

**SAVITRIBAI PHULE PUNE**  
**UNIVERSITY**

**REVISED SYLLABUS OF**  
**BSc – Hospitality Studies**  
*Incorporating*  
*Choice Based Credit System and Grading*  
*System*  
*(To be implemented from A.Y. 2020-21)*

**Subject : FOOD PRODUCTION - III**  
**Subject Code : HS 301**  
**Subject Credits : 04**  
**Semester : Third**  
**Hours per week : 4**

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | 100              |

**Course outcomes:**

- C1 To know various sectors of catering industry, Bulk cooking & quantity equipment used.
- C 2 To understand importance of Menu planning, Volume forecasting, Yield management
- C 3 To know Fish Cookery wrt types of Fish, cuts of fish & methods of cooking.
- C 4 To understand Indian regional cooking styles in detail .
- C 5 To know preparations methods of Bread, Cake & cookies making.

|                  |   | <b>Hours</b> | <b>Marks</b> |
|------------------|---|--------------|--------------|
| <b>Chapter 1</b> | <b>Introduction to Quantity Food Production</b>   | <b>10</b>    | <b>10</b>    |
| 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)                            |              |              |
| 1.4              | Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning)   |              |              |
| 1.5              | Banqueting - (Introduction, Characteristics, Menu Planning)                                     |              |              |
| 1.6              | Welfare Catering- (Introduction, Characteristics, Menu Planning)                                |              |              |
| 1.7              | Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications         |              |              |
| <b>Chapter 2</b> | <b>Volume Forecasting</b>   | <b>04</b>    | <b>06</b>    |
| 2.1              | Volume Forecasting (Definition, Importance, Concept of judgments)                               |              |              |
| 2.2              | Factors influencing Volume Forecasting  |              |              |
| 2.3              | Merits & Limitations of Volume forecasting  |              |              |
| <b>Chapter 3</b> | <b>Menu Planning</b>  | <b>06</b>    | <b>08</b>    |
| 3.1              | Principles of Menu Planning   |              |              |
| 3.2              | Menu balancing and food costing   |              |              |
| 3.3              | Factors influencing menu planning for regional and industrial menus                             |              |              |
| 3.4              | Standardizing of Recipes, Standard yield, Portion size & Standard Purchase specifications (SPS) |              |              |
| <b>Chapter 4</b> | <b>Fish Cookery</b>   | <b>04</b>    | <b>06</b>    |

|                    |   |           |           |
|--------------------|---|-----------|-----------|
| 4.1                | Introduction to fish Cookery  |           |           |
| 4.2                | Classification of fish with examples( local names also)   |           |           |
| 4.3                | Selection & storage of fish & shell fish  |           |           |
| 4.4                | Cuts of fish with menu examples   |           |           |
| 4.5                | Cooking of fish   |           |           |
| 4.6                | Preservation & processing of fish   |           |           |
| <b>Chapter 5</b>   | <b>Larder /Garde Manger</b>   | <b>06</b> | <b>06</b> |
| 5.1                | Functions of larder department  |           |           |
| 5.2                | Duties & responsibilities of larder chef  |           |           |
| 5.3                | Specific essential tools & equipment in the larder  |           |           |
| 5.4                | Common terms used in larder department  |           |           |
| <b>Chapter 6</b>   | <b>Indian Regional cooking</b>  | <b>16</b> | <b>14</b> |
| 6.1                | <b>Introduction to Indian regional cuisines –</b><br>(North, South, East and West Indian Cuisine)   |           |           |
|                    | <ul style="list-style-type: none"> <li>• History</li> <li>• Characteristics</li> <li>• Different ingredients used</li> <li>• Regional differences</li> <li>• Equipment used,</li> <li>• Cooking methods,</li> <li>• Religious influences</li> </ul> |           |           |
| 6.2                | <b>Planning Festive Menus</b><br>(Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Karnataka, Tamilnadu, North Eastern states, Parsi, etc)   |           |           |
| 6.3                | Indian cooking techniques – Dum, Dum Phukt, Tawa, Kadai, Chula, Tandoor, Zameen Dos   |           |           |
| <b>Chapter - 7</b> | <b>Yeast dough (fermented goods)</b>  | <b>06</b> | <b>08</b> |
| 7.1                | Role of ingredients   |           |           |
| 7.2                | Principles of Bread Making  |           |           |
| 7.3                | Types–(Rich /lean)  |           |           |
| 7.4                | Methods of Bread making   |           |           |
| 7.5                | Stages in Bread making  |           |           |
| 7.6                | Faults and remedies, Bread Disease, Bread Improver  |           |           |
| <b>Chapter 8</b>   | <b>Cake making</b>  | <b>04</b> | <b>06</b> |
| 8.1                | Factors to be considered while cake making- (Combining ingredients, Forming of air cells and developing texture)  |           |           |
| 8.2                | Method of Cake Making   |           |           |
| 8.3                | Scaling, Panning, Baking and Cooling  |           |           |
| 8.4                | Faults & Precautions  |           |           |
| <b>Chapter 9</b>   | <b>Cookies</b>  | <b>04</b> | <b>06</b> |

- 9.1 Definition & Introduction
- 9.2 Characteristics and its influencing factors
- 9.3 Mixing Methods
- 9.4 Types of Cookies (Piped/ Bagged, Dropped, Rolled, Moulded, Stencil, Ice box / Refrigerator, Bar, Sheet, Sandwich)

**Total**

**60**

**70**

**Note: Glossary of Terms**

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

**Assignments:**

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

1. Power point presentation on authentic Regional festive or religious wedding Menu
2. Plan a banquet menu and do volume forecasting and food costing.
3. Chart Presentations on sectors of catering.
4. Chart Presentation – Cuts of fish,
5. Formats of Standard Purchase Specification, Standard yield with examples
6. Draw neat Layout with equipments & tools used in Larder section.
7. Chart presentation on cookie & Cake making methods with 5 examples each.

**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 – ParvinderS.Bali
4. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
5. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. Modern Cookery for Teaching & Trade Vol - I- Ms.Thangam Philip, Orient Longman.
7. The Professional Chef (4th Edition)- Le Rol A. Polsom
8. Professional Cooking – Wayne Gisslen
9. Professional Baking- Wayne Gisslen
10. Basic Baking – S.C. Dubey

**Subject** : **Food and Beverage Service - III**  
**Subject Code** : **HS 302**  
**Subject Credits** : **4**  
**Semester** : **3**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 30                           | 70                           | <b>100</b>              |

### **Course Outcome**

1. The courses will give a comprehensive knowledge of the various alcoholic beverages used in the Hospitality Industry.
2. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

|                  |  | <b>Hours</b> | <b>Marks</b> |
|------------------|--|--------------|--------------|
| <b>Chapter 1</b> | <b>Basic Fundamentals of Wine</b>                                  | <b>12</b>    | <b>20</b>    |
|                  | 1.1. Introduction, definitions of Wines                            |              |              |
|                  | 1.2. Classification  |              |              |
|                  | 1.3. Viticulture & Viticulture Methods                             |              |              |
|                  | 1.4. Vinification Still, Sparking, Aromatized & Fortified Wines    |              |              |
|                  | 1.5. Vine Diseases   |              |              |
|                  | 1.6. Food & Wine Harmony   |              |              |
|                  | 1.7. Storage of wine (wine cellar)                                 |              |              |
| <b>Chapter 2</b> | <b>Wines of the World</b>  | <b>12</b>    | <b>20</b>    |
|                  | 2.1 Introduction - New World & Old World Wines                     |              |              |
|                  | 2.2 Old World Wines: France, Italy, Spain, Portugal, Germany       |              |              |
|                  | 2.3 New World Wines :South Africa, Australia, USA, Hungary & India |              |              |
|                  | (Wine Laws, Basic Wine Regions, Key Wines (3-5 each region))       |              |              |
| <b>Chapter 3</b> | <b>Aperitifs</b>   | <b>6</b>     | <b>10</b>    |
|                  | 3.1 Aperitifs Definition   |              |              |
|                  | 3.2 Types- Wine based & Spirit based                               |              |              |
| <b>Chapter 4</b> | <b>Liqueurs</b>  | <b>8</b>     | <b>15</b>    |
|                  | 4.1 Definition, Liqueurs Types                                     |              |              |
|                  | 4.2 Production   |              |              |
|                  | 4.3 Popular Brands - Indian and International                      |              |              |
| <b>Chapter 5</b> | <b>Spirits</b>   | <b>12</b>    | <b>20</b>    |

|                  |  |           |            |
|------------------|--|-----------|------------|
| 5.1              | Definition of Spirit, Introduction   |           |            |
| 5.2              | Classification of Spirits -White & Brown Spirits   |           |            |
| 5.3              | Whisky, Brandy, Rum, Vodka, Gin & Tequila<br>(Production stepwise, Classification / Types, Brands - Indian<br>& International) |           |            |
| <b>Chapter 6</b> | <b>Cocktails</b>   | <b>10</b> | <b>15</b>  |
| 6.1              | Definition, Methods of Preparation   |           |            |
| 6.2              | Classic/ popular cocktails Spirits, wine, beer, Liqueur based  |           |            |
|                  |  | <b>60</b> | <b>100</b> |

#### **Assignments:**

- 1 Preparation & Designing of Bar Menu
- 2 Indian & International Brands of Alcoholic Beverages
- 3 Preparation of Cocktail charts - base wise (as Whiskey, Vodka, Liqueurs, etc)
- 4 International wine Charts preparation (France, Germany, India, etc.)

#### **Reference Books:**

1. Food & Beverage Service – Lilicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverages Service Taining Manual – Sudhir Andrews
4. Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages – Lipinski
6. Alcoholic Beverages – Lipinski & Lipinski
7. Bartenders Guide – BD&L

**Subject : ACCOMODATION OPERATIONS - I**  
**Subject Code : HS 303**  
**Subject Credits : 04**  
**Semester : III**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 30                           | 70                           | <b>100</b>              |

**Course Outcomes:**

1. Establish the importance of Rooms Division Principles within the hospitality Industry.
2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area
3. Understand all aspects of cost control and establishing profitability.

