contemporary Cocktails		
6.3	Fresh Fruit Cocktails-Martini, Margarita, Mojito		
6.4	Hot Cocktails –Irish Coffee, Hot Toddy, Whisky		
6.5	Types –Layered, Jelly, Pearl, Foam, Smokes, Fumes, Infusion Crusta, Flaming Shots		
6.6	Trends in Cocktail Mixes :Fresh Fruit mixes, Herbs & Spices Mixes, Culinary, Floral, Tiki Mixes, Twist to Classic		
Chapter – 7	Revenue Control Systems in F&B Service	08	10
7.1	Introduction.		
7.2	Procedures Performed.		
7.3	Approaches of recording with controlling F&B Sales – Manual and Automated		
7.4	Manual Systems–Sales Check and its disadvantages.		
7.5	Automated system – ECR, POS, ESP, Computers.		
7.6	Well known Software/ POS used in F&B Service (Opera, Fidelio, Micros, IDS) - Important Features		
7.7	Innovations and latest trends (Web based, Cloud, Wireless, iPad, Mobile applications)-Important		

Note: Glossary of Terms

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

Recommended 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.

Recommended Practical: Minimum *24 Individual* Practicals to be conducted.

1. Menu planning: International Cuisine service with wines.
2. Menu planning: Contemporary including Fusion Menu planning.
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 Bar.
13. Hands on practice of manual systems of control.
14. Hands on practice of automated systems of control.
15. Mixology – Practice Modern trends.
16. Molecular Mixology - Practice.
17. Innovative Cocktails - Practice.
18. Summarize typical restaurant server, supervisor and manager duties.
19. Summarize typical beverage servers and bartenders duties.
20. 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:

23. Food and Beverage Service – Dennis Lillicrap and John Cousins
24. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
25. Facility Planning and Design – Edward Kagarian
26. Bar and Beverage Book – Costas Katsigris, Mary Proter with Thomas
27. Theory of Catering – Kinton and Cesarani

28. Textbook of Food & Beverage Management- Sudhir Andrews
 29. The Restaurant (From Concept to Operation) – Lipinski
 30. Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Professional Publishing)

Subject : Specialization in Accommodation Management – II

Subject Code : CS701C

Subject Credits : 08

Semester : VII

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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 various aspects of Accommodation Operations.

		Hours	Marks
Chapter – 1	Interior Decoration	8	10
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 		
	Lighting-		
	<ul style="list-style-type: none"> • Types • Methods • Lighting Plans for guest room 		
Chapter – 2	Floor Coverings and Finishes	8	10
2.1	Floor –		
	<ul style="list-style-type: none"> • Selection • Types-Hard, Semi hard,soft • Characteristics 		

	<ul style="list-style-type: none"> • Cleaning of various types of floors • Soft floor coverings- Carpets – Types (in brief), care and maintenance 		
Chapter –3	Soft Furnishings,Wall Coverings and Window treatments	6	08
3.1	Types of Soft furnishing - <ul style="list-style-type: none"> • Cushions and their fillings • Curtains and blinds 		
3.2	Types of Window treatments (contemporary)		
3.3	Types of Wall coverings (contemporary)		
Chapter – 4	Planning for Front Office Operations	08	08
4.1	Standard Operating Procedures: Examples-Guest registration, Rooming a guest		
4.2	Requirement for SOP		
4.3	Benefits of using SOP		
Chapter – 5	Staffing of the Front Office	10	12
5.1	Calculating Staff Requirement for Front Office Staff &Uniform Staff.		
5.2	Duty Rotas for Front Office Staff & Uniform Staff		
5.3	Staffing guidelines for Uniform staff and Front Desk		
5.4	Time & Motion Study in Business hotels /Resorts for Check –In &Check- Out .		
Chapter – 6	Budgeting for Front Office	10	12
6.1	Factors affecting budget Planning		
6.2	Types of Budgets– fixed, flexible, zero base Capital Expenditure, Operating, Cash, Administrative & Overhead Budget		
6.3	Budgeting Process: - Defining Goals, Preparing Plans to analyse difference between planned& achieved goals, making necessary modifications		
6.4	Budgetary Control:- Objectives		
6.5	Advantages and limitations		
6.6	Refining budget plans		
Chapter –7	Revenue Management	10	10
7.1	Concept, Definition & importance of Revenue Management and Yield Management		
7.2	Elements of Revenue Management (group room plans, transit room plans, Food and beverage activity, special events)		
7.3	Benefits of Revenue Management		
7.4	Using Revenue Management (potential high and low, demand tactics, implementing revenue strategies, availability strategies)		
Total		60	70

