

B.SC HOTEL MANAGEMENT

SEMESTER 1

						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	Int. + Ext.	Int. + Ext.	
21101107	Food Production – I	5	3	4	0	20	20	20	60	30	40	25	150
21101108	Food & Beverage Service – I	4	3	2	-	20	20	20	60	30	40	25	150
21101109	Front Office – I	4	3	2	-	20	20	20	60	30	40	25	150
21101110	Accommodation Operations - I	4	3	2	-	20	20	20	60	30	40	25	150
21101111	Application of Computers	3	2	2	-	20	20	20	60	30	40	25	150
21101112	Food Science & Nutrition	2	2	-	-	20	-	20	60	-	40	-	100
21101113	Travel and Tourism	2	2	-	-	20	-	20	60	-	40	-	100
TOTAL		24	18	12	-								950

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation
Theory Passing %: 40 Practical Passing %: 50

SEMESTER 2

						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	Int. + Ext.	Int. + Ext.	
21101157	Food Production-II	5	03	04	-	20	20	20	60	30	40	25	150
21101158	Food & Beverage Service- II	4	03	02	-	20	20	20	60	30	40	25	150
21101159	Front Office-II	4	03	02	-	20	20	20	60	30	40	25	150
21101160	Accommodation Operations-II	4	03	02	-	20	20	20	60	30	40	25	150
21101161	Accountancy	2	02	-	-	20	-	20	60	-	40	-	100
21101162	Communication	3	03	-	-	20	-	20	60	-	40	-	100
21101163	Basic French	2	02	-	-	20	-	20	60	-	40	-	100
TOTAL		24	19	12	-								900

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation
Theory Passing %: 40 Practical Passing %: 50

SEMESTER 3

						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	Int. + Ext.	Int. + Ext.	
21101207	Food Production-III	5	03	4	-	20	20	20	60	30	40	25	150
21101208	Food & Beverage Service-III	4	03	2	-	20	20	20	60	30	40	25	150
21101209	Front Office-III	4	03	2	-	20	20	20	60	30	40	25	150
21101210	Accommodation Operation-III	4	03	2	-	20	20	20	60	30	40	25	150
21101211	Food & Beverage Controls	3	03	-	-	20	-	20	60	-	40	-	100
21101212	Food Safety & Quality	2	02	-	-	20	-	20	60	-	40	-	100
21101213	Climate Change & Sustainable Development	2	02	-	-	20	-	20	60	-	40	-	100
TOTAL		24	19	10	-								900

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

SEMESTER 4						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	Int. + Ext.	Int. + Ext.	
21101152	Advance Food Production Operations - I	5	03	4	-	20	20	20	60	30	40	25	150
21101153	Advance Food & Beverage Operations – I	4	03	2	-	20	20	20	60	30	40	25	150
21101154	Front Office Management - I	4	03	2	-	20	20	20	60	30	40	25	150
21101155	Accommodation Management - I	4	03	2	-	20	20	20	60	30	40	25	150
21101156	Financial Management	3	03	-	-	20	-	20	60	-	40	-	100
21101157	Hotel Engineering	2	02	-	-	20	-	20	60	-	40	-	100
21101158	Entrepreneur & Entrepreneurship Development	2	02	-	-	20	-	20	60	-	40	-	100
TOTAL		24	19	10									900

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

SEMESTER 5

						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	Int. + Ext.	Int. + Ext.	
21101308	Advance Food Production Operations - II	5	03	04	-	20	20	20	60	30	40	25	150
21101309	Advance F&B Operations - II	4	03	02	-	20	20	20	60	30	40	25	150
21101310	Front Office Management - II	4	03	02	-	20	20	20	60	30	40	25	150
21101311	Accommodation Management - II	2	03	02	-	20	20	20	60	-	40	25	150
21101312	Human Resource Management	2	02	-	-	20	-	20	60	-	40	-	100
21101313	Sales and Marketing in Hospitality Sector	2	02	-	-	20	-	20	60	-	40	-	100
21101314	Research Methodology	3	03	-	-	20	-	20	60	-	40	-	100
TOTAL		24	19	10	-								900

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation
Theory Passing %: 40 Practical Passing %: 50

SEMESTER 6

						Internal Marks			External Marks		Passing Marks		Total Marks
Code	Subject	Credit	Lect.	Lab	Tut	T	P	CE	T	P	T	P	
21101358	On Job Training (OJT): Report , Log Book, Attendance, General Proficiency, Presentation & Viva -Voce	20		40			100			200		150	300
TOTAL		20		40									300

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation
Practical Passing %: 50

SEMESTER-I
FOOD PRODUCTION – I

Pre-requisite:-The Students studying this course should be able to write, read and speak English and must have undergone a familiarization round to Kitchen.

Learning Objective: - The course provides details knowledge

1. Defining the role of kitchen professionals,
2. Handle tools and equipment's used in kitchen, & various preparation methods,
3. Importance of heat in cooking and methods of Heat Transfer,
4. List and perform various cooking methods & Cuts of Vegetable.

		Lecture
Unit 1	<p>Introduction to Culinary and Kitchen Organization Introduction and Origins of modern cookery. Culinary history. Aims and objectives of cooking Kitchen layout and Brigade, Hierarchy and job responsibility of kitchen personnel, Different sections & interdepartmental relationship, Introduction To speciality Kitchen.</p>	11
Unit 2	<p>Hygiene and Safety procedure in kitchen Personal hygiene, & its importance Kitchen Uniform and its Importance, Safety procedures in Kitchen, Brief introduction to HACCP.</p>	05
Unit 3	<p>Equipments & Tools used in Kitchen Introduction, care and maintenance & Classification of to Tools for food production, Uses, maintenance, points to be considered for selection of equipment's</p>	05
Unit 4	<p>Methods of cooking food Transfer of heat Basic Preparation and Planning in Kitchen. (mis-en-place & mis-en-sense) Traditional & Modern Cooking Methods.</p>	10

Unit 5	Vegetables and fruit cookery Classification, Purchasing, Cooking & Storing & Cuts of vegetables and fruits ,Pigments present in fruits and vegetable	08
Unit 6	Egg cookery Structure of egg, types, Grading, cooking methods, uses in cookery Selection, purchasing and storing of eggs, testing of eggs.	06
	TOTAL	45

Books recommended :

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS;

Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS;

Theory of Cookery, Mrs. K.Arora, Frank Brothers;

Chef Manual of Kitchen Management, Fuller, John;

Professional Chef Le Rol A. Polsom

Professional Cooking Wayne Gislen

Practical Professional Cookery Kauffman &Cracknell

Food Production Operation Parvinder S. Bali

Learning Outcome: The students after having studied the course should be able to:

1. Able to do the basic Mise-en –Place.
2. Identify the importance of heat in cooking and methods of Heat Transfer,
3. Can able to use the kitchen tools and equipment's,
4. Can able to define and perform cooking methods in Basic vegetable, fruits and egg preparations.

FOOD PRODUCTION – I PRACTICAL

	Topics
1	Familiarization and Understanding kitchen equipment and tools Understanding Personal Hygiene and Kitchen Hygiene & its importance.
2	Understanding kitchen layouts, kitchen knife and hand tools
3	Identification of commonly used raw material

4	Basic hygiene practices& Importance of Kitchen Uniform.
5	Various Safety practices to be observed in the kitchen
6	Basic cuts of vegetables
7	Methods of Cooking
8	Various classical preparation of Egg.
9	Handling Fire
10	Kitchen First Aid

FOOD & BEVERAGE SERVICE – I

Pre-requisite:-The Students studying this course should be able to write, read and speak English and must have undergone a familiarization round to Food & Beverage service area.

Learning Objective:- The course provides details knowledge of

1. Various types of Food & Beverage outlets,
2. List the basic use of various tools and equipment's.
3. Role played by F&B Professionals
4. Basics knowledge of F& B services.

		Lecture
Unit 1	The Food & Beverage Service Industry	4
	Introduction to the Food & Beverage Industry, Classification, Modern changes in F&B service.	
Unit 2	F & B Service outlets	6
	Introduction, Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business centres & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, etc.	
Unit 3	Introduction to F&B service Department	7
	Food & Beverage Service Organizational Structure Job Descriptions & Job Specifications, Interdepartmental Coordination. Basic Etiquettes Attitude.	10
Unit 4	F & B Service Equipment and Tools.	
	Introduction, Classification, Usage Sizes of (Crockery, Cutlery, glassware, Equipments, Furniture) Care and maintenance	
Unit 5	Mise-en- Scene and Mise-en- place	3
	F& B operations And in various outlets	

Unit 6	Styles Of Service in F&B Outlets	15
	Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian, Self Service-Buffer & Cafeteria Specialized Service-Gueridon, Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats Food and Beverage Terminology	
		45

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill;

Food & Beverage Service –Lillicrap& Cousins, ELBS;

Modern Restaurant Service –John Fuller, Hutchinson;

Food & Beverage Service- Bobby George.

The New Gold Standards

Ritz Carlton hotel Company.

Professional F&B Service Management

Brian Varghese

Introduction to F&B Service

Brown, Hepper&Deegan

Learning Outcome: The students after having studied the course should be able to:

1. Able to define and do the basic Mise-en –Place and Mise-en –Scene of F&B area,
2. Can able to use the basic tools and equipments,
3. Able to perform Basic F&B service.

