



# GALGOTIAS UNIVERSITY

## Syllabus of **Bachelor of Hotel Management**

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**Name of School:** School of Hospitality & Tourism

**Department:** Hospitality & Tourism

**Year:** 2018-2019

# School of Hospitality

## Vision

To be known globally for hospitality education. Extensive students involvement in practical's, on site field work associated with leading luxury hotel/hospitality chains in events of national importance. To develop raw students up to a level readily accepted by hospitality industry.”

## Mission

1. To authenticate this, we work together to provide outstanding educational experience, ethics and values to our students through latest teaching pedagogy and be an interface between academia, industry and the society.
2. The School works for the creation and application of knowledge in our disciplines and to communicate scientific understanding to students, peers, and the communities we serve.
3. To place all the students before the end of the program.

## Program Educational Objectives

- **PEO1 :To train and develop students to be leaders in hotel, restaurant, cruise liners, airlines, retail through industry and academia interface**
- **PEO2 : To make them efficient professionals, with ethics and value.**
- **PEO3:To intensify student`s knowledge and skills with instruction based on international standards**
- **PEO4: Capable of adapting global work environment.**
- **PEO5: Be capable of providing leadership capabilities**
- **PEO6: To demonstrate community involvement**
- **PEO7” To conduct researches concerning hotel and restaurant development program.**

## Program Specific Objectives

PSO1: Able to interpret global trends in hospitality industry and improve the service quality through effective use of ICT.

PSO2: Effectively collaborate with hospitality service providers and profess customer centric attitude in diverse service situations of industry.

Program Outcomes

**PO1: Demonstrate hospitality knowledge**

**PO2 : Identifying product, task and guest related problems**

**PO3 :Identifying product, task and guest related solutions**

**PO4 :Demonstrate skill enhancement and quality, audit control**

**PO5: Apply the use of modern equipments and special ingredients**

**PO6 : Design and plan an event related to food and service effectively**

**PO7:Examine guest related problems and be enable to solve them efficiently**

**PO8:Apply environment and sustainability in hospitality industry**

**PO9:Demonstrate ethics and values at work place**

**PO10:Initiate individual or team work activities at work place**

**PO11:Demonstrate effective communication at work place**

**PO12:Activity/Task management and related cost control**

## Curriculum

## Bachelor of Hotel Management

2018-2019

Semester I									
Sl. No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1001	Foundation Course in Food Production I	3	0	0	3	30	20	50
2	BSCH1002	Foundation Course in F&B Service	3	0	0	3	30	20	50
3	BSCH1003	Foundation Course in Front Office I	3	0	0	3	30	20	50
4	BSCH1004	Foundation Course in Housekeeping Operation I	3	0	0	3	30	20	50
5	BSCH1006	Foundation course in Food Production Lab I	0	0	4	2	50		50
6	BSCH1005	Application of Computers	1	0	0	1	30	20	50
7	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50		50
8	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50		50
9	BSCH1009	Foundation course in Housekeeping operation	0	0	4	2	50		50
10	SLSH1001	Professional Communication	0	0	2	1	50		50
11	BSCH1011	Introduction to computer Application Lab	0	0	2	1	50		50
		Total							
Semester II									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1013	Foundation course in Food Production-II	2	1	0	3	30	20	50
2	BSCH1014	Foundation course in F & B Service – II	2	1	0	3	30	20	50
3	BSCH1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	UHVE1001	Universal Human Values & Ethics	2	1	0	3	50		50
6	ENVS1002	Environment Studies	2	0	0	2	50		50
7	BSCH1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50		50
8	BSCH1019	Foundation course in F & B Service – II (Lab)	0	0	2	1	50		50
9	BSCH1020	Foundation course in Front Office – II (Lab)	0	0	2	1	50		50
10	BSCH1021	Foundation course in Housekeeping – II (Lab)	0	0	2	1	50		50
11	SLSH1002	English Proficiency (Lab)	0	0	2	1			
12	BSCH1022	Field Work Project	0	0	2	1	50		50
		Total							

Semester III									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH2001	Food Production Training Report	0	0	10	5			100
2	BSCH2002	Food & Beverage Service Training Report	0	0	10	5			100
3	BSCH2003	Front Office Management Training Report	0	0	10	5			100
4	BSCH2004	Housekeeping Management Training Report	0	0	10	5			100
		Total							
Semester IV									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH-2005	Food Production Operations	2	1	0	3	30	20	50
2	BSCH-2006	F & B Service Operations	2	1	0	3	30	20	50
3	BSCH-2007	Front Office Operations	2	1	0	3	30	20	50
4	BSCH-2008	Housekeeping Operations	2	1	0	3	30	20	50
5	BSCH-2010	Food Production Operations lab	0	0	4	2	50		50
6	BSCH-2011	Food & Beverage Service (Wine & Liquors)lab	0	0	2	1	50		50
7	BSCH-2012	Front Office Operations lab	0	0	2	1	50		50
8	BSCH-2013	Housekeeping Operation lab	0	0	2	1	50		50
9	SLSH-2001	Campus to Corporate-I(Lab)	0	0	2	1	50		50
		Total							
Semester V									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH3001	Food Production Management	3	0	0	3	30	20	50
2	BSCH3002	Food & Beverage Management	3	0	0	3	30	20	50
3	BSCH3003	Front Office Management	3	0	0	3	30	20	50
4	BSCH3004	Housekeeping Management	3	0	0	3	30	20	50
5	BSCH3005	Food Production Management Lab	0	0	4	2	50		50
6	BSCH3006	Food & Beverage Management Lab	0	0	2	1	50		50
7	BSCH3007	Front Office Management Lab	0	0	2	1	50		50
8	BSCH3008	Housekeeping Management Lab	0	0	2	1	50		50
9	SLSH3001	Campus to Corporate 2 (Lab)	0	0	2	1	50		50
		Total							
Semester VI									
Sl No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BHMH3010/BHMH3011/BHMH3012/BHMH3013/	Advanced Food Production I/Advanced F8 B Service I/ Advanced Front Office I/Advanced Housekeeping I Th (Any One)	4	0	0	4	30	20	50
2	BHMH3017/BHMH3018/BHMH3019/BHMH3020/	Advanced Food ProductionI/Advanced F8 B Service I/ Advanced Front OfficeI/Advanced Housekeeping I Lab (Any One)	0	0	4	2	50		50
3	BHMH3014	Project Work	0	0	8	4	50		50
4	BHMH3016	Retail Management	4	0	2	5	30	20	50
5	BHMH3021	Researching for hospitality and tourism management	2	0	0	2	30	20	50
		Total							

Semester VII									
SI No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BHMH4010/BHMH4011/BHMH4012/BHMH4013/	Advanced Food Production II /Advanced F8 B Service II/, Advanced Front Office II /Advanced Housekeeping II Th (Any One)	4	0	0	4	30	20	50
2	BHMH4017/BHMH4018/BHMH4019/BHMH4020/	Advanced Food Production II/Advanced F8 B Service II/ Advanced Front Office II/Advanced Housekeeping Lab II (Any One)	0	0	4	2	50		50
3	BHMH4004	Human Resource Management	6	0	0	6	30	20	50
4	BHMH4005	Safety, Security and Travel Documentation	6	0	0	6	30	20	50
5	BHMH4006	Event Management	6	0	0	6	30	20	50
		Total							
Semester VIII									
SI No	Course Code	Name of the Course					Assessment Pattern		
			L	T	P	C	Review1	Review2	Review3
1	BSCH3012	Research Project-Dissertation(PBL)	0	0	40	20	30	30	40
		Total							

School of Hospitality  
List of Electives

Elective-1

SI No	Course Code	Name of the Electives					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCH1011	Basic French (1 <sup>st</sup> Sem)	0	0	2	1	50		50
2	BSCH1009	First Aid in Handling Medical Emergencies (Lab)	0	0	2	1	50		50
3									
4	SFHA1024	Book Keeping for Front office	2	0	0	2	30	20	50
5	BSCH1025	Hotel Engineering	2	0	0	2	30	20	50
6	BSCH1023	Nutrition & Food Science	2	0	0	2	30	20	50
7	BSCH2014	Hotel Accountancy	2	0	0	2	30	20	50
8	BSCH2015	Researching for hospitality and tourism management	2	0	0	2	30	20	50
9	BSCH-3009	Hospitality service sales and Marketing	2	0	0	2	30	20	50
10	BSCH-3010	Facility Planning & Management	2	0	0	2	30	20	50
11	BSCH-3011	Human Resource Management	2	0	0	2	30	20	50
12	BSCH3022	Food Styling	0	0	2	1	50		50
13	BSCH3023	Bartending	0	0	2	1	50		50
14	BHMH3023	Linen Management	2	0	0	2	30	20	50
15	BSCH2023	Food Laws and Standards	3	0	0	3	30	20	50
16	BHMH4007	Molecular Gastronomy	2	0	2	3	30	20	50
17	BHMH4008	Molecular Mixology	2	0	2	3	30	20	50

Name of the Course	Foundation course in food production-I			
Course Code	BSCH1001			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

- 1.To sharpen the culinary skills in the field of food production.
- 2.To impart knowledge of the history of culinary art and changes along with the times.
- 3.To give the basic idea about the physical and chemical composition of different food products.

#### Course Outcomes

CO1	Understand basic concepts Food Production
CO2	Understand the hierarchy of the kitchen with duties & responsibilities of staff members, kitchen organization & layout.
CO3	Develop the basics of menu planning, usage of different fuels & equipment's in kitchen
CO4	Understand the aims & objectives of cooking food & various Methods of Cooking
CO5	Learn the basic principles of food production

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: <u>Introduction to Cookery and Origin of Modern Cookery</u>	
Attitudes & Behavior in the Kitchen, Levels of Skills & Experience, Personal hygiene, Equipment and area hygiene, Clean uniform and need for it, Safety procedures in handling. French Cookery, History of cooking, Escoffier and other Famous Chefs of the world	
Unit II: <u>Hierarchy in Kitchen of various Hotels</u>	8 Hours

Classical kitchen brigade, modern staffing in various categories of hotels, Role of Executive chef.

Duties & responsibilities : Duties & responsibilities of various other staffs. Coordination with other departments - ancillary and main kitchen.

Kitchen Organization and Layout: General layout of kitchen in various organizations, layout of all the kitchen areas, receiving areas. layout of service and wash up area.

#### Unit III: Fuels & basic menu planning

Various fuels used –Gas, electricity, wood, oil, coal, Advantages and disadvantages of each, Different equipment-small & large, Different tools.

Types of Menu-A la Carte, Table d'hote, Buffet, Banquet, Menu planning principles

#### Unit IV: Aims & objectives of cooking food, Methods of Cooking

Aims of cooking food, Objectives of cooking food. Chemical changes that take place .

Various textures, various consistencies, techniques used in preparation. Various methods of cooking :

Dry method & wet method

- Roasting, grilling, frying (deep, shallow, saute), baking, broiling,poaching, boiling, pot roasting, poaching, steaming, stewing

#### Unit V: Basic principles of food Production

Vegetables : classification, cookery-effect of heat acid, alkali on textures, colour & nutrition. Cuts of vegetables-Julienne, brunoise, macedoine, dice, paysanne, barrels, olivette, turned, batons, jardiniere. Fruits - classification, cooking of fruits.

Stocks : Definition of stock, types of stock, preparation of stock- Recipe White stock/chicken stock, brown stock, vegetable stock, fish stock-fumet, uses of stock, care and precaution.

Soups: classification of soups : Veloute, clear, passed ,puree, bisque & chowder

Sauces: classification of sauces : Mother sauces & other recipes of Bechamel, Espagnole, Veloute, Mayonnaise, Tomato, Hollandaise. Derivatives of mother sauces, other hot & cold sauces.

Egg Cookery : Structure of an egg, selection of an egg, uses of egg in cookery, methods of egg cookery

Cereals : Wheat types, cooking & uses, Rice (types, cooking & uses), pulses (types, cooking & uses)

French culinary terms

#### Suggested Reading

1. Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
2. Practical Cookery-1 (Kinton & Cesarni)
3. Theory of Catering (Kinton & Cesarni)
4. Practical Cooking –Thangam & Phillip
5. Basic Training Kitchen – Chef Vikas
6. Food & Beverage Management By John Cousines
7. Theory of Cookery by K. Arora
8. Food & Beverage Journal-Hammer Publication

Name of the Course	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I			
Course Code	BSCH1002			
Prerequisite	Basic understanding of Food and Beverage Service terms. requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Provide an understanding of various types of Hotel industry and catering establishment.
2. Facilitate an understanding about all the duties and responsibilities of employees of the F & B service Department.
3. Familiarize the students with the equipment used in F&B Services

#### Course Outcomes

CO1	Interpret basic concepts of Food & Beverage Service in Hospitality sector.
CO2	Interpret the basic structure of hierarchy, duties and responsibilities in F&B service department.
CO3	Identify various types of F&B service outlets.
CO4	Identify the basic working of the F&B service Dept in back area.
CO5	Generalize the basic cutlery, crockery and glassware commonly used in F&B service.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
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30	20	50	100
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Course Content:

Unit I: The Hotel & Catering Industry
Introduction to the Hotel Industry and Growth of the hotel industry in India <ul style="list-style-type: none"> <li>• Role of Catering establishment in the travel/tourism industry</li> <li>• Types of F&amp;B operations</li> <li>• Classification of Commercial, Residential/Non-residential, Welfare Catering – , Industrial/Institutional/Transport such as Air, Road, Rail, Sea, Structure of the catering industry a brief description of each</li> </ul>
Unit II: Departmental Organization & Staffing
<ul style="list-style-type: none"> <li>• Organization of F&amp;B department of hotel</li> <li>• Principal staff of various types of F&amp;B operations</li> <li>• French terms related to F&amp;B staff</li> <li>• Duties &amp; responsibilities of F&amp;B staff</li> <li>• Attributes of a waiter, Inter-departmental relationship (Within F&amp;B and other department)</li> </ul>
Unit III: Food Service Areas
<ul style="list-style-type: none"> <li>• Specialty Restaurants • Coffee Shop Service • Cafeteria Service • Fast Food Service • Room Service • Banquet Service • Bar Service • Vending Machine</li> </ul>
Unit IV: Ancillary Department
<ul style="list-style-type: none"> <li>• Pantry • Food pick-up area • Store • Linen room • Kitchen stewarding</li> </ul>
Unit V: F & B Service Equipments
<ul style="list-style-type: none"> <li>• Cutlery, Crockery, Glassware • Flatware, Hollow ware, • All other equipment used in F&amp;B service• French terms related to the above and SLLL Trainers)</li> </ul>

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Suggested Reading

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. John Hullar- The Waiter
6. Food & Beverage Service - Dennis R.Lilicrap. & John

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE I
Course Code	BSCH1003

Prerequisite	Basic Knowledge of English Smart in communication			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Objectives

- 1.1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guests in these hotels.
3. To enhance the ability of the students in understanding the guest's needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
5. To understand the function of the bell desk.

Course Outcomes

CO1	Understand the functioning of the tourism and Hospitality Industry.
CO2	Understand the role of the Hotel Industry in the development of the tourism Industry.
CO3	Learn different types of hotel accommodations, rooms, hotels and classification of hotels.
CO4	He/ She must develop an understanding of the different profiles of guests.
CO5	Understand the function of bell desk

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY 8 Hours
<ul style="list-style-type: none"> <li>A. Tourism and its importance</li> <li>B. Hospitality and its origin</li> <li>C. Hotels, their evolution and growth</li> <li>D. Brief introduction to hotel core areas with special reference to Front Office</li> </ul>
Unit II: FRONT OFFICE ORGANIZATION 8 Hours

<p>A. Function areas – Sub departments          B. Front office hierarchy          C. Duties and responsibilities          Personality traits</p>
<p>Unit III: CLASSIFICATION OF HOTELS:</p>
<p>A. Size B. Star C. Location &amp; clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium</p>
<p>Unit IV: Functions TYPES OF ROOMS – Size and Variety</p>
<p>A. Single, B. Double, C. Twin          TIME SHARE &amp; VACATION OWNERSHIP          A. What is time share? Referral chains &amp; condominiums          B. How is it different from hotel business?          C. Classification of timeshares          D. Types of accommodation and their size</p>
<p>Unit V: HOTEL ENTRANCE, LOBBY AND FRONT OFFICE          8 Hours</p>
<p>A. Layout          B. Front office equipment (non automated, semi automated and automated)          BELL DESK          A. Functions          B. Procedures and records</p>
<p>Unit VI Industry update for technology and trends</p>

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication— Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in housekeeping operations-I			
Course Code	BSCH1004			
Prerequisite	Basic knowledge of English to understand the technical terms .			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Organization of housekeeping department and its basic function
2. All agents and equipment used for cleaning of all possible.
3. Layout of housekeeping department.

#### Course Outcomes

CO1	Interpret and understand the role and function of Housekeeping department
CO2	Interpret and understand lay out and organizational Chart of Housekeeping Department
CO3	Interpret and will be able to understand various Cleaning Organization of housekeeping department
CO4	Interpret and understand uses of different types of Cleaning agents.
CO5	Interpret and understand different types of surfaces, their composition and their cleaning methodology.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: the role of H.K. in Hospitality Operations 8 hours
<ul style="list-style-type: none"> <li>• Role of H.K</li> <li>• Role of H.K in guest satisfaction and repeat business</li> </ul>
Unit II: Organizational Chart of Housekeeping Department 8 hours
<ul style="list-style-type: none"> <li>• Hierarchy in small, medium, large and chain hotels.</li> <li>• Personality Traits of housekeeping</li> <li>• Management Personnel</li> <li>• Duties and responsibilities of housekeeping staff</li> <li>• <b>Use of computer in Housekeeping department in HK Dept</b></li> </ul>
Layout of the H.K. Department
Unit III: Cleaning Organization 8 hours
<ul style="list-style-type: none"> <li>• Principles of cleaning</li> <li>• Hygiene and safety factors in cleaning</li> <li>• Methods of organizing cleaning</li> <li>• Frequency of cleaning daily, periodic and special Designs and factors that simplify</li> </ul>
Unit IV: Cleaning Agents 8 hours
<ul style="list-style-type: none"> <li>• cleaning Use and care of equipment</li> <li>• General criteria for selection Classification of cleaning agents</li> <li>• Polishes, use, care and storage</li> <li>• Floor seals, use, care and storage</li> </ul>
Distribution and control of cleaning agents, Use and eco friendly products in H.K
Unit V: Composition, are and cleaning of different surface
<ul style="list-style-type: none"> <li>• metal and glass,</li> <li>• Leather,</li> <li>• Rexines,</li> <li>• Plastic,</li> <li>• ceramics and wood,</li> <li>• Wall finishes</li> <li>• Floor finishes</li> </ul>

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#### Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam

Name of the Course	Foundation Course in Food Production-I (Lab)
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Course Code	BSCH1006			
Prerequisite	Basic understanding of the English language & also dedication and hard work.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

#### Course Objectives

- 1.To learn about the basics of food production in continental and Indian cuisine.
- 2.To make a menu and would be able to explain the meaning of the dishes.
- 3.To prepare the basic stock, sauce and soup.
- 4.To use the knife and other equipment confidently.