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

Recommended Assignments: A minimum of **3 assignments** based on the following topics or any other related assignments 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. Origin of the concept of Yield and Revenue Management.
- c. Brand standard audits for FO.
- d. FEMA (Foreign Exchange Management Act)
- e. Guest lecture on interior designing.
- f. Visit to a boutique hotel.

Recommended 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.
2. Identification of colour schemes and its application in hotels.
3. Plan a hotel suite and other areas; chalk out a lighting plan for the same.
4. Visit to see various types of floors and floor finishes, prepare a report.
5. Prepare a PPT on the types of soft furnishings and its impact on interior decoration.
6. Depict any 6 modes of hanging window curtains and draperies with either paper or fabric.
7. Calculate the amount of material required to stitch a triple pleated/ eyelet, floor length curtain for a window.
8. Draw a layout of a room with placement of furniture and justify.
9. Applying the Ergonomics principles in Housekeeping Operations e.g. bed making, detailed study and using of various machines for cleaning.
10. Designing a questionnaire to analyse preferences of guests in the hotel(interior decoration).
11. Role plays on handling complaints of guests, guest preferences and requests, as per profiles of guests.
12. Practicing room set ups for various types of hotels– Budget, Resort, Business.
13. Role plays for different types of check- in – FIT, Group, FFIT, and VIP along with rooming.
14. 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 traveller h) Luggage handling i) Check out
15. Role plays for different types of check outs – FIT, VIP and Groups, Express check out.
16. Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).
17. Calculating staff requirements and making of duty roster for a 250 rooms hotel (business and resort).
18. Designing a process for stock taking of Front Office supplies and steps for control.
19. Case Studies on Revenue/ Yield Management in Front Office (2 Practical).
20. Time and Motion Study:
 - i. Check in (welcoming, registration and room allotment)

- ii. Rooming a guest
 - iii. Check out
 - iv. Luggage delivery in room
21. Revision of PMS and its keys. Using of PMS software to: How to print and prepare registration cards for arrivals.
 22. Using of PMS software to: How to check in a guest; How to put in a locator; How to handle extension of guest stay; How to update guest profiles; How to process charges: How to post payment; Handling banquet event deposits.
 23. Forecasting for Room availability.
 24. Preparing Operating Budget for Front Office Department.

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

16. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
17. Hotel and Catering Studies – Ursula Jones
18. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
19. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
20. House Craft – Valerie Paul
21. House Keeping Management by Dr. D.K. Agarwal
22. House Keeping Management for Hostels, Rosemary Hurst, Heinemann
23. Housekeeping and Front Office – Jones
24. Housekeeping Management – Margaret M. Leappa&AletaNetschke
25. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press,third edition
26. Front office Management by S.K.Bhatnagar.
27. Effective Front Office Operations by Michael. L. Kasavana
28. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
29. Check – in Check – out by Gary. K.Vallen
Hotel Front Office Management by James Bardi

Subject : Disaster Management

Subject Code : C702

Subject Credits : 03

Semester : VII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

The course is intended to provide knowledge to the students about the basic concepts of disaster management.

Chapter - 1	Disaster Management	Hours	Marks
1.1	Introduction and Meaning	08	12
1.2	Distinction between Hazard and Disaster		
1.3	Types of Disaster Natural: Flood, Cyclone, Earthquake, Landslides, etc. Man made: Fire, Industrial Pollution, Accidents (Air, Sea, Rail, Road), Structural Failures (Buildings), War, Terrorism, etc.		
1.4	Causes of Disasters& its impact on operations		
Chapter - 2	Organization for Disaster Management	08	12
2.1	Organization for Disaster Management in Hotel Industry (One Case Study)		
2.2	Organization for Disaster Management in Tourism Industry (One Case Study)		
2.3	Different Stakeholders in Disaster Relief		
Chapter - 3	Disaster Preparedness	08	12
3.1	Disaster Preparedness: Concept		
3.2	Disaster Preparedness: Plan		
3.3	Prediction, Early Warnings and Safety measures of Disaster		
3.4	Role of Information, Communication, Education and Training		

