



GALGOTIAS UNIVERSITY

Syllabus of **Bachelor of Hotel Management**

Name of School: School of Hospitality & Tourism

Department: Hospitality & Tourism

Year: 2019-2020



(Under the Uttar Pradesh Private Universities Act No. 12 of 2019)

**Curriculum and syllabus
2019-2020**

**School of Hospitality
Program: B.Sc Hotel Management**



School of Hospitality

Vision

To be known globally for responsive education, creativity and innovation in Hospitality.

Mission

M1 : Create a strong foundation on fundamentals of global hospitality practices.

M2: Establish state of the art facilities and collaborations for excellence in hospitality profession.

M3: Develop well-rounded and thoughtful graduates prepared to excel in changing and globalized world.

Program Educational Objectives

PEO1: Undertake global assignments and demonstrate skills and abilities in hospitality services.

PEO2: Engage in professional and entrepreneurial activities at leadership roles in hospitality industry.

PEO3: Be involved in adopting emerging technologies for creativity and innovation to provide solutions in the field of hospitality and allied services.

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

To apply the knowledge of hospitality fundamentals and departmental specialization for the solution of complex service problems.

PO2: To identify, formulate and analyze service problems to provide hospitality products and services.

PO3: To design service components and processes that meets the specified needs of Guests.

PO4: To create and apply appropriate resources and modern tools for hospitality services.

PO5: To apply reasoning to assess societal, cultural issues and professional responsibilities.

PO6: To commit to professional ethics and responsibilities of the hospitality trade practices.

PO7: To assess the environmental impact of hospitality practices for sustainable development.

PO8: To function effectively as an individual, and as a member of diverse teams and in multidisciplinary settings.

PO9: To communicate effectively on service activities with the community and society at large.

PO10: To recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

Scheme
Bachelor of Hotel Management
2019-2020

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	BSCH1007	Foundation course in F&B Service Lab I	0	0	4	2	50		50
7	BSCH1008	Foundation Course in Front office Lab I	0	0	4	2	50		50
8	BSCH1009	Foundation course in housekeeping operation	0	0	4	2	50		50
9	SLSH1001	Professional Communication	0	0	2	1	50		50
10	BCSE8011	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	BSCH-1015	Foundation course in Front Office Operation – II	2	1	0	3	30	20	50
4	BSCH-1016	Foundation course in Housekeeping Operation – II	2	1	0	3	30	20	50
5	ENVS1002	Environment Studies	2	0	0	2	50		50
6	BSCH-1018	Foundation course in Food Production-II (Lab)	0	0	4	2	50		50
7	BSCH-1019	Foundation course in F & B Service – II (Lab)	0	0	2	1	50		50
8	BSCH-1020	Foundation course in Front Office – II (Lab)	0	0	2	1	50		50
9	BSCH-1021	Foundation course in Housekeeping – II (Lab)	0	0	2	1	50		50
10	SLSH-1002	English Proficiency (Lab)	0	0	2	1			
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
10									
		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	0	0	2	1	50		50
		Total							
Semester VI									
Sl 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

Sl No	Course Code	Name of the Electives					Assessment Pattern		
			L	T	P	C	IA	MTE	ETE
1	BSCN1009	First Aid in Handling Medical Emergencies in Kitchen Lab	0	0	2	1	50		50
2	SFHA1024	Book Keeping for Front office	2	0	0	2	30	20	50
3	BSCH1025	Hotel Engineering	2	0	0	2	30	20	50
4	BSCH1023	Nutrition & Food Science	2	0	0	2	30	20	50
5	SFCA2014	Hotel Accountancy	2	0	0	2	30	20	50
6	BSCH2015	Researching for hospitality and tourism management	2	0	0	2	30	20	50
7	SOBO1001	Hospitality service sales and Marketing	2	0	0	2	30	20	50
8	BSCH 3013	Facility Planning & Management	2	0	0	2	30	20	50
9	BHHR3001	Human Resource Management	2	0	0	2	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 Cousins

