

Savitribai Phule Pune University

Third Year B.Sc. (Hospitality Studies) Syllabus

Faculty of Science & Technology

w.e.f. Academic Year 2018-19

B.Sc. (Hospitality Studies)

Faculty of Science & Technology

w.e.f. Academic Year 2016-17

I) Objectives and Framework of the curriculum of B.Sc.(HS), Programme

- 1) The basic objective of the 'B.Sc. Hospitality Studies' programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitude to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure of the given B.Sc. (HS), programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structure would be.
- a) To impart to the students latest and relevant knowledge from the field of hospitality.
- b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
- c) Imparting / developing the right kind of attitude to function effectively in operational, Managerial /administrative positions.
- 3) Certain other essential considerations:
- a) The knowledge imputes and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
- b) The design is simple and logical.
- 4) Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
- 5) The relative importance of skills development and attitudinal orientation in hospitality education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction and internal assessment within a broad frame work of objectives and curriculum structure.

II) The Curriculum

1) The curriculum is presented in the accompanying chart along with the appendices

containing a list of subjects and outlines of required courses.

- 2) Care and attention has been given to the basic objective of the curriculum and its academic rigor, with the much needed experimentation and innovation in the field of hospitality studies.
- a) A Bridge Course in science for students of non-science background, will be conducted at the beginning of the program.
- b) The curriculum includes a total 41 courses.
- c) The 41 courses are distributed as under

First YearB.Sc.HS(Annual) HS101 - HS108 = Theory HS109 - HS112 A & HS112B = Practical

Second YearB.Sc.HS(Semester-I) HS 201 - HS 206 = Theory HS 207 - HS 209 = Practical

Including Environmental Science compulsory with Internal Assessment with grading system.

(**Semester- II**) HS 210 = Project Report HS 211 = Industrial Training

Third YearB.Sc.HS(Semester -III)HS 301 - HS 306 = Theory HS 307 - HS 309 = Practical

(**Semester- IV**) HS 401 , HS 406 = Theory HS407, HS 408 & HS 409 = Practical

- d) There is a provision for project report and industrial training in the second semester, which together carry a mark value of **450** internal & external evaluations.
- 3. Ordinarily in each class, not more than **60 students** will be admitted.
- 4. Appendix 1: outline of the structure of B.Sc.(HS) Course

III) Eligibility for admission

The minimum eligibility for the course would be HSC (Std.12th) or its equivalent, passing with the minimum of 50% marks in aggregate. (45% marks in case of candidates of backward class categories belonging to Maharashtra State).

For students with **non-science background** a bridge course in science namely 'Basics of Hospitality Applied Sciences' will be conducted in the first year of the course. The duration of the bridge course will be of **four weeks**.

IV) Number of lectures

There shall be at least **40 hours per week** which includes lectures /practicals/ tutorials/ seminars /assignments for the internal assessment work. The duration of the lectures/practical period shall be of 50 minutes each.

V) **Industrial Training**

In the Second Semester (Second Year) the students shall be sent for Industrial Training for a period of 16 weeks, in the hospitality sector.

- a) The student shall maintain a logbook for the training period on daily basis.
- b) At the end of the industrial training the student shall submit a training report along with the log book maintained on daily basis during the period of training and the performance appraisal.
- c) The training report is to be prepared by the students in two typed copies and to be submitted to the principal within the stipulated time of assessment.
- d) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Second Semester.
- e) The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the hospitality sector of the level of Head of the Department and above) and one internal examiner.

VI) Project Work

Each student shall write a project report on the topic of their choice under the guidance of an internal Teacher and submit the same to the Principal.

The project report is to be prepared by the student in two typed copies and to be submitted to the principal within the stipulated time for assessment (30th April). Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Second Semester.

The marks will be communicated by the Principal to the University before 31st May.

The project Report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the hospitality sector of the level of Head of the Department and above) and one internal examiner.

VII) Attendance

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year.

VIII) <u>Teaching Faculty</u>

Minimum Qualification and Experience Prescribed for Teaching Posts in B.Sc. Hospitality Studies program under the faculty of science and technology.

Sr.no.	Cadre	Qualification & Experience	Qualification &
			Experience for candidates
			from Industry &
			Profession
1.	Assistant Professor	i) Good academic record with at least 55% marks or B+ (or an equivalent grade in a point scale wherever grading system is followed)at the Master's Degree in a relevant subject from recognized University. ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted by the UGC, CSIR or similar test accredited by the UGC like SLET/SET. iii) Notwithstanding anything contained in sub-clauses (i) & (ii) to this clause, candidates, who are or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum	55% or B+ or an equivalent grade in minimum 3 years Degree/Diploma in HMCT/Hospitality Studies or equivalent conferred by the recognised university/IHM/MSBTE after 10+ 2 or its equivalent examination till Master's in Hospitality Studies is executed by the Savitribai Phule Pune University
		Standards and Procedure for award of	

T.Y. B.Sc. (Hospitality Studies) Syllabus

	_	1.Y. B.Sc. (Hospitality Studies) Syllabus	
		Ph.D. Degree) Regulations, 2009 shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Assistant Professor or equivalent positions in University/Colleges/Institutions.	
		iv) NET/SLET/SET shall also not be required for such masters programs in disciplines for which NET/SLET/SET is not conducted. Or 55% or B+ or an equivalent grade in minimum 3 years Degree/ Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University/ IHM/MSBTE after 10+2 or its equivalent examination till master's in Hospitality Studies is executed by the Savitribai PhulePune University. Industry Experience: 01(One) year work experience for Master's degree 03(Three) year work experience for 4 years degree holders. 04(Four)year work experience for 3 year degree &3 year diploma holders.	
2	Associate Professor	At least 55% marks or B+(or an equivalent grade in a point scale wherever grading system is followed) at the Master Degree in relevant subject from recognized University and good academic record with Ph.D. Degree in the concerned/allied/relevant disciplines. ii) A minimum of eight years of experience of teaching and/ or research in an academic/research position equivalent to that of Assistant Professor in a University, Colleges or Accredited Research Institutions/ Industries excluding the period of Ph.D. Research with evidence of published work and a minimum of 5 publications as books and / or research / policy papers.	

3	Professor	Qualifications as above that are for the post of Associate Professor as applicable And A. (i) An eminent scholar with Ph.D. qualifications (s) in the concerned/ allied/ relevant discipline and published work of high quality actively engaged in research with evidence of published work with a minimum of 10 publications as books and / or	
		research/ policy papers. ii)A minimum of ten years of teaching experience in universities/colleges, and / or experience in research at the Universities/ National level institutions/ Industries including experience of guiding candidates for research at doctoral level. iii) Contribution to educational innovation, design of new curricula and courses, and technology mediated	
		teaching learning process. iv) A minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.	
		OR B. An outstanding professional, with established reputation in the relevant field, who has made significant contributions to the knowledge in the concerned/allied/relevant discipline, to be Substantiated by credentials.	

4	Principal	Qualifications as above that are for the post of	
		Associate professor, as applicable and total	equivalent grade
		experience of 20 years of teaching /research/	in minimum 3 years
		administration in Universities/Colleges and other	Degree / Diploma in
		Institutions of higher education out of which	HMCT/Hospitality
		minimum 10 years experience in teaching is essential.	Studies or equivalent
		OR	conferred by a
		Ph.D. degree in concern/ allied/relevant discipline (s)	recognized
		in the institution concerned with evidence of	University / IHM/
		published work and research guide with a total	MSBTE after 10+2 or
		experience of 15 years of teaching / research /	its equivalent
		administration in Universities / Colleges and other	examination till
		Institutions of higher education out of which	Masters in
		minimum 10 years' experience in teaching is	Hospitality Studies is
		essential.	executed by the
			Savitribai Phule Pune
		A Minimum score as stipulated in the	University.
		Academic Performance Indicator (API) based	And
		Performance Based Appraisal System (PBAS) as	
		prescribed by Savitribai Phule Pune University.	A total armanianas
			A total experience of 20 years of
			<i>3</i>
			industry/ research out of which minimum 10
			years' experience in
			teaching is essential

Note: These Qualifications are prescribed under the circumstances where Master's degree in Hospitality Studies is not existing in any of the University in India and hence may be reviewed after 5 years and revised as per the situation then.