	3.5	Role of Government, International and NGO Bodies		
	3.6	Role of IT in Disaster Preparedness		
Chapter - 4		Disaster Response	08	12
	4.1	Disaster Response: Introduction		
	4.2	Disaster Response: Plan		
	4.3	Communication, Participation, and Activation of Emergency Preparedness Plan		
	4.4	Search, Rescue, Evacuation and Logistic Management		
	4.5	Role of Government, International and NGO Bodies		
	4.6	Psychological Response and Management (Trauma, stress, Rumor and Panic)		
	4.7	Relief and Recovery		
	4.8	Medical Health Response to Different Disasters		
Chapter - 5		Rehabilitation, Reconstruction and Recovery	08	12
	5.1	Reconstruction and Rehabilitation as a Means of Development.		
	5.2	Damage Assessment		
	5.3	Post Disaster effects and Remedial Measures		
	5.4	Creation of Livelihood Options,		
	5.5	Sanitation and Hygiene		
	5.6	Education and Awareness,		
	5.7	Dealing with Victims' Psychology,		
	5.8	Role of Educational Institute		
Chapter - 6		Legislations : National Calamity Management Act, Model State Disaster Management Act	05	10
	6.1	National Calamity Act		
	6.2	Model Disaster Management Act		
	6.3	Various Legal provisions for Disaster Management		
		Total	45	70

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

1. Case study on one hotel on Disaster Management.
2. Case study on one tourist destination on Disaster Management.
3. Simulation exercises.

Reference Books:

- Rajendra Kumar Bhandari – Disaster Education and Management , A joyride for students, teachers and disaster managers
- B. K. Shinde - Handbook of Disaster Management, Techniques and Guidelines (Rajat Publication)
- B. C. Bose – Introduction to Disaster Management (Rajat Publication)
- S.L. Goel Disaster Administration & Management -
- Dr. V.V. Ghanekar Disaster Management Act and Management -

- Ayaz Ahmed Disaster Management -
- S.L. Goel and Ramkumar Disaster Management -
- Operational module; District Disaster Management plan (YASHDA, Pune)
- B. Narayan Disaster Management -
- R.B. Singh Disaster Management -

Subject : Total Quality Management
Subject Code : C703
Subject Credits : 03
Semester : VII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	03	04
	1.1 Definitions		
	1.2 Basic Concepts		
	1.3 Quality Plans		
Chapter – 2	Core Concepts of TQM	04	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	04	06
	3.1 Joseph M. Juran		
	3.2 Philip B. Crosby		
	3.3 W. Edwards Deming		
Chapter – 4	Core values of Japanese Management	03	05
	4.1 Perfectionism		

4.2	Diligence		
4.3	Agility		
Chapter – 5	Quality Certifications and Audits	06	08
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	03	05
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	03	05
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	04	06
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	03	05
9.1	Meaning		
9.2	5 S Philosophy		
Chapter – 10	Customer Satisfaction	04	06
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	05	08
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	03	06
12.1	Importance of proper communication		
12.2	Effective ways of communication		

Recommended 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 Talawadkar – 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 – Mcgraw – Hill Book Company

Subject : Environment Science
Subject Code : C704
Subject Credits : 03
Semester : VII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	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	07	10
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(14004,14010,14011,14012), 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	Water Management	08	10
2.1	Sources of Water for hotels(Supply by govt. bodies, Rainwater harvesting, Bore-well, Grey water , Sewage Treatment Plant)		
2.2	Sources of water pollution by hotels(Sources-Laundry, Kitchen, Cleaning agents, Polishing machines, Sewage)		
2.3	Water quality(Filtration , Boiling, Chlorination, Reverse Osmosis, Ultra-violet , Ozonation)		
2.4	Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room)		
2.5	Benefits of water conservation		