#### Course Outcomes

CO1	Understand basic concepts of Food Production.
CO2	Learn the basics of preparation of French Cuisine
CO3	Understand basic concepts of menu planning for various categories.
CO4	Learn the basics of Food Production
CO5	Learn the basics bread making and desserts

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: <u>Introduction to Cookery</u>	Hours
<ol style="list-style-type: none"> <li>1. Basic knowledge of kitchen ingredients.</li> <li>2. Need of chef uniform, personal hygiene.</li> <li>3. Knowledge of various kitchen equipment.</li> <li>4. Different vegetable cuts.</li> <li>5. Method of cooking (Boiling, frying, steaming, braising &amp; baking)</li> </ol>	
Unit II: Preparation of basic stocks, sauces & soups	8 Hours
Stocks : Demonstration and preparation of <ul style="list-style-type: none"> <li>• White stock/Chicken stock</li> <li>• Brown stock</li> <li>• Fish stock</li> </ul> Sauces : Demonstration & preparation of basic mother sauces * 2-3 derivatives of each <ul style="list-style-type: none"> <li>• Bechamel (Cheese sauce, mornay sauce, parsley sauce)</li> <li>• Espagnole sauce (lyonnaise, Maderiq, charcutiere)</li> <li>• Tomato sauce (Creole, Italenne, piquant)</li> </ul>	

<ul style="list-style-type: none"> <li>• Veloute (Supreme, allemande, normande)</li> <li>• Hollandaise (maltaise, bearnaise, choron)</li> <li>• Mayonnaise(tartar, cocktail, chantily)</li> </ul> Soups :classification of soups <ul style="list-style-type: none"> <li>• Consomme: Royal, julienne</li> <li>• Cream: Tomato, Spinach, vegetable</li> <li>• Puree: Lentil, Peas, Carrot</li> <li>• Unpassed : Scotch broth, minestrone</li> <li>• National soup (Mulligatawny , French onion)</li> <li>• Bisque: Chowder, prawn, shrimp</li> </ul>	
Unit III: Preparation of Egg Cookery	Hours
<ul style="list-style-type: none"> <li>• Boiled (Soft and Hard)</li> <li>• Fried (sunny side up, double fried)</li> <li>• poached egg</li> <li>• Srambelled</li> <li>• Omelette (Plain &amp; stuffed)</li> <li>• Egg benedict</li> </ul>	
Unit IV: Preparation of Meat cookery(Fish/Poultry/Meat)	Hours
<ul style="list-style-type: none"> <li>• Identification &amp; classification of fish eg: flat fish(pomfret, black pomfret and sole)</li> <li>• Round fish (surmai, rohu, mackerel)</li> <li>• Shellfish ((clams, mussels, shrimps, crabs,lobsters)</li> <li>• Cephalopods (squid, cuttle, fish)</li> <li>• Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons</li> </ul> Preparation of simple dishes as <ul style="list-style-type: none"> <li>• Fish orly</li> <li>• Fish al'anglaise</li> </ul> Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as : <ul style="list-style-type: none"> <li>• Poulet rôti a l'anglaise</li> <li>• Poulet ala king</li> <li>• Poulet sauté Maryland</li> </ul>	
Unit V: <u>Preparation of (Continental) Hot &amp; cold dessert</u>	Hours
Caramel Custard, Bread and Butter Pudding, Queen of Pudding, soufflé – Lemon/Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat pudding, Apricot Pudding, Steamed Pudding – Albert Pudding, Cabinet Pudding	
Unit VI: Industry update for technology and trends	

#### School of Hospitality

#### Suggested Reading

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3.Practical Cooking –Thangam & Phillip

4. Basic Training Kitchen – Chef Vikas

5. Food & Beverage Management By John Cousins

Name of the Course	Foundation course in F & B Service Lab 1			
Course Code	BSCH1007			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

#### Course Objectives

The objective of the courses is to make the student understand about various service equipment used in F&B Service, its usage and proper maintenance.

#### Course Outcomes

CO1	Interpret and familiarize the basic F&B Service equipments generally used in Hotels and restaurants.
CO2	Identify basic service skills of handling cutlery and holding salver.
CO3	Identify Basic service skills of stacking sideboard, crumbing and clearance of plates.
CO4	Identify Basic service skills of changing dirty ashtray and maintaining glassware.
CO5	Generalized Proper storage and cleaning of cutlery.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: F&B Service Equipment
Familiarization of • Cutlery • Crockery • Glassware• Flatware• Hollowware• All other equipment used in F&B service• French terms related to all above

Unit II: Basic Technical Skills (Part-1)
• Holding Service Spoon & Fork • Carrying a Tray / Salver • Laying a Table Cloth • Changing a Table Cloth during service
Unit III: Basic Technical Skills (Part-2)
• Placing meal plates & Clearing soiled plates • Stocking Sideboard • Service of Water • Using Service Plate & Crumbing Down
Unit IV: Basic Technical Skills (Part-3)
• Napkin Folds • Changing dirty ashtray • Cleaning & polishing glassware
Unit V: Care and maintenance
Care & Maintenance of equipment including cleaning / polishing of EPNS items by – • Plate Powder method • Polivit method • Silver dip method • Burning machine
Unit VI: Industry update for technology and trends

School of Hospitality

#### Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE – I (LAB)			
Course Code	BSCH1008			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objectives

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
3. To enhance the ability of the students in understanding the guest's needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.
5. To understand the function of bell desk

#### Course Outcomes

CO1	Understand the growth, role of tourism in hospitality and hotel industry
CO2	Understand and be able to explain the classification and main features of hotels
CO3	Be able to describe Front Office staff and organization structure, duties/responsibilities of each personnel
CO4	Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling
CO5	Understand the function of bell desk

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I:
Identification of front office equipment and furniture
Unit II:

Analyse Rack, Front desk counter & bell desk,
Unit III:
Welcoming of guest, Filling up of various Performa
Unit IV:
Telephone handling
Unit V:
Role play: <ul style="list-style-type: none"> <li>• Reservation</li> <li>• Arrivals</li> <li>• Luggage handling</li> <li>• Message and mail handling</li> <li>• Paging</li> </ul>

## Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—  
Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews –  
Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI  
- Books).
4. Front Office Operations and Management by Ismail Ahmed (  
Cengagae Earning).
5. Text book of front office operations and Management by Sudhir  
Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in housekeeping operation I Lab			
Course Code	BSCH1009			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

## Course Objectives

1. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

## Course Outcomes

CO1	Understand knowledge of different room layout & standard supplies
CO2	Demonstrate various cleaning equipments (manual as well as mechanical).
CO3	Develop cleaning activity on all kinds of surfaces in a hotel..
CO4	Demonstrate and practice of dusting of various areas in hotel.
CO5	.Demonstrate floor scrubbing by scrubbing machine .

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: Room layout and standard supplies	6hours
<ol style="list-style-type: none"> <li>1. Preparation of different types of room layout</li> <li>2. Room make up procedure (traditional and modern way of bed making ) with the placement of standard room supplies</li> </ol>	

3. Evening Bed making procedure with placement of supplies.
Unit II: Cleaning and demonstration of equipments 4hours
4.Demonstration of manual cleaning equipments
5. Demonstration of mechanical cleaning equipments
Unit III: : Cleaning of different surfaces 8 hours
6. Cleaning of wood surface
7. Cleaning of Metal surface
8. Cleaning of Leather surface
9. Cleaning of Glass surface
Unit IV: Dusting of various areas 2 hours
Dusting of various area
Unit V: Floor cleaning 4hours
6. Floor cleaning by vacuum cleaner
7. Floor cleaning by Scrubbing machine
Unit VI Update for Hospitality Trends and Technology

School of Hospitality

#### Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book
2. Hotel, Hostel & Hospitality by John C Bramon and Margret
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Introduction to computer Application Lab			
Course Code	BCSE8011			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objectives

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets
- Maintaining multiple worksheets.
- Creating graphic / chart

#### Course Outcomes

CO1	Understand work on excel
CO2	Understand power point presentation
CO3	Creating slides, rearranging, modifying
CO4	Inserting Pictures, Objects
CO5	Setting up a slide show.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I:MS Office 07 MS- Excel – Practical
How to use Excel
Starting Excel
Parts of Excel Screen
Parts of the Worksheet
Navigating in a Worksheet
Getting to know Mouse Pointer Shapes



Unit II: Creating a Separate Shee
Starting a new worksheet Entering the three different types of data in a worksheet Creating simple formula Formatting data for decimal points Editing data in a worksheet Using Auto Fill Blocking Data Saving a worksheet Exiting Excel
Unit III: Making the worksheet look pretty
Selecting cell to format Trimming tables with Auto Format Formatting cells for: <ul style="list-style-type: none"> <li>• Currency</li> <li>• Comma</li> <li>• Percent</li> <li>• Decimal</li> <li>• Date</li> </ul> Changing columns width and row height Aligning text: <ul style="list-style-type: none"> <li>• Top to Bottom</li> <li>• Text wrap</li> <li>• Re ordering Orientation</li> </ul> Using borders
Unit IV: Going Through Changes
Opening workbook files for editing Undoing the mistakes Moving and Copying with Cut, Copy and Paste Deleting cell entries Deleting columns and rows from worksheet, Inserting columns and rows in a worksheet Spell checking the worksheet
Unit V:Printing the Worksheet
Previewing pages before printing Printing from the Standard Toolbar Printing a part of a worksheet Changing the orientation of the printing Printing the whole worksheet in a single page, Adding header and Footer to a report Printing the formulas in the worksheet
Unit VI Additional features of a Worksheet Splitting worksheet window into two four panes, Freezing columns and rows on-screen for worksheet title Attaching comments to cells Finding and replacing data in the worksheet Protecting a worksheet Function commands

<b>Module VII: Maintaining Multiple worksheets</b>	<b>Moving from sheet in a worksheet Adding more sheets to a worksheet Deleting sheets from a workbook Naming sheet tabs other than sheet 1, sheet 2 and so on Copying or moving sheets from one worksheet to another</b>
<b>Module VIII: Creating Graphics/chats</b>	<b>Using Chart Wizard Changing the Chart with the Chart Toolbar Formatting the Chart's axes Adding a text book to a Chart Changing a orientation of 3-D Chart Using drawing tools to add graphics to chart and worksheet Printing a chart with printing the rest of the worksheet data</b>
<b>Module IX: Excel's Database Facilities</b>	<b>Setting up a database Sorting records in the database</b>
<b>Module X: Making Power Point Presentation</b>	<b>Using Auto content Wizards and Templates Power Points five views Slides Creating Slides, re-arranging, modifying Inserting pictures, objects, Setting up a Slide show</b>
<b>Module IX</b>	<b>Creating an Organizational Chart</b>

Name of the Course	Foundation Course in Food Production-II			
Course Code	BSCH1013			
Prerequisite	Basic understanding of the first semester course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Provide the knowledge of commodities for the bakery like flour, sugar, yeast, etc.
2. Commodities in general like, milk, cheese, butter, oil, etc
3. Indian terminology
4. Understand various butchery products and meats like, beef, pork, mutton, veal, poultry, fish

#### Course Outcomes

CO1	Interpret basic concepts Food Production and culinary terms.
CO2	Identify various commodities and ingredients used in French cuisine.
CO3	Identify various Milk & milk product commodities used in cooking.
CO4	Identify various meat products and its usage in cookery.
CO5	Illustrate basic bread making techniques and other bakery products.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: <u>Basic commodities-I &amp; Introduction-Culinary terms</u> Hours
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Commodities: <ul style="list-style-type: none"> <li>● Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch.</li> <li>● Shortening: Fats &amp; oils, role of shortening, varieties of shortening, advantages &amp; disadvantages of using of shortening</li> <li>● Thickening agents &amp; raising : classification of thickening agents, classification of raising agents, role of both in French cooking &amp; breads</li> <li>● Sugar: importance of sugar, types of sugar, cooking of sugar(stages of sugar cooking in Indian), stages of sugar cooking in bakery, uses of sugar, role of sugar in bakery</li> </ul>	
Unit II:Basic Commodities-II	8
Hours	
<ul style="list-style-type: none"> <li>● Milk: Introduction, processing of milk, pasteurization &amp; homogenization, types of milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value</li> <li>● Cream &amp;Butter : Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter</li> <li>● Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese</li> </ul>	
Unit III: Meat cookery-Beef, Veal & lamb	
<ul style="list-style-type: none"> <li>● Cuts of beef- French names, Weight, uses in cooking</li> <li>● Cuts of Veal- French names, Weight, uses in cooking</li> <li>● Cuts of lamb- French names, Weight, uses in cooking</li> </ul>	
<u>Meat cookery-Pork, offals</u>	
<ul style="list-style-type: none"> <li>● Cuts of pork -French names, Weight, uses in cooking</li> <li>● Variety of offals and other cuts of meats and its uses</li> <li>● Some important dishes of Pork</li> </ul>	
Fish	
<ul style="list-style-type: none"> <li>● Classification of fish-Shell fish &amp; fin fish</li> <li>● Cuts of fish</li> <li>● Selection of fish and shell fish</li> <li>● Cooking of fish</li> <li>● Some important dishes of fish</li> </ul>	
Unit IV: <u>Bakery-I</u>	
Pastry <ul style="list-style-type: none"> <li>● Short Crust pastes-Recipes and methods of preparation</li> <li>● Uses and products made</li> <li>● Care to be taken while preparing pastry</li> <li>● Temperature of oven</li> </ul>	
<u>Laminated Pastry</u> <ul style="list-style-type: none"> <li>● Laminated pastry- Recipes and methods of preparation</li> <li>● Uses and products made</li> <li>● Care to be taken while preparing pastry</li> <li>● Temperature of oven</li> </ul>	
<u>Choux Paste/Hot water/Rough puff</u> <ul style="list-style-type: none"> <li>● Choux Paste- Recipes and methods of preparation</li> <li>● Uses and products made</li> <li>● Care to be taken while preparing</li> <li>● Temperature of oven</li> </ul>	

Unit V: Bakery-II

Hours

Simple Breads

- Introduction of breads
- Principles of bread making
- Methods of bread making
- Steps in making bread
- Simple yeast breads
- Role of each ingredient in bread making
- Names of international famous breads

## Pastry Cream

- Introduction of pastry creams
- Basic pastry creams
- Uses and importance in confectionary

Simple recipes of few of them.

Course Flashback

Revision of the whole semester

School Of Hospitality

Suggested Reading

- 1.Food Production Operations (Chef Bali)-Oxford Publication-Core Textbook
- 2.Practical Cookery-1 (Kinton & Cesarni)
- 3.Theory of Catering (Kinton & Cesarni)
- 4.Practical Cooking –Thangam & Phillip
- 5.Basic Training Kitchen – Chef Vikas
- 6.Theory of Cookery by K. Arora

CO1	Interpret the planning and execution of menu in restaurants.
CO2	Interpret various types of services followed in hotels
CO3	Identify the correct procedure of handling cash and credit cards.
CO4	Identify different varieties of tea and coffee and the correct procedure of serving them in hotels and restaurants.
CO5	Generalize the different varieties of cigars and cigarettes and the correct procedure of serving them.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Meals & Menu Planning 15 Hours
Origin of Menu, Objectives of Menu Planning, Types of meals, Types of Menu, Courses of French Classical menu-Sequence, Examples from each course, Accompaniments, French Names of dishes Types of Meals <ul style="list-style-type: none"> <li>• Early morning Tea</li> <li>• Breakfast (English, American, Continental, Indian)</li> <li>• Brunch</li> <li>• Lunch</li> </ul> Afternoon/High Tea, Dinner, Supper
Unit II: Types of Service 4 Hours
Different types of service- American service, English Service, French service, Russian Service, Buffet service. Mise-en-scene & Mise en place
Unit III: Sale and Control System 4Hours
KOT and Billing System Making Bill Cash Handling Equipments Record Keeping
Unit IV: Non Alcoholic Beverages 7 Hours
Classification (Nourishing, Stimulating and Refreshing beverages), Tea-types of tea, origin and manufacturing process, different brands, Coffee-types of coffee, origin and manufacturing process, different brands, storage
Unit V: Tobacco 8 Hours
History, Processing for cigarettes and cigars, Cigars- Shape/sizes/colors, Storage of cigarettes & cigars

Name of the Course	Foundation course in Food and Beverage Service-II			
Course Code	BSCH1014			
Prerequisite	Basic understanding of Food and Beverage Service terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

## Course Objectives

1. Provide an understanding of various types of Hotel industry and catering establishment.
2. Facilitate an understanding about all the duties and responsibilities of employees of F&B service Department.
3. Familiarize the students with the equipment used in F&B Service.

## Course Outcomes

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### School Of Hospitality

#### Suggested Reading

1. F&B Service by R.Singarvelavan, Oxford University Press
2. Beverage Management by Dennis Lillicrap & John Cousins
3. F&B Service by S.N.Bagchi and Anita Sharma
4. F&B Service by Sudhir Andrews School of Computing Science

Name of the Course	Foundation course in Front Office II			
Course Code	BSCH1015			
Prerequisite	Basic Knowledge of English/ Smart in communication			
Co-requisite	Knowledge of First sem F.O			
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

- 1.1. To understand guest handling and tariff plans for room rent.
2. To provide an understanding of the hotel reservation. To familiarize the students with different methods, types of reservation. To enhance the ability of the students in understanding the guest's needs as per the guest cycle.
3. To follow and understand the procedure for arrival of guest.
4. To understand in details to check during the guest stay.
5. To enhance understanding of the dynamics of interaction and integration between the individual and the organization, coordination between departments within hotel.