5.	Librarian	i)A Master's Degree in Library Science /	
		Information Science / Documentation Science or an	
		equivalent professional degree with at least 55%	
		marks (or an equivalent grade in a point scale	
		wherever grading system is followed) and a	
		consistently good academic record with knowledge	
		of computerization of library.	
		ii) Besides fulfilling the above qualification, the	
		candidate must have cleared the National Eligibility	
		Test (NET) conducted by the UGC, CSIR or Similar	
		test accredited by the UGC like SLET/SET.	
		iii)However, candidates, who are, or have been	
		awarded Ph.D.Degree in accordance with the	
		University Grants Commission(Minimum)Standards	
		and Procedure for Award of Ph.D. Degree)	
		Regulations, 2009, shall be exempted from the	
		requirement of the minimum eligibility condition of	
		NET/SLET/SET for recruitment and appointment of	
		Librarian.	

Appendix I: Outline of the Structure of B.Sc. HS Course.

Course Structure: B.Sc. (Hospitality Studies)

F.Y.B.Sc. (Hospitality Studies)

Bridge course for non-science background students 'Basics of Hospitality Applied Sciences' (4 weeks)

Course Code	Course Name	Theory/	Marks
		Practical	
	F.Y.B.Sc.HS (Annual)		
HS 101	Fundamentals of Food Production Principles	Theory	100
	(HS)		
HS 102	Fundamentals of Food & Beverage Service	Theory	100
	Methodology (HS)		
HS 103	Rooms Division Techniques (HS)	Theory	100
HS 104	Tourism Operations	Theory	100
HS 105	Food Science	Theory	100
HS 106	Principles of Nutrition	Theory	100
HS 107	Communication Skills (English / French)	Theory	100
HS 108	Information Systems	Theory	100
HS 109	Fundamentals of Food Production Principles	Practical	100
	(HS)		
HS 110	Fundamentals of Food & Beverage Service	Practical	100
	Methodology (HS)		
HS 111	Rooms Division Techniques (HS)	Practical	100
HS 112 A	Information Systems	Practical	50
HS 112 B	Communication Skills (English / French)	Practical	50
	Total		1200

Course structure: B.Sc. (Hospitality Studies)

S.Y.B.Sc.(Hospitality Studies) (Sem- I&II)

Course Code	Course Name	Theory/	Marks
		Practical	
	S.Y.B.Sc.HS (Semester- I)		
HS 201	Principles of Quantity Food Production (HS)	Theory	50
HS 202	Beverage Service Methodology (HS)	Theory	50
HS 203	Accommodation Techniques (HS)	Theory	50
HS 204	Principles of Management	Theory	50
HS 205	Basic Principles of Accounting	Theory	50
HS 206	The Science of Hotel Engineering	Theory	50
HS 207	Principles of Quantity Food Production (HS)	Practical	50
HS 208	Beverage Service Methodology (HS)	Practical	50
HS 209	Accommodation Techniques (HS)	Practical	50
	Environmental Science	Internal	Grading
		Assessment	System
	S.Y.B.Sc.HS (Semester-II)		
HS 210	Project Report (HS)		150
HS 211	Industrial Training (HS)		300
	Total		900

<u>Course structure: B.Sc.(Hospitality Studies)</u> <u>T.Y.B.Sc.HS (Sem- III&IV)</u>

Course	Course Name	Theory/	Marks
Code		Practical	
	T.Y.B.Sc.H.S (Semester- III)		
HS 301	Advanced food production systems (HS)	Theory	50
HS 302	Food & Beverage service techniques &	Theory	50
	Management (HS)		
HS 303	Accommodation operations Techniques	Theory	50
	(HS)		
HS 304	Hotel Accounting procedures	Theory	50
HS 305	Hospitality Marketing Management	Theory	50
HS 306	Hotel law practices	Theory	50
HS 307	Advanced food production systems (HS)	Practical	50
HS 308	Food & Beverage service techniques &	Practical	50
	Management (HS)		
HS 309	Accommodation operations Techniques	Practical	50
	(HS)		
	T.Y.B.Sc.H.S (Semester- IV)		
HS 401	Principles of International cuisine (HS)	Theory	50
HS 402	Advanced Food & Beverage service	Theory	50
	techniques & Management (HS)		
HS 403	Specialized accommodation	Theory	50
	management (HS)		
HS 404	Total quality Management	Theory	50
HS 405	Human Resource management	Theory	50
HS 406	Entrepreneurship development	Theory	50
HS 407	Principles of International cuisine (HS)	Practical	50
HS 408	Advanced Food & Beverage service	Practical	50
	techniques & Management (HS)		
HS 409	Specialized accommodation	Practical	50
	Management (HS)		
	Total		900

SUBJECT : ADVANCEDFOOD PRODUCTION SYSTEMS

Subject Code :HS 301

(Semester- III)

Teaching and Examination Scheme

	Teaching Sche	me per week		Examination	on Scheme	
Theory Lecture Hours	Tutorial	Total	Theory Marks	Duration	Internal Marks	Total Marks
3	1	4	40	2 Hours	10	50

Rationale:

This subject aims at developing the knowledge and skills of the International Cuisine. It also emphasizes on imparting the knowledge of meats & fish and the concepts of Food additives

> Number of Lectures

Meat Cookery Chapter - 1

12

- 1.1 Understanding meats – Composition, structure & basic quality factors
- 1.2 Aging, Factors affecting tenderness
- 1.3 Appropriate cooking methods.
- Lamb / Beef / Veal / Pork 1.4
 - Selection Criteria
 - Principles of Storage & thawing
 - Cuts (uses & suitable cooking methods)
 - Offals
- 1.5 Poultry & Game
 - Description of Duck, goose, turkey, guineafowl, quail and rabbit.
 - Chicken Selection Criteria for Chicken, Principles of Storage & thawing, Cuts with uses & suitable cooking methods.

Chapter - 2 **Fish Mongery**

06

- Introduction to fish mongery 2.1
- 2.2 Classification of fish with examples (local names also)
- 2.3 Selection & storage of fish & shell fish
- 2.4 Cuts of fish
- 2.5 Cooking of fish

Preservation & processing of fish

Convenience Foods Chapter - 3

05

	3.1	Characteristics	
	3.2	Processing methods	
	3.3	Advantages & Disadvantages	
Chapter - 4	Appetizer	rs (Hot & Cold)	05
_	4.1	Types of appetizers with examples	
	4.2	International Classical appetizers	
	4.3	Precautions for preparing and presentation of appetizers	
	4.4	Points to be observed for storage of appetizers from food spoilage view	
Chapter – 5	Salads & S	Salad Dressings	05
•	5.1	Parts of salad with ingredients used	
	5.2	Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad	
	5.3	Principles of salad making	
	5.4	Guidelines for making salads	
	5.5	Salad dressings – Types	
	5.6	International Classical Salads – composition and country of	
		origin	
Chapter –6	Sandwiche	-	04
P	6.1	Parts of sandwiches	
	6.2	Types of sandwiches – Cold and Hot sandwiches	
	6.3	Precautions to take while preparing and storing sandwiches	
Chapter –7	Chocolate		05
	7.1	Manufacturing & Processing	
	7.2	Types of chocolate	
	7.3	Preparation & care in chocolate work	
Chapter - 8	Food Add	itives	06
	8.1	Preservatives – Meaning Class I and Class II Preservatives their names & examples	
	8.2	Colouring agents – Meaning, natural & synthetic, their names & common usage	
	8.3	Flavoring agents & Essences - Meaning, Natural & synthetic – example and usage	
	8.4	Sweetening agents – Meaning, Natural & synthetic – example and usage	
	8.5	Humectant – Meaning, examples, usage	
	8.6	Bleaching agents - Meaning, examples, usage	
	8.7	Thickeners – Meaning, types, example & usage	
	8.8	Anticaking agents- Meaning, Examples and usage	