Chapter –3	Energy Management	06	10
3.1	Principles of energy management		
3.2	Types of energy sources –(Renewable, non-renewable)		
3.3	Energy Management Program (Role of Energy Manager and Energy Audit) by hotel		
3.4	Assessing Current Performance		
3.5	Energy- conservation measures (Investment and Decision making process)		
3.6	Monitoring and targeting		
3.7	Alternative energy sources for hospitality industry		
Chapter –4	Solid Waste Management and Hazardous Waste	08	10
4.1	The need for materials and waste management		
4.2	Waste management hierarchy		
4.3	Types of wastes (dry/wet, organic/inorganic, biodegradable/ non bio-degradable)		
4.4	Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals)		
4.5	3R's principle (Reduce, Reuse, Recycle)		
4.6	Product purchasing & Purchasing Principles		
Chapter – 5	Air and Noise Pollution	04	08
5.1	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 		
5.2	Noise Pollution		
	<ul style="list-style-type: none"> • Noise Pollution - Definition, causes, effects and control measures taken by hotels 		
Chapter –6	Employee Education and Community Involvement	04	08
6.1	Employee Education		
	<ul style="list-style-type: none"> • Creating awareness, providing support, rewarding efforts and celebrating success • Training and communication 		
6.2	Hotel and Community Involvement		
	<ul style="list-style-type: none"> • Guest Participation • Business Partners • Local Community 		
6.3	Environment Commitment		
	<ul style="list-style-type: none"> • Environmental Policy • Legislation (List at-least 5 Acts related to environment) 		
Chapter –7	Guidelines and best eco-practices implemented by following departments of hotels	05	08

7.1	Housekeeping (Linen, Laundry, Guest rooms, Horticulture)		
7.2	Front Office		
7.3	Kitchen		
7.4	Restaurants and Banquets		
7.5	Maintenance		
7.6	Swimming Pool and Health Club		
Chapter –8	Building Materials	03	06
8.1	New technology used in construction		
8.2	Eco construction materials and their benefits		
8.3	Green building – Concepts and benefits		
	Total	45	70

Recommended Assignments:

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

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.

Recommended 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 : Research Methodology

Subject Code : C705

Subject Credits : 02

Semester : VII

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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.

	Hours
Chapter - 1 Fundamentals of Research	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	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	04
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	06
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	04
5.1	Questionnaire – Advantages & Limitations	
5.2	Schedule - Advantages & Limitations	
Chapter - 6	Sampling Techniques	03
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	04
7.1	Data processing (editing, classification, tabulation)	
7.2	Data analysis (qualitative and quantitative-manual and using a computer)	

- 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 30

Recommended Assignments:

- a. Questionnaire drafting
- b. Data collection & analysis
- c. Report drafting

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 : Managerial Economics
Subject Code : GE706A
Subject Credits : 02
Semester : VII

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

Rationale:

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

	Hours
Chapter – 1 Introduction to Managerial Economics	02
1.1 Definition of Economics : Lionel Robbins Definition of Economics, Features of definition	
1.2 Meaning, Features & Scope of Managerial Economics and Functions of Managerial Economist	
Chapter – 2 Demand Analysis	08
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	06
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	08
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 – 6	Market Structure	06
6.1	Meaning & Classification of Market Structure	
6.2	Types of Market Structures Formed by the Nature of Competition.	
	Total	30

Recommended Assignments:

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

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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.

Subject : Tourism Operations

Subject Code : GE706B

Subject Credits : 02

Semester : VII

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 The Tourism Phenomenon	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	04
2.1 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities	
Chapter – 3 Types of Tourism	03
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	02
4.1 Travel Agent	
4.2 Tour Operator	
4.3 Tour Guide	

4.4	Tour Escort	
Chapter – 5	Travel Documentation	02
5.1	Domestic Travel	
	<ul style="list-style-type: none"> • Special permits for restricted areas 	
5.2	International Travel	
	<ul style="list-style-type: none"> • Passport – Definition, types • VISA – Meaning, Types, on arrival VISA 	
5.3	Requirements for different countries	
	<ul style="list-style-type: none"> • Vaccinations- compulsory and recommended • Travel Insurance-process and benefits • Customs regulations 	
Chapter – 6	Itinerary Planning	03
6.1	Meaning	
6.2	Basic information required	
6.3	Process of Itinerary Planning	
Chapter – 7	Impact of Tourism	03
7.1	Economic	
7.2	Social and Cultural	
7.3	Environment	
7.4	Political	
Chapter – 8	Role and Functions of Tourism Organization	04
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
9.1	Introduction to Global Distribution Systems (GDS)	
	<ul style="list-style-type: none"> • Sabre • Amadeus • Galileo 	
Chapter – 10	Travel Trends	02
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	30