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
---------------------------------	----------------------------	----------------------------	--------------------

30	20	50	100
----	----	----	-----

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"> • Role of Catering establishment in the travel/tourism industry • Types of F&B operations • 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
Unit II: Departmental Organization & Staffing
<ul style="list-style-type: none"> • Organization of F&B department of hotel • Principal staff of various types of F&B operations • French terms related to F&B staff • Duties & responsibilities of F&B staff • Attributes of a waiter, Inter-departmental relationship (Within F&B and other department)
Unit III: Food Service Areas
<ul style="list-style-type: none"> • Specialty Restaurants • Coffee Shop Service • Cafeteria Service • Fast Food Service • Room Service • Banquet Service • Bar Service • Vending Machine
Unit IV: Ancillary Department
<ul style="list-style-type: none"> • Pantry • Food pick-up area • Store • Linen room • Kitchen stewarding
Unit V: F & B Service Equipments
<ul style="list-style-type: none"> • Cutlery, Crockery, Glassware • Flatware, Hollow ware, • All other equipment used in F&B service• French terms related to the above and SLLL Trainers)

School of Hospitality**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. John Hullar- The Waiter
6. Food & Beverage Service - Dennis R.Lillicrap. & John

Name of the Course	FOUNDATION COURSE IN FRONT OFFICE I
Course Code	BSCHI003

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"> A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office
Unit II: FRONT OFFICE ORGANIZATION 8 Hours

- A. Function areas – Sub departments
 B. Front office hierarchy
 C. Duties and responsibilities
 Personality traits

Unit III: CLASSIFICATION OF HOTELS:

- A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium

Unit IV: Functions TYPES OF ROOMS – Size and Variety

- A. Single, B. Double, C. Twin
TIME SHARE & VACATION OWNERSHIP
 A. What is time share? Referral chains & condominiums
 B. How is it different from hotel business?
 C. Classification of timeshares
 D. Types of accommodation and their size

**Unit V: HOTEL ENTRANCE, LOBBY AND FRONT OFFICE
 8 Hours**

- A. Layout
 B. Front office equipment (non automated, semi automated and automated)
BELL DESK
 A. Functions
 B. Procedures and records

Unit VI Industry update for technology and trends

School of Hospitality

Suggested Reading

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

- Organization of housekeeping department and its basic function**
- All agents and equipment used for cleaning of all possible.**
- 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"> Role of H.K Role of H.K in guest satisfaction and repeat business
Unit II: Organizational Chart of Housekeeping Department 8 hours <ul style="list-style-type: none"> Hierarchy in small, medium, large and chain hotels. Personality Traits of housekeeping Management Personnel Duties and responsibilities of housekeeping staff Layout of the H.K. Department
Unit III: Cleaning Organization 8 hours <ul style="list-style-type: none"> Principles of cleaning Hygiene and safety factors in cleaning Methods of organizing cleaning Frequency of cleaning daily, periodic and special Designs and factors that simplify
Unit IV: Cleaning Agents 8 hours <ul style="list-style-type: none"> cleaning Use and care of equipment General criteria for selection Classification of cleaning agents

- Polishes, use, care and storage
- Floor seals, use, care and storage

Distribution and control of cleaning agents, Use and eco friendly products in H.K

Unit V: Composition, are and cleaning of different surface

- metal and glass,
- Leather,
- Rexines,
- Plastic,
- ceramics and wood,
- Wall finishes
- Floor finishes

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

Name of the Course	Foundation Course in Food Production-I (Lab)			
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