8.9 Sequestrant- Meaning and usage

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

a. Chart presentation of various locally available brands in convenience foods

48

- b. Chart presentation Cuts of Meat, Fish & Poultry.
- c. Chart presentation Fabricated cuts of Meat, Fish & Poultry available in the market.
- d. Chart presentations Appetizers, Salads & Sandwiches
- e. Flowchart of Chocolate manufacturing process.
- f. Fish varieties and local names.
- g. Food additives Types with examples

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

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. MEAT: Everything You Need to Know Pat LaFrieda, Carolynn Carreño
- 7. The Book of Fish & Shellfish By Hilaire Walden
- 8. Classical Recipes of the world Smith, Henry
- 9. Food Additives Mahindru, S.N.

SUBJECT: FOOD AND BEVERAGE SERVICE AND TECHNIQUES

Subject Code : HS 302 (Semester- III)

&MANAGEMENT

Teaching and Examination Scheme:

Teach	ing Scheme/Week		Examination Scheme		
Theory Hours per week	Tutorial Per Week	Total	Theory Marks/Duration	Internal	Total
3	1	4	40/2 hrs	10	50

Rationale: This course enables the students to have understanding of the bar management and cost control in f&b service operations. It also enables to familiarize with event and banquet management along with the current trends in hospitality operations.

No. Of Lectures

Chapter 1. Bar & Beverage Management

10

- 1.1 Elements Of Layout ,Types Of Bar, Parts Of Bar and Design Consideration &Equipments
- 1.2Bar opening duties, Preparing workstation (SOP), Checking of bar equipment, inventory, supply and cleaning Procedures
- 1.3Standards recipes, Bar Menu Engineering and Menu Matrix
- 1.4 Closing duties of bar, records maintained
- 1.5 Billing and cash handling, Introduction to Bar licenses and FLR

Chapter 2 Event Management

10

- 2.1 Types of functions
- 2.2 Role of sales and marketing
- 2.3 Taking bookings
- 2.4 Planning and organizing themes of Indian and International cuisine
- 2.5 Concept & planning for MICE segments
- 2.6 Venue Planning –Search, Space Requirements, Site Inspection, Site Confirmation, Pre-Event Meetings

Chapter 3 Banquets

08

- 3.1 Organization structure, Duties & Responsibilities of banqueting staff
- 3.2 Administrative Procedures, Formats Maintained Banquet Function Prospectus
- 3.3 Types of Function (Formal and Informal)
- 3.4 Menu Planning (Indian, Continental, Theme, conference, cocktail, others) Seating Arrangements

Chapter 4 Gueridon Service

06

4.1 Origin and definition

4.3 Special equipment	
4.4 Service Procedures	
4.5 Service of important classical dishes	
Chapter 5 Food & Beverage Cost Controls	08
5.1 The phases of control cycle- Planning, Operational, Post Operational.	
5.2 Definition of Cost, Basic Concept of Profits, Pricing	
5.3 Cost Dynamics & Break - Even analysis	
5.4 Basic Cost Control – ROL, EOQ, ABC Analysis	
Chapter 6 Sanitation and Health Issues	06
6.1Hazard Analysis Critical Control Point	
6.2Guidelines for Serving food	
6.3 Training for Service Staff	
Total	48
Note: Glossary of Terms	
Students should be familiar with the glossary ofterms pertaining to above mentioned topics	

Reference Books:

4.2 Types of Trolleys and layout

- 1. Food & Beverage Service- Lillicrap & Cousins
- 2. Modern Restaurant Service- JohnFuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter & Kostagris
- 5. Alcoholic Beverages- Lipinski &Lipinski
- 6. Food&BeverageMgmt–BernardDavis,AndrewLockwood,SallyStone

SUBJECT - ACCOMMODATION OPERATIONS TECHNIQUES

Subject Code - 303 (Semester- III)

Teaching and Examination Scheme

Teaching Scheme/ Week Examination Scheme

Teaching Scheme per week			Ex	Examination Scheme			
Theory	Tutorial	Total	Theory	Duration	Internal	Total Marks	
lectue hours			Marks		Marks		
3	1	4	40	2Hours	10	50	

Rationale:

This course 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 and Control Systems in this area and to consider managerial decision-making aspects of this department

SECTION - I		NT. C
	Lectures	No. of
Chapter 1 Interior Decoration		04
1.1 Importance & Definition		
1.2 Principles of Design		
1.3 Elements of Design – Line/ Form/ Color / Texture		
Chapter 2 Refurbishing & Redecoration		04
2.1 Definition		
2.2 Factors		
2.3 Snagging list		
Chapter 3 Gardening & Horticultural		04
aspects in Housekeeping		
3.1 Types of garden		
3.2 Care and maintenance of Indoor and Outdoor plants		
Chapter 4 Budget & Budgetary Control		06
4.1 Definition, Concept & importance		
4.2 Types of Budgets – operating and capital budget		
4.3 Housekeeping Room Cost		
Chapter 5 Purchasing System		04
5.1 Identification & selection of supplier		
5.2 Purchase procedure – Purchase order, receiving, storage and issuit	ng	
5.3 Concept of ROL, bin card & other records maintain for purchasing	-	

SECTION - II

Chapter 1 Night Audit	05
1.1 Concept of Night Audit and Role of Night Audit	
1.2 Night Auditors Report	
1.3 Auditing Process(in brief)	

Chapter 2 Hospitality skills required for Front office

12

- 2.1 Introduction and importance of social skills
- 2.2 Behavioral skills- Self presentation, posture, Gesture, expression, eye contact, speech, and Nonverbal speech elements.
- 2.3 Cross culture- Styles of welcoming guest: Standard and traditional
- 2.4 Marketing skills- Upselling, Downselling, Suggestive selling, Cross selling and overbooking.

Chapter 3 Conceirge 04

- 3.1 Importance
- 3.2 Concept of concierge
- 3.3 Functions
- 3.4 Difference between Bell desk and Conceirge

Chapter 4 Forecasting Room Availability

04

- 4.1 Useful forecasting Data
- 4.2 Room Availability Forecast
- 4.3 Forecast forms [sample]

Note: Glossary of Terms

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

Reference -

- 1. Professionals Housekeeper Georgina Tucker Schneider, Mary Scoviak
- 2. Hotel House keeping- Sudhir Andrews Publisher: Tata Mc Graw Hill
- 3. Hotel House keeping Operations and Management-G Raghubalan , Oxford University press, third edition
- 4. Hotel front Office Training Manual. -Sudhir Andrews
- 5. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J.Huyton
- 6. Front Office Procedures and management Peter Abbott
- 7. Front office operations and Management by Jatashankar R. Tiwari

SUBJECT: HOTEL ACCOUNTING PROCEDURES

Subject Code: HS 304

(Semester- III)

Teaching and Examination Scheme:

Teaching Scheme per week				Examination Scheme			
Theory Lecture Hours	Tutorial	Total	Duration Theory Internal Total Marks Marks				
3	1	4	2 Hours	40	10	50	

OBJECTIVES:

This subject gives an in-depth knowledge about the hotel accounting procedure. The student also to gain understanding of cost concepts and various basic concepts of decision making process in financial management.