Recommended Assignments:

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.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

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 McGraw-Hill Publishing Company Limited, New Delhi, 2008
5. Basic of Tourism -Krishan K. Kamra & Mohinder Chand, Kanishka Publication, New Delhi, 2002

Subject: Specialization in Food Production Management - III**Subject Code : CS801A****Subject Credits : 08****Semester : VIII**

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	10
	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	10
	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	10
	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	10
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	10
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
			70

Recommended Assignments: A minimum of *03 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

Recommended 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 : CS801B
Subject Credits : 08
Semester : VIII

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	12
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	08
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	12
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	08
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	Mobile and Temporary Food Service	10	12
8.1	Concept and Significance		
8.2	Mobile Food Service- Specific Requirements		
8.3	Designing Food Carts and Food Trucks, Operations		
8.4	Preparation & Maintenance of Food		
8.5	Temporary food service Types- Fares, Festivals, Games, Gatherings, Shows		
8.6	Planning, Organizing, Operations		
8.7	Design considerations for venue		
		Total	
		60	70

Note: Glossary

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

Recommended 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.

Recommended Practical: Minimum *24 Individual* Practical to be conducted.

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 – LearnTable 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:

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

Subject : Specialization in Accommodation Management – III
Subject Code : CS801C
Subject Credits : 08
Semester : VIII

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

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
70	70	60	70	130	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	09	12
	1.1 Important factors to be considered in Planning and Designing of various areas		
	1.2 Planning of Guest rooms (Double, Suite, Various themes)		
	1.3 Designing for the Physically Challenged room		
	1.4 Planning of Bathrooms – Size, layout, fixtures, faucets, amenities		
	1.5 Planning of other facilities (Conference room-30-50 people, Convention Centre-100-300, SPA, Lounge)		
	1.6 Floor pantry / Maid’s Service room		
Chapter –2	Changing Trends in Housekeeping	08	10
	2.1 Single window service		
	2.2 Women’s only floor		
	2.3 Changing trends in amenities		
	2.4 Design trends		
	2.5 Housekeeping practices		
	2.6 Outsourcing		
	2.7 Training and motivation techniques		
	2.8 Ergonomics		

Chapter –3	Housekeeping in Organisations other than Hotels	04	04
3.1	Hospitals		
3.2	Malls and other Commercial Areas		
3.3	Offices		
Chapter –4	Audits in Housekeeping Department	09	08
4.1	Applicability of Hazard Analysis and Critical Control Point (HACCP) in Housekeeping		
4.2	Scope of Audit		
4.3	Advantages of Brand Standard Audit		
4.4	Establishing standards, monitoring performance, corrective action in housekeeping department		
4.5	Continuous improvement in housekeeping practices		
Chapter – 5	Loyalty Program	06	08
5.1	Definition of loyalty program		
5.2	Importance of loyalty program		
5.3	Benefits of loyalty program		
5.4	Types/Levels of loyalty programs.		
Chapter –6	Security & Safety Systems	10	10
6.1	Importance of security and safety		
6.2	Guest notification & Emergency procedure (Bomb threat, Fire, Terror attack, natural calamity)		
6.3	Enhanced Security measures at various locations (Main Gate, Entrance, Foyer, Front Desk, Guest Corridors, Entry and Exit points of the hotel)		
6.4	In-house Security V/S Contracted Security		
Chapter – 7	Guest Management	08	10
7.1	Importance of guest satisfaction; Guest Perception of satisfaction		
7.2	Guest Feedback Mechanisms		
7.3	Assessing and analyzing guest satisfaction		
7.4	Enhancing guest satisfaction		
	- Guest engagement		
	- Never say ‘no’		
	- Customer centric processes		
Chapter –8	Latest Trends At Front Desk Department	06	08
8.1	Role of Social Media in preference of Hotels		
8.2	Use of technology as luxury		
8.3	Best practices at Front Desk		
	Total	60	70

Terminology related to the above mentioned chapters to be studied.