#### Course Outcomes

CO1	Understand the functioning of guest handling and tariff plans.
CO2	Understand the role of Reservation section.
CO3	Learn different types of procedures to follow for guest checkin.

CO4	He/ She must develop an understanding on different profile of guests.
CO5	Understanding the importance of inter and intra departmental coordination.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Front Office and Guest handling	Hours 8
Introduction to guest cycle, pre-arrival, during the stay, departure, after departure.	
Tariff structure Basis of charging Plans, competition, customer's profile, standards of service & amenities Hubbart formula Different types of tariffs	
<ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates</li> </ul>	
Unit II: RESERVATIONS	8 Hours
Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non automatic, semi automatic and automatic), Cancellation, Amendments, Overbooking, room selling techniques, Up selling, Discounts	
Unit III: ARRIVALS	10 Hours
Preparing for guest arrivals at Reservation and Front Office, Receiving of guests, Pre-registration, Registration (non automatic, semi automatic and automatic), Relevant records for FITs, Groups, Air crews & VIPs	
Unit IV: DURING THE STAY ACTIVITIES	6 Hours
During guest stay, Departure, After departure Information services, Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history	
Unit V: FRONT OFFICE CO-ORDINATION	6 Hours
With other departments of hotel- Housekeeping, Food and Beverage Service, Kitchen, Security, Accounts, Maintenance, etc.	

### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—  
Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews –  
Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI  
- Books).
4. Front Office Operations and Management by Ismail Ahmed (  
Cengagae Earning).
5. Text book of front office operations and Management by Sudhir  
Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in Housekeeping Operation – II			
Course Code	BSCH1016			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Smart in communication			
Anti-requisite				
	L	T	P	C
	2	1	0	3

#### Course Objectives

1. To familiarize the students with the organization of housekeeping department and its basic functioning.
2. To make them understand the proper layout of housekeeping department.
3. To familiarize all agents and equipments used for cleaning of all different types of surfaces.
4. Identifying various types of pests in hotels and how to eliminate it .
5. To understand the link between Housekeeping and other departments of the hotel.

#### Course Outcomes

CO1	Interpret Guest room furnishing while throwing light on Key system and its function.
CO2	Illustrate different room layouts, guest supplies and to anticipate with guest requirement/request.
CO3	Identify and know various types of cleaning equipment and cleaning agent
CO4	Distinguish different types of pest in hotel and their preventive & corrective measure & Interpret and analyze role and functioning of housekeeping department.

CO5	Interpret interdepartmental co-ordination of housekeeping department for smooth running of the department.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Types of Beds and Mattresses 7hrs
Keys used by HK department
Types of Beds
Types of Mattresses
Type of keys
Computerized key cards
Key control
Unit II: Room Layout & Guest Supplies 4 Hours
Room layout
Standard rooms
VIP rooms
Guest special request
Unit III: Area cleaning 6 Hours
Area cleaning
Guest room

<p>Front of the house areas</p> <p>Area cleaning</p> <p>Back of the house areas</p> <p>Work outline and association problems.</p>
<p>Unit IV: Pest control</p> <p>Routine systems &amp; records of Housekeeping department 15 Hours</p>
<p>Pest control, Areas of infestation Pest control, Preventive measure &amp; Control measure, Reporting staff placement, Room occupancy report, Guest room inspection, Check list floor register, Work orders, Log sheets, Loot &amp; found register, Enquiry file, Maid's report, Housekeeper's report, Handover records, Guest's special, Request register, Record of special cleaning, Call register, VIP lists</p>
<p>Unit V: Interdepartmental relationship (IDR) 6 Hours</p>
<p>IDR with F.IDR with maintenance</p> <p>IDR with security</p> <p>IDR with stores</p> <p>IDR with A/Cs</p> <p>IDR with Personnel</p> <p>Use of computers</p>
<p>Unit VI Industry update for technology and trends</p>

3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews.
5. The Fhrai Magazine

Name of the Course	Foundation Course in Food Production-II (Lab)			
Course Code	BSCH1018			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

#### Course Objectives

- 1.To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
- 2.Develop leadership skills by assigning a role and controlling the kitchen.

#### School Of Hospitality

#### Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.



3.To do the Mise-en-place and step by step procedure of preparing food.

4.To present the food accordingly by using appropriate garnish and presentation style.

#### Course Outcomes

CO1	To know the handling of meat, purchasing, caring and different cutting like boneless, parts etc.
CO2	Develop leadership skills by assigning a role and controlling the kitchen.
CO3	To do the Mise-en-place and step by step procedure of preparing food
CO4	To present the food accordingly by using appropriate garnish and presentation style.
CO5	Illustrate basic techniques for preparing bakery products.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: <u>Soups</u> :
<ul style="list-style-type: none"> <li>• Cream- vegetables, spinach, tomato, green peas</li> <li>• Consomme with garnishes like royale, Carmen, madrilène, Colbert, Celestine</li> <li>• National soups- oxtail, mulligatawny, minestrone, vichyssoise</li> </ul>
Unit II: Meat cookery
<ul style="list-style-type: none"> <li>• <u>Fish</u>: Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney</li> <li>• <u>Entrée</u>: Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks &amp; lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef</li> <li>• Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce</li> </ul>
Unit III: Vegetable
<ul style="list-style-type: none"> <li>• Boiled vegetables, cabbage, cauliflower, beans</li> <li>• Glazed vegetables, carrot, radish, turnip</li> <li>• Fried vegetables; aubergines</li> <li>• Stewed vegetables; courgette provencale, baked beans ratatouille</li> <li>• Braised vegetables: onion, leeks, cabbage</li> </ul>
Unit IV: Bakery (Breads & cakes)
<ul style="list-style-type: none"> <li>• Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche</li> <li>• Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira</li> </ul>
Unit V: Pastry

- Short Crust – Jam tarts, turnovers
- Laminated – Palmiers, Khara Biscuits, Danish pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles
- Assorted cookies: Butter cookies, drop cookies, pressed cookies
- Dessert (Hot & cold): Souffle, mousse, pudding.

#### School Of Hospitality

#### Suggested Reading

- 1.The Larder Chef-M.J Leto & Mojo, Food Production Operation- Parminder Bali-Oxford publication
- 2.Professional Baking-Wayne Gislen-CIA
- 3.Practical Cooking –Thangam & Phillip
- 4.Basic Training Kitchen – Chef Vikas

Name of the Course	Foundation course in Food and Beverage Service-II (Lab)			
Course Code	BSCH1019			
Prerequisite	The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.			
Co-requisite				
Anti-requisite				
	L	T	P	C

#### Course Objectives

The objective of the courses is to make the student understand about Basic Service Procedure in providing service in a restaurant.

#### Course Outcomes

CO1	The students will be able to complete layout of covers of restaurant table and side board
CO2	The students would be able to take food and beverage order from a guest
CO3	The students would be able to do the service of food and beverage at a table in American and French styles
CO4	The students would be able to demonstrate the service of non-alcoholic beverages
CO5	The students would be able to do the service of non-alcoholic beverages

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: Basic Service Procedure-I
<ul style="list-style-type: none"> <li>• Table laying for different meals</li> <li>• Restaurant reservation</li> <li>• Receiving and seating the guest</li> <li>• Taking the order</li> <li>• Procedure of service at table (Silver service and pre-plated service)</li> </ul>
Unit II: Basic Service Procedure-II

<ul style="list-style-type: none"> <li>• Presentation &amp; Encasing the bill</li> <li>• Room Service (tray and trolley)</li> <li>• French for receiving, greeting and seating the guest</li> </ul>
Unit III: Preparation for Service Storage
<ul style="list-style-type: none"> <li>• Preparation and service of different kinds of Non-alcoholic beverages</li> <li>• Organizing Mise-en-scene</li> <li>• Organizing Mise-en-Place</li> <li>• Opening, Operating &amp; Closing duties</li> </ul>
Unit IV: Social Skills
<ul style="list-style-type: none"> <li>• Handling Guest Complaints</li> <li>• Telephone manners</li> <li>• Dining &amp; Service etiquettes</li> </ul>
Unit V: Service of Cigars & Cigarettes
<ul style="list-style-type: none"> <li>• Service of Cigars &amp; Cigarettes</li> </ul>

## School Of Hospitality

## Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE –II (LAB)			
Course Code	BSCH1020			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

## Course Objectives

1. To provide an real time work exposure to the students
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.

## Course Outcomes

CO1	To take and mange reservation in the manual and computerized FO operations
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: Room Reservation
Manual
Unit II: Arrival Procedures

Manual Arrival procedure – Group, FIT Luggage handling – left luggage, Group, FIT
Unit III: Bell Desk:
Message Handling , Paging
Unit IV: Forms & Formats
Manual
Unit V: Role play/Practice
Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, 1 Hot function keys 2 Create and update guest profiles 3 Send confirmation letters 4 Print registration cards 5 Make FIT reservation & group reservation 6 Make an Add-on reservation 7 Amend a reservation 8 Cancel a reservation-with and without deposit 9 Log onto cahier code
Unit VI Industry Updates and technology and trends

#### School Of Hospitality

##### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication— Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengagae Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Foundation course in Housekeeping – II (Lab)			
Course Code	BSCH1021			
Prerequisite	Basic Understanding of Housekeeping			
Co-requisite	Good communication skills			
Anti-requisite				
	L	T	P	C
	0	0	2	1

##### Course Objectives

1. To familiarize the students with Understanding and handling Chamber maid's trolley.
2. To make them understand the basics of bed making.
3. To familiarize the students with standard operating procedure of cleaning guestroom and bathroom.
4. To provide hands on experience on cleaning both front of the house and back of the house areas of hotel.
5. To understand the quality check and proper way of following it.

##### Course Outcomes

CO1	Demonstrate Maid's Trolley and develop skill in handling Chamber maid's trolley.
CO2	Demonstrate and develop skill in bed making and Practice on different type of services delivery to guest room.

CO3	Practice and understand daily upkeep of guest room and guest bath room.
CO4	Demonstrate and practice cleaning procedure of Front of the house and Back of the house.
CO5	Demonstrate and get hands on knowledge in basic housekeeping operations.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: Maid's Trolley	2 Hours
Setting up a trolley, Parts of trolley & its uses	
Unit II: Bed Making	4 Hours
Bed Making Procedure (Traditional method), Bed Making (Modern Method), Evening service procedure	
Unit III: Daily cleaning of guest room & guest bathroom	
Daily cleaning of Guest rooms, Daily cleaning of bathrooms	
Unit IV: Public area cleaning	4 Hours
Back of the house Public areas cleaning, Front of the house Public areas cleaning	
Unit V: Guest Room Inspection	
Preparing Checklist, Inspection of guest room, Inspection of guest bathroom	

School Of Hospitality
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## Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication
2. Hotel Housekeeping – A training manual by Sudhir Andrews.
3. The Fhrai Magazine

Name of the Course	FOOD PRODUCTION TRAINING REPORT			
Course Code	BSCH2001			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	10	5

## Course Objectives

1. Explain the organizational structure of the department
2. Describe job description of various job titles, work schedules, opening & closing duties.
3. Explain various sections and their functions
4. Observe personal hygiene, kitchen hygiene and sanitation
5. Identify forms/formats, records and registers maintained
6. Help in preparation of various dishes, garnish and service
7. Observe food production standards of finished products

## Course Outcomes

CO1	To be able to demonstrate the skills in kitchen
CO2	To be able to analyze various aspects on menu planning
CO3	To be able to demonstrate the facility planning skills
CO4	To understand the hygiene standards in kitchen
CO5	To understand the concept of Kitchen Management

## Continuous Assessment Pattern

Project Report:	Log book + Attendance + Appraisal)	Presentation & Viva Voce	Total Marks
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50	20-	20	100
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Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The file is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training.
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project.
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

- Title or Cover Page

The title page should contain the following information: Department name; Student's name, Course, Year, Supervisor's name

- Acknowledgements

Acknowledgement to any advisory received in the course of work may be given

- Table of Contents

Titles and subtitles are to correspond exactly with those in the text

- Introduction

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

- Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

- Suggestions

In writing these action, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

- Conclusion

A conclusion should be the final section in which the outcome of the work is mentioned briefly

- Appendices

The appendix contains material which is of interest to the reader and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

- Performance Appraisal & Completion Certificate duly signed and stamped

1. On cooking : Sarah labensky
2. International Cuisine and food production: Chef Bali

CO5	List all bar equipments

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

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Ø Table of Contents

Name of the Course	Food & Beverage Service Training Report			
Course Code	BSCH2002			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	10	5

## Course Objectives

1. Objective of industrial training is to provide to students the feel of the actual working environment.
2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

## Course Outcomes

CO1	List all equipments used (including crockery, cutlery, glassware etc and use of these equipment
CO2	Describe and explain the menu and bar card
CO3	Perform task for table reservation & receiving the guest
CO4	Lay the table, placing the order and pick-up, service and clearance procedure

Titles and subtitles are to correspond exactly with those in the text.

#### Ø Introduction

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#### Ø Materials and Methods

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

#### Ø Suggestions

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#### Ø Conclusion

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#### Ø Performance Appraisal & completion certificate duly signed and stamped.

Name of the Course	Front Office Training Report
Course Code	BSCH2003
Prerequisite	Basic understanding of the English language and also dedication and hard work



Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	10	5

### Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

### Course Outcomes

CO1	List all equipments used in Front Office
CO2	Describe and explain the procedure to take Reservation
CO3	Describe and explain the Procedure of take Check in.
CO4	SOP of front office
CO5	List all equipment in Bell desk.

### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

### Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

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Name of the Course	Housekeeping Management Training Report			
Course Code	BSCH2004			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite	Undertaking training			
Anti-requisite				
	L	T	P	C
	0	0	10	5

#### Course Objectives

Objective of industrial training is to provide to students the feel of the actual working environment.

2. To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.

3. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

#### Course Outcomes

CO1	Understand and explain the organization Structure and various sections of the department
CO2	Understand duties and responsibilities of the executives and non-executives of the department
CO3	Interpret functions of various sections
CO4	Explain the duties of room attendant and houseman in different shifts
CO5	Understand and Maintain various records and registers
CO6	Industry updates for technology and trends

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
		100	100

Course Content:

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book – The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

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CO2	Analyze the basics of Catering for Airlines, Railways, Hospitals, Institutions like school and industry, basic menu planning
CO3	Recognize and understand the Techniques of ordering or indenting for purchases
CO4	Operationalize off premises catering and its various aspects
CO5	Plan menu for different regional Indian Cuisine like Kashmiri, Lucknow, Bengal, Chettinad, Maharashtra, Goan, Punjab, Rajasthan, Gujrat, Hyderabad

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Name of the Course	Food Production Operations			
Course Code	BSCH2005			
Prerequisite	Basic understanding of the English language and knowledge of 1 <sup>st</sup> and 2 <sup>nd</sup> sem Food Production Courses			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

## Course Objectives

1.Preparation of menu for various clients like student, industry, transport facilities, cruise liner, railway, air catering etc.

2.Proper method of ordering or indenting from the kitchen to the purchase department

3. Purchasing and purchase specifications required for the ordering.

4. Geographical location of various states of India and its effect on the cuisine of the state. Various other factors for considering the food of a particular region.

## Course Outcomes

CO1	List the basics equipments used in bulk kitchen food, the names and uses, according to the regions of India
-----	---

Unit I: QTK	Equipment
Hours	
<ul style="list-style-type: none"> <li>· Quantity food production equipment</li> <li>· Equipment introduction</li> <li>· Explain mass feeding /volume feeding</li> <li>· Heat and cold generating equipment's- Gas/ Electric/Coal/Charcoal</li> <li>· <i>Care and maintenance of these equipment's</i></li> </ul> <p>Modern development in equipment manufacture like induction cooktop, special ovens</p>	
Unit II: Menu	Planni
8 Hours	
<ul style="list-style-type: none"> <li>● · Basic menu planning-recapitulation</li> <li>● · Considerations to be undertaken for various volume feeding</li> <li>● · Planning menu for college students, industrial workers, Hospitals-specific diseases</li> <li>● · <i>Planning menu for schools</i></li> <li>● · <i>Outdoor parties, theme dinners, mobile facilities,cruise liners/Airline/Railways</i></li> <li>● <i>Nutritional aspect discussed in previous semester (BSCH1023)</i></li> </ul>	

Unit III: Planning for quantity food	
Hours	
	<ul style="list-style-type: none"> <li>· Planning for space allocation</li> <li>· Equipment selection</li> </ul>
Staffing	
Unit IV: Volume feeding	
	Hours

- Institutional and industrial catering
  - Types of institutional/industrial catering
  - Problems associated with this type of catering
  - Scope of development and growth
  - *Hospital catering-highlights of hospital catering for patients, staff, visitors*
  - *Diets, menus and nutritional requirements*
  - 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
  - Mobile catering
  - Characteristics of rail,airline(Flight Kitchen) sea catering
  - Branches of mobile catering
  - *Introduction of purchasing*
  - *Purchasing system and techniques*
  - *Storage*
- FOOD LAWS AND REGULATIONS**
- National – PFA Essential Commodities Act (FPO, MPO etc.)
    - B. International – Codex Alimentarius, ISO
    - C. Regulatory Agencies – WTO
    - D. Consumer Protection Act

<ul style="list-style-type: none"> <li>· Lucknow cuisine</li> <li>· Uttar Pradesh/Uttaranchal</li> <li>· Rajasthani Cuisine</li> <li>· Maharashtraian Cuisine</li> <li>· Bengali Cuisine</li> <li>· Hyderabad Cuisine/Andhra Cuisine</li> <li>· Tamil Cuisine, Chettinad Cuisine</li> <li>· Goan cuisine/ Parsee</li> <li>· Gujrati Cuisine</li> <li>· Kerala cuisine, Malabari</li> <li>· Karnataka cuisine</li> <li>· Meghalaya</li> <li>· Arunachal Pradesh</li> <li>· Assam</li> <li>· Nagaland</li> <li>· Manipur</li> <li>· Mizoram</li> <li>· Tripura</li> </ul>

Unit V: Structures	
Hours	
	<ul style="list-style-type: none"> <li>· Introduction to regional Indian cuisine</li> <li>· Heritage of Indian cuisine</li> <li>· Factors that affect eating habits in different parts of the country</li> <li>· Cuisines and its highlights of different states/region/communities to be discussed           <ul style="list-style-type: none"> <li>· Geographical location</li> <li>· Historical background</li> <li>· Seasonal availability</li> <li>· Special equipment</li> <li>· Staple diets</li> <li>· Specialty cuisine for festivals and special occasions.</li> <li>· Kashmir cuisine</li> <li>· Punjab cuisine</li> </ul> </li> </ul>

#### Suggested Reading

1. Professional Chef by Chef Arvind Saraswat
- 2.
- 3.
- 4.
- 5.

1. The objective of the courses is to provide an understanding of various types of Alcoholic Beverages
2. in depth knowledge of the manufacturing process of alcoholic beverages.
3. Facilitate an understanding about the various brands of the alcoholic beverages.