FOOD & BEVERAGE SERVICE – I – I Practical

Practical:

	Topics
1	Hygiene and Etiquettes in Restaurant
2	Plasticising Mis- En –Place and Mis- En –Scene activities
3	Identification of F&B Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
4	Care and Maintenance of various Tools, Equipments, Flatware’s, Hollowware’s.
5	Side board Organization and its importance

6	Laying & Relaying of Table.
7	Rules for Laying Cover, Various types of Napkin folds
8	Importance of Body Language and Dining etiquettes.
9	Carrying a Salver/Tray, Plates, Glasses & other Equipments
10	Service of Water
11	Handling the Service Gear
12	Clearing an Ashtray, and precautions to be taken care for handling operation.

FRONT OFFICE – I

Pre-requisite:-The Students studying this course should be able to write, read and speak English and must have undergone a familiarization round to Front Office.

Learning Objective:- The course provides details knowledge of

1. Types of Hotels,
2. Importance of Front office.
3. Front office operations,
4. Job Description of front office personals.
5. Different types of Guest and rooms available in hotel.

		Lecture
Unit-1	INTRODUCTION TO HOSPITALITY INDUSTRY	10
	Hospitality, Origin, History, Meaning & Definition, Hotel Industry and its Importance, History (in India & World)	
Unit-2	CLASSIFICATION OF HOTELS	09
	On the basis of Size/Star/Location / Clientele/Ownership basis/Length of stay/Level of service/Boatels/ Floatels/ Motels/Management and Affiliation/Heritage hotels/eco hotels/suite hotels/Resorts etc.	
Unit-3	FRONT OFFICE DEPARTMENT	09
	Introduction, Front office functional area/Ancillary areas, Front office layout & Equipment's, Types of Rooms, Suites, Executive floors or Club floor concepts.	
Unit-4	FRONT OFFICE ORGANIZATION	10
	Organisational Chart ,Duties and Responsibilities, Attributes of F.O Personnel, co-ordination with other Departments	
Unit-5	THE GUEST	05
	Defining Guest & Their basic requirements, Types of Guests- F.I.T, Business Travellers, G.I.T, S.I.T, Domestic, Foreigners	
Unit-6	GLOSSARY OF TERMS (With Reference to above topics)	02

	Total	45
--	--------------	-----------

Reference books:

Managing front office operations

M.Kasavana

Hotel F.O. Training manual

Suvradeep Gauranga Ghosh

Front Office Management

S.kBhatnagar

Hotel front office management

James Bardi

Hotel Front Office- Operations & Management

Jata Shankar. R. Tewari

Learning Outcome: The students after having studied the course should be able to:

1. Able to define the Classification of Hotels,

2. Able to identify the duties and responsibilities of front office personals,
3. Able to describe the role of front office.
4. Able to categorize the types of Guest.

FRONT OFFICE – I PRACTICAL

	Topics
1	Wishing &greeting,
2	Telephone etiquettes
3	Normal Conversations with guest (Escorting, Message handling, eye contact, body language,)
4	Team Building

]

ACCOMMODATION OPERATIONS-I

Pre-requisite:-The Students studying this course should be able to write, read and speak English and must have undergone a familiarization round to Hotels Accommodation area.

Learning Objective:- The course provides details knowledge of

1. Role of Accommodation Operation.
2. Usage of various tools and equipment's.
3. Role of House keeping Professionals.
4. Various types of Guest Rooms.

		Lecture
Unit-1	INTRODUCTION TO HOUSEKEEPING DEPARTMENT	7
	Meaning & Definition, Importance of Housekeeping, Housekeeping functional area/Ancillary areas, layout, Responsibilities of Department	
Unit-2	HOUSEKEEPING ORGANIZATION	8
	Organizational Structure, Duties and Responsibilities & Attributes, of Housekeeping Personnel, Interdepartmental co- ordination with other Departments.	
Unit-3	EQUIPMENTS & CLEANING AGENTS	7
	Classification, usage, precaution while handling, selection criteria.	
Unit-4	THE HOTEL GUEST ROOMS	9
	Types of guest rooms, Procedure to enter in a guest room, Layout, Introduction of floor pantry, its layout, Basic room amenities and supplies.	
Unit-5	DAY TO DAY OPERATIONS	11
	Basics of cleaning Procedures, Housekeeping Control Desk, Importance, Role, Co-ordination, Key Handling & Control, Forms, Formats & registers used in Control Desk, Handling Guest query & requests	

Unit-6	GLOSSARY OF TERMS(With reference to above topics)	3
	TOTAL	45

REFERENCE BOOKS:

Hotel Housekeeping Training Manual	Sudhir Andrews;
Housekeeping Operation & Management	Malini Singh;
Hotel Housekeeping Management & Operations	Sudhir Andrews;
Hotel Housekeeping Operations & Management	G. Raghubalan& SmriteeRaghubalan
Hotel, Hostel and Hospital Housekeeping	Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course should be able to:

1. Able to identify and describes various use of tools and equipment's.
2. Able to define the basic procedure followed in housekeeping.
3. Able to illustrate the basic types of rooms & amenities.

ACCOMMODATION OPERATIONS - I Practical

	Topics
1	Team Building
2	Layout Of Rooms
3	Identification of Floor coverings
4	Identification of Cleaning Agents
5	Identification of Equipments

APPLICATION OF COMPUTERS

Pre-requisite:-The Students studying this course should be able to write, read and speak English and must have basic knowledge of computers and Internet

Learning Objective:- The course provides details knowledge of

1. Importance and Role of Computer.
2. Usage of various input and output devices.
3. Various types and usage of different operating system

		Lecture
Unit 1	INTRODUCTION TO COMPUTERS Defining computer, Components, generations. Storage devices, CD ROM's, Pen Drives, other external storage devices.	5
Unit 2	OPERATING SYSTEMS Introduction, Functions, types and Components.	3
Unit 3	MS OFFICE Introduction, applicability & features of MS WORD, POWER POINT, MS EXCEL,	10
Unit 4	NETWORKS & NETWORKING Concept of connectivity, Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.	5
Unit 5	INTERNET; USES & APPLICABILITY What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, creating web page. Online information services, Basic Internet concepts, Define "browser" ,Basic concepts of browsing and the operation of a browser, Scope of Internet resources and the various types of Internet applications.	3
	TOTAL	30

Reference books

Fundamental of Computers S.Jain, BPB Publication;

Mastering Microsoft Office

Lonnie E. Moseley & David M. Boodey, BPB Publication

Learning Outcome: The students after having studied the course should be able to:

1. Able to define and perform various usage of M-S office
2. Able to define and identifies basic of Network setups,
3. Able to do net browsing and E-mailing.

APPLICATION OF COMPUTERS PRACTICAL

	Topics
1	Operating and Connecting the computer with other devices
2	Practicing MS-OFFICE- MS WORD, MS EXCEL, MS POWERPOINT
3	Practicing Microsoft Publisher
4	INTERNET USAGE- Using Internet, Creating a mail ID, Using E-Mail
5	Basics of Practicing the internet safety.

TRAVEL AND TOURISM OPERATIONS

Pre-requisites: Students must have a basic understanding of Tourism and its importance.

Learning Objectives: Understanding the: Tourism concept & Tourism Product, Importance of tourism planning & development, Tourism Marketing.

	Topics	Lecture
UNIT 1	CONCEPT OF TOURISM Origin, objectives, Elements ,Scope & Nature of tourism, Job opportunities and employment generation in tourism Industry.	5
UNIT 2	TOURISM PRODUCTS AND RESOURCES Architectural heritage ,Culture & Fairs and festivals of India , Natural and other tourism resources	5
UNIT 3	TOUR OPERATIONS Meaning & Definition Types of Tourists: Inbound, Outbound & Domestic. Tour Packaging – definition, components of a tour package Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour Guides & escorts – Their role and function Qualities required to be a guide or escort.	10
UNIT 4	ITINERARY PLANNING Steps to plan a Tour, Planning Route map, Transport booking – reservation, Accommodation – Reservation & Food facilities, Tour Costing	5
UNIT 5	SOCIO ECONOMIC IMPACT OF TOURISM Impact of tourism on culture, people to people contact enhancement, Environmental hazards , Anti social activities	5
		30

References: Tourism Development – A.K. Bhatia;
Tourism Management – P.N. Seth;

International Travel & Tourism- Jagmohan Negi;

Tourism and travel management – Bishwal R. Gosh;

Learning Outcome: After having done this course the student should able to perform following:

Tourism product development, Basic aspects of tourism marketing, Tourism Policies.

FOOD SCIENCE & NUTRITION

Pre-requisite:-The Students studying this course should have basic knowledge of English.

Learning Objectives: - The course provides details knowledge of

1. Basic nutritional requirement.
2. Various food sources of nutrition.
3. HACCP.
4. Functions and importance of balanced diet

		Lectures
Unit 1	INTRODUCTION TO FOOD SCIENCE& NUTRITION Food & its relation to health, Objectives in the study of nutrition	4
Unit 2	METABOLISM &FOOD SOURCES OF NUTRIENTS Introduction to metabolism &Nutrients Functions, food sources& effect of deficiencies of Carbohydrates, Lipids, Proteins, Vitamins.	7
Unit 3	EFFECT OF HEAT ON FOOD: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.	6
Unit 4	WATER & MINERALS Definition, Dietary sources (visible, invisible), functions. Role of water in maintaining health (water balance).	5
Unit 5	BALANCED DIET Definition, importance, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals. Basics of In-valid cookery.	8

Books for reference

Clinical dietetics & nutrition	F. P. Anita
Food & Nutrition	Dr. M. Swaminathan
Catering Management an integrated approach	Mohinseth, SurjeetMulhan
Food facts & principles	Manay&ShalaksharaSwamy
Food science	SumathiMudambi
Fundamentals of food and nutrition	Mudambi&Rajgopal

Learning Outcome: The students after having studied:

1. Able to illustrate and plan various types of meal preparation with balance and recommended nutrition.
2. Able to identify the Importance and describes the role played by nutrition for health

Able to identify the storage and preservation of food and studies the factors affecting it.