**SECTION - I**

|                  |   | <b>No. of Lectures</b> | <b>Marks</b> |
|------------------|---|------------------------|--------------|
| <b>Chapter 1</b> | <b>Contract Cleaning</b>  | <b>02</b>              | <b>04</b>    |
| 1.1              | Definition, Concept   |                        |              |
| 1.2              | Jobs given on contract by Housekeeping  |                        |              |
| 1.3              | Advantages & Disadvantages  |                        |              |
| 1.4              | Pricing a contract  |                        |              |
| <b>Chapter 2</b> | <b>Pest Control</b>   | <b>04</b>              | <b>04</b>    |
| 2.1              | Definition of Pests.  |                        |              |
| 2.1              | Types of Pests  |                        |              |
| 2.2              | Preventive and Control Measures of common pests – (Bed Bugs, Carpet Beetles, Fabric moths, Mosquitoes, Fungi ,Silverfish, Cockroaches, Mice and rats) |                        |              |
| <b>Chapter 3</b> | <b>Safety &amp; Security Processes</b>  | <b>03</b>              | <b>05</b>    |
| 3.1              | Potentially Hazardous Conditions  |                        |              |
| 3.2              | Safety Awareness- Importance of Safety and Security.  |                        |              |
| 3.3              | Safety of Guest Property, Hotel Property  |                        |              |
| 3.4              | Accidents: Causes & Prevention  |                        |              |
| 3.5              | First Aid and its remedies  |                        |              |
| 3.6              | Fire safety   |                        |              |
| 3.7              | Role of Security Department   |                        |              |
| <b>Chapter 4</b> | <b>Environment practices in Housekeeping</b>  | <b>05</b>              | <b>04</b>    |
| 4.1              | Introduction to Green Housekeeping  |                        |              |
| 4.2              | Eco friendly practices followed by Housekeeping   |                        |              |
| 4.3              | Waste Reduction Programs  |                        |              |
| 4.4              | Recycling of Materials  |                        |              |
| <b>Chapter 5</b> | <b>Linen &amp; Uniform room</b>   | <b>06</b>              | <b>08</b>    |

|                        |   |           |           |
|------------------------|---|-----------|-----------|
| 5.1.                   | Layout of Linen Room  |           |           |
| 5.2.                   | Classification & Selection of Linen   |           |           |
| 5.3.                   | Classification of Bed, Bath & Restaurant linen                                  |           |           |
| 5.4                    | Sizes of Linen  |           |           |
| 5.5.                   | Calculation of Linen requirement  |           |           |
| 5.6.                   | Linen Control – Linen Inventory   |           |           |
| 5.7.                   | Par stock, Linen Coverage   |           |           |
| 5.8                    | Handling of Hotel Uniforms  |           |           |
| 5.9                    | Discard Management  |           |           |
| <b>Chapter 6</b>       | <b>Laundry Operations</b>   | <b>05</b> | <b>06</b> |
| 6.1                    | Types of Laundry – OPL , Commercial   |           |           |
| 6.2                    | Layout of a Laundry   |           |           |
| 6.3                    | Laundry Equipment & Uses  |           |           |
| 6.4                    | Laundry Process   |           |           |
| 6.5                    | Dry Cleaning  |           |           |
| 6.6                    | Handling Guest Laundry – Laundry list and Valet Service                         |           |           |
| <b>Chapter 7</b>       | <b>Flower Arrangement</b>   | <b>05</b> | <b>04</b> |
| 7.1                    | Concept, Importance & Principles  |           |           |
| 7.2                    | Types and shapes  |           |           |
| 7.3                    | Tools, Equipment and Accessories  |           |           |
| 7.4                    | Conditioning of Plant Materials   |           |           |
| <br><b>Section –II</b> |   |           |           |
| <b>Chapter 1</b>       | <b>Front Office Accounting</b>  | <b>06</b> | <b>08</b> |
| 1.1.                   | Accounting fundamentals (types of accounts, ledger, folios, vouchers)           |           |           |
| 1.2.                   | Record keeping system (non automated, semi-automated and fully automated)       |           |           |
| 1.3.                   | Credit Monitoring and Charge Privileges   |           |           |
| 1.4.                   | Cash sheet  |           |           |
| 1.5.                   | Floor Limit, House Limit  |           |           |
| <b>Chapter 2</b>       | <b>Calculation of various Statistical data using Formulae</b>                   | <b>06</b> | <b>07</b> |
|                        | - ARR,  |           |           |
|                        | - Room occupancy %,   |           |           |
|                        | - Double Occupancy%,  |           |           |
|                        | - Foreign Occupancy %,  |           |           |
|                        | - Local Occupancy %,  |           |           |
|                        | - House Count,  |           |           |
|                        | - Under stay %,   |           |           |
|                        | - Overstay %,   |           |           |
|                        | - No show %,  |           |           |
|                        | - Rev PAR   |           |           |
| <b>Chapter 3</b>       | <b>Reports</b>  | <b>06</b> | <b>06</b> |
|                        | Daily Report, Revenue Report, Discrepancy Report, High Balance Report, GHC etc. |           |           |



|                  |  |           |           |
|------------------|--|-----------|-----------|
| <b>Chapter 4</b> | <b>Guest Relations</b>                                     | <b>06</b> | <b>07</b> |
| 4.1              | Hospitality Desk   |           |           |
| 4.2              | Functions and role   |           |           |
| 4.3              | Maintenance of records like guest history card etc)        |           |           |
| 4.4              | Special personality traits for a Guest Relations Executive |           |           |
| <b>Chapter 5</b> | <b>Situation Handling</b>                                  | <b>06</b> | <b>07</b> |
| 5.1              | Types of Guest Complaints                                  |           |           |
| 5.2              | Complaint handling procedure                               |           |           |
| 5.3              | Dealing with unusual situations (Death, theft, fire etc.)  |           |           |
|                  | <b>Total</b>   | <b>60</b> | <b>70</b> |

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

**Assignments :**

**Minimum of 3 assignments to be submitted by students by the end of the semester based on following topics:**

1. List and collect information on Equipment's used for Security Systems in Hotels
2. Presentation on study of Housekeeping practices followed in allied sectors ( any 1) – hospitals, aircrafts, malls, cruise ships,
3. Power point presentation on use of Information Technology in Front Office.
4. Collection of sample reports used at front office in hotels

**Suggested Field Visit:**

1. Visit to a Commercial Laundry
2. Visit to a Nursery
3. Visit to an Ecotel to learn about eco friendly practices.

**Subject** : Food Production – III (P)  
**Subject Code** : HS 304  
**Subject Credits** : 2  
**Semester** : Second  
**Hours per week** : 04

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 15                    | 35                    | <b>50</b>        |

### Practical's:

Minimum **12 Individual Practical's** to be conducted during the semester.

The practical should comprise of the following:

- Industrial menu consisting of meat / vegetable, rice, dal, accompaniment, bread & dessert – **01 Practical** (min. 50 pax)
- Indian regional menu consisting of meat, veg (dry / gravy), dal, rice, accompaniment, bread & dessert – **07 Practical** (min. 50 pax)  
**North:** Kashmir, Punjab, Uttar Pradesh, Madhya Pradesh  
**South:** Tamil Nadu, Kerala, Andhra Pradesh, Karnataka  
**East:** West Bengal, Assam, Orissa  
**West:** Maharashtra, Goa, Gujarat, Rajasthan
- Students should prepare **Three** bakery products related to Breads, Cakes & Cookies by using various types / methods of making based on followings – **4 practical:**
- **Breads** Bread Rolls, Garlic / Herb, Burgers Buns, Hot Dog Rolls, French Bread, Brown Bread, Pizza, Ladi Pav, Bread Sticks, Multigrain, Foccacia, Ciabatta, Pita, Bagels, Calzone, Quick breads, Breakfast breads
- **Cakes** Vanilla/Orange Muffins, Chocolate Layer Cake, 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, Red Velvet, Mud Pie, Choco lava, Plum cake, Ribbon Sponge
- **Cookies** (Butter Buttons, Melting Moments, Checkerboard, Shrewsbury, Ginger Cookies, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)

### Practical Examination: (Internal & External)

- Exams to be conducted on Indian regional quantity menu consisting of meat, veg (dry / gravy), dal, rice, accompaniment, bread/Cake/Cookies (any one Bakery item) for (min. 50 pax)
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

**Subject** : Food and Beverage Service – III (P)  
**Subject Code** : HS 305  
**Subject Credits** : 02  
**Semester** : 3  
**Hours per week** : 04  
**No. of Practical** : 12

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practicals:**

1. Introduction to Bar, Parts of Bar identification, Bartender (Roles & Responsibilities)
2. Identification of Glasses, Equipment required for Bar & Beverage Service
3. Reading a Wine & spirits Label – French, Italian, Spain, Indian & Cognac, Armagnac
4. Food & Wine Harmony
5. Taking order for Beverages
6. Service of Still wines, Sparkling wine, Fortified wines (4practical)
7. Menu planning with wines
8. Service of Spirits (Whisky, Brandy, Rum, Gin, Vodka, Tequila)
9. Service of Liqueurs, Aperitif, Grappa, Marc
10. Preparation of classic and innovative cocktails, glassware and garnish

**Subject** : ACCOMODATION OPERATIONS I  
**Subject Code** : HS 306  
**Subject Credits** : 2  
**Semester** : III  
**Hours per week** : 04

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

## **PRACTICALS**

Minimum 12 *Individual Practicals* to be conducted during the semester.

### **SECTION I**

1. Stain Removal
  - Tea Stains
  - Ink Stains
  - Grease Stains
  - Lipstick Stains
  
2. Laundering Procedure
  - Washing
  - Starching
  - Blueing
  - Ironing
  
3. Flower Arrangement
  - Oval/Round
  - Hogarth Curve
  - Ikebana
  - Vertical
  - Horizontal
  
4. Stock Taking of Linen for Housekeeping Lab
  
5. Calculation of room linen requirement for a 100 rooms' property with an OPL
  
- 6.. Calculation of room linen requirement for a 300 rooms' property with an OPL.

### **SECTION II**

Practical's

1. Posting charges in guest folio
2. Practical applications of Credit Monitoring & Charge privilege
3. Late Check-outs , late charges
4. V.P.O., Allowance vouchers and Miscellaneous vouchers
5. Dealing with guests at the hospitality desk (enhancing the guest experience)
6. Situation handling (Death, Theft, Fire, Guest complaints)

**Subject:** Communication Skills I

**Subject Code:** HS 308

**Subject Credits:** 02

**Semester:** III

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>15</b>                    | <b>35</b>                    | <b>50</b>               |

**Course Outcome:**

- C1 Introduction to an important skill – Communication
- C2 Understand the importance and application of Communications skills in daily life
- C3 Background and practice of listening, speaking, reading, writing skills
- C4 Be well versed with Group Discussions and Personal Interviews
- C5 Understand the concept of Body Language and its importance and application in the hotel industry

|                    |     |   |  |  |  |  | <b>Hours</b> | <b>Marks</b> |
|--------------------|-----|---|--|--|--|--|--------------|--------------|
| <b>Chapter – 1</b> |     | <b>Nature and Process of Communication</b>  |  |  |  |  | <b>05</b>    | <b>04</b>    |
|                    | 1.1 | Introduction to Communication – meaning and scope   |  |  |  |  |              |              |
|                    | 1.2 | Objective and principles of communication   |  |  |  |  |              |              |
|                    | 1.3 | Features of communication   |  |  |  |  |              |              |
|                    | 1.4 | Process of communication  |  |  |  |  |              |              |
|                    | 1.5 | Attributes of culinary professional   |  |  |  |  |              |              |
| <b>Chapter – 2</b> |     | <b>Types of Communication</b>   |  |  |  |  | <b>03</b>    | <b>04</b>    |
|                    | 2.1 | Categories of communication<br>- Interpersonal communication<br>- Mass communication  |  |  |  |  |              |              |
|                    | 2.2 | Forms of communication<br>- Verbal communication<br>a. Oral communication<br>b. Written communication<br>- Non-verbal communication   |  |  |  |  |              |              |
|                    | 2.3 | Formal and Informal communication<br>- Vertical vs Horizontal communication<br>- Inter vs Intra communication   |  |  |  |  |              |              |
| <b>Chapter – 3</b> |     | <b>Barriers of effective communication</b>  |  |  |  |  | <b>04</b>    | <b>04</b>    |
|                    | 3.1 | Defining barriers of communication  |  |  |  |  |              |              |
|                    | 3.2 | Types of Barriers :<br>· Physical or Environmental barriers<br>· Semantic and Language barriers<br>· Personal barriers<br>· Emotional or Perceptual Barriers<br>· Socio-psychological barriers<br>· Physiological or Biological Barriers<br>· Cultural Barriers |  |  |  |  |              |              |