#### Course Outcomes

CO1	Interpret the basics of alcoholic beverages with strong emphasis on wines.
CO2	Interpret the knowledge of matching food with wines.
CO3	Identify correct production, storage and service of Beer.
CO4	Identify the production process of different types of spirits.
CO5	Generalize the basics of liqueurs and their service.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Alcoholic Beverage:
• Introduction and definition • Classification
Unit II: Wines
• Definition • Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized • Production of each classification  Principal wines of ( brand names) :- France, Germany, Italy, Spain, Portugal, USA, Australia  New World wines (brand names) :- India, Chile, South Africa, New Zealand  • Food and wine harmony • Storage of wine • Wine terminology (English and French)  Aperitifs:- Introduction and Definition • Different types of Aperitifs
Unit III: Beer
• Introduction and Definition • Types of beer • Production of beer • Storage
Unit IV: Spirits
• Introduction and Definition • Production of spirit • Pot-still method • Patent-still method

Name of the Course	FOOD AND BEVERAGE SERVICE OPERATIONS			
Course Code	BSCH2006			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

Production of :- Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila
Unit V: Liqueurs
<ul style="list-style-type: none"> <li>• Definition and History</li> <li>• Production of liqueurs</li> <li>• Names of liqueurs and country of origin &amp; predominant flavor</li> <li>• Service of Liqueurs</li> </ul>

## School Of Hospitality

## Suggested Reading

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. John Hullar- The Waiter
6. Food & Beverage Management By John Cousines
7. Food & Beverage Service - Dennis R.Lilicrap. & John

Name of the Course	FRONT OFFICE OPERATIONS			
Course Code	BSCH2007			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

## Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security

6. Develop communication skill

## Course Outcomes

CO1	Explain computer application in Front Office Operation
CO2	Understand Front Office Accounting
CO3	Describe control of cash and credits
CO4	Acquire Night Auditing skills
CO5	Know the importance of guest safety and security
CO6	Industry update for technology and trends

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	30	100

## Course Content:

Unit I: COMPUTER APPLICATION IN FRONT OFFICE OPERATION HOURS 8
<ul style="list-style-type: none"> <li>A. Role of information technology in the hospitality industry</li> <li>B. Factors for need of a PMS in the hotel</li> <li>C. Factors for purchase of PMS by the hotel</li> </ul>
Unit II: FRONT OFFICE (ACCOUNTING)
<ul style="list-style-type: none"> <li>A. Accounting Fundamentals</li> <li>B. Guest and non guest accounts</li> <li>C. Accounting system <ul style="list-style-type: none"> <li>. Non automated – Guest weekly bill, Visitors tabular ledger</li> <li>. Semi automated</li> <li>. Fully automated</li> </ul> </li> </ul>
Unit III: CHECK OUT PROCEDURES
<ul style="list-style-type: none"> <li>. Guest accounts settlement <ul style="list-style-type: none"> <li>- Cash and credit</li> <li>- Indian currency and foreign currency</li> <li>- Transfer of guest accounts</li> <li>- Express check out</li> </ul> </li> </ul>
Unit IV: NIGHT AUDITING
<ul style="list-style-type: none"> <li>A. Functions</li> <li>B. Audit procedures (Non automated, semi automated and fully automated)</li> </ul>
Unit V: FRONT OFFICE & GUEST SAFETY AND SECURITY
<ul style="list-style-type: none"> <li>. Importance of security systems</li> <li>B. Safe deposit</li> <li>C. Key control</li> <li>D. Emergency situations (Accident, illness, theft, fire, bomb)</li> </ul>

## School Of Hospitality

## Suggested Reading

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2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

## Course Content:

Unit I: Hotel Guestroom& Beds, mattresses and bedding	7 hours
<ul style="list-style-type: none"> <li>• <b>Types of Guest rooms</b></li> <li>• <b>Sample layout</b></li> <li>• <b>Guest floor rules</b></li> <li>• <b>Guest floor reportable</b></li> <li>• <b>Guest corridors</b></li> <li>• <b>Guest room beds</b></li> <li>• <b>Types of mattresses</b></li> <li>• <b>Selection of mattresses</b></li> <li>• <b>Soft furnishings</b></li> </ul>	
Unit II: The maid's cart & Cleaning Guestrooms	10 lectures
<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Design of a maids cart</li> <li>• Handling of maid's cart</li> <li>• Types of soil</li> <li>• Nature of soil</li> <li>• Principles of cleaning</li> <li>• Frequency of cleaning</li> <li>• Deep cleaning process</li> <li>• Spring cleaning</li> <li>• Bed making</li> <li>• Daily cleaning of guestroom</li> <li>• <b>Cleaning of occupied rooms</b></li> </ul>	
Unit III: Linen Room&Laundry Services	10 hours
<ul style="list-style-type: none"> <li>• <b>Storage conditions</b></li> <li>• <b>Linen room equipment and accessories</b></li> <li>• <b>Types of linen</b></li> <li>• <b>Exchange of linen</b></li> <li>• <b>Discarded linen</b></li> <li>• <b>Hiring of linen</b></li> <li>• <b>Introduction</b></li> <li>• <b>Organisation</b></li> <li>• <b>Laundry Process flow</b></li> <li>• <b>Layout of the laundry</b></li> <li>• <b>Laundry Agents</b></li> <li>• <b>Classification of stains</b></li> <li>• <b>Stain removal</b></li> </ul>	
Unit IV: Flower Arrangements	9 hours
<ul style="list-style-type: none"> <li>• <b>Flower arrangements in hotels</b></li> <li>• <b>Equipment and material required for flower arrangement</b></li> <li>• <b>Care and conditioning of flowers</b></li> <li>• <b>General guidelines for flower arrangements</b></li> </ul>	

Name of the Course	Housekeeping Operations			
Course Code	BSCH2008			
Prerequisite	Basic knowledge of English to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

## Course Objectives

1. Provide an understanding of Flower arrangements and its decoration
2. Facilitate an understanding about all the routine records maintained at Linen and Laundry rooms.
3. Familiarize the students with intradepartmental working of the housekeeping department

## Course Outcomes

CO1	Interpret guest room with interior furnishing.
CO2	Interpret Maid's cart trolley, different types of soils, and cleaning program.
CO3	Interpret proper functioning of linen, laundry, uniform and sewing room within Housekeeping department.
CO4	Interpret of Flower arrangements and its decoration.
CO5	Interpret and Understand different types of uniforms, equipment's and uniform exchange procedure.



• Introduction to Horticulture
Unit V: Facilities Management
Introduction, factors consideration, common services provided by facilities.
Unit VI Industry updates for Trends & Technology
Training and motivation Trends

## School Of Hospitality

## Suggested Reading

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
- 2. Hotel, Hostel & Hospitality by John C Bramon and Margret
- 3. Accommodation Operations Management by SK Kaushal and SN Gautam
- 4. Hotel Housekeeping – A training manual by Sudhir Andrews.
- 5.

4. Acquire knowledge through demonstrate of bulk cooking  
Course Outcomes

CO1	Plan a menu for various Indian cuisine for bulk kitchen and a la carte kitchen
CO2	Set up a banquet kitchen and Indian kitchen of an Indian restaurant.
CO3	Identify the various special ingredients being used in the different regions of India.
CO4	Demonstrate various Indian regional special dishes and desserts
CO5	Operate the heavy equipments used for bulk kitchen

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

<p>Session 1</p> <p>To formulate different sets of menus from the following regions and to include more dishes from the respective regions. The practical class will be conducted preferably by demonstrative method.</p> <p>Awadhi Cuisine</p>
Session 2 :Bengal Cuisine
Session 3:Goa Cuisine
Session 4: Gujarat Cuisine
Session 5: Hyderabad Cuisine
Session 6: Kashmiri Cuisine
Session 7:Maharashtra Cuisine
Session 8:Punjabi Cuisine
Session 9:Rajasthan Cuisine

Name of the Course				
Course Code	BSCH2010			
Prerequisite	Food Production Operations Lab			
Co-requisite	Basic understanding of the English language and knowledge of 1 <sup>st</sup> and 2 <sup>nd</sup> sem Food Production Courses			
Anti-requisite				
	L	T	P	C
	0	0	4	2

## Course Objectives

1. Learn about the basic India fundamental and concept
2. Prepare basic Indian gravies and paste
3. Preparation of regional dishes etc.

Session 10: South Indian Cuisine Tamil Nadu, Karnataka, Kerala
Session 11: Indian regional Sweets
Session 12: <ul style="list-style-type: none"> <li>Basic Indian Cuisine</li> <li>Composition of basic Indian masalas</li> <li>Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.</li> </ul>

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#### Suggested Reading

1. Practical cooking I,II by Thangam E. Phillip

2. B

Name of the Course	Food and Beverage Service (Wine and Liqueurs) La
Course Code	BSCH2011
Prerequisite	Basic understanding of Food and Beverage Service terms requires.
Co-requisite	
Anti-requisite	

	L	T	P	C
	0	0	4	2

#### Course Objectives

- The objective of the courses is to make the student understand the different style of servicing meal..
- Be able to setup the covers as per the menu.
- They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### Course Outcomes

CO1	The students would be able to identify the various types of Liquors, Wines
CO2	The students would be able to demonstrate the service of Wines, Beer, Spirits, Aperitifs and Liquor
CO3	The students would be able to plan regional menus and explain the new regional dishes
CO4	The students would be able to lay the covers for the service of regional dishes
CO5	The students would be able to serve the regional dishes in French/America style of service.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: Organizing Mise-en-place <ul style="list-style-type: none"> <li>Wine service equipment</li> <li>Beer service equipment</li> <li>Cocktail bar equipment</li> <li>Bar stock - alcoholic &amp; non-alcoholic beverages</li> </ul>
Unit II: Service of Alcoholic beverages Service of – <ul style="list-style-type: none"> <li>Beer</li> <li>Wine</li> <li>Spirits</li> <li>Liqueur</li> <li>Aperitifs.</li> </ul>
Unit III: Storage <ul style="list-style-type: none"> <li>Proper storage of alcoholic beverages</li> </ul>
Unit IV: Bar stock <ul style="list-style-type: none"> <li>Bar stock - alcoholic &amp; non-alcoholic beverages</li> </ul>
Unit V: Names of famous alcoholic beverages with their country of origin

Unit VI: Industry update for technology and trends

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Suggested Reading

1. Sudhir Andrews- F&B Service Manual
2. Dennis R Lilicrap Food and Beverage Service
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. John Hullar- The waiter
5. Hospitality Biz India
6. Hotel Association of India

1. To provide an understanding of the Tourism, Hospitality and Hotel Industry.
2. To familiarize the students with different hotels, different accommodation and different guest in these hotels.
3. To enhance the ability of the students in understanding the guest's needs.
4. To enhance understanding of the dynamics of interaction and integration between the individual and the organization.

Course Outcomes

CO1	To take and manage reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: Module I

Front Office Accounting procedures

- Manual accounting
- Machine accounting

Role Play , Situation Handling

Unit II: Module II

Payable, Accounts receivable, Guest History, Yield Management, Role Play , Situation Handling

Unit III: Module III

Role play: Hands on practices of computer application related to Front Office procedures:

- How to make a reservation in PMS?
- How to create and update guest profile?
- How to update guest folio?
- How to print guest folio?
- How to make sharer reservation?
- How to feed remarks in guest history?
- How to add sharer?
- How to make add on reservation?

Unit IV: Module IV

Name of the Course	FRONT OFFICE OPERATIONS (LAB)			
Course Code	BSCH2012			
Prerequisite	Basic understanding of the English language and also dedication and hard work			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

Course Objectives

Role Play: How to cancel a reservation? How to make group reservation? How to make a room change on the system? code? each shift? How to process charges in Opera? process a guest check out? folio in Opera?	How to How to make a How to log on cashier How to close a bank at the end of How to put a routing instruction? How to How to check out a
Unit V: Module V	
RolePlay: How to process deposit for arriving guest? How to process deposit for in house guest? How to check room rate variance report? How to process part settlements? How to tally allowance for the day at night? How to tally paid outs for the day at night? How to tally forex for the day at night?	

#### School Of Hospitality

##### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—  
Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews –  
Tata McGraw Hill.
3. Managing front office Operations by Michale L. Kasavana (AHLEI  
- Books).
4. Front Office Operations and Management by Ismail Ahmed (  
Cengage Earning).
5. Text book of front office operations and Management by Sudhir  
Andrews (Tata McGraw Hill)

CO4	Demonstrate and understand different types of flower arrangement with dry and fresh flowers.
CO5	Understand the rules of uniform designing.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: Linen Room management
<ul style="list-style-type: none"> <li>○ Discussion and demonstration of layout of Rooms &amp; Linen room</li> <li>○ Handling of damage linens</li> <li>○ Different types Towel decoration/ art.</li> </ul>
Unit II: Laundry room activity( wash cycle )
<ul style="list-style-type: none"> <li>○ Demonstration and practice of wash cycle through operation of washing machine</li> <li>○ Demonstration and uses of steam press</li> </ul>
Unit III: Stains and it's classification
<ul style="list-style-type: none"> <li>○ Types of stains</li> <li>○ Identification of stain</li> <li>○ Methods of stain removal</li> </ul>
Unit IV: Flower Room and different types of flower arrangement
<ul style="list-style-type: none"> <li>○ Different types of flower arrangement</li> <li>○ Different types of flower arrangement</li> <li>○ Identification and use of Flower making equipment tools</li> </ul>
Unit V: Uniform room operation
<ul style="list-style-type: none"> <li>○ Concept of uniform design</li> </ul>

Name of the Course	HOUSEKEEPING OPERATION (LAB)			
Course Code	BSCH2013			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires. basic knowledge of HK			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

## Course Objectives

. The objective of the courses is to make the student understand about various agents, equipments and methods being used on different types of surfaces.

## Course Outcomes

CO1	Demonstrate and discuss different types of room layout and Practice and understand different types of standard guest room supplies
CO2	Differentiate and familiarize with use of various washing tools
CO3	Demonstrate and understand various methods of stain removal process

## School Of Hospitality

## Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
5. Hotel Housekeeping – A training manual by Sudhir Andrews.

## Course Outcomes

CO1	Interpret the importance of maintenance & engineering in Hospitality Industry.
CO2	Interpret the effective management of energy in the Hospitality sector.
CO3	Identify the safety, security & hygiene procedure in the hospitality industry.
CO4	Identify principles of electricity with emphasis on working of Air conditioner and fridge.
CO5	Generalize the responsibilities towards preserving the environment and steps taken to preserve it.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

## Course Content:

Name of the Course	Hotel Engineering			
Course Code	BSCH1025			
Prerequisite	Clarity of basic safety and security procedures			
Co-requisite	Basic knowledge of science.			
Anti-requisite				
	L	T	P	C
	2	0	0	2

## Course Objectives

1. Provide an understanding of the importance of Hotel Engineering in the field of Hospitality.
2. To understand the different usage of fuels used in Hotel industry.
3. Facilitate an understanding about the safety, security & hygiene procedure in the hospitality industry
4. Provide in depth knowledge of the working of Air conditioners and Fridge.
5. As an individual understands the responsibilities and duty towards preserving nature.

Unit I: Maintenance Department: Introduction  
7 Hours

- 1 Preventive and breakdown maintenance
- 1 Comparison
- 1 Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel,
- 1 Organization chart of hotel and maintenance department.

## Unit II: Fuels used in catering industry 5 Hours

- 1 Types of fuel used in catering industry
- 1 Calorific value

I Comparative study of different fuels.	
Unit III: Safety	10 Hours
I Accident prevention, slips and falls	
I Types of fire	
I types of extinguishers	
I Safety precautions, bomb threat, theft, other safety topics.	

CO3	Identify various international appetizers and garnishes
CO4	Analyse and explain various international cuisine and dishes
CO5	Plan and execute duty rosters and proper functioning of kitchen

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Name of the Course	Food Production Management			
Course Code	BSCH3001			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

Course Content:

Unit I: Larder 8hours

- Layout and equipment
- Introduction of larder work
- Definition, equipment found in the larder
- Layout of typical larder and various sections
- Functions of the larder
- Hierarchy of larder staff
- Section of the larder
- Duties and responsibilities of larder chef
- Common terms used in the larder and larder control*
- Essential of larder control*
- Importance of larder control*
- Devising larder control systems*
- Liasoning with other departments*
- Yield testing*

Unit II: 8 Hours

- *Introduction to Charcutiere*
- *Sausages-types and varieties*
- *Casings-types and varieties*
- *Fillings-types and varieties*
- *Additives and preservatives*
  - Types and preparations of force meat
- Uses of force meat
  - Galantine-making and types
  - Ballotines-making and types
- *Types of pate, pate de foie gras, making of pate, pate massion*
- Types of Mousse, preparation of mousse and mousseline,
- Difference between the two
  - Cuts of ham, bacon and gammon
  - Differences between ham, bacon and gammon
  - Green ham, uses of the different cuts
- *Definition of aspic and jelly*
- *Difference between making of aspic and jelly*

Course Objectives

- 1.. Various Products made in Garde Manger like forcemeats, galantines, pates, mousse, mousseline , Aspic & Jelly.
2. Layout of Larder or Garde Manger. The Specific Equipment used Larder
3. Duties & Responsibilities of Larder Chef.
4. Making salads and salad dressings, relishes.