SEMESTER-II
FOOD PRODUCTION II

Pre-requisite: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

1. Masalas, Commodities , vegetables in cooking in Kitchen Operations in Hotels,
2. Indian Regional Cuisines preparations , Fundamentals of Meat cooking, Use basic Gravies

UNIT	TOPIC	Lecture
1	Food commodities Classification with examples and uses in Cookery – Fruits- kinds with examples, Nuts- names of nuts commonly used in cooking. Cream- types, description and their uses. Yogurt- types Cereals- types and uses. Pulses used in Indian cooking, Herbs- uses of herbs, Spices & condiments- uses of different spices and condiments	5
2	Basic Indian Masalas & Gravies- Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination White, red, green and yellow gravies.	5
3	Indian Regional Cuisine: A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.	10

4	Meat Cookery: Fish -classification with examples selection & cuts of fish, cooking of fish. Poultry- selection of poultry classification bases on size, uses of each type. Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.	10
5	Vegetable Cookery Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables. Retention of colour, flavour, and nutrients while cooking. Potatoes - styles of presenting potatoes and their description. Storage -Principles of Vegetable Storage.	7
6	Quantity Food Production: Introduction to Large scale commercial cooking. Layout of a large kitchen, staff hierarchy and production workflows.	8
	Total	45

Books Recommended-

Theory of Cookery – Krishna Arora.

Modern Cookery – Thangam Philip

Larousse Gastronomique - Montagne

Professional Chef – Arvind Saraswat.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using advance and latest cooking in Indian Cuisine.
2. Handle basic meat preparation and cooking procedures,

Sr. No	Practical FOOD PRODUCTION II
--------	------------------------------

Regional Cookery

To formulate 20 sets of menus from the following dishes and to include more dishes from respective regions-

Awadh, Bengal, Goa, Gujrat, Hyderabad, Kashmiri, Maharashtra, Punjab, Rajasthan
South India(Tamilnadu ,karnatka ,Kerla)

FOOD & BEVERAGE SERVICE –II

Pre-requisite:-The Students studying this course should have basic knowledge of F& B operations, various types of service and important role played by F&B Staff.

Learning Objectives: - The course provides knowledge of

1. Types of menu.
2. Standard F&B order taking procedure.
3. Classification of Beverages.
4. Various situation handling.

		Lectures
UNIT 1	TYPES OF MEALS Breakfast-Introduction, Types, Service Methods, Ala carte and TDH setups Brunch, Lunch, Hi –Tea, Dinner, Supper, and others	7
UNIT 2	MENU TYPES Introduction to menu ; Types-Ala Carte & Table D’hote Menu Planning, considerations and constraints, Menu Terms French Classical Menu- 11 , 13 and 17 courses separately Classical Foods & its Accompaniments with Cover Indian regional dishes, accompaniments and service	10
UNIT 3	SEQUENCE OF SERVICE Handling Table reservation KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s Sequence of Food Service Table Clearing Process Billing Methods, Payment methods and Cash Handling	10

UNIT 4	NON – ALCOHOLIC BEVERAGES Definition and Classification of Beverages Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service	7
UNIT 5	CUSTOMER CARE AND HANDLING SITUATIONS Unavailability of Table/reservation Wrong Order Taking, Handling Unavailability of Food items Handling Special Requests Order Delays, Spillages, Return Food Lost and found properties Illness Drunken Guest, Un expectable appearance of Guest Dealing with children and Infants Handling Handicaps, Old age guest, Customer with communication difficulties	7
Unit 6	Food & Beverage Terminology	4
	Total	45

Reference Books:

Food & Beverage Service Training Manual
 Food & Beverage Service
 Modern Restaurant Service
 Professional Food& Beverage Service Management
 Food Service Operations –
 Menu planning
 Introduction to F&B Service

-S. Andrews;
 Lillicrap& Cousins;
 John Fuller;
 Brian ;
 Peter Jones &Casse;
 J Kivela,
 Brown, Hepper&Deegan

Learning Outcome: The students after having studied the course should:

1. Able to define, describes, plan and execute menus.
2. Able to identify, demonstrate and handle Breakfast service and billing process.
3. Able to define and identifies various situation of Guest handling.

FOOD & BEVERAGE SERVICE-II Practical

	Topics
1.	Writing a Menu
2.	Breakfast Table Lay-out.
3.	TDH & A la Carte Cover lay-out.
4.	Receiving the guests
5.	Sequence of Service
6.	Taking an Order of Food & Making a KO T.
7.	Table Service, Practice of meet greet and repeat.
8.	Clearing, Crumbing, Presenting the bill
9.	Service of Cold & Hot - Non Alcoholic Beverages

Front Office –II

Pre-requisite:-The Students studying this course should have basic knowledge of Hotel Front Office operations

Learning Objectives:- The course provides details knowledge of

1. Basics of Room Tariff.
2. Types of plans and documentation at Front Office,
3. Reservations & cancellations,
4. Guest cycle
5. Registration process

		lectures
Unit-1	ROOM TARIFF Room tariff, Tariff fixation / calculating room tariff. Types of room tariff: Rack rate, discounted rates. Meal Plan and its type Forms & Format/ Tariff Card/Brochure	09
Unit-2	ROOM RESERVATION Importance, Functions, Different Channels & sources and Types of reservation. Cancellations and Amendments Handling Individual & Group reservations Various Forms & Formats	11
Unit-3	CONCIERGE& BELL DESK OPERATIONS Introduction of Bell desk and Equipments used in Bell desk. Functions of Bell desk Luggage handling, left luggage procedure Paging, Mail and Message handling, Change of room etc Functions of information department Forms & Formats	10

Unit-4	GUEST CYCLE & Pre-arrival, Arrival, Stay, Departure & Post Departure.	08
Unit-5	REGISTRATION PROCESS Introduction & Steps of registration with or without reservation. Pre- registration activities. Processing VIP, Foreigners & group registration.	07
	Total	45

Reference books:

Managing front office operations	M.Kasavana;
Front Office Management	S.kBhatnagar;
Hotel front office management	James Bardi;
Hotel Front Office- A Training Manual	Sudhir Andrews;
Front Operation & Administration	Dennis Foster;
Front office procedures & Management	Peter Abbot
Managing Computers in Hospitality Industry	Michael Kesavana&Cahell
Front Office-Operations and Management	Ahmed Ismail (Thompson Delmar)
Housekeeping and Front Office	Jones

Learning Outcome: The students after having studied the course should be able to:

1. Should demonstrate and able to perform selling process, make reservations and cancellations,
2. Able to define and perform the complete registration process and bell desk process,
3. Able to define all the steps of Guest cycle.
4. Able to list Front office documentation.

FRONT OFFICE II PRACTICAL

	Topics
1	Basic Manners, Body language, Gestures, Facial expression, Grooming & Hygiene Standards, its importance, Welcoming, receiving, escorting of the guest to room.
2	Front Office Communication – Verbal- Practicing Reception Dialogues, Non verbal
3	Preparation and study of countries: Capitals, currencies, airlines and flags chart, types of credit card
4	Telecommunication skills – telephonic situation handling
5	Filling of Forms and formats
6	Identification of equipment
7	Basic manners and grooming standards required for Front Office operation

ACOMMODATION OPERATION II

Pre-requisite:-The Students studying this course should have basic knowledge function of Hotel Accommodation.

Learning Objectives:- The course provides details knowledge of

1. Role played by Accommodation Operation in Hotels.
2. Basic function.
3. Cleaning process of a room.
4. Types of surfaces and its cleaning process.

		Lectures
Unit-1	CLEANING ART Principles of Cleaning Identification &Types Of stains And	04
Unit 2	DIFFERENT SURFACES Metals, Glass, wood, Ceramic, Leather, Rubber, Stone.	08
Unit-3	CLEANING OF GUEST ROOMS Daily Cleaning of Room. Weekly Cleaning/ Spring Cleaning Evening Service/ Turndown Service Replenishment of guest supplies & amenities. Lost and Found Procedure	10
Unit-4	FORMS & FORMATS Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc. Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report.	12

Units 5	SPECIAL CLEANING PROGRAMME Daily, Weekly, Fortnightly and Monthly Cleaning Routine cleaning, spring cleaning, deep Cleaning	11
	Total	45

REFERENCE BOOKS:

Hotel Housekeeping Training Manual - Sudhir Andrews;

Housekeeping Operation & Management - Malini Singh;

Hotel Housekeeping Management & Operations - Sudhir Andrews;

Hotel Housekeeping Operations & Management Raghubalan&SmriteeRaghubalan;

The Professional Housekeeper - Madelim Schneider & Georgia Tucker

Hotel, Hostel and Hospital Housekeeping - Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course should be able to:

1. Able to define and perform cleaning of a rooms, various surfaces and able to maintain records of housekeeping.
2. Able to identify and handle housekeeping basic procedures.
3. Able to define basic principle of cleaning.

ACCOMMODATION OPERATION II PRACTICAL

	Topics
1	Familiarization of Guest Room Layout
2	Identification of Guest Room Amenities , Room attendant trolley set-up and preparing check list
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces
5	Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
6	Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

COMMUNICATION

Pre-requisite:-Knowledge of English Language studied till 12th standard.