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

- 1 Study of new trends in Housekeeping.
- 2 Power point presentation on use of information technology in Housekeeping.
- 3 Study of Housekeeping practices in commercial areas like Malls, Offices.
- 4 Comparative study of Loyalty Programmes of Hotels.
- 5 List of equipment used for Security Systems in Hotels.

Recommended 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 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)
- 2 Planning and Designing with detailing towards all the aspects of Interior decoration- Guestrooms. (3 practical)
- 3 Model making for various types of guestrooms and other areas. (3 practical)
- 4 Preparing Standard Operating Procedures.Eg. Dealing with a specially abled guest, handling complaints, converting a smoking room into a non- smoking room, etc.
- 5 Preparing Duty Rota for HK staff for guest rooms and Public Areas.
- 6 Conducting a mock audit and related reports for the Housekeeping and Front Office Department.
- 7 Handling a bomb threat call.
- 8 Mock Drill for fire in hotel.
- 9 Mock Drill for terrorist attack on hotel.
- 10 Case study on terrorism (e.g.:- 26/11Taj Hotel & Palace Mumbai).
- 11 Use of PMS software: How to process guest check out; how to check out a folio.
- 12 How to post late charges on third party.
- 13 How to check out during system shutdown.
- 14 Role play for SPATT guest.
- 15 Role play for Membership Lady Guest.
- 16 Designing of Guest Feedback form.
- 17 Format of Flash/Summer report.
- 18 Various techniques of creating wow factor for the guest.
- 19 Case study related to revenue management.

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

30. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
31. Hotel and Catering Studies – Ursula Jones
32. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
33. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.

34. House Craft – Valerie Paul
35. House Keeping Management by Dr. D.K. Agarwal
36. House Keeping Management for Hostels, Rosemary Hurst, Heinemann
37. Housekeeping and Front Office – Jones
38. Housekeeping Management – Margaret M. Leappa&AletaNetschke
39. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press,third edition
40. Front office Management by S.K.Bhatnagar.
41. Effective Front Office Operations by Michael. L. Kasavana
42. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
43. Check – in Check – out by Gary. K.Vallen
44. Hotel Front Office Management by James Bardi

Subject : Research Project

Subject Code : C 802

Subject Credits : 05

Semester : VIII

Teaching Scheme per week	
Practical	Total
10 hours	10 hours

Examination Scheme					
Internal Examination Scheme			External Examination Scheme		
Progress Reports	Internal Viva Voce & Report	Total Internal Marks	External Viva Voce & Report	Total External Marks	Total Marks
20	50	70	80	80	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 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 02 such progress report in the semester and would score 10 marks for each progress report on the basis of the progress.

II 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)

II 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 Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodations).
2. 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.
3. A maximum of 10 students to be allotted to any faculty guide for the project.
4. The report should consist of a minimum of 50 pages of the Project Content.
5. 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.
6. The documentation and presentation should be conducted before an external examiner.
7. Marks would be awarded for Project Report, Presentation & Viva – voce.

Reference Books:

10. Research methodology- G.C. Ramamurthy
11. Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott
12. Research Methodology- R. Panneerselvam
13. Project report writing- M.K Rampal and S.L Gupta
14. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
15. research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
16. Business research methodology- J K Sachddeva , Himalaya Publishing house
17. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new age international publication
18. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill

Subject : Organization Behaviour

Subject Code : C803

Subject Credits : 03

Semester : VIII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

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

Chapter – 1	Introduction to Organizational Behaviour	Hours	Marks
1.1	Definition of organization	02	04
1.2	Definition of behavior		
1.3	Definition of organizational behavior		
Chapter – 2	Perception, Personality and Learning	10	14
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	08	12
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	06	12
	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	08	12
	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	07	08
	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 behavior, and reality of politics, types of political activity, making office politics work		
Chapter - 7	Organizational Culture	04	08
	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	45	70

Recommended 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 : Entrepreneurship Development
Subject Code : C804
Subject Credits : 03
Semester : VIII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

The course delves into various aspects of starting a new venture and various requirements associated with it. It highlights the process of developing a business plan and elaborates the laws and regulations and also the social responsibility to be followed for any business.