Course Outcomes

CO1	Analyse the functioning of Larder Section
CO2	Explain various charcuterie products

- *Uses of aspic and jelly*
- Meaning of chaudfroid
- Making of chaudfroid and precaution
- Types of chaudfroid
- Uses of chaudfroid
- Preparation and uses of quenelles, parfait and roulade

Unit III:	8 Hours
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- Classifications of appetizers
- Examples of appetizers
- Historic importance of culinary garnishes
- Parts of s/w
- Types of breads to use
- Types of fillings-classification
- Spreads and garnishes
- Types of s/w
- Storing of s/w

Unit IV:	8 Hours
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- Introduction of the International cuisine
- A Brief of all the countries to cover
- Chinese Cuisine: Introduction to Chinese food, Historical background, regional cooking styles, method of cooking, Equipments and utensils
- French Cuisine-- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Italy /Spain /Germany-Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Middle East- Arabic / Lebanese- Geographical location, Historical background, Staple food with regional influence specialties, Recipes
- Oriental : Japanese, Thai, Geographical location, Historical background, Staple food with regional influence specialties Recipes
- Bakery and Confectionery: Cake preparation –introduction, Types of cake, Methods of cake making, Some famous names of cakes, Icings and toppings, Varieties of icings, Usage of icing , Difference between icing and topping, Recipes, Frozen desserts, Types and classification of frozen desserts,
- Ice-cream-Definition and preparation, Additives and preservatives used in ice-cream manufacturing
- Meringue, Making of meringue, Factors affecting the stability, cooking of meringue, Types of meringue
- Uses of meringue, Chocolate: History, Sources, Manufacturing and processing of chocolate, Type of chocolates, Cocoa butter, white chocolate and its application

Unit V:	8 Hours
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Kitchen organization, Allocation of work job description, Duty roasters, Safety precautions, Food safety management systems, Production quality and quality control, Yield management  
Ideal uses of wine in cooking, Classification of herbs, French culinary terms

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Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger-By Culinary Institute of America
3. The Larder Chef by Leto and Mojo
4. Garde Manger by D.D. Sharma



CO4	Students will be able handle Gueridon Service
CO5	Students will be able analyze banquet functions and its operations.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Name of the Course	Food & Beverage Management			
Course Code	BSCH3002			
Prerequisite	Basic understanding of Food & Beverage Service			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

## Course Objectives

- To develop optimum level of knowledge and skills to independently manage bar in Hospitality Industry.
- Make them aware of cost controls, sales analysis.
- Classify and understand cocktails and mixed drinks
- Manage Gueridon service and Banquet function operations

## Course Outcomes

CO1	Students will be able to demonstrate management of bar
CO2	Students will be able to use strategies of menu engineering
CO3	Students will be able to classify various types of cocktails & mixed drinks

Unit I: Managing Food and Beverage Outlet (Bar Operations and Beverage Control) 11 Hours

Supervisory skills, Developing efficiency, Standard Operating

Procedure, Types, of Bar, Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish, Container, Ice well etc) Bar Stock, Bar Control, Bar Staffing, Opening, and closing duties, Purchasing, Receiving, Storing, Issuing, Standard Recipes, Standard portion size, Bar Inventory, Bar Frauds, Books maintained

Unit II: Menu Engineering 2 Hours

Definition & Objectives, Methods, Advantages

Unit III: Cocktails and mixed drinks 5Hours

Definition and History, Classification, Different Methods

of making cocktail, recipe, Preparation and Service of Popular Cocktails

Unit IV: Gueridon Service 4 Hours

History of Gueridon, Definition and term gueridon, General points to be considered while doing gueridon, Advantages and disadvantages of Gueridon Services, Gueridon equipments and ingredients, Method of service of common gueridon preparations

Unit V: Banquet, Buffet Management & Function

Catering 12 Hours

· Introduction · Types of Buffet · Table layout and configuration · Clothing and dressing the buffet table · Display and decoration · Types and limitations of food to be serve · Mise-en-place, Checklist and its proper supervision · Food & Beverage control-its application and buffet management · History of banquets; types of banquets (formal and informal) · Organization of Banquet Department, Function selling-menus, Facilities available, Sitting plans-theatre, class room and formal, Contract/Memorandum · Seating Plans, Mise-en-place, Service,

Toasting and sequencing of events, Banqueting exercises, Case studies in banqueting, Informal gathering, Reception ·Cocktail parties, Seminars, Exhibitions, Fashion shows ·Trade Fairs, Wedding, Organizing Theme functions

Unit VI : Innovative Practices in F&B Service

Innovative practices in Restaurant Service, Bar Management, Banquet Operations, Use of Technology

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#### Suggested Reading

- 1.F&B Service by R.Singarvelavan, Oxford University Press
2. Beverage Management by Dennis Lillicrap & John Cousins
3. F&B Service by S.N.Bagchi and Anita Sharma
4. F&B Service by Sudhir Andrews

Name of the Course	FRONT OFFICE MANAGEMENT			
Course Code	BSCH3003			
Prerequisite	Knowledge of 1-2 yrs of Front Office course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Planning of Budget.
2. Forecasting techniques
3. CRM and Revenue Management
4. Property Management system

#### Course Outcomes

CO1	Plan and evaluate the front office operations
CO2	Knowledge of PMS
CO3	Budgeting, CRM and
CO4	Revenue Management
CO5	Forecasting

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

#### Course Content:

Unit I: PLANNING & EVALUATING FRONT OFFICE OPERATIONS	8 Hours
Setting Room Rates (Details/Calculations thereof) - Hobart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. , Forecasting techniques, Forecasting Room availability, Useful forecasting data . % of walking . % of overstay % of under stay	
Unit II: Budgeting	8 Hours
Types of budget & budget cycle Making front office budget Factors affecting budget planning Capital & operations budget for front office Refining budgets, budgetary control Forecasting room revenue Advantages & Disadvantages of budgeting	
Unit III: Property Management system	10 Hour
Fidelio / IDS / Shawman Amadeus. Guest History Management Need, Tools, Process Report Generation & Analysis Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage	
Unit IV: Revenue Management	8 hours
Segment Mix in Hotel Industry, Inventory Management Rate Management, OTA's(Online Travel Agents),GDS, System contribution, Revenue Optimisation, STR Report(Smithline Travel	

Research),RGI(Revenue generation Index), Hotel intelligence, Market Intelligence	
Unit V: Forecasting	Hours :4
Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations	
Unit VI Students will adopt innovative practice in front office.	

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#### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication— Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Housekeeping Management			
Course Code	BSCH3004			
Prerequisite	Basic knowledge i.e. Foundation and operations of Housekeeping department			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. understand planning and organizing of housekeeping department and its budget preparation
2. understand the concepts of safety norms in hospitality industry
3. Understand the concept of interior designing and its benefits
4. Provides comprehensive view of accommodation management

#### Course Outcomes

CO1	Analyze overall view of accommodation management
CO2	Identify and understand different types of Budget and Budgetary Controls
CO3	Define the concepts of safety in hospitality industry.
CO4	Interpret and understand Interior designing and planning.
CO5	Plan and able to establish Housekeeping Department.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

Course Content:

Unit I: Planning & organizing of H.K Department	10 hours
<ul style="list-style-type: none"> <li>• <b>Area Inventory test</b></li> <li>• <b>Performance &amp; Productivity Standards</b></li> <li>• <b>Time and Motion study</b></li> <li>• <b>Standard Operating Manual- Job Procedures</b></li> <li>• <b>Job allocation &amp; work Schedules Calculating Staff strengths &amp; Planning Duty Reports</b></li> <li>• <b>Selection of Cleaning equipments and agents (inventory system)</b></li> <li>• <b>Housekeeping in institution other than hotels</b></li> <li>• <b>New Property Countdown</b></li> </ul>	
Unit II: Budget and Budgeting Control	8 Hours
<ul style="list-style-type: none"> <li>• The Budget process</li> <li>• Planning Capital Budget</li> <li>• Planning Operating budget</li> <li>• Operating Budget – Controlling expenses – Income Statement</li> </ul> <p>Stock records – Issuing and control.</p>	
Unit III: Control Services & safety	8 hours
<ul style="list-style-type: none"> <li>• Types of Contact services</li> <li>• Guidelines for hiring contract services</li> <li>• Safety awareness and accident prevention</li> <li>• Fire Safety and Fire Fighting equipment</li> <li>• First aid</li> <li>• Key and key Control</li> <li>• Crime Prevention and dealing with emergencies situations</li> </ul>	
Unit IV: Interior Decoration	8 hours
<ul style="list-style-type: none"> <li>• Elements of design</li> <li>• Color and its role in decors</li> <li>• Window and window treatments</li> <li>• Lighting and lighting fixtures</li> <li>• Floor Finishes and Carpet</li> </ul>	

<ul style="list-style-type: none"> <li>• Furniture and fitting and accessories</li> <li>• Layouts of guest room (refurnishing &amp; redecoration)</li> <li>• Size of rooms, sizes to furniture arrangement</li> <li>• Principles of design</li> <li>• Color has many &amp; color schemes</li> </ul>
Unit V: CHANGING TREND IN HOUSEKEEPING
7hours
Trends Women's only floor Design Trends Process Trends 2. Eco friendly Amenities, products & process Toiletries textiles Energy Conserving Products
Unit V Industry updated

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## Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
- 2.. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews
5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Food Production Management(LAB)			
Course Code	BSCH3005			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

Course Objectives

1. To make students learn about the technique of advance skill in food production
2. Have a basic knowledge of grade manager and cold kitchen
3. Know larder, its functions, food prepare in larder, ingredients used & their names
4. Know the buffet display and difference between edible & non-edible display.

- Session 4: Bakery & Patisserie Practical -Decorated Cakes
  - Gateaux

Session 5:Potato- All basic preparation such a boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne

Session 6:Cold sweet- Honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

Session 7:International Cuisine: Greece, Germany, American Cuisine, Mediterranean, Lebanese

Session 8: Innovations in Kitchen

#### Course Outcomes

CO1	Students will be able to demonstrate the functioning of larder
CO2	Students will be able to identity various types of Charcuterie products
CO3	Students will be able to classify various types of appetizers and sandwiches
CO4	Students will be able plan various international menus
CO5	Students will be able to analyse the uses of herb and wines and production management

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Session 1: Three course menus to be formulated featuring International Cuisines -French

Italian  
Spanish  
Mexican  
Chinese  
Thai

Session 2:

- Salads – basic simple salads & dressings
  - -Cole slaw
    - salade nicoise
  - Russian Salad
    - beetroot salad
  - Potato Salad
    - fruit salad
  - Carrot & Celery
- Waldrof salad

Session 3 :Demonstration of charcuterie -Galantines, Pate Terrines, Mousselines

#### School Of Hospitality

#### Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger-By Culinary Institute of America
3. The Larder Chef by Leto and Mojo
4. Garde Manger by D.D. Sharma

Name of the Course	Food and Beverage Management (LAB)			
Course Code	BSCH3006			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage various F&B service outlets

in Hospitality Industry also to make them aware of cost controls, sales analysis.

#### Course Outcomes

CO1	The students will be able to prepare and present various mocktail drinks
CO2	The students will be able capable of running bar operations
CO3	The students will be able todo task & record inventories
CO4	The students will be able to demonstrate & perform supervisory skills in F&B service
CO5	The students will be able to design, Layout Buff

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: Supervisory Skills :
• Conducting Briefing & Debriefing • Making Duty Roster • Preparing Job Description & Specification • Class room Exercise (Case Study method) • Drafting Standard Operating Systems (SOPs) for various F & B Outlets- Restaurant, Bar, Banquets & Special events • Supervising Food & Beverage operations
Unit II: Bar Operations :
• Designing & Setting the bar • Taking and Recording of Inventory • Preparation & Service of Cocktail & Mixed Drinks
Unit III:
• Case Study and Presentation of Menu Engineering
Unit IV:
• Case Study on setting up of Bar for parties • Case Study on planning and functioning of Banque • Case Study on Planning of Manpower of F&B department • Presentation
Unit V:
• Demonstration and Practice of Gueridon Service • Setting up of various types of Buffet ( Design, Layout)
Unit VI: Industry update for technology and trends

1. Michael M Coltman Beverage Management
2. Dr J.M Negi – Food and Beverage Management and Control.
3. S.N Bagchi& Anita Sharma- Food and Beverage Service
4. Jaffrey T Clarke Table and Bar
5. Hospitality Biz India

Name of the Course	FRONT OFFICE MANAGEMENT (LAB)			
Course Code	BSCH3007			
Prerequisite	Clarity of FO topics of previous semesters			
Co-requisite	Industrial Training experience			
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objectives

1. To provide an real time work exposure to the students .
2. To familiarize the students with different hotel forms and formats.
3. To enhance the ability of the students in understanding of the PMS systems used In hotels.
4. To enhance understanding of the different functions used in the software.
5. To understand the communication skill.

## Course Outcomes

CO1	To take and manage reservation in the manual and computerized FO operations.
CO2	Understand the Front Office software and their use.
CO3	To take and handle walk-ins and check in on the system.
CO4	Calculate tariff structure for different segments of clients of hotel
CO5	Acquire effective communication skill

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: Module-1
How to make sharer reservation How to feed remarks in guest history How to add a sharer,How to make add on reservation,How to amend a reservation How to cancel a reservation,How to make group reservation,How to make a room change on the system,How to log on cashier code How to check in an existing reservation,How to make a reservation
Unit II: Module -11
Hands on practice of computer applications on PMS front office procedures such as: . Night audit, . Income audit, . Accounts .Q. Situation handling – handling guests & internal situations requiring management tactics/strategies HMS Training – Hot Function keys How to put message How to put a locator How to check in a first time guest How to check in a day use
Unit III : Module -111
How to issue a new key,How to verify key How to cancel a key,How to issue a duplicate key How to extend a key,How to print and prepare registration cards for arrivals,How to programme keys continuously,How to programme one key for two rooms,How to re-programme a key
Unit IV: Module -1V

<p>How to create and update guest profiles How to update guest folio,How to print guest folio How to close a bank at the end of each shift How to put a routing instruction,How to process charges,How to process a guest check out How to check out a folio,How to process deposit for arriving guest, How to process deposit for in house guest,How to check room rate variance report,How to process part settlements How to tally allowance for the day at night How to tally paid outs for the day at night How to tally forex for the day at night How to pre-register a guest,How to handle extension of guest stay ,Handle deposit and check ins with voucher,How to post payment How to print checked out guest folio Check out using foreign currency</p> <p>Handle settlement of city ledger balance Handle payment for room only to Travel Agents Handle of banquet event deposits How to prepare for sudden system shutdown How to checkout standing batch totals How to do a credit check report, How to process late charges on third party,How to process late charges to credit card,How to check out during system shut down,Handling part settlements for long staying guest,How to handle paymaster folios How to handle bills on hold</p>
Unit V: Module -V
<p>Relevance of Internet for Front Office A strategic tool for global marketing-overview, Internet Marketing and Tourism,Internet and Marketing Mix,Internet and Advertising, E-Commerce transactions on the Net Electronic payment systems (EPS), online payments.,Application – Revenue Management Forms &amp; Formats</p>

## School Of Hospitality

## Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication— Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Housekeeping Management Lab			
Course Code	BSCH3008			
Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Industrial Training experience			
Anti-requisite				
	L	T	P	C
	2	0	0	2

#### Course Objectives

- 1.To understand first aid and dealing with emergency situation
- 2.To understand special decorations
3. To recognize the concept and importance of renovation followed in hotel industry.
- 4.To be aware about standard operating procedures and inspection checklist

#### Course Outcomes

CO1	To have knowledge and practice of using first aid and how to deal with emergency situations.
CO2	To be able to understand the layout of guest room and special decorations
CO3	To be able to refurbish and redecorate guestrooms.
CO4	Understand the concepts of team and block cleaning
CO5	Being able to design SOP as per requirement



CO6	Industry update for technology and trends
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## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

Course Content:

Unit I: First aid	8 Hours
Necessity of First Aid, placement of first aid kit in various outlets and dealing with first aid treatment. Mock drill on guest floor to handle emergency situations. Fire Evacuation procedure First aid for choking(Mouth to mouth respiration)	
Unit II: Special decorations	
Special decoration for different events	
Unit III: Layout of a guest room, Refurnishing Redecoration	4hrs
Designing of guest rooms (single, double and suit ) Preparation and procedure for refurbishing	
Unit IV: Team Cleaning Management	4 Hours
Team cleaning, Block cleaning	
Unit V: Designing Training Modules/ SOP/ Inspection Checklist	4 hrs
Design and management of duty roster in respect to above.. Designing of training module /SOP. Design and developing of inspection checklist.	
Unit VI Industry update for technology and trends	
Latest trends followed in hotel industry	

## School Of Hospitality

## Suggested Reading

1. Hotel, Hostel and housekeeping by John. C Branson & Margaret
2. Magazines of Airlines, Hotels & Tourism Organizations.
3. Hospitality Biz India, Travel Biz Monitor

This course builds upon the basic principles of marketing & sales and aims to develop student's ability to analyze the distinctive marketing & selling needs of services. It relies upon practical, real world case studies on a variety of diverse areas of marketing & selling to give students a broader knowledge of key issues and the business environment to which decision making skills can be applied. Topics include the role of marketing & selling as a part of brand management, relationship marketing and sales, focusing on guest expectations as a marketing driver and the management of the marketing mix.

Be able to identify the role of managers in the hospitality industry and to highlight their principal responsibilities

Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth

#### Course Outcomes

CO1	To explore the building of customer loyalty expectations and how these are utilized as marketing drivers.
CO2	To develop an understanding of relationship management and its importance to the sales and marketing strategy of the business.
CO3	To illustrate how decisions can be supported through Sales Office Communication System.
CO4	To identify the elements Personality traits of and how these impact on customer service and fulfil the guest expectations.
CO5	To explore and identify explore the various techniques of promotion and concepts of merchandising and systems utilized in the marketing and sales within the hospitality industry.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Introduction to Hospitality Sales & Marketing 8 Hours
Today's Hospitality Trends - Guest Preferences, Relationship Marketing, Marketing and Sales - Marketing vs./Sales, The Marketing Mix, Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales, The Importance of Sales - Sales as a Career and the challenges.
Unit II: Marketing Plan 7 Hours
The Marketing Team, Steps of Marketing Plan, conducting a Marketing Performance, Audit, Selection Target Market, Positioning of the Hotel / Food facility, Determining Marketing Objectives, Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.
Unit III: The Sales Office 3 Hours
Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department, Computerized Client Information, List Reports and Analysis, Yield Management.

Name of The Course	Hospitality Service Sales & Marketing				
Course Code	SOBO1001				
Prerequisite					
Co-requisite					
Anti-requisite					
	L	T	P	C	
	2	0	0	0	

#### Course Objectives

Unit IV: Personnel & Telephone Selling Technique 5 Hours  
 Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Basic of Telephone Communication -Telephone Etiquettes, Telephone Communication Skill, Listening Skill, Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls In Coming Calls - Reservations, Response to Advertising, Inquiries, Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

Unit V: Restaurant, Banquet & Meeting Room Sales  
 7 Hours  
 Consumer behaviour issues in online and social media context-Consumer behaviour and mass disruption in retail-Shopping Malls – A new shopping experience-Marketing ethics and consumer behaviour-PepsiCo's deal with Indian Medical Association to promote Tropicana and Quaker Oats raises ethical Concerns.