Learning Objectives:-Basic Communication Skills are essential for students of the Hospitality Industry.

Sr. No.	Topic	LECTURE
1.	GRAMMAR AND VOCABULARY Tenses, Active – Passive voice, Concord Vocabulary: Word Formation , vocabulary related to Industry: Dealing with incoming calls, Customer information, Taking information, Dealing with booking enquiries, Correspondence, Welcoming guests, Dealing with check-in problems, Explaining how things work in the hotel room, Serving drinks, Food service, Know your region, Explaining travel options, Giving directions.	14
2.	TYPES& MEDIUM OF COMMUNICATION Introduction and suitability of different types of communication to different situations.	04
3.	DEVELOPING LISTENING AND SPEAKING SKILLS Listening – traits of good listener, Picture Description, Presentation	10
4.	DEVELOPING READING AND WRITING SKILLS: Note Making and developing notes into drafts- rewriting of draft, Preparing summaries and abstracts for oral presentation, Dialogue Writing and Paragraph development based on chapters from vocabulary section in Unit 1, Picture Description, Email writing, story writing	12

5.	IMPORTANCE OF NON VERBAL COMMUNICATION: Non-verbal communication such as signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.	5
	Total	45

Reference Books:

1. Trish Stott and Alison Pohl, Highly Recommended-2 :English for the hotel and catering industry, Student's Book, Intermediate Oxford University Press
2. Trish Stott and Alison Pohl, Highly Recommended-2 :English for the hotel and catering industry, Workbook, Intermediate Oxford University Press
3. Charul Jain, et. Al. English Language Skills for Academic Purposes, Macmillan Education
4. Sangeetha Sharma, Meenakshi Raman, Technical Communication : Principles And Practice, Oxford University Press, New Delhi

Learning Outcome: Students will be able to

1. Describe day to day workplace situations
2. Construct necessary responses to familiar issues / topics in English
3. Apply comprehension skills at functional level.
4. Assemble appropriate parts of speech for holistic communication

BASIC FRENCH

Pre-requisite: The Students studying this course should have basic knowledge English Language and can develop English phrases.

Learning Objectives: The students taking this course should be able to understand the basics of French Language and should understand communicative phrases of French used in Hospitality operations,

	Topic	Lecture
UNIT 1	INTRODUCTION TO FRENCH GRAMMAR The alphabets, Use of Capital letter, The accents in French, Liason, The Vowels & consonant, Elision	08
UNIT 2	THE ARTICLES Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a window etc. Counting Numbers Ordinal & Cardinal: 1-100; 1st-100 th . Common adjectives – e.g. Grand/Petit/Haut/Bas etc. Conjugation (Affirmative and Negative)–er ending regular verbs + the verbs être and avoir (present indicative tense). The verb ‘aller’; boire; server, faire, prendre, finir, voir, lire, dire. The days of the seasons, weeks & months of the year in French. (i) Les professions (le médecin etc.); les noms de pays (Angletterre, Allemande, Espagne, Inde, etc.)	08
UNIT 3	VOCBULARY & COMPREHENSION Dialogue: Ordering breakfast; translation of French menu terms. Common greetings and frequently used phrases (Short phrases). Learning complaint handling in French Writing short phrases. Comprehensive & translation 1. Between 2 persons 2. Meals (Le repas)	06
UNIT 4	AU RECEPTION Translation & comprehension - Front Office , reception – conversation, practicing various French terms.	04
UNIT 5	AU RESTAURANT	04

	Basic Conversation, practicing basic French terms	
	Total	30

REFERENCES:

Cours de langue et de civilization francaise- G. Mauger

Parlez a l hotel – A.Talukdar

French for Hotel Management: Bhattacharya

Learning Outcome: The students taking this course would be able to understand the basics of French Language and would understand communicative phrases of French used in Hospitality operations.

ACCOUNTANCY

Pre-requisite:-The Students should have the basic knowledge of English and also having some mathematical skills.

Learning Objectives:- The course provides details knowledge of

1. Introduction, importance and role played by accounting.
2. Primary, secondary and subsidiary books
3. Cash book.
4. Trial balance

S.N.	Topic	Lecture
Unit 1	Introduction to Accounting Meaning ,definition, Classification,& Principles of Accounting Contents of Income statement Contents of Financial statement Practical problems of Income statement and Financial statement	05
Unit 2	Primary Books (Journal) Meaning and definition, Format of journal, Rules of Debit and Credit, Practical problems.	05
Unit 3	Secondary Books(Ledger) and Subsidiary Books Meaning and Uses of Ledger Format and Posting Practical problems of ledger Needs and uses of subsidiary Books Classification of subsidiary Books Purchase Book; Sales Book; Purchase Return Book; Sales Return Book; Journal Proper & Practical Problems	05
Unit 4	Cash Book Meaning& Advantage Simple, Double and Triple column cash book	04

	Petty cash book Practical Problems	
Unit 5	Trial Balance Meaning, Advantages, Limitations & Practical problems; Profit & loss statement, examples from hotel industry.	03
Unit 6	Departmental Accounting An introduction of departmental Accounting Allocation and apportionment Advantages and Drawback of allocation Basis of allocation Practical problems	08
	Total	30

References:

1. Comprehensive Accountancy , S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping , R.C. Chawla& C. Juneja
4. Introduction to Accountancy, T.S. Grewal
5. Elements of Hotel Accounts, G.S. Rawat, J.M.S. Negi

Learning Outcome: The students after having studied the course:

1. Able to define the role of accounting in a business organization to maintain and providing business information to the users of accounting.
2. Able to identify, prepare and handling different types of accounts.
3. Able to define the advantages and limitations of trial balance
4. Able to define and identifies the importance and characteristics of audit.

SEMESTER-III

FOOD PRODUCTION III

Pre-requisite: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

1. Quantity Kitchen
2. Menu planning

UNI T	TOPIC	Lectures
1	QUANTITY FOOD PRODUCTION EQUIPMENT Equipment required for mass/volume feeding Heating and Cooling equipment Care and maintenance of this equipment Modern developments in equipment manufacture	06
2	MENU PLANNING Basic principles of menu planning-recapitulation Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units Planning menus for School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway Nutritional factors	10
3	INDENTING Principles of Indenting for volume feeding Portion sizes of various items for different types of volume feeding Modifying recipes for indenting for large scale catering	06
4	PLANNING Principles of planning for quantity food production with regard to Space	08

	allocation Equipment selection Staffing	
5	<p>VOLUME FEEDING</p> <p>A. Institutional and industrial Catering Types of Institutional & Industrial Catering Problems associated with this type of catering Scope for development and growth</p> <p>B. Hospital Catering Highlights of Hospital Catering for patients, staff, visitors Diet menus and nutritional requirements</p> <p>C. Off Premises Catering Reasons for growth and development Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering</p> <p>D. Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering</p> <p>E. Quantity Purchase & Storage Introduction to purchasing system</p>	15
	Total	45

REFERENCE BOOKS

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

3. Bulk Cooking,

4. Menu planning
5. Use basic Gravies

Sr. No	Practical FOOD PRODUCTION III
	Volume cooking

FOOD AND BEVERAGE SERVICE III

Pre-requisite:-The Students should have basic knowledge of F& B operations, types of service and role of F&B Staff.

Rationale:- The course provides knowledge of

1. Operations of In Room Dining (IRD)
2. F&B order taking, Service and Billing process
3. Classification and Knowledge of Alcoholic beverage.
4. Knowledge of Wines, Beer, Aperitifs, Vermouths and Tobacco

SEMESTER-3		Lectures
UNIT -1	In Room Dining Service Introduction, general principles and types, care to be taken while dealing with active and passive guest. Cycle of Service, scheduling and staffing Forms and Formats Order Taking, Suggestive Selling, breakfast cards Time management- lead time from order taking to clearance	06
UNIT-2	Alcoholic Beverages Definition & Classification of Alcoholic Beverages. Introduction to fermented beverages	
UNIT-3	Beers Introductions to beer ,Brief introduction to Beer Production Types and Brands – Indian and International	06
UNIT-4	Wine Introduction, Grapes (Varieties) viticulture& vinification, classification, Wine making, Storage, Brand Names.	8
UNIT-5	Aromatized Beverages Definition, Types- Wine based & spirit based Usage and storage.	03
UNIT-6	Sake Introduction, definition, manufacturing, Storage & Brands.	04

Total	45
--------------	-----------

Reference Books:

Food & Beverage Service Training Manual	S. Andrews;
Food & Beverage Service	Lillicrap& Cousins;
Modern Restaurant Service	John Fuller;
Professional Food& Beverage Service Management	Brian ;

Learning Outcome: The students after having studied the course:

1. Able to Plan and execute IRD operations.
2. Able to illustrate and perform the service of the basics of wines, beer production and types of beer.
3. Able to discuss types of cigar, cigarettes, its brand.

Food and Beverage Service III Practical

S.No	Topic
1	Understanding Room Service Amenities, Room Service equipment's.
2	Room Service Tray & Trolley Lay-out.
3	Functional Layouts for room service
4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5	Order taking on telephone
6	Set-up for In Rooms.
7	Conducting Briefing/De-Briefing.
8	Taking an Order & Service of Beer, Other Fermented & Brewed Beverages.
9	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)
10	Opening different types of wine bottles. (Different types of cork screws)
11	Use of different glasses, holding & carrying glasses
12	Set up a table with Prepared Menu with wines.

FRONT OFFICE III

Pre-requisite:-The students should have knowledge of Front Office operations.