|                    |     |   |           |           |
|--------------------|-----|---|-----------|-----------|
|                    |     | · Organizational Barriers   |           |           |
| <b>Chapter – 4</b> |     | <b>Listening skills</b>   | <b>04</b> | <b>04</b> |
|                    | 4.1 | Meaning of listening v/s hearing  |           |           |
|                    | 4.2 | Types of Listening (theory / definition)  |           |           |
|                    | 4.3 | Tips for Effective Listening  |           |           |
|                    | 4.4 | Traits of good listening  |           |           |
|                    | 4.5 | Listening to Talks and Presentations  |           |           |
| <b>Chapter 5</b>   |     | <b>Oral Communication</b>   | <b>06</b> | <b>04</b> |
|                    | 5.1 | Meaning, Importance, Advantages and Disadvantages of oral communication   |           |           |
|                    | 5.2 | Essential qualities of a good speaker   |           |           |
|                    | 5.3 | Extempore, Debate and Elocution   |           |           |
|                    | 5.4 | Group Discussions   |           |           |
|                    | 5.5 | Interview Techniques  |           |           |
|                    | 5.6 | Speech and Presentations  |           |           |
| <b>Chapter 6</b>   |     | <b>Body Language</b>  | <b>02</b> | <b>04</b> |
|                    | 6.1 | 6.1 Introduction to body language   |           |           |
|                    | 6.2 | 6.2 Understanding body language with examples   |           |           |
| <b>Chapter 7</b>   |     | <b>Written communication skills</b>   | <b>04</b> | <b>06</b> |
|                    | 7.1 | 7.1 Meaning, Importance, Advantages and Disadvantages of written communication  |           |           |
|                    | 7.2 | Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation), Letters (Applying for a job with resume, Letter of quotation and order) |           |           |
|                    | 7.3 | Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.  |           |           |
|                    | 7.4 | Writing emails and etiquette  |           |           |
|                    | 7.5 | Note making, writing a log book   |           |           |
|                    | 7.6 | Travelogue and Restaurant Reviews   |           |           |
|                    | 7.7 | Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tentcards etc.   |           |           |
| <b>Chapter 8</b>   |     | <b>Trending Hospitality Communication</b>   | <b>02</b> | <b>05</b> |
|                    | 8.1 | Formal Conversation   |           |           |
|                    | 8.2 | Telephone etiquette   |           |           |
|                    | 8.3 | Hotel Phraseology   |           |           |
|                    | 8.4 | Using charts and diagrams   |           |           |
|                    |     |   | <b>30</b> | <b>35</b> |

### Assignments:

2 assignments for 5 marks each to be given on any of the following:

1. Book review and presentation
2. Presenting a Case Study related to Hospitality Industry
3. Communication Activities/Games to highlight Listening skills, Barriers to Communication, Charts, Diagrams etc.

4. Visiting a pre-decided restaurant and writing a restaurant review

**Reference Books;**

1. Communication Skills – Sanjay Kumar, Oxford
2. Business Communication – Urmila Rai, Himalaya Publishing House
3. Fifty ways to improve Presentation Skills in English – Bob Dignen, Oriental Black Swan
4. How to talk to Anyone, Anytime, Anywhere – Larry King
5. Soft Power – An Introduction to Core and Corporate Soft Skills – Edited by Anitha Arunsimha

**Subject : Internship**  
**Subject Code : HS 401**  
**Subject Credits : 12**  
**Semester : IV**

**Industrial Training Outcome:**

1. It gives an opportunity for the students to explore various departments of the hotel.
2. It allows students to get familiar with the equipments used in the operational areas.
3. Students would be able to understand the hierarchy in each department.
4. Students would be aware of the hotel operations at macro level.
5. Students would get an insight with the new trends followed in Hospitality Industry.

Duration of Industrial Training: **Fifteen weeks**

| <b>Examination Scheme</b>          |                     |                            |                      |                                    |                      |             |
|------------------------------------|---------------------|----------------------------|----------------------|------------------------------------|----------------------|-------------|
| <b>Internal Examination Scheme</b> |                     |                            |                      | <b>External Examination Scheme</b> |                      |             |
| Attendance                         | Logbook & Appraisal | Internal Viva Voce, Report | Total Internal Marks | External Viva Voce, PPT, Report    | Total External Marks | Total Marks |
| 25                                 | 25                  | 50                         | 100                  | 200                                | 200                  | 300         |

In this semester the student shall be sent for industrial training for a period of 16 Weeks, where they would follow the following schedule:

- Food Production-4 weeks
- Food & Beverage Service- 4 weeks
- Front Office- 3 weeks
- Housekeeping- 3 weeks
- Ancillary Department- 1 week ( any one department like ,Accounts/ HR/ Stores, etc.)

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. The Log book would contain personal observations of the students of the various facilities and equipment's used in the course of their training. In addition, they would also maintain a monthly record of feedback/ appraisal 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 for 100 Marks. External exams to be jointly conducted by internal as well as external examiner for 200 Marks.

The following documents are to be submitted with the internal examiner prior to the exams

1. Certificate of training (hard and soft copy)
2. Logbook with Appraisals (hard copy)
3. Training Report (hard and soft copy)
4. Presentation of maximum 5 slides (soft copy), especially emphasising the learning outcome.



**Subject** : **Advanced Food Production - I**  
**Subject Code** : **HS 501**  
**Subject Credits** : **04**  
**Semester** : **Fifth**  
**Hours Per week** : **04**

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | <b>100</b>       |

**Course outcomes:**

- C1 To Understand European, North & South American cuisine food.
- C2 Identify cuts of meat, poultry and game with its appropriate uses.
- C3 Sketch & illustrate kitchen layout of various areas.
- C4 To know various types of Flour Pastries, Icings, Chocolates & food additives.
- C5 To learn modern plating styles for food presentation

|                  |   | <b>Hours</b> | <b>Marks</b> |
|------------------|---|--------------|--------------|
| <b>Chapter 1</b> | <b>European &amp; American Cuisine</b>  | <b>14</b>    | <b>14</b>    |
| 1.1              | Introduction to influences of cultures on regions   |              |              |
| 1.2              | Special features with respect to ingredients, methods, presentation styles in the following countries –   |              |              |
| 1.2.1            | <b>European</b> -France,Italy, U.K, Germany, Spain, Portugal, Greece, Russia,Switzerland, Austria, Hungary etc  |              |              |
| 1.2.2            | <b>North &amp; South USA</b> – Canada, USA, Mexico, Caribbean, Latin American countries   |              |              |
| 1.3              | Nouvelle Cuisine – Salient features, Service style  |              |              |
| 1.4              | Difference between Nouvelle & Haute cuisine   |              |              |
| <b>Chapter 2</b> | <b>MEAT COOKERY</b>   | <b>10</b>    | <b>12</b>    |
| 2.1              | Understanding meats – Composition, structure & basic quality factors  |              |              |
| 2.2              | Aging, Factors affecting tenderness   |              |              |
| 2.3              | Appropriate cooking methods.  |              |              |
| 2.4              | <b>Lamb / Beef / Veal / Pork</b>  |              |              |
|                  | <ul style="list-style-type: none"> <li>• Selection Criteria</li> <li>• Principles of Storage &amp; thawing</li> <li>• Cuts (uses &amp; suitable cooking methods)</li> <li>• Offals</li> </ul>   |              |              |
| 2.5              | <b>Poultry &amp; Game</b>   |              |              |
|                  | <ul style="list-style-type: none"> <li>• Description of – Duck, goose, turkey, guinea fowl, quail and rabbit.</li> <li>• Chicken - Selection Criteria for Chicken, Principles of Storage &amp; thawing, Cuts with uses &amp; suitable cooking methods.</li> </ul> |              |              |
| 2.6              | <ul style="list-style-type: none"> <li>• Principles of storage and thawing</li> </ul>   |              |              |

|                  |  |           |           |
|------------------|--|-----------|-----------|
| <b>Chapter 3</b> | <b>FLOUR PASTRIES</b>  | <b>08</b> | <b>08</b> |
| 3.1              | Introduction & Classification with examples  |           |           |
| 3.2              | Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish)             |           |           |
| 3.3              | Recipes  |           |           |
| 3.4              | Do's and Don'ts while preparing Pastry   |           |           |
| 3.5              | Pastry faults & precautions  |           |           |
| <b>Chapter 4</b> | <b>ICING, FROSTING &amp; FILLINGS</b>  | <b>06</b> | <b>08</b> |
| 4.1              | Definition & Uses  |           |           |
| 4.2              | Classification   |           |           |
| 4.3              | Ingredients used   |           |           |
| 4.4              | Assembling and Icing cakes   |           |           |
| 4.5              | Production and application of icings   |           |           |
| 4.6              | Fillings - Ingredients used & preparation  |           |           |
| <b>Chapter 5</b> | <b>Chocolate making</b>  | <b>04</b> | <b>06</b> |
| 5.1              | Manufacturing & processing of chocolate  |           |           |
| 5.2              | Types of chocolate   |           |           |
| 5.3              | Preparations & care in chocolate work  |           |           |
| 5.4              | Fillings & toppings – preparation, method, care in preparation, presentation, and storage.     |           |           |
| <b>Chapter 6</b> | <b>KITCHEN LAYOUT &amp; DESIGN</b>   | <b>08</b> | <b>10</b> |
| 6.1              | Information required prior to designing of kitchens.   |           |           |
| 6.2              | Areas of the kitchen with recommended dimensions   |           |           |
| 6.3              | Factors that influence kitchen design.   |           |           |
| 6.4              | Placement of equipment.  |           |           |
| 6.5              | Flow of work.  |           |           |
| 6.6              | Kitchen layouts – Types, Examples (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie) |           |           |
| <b>Chapter 7</b> | <b>Garbage Disposal Methods</b>  | <b>04</b> | <b>05</b> |
| 7.1              | Introduction   |           |           |
| 7.2              | Ways of accumulation   |           |           |
| 7.3              | Segregation  |           |           |
| 7.4              | Disposal Methods   |           |           |
| <b>Chapter 8</b> | <b>FOOD ADDITIVES</b>  | <b>06</b> | <b>07</b> |
| 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              | Flavouring agents & Essences - Meaning, Natural & synthetic – example and usage                |           |           |
| 8.4              | Sweetening agents – Meaning, Natural & synthetic – example and usage                           |           |           |
| 8.5              | Humectants – 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                      |
| 8.10 | Nutrient supplements – Meaning, usage and examples. |

**Total**

**60**

**70**

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

**Assignment:**

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

1. Planning International Menus - Country wise with brief explanation of dish
2. Planning & Designing of various commercial kitchens - (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)
3. Cuts of Pork / Beef / Veal their weight, uses and methods of cooking
4. Modern plating techniques/Service style - for Appetizers, Soups, Entree, Dessert etc.
5. Chart classification of Pastries with 5 examples of each.
6. Step by step Chocolate manufacturing process – Chart Presentation

**Reference:**

- Larder Chef - Heinemann
- Cold Kitchen: A Guide to Garde Manger - Sharma, D.D.
- Professional Garde Manger: A Guide to the art of Buffet - Larousse, David Paul
- Chocolate - Saettre, Sverre
- Industrial Chocolate Manufacture and Use - Beckett, S.T.
- Complete Book Of Desserts – Aurora Publishing
- On Cooking: A Textbook of Culinary Fundamentals - Sarah R. Labensky , Priscilla A. Martel
- The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
- Kitchen Organization and Administration - Charles S. Pitcher
- Practical Computing a Guide for Hotel and Catering students – Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
- Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

**Subject** : **ADVANCED FOOD & BEVERAGE SERVICE - I**  
**Subject Code** : **HS 502**  
**Subject Credits** : **4**  
**Semester** : **V**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 30                           | 70                           | <b>100</b>              |