No. of

Lectures

CHAPTER - 1- ROOM SALES ACCOUNTING

10

- 1.1 Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill
- 1.2 Allowances and Visitors Paid Out
- 1.3 Difference between Allowances and VPO

CHAPTER - 2 – CONTROL IN HOTEL AND CATERING INDUSTRIES

2

- 2.1 Internal Control, meaning, objectives and types of Internal Control.
- 2.2 Internal Audit and Tools of Internal Audit.
- 2.3 Night Audit, Duties of Night Auditor, Functions of Night Auditor.

CHAPTER - 3 -INTRODUCTION TO BASIC COST CONCEPTS

6

- 3.1- Concept of Cost, Costing, Cost Accounting & Cost Accountancy
- 3.2 Origin, Objectives and Features of Cost Accounting
- 3.3- Advantages and Limitations of Cost Accounting
- 3.4- Difference between Financial and Cost Accounting
- 3.5- Conceptual analysis of Cost Unit & Cost Centre

CHAPTER - 4 - ELEMENTS OF COST AND COST SHEET

10

- 4.1- Material, Labour and other Expenses
- 4.2- Classification of Cost & Types of Costs
- 4.3- Preparation of Cost Sheet (Problems Only)

CHAPTER -5 - METHODS OF COSTING

10

- 5.1 Marginal Costing Meaning and Various Concepts
- 5.2 Fixed Cost, Variable Cost, Contribution, P/V Ratio, Break Event Point, Margin of Safety.
- 5.3 Standard Costing Definitions and Meaning of Various Concepts,
- 6.4 Advantages and Limitations of Standard Costing, Variance Analysis Material and labour Variances only

CHAPTER -6 - CONCEPTS RELATED TO FINANCIAL MANAGEMENT

10

- 6.1 Meaning, Importance and Objectives of Financial Management, Time Value of Money, Types of Financing.
- 6.2. Ratio Analysis: Meaning of Ratio, Necessity and Advantages of Ratio Analysis,
- 6.3. Investment Decisions: Capital Budgeting Meaning, Techniques of Capital Budgeting, Evaluation technique and methods Pay back, rate of Return, Discounted Pay Back Period-Discounted Cash flow Net present value Internal Rate of Return, Profitability Index.

TOTAL: 48

Note: Practical problems on preparation of Cost Sheet, Variance Analysis, Marginal Costing, Capital Budgeting and Visitors Tabular Ledger and Guest Weekly Bill must be Emphasized on by the subject teacher.

Assignment: A Minimum of two assignments to be submitted by students by the end of the semester from following topics. a. Practical problems on Cost Sheet and Variance Analysis Marginal Costing. b. Practical Problems on Visitors Tabular Ledger and Guest Weekly Bill.

Reference Books:

- 1. Hotel Accounting & Financial Control OziD'CunhaGleson&OziD'Cunha First Edition- 2002- Dickey Enterprises , Kandivali (W) Mumbai
- 2. Hotel Management Dr.JagmohanNegi, First Edition 2005 Himalaya Publishing House, Mumbai 400004
- 3. Accounting in the Hotel & Catering Industry Richard Kotas Fourth 1981- International Textbook Company Co.Ltd.
- 4. I.M.Pandey Financial Management Vikas Publishing House
- 5. Cost Accounting and Financial Management Ravi M. Kishore

Subject – HOSPITALITY MARKETING MANAGEMENT

Subject Code – HS 305

(Semester- III)

Teaching & Examination Scheme:

Teaching	Tutorial			Examination Scheme		
Scheme/per week	Hrs					
Theory		Total	Theory	Duration	Internal	Total
Hrs			Marks		Marks	
03	01	04	40	2hrs	10	50

Rationale:

The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

marketing hirx strategies for effective marketing of the noter industry.	
	Hrs.
Chapter 1 Introduction to Marketing	07
1.1 Definition of Marketing	
1.2 Marketing Management – Definition Philosophies	
and pillars of Marketing management	
1.3 Introduction to 7 P's of Marketing mix	
1.4.Marketing Media	
1.5 Point of Sale	
1.6 Print	
1.7 Internet	
1.8 Social Media	
Chapter 2 Analysis of Current business environment	05
2.1 Competition	
2.2 Economic Environment	
2.3 Technological Environment	
2.4 Social & Cultural Environment	
2.5 Political Environment	
2.6 Internal Environment	
Chapter 3 Consumer Behaviour	05
3.1 Consumer Behaviour model	
3.2 Factors affecting Consumer Behaviour – Cultural,	
Social, Personal, Psychological	
Chapter 4 Market Segmentation	05
4.1 Definition & need for market segmentation	03
4.2 Basis for segmentation - Geographic,	
Demographic, Behavioral and Psychographics	

Chapter 5 Product 5.1 Definition 5.2 Levels of Product 5.3 Hospitality products 5.4 Product Life Cycle	07
Chapter 6 Pricing 6.1 Introduction	06
6.2 General Pricing methods	
6.3 Pricing strategy adopted by hotels for	
[Room tariff, F & B Items, Functions, Packages]	
Chapter 7 Distribution	05
7.1 Channel levels of distributions	
7.2 Intermediaries for Hospitality Industry	
[Travel Agents, Tour Wholesalers, Hotel representatives,	
National/ regional/ local/ tourist agencies, centralized reservation systems, airline based reservation systems,	
Internet]	
7.3 Franchising & 7.5 Alliances	
7.4 Online Travel Agents and Online Consolidators.	
7.5 Alliances	
7.6 Social Media	
Chapter 8 Promotion	08
8.1 5 M's of Advertising	
8.2 Various Sales promotion tools used in hotels	
opportunities in the hotel industry 8.3 Principles of personal selling	
8.4 Direct Marketing - Telemarketing and internet, Mobile apps,	
Social Media	
	Total 48 hour

rs

Reference Books

- 1. Marketing for Hospitality & Tourism Philip Kotler , Bowen & Makens Prentice-Hall Inc
- 2. Hotel Marketing -S.M.Jha -Himalaya publishing House Mumbai
- 3. Hospitality Marketing -Neil Wearne Hospitality Press Pvt Ltd. Australia

SUBJECT NAME: HOTEL LAW PRACTICES

Subject Code: HS 306 (Semester- III)

Teaching & Examination Scheme

Teaching Scheme/per			Examination Scheme		
week					
Theory	Total	Theory	Duration	Internal	Total
Hrs		Marks		Marks	
4	4	40	2hrs	10	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.