Rationale:- The course provides details knowledge of

1. Use of Computer application in Front Office.
2. Check in and Checkout Procedure
3. Front office Accounting cycle
4. Night Auditing

		lectures
Unit-1	PROPERTY MANAGEMENT SYSTEM Importance of Computer in Front Office, Introduction to PMS PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module) Different PMS systems :- Opera, IDS	07
Unit-2	Check In Procedure Check in Procedure in different situations like :- guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travellers, Club floor guest, Check in Procedure in Fully automated hotels Forms & Formats	09
Unit-3	Check out Procedure Check out activity at various desk :- Bell Desk, lobby, Reception, Cashier Different Methods of Settlement :-Cash , Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method, Checking of minibar and taking of guest feedback. Check out options :- On Desk Express Check out, Self Check out Front Office Record, Forms & Formats	10

Unit-4	Managing Cash & Credit Front office Accounting Cycle Credit control process in various cases:- guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group. Problems may arise in credit control Process required in cash Control Handling Foreign Exchange	09
Unit-5	Night Auditing Importance of Night Auditing, Duties & Responsibility of Night Auditor Common Revenue Centers of a Hotel Basis steps involved in preparing Night Audit :- Complete posting, Reconcile room status discrepancies ,verify room rates, verify no-show reservations, Cash Deposit ,Clear & Back up the system ,Distribute report Vouchers/Folios/Ledgers/Allowances/Reports	10
	Total	45

Reference books:

Managing front office operations

Hotel F.O. Training manual

Front Office Management

Hotel front office management

Hotel Front Office- A Training Manual

Front Operation & Administration

Front office procedures & Management

Front Office Operation & Management

Managing Computers in Hospitality Industry

Front Office-Operations and Management

M.Kasavana;

SuvradeepGaurangaGhosh;

S.kBhatnagar;

James Bardi;

Sudhir Andrews;

Dennis Foster;

Peter Abbot,

Jatashankar R. Tewari

Michael Kesavana&Cahell

Ahmed Ismail (Thompson Delmar)

Learning Outcome: The students after having studied the course:

- 1 Able to identify and describes various software used in Front Office.
- 2 Able to define Guest check in & Check out procedure.
- 3 Able to interpret and describes Night auditing.

Front Office III PRACTICAL

	<u>Topic</u>
1	Preparing & Filling up of Registration card during Check in, handling registration records.
2	Handling Check-In and Check-Out process
3	Filling various vouchers, folios, handling allowances and various reports
4	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C-Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report
5	Front office cashiering practices and Night audit practice
6	Role play on Check out process for: Usage of guest name, FIT, GIT (group leader), handling cash/ credit card, foreign currency.
7	Basis phraseology used during check in, check out and handling situations.

ACCOMMODATION OPERATIONS - III

Pre-requisite:-The Students should have knowledge of the basic function of housekeeping department.

Rationale:- The course provides details knowledge of

1. Importance of linen room and its basic functions,
2. Uniform room and its importance.
3. Laundry cycle.

		Lectures
UNIT-1	LINEN ROOM Activities ,Layout and equipments of linen room Selection criteria for linen purchasing Calculating linen requirement Linen control measures, importance of color coding and tagging, inventory handling and Discard	11
UNIT 2	LAUNDRY OPL and Contract laundry, Layout and machineries, Laundry aids and their handling, Flow process of OPL, Wash cycle, Average life cycle of linen, Dry cleaning and stain removal guest Laundry delivery procedure	12
UNIT 3	FLOWER ARRANGEMENT AND INDOOR PLANTS Introduction to different types of flower and indoor plant, types of it used in industry, Need and importance, Equipment's & Tools required Care and conditioning of cut flowers, types Principal of design, Styles of flower arrangement Selection and care of indoor plants Procedure of layering the pot	08

UNIT 4	HOUSEKEEPING IN INSTITUTION AND FACILITIES OTHER THAN HOTELS Hospitals, Malls, Multiplex and Airlines	06
UNIT 5	PEST CONTROL & FIRE FIGHTING Types of pests, Methods to eradicate Types of fire, causes, Fire extinguishers, prevention of accidents	08
	TOTAL	45

REFERENCE BOOKS:

Hotel Housekeeping Training Manual

Housekeeping Operation & Management

Hotel Housekeeping Management & Operations

Hotel Housekeeping Operations & Management

Hotel, Hostel and Hospital Housekeeping

Sudhir Andrews;

Malini Singh;

Sudhir Andrews;

G. Raghubalan

Joan C Branson & Margaret Lennox

Learning Outcome: The students after having studied the course:

1. Able to define and handle linen room.
2. Able to identify and describeslaundry cycle.
3. Able to describes the types of flower arrangement.

ACCOMMODATION OPERATIONS- III PRACTICAL

S.No	Topics
1.	Practicing different types of Flower arrangements
2.	Making floor plans, wall elevations and templates
3.	Creating model of a guest room / public area with interior decoration themes
4.	Stain removal of 10 common stains

5.	Guest Room Cleaning & handling Mini Bar
6.	Bed Making & Turndown Services

FOOD & BEVERAGE CONTROLS

Pre-requisite: The Students studying this course should have basic knowledge of Food & Beverage Operations.

Learning Objective: The students undertaking this course should be able to understand following:

Factors for planning F& B operations, Managerial Operations, Objectives of F&B Controls and Inventory Controls

		hours
UNIT -1	Planning & operating various Food& Beverage Outlets Physical layout of functional and ancillary areas. Factors to be considered while planning Calculating space requirements. Selection and planning of heavy duty and light equipments Quantities of crockery, cutlery and glassware required. Planning décor, furnishings - . Factors, Concept, Menu, Space, Lighting, Colors and Market Standard Operating procedures Staffing in a Restaurant – points to be considered- Duty Rota’s, Staff Training (Night Club, Disco, Bar, Restaurant & Theme Restaurant, Coffee Shop, Room Service, Banquet Hall)	11
UNIT-2	Managerial Operations Concept of Management Sales promotion-introduction, advertising, merchandising, public relations. Quality aspects of restaurants and catering outlet and performance measurement Menu Engineering & Menu Merchandising	07

UNIT-3	Understanding F&B control Introduction and objectives of F&B Control, fundamentals of control Problems in F&B Control F&B Controls- Purchasing, Receiving, Storage and Issuing Controls F&B Sales Controls Prevention of frauds and pilferage	12
UNIT-4	Inventory Control Objective, Method, Levels and Technique Perpetual Inventory, Monthly Inventory, Pricing of Commodities Comparison of Physical and perpetual Inventory	06
UNIT-5	Cost Dynamics & Budgetary Control Elements of cost, cost group Price, Cost and Sales Concept- Definition, Elements, Classification Volume/Profit Relationships (Breakeven Analysis) Budgetary Control- Introduction, Objectives & types of Budget, Budgetary Control Process Importance	09
Total		45

Reference Books: Food & Beverage Service Training Manual-S. Andrews

Food & Beverage Service –Lillicrap & Cousins

Modern Restaurant Service –John Fuller

Professional Food & Beverage Service Management –Brian

Food Service Operations – Peter Jones & Casse

Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett

F&B Mgmt by Sudhir Andrews

Restaurant Management by Robert Christie Mill

Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

Planning F& B operations, Menu Engineering, Sales promotions, Perform F&B Controls and Inventory Controls

CLIMATE CHANGE & SUSTAINABLE DEVELOPMENT

Pre-requisite:-The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Rationale:-The students able to understand the different types waste & type of pollution, role and importance of recycling in Hospitality, Basic concept of Ecotels.

		Lecture
UNIT1	WASTE MANAGEMENT Introduction, Importance of waste management, Recycling Waste conversion measures, Creating awareness.	6
UNIT2	ENERGY MANAGEMENT Introduction, Energy efficiency plan, Assessment of current performance, Energy conservation System, New technology.	5
UNIT3	WATER Water, its importance and effect of environment, Improving water quality, Recycling of it.	4
UNIT4	AIR AND NOISE POLLUTION Introduction, Various sources, effects and also measures for improving the quality of it. Study of control factor	5
UNIT5	ECOTELS Introduction, Concept and meaning, needs and importance of ecotels. Case studies (Various hotels of the world)	6
UNIT 6	CLIMATE CHANGE & SUSTAINABLE DEVELOPMENT Introduction, Concept, relation with tourism	4
	Total	30

Reference Book:

Environmental Management for Hotels - Butterworth & Heinemann

SDG –COP 21 statements

Learning Outcome:

It enables the students to understand the concept of climate change and sustainable development and its relation with tourism sector and their real life.

FOOD SAFETY & QUALITY

Pre-requisite: The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have an Idea effect of temperature on food .

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Ecosystem. The students undertaking this course should be able to understand following:
Food borne diseases and how food gets spoiled and how we can preserve it from being spoiled.

	Topic	Lectures
01	INTRODUCTION Food Safety Food hygiene, Food Hazards & risk	02
02	FOOD SPOILAGE & FOOD PRESERVATION Types & Causes of spoilage Sources of contamination Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) Basic principles of food preservation Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	06
03	FOOD BORNE DISEASES Types (Infections and intoxications) Common diseases caused by food borne pathogens Preventive measures	02
04	FOOD ADDITIVES Introduction Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	05
05	FOOD CONTAMINANTS & ADULTERANTS Introduction to Food Standards Types of Food contaminants (Pesticide residues, bacterial toxins)	06

	mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) Common adulterants in food Method of their detection (basic principle)	
06	FOOD LAWS AND REGULATIONS National – PFA Essential Commodities Act (FPO, MPO etc.) International – Codex Alimentarius, ISO Regulatory Agencies – WTO Consumer Protection Act	04
07	HYGIENE AND SANITATION IN FOOD SECTOR General Principles of Food Hygiene hygiene equipment, work area and personnel Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) Safety aspects of processing water (uses & standards) Waste Water & Waste disposal HACCP (Basic Principle and implementation) Emerging pathogens Genetically modified foods Food labelling Newer trends in food packaging and technology BSE (Bovine Serum Encephalopathy)	05
	TOTAL	30

Learning Outcome

This course will enable the students to understand following:

Food borne diseases and how food gets spoiled and how we can preserve it from being spoiled.