Rationale: The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

|                  |   | <b>Hours</b> | <b>Marks</b> |
|------------------|---|--------------|--------------|
| <b>Chapter 1</b> | <b>Room Service/ In Room Dining Service</b>                               | <b>8</b>     | <b>20</b>    |
| 1.1              | Introduction, Types (Decentralized, Centralized and Mobile Pantry)        |              |              |
| 1.2              | Cycle of Service, scheduling and staffing                                 |              |              |
| 1.3              | Forms and Formats   |              |              |
| 1.4              | Order Taking, Suggestive Selling  |              |              |
| 1.5              | Time management- lead time from order taking to clearance                 |              |              |
| <b>Chapter 2</b> | <b>Banquets</b>   | <b>8</b>     | <b>20</b>    |
| 2.1              | Organization structure, Duties & Responsibilities of banquetting staff.   |              |              |
| 2.2              | Administrative Procedures, Formats Maintained Banquet Function Prospectus |              |              |
| 2.3              | Types of Function (Formal and Informal and meetings)                      |              |              |
| 2.4              | Seating Arrangements  |              |              |
| 2.5              | Off Premise/ Outdoor catering,  |              |              |
| 2.6              | Buffets and Types.  |              |              |
| <b>Chapter 3</b> | <b>Gueridon Service</b>   | <b>8</b>     | <b>20</b>    |
| 3.1              | Origin and definition   |              |              |
| 3.2              | Types of Trolleys and layout  |              |              |
| 3.3              | Special equipments  |              |              |
| 3.4              | Service Procedures of important classical dishes of each course.          |              |              |
| <b>Chapter 4</b> | <b>Introduction to Food &amp; Beverage Cost Control sand budgets</b>      | <b>10</b>    | <b>20</b>    |
| 4.1              | The Control Cycle   |              |              |
| 4.2              | Elements of Cost, Pricing Considerations.                                 |              |              |
| 4.3              | Budget Definition & Objectives.   |              |              |
| 4.4              | Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget) |              |              |
|                  | <b>Chapter 5 New Concepts</b>   | <b>10</b>    | <b>20</b>    |

- 5.1 Emerging Trends in F&B industry.
- 5.2 Molecular Gastronomy in Food & Beverage - Introduction  
(The application of scientific principles to the understanding and development of food preparation.)
- 5.3 Genetically Modified Foods - Introduction  
(Genetically modified (GM) foods are foods derived from organisms whose genetic material (DNA) has been modified in a way that does not occur naturally)
- 5.4 Organic Foods & wines - Introduction  
(Organic food is food that is produced using environmentally and animal friendly farming methods on organic farms)
- 5.5 Vegan cuisine - Introduction

**Total**

**60**

**100**

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

**ASSIGNMENTS:**

1. Assignments on new trends in Restaurant Business
2. Innovative Room service breakfast cards to be made

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

**Subject** : **ADVANCED ACCOMODATION OPERATIONS - I**  
**Subject Code** : **HS 503**  
**Subject Credits** : **04**  
**Semester** : **V**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 30                           | 70                           | <b>100</b>              |

**Course Outcome:**

- 1 To establish the importance of Rooms Division within the hospitality Industry.
- 2 To prepare the students to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in accommodation area
- 3 To teach students managerial decision-making aspects of this department.

**SECTION I**

| <b>Chapter – 1</b> | <b>Interior Decoration</b>                                   | <b>Hours</b> | <b>Marks</b> |
|--------------------|--|--------------|--------------|
| 1.1                | Importance & Definition                                      | <b>06</b>    | <b>08</b>    |
| 1.2                | Principles of Design   |              |              |
| 1.3                | Elements of Design – Line/ Form/ Color / Texture             |              |              |
| <b>Chapter – 2</b> | <b>Refurbishing &amp; Redecoration</b>                       | <b>06</b>    | <b>07</b>    |
|                    | Definition   |              |              |
| 2.1                |  |              |              |
| 2.2                | Factors to be kept in mind while Refurbishing & Redecoration |              |              |
| 2.3                | Redecoration- Prior & Post Redecoration Procedures           |              |              |
| 2.4                | Snagging list and its Importance                             |              |              |
| <b>Chapter – 3</b> | <b>Gardening &amp; Horticultural aspects in Housekeeping</b> | <b>06</b>    | <b>04</b>    |
| 3.1                | Types of Garden  |              |              |
| 3.2                | Care and Maintenance of Indoor and Outdoor Plants.           |              |              |
| <b>Chapter 4</b>   | <b>Budget &amp; Budgetary Control</b>                        | <b>06</b>    | <b>08</b>    |

|                    |  |              |              |
|--------------------|--|--------------|--------------|
| 4.1                | Definition, Concept & importance   |              |              |
| 4.2                | Types of Budgets – operating & capital   |              |              |
| 4.3                | Housekeeping Room Cost   |              |              |
| <b>Chapter 5</b>   | <b>Purchasing System</b>   | <b>06</b>    | <b>08</b>    |
| 5.1                | Identification & selection of supplier   |              |              |
| 5.2                | Purchase procedure – Purchase order, receiving, storage & issuing                              |              |              |
| 5.3                | Concept of ROL, bin card & other records maintain for purchasing                               |              |              |
| <b>SECTION II</b>  |  |              |              |
| <b>Chapter – 1</b> | <b>Night Audit</b>   | <b>08</b>    | <b>12</b>    |
| 1.1                | Concept of Night Audit and Role of Night Auditor   |              |              |
| 1.2                | Night Auditors Report  |              |              |
| 1.3                | Auditing Process (in brief)  |              |              |
| <b>Chapter –2</b>  | <b>Sales Techniques</b>  | <b>10</b>    | <b>12</b>    |
| 2.1                | Various Sales Tools (Brochure, posters, e-display, tent cards, websites)                       |              |              |
| 2.2                | Role of Front Office Personnel in maximizing occupancy   |              |              |
| 2.3                | Overbooking, Repeat guests, Return Reservations  |              |              |
| 2.4                | Offering Alternatives and Suggestive Selling   |              |              |
| 2.5                | Business related Marketing Techniques  |              |              |
| <b>Chapter – 3</b> | <b>Establishing Room Rates</b>   | <b>Hours</b> | <b>Marks</b> |
| 3.1                | Room Tariff Fixation   | <b>06</b>    | <b>06</b>    |
| 3.2                | Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula)                      |              |              |
| 3.3                | Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance) |              |              |
| <b>Chapter – 4</b> | <b>Forecasting Room Availability</b>   | <b>06</b>    | <b>05</b>    |
|                    | Useful forecasting Data  |              |              |
| 4.1                |  |              |              |
| 4.2                | Room Availability Forecast   |              |              |
| 4.3                | Forecast forms [sample]  |              |              |
|                    | <b>Total</b>   | <b>60</b>    | <b>70</b>    |

## **Note : Glossary of Terms**

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

### **Assignments:**

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

1. Power point Presentation on:
  - The implication of various kinds of lines, shapes, forms present in interiors.
  - Various types of Garden
2. Collection and Comparison of tariff for various categories of hotels.
3. Collection of Brochure for
  - A heritage Hotel
  - Business Hotel and
  - Resort
4. Collect five different examples of Hotel Advertisements

### **Reference Books –**

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
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 – Jatashankar R. Tiwari



**Subject** : **Advanced Food Production I (P)**  
**Subject Code** : **HS 504**  
**Subject Credits** : **02**  
**Semester** : **Fifth**  
**Hours per week** : **04**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practical:**

1. Minimum **12 Individual Practical** to be conducted during the semester
2. International menu based on European, North & South American cuisine comprising of Starter/Soup, Main course with two accompaniments, salad and Dessert. – 8 Practical
3. Flour pastry & Icing based Bakery products - 2 Practicals
4. Chocolate making & garnishes – 1 practical
5. Basket menu – 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)**

- Practical Examination to be conducted on European OR North & South American Menu comprising of Starter/Salad, Soup, Main course with accompaniments and Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

**Subject** : **ADVANCED FOOD & BEVERAGE SERVICE – I (P)**  
**Subject Code** : **HS 505**  
**Subject Credits** : **2**  
**Semester** : **V**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practical:**

1. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian) – 1 practical
2. Formal banquets (Seating arrangements and service procedures) – 1 practical
3. Banquet seating styles, formal banquet service – 1 practicals
4. Setting up of Banquet bar with glasses & equipment - 1 practical
5. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes – (Any 5dishes) - 5 Practicals  
(Shrimp cocktail, Caesar Salad, Carving Roast Chicken, Steak Diane, Beef stroganoff, Banana Flambé, Crepe suzette, Specialty Coffee.)
6. Setting up of various buffets and service procedures - 1practical

**Subject** : **ADVANCED ACCOMODATION OPERATIONS I (P)**  
**Subject Code** : **HS 506**  
**Subject Credits** : **2**  
**Semester** : **V**  
**Hours per week** : **04**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

Practicals : Minimum of 12 practicals to be conducted during the semester

Section I:

1. Formats of snag list
2. Formats of purchase records such as purchase orders, bin cards, requisition slips, etc
3. Preparing operational budget for Housekeeping department
4. Derive cost per room from housekeeping perspective
5. Daily and Monthly consumption sheet
6. Plan a landscaped area for a 5 star hotel

Section II:

1. Upselling through e- concierge ( emails )
2. Upselling ,suggestive selling , concierge – Role Play
3. Formats of Night Audit Process.
4. Overbooking
5. Preparing forecast sheets of – a week and a month
6. Preparation of Brochure for
  - a. Heritage Hotel
  - b. Business Hotel
  - c. Resort

**Subject : Communication Skills II**

**Subject Code : HS 508**

**Subject Credits : 02**

**Semester : III**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>15</b>                    | <b>35</b>                    | <b>50</b>               |

**Course Outcome:**

- C1 Introduction to the concept of personality and develop personality
- C2 Understand the nuances of power point presentation
- C3 Managing self and optimizing potential
- C4 Understand recruiters' expectations and prepare to meet the standards
- C5 Understand the concept of teamwork and its importance and application in the hotel industry

|                    |   | <b>Hours</b> | <b>Marks</b> |
|--------------------|---|--------------|--------------|
| <b>Chapter – 1</b> | <b>Personality Profile</b>                        | <b>05</b>    | <b>06</b>    |
| 1.1                | Personality defined                               |              |              |
| 1.2                | Elements of personality                           |              |              |
| 1.3                | Determinants of personality                       |              |              |
| 1.4                | SWOT Analysis                                     |              |              |
| 1.5                | Johari Window                                     |              |              |
| 1.6                | Personal goal setting and action plan             |              |              |
| <b>Chapter – 2</b> | <b>Self Esteem</b>                                | <b>05</b>    | <b>06</b>    |
| 2.1                | Self Esteem                                       |              |              |
|                    | • Self-concept                                    |              |              |
|                    | • Advantages of high self esteem                  |              |              |
|                    | • Steps to building positive self esteem          |              |              |
| 2.2                | Attitude  |              |              |
|                    | • Meaning and factors that determine our attitude |              |              |

|                    |  |           |           |
|--------------------|--|-----------|-----------|
|                    | <ul style="list-style-type: none"> <li>• Benefits of a positive attitude and consequences of a negative attitude</li> <li>• Steps to building a positive attitude</li> </ul> |           |           |
| 2.3                | Motivation   |           |           |
|                    | <ul style="list-style-type: none"> <li>• The difference between inspiration and motivation</li> <li>• External motivation v/s internal motivation</li> </ul>                 |           |           |
| <b>Chapter – 3</b> | <b>Professional Communication</b>  | <b>04</b> | <b>05</b> |
| 3.1                | Presentations  |           |           |
|                    | <ul style="list-style-type: none"> <li>• Types</li> <li>• Making a presentation</li> <li>• Making use of audio-visual aids</li> </ul>  |           |           |
| <b>Chapter – 4</b> | <b>Case Studies</b>  | <b>03</b> | <b>04</b> |
| 4.1                | Advantages of the case study method  |           |           |
| 4.2                | Technique for analyzing a case study and presenting an argument  |           |           |
| <b>Chapter 5</b>   | <b>Stress Management</b>   | <b>03</b> | <b>04</b> |
| 5.1                | Causes of stress   |           |           |
| 5.2                | Stress management techniques   |           |           |
| <b>Chapter 6</b>   | <b>Time Management</b>   | <b>04</b> | <b>04</b> |
| 6.1                | Meaning and importance of time management  |           |           |
| 6.2                | Identify time robbers  |           |           |
| 6.3                | How to optimize time   |           |           |
| <b>Chapter 7</b>   | <b>Team Work</b>   | <b>03</b> | <b>03</b> |
| 7.1                | How to work effectively in a team  |           |           |
| 7.2                | Do's and don'ts of teamwork  |           |           |
| <b>Chapter 8</b>   | <b>Recruiters Expectations</b>   | <b>03</b> | <b>03</b> |
| 8.1                | Recruiter expectations   |           |           |
| 8.2                | Creating a career path   |           |           |
| 8.3                | Success stories  |           |           |
|                    |  | <b>30</b> | <b>35</b> |