#### Suggested Reading

##### 1. Text Book (s)

1	Marketing Management: Concept and Cases-Dr. Raj Kumar and Nidhi Goel .Published by UDH Books
2	A textbook of Tourism and Hospitality Management –KCK Rakesh Kadam, VRK Shaifalee and VRK Chainickaa. Published by UDH Books

##### 2. Reference Book (s)

1	Hotel & Food Service Marketing- Francis Buttle
2	Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3	Hospitality Sales A Marketing Approach by Margaret Shaw Published By Wiley

Name of the Course	Campus to Corporate 2			
Course Code	SLSH3001			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objectives

1. To assess the current level of students.

2. To give a real time GD, Interview practice to the students.

3. To prepare students for technical interviews

4. To prepare the students for the placement process and future career prospects

#### Course Outcomes

CO1	The learner will be develop self-confidence make necessary corrections
CO2	The learner will be able to recognize and make use of the strengths
CO3	The learner will be able to practice and follow dressing etiquettes during interview and in corporate world.
CO4	The learner will be able to interpret and develop skills for career enhancement
CO5	The learner will be able to interpret and build skills to become a influential personality across hospitality sector

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I: Confidence Building
• Mind Mapping
Unit II: Group Discussion
Practice Group Discussion – Different Types of Group Discussion
Unit III: Dressing Etiquette
• Negotiation Skills Emotional Intelligence • Creativity and Leadership Skills
Unit IV: Interview Skills- I
• Comprehensive Online Tests contd. • Interview Skills
Unit V: Interview Skills- II
• Mock Interview (Assessment by Corporate experts and SLLL Trainers)
Unit VI: Industry update for technology and trends

## Course Content:

This unique concept is designed with an objective of better learning and understanding by offering the flexibility of Project Based Learning, in Industry environment for all students of Sem 6.

Methodology: Each student will suggest three topics of his/her choice related to the Hospitality Industry, the Dean/ Program Chair will guide each student in deciding the topic, preparing, finalizing, submission and evaluation of the report.

Project Guidelines	PBL
Food Production Management	20 credits Research Project
Food & Beverage Management & Control	
Entrepreneurship Development	
Hospitality & Tourism Marketing Management	
Facility Management, Planning & Design	
Accommodation Management	
Communication Skills	
Hospitality & Tourism Research Project	
Food Production Management	
Food & Beverage Management & Control	
Accommodation Management	

Course Outline: (Total Credits: 20)

## School Of Hospitality

## Suggested Reading

1. Delivering Employability Skills in the Lifelong Learning Sector by Ann Gravells, ISBN-10: 1844452956
2. Sample Papers of Various companies
3. Real world HR interviews from companies across various sectors like Hospitality, Front Desk, customer handling, aviation, cruise and Service Sector etc in and around NCR region.

Name of the Course	Research Project and Dissertation ,PBL (Project based learning)			
Course Code	BSCH3012			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	10
			0	

## Course Objectives

1. To learn the various aspects of research
2. To come out with a solution for a given problem using various research tools
3. To interpret the solutions
4. To analyse various situations and come out with relevant solutions

## Course Outcomes

CO1	To be able to analyze problems
CO2	To be able to come out with a sustainable solution
CO3	To be able to analyze various needs of guests in organization
CO4	To be able to cater to the guests demands and needs
CO5	To able to demonstrate teamwork

## Continuous Assessment Pattern

Review 1	Review 2	Review 3	Total Marks
30	30	40	100

Outline of the project is as described below. Here the students are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are working/ focusing on project of choice . This also enhances his understanding of Hospitality & interdepartmental coordination. He may be looking at this whole project like an entrepreneur also and doing the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired learning outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students is working /on job training then the student is expected to additionally prepare e and submit the details of his dept of working, his learning outcomes and the challenges he faced, and what efforts he made to overcome these challenge. This will be based on his observation and interactions with colleagues and supervisors in the department.

This complete report should be submitted a maximum of 50-80 pages in hardbound copy and soft copy in ppt slides.

#### Evaluation Matrix – Project Based Evaluation

	Marks	<u>Research Project and Dissertation</u>
Review 1	10	Framing of Questionnaire
	10	Submission of progress report (how, why, reasons for choice of questions etc.)
	10	Presentation
Review 2	10	Data Collection
		Review of Data
	10	Submission of progress report-Changes/Progress
	10	Presentation
Final Review	10	Completion of work
	10	Submission of Final Report
	20	Final Presentation Skills

Note: The report will only be evaluated after the Final Presentation in person on specified date.

Specific Department Submission and clarification (only for students who are placed)

1. Identification of Hotel/Department/Name of HOD/Mobile No., Email of HOD

2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report

3. Section wise details of learning outcome of that particular department.

4. Identification of all problems and challenges faced.

5. How each problem and challenge was faced, efforts made and strategies followed.

6. Any area /problems that are still unresolved

7. Overall benefits and learning from the on the job environment.

8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job .

#### Assessment:

The project will be submitted in form of -

1. Hard bound project report
2. Soft copy of the project report
3. PPT Presentation on the project.

Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.

The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

1. Introduction
2. Acknowledgement
3. Index
4. Content
5. Bibliography

School Of Hospitality

Suggested Reading

1. Various research papers related to their research topics.

Name of the Course	Researching for Hospitality & Tourism Management			
Course Code	BHHM3014			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Outcomes

CO1	Identify the role of research methodology
CO2	Analyze various types of data sampling
CO3	Analyze the processing and analysis of data
CO4	Demonstrate various type of graphical data presentation
CO5	Identify different steps involved in report writing

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Introduction to research methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis
Unit II: Sampling Design and Data Collection : Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.
Unit III: Processing and Analysis of data Editing, Coding, Classification and tabulation

Unit IV: Date Presentation Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis
Unit V: Report Writing Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

#### Suggested Reading

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R. : Research Methodology, New Age International, 2011.
  - Shajahan S. : Research Methods for Management, 2004.
  - Mustafa A. : Research Methodology, 2010.
  - Thanulingom N : Research Methodology, Himalaya Publishing
  - C. Rajendar Kumar : Research Methodology , APH Publishing
  - Gupta Hitesh and Gupta S. L. : Research Methodology, International Book House, 2011.
  - J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
  - Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

Name of the Course	Nutrition and Food Science			
Course Code	BSCH-1023			
Prerequisite	Basic knowledge of science specifically biology or interested in learning from the basic.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	2

#### Course Objectives:

- Provide an understanding of the basic food groups.

- Facilitate the students in understanding the various nutrients present in food ingredients.
- To make the students understand the various chemical changes that occur naturally or manmade & the effect on food.
- Understand the evaluation of food & the various sensory assessments.
- Provide the knowledge of BMR, the total energy required by a person and the SDA, dietary sources of energy.
- Understand the Balanced diet and develop menu (menu planning for the various categories of people, diabetic, high B.P., Low B.P. overweight, underweight, kids, marriages, etc.

#### Course Outcomes

CO1	Generalize various types of nutrients present in food and explain their importance
CO2	Analyse the effect of heat on various commodities
CO3	Evaluate food on the sensory evaluation.
CO4	Analyse the dietary sources of energy and factors effecting energy requirement
CO5	Design and plan a menu for the various categories of people, patients included

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Food Science and Nutrition & Nutrients
<ul style="list-style-type: none"> <li>• Food Science-Definition and scope of food science</li> <li>• Introduction of the topic</li> <li>• What is nutrition?</li> <li>• Types of nutrients-Macro &amp; Micro</li> <li>• Names of the nutrients.</li> <li>• Dietary sources of the nutrients</li> <li>• Effect of cooking on the nutrient</li> <li>• Uses in various food preparation</li> </ul>
Unit II: Food processing
<ul style="list-style-type: none"> <li>• <i>Definition</i></li> <li>• <i>Objective</i></li> <li>• <i>Methods of Food Preservation</i></li> <li>• <i>Types of treatment</i></li> </ul>
Unit III: Colloidal System in Food
<ul style="list-style-type: none"> <li>• Theory of emulsion and colloids</li> <li>• Types of emulsion</li> <li>• Emulsifying agents</li> <li>• Role of emulsifying agents</li> </ul>

#### Unit IV: Food Flavours and Energy Metabolism,

- *Definition*
- *Description of food flavours- tea, coffee, wine, meat, fish, spices*
  - Definition of energy and units of measurement (KCAL)
  - Energy contribution from macronutrients
  - Factors affecting energy requirements
  - Concept of BMR, SDA: Thermodynamics action of food.
  - Dietary sources of energy

#### Concept of energy balance and

#### Unit V: Balanced diet and Menu planning

- Definition
- Importance of balanced diet
- RDA for –age, gender, physiological state
- *Planning of nutritionally balanced meals based upon the three food groups system*
  - *Factors affecting meal planning*
  - *Critical evaluation of few meals*
  - *Principle of meal planning*
  - *Calculation of nutritive value of dishes/meals.*
- **Food Pyramid**

#### Suggested Reading

##### Prescribed Text:

Food Science, b. Srilakshmi

##### Additional References:

- Food & Nutrition for Nurses, Ruma Singh
- Textbook of nutrition for Nurses, Molly Sam & N. Geetha
- Nutrition & Bio chemistry for Nurses, Jacob Anthikad

#### Suggested Reading

##### 1. Text Book (s)

1	Marketing Management: Concept and Cases-Dr. Raj Kumar and Nidhi Goel .Published by UDH Books
2	A textbook of Tourism and Hospitality Management –KCK Rakesh Kadam, VRK Shaifalee and VRK Chainickaa. Published by UDH Books

##### 2. Reference Book (s)

1	Hotel & Food Service Marketing- Francis Buttle
2	Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3	Hospitality Sales A Marketing Approach by Margaret Shaw Published By Wiley

Name of the Course	Campus to Corporate 2			
Course Code	SLSH3001			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.			
Co-requisite				
Anti-requisite				
	L	T	P	C

#### Course Objectives

1. To assess the current level of students.
2. To give a real time GD, Interview practice to the students.
3. To prepare students for technical interviews
4. To prepare the students for the placement process and future career prospects

#### Course Outcomes

CO1	The learner will be develop self confidence make necessary corrections
CO2	The learner will be able to recognize and make use of the strengths
CO3	The learner will be able to practice and follow dressing etiquettes during interview and in corporate world.
CO4	The learner will be able to interpret and develop skills for career enhancement
CO5	The learner will be able to interpret and build skills to become a influential personality across hospitality sector

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100



## Course Content:

Unit I: Confidence Building
• Mind Mapping
Unit II: Group Discussion
Practice Group Discussion – Different Types of Group Discussion
Unit III: Dressing Etiquette
• Negotiation Skills Emotional Intelligence • Creativity and Leadership Skills
Unit IV: Interview Skills- I
• Comprehensive Online Tests contd. • Interview Skills
Unit V: Interview Skills- II
• Mock Interview (Assessment by Corporate experts and SLLL Trainers)

## School Of Hospitality

## Suggested Reading

1. Delivering Employability Skills in the Lifelong Learning Sector by Ann Gravells, ISBN-10: 1844452956
2. Sample Papers of Various companies
3. Real world HR interviews from companies across various sectors like Hospitality, Front Desk, customer handling, aviation, cruise and Service Sector etc in and around NCR region.

Name of the Course	Advanced FOOD PRODUCTION -I			
Course Code	BHMH3010			
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

## Course Objective

1. Is to make students learn about various International Cuisine and to create innovative dishes .
2. To analyze various desserts made in international
3. To innovate new dishes
4. To analyze various new trends in kitchen

## Course Outcomes

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

## Course Content:

Unit I: Asian cuisine- 8 hours

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- Chinese, Japan, Thai, Indo, Philippine,
- Special ingredients, equipment, tools, preparation and technology involved.

Mexican, Lebanese, Middle Eastern, Spanish

Unit II: European

Cuisine

8 Hours

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,
- Pasta & rice, types and sauces

Unit III: American Cuisine

8 Hours

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit IV: BREAD ARTS /Dessert Presentation

Hours

- Bread Centerpieces – Bread Basket, Braided Bread · Saltillage – Salt dough
- Types, techniques, Usage
- Preparation of Dessert Garnishes – tulip Paste, chocolate stencils, nougat garnishes, etc. 40
- Sauce pouring techniques – Piping, brushing, Feathering, etc.

Unit V: Product Research & Development

Hours

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

Unit VI Industry Update for Technology and Trends

New trends and Innovations in Food Industry

School Of Hospitality

### Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger

3. The larder Chef

4. Garder Manger by D.D Sharma

Name of the Course	Advanced Food and Beverage Service-I			
Course Code	BHMH3011			
Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

### Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

### Course Outcomes

CO1	The learner will be able to apply safety, security and emergency procedures followed at the outlet.
CO2	The learner will be able to operate the design, setup and operation of the outlet.
CO3	The learner will be able to identify the various documents/bills required and procedures followed at the receiving area.
CO4	The learner will be able to identify bar setup, staff required and their responsibilities.
CO5	The learner will be able to interpret Event Marketing, Concept & Planning for MICE segments.

### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: MANAGING F & B OUTLETS

Indenting and maintaining par-stocks of supplies, Advertisement/selling techniques. Garbage disposal, Situations handling, Fire and emergency procedure, Employee requirement, Setting up operational procedures, Training programmer, Employee evaluating / performance appraisal.

#### Unit II: RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site, Sources of finance, Design consideration, furniture, lighting and décor, equipment required, records maintained, Licenses required, Practice on Standard Operating Procedures in Restaurant, list of restaurant equipment manufacturer ( assignment)

#### Unit III: Receiving Controls

Receiving Food & Beverages: hygiene and sanitation of receiving area , Document given by suppliers bills/ invoice/ cash items/ credit notes/ record maintained, meat tags, Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area.

#### Unit IV: BAR OPERATIONS

Types of Bar- Cocktails, Dispense, Floating/ Cash bar, Area of bar - Front, Under, Back. Bar equipment, Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems. Liquor Licenses, Cooking and Carving at Table.

#### Unit V: EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing, Organisation of banquet department with their duties of responsibilities, Banquet protocol. Types of function - formal/informal, buffets, theme parties, preparation of duty roasters in restaurants & function catering Planning & Operating various outlet ( Fast Food and coffee shop, bar), Supervisory skills, SOP

#### Unit VI: Industry update for technology and trends

School Of Hospitality

#### Suggested Reading

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Management By John Cousines

Name of the Course	ADVANCED FRONT OFFICE I			
Course Code	BHMH3012			
Prerequisite	Passed the previous Semesters of Front Office			
Co-requisite	Clarity of FO topics of previous semesters			
Anti-requisite	Industrial Training experience			
	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Make the students understand computer application in Front Office Operation
2. Explaining the Front Office Accounting
3. Describe control of cash and credits
4. Describe the explain Night Auditing
5. Develop the understanding on the importance of guest safety and security
6. Develop communication skill

#### Course Outcomes

CO1	Explain computer application in Front Office Operation
CO2	Understand Front Office Accounting
CO3	Describe control of cash and credits
CO4	Acquire Night Auditing skill
CO5	Know the importance of guest safety and security

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: Handling situations and complaints
Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling
Unit II: Human resource management
Planning, development, job analysis, recruitment, selection, orientation, HR Challenges, employee retention and motivation
Unit III: Case Studies on Safety & Security of Guests
Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds
Unit IV: Computerized/ Electronic Front office
<ul style="list-style-type: none"> <li>Features of electronic front office.</li> <li>Factors affecting electronic front office</li> <li>Check-in, check out in fully automated front office</li> </ul> On line management
Unit V: Recent trends and technology in hotel front office
Introduction Importance Advantages
Unit VI : Latest Technology in Hotel

#### School Of Hospitality

#### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengagae Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	ADVANCED HOUSEKEEPING I			
Course Code	BHMH3013			
Prerequisite	Knowledge of 1-3 Years of housekeeping course			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

#### Course Objectives

1. Understand, planning and organizing of housekeeping department and its operation.
2. Understand the concepts of classification and planning a guest room according to norms.
3. Understand the concept of textile manufacturing and its use in hospitality sector
4. Understand the concept of professional laundry management.
5. Update with latest trends in hotel housekeeping department.

#### Course Outcomes

CO1	Interpret operation of housekeeping department and it's set up.
CO2	Illustrate the concepts of classification and planning a guest room according to norms
CO3	Interpret the concept of textile manufacturing and its use in hospitality
CO4	Define professional laundry management.
CO5	Interpret the significance of training & Motivation in hotel housekeeping department.
CO6	Industry updates for technology and trends

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20-	50	100

#### Course Content:

Unit I: Preopening Property Operations Management 7 Hours
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1. Preopening Property Operations 2. Setting up housekeeping department 3. Countdown to opening 4. Preparing snag report. 5. Preparing other housekeeping report
<b>Unit II: Planning of a Guest Room</b> 6 hours
Size of Guest Room as per the classification norms 2. Layout of the guest room to the scale 3. Furniture - size and arrangement 4. Bathroom fixtures & amenities 5. Planning of Services Areas – Linen Room / Laundry
<b>Unit III: Textiles</b> 8 hours
Yarn manufacturing 2 Textural processes 3 Characteristics & uses of various fabrics 4 Selection of fabric
<b>Unit IV: : Laundry Management</b>
1. Laundry concept. Organization structure and importance. 2. Laundry Planning and operation 3. Professional Laundry set up 4. Managing Guest laundry
<b>Unit V: Training &amp; Motivation in housekeeping</b>
1. Training and motivation 2. Various training imparted on housekeeping staff <b>3. IT savy in hk</b>

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#### Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews
5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Name of the Course	Advanced FOOD PRODUCTION-I Lab			
Course Code	BHMH3017			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requirements.			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

#### Course Objectives

1. Is to make students learn about various International Cuisine and
2. To create innovative dishes
3. To learn about the various international desserts
4. To plan menu as per guest requirements

#### Course Outcomes

CO1	Plan Asian menu and its dishes
CO2	Plan European menu and its various dishes
CO3	Able to create and plan American cuisine.
CO4	Able to demonstrate various International breads and desserts
CO5	Develop and innovate new recipes

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I:	
	Three course menus to be formulated featuring International Cuisines Chinese, Japan, Thai, Indo, Philippine,
Unit II:	8 Hours

Three course menus to be formulated featuring International Cuisines Mexican, Lebanese, Middle Eastern, Spanish.
Unit III: Hours
Three course menus to be formulated featuring International Cuisines French, Italy and Germany
Unit IV: Hours

Three course menus to be formulated featuring International Cuisines American Cuisine The various regions of America with different styles of cooking like Cajun and creole cooking, soul cooking etc.