SEMESTER-IV

ADVANCE FOOD PRODUCTION OPERATIONS-I

Pre-requisite: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

UNIT	TOPIC	Hours
1	LAYOUT & EQUIPMENT Introduction, Definition, Equipment, Layout of a typical larder with equipment and various sections.	3
2	LARDER CONTROL Introduction, definition, Importance, Yield Testing, Common terms used in the Larder	5
3	THE LARDER KITCHEN ORGANISATION Introduction, Hierarchy, Duties & Responsibilities of Larder Function& Sections of the Larder	5
4	CHARCUTIERIE SAUSAGE -Introduction to charcuterie, Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives FORCEMEATS -Types ,Preparation & Uses of forcemeats BRINES, CURES & MARINADE -Types, Preparation , Methods of Curing, Difference between Brines, Cures & Marinades HAM, BACON & GAMMON - Introduction, definition, cuts, processing &uses, Differences among them. GALANTINES - Introduction, Types, Methods of preparation. PATES -- Introduction, Types, Methods of preparation. MOUSSE Introduction	12
5	APPETIZERS &GARNISHES Introduction, Definition, Classification Examples Historic importance of	10

	Appetizers and culinary garnishes. Explanation of different Garnishes SANDWICHES -Introduction, Types ,Parts& Varieties, type of filling	
6	INTERNATIONAL CUISINES Introduction, their regional cooking styles, Methods of cooking, equipments and utensils (Note: should be taught along with the relevant topics)	10
	Total	45

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

6. Cook dishes using advance and latest cooking in cold kitchen.
1. Make basic Sandwich
2. French and Chinese cuisine

Books Recommended-

3. Theory of Cookery – Krishna Arora.
4. Modern Cookery – Thangam Philip
5. Larousse Gastronomique - Montagne
6. Professional Chef – Arvind Saraswat

Sr. No	PRACTICAL ADVANCE FOOD PRODUCTION OPERATIONS -I
	Three course menus to be formulated featuring International Cuisines <ul style="list-style-type: none"> - Gateaux - Sorbets, Parfaits - Hot/Cold Desserts

ADVANCE FOOD & BEVERAGE OPERATIONS-I

Pre-requisite: The Students studying this course should have basic knowledge of Food & Beverage Operations.

Learning Objectives: The students undertaking this course should be able to understand following:

Different types of Spirits and their production, Types and Production of Liqueurs, The basics of Bar planning, The basics of cocktails and production. The Knowledge of Gueridon Service.

		Lecture
UNIT -1	Distilled Beverages Definition, Types:-vodka, rum, gin, whisky, brandy, Brands: - Indian and International.	21
UNIT-2	Bar Introduction, Types & Layout, Bar displays, Equipments used License Requirements, Staffing- Job description, Job specification Bar planning & Designing, Bar menus.	02
UNIT-3	Cocktails Introduction, History, Types & preparation, Classical cocktail, recipes and garnishes, Costing, Innovative Cocktails & Mocktails Cocktail bar, Equipment, Garnishes, Decorative accessories Interaction with guest, Suggestive selling.	05
UNIT-4	Tobacco Types – Cigars & Cigarettes,Cigar strengths and sizes, Brands – Storage and service	05

Unit-5	Guerdion Service Introduction, History, Staffing& Equipments used, Ingredients used, Common preparation, Flambé dishes, Carving, Salad making etc, Trolley service – Beverages, Starters, High-tea, Desserts etc,	
UNIT-6	Function Catering BANQUETS&BUFFET Introduction, Types, Organization of Banquet department. Duties and responsibilities of the Banquet Manager. Booking procedures., Banquet menus, Buffets FORMAL &INFORMAL BANQUETS Reception, Cocktail parties (Standing & Sit down),Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding	03
Total		45

Books: Food & Beverage Service Training Manual-S. Andrews;
Food & Beverage Service –Lillicrap & Cousins;
Modern Restaurant Service –John Fuller;
Professional Food & Beverage Service Management –Brian ;
Food Service Operations – Peter Jones & Casse;
Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett
F&B Mgmt by Sudhir Andrews
Restaurant Management by Robert Christie Mill
Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

Learning Outcome: The students should be able to perform the following:
Operations of F& B outlets, Menu management, F&B costing and breakeven analysis

ADVANCE FOOD & BEVERAGE OPERATIONS-I PRACTICAL

	Topics
1.	Restaurant Etiquettes
2.	Practicising Mis- En Scene & Mis en Place activities
3.	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. Care and Maintenance of various Tools, Equipments, Flatware's.
4.	Table Service
5.	Service of Spirits
6.	Service of Wine
7.	Service in Guest Room
8.	Planning menu for a Special Dinner
9.	Preparing Function prospectus
10.	Different types of buffet setup

FRONT OFFICE MANAGEMENT I

Pre-requisite: The Students studying this course should have knowledge of Front office operations and housekeeping operations.

Learning Objectives: This course focuses on the key principles of room's division management within the international hospitality industry. It provides learners with an insight into this dynamic hospitality sector and demonstrates to them the importance of this department as a major revenue generator with the lodging sector.

		Lectures
UNIT -1	FRONT OFFICE OPERATIONS The Guest Cycle, reservations, registration, legal issues, room assignment, check in procedures, key cards etc. Front Office Responsibilities Front Office accounting Check-out and settlement, the night audit, safety deposit The use of technology in the front office department – Property Management Systems, Reservation Technology Systems Selling from the Front Office	15
UNIT-2	FRONT OFFICE MANAGEMENT Planning and Evaluating Operations Revenue Management – Statistical Reporting; Room Rate Management Managing Human Resources Managing Guest Services Future trends and developments in the Rooms Division	15
UNIT-3	Room Forecasting Hotel Performance measurement Benefit strategies and prospects of Forecasting, data required for fore casting and benefit of forecasting	08
UNIT-4	NEW TRENDS IN FRONT OFFICE QR Codes, Vitamin Showers, Connection of EPABX with servers, Wi-Fi Systems & card	7

	Total	45
--	--------------	-----------

References:

Hotel Front Office Management and operation, Dukes Peter, 3rd edition Jowa Prown, 1970.

Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.

Learning Outcome: On successful completion students will be able to:

1. Identify the key functions of the Rooms Division department
2. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner
3. Design standard operational procedures that can be utilised in the management of guest services
4. Identify and examine the various technology packages used in the management of the rooms division department

FRONT OFFICE MANAGEMENT - I PRACTICAL

	Topics
1.	Preparing SOP for Guest Arrival
2.	Handling complete Guest Departure Procedure
3.	Handling all type of Cleaning procedures
4.	Handling complaints
5.	Preparing operating budget for Room Division Operations
6.	Calculating staff requirement for Room Division operations
7.	Preparing Duty Rotas
8.	Practicing yield management aspects
9.	Field visit to an Ecotel to understand eco-friendly measures adopted in Hotels.
10.	Assignment on new concepts adopted in Hotels
11.	Practicing on software for Hotel Operations

ACCOMMODATION MANAGEMENT I

Pre-requisite: The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

Learning Objectives: The students undertaking this course should be able to understand following:

Role of linen room, The basic functions, Uniform room and process, Importance of interior decoration.

		Lecture
UNIT-1	PLANNING AND ORGANIZING HOUSEKEEPING DEPARTMENT Area inventory list, Frequency schedule, Performance standard and productivity standard, Time and motion study SOP's, Job allocation and work schedule, Calculating staff and strength, Duty roaster, Team work and leadership, Training Inventory level for non recycled items, Purchasing system, method of buying, Stock records issue and control	12
UNIT-2	BUDGET Introduction, Types ,Budget process, Controlling expenses, Income statement	10
UNIT 3	INTERIOR DECORATION Purpose and importance, Elements of design, Principals of design	4
UNIT 4	COLORS Color wheel, Color schemes	4
UNIT 5	LIGHT Classification of lighting, Importance and applications	4
UNIT 6	FLOOR AND WALL COVERING Types and characteristics, Selection criteria, Care and maintenance	6

UNIT 7	WINDOW AND WINDOW TREATMENT Types of windows, Stiff window treatments, Soft window treatments, Care and maintenance	5
	TOTAL	45

REFERENCE BOOKS: Hotel Housekeeping Training Manual, By- Sudhir Andrews;
Housekeeping Operation & Management, By- Malini Singh;
Hotel Housekeeping Management & Operations, By- Sudhir Andrews;
Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan;
The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker,
Housekeeping operations and management by Margret Kappa

Learning Outcome: The students after having studied the course should be able to:
SOP, inventory procedure, Framing and following the budget, Handle job allocations,
Plan Interior decoration and refurbishing

Accommodation Management I Practical

S.No	Topic
1	Inventory of store and public area, ledger maintenance
2	Preparing Sample colour schemes
3	Planning Lighting schemes for Different set up
4	Caring and maintain floors
5	Window maintenance and treatment
6	Maintaining furniture and fixtures
7	Preparing purchasing SOP for room linen
8	Types of Inventories and their duration
9	Preparing duty rosters
10	Decoration according to the different event and themes.