Hours

Chapter – 1 Business Law

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

1.2 The Sales of good Acts, 1932

- Meaning of contract of Sale
- Difference between sale and agreement to Sell
- Rights and duties of seller and buyer
- Unpaid seller

1.3 The Companies Act, 1956

- Essential features of company
- Legal aspects of corporate social Responsibility

Chapter – 2 Industrial Law

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

16

10

14

The Payment of Wages Act, 1936The Minimum Wages Act, 1948

safety and hygiene provision

Chapter – 3 Food Legislations

• Public Analysts and Food Inspectors

2.4 Employment of women, children, leave, health,

3.1 The Prevention of Food Adulteration Act, 1954

• Sealing, Fastening and Dispatch of Samples		
Colouring MatterPacking and Labeling of Food		
Prohibition and Regulations of Sales		
• Preservatives		
• Anti-Oxidants, Emulsifying and Stabilizing		
and Anticaking Agents		
3.2 The Food Safety And Standards Act, 2006		
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		04
4.1 Prevention, Prohibition and Related Act, 2013		
 Acts constituting Sexual Harassment, 		
 Internal and Local Complaints Committee 		
Complaint and inquiry into complaint		
 Duties of employer 		
Chapter – 5 Licenses and Permits		04
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	48

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

- 1. Analysis of food standards laid down by Government and their compliance with Respect to :-
- i. Milk and Dairy products
- ii. Cold beverages
- iii. Sweets and Confectioneries
- 2. Important Licenses and Permits required for starting Restaurant & Bar and five star hotel minimum10 nos. (Students are expected to collect information visiting hotels and do a PPT Presentation)
- 3. Permissible use of color in food products
- 4. Analysis of case laws filed against catering establishments under consumer protection Act

Recommended Books

- 1. Food Science-B Srilakshmi
- 2. Food Science-Sumati&Mudambi
- 3. Prevention of Food Adulteration-Shri Rohit Upadhya
- 4. Commercial and Industrial Law-N.D.Kapor
- 5. Principles of Hospitality Law-Michael Boella and Alan Pannett
- 6. Personal Management and Industrial Relations-D.C. Shejwalkar and Adv.Shrikant Malegaonkar
- 7. Prevention of Food Adulteration-Shri Rohit Upadhyay

SUBJECT: ADVANCED FOOD PRODUCTION SYSTEMS (PRACTICAL)

Subject Code: HS 307

(Semester- III)

Teaching and Examination Scheme:

Teaching Sche	me per week	Ех	amination Scher	ne
Practical Lecture Hours	Total	Practical Marks	Internal Marks	Total Marks
4*2	08	40	10	50

Practical:

- Minimum **24 Individual** Practicals to be conducted during the semester.
- The practicals should comprise of the following:
 - a) International Menu (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert) 15 practical
 - b) Cake Decorations
 - c) Sandwiches 1 practical
 - d) Classical Appetizers 1 practical
 - e) Chocolate work 1 practical
 - f) 4 Course Basket Menu 2 practical
 - g) International A la carte / TDH menu 2 practical
 - h) Internal Practical Exams 1 practical
- 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, &Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

SUBJECT: FOOD AND BEVERAGE SERVICE TECHNIQUES& MANAGEMENT (PRACTICAL)

Subject Code: HS 308

(Semester- III)

Teaching and Examination Scheme:

Teach	ing Scheme/Week	Examination Scheme				
Practical Hours per week	Total	Practical Marks	Internal	Total		
4	4	40	10	50		

Practicals:

- 1. Setting up of bar, planning&operation (taking orders and service procedures).
- 2. Menu Planning & Service (French, Italian and Mexican) with wines
- 3. Formal banquets (Seating arrangements and service procedures)
- 4. Taking Banquet Events and Filling of Banquet function prospectus, Banquet Reservation Diary and Post Event Briefing Sheet.
- 5. Mise-en-place for serving a dish from Gueridon Trolley & Service ofdishes (flambé & salads)
- 6. Guest Situation Handling

Assignments:

- 1. Compiling Beverage Menu
- 2. List of Bar Equipment Manufacturers
- 3. SOP for Bar Operations (Opening ,Inventory and Closing)
- 4. Planning for MICE (Preplanning, Operation and Post Operation)

Subject - ACCOMMODATION OPERATIONS TECHNIQUES (PRACTICAL)

Subject Code - 309 (Semester- III)

Teaching and Examination Scheme:

Teaching Scheme/per week			Examina	tion Scheme	
Practical Hrs.	Total	Practical	Marks	Internal Marks	Total
2+2	4	40		10	50

Practicals – Section I:

- 1. Format of Snag list
- 2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
- 3. Preparing operational budget for Housekeeping department
- 4. Derive cost per room from Housekeeping perspective
- 5.Learning Towel Art
- 6. Plan a Landscaped area for a 5 star hotel.
- 7. Daily & monthly consumption sheet.

Reference - Section I:

- 1. Professionals Housekeeper Georgina Tucker Schneider, Mary Scoviak
- 2. Hotel House keeping- Sudhir Andrews Publisher: Tata Mc Graw Hill
- 3. Hotel House keeping Operations and Management-G Raghubalan , Oxford University press, third edition

Practicals - Section II:

- 1 Up-selling- Role play
- 2 Suggestive Selling- Role play
- 3 Formats of Night audit process
- 4 Preparing Forecast sheets-week
- 5 Preparing Forecast sheets-month
- 6 Overbooking
- 7 PPT on Soft skills
- 8 Role play by concierge
- 9 Up-selling through e-concierge (Emails)

Reference Books – Section II:

- 1. Hotel front Office Training Manual. -Sudhir Andrews
- 2. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3. Front Office Procedures and management Peter Abbott
- 4. Front office operations and Management by Jatashankar R. Tiwari

SUBJECT:PRINCIPLES OF INTERNATIONAL CUISINE

Subject Code: HS 401

(Semester: IV)

Teaching and Examination Scheme:

	Teaching Sche	eme per week	Examination Scheme			
Theory Lecture Hours	Tutorial	Total	Theory Marks	Duration	Internal Marks	Total Marks
3	1	4	40	2 Hours	10	50

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. Emphasis is also laid on enhancement of knowledgeand development of managerial and conceptual skill sets required in the professional culinary industry

Number of Lectures 12

Chapter - 1 International Cuisine

- 1.1 Introduction to influences of cultures on regions
- 1.2 Special features with respect to equipment, ingredients, popular dishes in the following countries
 - European (France, Italy, Spain)
 - Oriental and South East Asian— (China, Thailand, Japan, Malaysia and Korea)
 - Middle East- (Egypt, Lebanon, Greece, Arabic, Persian, Turkey and Morocco)
 - Latin America, Caribbean and Mexico
- 1.3 Nouvelle cuisine Introduction & salient features

Chapter - 2 Desserts

06

- 2.1 Frozen Desserts Classification with examples, Methods of preparation
- 2.2 Hot Puddings Types and Methods of preparation

Chapter - 3 Charcutiere

08

- 3.1 Larder Functions & Duties of larder chef
- 3.2 Cold preparations (Pate, Terrine, Galantine Mousse, Mousseline) Definition and preparation

	3.3 3.4	Forcemeat and Sausages – Definition and types Ham Bacon & Gammon – Definition & Difference	
Chapter - 4	Kitcher	n Layout & Design	06
•	4.1	Information required prior to designing of kitchens.	
	4.2	Areas of the kitchen with recommended dimensions	
	4.3	Factors that influence kitchen design.	
	4.4	Placement of equipment.	
	4.5	Flow of work.	
	4.6	Kitchen layouts – Types, Examples (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)	
Chapter - 5	Kitcher	n Administration	6
•	5.1	Aims of Control	
	5.2	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.	
	5.3	Communication with other departments – Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource,	
	5.4	Importance of interaction with customers / guests	
	5.5	Budgetary Control – Objectives & Types	
Chapter - 6	Menu H	Engineering	05
-	6.1	Definition	
	6.2	Menu Merchandising	
	6.3	Psychology of menu engineering	
	6.4	Menu Matrix	
Chapter - 7	Produc	t Research & Development	05
	7.1	Testing of new recipes and equipment	
	7.2	Developing new recipes.	
	7.3	Food trials	
	7.4	Organoleptic and sensory evaluation	
			48

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. Planning & Implementation of International A la Carte / TDH Menu.
- b. Planning & Designing of various commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)

- c. Chart presentation of Charcutiere products.
- d. Chart presentation on concepts of Menu engineering
- e. Menu analysis and Menu matrix
- f. Plate presentation styles in Nouvelle cuisine