Unit V: Structures Hours
BREAD ARTS · Bread Center pieces – Bread Basket, Braided Bread · Saltillage – Salt dough. -Types, techniques, Usage

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#### Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger by CIA
3. On Cooking - Sarah Labensky
4. Culinaria Mundi
5. Professional Bakery

Name of the Course	Advanced Food and Beverage Service (Lab)- I
Course Code	BHMH3018
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires.

Co-requisite					
Anti-requisite					
		L	T	P	C

#### Course Objectives

1. The objective of the courses is to make the student understand the different style of servicing meal
2. Be able to setup the covers as per the menu.
3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### Course Outcomes

CO1	Identify the various types table layouts
CO2	Identify the Gueridon service concept
CO3	Understanding the buffet counter setup
CO4	Identify the different setup of banquet buffet and there process
CO5	Planning of buffet menu through checklist
CO6	Industry update for technology and trends

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I:
• Table layout and services for different types of meals
Unit II:
• Gueridon Service • Preparation and service of Banana Flambé and Crepe Suzette
Unit III: A
• Layout and drawing of the functions prospectus and identifying its appropriate usage • Planning of different types of buffet counters and setting the counters • Preparation of function checklist of buffet
Unit IV:

- Assignment on buffet menu planning ,Planning the table layouts of different types of banquet function
- Seating plans of different Banquets. Preparation of charts, Name cards etc.
- Food and beverage-how to serve in banquets

## Unit V:

- Assignments:
  - a) Checklist for conference and other parties
  - b) Menu planning for State Banquets
- To visit Hotels for Buffet Banquet and business events and Exhibition)

## Unit VI: Industry update for technology and trends

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## Suggested Reading

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lillicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Service - Dennis R.Lillicrap. & John
6. Food & Beverage Service - Dennis R.Lillicrap. & John

Prerequisite	Passed the previous semesters of Front Office			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

## Course Objectives

1. To provide an understanding Practice how to make itinerary.
2. To familiarize the students with GDS.
3. To enhance the ability of the students how to handle situation.
4. To familiarize with Practice on Room Management System.
5. Make the students aware of the proper functioning of Reservation, Check in . Also how to handle and resolve guest issues.

## Course Outcomes

CO1	Understand Practice and Usage of itinerary.
CO2	Understand and be able to work on GDS.
CO3	To enhance the ability of the students how to handle situation.
CO4	Understand with practice on room management system.
CO5	Hands on practice on Reservation, Check in, Practical Situations & solving Guest Problems
CO6	Latest Technology used in front office

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

## Unit I:

1. Tour Itinerary
2. Assignment on GDS

## Unit II:

Name of the Course	ADVANCED FRONT OFFICE - ADVANCED FRONT I LAB
Course Code	BMH3019

Mock Situations – Role – Plays Case Study - Practical Situations
Unit III:
Practice on Cases Related to Front office & Other Departmental Communications. Situations on Basis of Charging
Unit IV:
Practice on Room Management System
Unit V:
Practice on Reservation, Check in, Practical Situations & Guest Problems

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#### Suggested Reading

#### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).
5. Text book of front office operations and Management by Sudhir Andrews (Tata McGraw Hill)

Name of the Course	Advance Housekeeping I Lab
Course Code	BHMH3020

Prerequisite	Basic knowledge of Housekeeping to understand the technical terms			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	4	2

#### Course Objectives

1. Students should be able to Interpret and understand operation of housekeeping set up
2. Illustrate the concepts of classification and planning a guest room according to norms
3. Interpret and understand the concept of textile manufacturing and its use in hospitality

#### Course Outcomes

CO1	To understand detail on developing snag report and other various reports
CO2	To learn Planning of a Guest Room
CO3	To demonstrate different types of towel art with linen
CO4	To understand laundry management
CO5	To demonstrate and learn various procedure and techniques adopted by housekeeping department in aspect to eco friendly product.
CO6	To understand Industry updates and latest trends

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

<b>Unit I: Preopening Property Operations Management</b>
1. Development of Of snag report 2. Development of Inspection report
<b>Unit II: Planning of a Guest Room</b>
1. Guest room planning techniques 2. Updation of room status in software
<b>Unit III: Textiles</b>
<ul style="list-style-type: none"> <li>○ Understanding Of fabric in aspect to GSM &amp;TC</li> <li>○ Different towel art by linen</li> <li>○ Different towel art by linen</li> </ul>
<b>Unit IV: Laundry Management</b>



Laundry flow process Laundry set up procedure
<b>Unit V:</b> : Eco friendly Amenities, products and process Identification and use of ecofriendly product

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#### Suggested Reading

1. Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

2. Hotel, Hostel & Hospitality by John C Bramon and Margret.

3. Accommodation Operations Management by SK Kaushal and SN Gautam

4. Hotel Housekeeping – A training manual by Sudhir Andrews

5. Hotel, Hostel & Hospitality by John C Bramon and Margret.

Anti-requisite					
		L	T	P	C
		0	0	8	4

#### Course Objectives

1. Learn about various hospitality issues

2. Learn about various hospitality issues

3. Learn how to evaluate the potential

4. Improve organizing & managerial skills.

#### Course Outcomes

CO1	Understand Research work
CO2	Develop practical understanding of Hospitality sector
CO3	Able to learn field experience
CO4	Interpret with issues in departments
CO5	Learn to carry out research work to address the issues

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Suggested Topics for the Project Report are - (Sample)  
 Technology in Hotel Services  
 A case study of Hotel- ABC.”  
 Surveying of Guest Behavior  
 Surveying of Environment Conservation  
 Surveying of Negative impacts of System  
 Segmentation of Guest staying in unit.  
 Profiling of Tourists/ Guests  
 Comparative analysis of Tariff Strategies.  
 Linkages amongst various constituents of Hospitality industry  
 HRD- Policies of Unit/ Chain  
 Cost Control in Housekeeping/ Kitchen/F&B Service/Front Office  
 Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Detailed Instructions: Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.  
 The Project should include:-  
 The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.  
 · Certificate by Candidate of genuine work.

Name of the Course	Project Work
Course Code	BHMH3014
Prerequisite	
Co-requisite	

- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
- Need of study
- Problem Definition
- Research objective
- List of Information
- Research Methodology
- Research design
- Source of data
- Instrumentation of data collection
- Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

	L	T	P	C
	4	0	2	5

### Course Objectives

1. Students will be able to understand retail planning and various retail operation skills.

### Course Outcomes

CO1	Interpret the business of Retail industry.
CO2	Identify different types of retailing and Retail Strategic Planning and Operation Management.
CO3	Identify different cycles in retailing.
CO4	Interpret various retail operating skills.
CO5	Identify different issues in retail operation and to address them.

### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

### Course Content:

<b>Unit I:</b> The Business of Retail: 8 hours
Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.
<b>Unit II:</b> 2 Retail Models and Theories of Retail Development- 8 hours
Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.
<b>Unit III:</b> Merchandise
Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.
<b>Unit IV:</b> Retail Operating Skills 7 hours

Name of the Course	Retail Management
Course Code	BHMH3016
Prerequisite	Knowledge of Retail Management
Co-requisite	
Anti-requisite	

Pre-Check, Opening the Sale, Probing, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations
<b>Unit V: Retail Management through PMS7 hours</b>
: Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

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#### Suggested Reading

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Prerequisite	Clarity of HK topics of previous semesters			
Co-requisite	Basic Knowledge of linen department and its working			
Anti-requisite				
	L	T	P	C
	2	0	0	2

#### Course Objectives

1. To make the student understand about various types of linen and fabrics used in hotels.
2. To familiarize with the operations of laundry Department.
3. Identifying various activities followed in Sewing Room.
4. Proper understanding of renovation, safety and security followed in hotel industry.
5. Identifying and understanding latest renovation trends followed in Hotel Industry.

#### Course Outcomes

CO1	Understand different types of fabric and its usage by housekeeping department.
CO2	To correlate the procedure of Laundry Operations
CO3	To recognize the activities followed in Sewing Room
CO4	Understand the concepts of safety norms in hospitality industry
CO5	To recognize the concept and importance of renovation followed in hotel industry.
CO6	Industry update for technology and trends

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: Textiles	9 Hours
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Name of the Course	Linen Management
Course Code	BHMH3023

Introduction	
Classification and Identification of Textile Fibres	
Characteristics of Textile Fibres	
Yarn	
Types of Yarn	
Yarn Characteristics	
Fabric Construction	
Weaving	
Other Methods of Fabric Construction	
Blends and Unions	
Textile Finishes	
Mechanical Finishes	
Filling Finishes	
Chemical Finishes	
Dyeing and Printing	
Use of Textiles in Hotels	
<b>Unit II: Linen and Laundry Operations</b>	<b>9 Hours</b>
Introduction	
The Linen and Uniform Room	
Linen Room Organization	
Storage of Linen	
Linen Exchange	
Linen Quality and Lifespan	
General Selection Criteria for Fabrics	
Discards and Their Reuse	
Types of Laundries	
Laundry Equipment Folding Machines 458 Spotting Units 458	

The Laundry Process	
Stain Removal	
Dry-cleaning	
Handling Guest Laundry	
Care Labels	
<b>Unit III: Sewing Room</b>	<b>4 Hours</b>
Introduction	
Activities in the Sewing Room	
Job Specification of a Seamstress/ Tailor	
Sewing Area and Equipment	
Basic Hand Stitches	
Temporary Stitches	
Permanent Stitches	
Fasteners	
<b>Unit IV: Safety and Security</b>	<b>10 Hours</b>
Introduction	
511 Work-environment Safety and Job Safety Analysis	
Potential Hazards in Housekeeping Operations	
Safety Awareness and Accident Prevention	
Concept of Safeguarding Assets	
Fire Prevention and Fire-fighting	
First-aid	
Crime Prevention	
Dealing with Emergencies	
Planning for an Emergency	
Dealing with Bomb Threats	
Dealing with Terrorism—Steps and Precautions	

Guest and Employee Thefts	
Sickness and Death	
Unit V: Hotel Renovation	9 Hours
Introduction Reasons to Renovate Types of Renovation Subsidiary Processes in Renovation Refurbishing Redecoration	
Unit VI Industry update for technology and trends	

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#### Suggested Reading

1. Hotel, Hostel and Hospitality housekeeping by John .C. Bransin& Margaret
2. Hotel, Hostel & Hospitality by John C Bramon and Margret.
3. Accommodation Operations Management by SK Kaushal and SN Gautam.
4. Hotel Housekeeping – A training manual by Sudhir Andrews.
5. Magazines of Airlines, Hotels & Tourism Organizations.
6. Hospitality Biz India, Travel Biz Monitor

Name of the Course	Advanced Food Production-II
Course Code	BHMH4010
Prerequisite	Summer Internship in a 5-star category hotel with well-maintained Larder and Garde

	Manger. Basic French culinary terms knowledge			
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

#### Course Objectives

1. Is to make students learn about various International Cuisine
2. To create innovative create
3. To learn various international desserts and breads
4. To learn new trends in hospitality

#### Course Outcomes

CO1	Able to demonstrate various international classical dishes
CO2	Able to analyze various preserving techniques
CO3	Able to identify various new cooking concepts in international cuisine
CO4	Able to identify various food presentation principles
CO5	Able to analyze various aspects of entrepreneurship development

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: International Speciality Fine Foods 10 Hours
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Caviar · Oysters · Pate de foie gras · Salmon · Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Tepanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck

Unit II: Speciality Cooking and Preserving Techniques 8 Hours
· Bar-be-cue · Sous vide · Confit · Microwave cooking · Fondue · Combination cooking · Smoking · Brining
Unit III: New Concepts in International Cuisine 8 Hours

· Genetically modified food · Organic food · Slow food movement · Molecular gastronomy · Vegan cuisine · Kosher food
Unit IV: Food Presentation Principles 8 Hours
· Basic presentations · Modern perspectives · Use of technology · Contemporary plates · Unconventional garnishes · Roles and use of garnish
Unit V: ENTREPRENEURSHIP 8 hours

Prerequisite	Basic understanding of the English language, knowledge of previous F&B Service theory classes			
Co-requisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

#### Course Objectives

To develop optimum level of knowledge and skills in the students so as they are capable to Independently manage bar, banquets and restaurants in Hospitality Industry, also to make them aware of cost controls, sales analysis

#### Course Outcomes

CO1	The learner will understand international food and beverage service sector
CO2	The learner will understand food & beverage costing & control
CO3	The learner will understand records & formats
CO4	The learner will understand inventory management
CO5	The learner will understand purchasing process

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: FOOD AND BEVERAGE COST CONTROL SYSTEMS
Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.
Unit II: FOOD AND BEVERAGE CONTROL IN SERVICE
K.O.T control system, F&B control cycle, making bills, cash handling, theft control system, F & B control records and formats.
Unit III: INVENTORY MANAGEMENT –
Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.
Unit IV: RESTAURANT PLANNING & DESIGN
Concept, layout, Décor and furnishing, fixtures and fittings, equipments, menu planning, menu engineering, advertising

· The process in becoming an entrepreneur · Attributes of an entrepreneur · Hindrance faced by an entrepreneur · SWOT analysis · Entrepreneur Vs Chef · The rewards

Unit VI : Industry Update for Technology and Trends
Innovations in Industry
New Trends in Industry

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#### Suggested Reading

- 1.International Food Production -By Chef Bali
- 2.On Cooking -Sarah Labensky
- 3.Professional Cooking
- 4.On Food and Cooking
5. Professional Baking

Name of the Course	Advanced Food and Beverage Service-II
Course Code	BHMH4011

identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling

**Unit V: FOOD AND BEVERAGE PURCHASING**

Food and beverage purchasing, Purchasing Methods, Food and beverage receiving and storage, Types of Receiving.

**Unit VI: Industry update for technology and trends**

5. Develop the understanding on importance of energy management in hotel

**Course Outcomes**

CO1	Explain about training for room division.
CO2	Understand the guest loyalty & culture.
CO3	Describe total quality management in 12st century.
CO4	Acquire and describe the case studied on operation management.
CO5	To acknowledge the importance and usage of energy management in hotel.

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**Suggested Reading**

1. Food & Beverage Service by R. Singaravelavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Service - Dennis R.Lilicrap. & John
6. Food & Beverage Management By John Cousines

**Continuous Assessment Pattern**

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

**Course Content:**

<b>Unit I: Training for Rooms division</b>	<b>8 Hours</b>
Definition, Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees	
<b>Unit II: Guest Loyalty &amp; Culture</b>	<b>8 Hours</b>
Definition of Culture, Dimension of Culture Difference for Guests Impact of Culture on Guest Satisfaction and Loyalty, Definition of Guest Loyalty, the Importance of Guest Loyalty in the Hotel Industry, , Loyalty Prerequisites, Guest Satisfaction	
<b>Unit III: Total Quality Management</b>	
Quality Management in the 21st Century in the Hotel Industry, Theories about Quality, Challenges in the Hotel Industry, Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality Management, Importance of TQM in Accommodation Management.	
<b>Unit IV: Case Studies on Operation Management</b>	

Name of the Course	Advanced Front Office II			
Name of the Course	Advanced Front office Operations II			
Course Code	BHMH4012			
Prerequisite				
Anti-requisite				
	L	T	P	C
	3	0	0	3

**Course Objectives**

1. Make the students understand the training concept for Rooms division.
2. Understand the importance and usage of Guest Loyalty Programmes.
3. Describe the knowledge and working of Total Quality Management system.
4. Understand case studies and solutions of Operation Management.

Guest Complaint Management, Customer Surveys and Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery

Unit V: Environment Management 6 Hours

Environment and ecology, Pollution and its effects, International EMS standards

Unit VI Latest Technology in Front Office

2. Understand the Planning and organizing the housekeeping service
3. Understand the the Waste Management procedure

4. Understand the Principles of design, management and furnishing
5. Understand the Ergonomics in Housekeeping

#### .Course Outcomes

CO1	Understand Personal skills in accommodation operations and services
CO2	Understand the Planning and organizing the housekeeping service
CO3	Understand the the Waste Management procedure
CO4	Understand the Principles of design, management and furnishing
CO5	Understand the Ergonomics in Housekeeping

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

Unit I: THE PROFESSIONAL HOUSEKEEPER 8 hours

The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices

Unit II: MANAGING HOUSEKEEPING OPERATIONS  
8 Hours

Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping

Unit III: HAZARD MANAGEMENT & SAFETY

Hours

Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues. OSHA Standards

Unit IV: NEW FACILITY OPERATIONS MANAGEMENT

Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping. Revenue from Housekeeping, Mini Bar Management.

Unit V: Ergonomics in Housekeeping 8 hours

Ergonomics in Housekeeping  
Introduction  
Ergonomics  
Ergonomics in hotel housekeeping  
Analysis & risk factors in housekeeping: Ergonomic Perspective

#### School Of Hospitality

#### Suggested Reading

- 1.
- 2.
- 3.
- 4.
- 5.

Name of the Course	Advanced Housekeeping II			
Course Code	BHMH4013			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	4	0	0	4

#### Course Objectives

1. Understand Personal skills in accommodation operations and services



## Unit VI Industry updates for technology and trends

## School Of Hospitality

## Suggested Reading

1. Hotel, Hostel & Hospitality by John C Bramon and Margret.
2. Accommodation Operations Management by SK Kaushal and SN Gautam.
3. Hotel Housekeeping – A training manual by Sudhir Andrews.
4. Hotel Housekeeping- Operations and management by G.Raghubalan and Smriti Raghubalan.