ENTREPRENEUR & ENTREPRENEURSHIP DEVELOPMENT

Pre Requisite- Student should have the skills of reading and understanding English language and basic idea about scopes of business.

Learning Objectives

Upon successful completion of this course, students will be able to:

1. Explain the synergies among creativity, innovation, and entrepreneurship.
2. Describe the entrepreneurial perspective in the hospitality industry.
3. Evaluate the business environment and its importance to new business ventures.
4. Evaluate the legal requirements and processes necessary to start a new business.
5. Describe the marketing, financial, and human resource management structure of a small business.
6. Identify the importance of planning for growth and succession for a small business.
7. Describe the importance of strategic planning for a small business.
8. Prepare and present a business plan for a hospitality enterprise.

	Topics	Lectures	
UNIT -1	THE BASICS OF ENTREPRENEURSHIP The Foundations of Entrepreneurship Entrepreneurial Mind: From Ideas to Reality Understanding new entrepreneurial concepts Role of Innovation and creativity	8	
UNIT-2	BUILDING THE BUSINESS PLAN: BEGINNING CONSIDERATIONS Designing a Competitive Business Model and Building a Solid Strategic Plan. Conducting a Feasibility Analysis and Crafting a Winning Business Plan Present idea for a hospitality business Forms of Hospitality Business Ownership Franchising and its importance Legal requirements and processes necessary to start a new business. Buying an Existing Business	08	
UNIT-3	BUILDING THE BUSINESS PLAN: MARKETING AND FINANCIAL CONSIDERATIONS Building a Powerful Marketing Plan, E-Commerce and the Entrepreneur ,Pricing	06	

	Strategies, Creating a Successful Financial Plan ,Managing Cash Flow		
UNIT-4	PUTTING THE BUSINESS PLAN TO WORK: SOURCES OF FUNDS Sources of Financing: Government promotional schemes for new entrepreneurship setups Choosing the Right Location and Layout Obtaining Technology Global Aspects of Entrepreneurship Planning and developing the Human Resources Support schemes- Government& Local state Govt. Level Role of District Industry centre, Preparing DPR	06	
Total		30	

References: Innovation and Entrepreneurship: Drucker P, Entrepreneurship Management: Dr. A. Kaulgud, Entrepreneurship Development: Taneja S.

Learning Outcome: After completion of this course student should be able to:

1. Conceive idea for entrepreneurship
2. Develop an entrepreneurship proposal
3. Do the feasibility study.
4. Utilize Govt. schemes and coordinate with funding agencies.

FINANCIAL MANAGEMENT

Pre-requisite: The Students studying this course should have basic knowledge of Accounting and its importance. They must understand the importance and role of Finance in Hospitality sector.

Learning Objective: The teachers delivering lectures in this course should understand that students have a basic knowledge of Financial Management. The students undertaking this course should be able to understand following:

1. Role of Accounting and Finance in Hotel Operations,
2. Importance of Financial Statements,
3. Obtaining basic knowledge of Ratio Analysis.
4. Financial sources, Capital flow.
5. Budgeting and its Importance

Unit	Details	Lecture
01	Financial Management Meaning & Objective, Concept & purpose, Different approaches	06
02	Financial Statements Types of Financial Management systems- meaning & objective, Financial analysis- tools for analysis, Trends and common- size analysis, Statement generation fundamentals	08
03	Ratio Analysis Meaning & Objective, Classification – Profitability ratios, Financial ratios & Operational ratios, Fund flow and Cash flow statements,	11
04	Capitalisation Meaning, over & under capitalisation Working Capital Concept, Source, Management of working capital	08
05	Sources of Finance Short, Mid & Long term finances Role of commercial banks Financing Institutions Corporate Share capital & Corporate debt Different forms of Securities	06

06	Cost – volume – profit analysis (i) Meaning (ii) Principles of measuring cost and benefits (iii) Break-even analysis (iv) Margin of safety (v) Problems	06
	Total	45

References:

1. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
2. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – First-2002- Dickey Enterprises , Kandivali (W) Mumbai
3. Accountancy in the Hotel & catering Industry – Richard Kotas – Fourth –1981-International Textbook Company
4. Elements of Hotel Accountancy- G.S.Rawat & JMS Negi – Fifth Revised – 1994- Aman Publications, Daryaganj, New Delhi –2.

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

1. Prepare and Use of Financial Statements in Hospitality sector.
2. Perform various ratio analysis
3. Prepare Budgets

HOTEL ENGINEERING

Type of course: HOTEL ENGINEERING

Pre-requisite: The Students studying this course should understand the importance proper hotel engineering and management in Hospitality sector.

Learning Objectives: The students undertaking this course should be able to understand following:

Role & importance of hotel engineering in Hotel Operations, Importance of Maintenance, Prevention of Hazards.

UNIT	Content	hours
01	STORES –LAYOUT AND DESIGN Stores layout and planning (dry, cold and bar), Various equipment of the stores, Work flow in stores.	06
02	PROJECT MANAGEMENT Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M and PERT, Comparison of CPM & PERT, Classroom exercises, Network crashing determining crash cost, normal cost	09
03	ENGINEERING & MAINTENANCE Role & Importance of maintenance, Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition based maintenance, contract maintenance, hotel engineering contract, Basics of HVAC system.	08
04	Fire Fire fighting –fire prevention and fire fighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems, Energy conservation – Necessity, energy conversation programme in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management	07
	Total	30

References:

1. Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai
2. The Management of Maintenance and engineering systems in Hospitality Industry – Frank. G. Barsanik, John Wiley & Sons
3. Maintenance and Engineering for Lodging & Food Service Facilities – M. R. Frank D. Boronik
- 4 Managing Hospitality Engineering System – Michael. H. Redli and David. M. Stinky

Learning Outcome: The students after having studied the course should be able to do:

Prepare Facility plan for Hospitality sector, Plan effective maintenance of operational areas, able to Handle Hazards.

SEMESTER-V

ADVANCE FOOD PRODUCTION OPERATIONS - II

Pre-requisite: The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

Learning Objective: The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand of The staple ingredients of international cuisine and bakery preparations.

UNIT	TOPIC	Hours
1	CAKE Introduction, types of bases, flavors, garnishes, tools and equipment & commodities.	10
2	BAKERY & CONFECTIONERY Introduction ICINGS & TOPPINGS Varieties of icing, Using of Icings Difference between icings & Toppings, Recipes FROZEN DESSERTS Types and classification of frozen desserts, Ice creams-Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture MERINGUES Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues	11
3	PRODUCT & RESEARCH DEVELOPMENT Testing new equipment, Developing new recipes, Food Trail, Organoleptic & Sensory Evaluation	10
4	PRODUCTION MANAGEMENT Kitchen organization, Allocation of Work Job Description, Duty Roasters,	08

	Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting Budgeting, Yield Management	
5	CHOCOLATE History, Sources, Manufacture & Processing , Types of chocolate, Tempering of chocolate Cocoa butter, white chocolate and its applications.	06
	Total	45

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

7. Cook dishes of international Cuisine.
8. Production Management
9. Preparation of bakery product.

Books Recommended-

Theory of Cookery – Krishna Arora.

Modern Cookery – Thangam Philip

Larousse Gastronomique - Montagne

Professional Chef – Arvind Saraswat.

Advance Food Production Operations – II Practical

Sr. No	Advance Food Production Operations - II
	3 course menu of Following Cuisine Italian, French, Thai, Japanese, Chinese Making Bread, Chocolate, Meringues, Frozen Dessert.

ADVANCE FOOD & BEVERAGE OPERATION II

Pre-requisite: The Students studying this course should have knowledge of Food & Beverage Operations.

Learning Objectives: The students should be able to understand following:

The basic operation of F&B Outlets, services and role of different equipments, knowledge of Menu Management and it's constraints.

		Lectures
UNIT -1	Basics of F&B Operations Introduction to F&B Industry – Classification & Types Types of F&b Outlets, Types of Service methods, Mis en Scene & Place Restaurant Service cycle Types of Meal & its Accompaniments Menu- Types, Classical food & its accompaniments IRD Service cycle – Scripting , Do's & Don'ts Classification Various Tools and Equipments, Usage of Equipment, Types, Sizes and usage of Furniture Linen, Napkins, Chinaware, Silverware, Glassware & Disposables	10
UNIT-2	Menu Management Planning, designing, Engineering & Merchandising of Menu	4
UNIT-3	Cost Management & Budgeting: Classification of Costs, Types of Costs, Profit calculation, Break Even Analysis Budgetary Control Process.	8
UNIT-4	Control System KOT/Bill Control System Making bill, Editing, Void , Re-print, Managers role Cash handling equipment, Record keeping Importance of billing System	4

UNIT-5	Beverage Management Classification -Alcoholic & non Alcoholic Distillation Process – Types of spirits, brand name World of Wine-Types, Making Process, Laws Service of beverage- Style ,patter & equipment used Food and beverage combinations	12
UNIT-6	Banquet Management Role of banquet in F&B service department Banquet booking procedure- booking confirmation, Designing FP Different types of banquet setups	7
Total		45

Reference Books: Food & Beverage Service Training Manual-S. Andrews;
Food & Beverage Service –Lillicrap & Cousins;
Modern Restaurant Service –John Fuller;
Professional Food & Beverage Service Management –Brian ;
Food Service Operations – Peter Jones & Casse;
Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett
F&B Mgmt by Sudhir Andrews
Restaurant Management by Robert Christie Mill
Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