**Assignments:**

3 assignments for 5 marks each to be given on any of the following:

1. Newspaper reading to be encouraged to enhance reading skills and general awareness. A collage of newspaper cuttings to be made. Various features of 2 standard newspapers to be shown and used.
2. Interview any recruiter (HR Manager/Operations Head etc.) in groups and write the interview questions and answers
3. Plan and present (conduct) activities/games related to Time Management or Stress Management or Teamwork for the entire batch/class
4. Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development. Creating a career path for oneself based on career goals.
5. Making short presentations on current hospitality topics using trade magazines, journals/Hospitality company profiles/Eminent personalities to be followed by a Q&A session.

**Reference Books;**

6. Personality Development and Soft Skills – Barun Mitra, Oxford
7. You can Win – Shiv Khera, Mc Millan India Ltd.
8. How to develop Self Confidence and influence people by Public Speaking – Dale Carnegie
9. The Time Trap: Classic book on Time Management – R. Alec Mackenzie
10. Cross Train Your Brain – Stephen D. Eiffert

**Subject** : **Basic Accountancy Skills**  
**Subject Code** : **HS 509**  
**Subject Credits** : **02**  
**Semester** : **V**  
**Hours per week** : **02**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>15</b>                    | <b>35</b>                    | <b>50</b>               |

**Course outcomes:**

- C1 Introduction to basic concepts of Accounting.
- C2 Utilization of Accounting principles in Hotel Accounting.
- C3 Introduction to Accounting Books used for recording business transaction.
- C4 Ascertain Financial Results and Financial Position of the business.

| <b>Chapters</b>  | <b>Hours</b> | <b>Marks</b> |
|--|--------------|--------------|
| <b>1. Introduction to Accounting</b>   | <b>04</b>    | <b>04</b>    |
| 1.1. Terms and Terminologies used in Accounting  |              |              |
| 1.2. Definition, Objectives and Importance of Hotel Accounting   |              |              |
| <b>2. Double Entry System of Book – keeping</b>  | <b>04</b>    | <b>06</b>    |
| 2.1. Nature, Advantages and Principles   |              |              |
| 2.2. Classification of Accounts  |              |              |
| 2.3. Golden Rules of Debit and Credit  |              |              |
| <b>3. Journal</b>  | <b>05</b>    | <b>05</b>    |
| 3.1. Meaning, Advantages of Journal and Practical problems on Simple Journal Entries   |              |              |
| <b>4. Trial Balance and Special Functions Book</b>   | <b>04</b>    | <b>05</b>    |
| 4.1. Definition, Need and Types of Trial Balance and Practical problems on Trial Balance   |              |              |
| 4.2. Meaning, Advantages and Practical problems on Special Function Book   |              |              |
| <b>5. Final Accounts of Small Hotels and Restaurants</b>   | <b>07</b>    | <b>10</b>    |
| 5.1. Need for preparation of Final Accounts  |              |              |
| 5.2. Practical problems on Trading Account, Profit and Loss Account and Balance sheet with following Adjustments:<br>Closing Stock and Staff Meals |              |              |
| <b>6. Guest Billing</b>  | <b>06</b>    | <b>05</b>    |
| 6.1. Meaning and Format of Guest Weekly Bill   |              |              |
| 6.2. Practical Problems on Guest Weekly Bill   |              |              |
| <b>Total</b>   | <b>30</b>    | <b>35</b>    |

**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. Classification of Accounts
2. Practical problems on Journal
3. Practical problems on Special Function Book
4. Practical problems on Trial Balance
5. Practical problems on Trading account, Profit and Loss account and Balance sheet
6. Practical problems on Guest Weekly Bill

**Reference Books –**

1. Managerial Accounting in the Hospitality Industry – Vol. II, H. peter, J. Harris and P.A. Hazzard, Stanley Thornes Publishers Ltd. Gloucestershire.
2. Hotel Accounting and financial Control, Ozi D’Cunha, Gleson, Dickey Enterprises, Kandiwal, Mumbai.
3. Accounting in the Hotel and Catering Industry, R. Kotas, International Textbook Company Ltd.
4. Hotel Management, Dr. Jagmohan negi, Frist edition, Himalaya Publishing House, Mumbai.



**Subject : RESEARCH PROJECT**  
**Subject Code : HS 601**  
**Subject Credits : 06**  
**Semester : VI**  
**Hours per week : 06 (Field work)**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>45</b>                    | <b>105</b>                   | <b>150</b>              |

**Course Outcome:**

- C 1 : Introduction to research methodology.  
C 2 : Acquiring knowledge about data collection, data analysis techniques  
C 3 : Preparing a research project report on the chosen topic  
C 4 : Defending the research project during viva voce.

**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:**

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** : **Advanced Food Production - II**  
**Subject Code** : **HS 602**  
**Subject Credits** : **04**  
**Semester** : **Sixth**  
**Hours per week** : **4**

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | 100              |

**Course outcomes:**

- C1 To learn & prepare International food – Oriental, Middle eastern
- C2 To understand the production & processing of various Charcutiere products
- C3 To know various record maintained by kitchen department
- C4 To understand concepts of Production management & budgetary controls.
- C5 To understand the importance of product research & development.

|                  |   | <b>Hours</b> | <b>Marks</b> |
|------------------|---|--------------|--------------|
| <b>Chapter 1</b> | <b>International Cuisine</b>  | <b>14</b>    | <b>14</b>    |
| 1.1              | Introduction to influences of cultures on regions   |              |              |
| 1.2              | Special features with respect to equipment, staple ingredients cooking methods, popular dishes in the following regions:- |              |              |
| 1.2.1            | <b>Oriental and Pan Asian</b> – (China, Thailand, Indonesia, Malaysia, Singapore, Japan)                                  |              |              |
| 1.2.2            | <b>Middle Eastern</b> - (Egypt, Lebanon, UAE, Saudi Arabia, Turkey and Morocco)   |              |              |
| <b>Chapter 2</b> | <b>CHARCUTIÈRE</b>  | <b>10</b>    | <b>12</b>    |
| 2.1              | Definition & terms  |              |              |
| 2.2              | Forcemeat & Sausages - Production, classification, processing<br>Types and uses of marinades, cures, brines               |              |              |
| 2.3              | Ham Bacon & Gammon – Difference, Processing & Uses  |              |              |
| 2.4              |   |              |              |
| <b>Chapter 3</b> | <b>Cold Preparations</b>  | <b>08</b>    | <b>08</b>    |
| 3.1              | Types and making of pate & Terrines   |              |              |
| 3.2              | Preparation of savory mousse & mousseline   |              |              |
| 3.3              | Making of galantine & Ballotines  |              |              |
| 3.4              | Assembly and presentation of cold meats   |              |              |
| 3.5              | Chaufroid and Aspic – Preparation & uses  |              |              |
| <b>Chapter 4</b> | <b>Desserts</b> .1  | <b>06</b>    | <b>08</b>    |
| 4.1              | Introduction - Frozen Deserts   |              |              |
| 4.2              | Classification  |              |              |
| 4.3              | Types & methods of preparation, care, uses.   |              |              |
| 4.4              | <b>Hot Puddings</b> – Methods of preparation, care, uses  |              |              |
| 4.5              | Indian Specialty Deserts – Region wise  |              |              |

|                    |   |           |           |
|--------------------|---|-----------|-----------|
| <b>Chapter 5</b>   | <b>KITCHEN ADMINISTRATION</b>   | <b>08</b> | <b>08</b> |
| 5.1                | Aims of Control   |           |           |
| 5.2                | <b>Maintaining records-</b> 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                | <b>Communication with other departments</b> – F & B control, Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource,   |           |           |
| 5.4                | Importance of interaction with customers / guests   |           |           |
| <b>Chapter – 6</b> | <b>PRODUCTION MANAGEMENT</b>  | <b>06</b> | <b>08</b> |
| 6.1                | Buying Knowledge- Specification buying, knowledge of market, Vendor development & vendor appraisals   |           |           |
| 6.2                | Purchasing – Types and Process  |           |           |
| 6.3                | Production planning & scheduling  |           |           |
| 6.4                | Production quality & quantity control   |           |           |
| <b>Chapter – 7</b> | <b>BUDGETARY CONTROL</b>  | <b>04</b> | <b>06</b> |
| 7.1                | Objectives  |           |           |
| 7.2                | Types of budgets  |           |           |
| 7.3                | Basic stages in preparation of budgets  |           |           |
| 7.4                | Pricing Consideration   |           |           |
| 7.5                | Menu Engineering  |           |           |
| <b>Chapter – 8</b> | <b>PRODUCT RESEARCH &amp; DEVELOPMENT</b>   | <b>04</b> | <b>06</b> |
| 8.1                | Testing of new latest equipments in recipes.  |           |           |
| 8.2                | Developing new recipes.   |           |           |
| 8.3                | Food trials with innovative ingredients   |           |           |
| 8.4                | Organoleptic and sensory evaluation   |           |           |
|                    | <b>Total</b>  | <b>60</b> | <b>70</b> |

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

**Assignment:**

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

7. Planning & Implementation of International A la Carte / TDH Menu.
8. Chart presentation on Charcutiere products.
9. Step by step procedures for preparing Pate, Terrine, Galantine
10. Classification chart of Frozen dessert with examples
11. Chart presentation – Various Kitchen administrative records

**Reference:**

- Larder Chef - Heinemann
- Cold Kitchen: A Guide to Garde Manger - Sharma, D.D.
- Professional Garde Manger: A Guide to the art of Buffet - Larousse, David Paul
- Professional charcuterie – John Kinsella and David T, Harvey

- Chocolate - Saettre, Sverre
- Industrial Chocolate Manufacture and Use - Beckett, S.T.
- Complete Book Of Desserts – Aurora Publishing
- On Cooking: A Textbook of Culinary Fundamentals - Sarah R. Labensky , Priscilla A. Martel
- The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
- Menu Engineering: A Practical Guide to Menu Analysis - Michael L. Kasavana, Donald I. Smith
- Kitchen Organization and Administration - Charles S. Pitcher
- Sensory Evaluation of Food: Principles and Practices - Harry T. Lawless , Hildegard Heymann
- Practical Computing a Guide for Hotel and Catering students – Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
- Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

**Subject** : ADVANCED FOOD& BEVERAGE SERVICE - II  
**Subject Code** : HS 603  
**Subject Credits** : 4  
**Semester** : VI