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

Reference Books

- 1. Larder Chef Heinemann
- 2. Cold Kitchen: A Guide to Garde Manger Sharma, D.D.
- 3. Professional Garde Manger: A Guide to the art of Buffet Larousse, David Paul
- 4. Professional charcuterie John Kinsella and David T, Harvey
- 5. Chocolate Saettre, Sverre
- 6. Industrial Chocolate Manufacture and Use Beckett, S.T.
- 7. Complete Book Of Desserts Aurora Publishing
- 8. On Cooking: A Textbook of Culinary Fundamentals Sarah R. Labensky, Priscilla A. Martel
- 9. The Professional Chef (The Culinary Institute of America) Published by Wiley & Sons Inc.
- 10. Menu Engineering: A Practical Guide to Menu Analysis Michael L. Kasavana, Donald I. Smith
- 11. Kitchen Organization and Administration Charles S. Pitcher
- 12. Sensory Evaluation of Food: Principles and Practices Harry T. Lawless, Hildegarde Heymann
- 13. Practical Computing a Guide for Hotel and Catering students Jill Smith Publisher Heinemann Professional Publishing Ltd.
- 14. Food and Beverage Management Bernard Davis, Andrew Lockwood and Sally Stone.

32

SUBJECT: ADVANCED FOOD & BEVERAGE SERVICE TECHNIQUES & MANAGEMENT

Subject Code: HS 402

(Semester- IV)

Teaching and Examination Scheme:

Teach	ning Scheme/Week		Examination	Scheme	
Theory Hours per week	Tutorial Per Week	Total	Theory Marks/Duration	Internal	Total
3	1	4	40/2 hrs.	10	50

Rationale: This course enables the students to gain a better understanding of the role of food & beverage management in the context of overall catering operations, to familiarize the students with the current trends in hospitality operations like standard operating procedures and software applications.

No.Of Hours

Chapter 1 Restaurant planning & Operations

12

- 1.1 Types of Restaurants
- 1.2 Location or site
- 1.3 Sources of Finance
- 1.4 Design Consideration
- 1.5 Furniture
- 1.6 Lighting and Décor
- 1.7 Equipment required
- 1.8 Records maintained Licences
- 1.9 Meal Experience

Chapter 2 Personnel Management in F& B Service

06

- 2.1 Allocation of Work, Task Analysis and Duty Rosters
- 2.2 Performance Measurement

Chapter 3 Budgeting

08

12

- 3.1 Definition & Objectives.
- 3.2 Kinds of Budgets (Sales Budget, Labor Cost, Budget, Overhead Cost Budget)
- 3.3 Budgeted Trading Account (P & L)
- 3.4 Menu engineering spread sheet and matrix.

Chapter 4 F & B Management in other types of outlets -Fast Food, Industrial Catering, Restaurants, Facility Management

- 4.1 Introduction
- 4.2 Basic policies Financial marketing and Catering
- 4.3 Organizing and Staffing

4.4 Control and performance measurement

Chapter 5 Transport Industry (Catering for Airlines/Railway/Cruise liners)

- 5.1 Introduction and Importance of each Industry.
- 5.2 Planning Menu, Types of Meals
- 5.3 Catering Policies in the Industry
- 5.4 Logistics Service and Product specification, packaging and labeling, Delivery

Total 48

10

Note: Glossary of Terms

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

Reference Books:

- 1. Food and Beverage Service Dennis Lillicrap and JohnCousins
- 2. Food and Beverage Management Bernard Davis, Andrew Lockwood and Sally Stone.
- 3. Facility Planning and Design Edward Kagarian
- 4. Bar and Beverage Book Costas Katsigris, MaryProter & Thomas
- 5. Theory of Catering Kinton and Cesarani

SUBJECT – SPECIALIZED ACCOMMODATION MANAGEMENT (HS)

Subject Code - 403

(Semester- IV)

Teaching & Examination Scheme:

Teaching Scheme per week				ination Schem	e	
Theory	Tutorial	Total	Theory	Duration	Internal	Total Marks
hours			Marks		Marks	
3	1	4	40	2Hours	10	50

Rationale:

The subject aims to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

Chapter 1 Colour 1.1 Colour Wheel 1.2 Colour Schemes 1.3 Psychological effects of colour	No. of Lectures 03
Chapter 2 Lighting 2.1 Classification / type 2.2 Lighting for the guest rooms & public areas	02
Chapter 3 Windows & window treatment 3.1 Different types of windows 3.2 Curtains & draperies, valances, swag, blinds 3.3 Window cleaning – Equipment and Agents	03
Chapter 4 Soft furnishing & Accessories 4.1 Types, use & care of soft furnishing 4.2 Role of accessories	03
Chapter 5 Floor, Floor finishes & Wall Coverings 5.1 Classification / types 5.2 Characteristics 5.1 Selection criteria 5.1.1 Cleaning Procedures – care & maintenance	06
 5.1.2 Agents used, polishing / buffing 5.1.3 Floor seals 5.1.4 Carpets 5.1.5 Types – selection care & maintenance 5.1.6 Types of wall coverings 5.1.7 Functions of wall coverings 	

Chapter 6 Planning of a Guest Room 6.1 Application of Chapter 1-4 in Planning. 6.2 Size of a Guest Room as per the classification norms 6.3 Layout of the guest room to the scale 6.4 Furniture- size and arrangement 6.5 Bathroom fixtures and amenities 6.6 Planning of Service Areas – Linen Room / Laundry		06
Chapter 7 Environmental Practices in Housekeeping 7.1 Eco friendly cleaning supplies 7.2 Waste reductions programme 7.3 Recycling of materials		03
Chapter 8 MICE – Meeting Incentive Convention Exposition 8.1 Concept 8.2 Importance 8.3 Planning for MICE		03
Chapter 9 Front Office Staffing 9.1 calculation of staff requirement for front staff and Uniform Staff 9.2 Duty rota for Front office staff and Uniform staff 9.3 staffing guide lines for Uniform Staff and Front Desk 9.4 Time and Motion study in Hotels for Check In and Check Out.		08
Chapter 10 Use of computer technology in Rooms Division 10.1 MIS – Management Information System 10.2 Softwares used in Hotels 10.3 Reports generated at Front Desk and Housekeeping, eg. – 10.3.1 Rooms Status Report 10.3.2 Sales Mix Report 10.3.3 Revenue Report 10.3.4 Guest History		07
Chapter 11 Yield Management 11.1 Concept ARR & Rev PAR 11.2 Definition & importance of Yield Managementl		04
	Total Hours	48

Reference -

- 1. Professionals Housekeeper Georgina Tucker Schneider, Mary Scoviak
- 2. Hotel House keeping- Sudhir Andrews Publisher: Tata Mc Graw Hill
- 3 Hotel House keeping Operations and Management-G Raghubalan , Oxford University press, third edition
- 4. Hotel front Office Training Manual. -Sudhir Andrews
- 5. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 6. Front Office Procedures and management Peter Abbott
- 7. Front office operations and Management by Jatashankar R. Tiwari

Subject – TOTAL QUALITY MANAGEMANT Subject Code - HS 404 (Semester- IV)

Teaching & Examination Scheme:

	PARTICULAR	HOURS
CHAPTER 1: II	ntroduction to TQM	10
1.1Evolution	, ,	
1.2Definitions	· · · ·	
•	itional and modern model	
	ncepts of TQM	
1.5Benefits of	·	
1.6Barriers in		
1.7Cost of Qu	ality- Prevention and Appraisal Cost	
CHAPTER II: T	heory by Quality Guru to TQM:	6
2.1Deming's 1	4 Principles	
2.2 Deming's	Plan-Do-Check-Act cycle	
2.3Juran's Tr	io logy	
2.4 Crosby Ze	ro defect theory	
CHAPTER III: I	NTRODUCTION QUALITY STANDARDS	6
	e of ISO and EMS	
3.2Elements	of ISO 9000	
3.3 Elements	of ISO 14001 standards	
3.4 Introduct	on and development of HACCP	
CHAPTERVI: F	Problem solving Tools & techniques	6
	rain storming	
4.2 P	areto analysis	
4.3 Fi	shbone Diagram	
CHAPTER VII:	TQM TOOLS to minimize defects and improve quality:	6
7.1 INTRODUC		
I.	Kaizen 5S	
II.	Six Sigma	
III.	Lean or MUDA	
IV.	Process Mapping	
V.	5W&1H	
VI.	Core values of Japanese Management - Group Orientation, Perfectionism, Innovation & Diligence	
CHADTER\/III-	Role of People in TQM:	6
	of Leadership -Respect for others, Motivation, Participation, and	O
	werment. Rewards & Recognition of Employees	
•	ry Policy ,Vision and Mission of the Organization	
J.Z Quali	if i one, it is on and it is store of the organization	

8.3 Quality Circle and its role

CHAPTER IX: Customer Satisfaction and Quality-

8

- 9.1 Types of customers- Internal and external
- 9.2 Customer's Perception of Quality
- 9.3 Tools to measure customer satisfaction
- 9.4Dimensions of service quality
- 9.5 GAP Model of Service quality

Total 48

Reference Books:

- 1. "Managing Quality in Science Sector" Mike Asher 1996 Kogan Page Ltd. London
- 2. The essence of Total Quality Management"- John Bank 1996 Practice Hall of India Pvt. Ltd. New Delhi
- 3. "World of Kaizen" A Total Quality Culture of survival Shyam Talawadekar Published by Quality Management System, Thane
- 4. "Quality is Free" and "Quality is still free" by Philip Crosby
- 5. "The Eight Core Values of Japanese Businessman" Yasutaka Sai Jaico Publishing House.
- 6. "TQM in Action" John Pike & Richard Barheo Clrspure& Hall
- 7. "Quality for Service Sector" John Mecdarnald Management Books 200 I td
- 8. "Quality of service" by Bo Evandsson, BertelThamasson& John overtveit Mcgraw Hill Book Company

Subject – HUMAN RESOURCE MANAGEMENT Subject Code – HS 405 (Semester-IV)

Teaching and Examination Scheme:

	Teaching Scheme / Week				Examination Scheme			
The	eory	Practical	Tutorial	Total	Theory Marks /	Practical	Internal	Total
Н	rs.	Hrs.	Hrs.		Duration	Marks	Marks	
	3		1	4	40/2 hrs.		10	50

Hrs.	Hrs.	Hrs.	Total	Duration	Marks	Marks	100
3	1113.	1	4	40/2 hrs.	IVIGIRS	10	+
		l		,	<u> </u>		
							Hours
Chapter	1 Introduc	tion to Hur	nan Resour	ce Management			04
				Management			
-	1.2 Functio	ns of Huma	n Resource	Department			
:	1.3 Role of	Human Res	ource Mana	ager in Service Ind	ustry		
Chapter 2	2 Human Re	source Plan	ning				12
•			•	source Planning			
2.	2.1 Job Ana	lysis – Defini	tion and Obj	ectives			
2.	2.2 Job Desc	cription – De	finition and	Format of Job Descr	iption		
2.	2.3 Job Spec	cification – D	efinition and	d Advantages of Job	Specification	า	
2.	3 Recruitn	nent and Sel	ection				
2.	3.1 Source of	of Recruitme	nt – Internal	Sources – (Promoti	on, Transfer	, Ex-employe	e,
				Present Tem	porary Empl	oyee, HR	
				information	system / Dat	a Bank)	
			External So	urces – (Advertisem	ent, Campu	s Recruitmen	t,
				Referrals, En	nployment A	gencies, Job	
				Portals)			
2.	3.2 Selectio	n Process					
2.	4 Tests and	Interviews					
2.			chometric, A	Achievement, Persoi	nality, Intere	st & Assessm	ient
	-	entre					
2.	4.2 Intervie		· ·	tured, Stress, Exit, A	ppraisal, Siti	uational,	
		Behavior	al and Psycho	ological			
Charat (2.11		.1				42
Chapter	3 Human Re	source Deve	eiopment				12

- 3.1 Definition of Human Resource Development
- 3.2 Orientation and Induction Definition and Advantages
- 3.3 Training Need and Objectives of Training
- 3.4 Methods of Training On the job training methods Instruction Method, Position Rotation, off the job training methods – Classroom Training, Vestibule Training, Outdoor Training and Electronic training methods

3.5 Performance Appraisal – Purpose

	3.6 Promotion and Transfer	
	3.6.1 Promotion – Bases for promotion	
	3.6.2 Types of transfer – Departmental, Geographical and Product Base	
Chapte	r 4 Wage and Salary Administration	07
4.1 For	mulation of Compensation Structure	
	4.2 Objectives of a Good Compensation System	
	4.3 Determinants of an effective compensation policy	
	4.4 Fringe Benefits	
Chapte	r 5 Conflict Management	06
	5.1 Organizational Conflict	
	5.2 Types of Conflict	
	5.3 Measures undertaken to minimize the organizational conflict – Communication,	
	Committee, Counseling and Fair Organizational Infrastructure	
Chapte	r 6 Labour and Management Relations	07
6.1 Trac	de Unions – Concept and Functions of Trade Unions in India	
	6.2 Collective Bargaining	
	6.3 Labour Turnover –	
	6.3.1 Causes of Labour Turnover	
	6.3.2 Effects of Labour Turnover	
	6.3.3 Measures to prevent the Labour Turnover	
	Total Hours	- 48
Refere	ence Books –	
1.	Human Resource Management In Hospitality – Malay Biswas – Oxford Publications	
2.	Human Resource Management In The Hospitality Industry – A Guide To Best Practic	e – By
	Michael J. Boella and Steven Goss-Turner	
3.	Human Resource Management In The Hospitality Industry – Frank M/Mary L Monoc	hello
4.	Personnel Management and Industrial Relations – Dr. P. C. Shejwalkar and Mr. S. R.	
	Malegaonkar	
5.	Personnel Management – Mamoria	
6.	Personnel Management - Edwin B. Flippo - McGraw Hill	

SUBJECT - ENTREPRENEURSHIP DEVELOPMENT Subject Code - HS 406 (Semester –IV)

Teaching and Examination Scheme:

PARTICULAR

Teaching Scheme per week			Examination Scheme			
Theory	Tutorial	Total	Theory	Duration	Internal	Total Marks
lecture hours			Marks		Marks	
03	1	4 Hours	40	2Hours	10	50

Rationale:

Sr

To understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.