		Hours	Marks
Chapter – 1	Entrepreneur, Entrepreneurship and Intrapreneur	08	10
1.1	Definition of an Entrepreneur, Entrepreneurship and Intrapreneur		
1.2	Reasons for growth of Entrepreneurship		
1.3	Entrepreneurial Characteristics and Skills		
1.4	Types of Entrepreneur:-		
	<ul style="list-style-type: none"> • Based on the Timing of Venture creation • Based on Socio-cultural variables • Based on Entrepreneurial Activity 		
1.5	Entrepreneurial Failure and pitfalls (Peter Drucker)		
Chapter – 2	Functional Plan for a business	06	08
	Organisation Plan -		
	<ul style="list-style-type: none"> • Type of ownership 		
2.1	<ul style="list-style-type: none"> • Organisation Structure • Job description, • Manpower planning, 		
2.2	Marketing Plan and Market research		
2.3	Financial Plan		
Chapter – 3	Starting a Venture	06	12
3.1	Preparing a Business Plan- Content of a B-plan		

3.2	Sources of business idea		
3.3	Conducting Feasibility Study-Marketing, Technical, Financial		
3.4	SWOT analysis		
3.5	Concept of Start-ups		
Chapter – 4	Emergence of Women Entrepreneurs	06	10
4.1	Importance of Women Entrepreneurship		
4.2	Problems faced by women entrepreneurs		
4.3	Program for promoting women entrepreneurship – SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs		
Chapter –5	Financing the new venture	06	10
	Sources of Finance		
	• Internal or External funds		
	• Personal funds		
5.1	• Family and friends		
	• Commercial Banks		
	• Various Financial Institutions- SIDBI, NABARD, IDBI.		
Chapter – 6	Growth and Social Responsibility	06	12
6.1	Growth strategies: Diversification, launching New Product in Same Market, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce		
6.2	Social Responsibility: Corporate Social Responsibility (CSR) and Increased focus on CSR		
Chapter –7	Doing business in India	07	08
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)		
7.3	Intellectual Property Rights-Trademark, Patent, Copyright and Geographical Indication Quality Standards- ISI, AGMARK, FDA, FSSAI		
	Total	45	70

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

1. Study the profile of one Indian male and one Indian female entrepreneur in hospitality industry and present the qualities.
2. Case Studies (minimum 2) (From any hospitality segment- travel and tourism, fast food, hotels, resorts, facility planning)
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

Reference Books:

1. Entrepreneurship – Rajeev Roy – Oxford Higher Education
2. Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath
3. Entrepreneurship – Excel Books – Madhurima Lal, Shikha Sahai
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.
6. Entrepreneurship Management- Prof.ShaguftaSayyed, NiraliPrakashan.
7. Entrepreneurship Development- S. Khanka

Subject : Introduction to Cyber Security & Information Security
Subject Code : C805
Subject Credits : 02
Semester : VIII

Teaching Scheme per week	
Theory	Total
02 hours	02 hours

Internal Examination Scheme		Total Marks
Concurrent	Total Internal Marks	
50	50	50

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
Chapter – 1 Overview of Networking Concepts	06
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	04
2.1 Information Security Overview: Background and Current Scenario	
2.2 Types of Attacks	

Chapter – 3	Security Threats and Vulnerabilities	05
3.1	Overview of Security threats	
3.2	Weak / Strong Passwords and Password Cracking	
3.3	Cyber-crime and Cyber terrorism	
Chapter – 4	System Security	05
4.1	Desktop Security	
4.2	Email security: PGP and SMIME	
4.3	Web Security: web authentication, SSL and SET	
4.4	Database Security	
Chapter – 5	OS Security	06
5.1	OS Security Vulnerabilities, updates and patches	
5.2	OS integrity checks	
5.3	Anti-virus software	
Chapter – 6	Wireless Networks and Security	04
6.1	Components of wireless networks	
6.2	Security issues in wireless	
	Total	30

Recommended Assignments:

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
6. Poster creation on cyber-crime awareness for the institute
7. Being a good digital citizen
8. Digital data – How safe are we?
9. Leading companies and popular software involved in cyber security
10. Create a mock phishing email

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference:

Savitribai Phule Pune University website:

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