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | 100              |

**Course Outcome:**

1. This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations.
2. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

|   | <b>Hrs</b> | <b>Marks</b> |
|---|------------|--------------|
| <b>Chapter 1 Restaurant planning &amp; Operations</b>   | 15         | 10           |
| 1.1 Types of Restaurants and Michelin star Categories   |            |              |
| 1.2 Location or site  |            |              |
| 1.3 Sources of Finance  |            |              |
| 1.4 Design Consideration (Furniture, Lighting and Décor)  |            |              |
| 1.5 Equipment required  |            |              |
| 1.6 Records maintained  |            |              |
| 1.7 Licenses required   |            |              |
| 1.8 Software used in Restaurants  |            |              |
| <br><b>Chapter 2 Bar Planning &amp; Operation</b>   | <br>15     | <br>15       |
| 2.1 Types of Bar  |            |              |
| 2.2 Location  |            |              |
| 2.3 Design consideration ((Furniture, Lighting and Décor)   |            |              |
| 2.4 Elements of Bar Layout, Parts of bar  |            |              |
| 2.5 Equipment required  |            |              |
| 2.6 Records maintained  |            |              |
| 2.7 Licenses required   |            |              |
| <br><b>Chapter 3 Personnel Management in F &amp; B Service</b>  | <br>10     | <br>15       |
| 3.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy in a 5 star Hotel and standalone Restaurant) |            |              |
| 3.2 Allocation of work, Task analysis and Duty Rosters  |            |              |
| 3.3 Performance Measures  |            |              |
| 3.4 Customer Relations  |            |              |
| 3.5 Staff Organizations and Training  |            |              |
| 3.6 Sales Promotion   |            |              |
| <br><b>Chapter 4 Airline/ Railway/ Sea Catering</b>   | <br>10     | <br>15       |

- 4.1 Introduction
- 4.2 Service Procedures
- 4.3 Menus in these operations.
- 4.4 Staffing
- 4.5 List of Companies and country.

|  |           |           |
|--|-----------|-----------|
| <b>Chapter 5 F &amp; B Management in QSR, Industrial Catering and Hotels</b> | 10        | 15        |
| 5.1 Introduction   |           |           |
| 5.2 Basic policies – Financial marketing and Catering                        |           |           |
| 5.3 Organizing and Staffing  |           |           |
| 5.4 Control and performance measurement                                      |           |           |
| <b>Total</b>   | <b>60</b> | <b>70</b> |

**ASSIGNMENTS:**

1. Innovative A' la Carte Menus to be designed
2. Presentation on latest Trends in Transport catering

**REFERENCE BOOKS:**

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller
5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Food and Beverage Management – Bernard Davis, Sally Stone

**Subject** : **Advanced Accommodation Operations II**  
**Subject Code** : **HS 604**  
**Subject Credits** : **04**  
**Semester** : **VI**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 30                           | 70                           | <b>100</b>              |

**Course Out Come :**

- 1 Develop a professional specialized skills in the field of accommodation.
- 2 Understand the principles of Interior Designing with respect to Color , Lighting Etc.
- 3 Demonstrate the knowledge of design and layout of accommodation facilities

|   | <b>Hrs</b> | <b>Mks</b> |
|---|------------|------------|
| <b>Chapter 1 Colour</b>                                     | <b>06</b>  | <b>08</b>  |
| 1.1 Colour Wheel  |            |            |
| 1.2 Colour Schemes  |            |            |
| 1.3 Psychological effects of colour                         |            |            |
| <b>Chapter 2 Lighting</b>                                   | <b>06</b>  | <b>08</b>  |
| 2.1 Classification / type                                   |            |            |
| 2.2 Lighting for the guest rooms & public areas             |            |            |
| <b>Chapter 3 Windows &amp; window treatment</b>             | <b>08</b>  | <b>10</b>  |
| 3.1 Different types of windows                              |            |            |
| 3.2 Curtains & draperies , valances, swag, blinds           |            |            |
| 3.3 Window cleaning – Equipment and Agents                  |            |            |
| <b>Chapter 4 Soft furnishing &amp; Accessories</b>          | <b>04</b>  | <b>06</b>  |
| 4.1 Types, use & care of soft furnishing                    |            |            |
| 4.2 Role of accessories                                     |            |            |
| <b>Chapter 5 Floor, Floor finishes &amp; Wall Coverings</b> | <b>12</b>  | <b>12</b>  |
| 5.1 Classification / types                                  |            |            |
| 5.2 Characteristics   |            |            |
| 5.3 Selection criteria                                      |            |            |
| 5.4 Cleaning Procedures – care & maintenance                |            |            |
| 5.5 Agents used, polishing / buffing                        |            |            |
| 5.6 Floor seals   |            |            |
| 5.7 Carpets   |            |            |



|   |              |           |
|---|--------------|-----------|
| 5.7.1 Types – selection care & maintenance                    |              |           |
| 5.8 Types of wall coverings                                   |              |           |
| 5.8.1 Functions of wall coverings                             |              |           |
| <b>Chapter 6 Planning of a Guest Room</b>                     | <b>10</b>    | <b>08</b> |
| 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                           |              |           |
| <b>Chapter 7 Use of computer technology in Rooms Division</b> | <b>07</b>    | <b>08</b> |
| 7.1 MIS – Management Information System                       |              |           |
| 7.2 Software’s used in Hotels                                 |              |           |
| 7.3 Reports generated at Front Desk and Housekeeping, eg. –   |              |           |
| 7.3.1 Rooms Status Report                                     |              |           |
| 7.3.2 Sales Mix Report  |              |           |
| 7.3.3 Revenue Report  |              |           |
| 7.3.4 Guest History   |              |           |
| <b>Chapter 8 Yield Management</b>                             | <b>07</b>    | <b>10</b> |
| 8.1 Concept ARR & Rev PAR                                     |              |           |
| 8.2 Definition & importance of Yield Management               |              |           |
| 8.3 Tools of revenue maximization                             |              |           |
| 8.4 Yield management strategies                               |              |           |
|   | <b>Total</b> |           |
|   | <b>60</b>    | <b>70</b> |

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

**Assignments :**

**Minimum of 3 assignments to be submitted by students by the end of the semester based on following topics:**

1. Collect samples or prepare power point presentation of floor finishes
2. Collect samples or prepare power point presentation of wall coverings and curtains
3. PowerPoint presentation on softwares used in hotels
4. Case study on yield management

**Reference Books:**

Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak  
Hotel Housekeeping – Sudhir Andrews Publisher: Tata Mc Graw Hill  
Hotel Housekeeping Operations and management – G Raghubalan, Oxford University Press  
Hotel front Office Training Manual. -Sudhir Andrews  
Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton  
Front Office Procedures and Management – Peter Abbott  
Front Office Operations and Management – Jatashankar R. Tiwari

**Subject** : **Advanced Food Production – II (P)**  
**Subject Code** : **HS 605**  
**Subject Credits** : **02**  
**Semester** : **Sixth**  
**Hours per week** : **04**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practical:**

Minimum **12 Individual Practical** to be conducted during the semester

6. Cold meat platter (Pate, Terrine, Mousse, Galantine, Ballotine etc.) – 1 Practical
7. Product research & development– 1 Practical
8. International menus comprising of any of Starter, Soup, Main course with two accompaniments, salad and Dessert. – 8 Practical
9. Four course basket menu– 2 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)**

- Practical Examination to be conducted on Four course basket menu with combination of any of the following: Starter/Soup, Main course with two accompaniments, Salad, Bread and Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

**Subject** : **ADVANCED FOOD & BEVERAGE SERVICE – II (P)**  
**Subject Code** : **HS 606**  
**Subject Credits** : **2**  
**Semester** : **VI**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practical –**

1. Planning a restaurant (Specialty, fast food, and coffee shop) with the factors mentioned in the theory) – 5 Practical
2. Planning of a bar with the factors mentioned in theory - 1 Practical
3. Preparation of duty rosters in restaurants and function catering - 1 Practical
4. Forms and formats for licenses -1Practical
5. Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.) - 1 Practical
8. Compiling Food and Beverage menu - 1 Practical

**Subject** : **ADVANCED ACCOMODATIONS OPERATIONS II**  
**Subject Code** : **HS 607**  
**Subject Credits** : **2**  
**Semester** : **VI**  
**Hours per week** : **04**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| 15                           | 35                           | <b>50</b>               |

**Practicals: Minimum 12 Individual Practical's to be conducted during the semester.**

1. Draw color wheel and Identification of color schemes
2. Study and draw lighting for the guest rooms & public areas (Restaurant, Lobby, Corridor, Parking etc)
3. Draw various types of windows
4. Draw various types of window treatments
5. Depict any 6 modes of hanging window curtains and draperies with either paper or fabric
6. Study of various soft furnishings used in guest rooms.
7. Practical implications of capacity management, duration control and differential pricing.
8. Calculations of Rev PAR for hotel using average room rate and occupancy percentage.
9. Study and draw the layout of following types of rooms
  - a. Single
  - b. Double
  - c. Twin
  - d. Suite
10. Prepare Model of following room types
  - a. Single
  - b. Double
  - c. Twin
  - d. Suite
11. Study of various softwares used at front office
12. Study of Computerized Reports generated at Front Desk and Housekeeping,. –Rooms Status Report, Sales Mix Report Revenue Report, Guest History

**Subject : Entrepreneurship Development**  
**Subject Code : HS 608**  
**Subject Credits : 04**  
**Semester : VI**  
**Hours per week : 4**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>30</b>                    | <b>70</b>                    | <b>100</b>              |

**Course outcomes:**

- C1 Introduction to the concept of Entrepreneurship.
- C2 Knowledge of the functional plans
- C3 Understanding the process of preparing a business plan
- C4 Preparing a Business plan as per the guideline
- C5 Understand the legal compliances and challenges for a business in India

|                    |   | <b>Hours</b> | <b>Marks</b> |
|--------------------|---|--------------|--------------|
| <b>Chapter – 1</b> | <b>Entrepreneur, Entrepreneurship and Intrapreneur</b>  | <b>08</b>    | <b>08</b>    |
| 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"> <li>• Based on the Timing of Venture creation</li> <li>• Based on Socio-cultural variables</li> <li>• Based on Entrepreneurial Activity</li> </ul> |              |              |
| 1.5                | Entrepreneurial Failure and pitfalls (Peter Drucker)  |              |              |
| <b>Chapter – 2</b> | <b>Functional Plan for a business</b>   | <b>10</b>    | <b>12</b>    |
|                    | Organisation Plan – <ul style="list-style-type: none"> <li>• Type of ownership</li> <li>• Organisation Structure</li> <li>• Job description,</li> <li>• Manpower planning,</li> </ul>                         |              |              |
| <b>2.1</b>         |   |              |              |
| <b>2.2</b>         | Marketing Plan  |              |              |
| <b>2.3</b>         | Financial Plan  |              |              |
| <b>Chapter – 3</b> | <b>Starting a Venture</b>   | <b>10</b>    | <b>10</b>    |
| 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  |              |              |
| <b>Chapter – 4</b> | <b>Emergence of Women Entrepreneurs</b>   | <b>08</b>    | <b>10</b>    |

|                    |  |           |           |
|--------------------|--|-----------|-----------|
| 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   |           |           |
| <b>Chapter –5</b>  | <b>Financing the new venture</b>   | <b>08</b> | <b>10</b> |
|                    | Sources of Finance   |           |           |
|                    | <ul style="list-style-type: none"> <li>• Internal or External funds</li> <li>• Personal funds</li> </ul>   |           |           |
| 5.1                | <ul style="list-style-type: none"> <li>• Family and friends</li> <li>• Commercial Banks</li> <li>• Various Financial Institutions- SIDBI, NABARD, IDBI.</li> </ul>   |           |           |
| <b>Chapter – 6</b> | <b>Growth and Social Responsibility</b>  | <b>08</b> | <b>10</b> |
| 6.1                | Growth strategies<br>Diversification, launching New Product in Same Market, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce  |           |           |
| 6.2                | Social Responsibility-<br>Corporate Social Responsibility (CSR) and Increased focus on CSR   |           |           |
| <b>Chapter –7</b>  | <b>Doing business in India</b>   | <b>08</b> | <b>10</b> |
| 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 )<br>Concept of Intellectual Property, Trademark, Patent, Copyright and Geographical Indication., ISI, AGMARK, FDA |           |           |
| <b>Total</b>       |  | <b>60</b> | <b>70</b> |

**Suggested Assignments:**

1. Study the profile of one Indian male and one Indian female entrepreneur in hospitality industry and present the qualities.
2. Case Studies of any one outlet (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.