No of

Sr	FARTICULAR	Hours
	CHAPTER 1	03
	INTRODUCTION TO ENTREPRENEURSHIP	
1.1	Entrepreneur, Entrepreneurship and Intrapreneur:	
	Definition, meaning and functions of an entrepreneur Need and	
	importance of	
	Entrepreneurship, Problem of unemployment & important of wealth	
	creation.	
1.2	Enterprise v/s Entrepreneurship, Self – employment v/s Entrepreneurship,	
1.3	Entrepreneurial career as an option.	
	Entrepreneurial Qualities and Attributes	
	Types of Entrepreneur: According to Type of Business	
	Pure Entrepreneurs, Induced Entrepreneurs, Motivated Entrepreneurs	
	Spontaneous Entrepreneurs, Growth Oriented Entrepreneurs	
	According to stages of development	
1.4	Entrepreneur Vs Entrepreneurship	
	Entrepreneur Vs Manager	
	External Influences on Entrepreneurship Development: Socio-Cultural,	
1.5	Political, Economical, Persona, Entrepreneurial culture with special	
	reference to Intrapreneurship / Corporate Entrepreneurship.	
	Entrepreneurial Success and Failure: Reasons and Remedies.	00
	CHAPTER 2 THE ENTREPRENEURIAL PROCESS	08
	Idea Generation	
	Motivation	
	Implementation Growth	
	CHAPTER 3	03
	WOMEN ENTREPRENEURS	0.5

3.1 3.2 3.3 3.4 3.5	Definition of Women Entrepreneurs by GOI (defined by GOI) Importance of Women Entrepreneurs Problems faced by Women Entrepreneurs Achievements of Woman Entrepreneurs, Role Models of Woman Entrepreneurs. CHAPTER 4	
	IDENTIFYING THE OPPORTUNITY (SWOT ANALYSIS)	
4.1	Need for SWOT analysis	
4.2	Internal strengths of a company,	
4.3	SWOT Analysis in Business,	
4.4	SWOT Analysis and its importance	
	CHAPTER 5	06
	MARKET SURVEY & RESOURCE MOBILIZATION	
5.1	Trends in the Market Segmentation	
5.2	Effectiveness of marketing	
5.3	Information gathering techniques	
5.4	Basic Methods of Market Research	
5.5	Analysis of survey data	
5.6	Method of Data Analysis	
5.7	Resource Mobilization Mannayer Planning Finance Inventory Control Technology	
	Manpower Planning, Finance, Inventory Control, Technology	
	CHAPTER 6	06
	FINANCE& ACCOUNTING	
6.1	Business finance introduction,	
6.2	Types of business finance	
6.3	Sources of Finance: Internal, External	
6.4	Importance of Business Finance	
6.5	Functions of business Finance	
	CHAPTER 7	
	PREPARATION OF A PROJECT REPORT	06
7.1	What is a Project Report?	
7.2	What are Contents of Project Report	
	CHAPTER 8	06
	CORPORATE SOCIAL RESPONSIBILITY	
8.1	Definition	
8.2	Corporate Social Responsibility (CSR)	
8.3	Increased Focus on CSR and its importance	
8.4	Social Entrepreneur - Definition and Role	
	CHAPTER 9	03
0.4	STUDY OF ENTREPRENEURS BIOGRAPHIES William Paglson, J.W. Marriott Jr., Conned Hilton St., J.P.D. Tota	
9.1	William Becker, J.W.Marriott Jr., Conrad Hilton Sr., J.R.D.Tata,	
	Rai Bahadur Mohan Singh Oberoi.	Total 48
		i Olai 48

ASSIGNMENT:

- 1. Case Studies of minimum 2 from hospitality segment, travel & tourism, fast food, hotels, resorts and facility planning.
- 2. Prepare a project report of any hospitality product you plan to sell.
- 3. Current trends in the market (Hospitality products and services).
- 4.

REFERENCE BOOKS:

- 1. Entrepreneurship Development MSBTE.
- 2. Innovation & Entrepreneurship Peter Drucker
- 3. The culture of Entrepreneurship Berger
- 4. Entrepreneurship Rajeev Roy
- 5. Entrepreneurship Rajeev Roy Oxford Higher Education
- 6. Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath
- 7. Entrepreneurship Excel Books Madhurima Lal, Shikha Sahai
- 8. Principles of Entrepreneurship Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.-Everest Publishing House
- 9. Entrepreneurship Robert D Hisrich, Michael P. Peters, Dean A Shepherd Tata
- 10. McGraw Hill Education Private Limited, New Delhi, Sixth Edition.
- 11. Entrepreneurship Management- Prof.ShaguftaSayyed, NiraliPrakashan.
- 12. Entrepreneurship Development- S. Khanka.

SUBJECT:PRINCIPLES OF INTERNATIONAL CUISINE (PRACTICAL)

Subject Code: HS 407

(Semester- IV)

Teaching and Examination Scheme:

Teaching	Teaching Scheme per week		Examination Scheme		
Practical Lecture Hours	Total	Practical Marks	Internal Marks	Total Marks	
4*2	8	40	10	50	

Practical:

- 1. Minimum **24 Individual** Practicals to be conducted during the semester.
- 2. The practicals should comprise of the following:
 - i) Cold meat platter (Pâté& Terrines, Mousse, Galantine & Ballotines etc.) 2 practical
 - j) International Menu (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert) 14 practical
 - k) 4 Course Basket Menu 4 practical
 - 1) Menu Engineering 2 practical
 - m) Product Research & Development 1 practical
 - n) Internal Practical Exams 1 practical
- 3. 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)

- 1. Exams to be conducted on 4 Course Basket menu (Starter or Salad, Soup, Main Course with starch & veg accompaniment & Dessert)
- 2. The internal exams to be assessed by the internal examiner and external exams by the external examiner.

44

SUBJECT:ADVANCED FOOD & BEVERAGE SERVICE AND TECHNIQUES &MANAGEMENT (PRACTICAL)

Subject Code : HS 408

(Semester- IV)

Teaching and Examination Scheme:

Teaching Scheme/Week		Examination Scheme			
Practical Hours per week	Total	Practical Marks	Internal	Total	
4	4	40	10	50	

Practicals:

- 1. Planning of Restaurant Operation for Speciality Restaurant, Fast Food, and Coffee Shop as per theory.
- 2. Preparation of duty rosters in restaurants.
- 3. Menu Planning & Service (French, Mediterrenean and Chinese, Japanese) with wines/beverages.
- 4. Formats of records maintained in Restaurant (booking diary,KOT,Sales Summary Sheet Guest Comments, Log Book etc)
- 5. SOP for Restaurant Operations (Opening ,Service Procedure of 6 course menu and Closing)
- 6. Simulation & application of food & beverage software –IDS, Fideleo, Amaedus

Assignments:

- 1. Menu Engineering spread sheet and Menu Matrix.
- 2. Compiling Food Menu
- 3. List of Restaurants Equipments Manufacturers-Linen, Cutlery, Crockery and Glassware.
- 4. Compiling Menu for Airlines / Cruiselines / Railways.

SUBJECT - SPECIALIZED ACCOMODATION MANAGEMENT

Subject Code - 409

(Semester- IV

Teaching & Examination Scheme:

Teaching Scheme/per week		Examination Scheme		
Practicals Hrs	Total	Practical	Internal Marks	Total
		Marks		
4	4	40	10	50

Practicals

- 1Colour wheel and Identification of colour schemes
- 2 Study the layout of
- a. Single
- b. Double
- c. Handicap room, etc.
- 3 Model Preparation for a Suite room.
- 4 Assignment on floor finishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Brochure for
- a. A heritage Hotel
- b. Business Hotel and
- c. Resort
- 6 Preparations of Hotel Advertisements
- 7Calculate Front office staffing for a 5 star hotel
- 8 Study and prepare a Power point presentation of any two hotel lobbies for comparison

Reference - Section I:

- 1. Professionals Housekeeper Georgina Tucker Schneider, Mary Scoviak
- 2. Hotel Housekeeping- Sudhir Andrews Publisher: Tata Mc Graw Hill
- 3 Hotel Housekeeping Operations and Management-G Raghubalan , Oxford University press, third edition

Reference Books - Section II:

- 1 Hotel front Office Training Manual. -Sudhir Andrews
- 2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3 Front Office Procedures and management Peter Abbott
- 4 Front office operations and Management by Jatashankar R. Tiwari