2. To Create innovative dishes
3. To learn various international bakery products
4. To learn the concepts of menu engineering

## Course Outcomes

CO1	Able to illustrate various exotic international preparations
CO2	Able to demonstrate modern plate presentation
CO3	Able to analyze various aspects of molecular gastronomy
CO4	Able to demonstrate various international desserts
CO5	Able to plan various international and Indian meals

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I: INTERNATIONAL SPECIALITY FINE FOODS  
8 Hours

· Caviar · Oysters · Pate de foie gras · Salmon · Ahi tuna · Kobe beef · Chilean sea bass · New Zealand lamb · Sushi · Teppanyaki · Angus beef · Exotic fruits and vegetables · Peking Duck

Unit II:	8 Hours
MODERN PLATE PRESENTATION USING CONTEMPORARY MENUS	
Unit III:	MOLECULAR GASTRONOMY INTRODUCTION
Unit IV:	International Desserts
Unit V:	DEMONSTRATIONS BY INDUSTRY EXPERTS
Unit VI:	Industry trends and Industry Update

Name of the Course	Advanced Food Production II lab			
Course Code	BMMH4017			
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical requires			
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	8	4

## Course Objectives

1. Is to make students learn about various International Cuisine

## School Of Hospitality

## Suggested Reading

1. On cooking - Sarah Labensky
2. On Food and Cooking
3. Professional Chef
4. Professional Bakery
5. The Larder Chef : Leto and Mojo

	L	T	P	C
	0	0	4	2

#### Course Objectives

1. The objective of the courses is to make the student understand the different style of servicing meal
2. Be able to setup the covers as per the menu.
3. They should be confident to plan menu and suggest alcoholic beverages to go along with it.

#### Course Outcomes

CO1	Identify the various types of banquet functions.
CO2	Plan regional menus and explain the new regional dishes
CO3	Understanding of SOP's
CO4	Research on the CCG makers in the market
CO5	Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Unit I:
<ul style="list-style-type: none"> <li>• Skill and Techniques for Formal Banquet Services Function</li> <li>• Calculation of Space for Banquets Banquet Menu.</li> <li>• Setting of Various Types of Buffet.</li> </ul>
Unit II:
<ul style="list-style-type: none"> <li>• Guéridon and Flame Cooking and Carving at Table.</li> <li>• Designing and Setting The Bar</li> <li>• Arranging A Theme Dinner/ Food Festivals</li> </ul>
Unit III:
<ul style="list-style-type: none"> <li>• Practice on Standard Operating Procedures in Restaurant</li> <li>• Supervisory Skills SOP</li> </ul>
Unit IV:
<ul style="list-style-type: none"> <li>• List Of Restaurant Equipment Manufacturer ( Assignment)</li> </ul>
Unit V:

Name of the Course	Advanced Food and Beverage Service (Lab)- II
Course Code	BHMH4018
Prerequisite	Basic knowledge of English, protective clothing and stamina to withstand the practical
Co-requisite	
Anti-requisite	

- Preparation of Duty Roasters in Restaurants & Function Catering
- Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)

2. To familiarize the students with Practice on Total Quality Management.
3. To enhance the ability of the students to handle situation related to quality at managerial level.
4. Familiarize the student of various threats in hotels and how to handle them.
5. To enhance competitive strategies followed by hotels for improving profit in hotels..

#### School Of Hospitality

#### Suggested Reading

1. Food & Beverage Service by R. Singaraveleavan
2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Management By John Cousines
6. Food & Beverage Service - Dennis R.Lilicrap. & John

#### Course Outcomes

CO1	Understand Practice and Usage of different Forms & Formats Required for Training.
CO2	Understand and be able to explain with Practice on Total Quality Management.
CO3	To enhance the ability of the students how to handle situations.
CO4	Assess through Project and assignment related to current competitive strategies.
CO5	To understand the competitive strategies.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

Name of the Course	Advanced Front Office Lab I			
Course Code	BHMH3032			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	0	0	2	1

#### Course Objective

1. To provide an understanding Practice and Usage of different Forms & Formats Required for Training.

#### Unit I:

1. Practice and Usage of different Forms & Formats Required for Training.
2. Cross Training

#### Unit II:

1. Practice on Total Quality Management: Case studies
2. Quality Management in Luxury hotels.

#### Unit III:

1. Role Plays on Handling Situation related to Quality Management at Managerial Levels 2. Kaizen 3. Benchmarking

Unit IV:

Role Plays on Guest Safety and Security Situation :- Fire threat , Bomb Threats , External threats (Terrorist threat, Control of unknown person, etc)

Unit V:

Projects & Assignments related to Current Competitive Strategies being followed by Hotels to Improve Revenue

School Of Hospitality

#### Suggested Reading

1. Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.
2. Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.
3. Managing front office Operations by Michale L Kasavana (AHLEI - Books).
4. Front Office Operations and Management by Ismail Ahmed ( Cengage Earning).

Name of the Course	Advanced Housekeeping Lab II				
Course Code	BHHM4019				
Prerequisite	Basic knowledge of Housekeeping to understand the technical terms				
Co-requisite					
Anti-requisite					
	L	T	P	C	

#### Course Objectives

The increasingly Competitive and demanding Hotel Industry environment has created new challenges, wherein the knowledge of various suppliers and routine records are most critical factors moreover planning , organizing , budget, outsource services and interior designs provides a competitive edge to the property . Advanced Housekeeping will help the student to gain insight about planning organizing budgeting and décor.

#### Course Outcomes

CO1	To understand detail on Facility planning & Facility Management
CO2	To learn Planning of a Guest Room and different types of housekeeping services
CO3	To understand Waste Management and its Procedure in Hotel industry
CO4	To understand Ergonomics in Housekeeping
CO5	To Understand Ecotels in hotel.

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

#### Course Content:

<b>Unit I:</b> Designing rooms for different categories of guest
Designing rooms for different categories of guest 1. Handicapped 2. Children 3. V.I.P etc
<b>Unit II:</b> Purchasing System
Coordinate with hotel purchase system for ordering
<b>Unit III:</b> Purchasing System
Purchase, storing and inventory control
<b>Unit IV:</b> Check list Preparation
To prepare checklist for public area non public areas
<b>Unit V:</b> Bed Making Pcedure
Revision of Traditional way of bed making Modern way of bed making Various towel arts
<b>Unit VI</b> Industry updates for technology and trends

## School Of Hospitality

## Suggested Reading

- Hotel Housekeeping by G. Raghubalan, Oxford Publication- Core Textbook , Students & Faculty to follow this book.

Hotel, Hostel & Hospitality by John C Bramon and Margret.  
Accommodation Operations Management by SK Kaushal and SN Gautam.  
Hotel Housekeeping – A training manual by Sudhir Andrews.

- To acquaint students with the glorious journey of hospitality journalism.
- To enhance understanding of the origin of hospitality journalism.
- To inculcate the knowledge of hospitality journalism.
- To acquaint learners with technological advancements in hospitality journalism.

## Course Outcomes

CO1	to understand the basics of hospitality and journalism.
CO2	to acquaint themselves with the glorious journey of hospitality journalism.
CO3	to enhance understanding of the origin of hospitality journalism.
CO4	to explain issues related to news concepts, processes and production
CO5	to evaluate issues related to objectivity and ethics in journalism

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	30	100

## Course Content:

## Unit I:

- Journalism & Hospitality: Introduction to Journalism
- Definition of a Journalist
- Nature & Scope of Journalism
- Journalism & Hospitality: Careers & Opportunities

## Unit II:

- Pioneers in Hospitality, Journalism & Media: Pioneers in Travel
- Writing great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William

## Unit III:

- Creative Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality
- Writing for Online Magazines, Hospitality Magazines.
- Types of Hospitality Writing
- Studies from Hospitality Biz India, Travel Biz Monitor and Express

## Unit IV:

- Media Applications for Hospitality: Introduction Media,
- Its Role in Hospitality Promotion

## Unit V:

Name of the Course	Skill enhancement for Media & Journalism in Hospitality				
Course Code	BHMH4001				
Prerequisite					
Co-requisite					
Anti-requisite					
	L	T	P	C	
	3	0	0	3	

## Course Objectives

Televisions, Food Channel, TLC Channel, Food & Travel Shows,  
Social Media- Creating Pages and Profiles

Unit VI Industry updates for technology and trends

### School Of Hospitality

#### Suggested Reading

Magazines of Airlines and Hotels Organizations.

Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.

#### Hospitality Biz India

- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Understanding Media by Marshal McLuhan

	L	T	P	C
	3	0	0	3

#### Course Objectives

1. Salient features of Food Safety and Standards Act of 2006 and its Rules and Regulations

2. Ensure the safety and quality of food products as per mandatory legal requirements and voluntary standards.

3. Specify the importance of standard laws & regulations.

4. Learn about HAACP, Codex Alimentarius Commission

#### Course Outcomes

CO1	Understand the basics of Food safety and hygiene
CO2	Learn the basics of various food adulterants and food additives
CO3	Understand the food Safety and Quality Requirements: HACCP
CO4	Learn the basic of the standard food laws
CO5	Understand the standards of Codex Alimentarius Commission

#### Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

#### Course Content:

##### Unit I: Introduction to Food safety standards

- Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants
- Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites
- Basic principles of food preservation

##### Unit II: Food adulteration

- Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)
- Common adulterants in food
- Method of their detection(basic principle)

Name of the Course	Food Laws and Standards
Course Code	BHMH2013
Prerequisite	Basic understanding of Food safety hygiene, food laws & regulations
Co-requisite	
Anti-requisite	

Food Additives : Introduction, Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)
Unit III: QUALITY ASSURANCE
<ul style="list-style-type: none"> <li>● Introduction to Concept of TQM, GMP and Risk Assessment</li> <li>● Relevance of Microbiological standards for food safety</li> <li>● HACCP (Basic Principle and implementation)</li> </ul>
Unit IV: FOOD LAWS AND REGULATIONS
<ul style="list-style-type: none"> <li>● National – PFA Essential Commodities Act (FPO, MPO etc.)</li> <li>● International – Codex Alimentarius, ISO</li> <li>● Regulatory Agencies – WTO</li> </ul>
Unit V: International food standard setting agencies
<ul style="list-style-type: none"> <li>● ISO, OIE, IPPC, AOAC, ASTM, EU and USFDA</li> <li>● Food Labelling</li> <li>● Consumer Protection Act</li> </ul>
Unit VI: Industry update for technology and trends

School Of Hospitality

## Suggested Reading

- 1.Modern Food Microbiology by Jay. J. ; Food Microbiology by Frazier and Westhoff
- 2.Food Safety by Bhat & Rao
- 3.Safe Food Handling by Jacob M
- 4.Food Processing by Hobbs Betty , PFA Rules
- 5.A Practical Guide to Food Laws and Regulations Paperback – 1 September 2016 by [Kiron Prabhakar](#) (Author)
6. Food Safety and Standards Act, Rules & Regulations Paperback – 1 January 2013 by [Vidhi Jain Akalank Kumar Jain](#) (Author)

Name of the Course	Managerial Behaviour			
Course Code	BHMH3026			
Prerequisite				
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	0	2

## Course Objectives

1. This course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management

## Course Outcomes

CO1	To Understand Management: Its Concept, Nature, Process, and Significance.
CO2	To Interpret Planning: Its Nature, Scope and Objectives of Planning.
CO3	To understand Staffing: Its Concept, Nature and Importance of Staffing.
CO4	To interpret Organizational Behavior-I: Its Concept and nature of Organizational behavior.
CO5	To understand Group Behaviour & Team Development.

## Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
50	-	50	100

## Course Content:

Unit I
<b>Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.</b>
Unit II:
<b>Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality.</b>
<b>Organizing: Concept, Principles of an Organization, Span of Control, Departmentation, Types of an Organization, Authority-Responsibility, Delegation and Decentralization</b>
Unit III:
<b>Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading: Nature and Importance of Motivation, Types of Motivation, Theories of Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and Importance, Traits of a leader, Leadership Styles (Likert's Systems of Management), Tannenbaum &amp; Schmidt Model and Managerial Grid</b>

**Controlling: Nature and Scope of Control, Types of Control, Control Process, Control Techniques (Traditional and Modern), Effective Control System**

Unit IV:

**Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities**  
**Individual & Interpersonal Behaviour: Personality – Determinants and Traits, Emotions, Learning-Theories, Perception –Process and Errors, Attitudes- Formation, Theories, Relationship between Attitude and Behavior, Johari Window, Transactional Analysis – Ego States, Types of Transactions, Life Positions, Applications of T.A.**

Unit V:

**Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams.**  
**Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.**

Unit VI Industry updates for technology and trends

School Of Hospitality

Suggested Reading

1. **Fundamentals of Management, by Robbins, Publisher: Pearson**
2. **Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson**
3. **Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.**
4. **Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education.**
5. **Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education**

Name of the Course	Molecular Mixology			
Course Code	BHMH4008			
Prerequisite	Understand the concept of previous semesters of Front Office			
Co-requisite				
Anti-requisite				
	L	T	P	C
	2	0	2	3

Course Objectives

**This paper studies the relationship between food and beverage, art of preparing and serving rich or delicate and appetizing cocktail and mocktail, modern style of serving & technical innovations from the scientific disciplines, and the science of good drinking.**

Course Outcomes

CO1	Will be able to understand molecular mixology principal
CO2	Will be able to understand Cocktail additives,sodium alginate
CO3	Will be able to understand Project development,
CO4	Will be able to understand Molecular Week Bar and bistro
CO5	Will be able to understand Method of data collection
CO6	Industry updates for trends and technology

Continuous Assessment Pattern

Internal Assessment (IA)	Mid Term Exam (MTE)	End Term Exam (ETE)	Total Marks
30	20	50	100

Course Content:

Unit I: History of Molecular mixology
<b>Introduction. History of molecular mixology,molecular mixology principal,Emulsifications,Basic Spherification, reverse spherification.gelification</b>
Unit II: Use of Additives
<b>Cocktail additives,sodium alginate,calcium lactate,Lecithin, Agar agar</b>
Unit III: Promotion and upscaling of Cocktail
Project development, planning a list of cocktail,calculation of drink price,promotion
Unit IV: Molecular Week
<b>Molecular Week Bar and bistro Choosing the data and the place Ordering the chemical Cocktail list promotion</b>
Unit V: Projects
Customer feedback
Method of data collection



Result  
Result of the projects.

Unit VI Industry updates for trends and technology

School Of Hospitality

Suggested Reading

Food & Beverage Service by R. Singaravelavan

2. Oxford Publication—Core Textbook
3. Dennis R Lilicrap Food and Beverage Service
4. Sudhir Andrews- F&B Service Manual
5. Food & Beverage Service - Dennis R.Lilicrap. & John
6. Food & Beverage Management By John Cousines

7. To interpret the solutions
8. To analyse various situations and come out with relevant solutions

Course Outcomes

CO1	To be able to analyze problems
CO2	To be able to come out with a sustainable solution
CO3	To be able to analyze various needs of guests in organization
CO4	To be able to cater to the guests demands and needs
CO5	To able to demonstrate teamwork
CO6	To identify various industry updates and implement it

Continuous Assessment Pattern

Review 1	Review 2	Review 3	Total Marks
30	30	40	100

Course Content:

This unique concept is designed with an objective of better learning and understanding by offering the flexibility of Project Based Learning, in Industry environment for all students of Sem 6.

Methodology: Each student will suggest three topics of his/her choice related to the Hospitality Industry, the Dean/ Program Chair will guide each student in deciding the topic, preparing, finalizing, submission and evaluation of the report.

Project Guidelines	PBL
Food Production Management	20 credits Research Project
Food & Beverage Management & Control	
Entrepreneurship Development	
Hospitality & Tourism Marketing Management	

Name of the Course	Research Project and Dissertation ,PBL (Project based learning)				
Course Code	BSCH3012				
Prerequisite					
Co-requisite					
Anti-requisite					
	L	T	P	C	
	0	0	2	0	10

Course Objectives

5. To learn the various aspects of research
6. To come out with a solution for a given problem using various research tools

Facility Management, Planning & Design	
Accommodation Management	
Communication Skills	
Hospitality & Tourism Research Project	
Food Production Management	
Food & Beverage Management & Control	
Accommodation Management	

Course Outline: (Total Credits: 20)

Outline of the project is as described below. Here the students are asked to think and work like a General Manager and will have to think beyond the boundaries of the different departments of the Hotel where they are working/ focusing on project of choice . This also enhances his understanding of Hospitality & interdepartmental coordination. He may be looking at this whole project like an entrepreneur also and doing the project on the hotel /Hospitality as ONE business identity. Identified project work will be covering his desired learning outcomes of the entire course covering the areas/departments mentioned above.

Specific Department report(Brief) - If the students is working /on job training then the student is expected to additionally prepare e and submit the details of his dept of working, his learning outcomes and the challenges he faced, and what efforts he made to overcome these challenge. This will be based on his observation and interactions with colleagues and supervisors in the department.

This complete report should be submitted a maximum of 50-80 pages in hardbound copy and soft copy in ppt slides.

Evaluation Matrix – Project Based Evaluation

Mark s	<u>Research Project and Dissertation 2017 (Batch 2014)</u>
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Revi ew 1	10	Framing of Questionnaire
	10	Submission of progress report (how, why, reasons for choice of questions etc.)
	10	Presentation
Revi ew 2	10	Data Collection
		Review of Data
	10	Submission of progress report- Changes/Progress
	10	Presentation
Fina l Revi ew	10	Completion of work
	10	Submission of Final Report
	20	Final Presentation Skills

Note: The report will only be evaluated after the Final Presentation in person on specified date.

Specific Department Submission and clarification (only for students who are placed)

1. Identification of Hotel/Department/Name of HOD/Mobile No., Email of HOD

2. The Student is free to interact with Dean/any faculty for support ,advise from date of joining until final submission of this Report

3. Section wise details of learning outcome of that particular department.

4. Identification of all problems and challenges faced.

5. How each problem and challenge was faced, efforts made and strategies followed.

6. Any area /problems that are still unresolved

7. Overall benefits and learning from the on the job environment.

8. This report should have minimum of 50-80 pages/slides.

Note: The specific department report enables the student to raise question and seek solutions for hurdles / problems that he may have encountered on the job .

Assessment:

The project will be submitted in form of -

1. Hard bound project report
2. Soft copy of the project report
3. PPT Presentation on the project.

Evaluation will be based on Presentation, Viva, Report Content and Conclusion.

· Final assessment will be done by the Assessment committee as formed by the dean of the school, including an external expert. The attendance from the hotel will also be considered in the final evaluation.

· The student should make the project under the guidance of external guide from the organization where he is working and should also have an internal guide from the University. The internal and /external guide should validate the project.

Report Structure: - Overall structure of the report is as placed below.

1. Introduction
2. Acknowledgement
3. Index
4. Content
5. Bibliography

School Of Hospitality

Suggested Reading

1. Various research papers related to their research topics.