Learning Outcome: The students should be able to perform the following:
Operations of F& B outlets, Menu management, F&B costing and breakeven analysis

ADVANCE FOOD & BEVERAGE OPERATION II PRACTICAL

	Topics
11.	Restaurant Etiquettes

12.	Practising Mis- En Scene & Mis en Place activities
13.	Table Service
14.	Service of Spirits
15.	Service of Wine
16.	Service in Guest Room
17.	Planning menu for a Special Dinner
18.	Preparing Function prospectus
19.	Different types of buffet setup

ACCOMMODATION MANAGEMENT II

Pre-requisite: The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Learning Objective: The students undertaking this course should be able to understand following:

2. Manage housekeeping team.

UNIT NO.	TITLES	hours
1	GUEST SAFETY & SECURITY Importance of Security systems, Control over room keys Items kept in First aid box, Handling situations like accident, illness, theft, fire, bomb, Forms & Formats.	07
2	Safety & Security in Rooms Division Work environment safety Hotel Security Aspects and Implementation Safety Awareness & Accident Prevention Case Studies	12
3	Conservation of Recourses Conservation of water Conservation of electrical energy Conservation of manpower Housekeepers role in Environmental Management	10
4	Opening of new Properties Pre-Opening of Hotels New property operations Starting up Rooms Division Countdown to start Hotel and Case study	10
5	Managing housekeeping personnel Recruiting and Selecting Employees The Orientation Process Training, Career Path for Front Office employees Professional Enrichment	06

	Total	45
--	--------------	-----------

Reference books: Hotel Housekeeping -Raghubalan

Learning Outcome: The students after having studied the course should be able to:
Manage housekeeping Team

ACCOMMODATION MANAGEMENT II PRACTICAL

S.No.	Session
1	Developing Conservation Concept
2	Project on new Ideas of pre opening property

FRONT OFFICE MANAGEMENT II

Pre-requisite: The Students studying this course should have basic knowledge of writing, reading and speaking English language.

Learning Objective: The students undertaking this course should be able to understand following:

1. The different types of operational Hotels,
2. Role of Front office in Hospitality,
3. Usage of various tools and equipments & routine front office operations,
4. Role of front office personals.
5. Basic functions of all front office sub-departments

UNIT NO.	TITLES	hours
1	ACCOMMODATION MANAGEMENT ASPECTS Tariff Decisions Cost and pricing – Hubbart formula Marginal or contribution pricing, Market pricing Inclusive / non inclusive rates, occupancy and revenue reports, Daily Front Office reports and statistics and its analysis Internal & External factors affecting pricing Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	13
2	SALES TECHNIQUES Various Sales Tools Role of Front Office Personnel in maximising occupancy Overbooking, Repeat guests, Return Reservations. Offering Alternatives and Suggestive Selling Internal / In-house sales promotion Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information centre, direct mail, personal calls, and selling letters	12
3	YIELD MANAGEMENT AND FORECASTING Methods of measuring hotel performance/yield	12

	Elements and benefits of yield management Challenges in Yield management Yield management strategies Forecasting and various ratios Yield Management Prospects Statistical representations of reports	
4	MANAGING FRONT OFFICE PERSONNEL Recruiting and Selecting Employees, The Orientation Process Training, Career Path for Front Office employees, Professional Enrichment.	08
	Total	45

Reference books: Managing front office operations by M.Kasavana;
 Hotel F.O. Training manual by Suvradeep Gauranga Ghosh;
 Front Office Management by S.kBhatnagar;
 Hotel front office management by James Bardi;
 Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari;

Learning Outcome: The students after having studied the course should be able to:

1. Check out and settlement procedure
2. Hotel front office accounting process
3. Operate Property Management Systems
4. Yield management Basics and forecasting

FRONT OFFICE MANAGEMENT II

S.No.	Session
-------	---------

1	Yield management calculations. Preparing statistical data based on actual calculations
2	Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
3	Preparation of sales letters, brochure, tariff cards and other sales documents
4	Role play on Check in process for : guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travelers.
5	Handling various situations
6	Computer proficiencies in all hotel computer applications – actual computer lab hours for Property Management System Handling one PMS Software Generating Reports Handling computerized Night Audit Process

HUMAN RESOURCE MANAGEMENT

Prerequisites: Students must have a basic idea of what HR/ HRM is and what is its importance in an organization.

Learning Objective

- Introduction to HRM & HR Planning
- Development of HR
- Role & Importance of HR in Hospitality Industry

	Topics	hours
UNIT1	HUMAN RESOURCES MANAGEMENT Meaning & Definition, Functions, Emerging Role of HRM Role & Challenges to HR Professionals Organizational Structure of human resources department in hotels	09
UNIT2	HUMAN RESOURCES PLANNING Introduction, Job Analysis & Design, Recruitment & Selection, Attracting & Retaining Talent	09
UNIT3	MANAGEMENT & DEVELOPMENT OF HUMAN RESOURCE Introduction, Performance Appraisal need and types, Training Need Analysis, Training & Development	09
UNIT4	Human Resources Tactics Introduction, Industrial Relations , Grievance Handling , Disciplinary Action, Collective Bargaining	07
UNIT5	HRM AND HOSPITALITY INDUSTRY Introduction & Importance of HR in Hospitality Industry Human Resources Issue in Hospitality Industry (While planning and Managing Human Resources)	06
UNIT6	MOTIVATION Principles, Theories, need& Types of motivation.	05
	Total	45

Reference Books: Personnel Management & Industrial Relations: Dr P C Shejwalkar & Mr S R Malegaonkar; Personnel Management: Mamoria; Pramod Verma: Personnel Management in Indian Organisations.; Edwin b. Flippo: Personnel Management, McGraw Hill.; Human Resource Management in the Hospitality Industry: Frank M /Mary L Monochello

Learning Outcome

- Students should be able to understand:
- The difference between HR & HRM.
- HR Planning and the process of recruitment & selection.
- Various methods for development of HR.
- Relationship between HR & Hospitality.

SALES AND MARKETING IN HOSPITALITY SECTOR

Pre-requisite:-The Students should understand the importance and role of marketing in Hospitality sector.

Learning & Objectives :- The students will able to understand role of sales & marketing and importance of effective marketing tools in the Hospitality industry.

	Topics	Hrs
Unit 1	Concept of Marketing Definition, Marketing mix	04
Unit 2	Consumer Behavior Concept, model, Consumer decision making process, Factors affecting Consumer Behavior.	05
Unit 3	Market Segmentation Definition & Necessity & Basis for market segmentation, for segmentation.	03
Unit 4	Marketing of Hospitality Product Definition, Levels of Product, Hospitality products, Branding, Product Life Cycle, Product Differentiation, importance of social media marketing and role played by them.	05
Unit 5	Distributing hospitality products Definition and importance of Distribution system, Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies], Modern methods of distribution (Franchising, Alliances etc.)	08
Unit 6	Product Promotion & Advertising Definition, characteristics of promotions & Advertisement Difference between promotions & Advertisement	05
	Total	30

References:

Marketing for Hospitality & Tourism -
Hotel Marketing -

Philip Kotler , Bowen & Makens Prentice- Hall Inc
S.M.Jha -Himalaya publishing House – Mumbai

Hospitality Marketing

Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Learning Outcome: The students should be able to perform the usage of marketing concepts in the Hospitality sector, also able to understand the difference between sales & marketing.

RESEARCH METHODOLOGY

Type of course: Research Methodology

Pre-requisite: The Students studying this course should have basic knowledge of Research and its importance. They must understand the importance and role of research in Hospitality sector.

Learning Objective: The students undertaking this course should be able to understand following:

Importance of effective research and its tools, basic knowledge of research methods. Sample collection and data collection.

UNIT	TOPIC	hours
01	UNDERSTANDING RESEARCH METHODOLOGY Meaning & definition, scope and purpose of doing research, types of research, areas of research, applications of research, research process - identifying problem.	05
02	PROJECT THEME Identifying the theme of project, criteria for selecting the title of project, statement of research problem and research objective, Learning Objectives for conducting study.	05
03	RESEARCH DESIGN AND DATA COLLECTION Hypothesis - meaning and types, how to formulate a hypothesis, Research design - meaning, types of research design, primary research and secondary research, research approaches - observation, experiment, survey, census survey, sample survey, research instrument - questionnaire, interview, mechanical, questionnaire Vs schedule.	05
04	SAMPLING PLAN Meaning and types of sampling, probability sampling, non-probability sampling, sample design, sampling unit, sampling size, sampling media, sample selection process.	06
05	FIELD WORK	06

	Planning, organizing and supervising the field work.	
06	DATA ANALYSIS Classification, Tabulation, Analysis and Interpretation of data, Role of computers in educational research.	06
07	REPORT WRITING Types of report, report format, executive summary, literature review, findings, conclusions and recommendations, referencing, bibliography.	12
	Total	45

References:

1. Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press.
2. Research Methodology – C.R.Kothari

Learning Outcome: The students after having studied the course should be able to perform and acquaint the following:

Usage of Research tools Hospitality sector, Develop research hypothesis, Undertake a research project and write a report with complete the data analysis.

SEMESTER-VI

ON JOB TRAINING

Teaching Scheme (Hrs./Week)			Credit	Examination Scheme			Total		
L	T	P		External		Internal			
				Theory	Practical	Theory	CE*	Practical	
		40	20		200			100	300

Lect- Lecture, Tut- Tutorial, Lab- Lab, T- Theory, P- Practical, CE-Continuous Evaluation

Practical Passing %: 50