**Suggested Practical:**

1. To study and present the profile of successful entrepreneur.

2. Field survey and interview of the budding and established entrepreneurs.
3. Presenting a case study of two women entrepreneur.
4. Case study of any one restaurant.
5. Case study of any one fast food/catering/eating joint as a business.
6. Conducting a Market research for a business.
7. Preparing a Business plan
8. Study the challenges faced by an entrepreneur.
9. Study various government schemes promoting and helping women entrepreneur.
10. Conducting a feasibility study of the project plan.
11. Planning an entrepreneurial activity in or outside the college.
12. Implementing the planned activity in or outside the college.

**References:**

1. Entrepreneurship – Rajeev Roy – Oxford Higher Education
2. Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath  
Entrepreneurship – Excel Books – Madhurima Lal, Shikha Sahai
3. Principles of Entrepreneurship – Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.- Everest  
Publishing House
4. Entrepreneurship – Robert D Hisrich, Michael P. Peters, Dean A Shepherd – Tata McGraw  
Hill Education Private Limited, New Delhi, Sixth Edition.
5. Entrepreneurship Management- Prof.ShaguftaSayyed, NiraliPrakashan

**Subject : Principles of Management**  
**Subject Code : HS 609**  
**Subject Credits : 06**  
**Semester : VI**  
**Hours per week : 4 + 2 ( T )**

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | 100              |

**Course Outcomes:**

CO1: Understand the Principles of Management & thoughts  
 CO2: Use the principles of planning & organizing  
 CO3: Know leadership and motivation theories  
 CO4: Make effective communication and improve coordination  
 CO5: Use the principles of control efficiently.

|                    |   | <b>Hours</b> | <b>Marks</b> |
|--------------------|---|--------------|--------------|
| <b>Chapter – 1</b> | <b>Introduction</b>   | <b>06</b>    | <b>06</b>    |
|                    | 1.1 Management defined  |              |              |
|                    | 1.2 Levels of management  |              |              |
|                    | 1.3 Managerial skills   |              |              |
|                    | 1.4 Managerial role   |              |              |
|                    | 1.5 External & Internal factors that affect management  |              |              |
| <b>Chapter – 2</b> | <b>Management thought: A journey since inception</b>  | <b>06</b>    | <b>10</b>    |
|                    | 2.1 F.W. Taylor’s Scientific Management Theory  |              |              |
|                    | 2.2 Henry Fayol’s Management Theory   |              |              |
|                    | 2.3 Modern Day Management theory in brief   |              |              |
| <b>Chapter – 3</b> | <b>Planning &amp; Decision Making</b>   | <b>10</b>    | <b>12</b>    |
|                    | <b>A Planning</b>   |              |              |
|                    | 3.1 Definition  |              |              |
|                    | 3.2 Nature & Importance of Planning, advantages & disadvantages                                       |              |              |
|                    | 3.3 Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets |              |              |
|                    | 3.4 Steps in planning   |              |              |
|                    | <b>B Decision-making</b>  |              |              |
|                    | 3.5 Types of decisions  |              |              |
|                    | 3.6 Decision making process   |              |              |
| <b>Chapter –4</b>  | <b>Organizing &amp; Staffing</b>  | <b>10</b>    | <b>10</b>    |
|                    | <b>A Organizing</b>   |              |              |
|                    | 4.1 Definition  |              |              |



|                    |   |           |           |
|--------------------|---|-----------|-----------|
| 4.2                | Nature & importance of organizing   |           |           |
| 4.3                | Principles of organizing  |           |           |
| 4.4                | Types- Formal & Informal, Centralized /<br>Decentralized, Line & Staff  |           |           |
| 4.5                | Delegation and Departmentalization  |           |           |
| 4.6                | Authority & Responsibility, Span of control   |           |           |
| <b>B</b>           | <b>Staffing</b>   |           |           |
| 4.7                | Definition  |           |           |
| 4.8                | Delegation & Departmentalization  |           |           |
| 4.9                | Authority & Responsibility, Span of Control   |           |           |
| <b>Chapter –5</b>  | <b>Leadership</b>   | <b>06</b> | <b>06</b> |
| 5.1                | Definition  |           |           |
| 5.2                | Different styles of leadership  |           |           |
| 5.3                | Role & Characteristics of a leader  |           |           |
| 5.4                | Leadership Theories & Managerial Grid   |           |           |
| <b>Chapter – 6</b> | <b>Motivation</b>   | <b>06</b> | <b>08</b> |
| 6.1                | Definition  |           |           |
| 6.3                | Nature & Importance   |           |           |
| 6.2                | Benefits of motivated staff   |           |           |
| 6.3                | Theories of Motivation –<br>Maslow’s theory of need hierarchy<br>McGregor’s theory ‘X’ and theory ‘Y’<br>Herzberg’s two factor theory |           |           |
| 6.4                | Moral – its role & importance   |           |           |
| <b>Chapter –7</b>  | <b>Communication</b>  | <b>06</b> | <b>08</b> |
| 7.1                | Definition, nature, process of communication  |           |           |
| 7.2                | Types of communication-<br>Upward / Downward<br>Verbal / Nonverbal<br>Formal / Informal   |           |           |
| 7.3                | Barriers to communication   |           |           |
| 7.4                | Making communication effective  |           |           |
| <b>Chapter –8</b>  | <b>Coordination</b>   | <b>05</b> | <b>05</b> |
| 8.1                | Definition  |           |           |
| 8.2                | Need for Coordination among different departments<br>of a hotel   |           |           |
| <b>Chapter –9</b>  | <b>Controlling</b>  | <b>05</b> | <b>05</b> |
| 9.1                | Definition  |           |           |
| 9.2                | Process of controlling  |           |           |
| 9.3                | Importance  |           |           |
| 9.4                | Areas of control  |           |           |

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

**Assignments –**

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

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

**Reference Books -**

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

**Subject : TOURISM OPERATIONS**  
**Subject Code : HS 610**  
**Subject Credits : 06**  
**Semester : VI**  
**Hours per week : 4 + 2 ( T )**

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 30                    | 70                    | 100              |

**Course Outcome:**

- C1. To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.  
 C2. Plan, lead, organize and control resources for effective and efficient tourism operations.  
 C3. Contextualize tourism within broader cultural, environmental, and economic dimensions of society.

|                  |   | <b>Hours</b> | <b>Marks</b> |
|------------------|---|--------------|--------------|
| <b>Chapter1</b>  | <b>The Tourism Phenomenon</b>   | <b>4</b>     | <b>5</b>     |
| 1.1              | Definition –Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.   |              |              |
| 1.2              | History of Tourism & Present status of tourism in India.  |              |              |
| 1.3              | Thomas Cook – Grand Circular Tour   |              |              |
| <b>Chapter 2</b> | <b>Constituents of Tourism Industry</b>   | <b>6</b>     | <b>8</b>     |
| 2.1              | Primary Constituents  |              |              |
| 2.2              | Secondary Constituents  |              |              |
| 2.3              | The 4A's of Tourism –Attraction, Accessibility, Accommodation, Amenities  |              |              |
| 2.4              | Career Opportunities for tourism professionals  |              |              |
| <b>Chapter 3</b> | <b>Infrastructure of Tourism</b>  | <b>6</b>     | <b>8</b>     |
| 3.1              | Role of Transport in Tourism  |              |              |
| 3.2              | Modes of Transport: Road, Rail, Air, Sea  |              |              |
| 3.3              | Types of Accommodation – Main & Supplementary   |              |              |
| <b>Chapter 4</b> | <b>Types of Tourism</b>   | <b>6</b>     | <b>8</b>     |
| 4.1              | Types of Tourism:-Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, and Sustainable Tourism |              |              |
| 4.2              | Alternative Tourism: Eco Tourism, Agro Rural Tourism  |              |              |

|                  |   |          |          |
|------------------|---|----------|----------|
| <b>Chapter 5</b> | <b>The Impact of Tourism</b>  | <b>7</b> | <b>7</b> |
| 5.1              | Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development. |          |          |
| 5.2              | Social, Cultural & Political Impact   |          |          |
| 5.3              | Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourism industry.   |          |          |
| <b>Chapter 6</b> | <b>The Tourism Organizations</b>  | <b>8</b> | <b>8</b> |
| 6.1              | Objectives, Role & function of: Government Organizations: DOT, ITDC, & MTDC   |          |          |
| 6.2              | Domestic Organizations: TAAI, FHRAI   |          |          |
| 6.3              | International Organizations: WTO, PATA  |          |          |
| 6.4              | NGO: Role of NGO in making responsible tourists.  |          |          |
| <b>Chapter 7</b> | <b>The Travel Agency</b>  | <b>7</b> | <b>8</b> |
| 7.1              | Meaning & Definition of Travel Agent.   |          |          |
| 7.2              | Types of Travel Agent: Retail & Wholesale.  |          |          |
| 7.3              | Functions of Travel Agent.  |          |          |
| 7.3.1            | Provisions of Travel Information  |          |          |
| 7.3.2            | Ticketing   |          |          |
| 7.3.3            | Itinerary Preparation   |          |          |
| 7.3.4            | Planning & Costing  |          |          |
| 7.3.5            | Settling of Accounts  |          |          |
| 7.3.6            | Liaisons with service providers   |          |          |
| 7.3.7            | Role of Travel Agent in promotion of Tourism  |          |          |
| <b>Chapter 8</b> | <b>The Tour Operator</b>  | <b>8</b> | <b>7</b> |
| 8.1              | Meaning & Definition  |          |          |
| 8.2              | Types of Tour operator: Inbound, Outbound & Domestic.   |          |          |
| 8.3              | Tour Packaging–definition, components of a tour   |          |          |
| 8.4              | Types of Package Tour:  |          |          |
| 8.4.1            | Independent Tour  |          |          |
| 8.4.2            | Inclusive Tour  |          |          |
| 8.4.3            | Escorted Tour   |          |          |
| 8.4.4            | Business Tour   |          |          |
| 8.4.5            | Guides & Escorts–Their role & function of Guide or escort. Qualities required for Guide & Escort                            |          |          |
| <b>Chapter 9</b> | <b>Travel Formalities &amp; Regulations</b>   | <b>6</b> | <b>6</b> |
| 9.1              | Passport–Definition, issuing authority, Types of Passport, Requirements for passport.                                       |          |          |

- 9.2 Visa–Definition, issuing authority, Types of visa Requirements for visa.
- 9.3 Health Regulation–Vaccination, Health Insurance. Economic Regulation–Foreign Exchange  
 Definition, Steps to plan a Type of Transport booking, Accommodation & Costing along with number of person to following destinations.  
 West Bengal (East India) / Goa (West India) / Kerala (South India) / Delhi (North India)

60

70

*Note: Students should be familiar with the glossary of terms pertaining to above mentioned topic*

### **Assignments**

1. Preparation of Itinerary–2days,7daysfor above tourist destinations.
2. Passport, visa, requirements
3. Travel Trends (Heritage Walk / Virtual Tourism / Food Tourism)
4. Country, Capital & Currency

**Field visit**– Travel Agency, etc.

### **Reference Books:**

1. Introduction to Travel &Tourism - Michael M. Cottman Van Nostrand Reinhold New York, 1989.
2. Travel Agency &Tour Operation Concepts &Principles- Jagmohan Negi Kanishka Publishes, Distributors, New Delhi,1997.
3. International Tourism– Fundamentals &Practices -A. K. Bhatia –Sterling Publishers Private Limited, 1996.
4. A Textbook of Indian Tourism-B. K. Goswami & G. Raveendran - Har Anand Publications Pvt. Ltd., 2003.
5. Dynamics of Modern Tourism – Ratandeep Singh – Kanishka Publishes, Distributors, New Delhi, 1998.
6. Tourism Development, Principles and Practices – Fletcher & Cooper-ELBS

**Subject : Hotel Related Law**  
**Subject Code : HS 611**  
**Subject Credits : 06**  
**Semester : VI**  
**Hours per week : 04 +02**

| <b>Examination Scheme</b>    |                              |                         |
|------------------------------|------------------------------|-------------------------|
| <b>Concurrent Assessment</b> | <b>University Assessment</b> | <b>Total Assessment</b> |
| <b>30</b>                    | <b>70</b>                    | <b>100</b>              |

**Course outcomes:**

- C1 **Business Law.**
- C2 **Industrial Law.**
- C3 **Food Legislations**
- C4 **The Sexual Harassment of Women at Workplace**
- C5 **Licences and Permits**
- C6 **GST Rules and Regulations**

**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.

|                    |  | <b>Hours</b> | <b>Marks</b> |
|--------------------|--|--------------|--------------|
| <b>Chapter – 1</b> | <b>Business Law</b>  | <b>12</b>    | <b>14</b>    |
| 1.1                | The Indian Contract Act, 1872 <ul style="list-style-type: none"> <li>• Definition of Contract and essential elements of a contract</li> <li>• Valid, void and voidable contracts</li> <li>• Free Consent and Consideration</li> <li>• Performance and Discharge of Contract</li> <li>• Breach of contract and remedies for breach of contract</li> </ul> |              |              |
| 1.2                | The Sales of Good Act 1932 <ul style="list-style-type: none"> <li>• Meaning of contract of Sale</li> <li>• Difference between sale and agreement to sell</li> <li>• Rights and duties of seller and buyer</li> <li>• Unpaid seller</li> </ul>  |              |              |
| 1.3                | The Partnership Act 1932 <ul style="list-style-type: none"> <li>• Nature of Partnership</li> <li>• Rights &amp; Duties of Partner</li> </ul>   |              |              |
| 1.4                | The Companies Act 1956 <ul style="list-style-type: none"> <li>• Essential features of company</li> <li>• Legal aspects of corporate social responsibility</li> </ul>   |              |              |
| 1.5                | The Environmental Act 1986 <ul style="list-style-type: none"> <li>• Definitions</li> </ul>   |              |              |

|                    |  |           |           |
|--------------------|--|-----------|-----------|
|                    | <ul style="list-style-type: none"> <li>• Power of Central Government to take measures to protect and improve environment</li> <li>• Rules to regulate environmental pollution</li> </ul>   |           |           |
| 1.6                | The Forest Conservation Act 1980 <ul style="list-style-type: none"> <li>• Restriction on the de-reservation of forests or use of forest land for non-forest purpose</li> </ul>   |           |           |
| 1.7                | Coastal Regulation Zone <ul style="list-style-type: none"> <li>• Classification of Coastal Regulation Zone (CRZ)</li> </ul>  |           |           |
| 1.8                | The Water (Prevention and Control of Pollution) Act, 1974 <ul style="list-style-type: none"> <li>• Prohibition on use of Stream or Well for disposal of Polluting Matter, etc</li> <li>• Restrictions on New Outlets &amp; New Discharges</li> <li>• Provision regarding Existing Discharge of Sewage or Trade Effluent</li> </ul>   |           |           |
| 1.9                | The Air (Prevention and Control of Pollution) Act, 1981 <ul style="list-style-type: none"> <li>• Definitions</li> </ul>  |           |           |
| <b>Chapter – 2</b> | <b>Industrial Law</b>  | <b>12</b> | <b>14</b> |
| 2.1                | The Maharashtra Shops and establishment Act, 2017 <ul style="list-style-type: none"> <li>• Provisions applicable to the Hotel Industry</li> </ul>  |           |           |
| 2.2                | The Industrial Disputes Act 1947 <ul style="list-style-type: none"> <li>• Definition of Industry</li> <li>• Industrial Disputes</li> <li>• Settlement of Industrial Disputes</li> <li>• Strike, lock-out, lay off, retrenchment and closure.</li> </ul>  |           |           |
| 2.3                | Definition and brief description of others industrial laws <ul style="list-style-type: none"> <li>• The Payment of Wages Act 1936</li> <li>• The Minimum Wages Act 1948</li> <li>• The Payment of Bonus Act 2015</li> <li>• The Payment of Gratuity, 1972</li> </ul>   |           |           |
| 2.4                | Laws related to Employment of Women, Children, Leave, Health, Safety & Hygiene Provisions, Maternity Leave, Duty Timing for Women.   |           |           |
| <b>Chapter – 3</b> | <b>Food Legislations</b>   | <b>12</b> | <b>14</b> |
| 3.1                | The Food Safety And Standards Act, 2006 <ul style="list-style-type: none"> <li>• Food Safety &amp; Standards Authority of India</li> <li>• General Principals of Food Safety</li> <li>• General Provisions as to Articles of Food</li> <li>• Special Responsibilities as to Food Safety</li> <li>• Offences and Penalties</li> </ul> |           |           |
| 3.2                | The Consumer Protection Act, 1986 <ul style="list-style-type: none"> <li>• Who is Consumer</li> <li>• Consumer Complaint</li> </ul>  |           |           |

- Remedies for Deficiency in Services

**Chapter – 4                      The Sexual Harassment of Women at                      05                      06**  
**Workplace**

- 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                      Licences and Permits                      12                      14**

- 5.1 Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken
- 5.2 Procedure for applying and renewal of licenses and permits
- 5.3 Provisions for suspension and cancellation of licenses
- 5.4 By laws for operating Permit Rooms and Bar
- 5.5 Procedure for applying and renewal of licenses and permits for the following establishments
- Hand Cart
  - Food Truck
  - Café
  - Restaurants
  - Pub
  - Night Club
  - Lounge
  - Sea Side
  - Hill Station
- 5.6 Licenses and Permits required to start an establishment

**Chapter – 6                      GST Rules and Regulations                      07                      08**

- 6.1 GST Provisions for the Hospitality Industry
- Restaurants
  - Hotel



**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. (Students are expected to collect information visiting hotels and do a PPT Presentation)

3. Permissible use of color in food products

4. Standards and guidelines for preserving frozen foods.

5. Quality of material used for packing and storing food products.

6. Analysis of case laws filed against quality of food.

7. Analysis of case laws filed against catering establishments under consumer protection act

8. Important provision related to prevention of pollution by hotels

9. Provisions related to the permit of alcohol consumption

**Recommended Books**

1. Prevention of Food Adulteration - Shri Rohit Upadhyay

2. Personal Management and Industrial Relations - D.C. Shejwalkar and Adv. Shrikant Malegaonkar

3. The Law of Contract - Dr Avtar Singh

4. Universal's Practical Guide To Consumer Protection Law - Shri Anup K Kaushal

5. Bare Acts of Certain Legislations

6. Handbook of GST in India: Concept and Procedures – Rakesh Garg

**Subject** : Food Science  
**Subject Code** : HS 612  
**Subject Credits** : 02  
**Semester** : VI  
**Hours per week** : 02

| Examination Scheme    |                       |                  |
|-----------------------|-----------------------|------------------|
| Concurrent Assessment | University Assessment | Total Assessment |
| 15                    | 35                    | 50               |

**Course Outcomes:**

- C1 Introduction to Hygiene & Sanitation in catering establishments.
- C2 Study of microbes to prevent food borne diseases.
- C3 Introduction to Nutritional aspects.
- C4 Importance of Balanced diet and planning Modified diets.
- C5 New trends in Nutrition with respect to catering industry

|                   |   | <b>Hours</b> | <b>Marks</b> |
|-------------------|---|--------------|--------------|
| <b>Chapter -1</b> | <b>Microbiology</b>   | <b>06</b>    | <b>06</b>    |
| 1.1               | Harmful and useful micro-organisms In Food Industry (Bacteria, Yeast, Mould, Fungi) |              |              |
| 1.2               | Difference between food poisoning and food infection                                |              |              |
| 1.3               | General guidelines to prevent food and water borne diseases                         |              |              |
| <b>Chapter –2</b> | <b>Hygiene and Sanitation in Food Production and Service area</b>                   | <b>10</b>    | <b>12</b>    |
| 2.1               | Concept of Danger Zone in Catering Industry.  |              |              |
| 2.2               | Cross Contamination   |              |              |
| 2.3               | Protective display of food  |              |              |
| 2.4               | Pest Control (Importance and control measures for common pest in Hotel Industry)    |              |              |
| 2.5               | Food Spoilage (Detection and Prevention)  |              |              |
| 2.6               | HACCP (Importance and Usage)  |              |              |
| <b>Chapter –3</b> | <b>Food Science concepts</b>  | <b>06</b>    | <b>06</b>    |
| 3.1               | pH- Definition and its relevance in food industry.                                  |              |              |
| 3.2               | Desirable browning reactions in food.   |              |              |
| 3.3               | Undesirable browning and its prevention   |              |              |

|                   |   |           |           |
|-------------------|---|-----------|-----------|
| 3.4               | Important terminologies (Definitions)<br>Boiling Point, Boiling Under Pressure, Melting Point, Evaporation,<br>Sol, Gel, Emulsion, Foam, Density.   |           |           |
| <b>Chapter –4</b> | <b>Food Preservation and Storage</b>  | <b>04</b> | <b>05</b> |
| 4.1               | General guidelines and rules for storage of all types of food stuffs  |           |           |
| 4.2               | Different storage area (Dry, Refrigerated, Freezer) · Pasteurization, Canning   |           |           |
| <b>Chapter -5</b> | <b>Food Adulteration</b>  | <b>04</b> | <b>06</b> |
| 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 Bureau of Indian Standards and Agmark |           |           |
| 5.2               | Common food adulterants and the test to detect them in following Food Stuffs:<br>Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina, Ghee, Butter and Oil  |           |           |
|                   | <b>Total</b>  | <b>30</b> | <b>35</b> |

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

1. Food pyramid and its role in human health
2. Power Point Presentation on application of hygiene practices in catering establishments.
3. A report on different types of Food storage in hotel establishments.

**Reference Books**

1. Hand book of Food and Nutrition- by M. Swaminathan
2. Nutrition and Dietetics - by Shubhangini Joshi
3. Food Hygiene and Sanitation - by Sunetra Roday
4. Food Science and Nutrition - by Sunetra Roday
5. Catering Science and food Safety- A text book for Hospitality students – by Dr. Asmita Thaokar & Sumitra Deshmukh