- To learn about the basics of food production in continental and Indian cuisine.
- To make a menu and would be able to explain the meaning of the dishes.
- To prepare the basic stock, sauce and soup.
- 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"> Basic knowledge of kitchen ingredients. Need of chef uniform, personal hygiene. Knowledge of various kitchen equipment. Different vegetable cuts. Method of cooking (Boiling, frying, steaming, braising & baking) 	
Unit II: Preparation of basic stocks, sauces & soups	
8 Hours	
Stocks : Demonstration and preparation of <ul style="list-style-type: none"> White stock/Chicken stock Brown stock Fish stock Sauces : Demonstration & preparation of basic mother sauces * 2-3 derivatives of each <ul style="list-style-type: none"> Bechamel (Cheese sauce, mornay sauce, parsley sauce) Espagnole sauce (lyonnaise, Maderiq, charcutiere) Tomato sauce (Creole, Italenne, piquant) Veloute (Supreme, allemande, normande) Hollandaise (maltaise, bearnaise, choron) Mayonnaise(tartar, cocktail, chantily) Soups :classification of soups <ul style="list-style-type: none"> Consomme: Royal, julienne Cream: Tomato, Spinach, vegetable Puree: Lentil, Peas, Carrot Unpassed : Scotch broth, minestrone National soup (Mulligatawny , French onion) Bisque: Chowder, prawn, shrimp 	
Unit III: Preparation of Egg Cookery	
Hours	
<ul style="list-style-type: none"> Boiled (Soft and Hard) Fried (sunny side up, double fried) poached egg Srambelled Omelette (Plain & stuffed) Egg benedict 	
Unit IV: Preparation of Meat cookery(Fish/Poultry/Meat)	
Hours	
<ul style="list-style-type: none"> Identification & classification of fish eg: flat fish(pomfret, black pomfret and sole) Round fish (surmai, rohu, mackerel) Shellfish ((clams, mussels, shrimps, crabs,lobsters) Cephalopods (squid, cuttle, fish) Cuts if fish e.g. fillet, darne, troncon, paupiette, goujons 	

Preparation of simple dishes as

- Fish orly
- Fish al'anglaise

Poultry : Cuts of Poultry, Preparation and jointing of Chicken, Preparation of Simple Dishes such as :

- Poulet rôti a l'anglaise
- Poulet ala king
- Poulet sauté Maryland

Unit V: Preparation of (Continental) Hot & cold dessert

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 Cousines

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

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

3. S.N Bagchi& Anita Sharma- Food and Beverage Service

4. John Hullar- The waiter

5. Hospitality Biz India

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"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging
Unit VI
Industry update for technology and trends

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).**

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

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

Course Outcomes

CO1	Understand the growth, role of tourism in hospitality and hotel industry
-----	--

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)

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"> 1. Preparation of different types of room layout 2. Room make up procedure (traditional and modern way of bed making) with the placement of standard room supplies 3. Evening Bed making procedure with placement of supplies.
Unit II: Cleaning and demonstration of equipments 4hours
<ol style="list-style-type: none"> 4.Demonstration of manual cleaning equipments 5. Demonstration of mechanical cleaning equipments
Unit III: : Cleaning of different surfaces 8 hours
<ol style="list-style-type: none"> 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
<ol style="list-style-type: none"> 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	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.

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:

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
-----	--------------------------

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"> • Currency • Comma • Percent • Decimal • Date
Changing columns width and row height Aligning text: <ul style="list-style-type: none"> • Top to Bottom • Text wrap • Re ordering Orientation
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	
Module VII: Maintaining Multiple worksheets	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
Module VIII: Creating Graphics/charts	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
Module IX: Excel's Database Facilities	Setting up a database Sorting records in the database
Module X: Making Power Point Presentation	Using Auto content Wizards and Templates Power Points five views Slides Creating Slides, re-arranging, modifying Inserting pictures, objects, Setting up a Slide show
Module IX	Creating an Organizational Chart

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:

<p>Unit I: <u>Basic commodities-I & Introduction-Culinary terms</u> Hours</p> <p>Commodities:</p> <ul style="list-style-type: none"> Flour: Structure of wheat, types of wheat, types of flour, processing of wheat flour, uses of flour, cooking of starch. Shortening: Fats & oils, role of shortening, varieties of shortening, advantages & disadvantages of using of shortening Thickening agents & raising : classification of thickening agents, classification of raising agents, role of both in French cooking & breads 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
<p>Unit II:Basic Commodities-II 8 Hours</p> <ul style="list-style-type: none"> Milk: Introduction, processing of milk, pasteurization & homogenization, types of milk(skimmed, condensed, dried, tetra pack, single toned, full cream), Nutritive value Cream & Butter : Introduction of cream, processing of cream, types of cream, Introduction of butter, processing of butter, types of butter Cheese: Introduction Of cheese, manufacturing of cheese, classification of cheese, types of cheese, uses of cheese
<p>Unit III: Meat cookery-Beef, Veal & lamb</p> <ul style="list-style-type: none"> Cuts of beef- French names, Weight, uses in cooking Cuts of Veal- French names, Weight, uses in cooking Cuts of lamb- French names, Weight, uses in cooking <p>Meat cookery-Pork, offals</p> <ul style="list-style-type: none"> Cuts of pork -French names, Weight, uses in cooking Variety of offals and other cuts of meats and its uses Some important dishes of Pork <p>Fish</p> <ul style="list-style-type: none"> Classification of fish-Shell fish & fin fish Cuts of fish Selection of fish and shell fish Cooking of fish Some important dishes of fish
<p>Unit IV: <u>Bakery-I</u></p>

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.

<p>Pastry</p> <ul style="list-style-type: none"> ● Short Crust pastes-Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing pastry ● Temperature of oven <p>Laminated Pastry</p> <ul style="list-style-type: none"> ● Laminated pastry- Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing pastry ● Temperature of oven <p>Choux Paste/Hot water/Rough puff</p> <ul style="list-style-type: none"> ● Choux Paste- Recipes and methods of preparation ● Uses and products made ● Care to be taken while preparing ● Temperature of oven
<p>Unit V: Bakery-II</p> <p>Hours</p>
<p>Simple Breads</p> <ul style="list-style-type: none"> ● 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 <p>Pastry Cream</p> <ul style="list-style-type: none"> ● Introduction of pastry creams ● Basic pastry creams ● Uses and importance in confectionary <p>Simple recipes of few of them.</p> <p>Course Flashback</p> <p>Revision of the whole semester</p>

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

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

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"> • Early morning Tea • Breakfast (English, American, Continental, Indian) • Brunch • Lunch 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

Unit VI: Technological Tools in F& B Service

Introduction to computerised billing in F&B Service, Opera, Micros, Shawman

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 he 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 • Rack Rate • Discounted Rates for Corporates	
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 fully 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 (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 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.
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:

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

Area cleaning

Back of the house areas

Work outline and association problems.

Unit IV: Pest control

Routine systems & records of Housekeeping department 15 Hours

Pest control, Areas of infestation Pest control, Preventive measure & Control measure, Reporting staff placement, Room occupancy report, Guest room inspection, Check list floor register, Work orders, Log sheets, Loot & 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

Unit V: Interdepartmental relationship (IDR) 6 Hours

IDR with F.IDR with maintenance

IDR with security

IDR with stores

IDR with A/Cs

IDR with Personnel

Use of computers

Unit VI Industry update for technology and trends

School Of Hospitality

Suggested Reading

- 1. Hotel Housekeeping by G. Raghubalan, Oxford Publication**
- 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. The Fhrai Magazine

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: Soups :

- **Cream-** vegetables, spinach, tomato, green peas
- **Consomme** with garnishes like royale, Carmen, madrilène, Colbert, Celestine
- National soups- oxtail, mulligatawny, minestrone, vichyssoise

Unit II: Meat cookery

- **Fish:** Fish orly, a langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, morney
- **Entrée:** Portuguese Lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, Casseroles, roast chicken/leg of lamb, beef
- Poultry: Poulet sauté chasseur, Fricassée de Volaille, Grilled chicken with supreme sauce

Unit III: Vegetable

- **Boiled vegetables, cabbage, cauliflower, beans**
- **Glazed vegetables, carrot, radish, turnip**
- **Fried vegetables; aubergines**
- **Stewed vegetables; courgette provencale, baked beans ratatouille**
- **Braised vegetables: onion, leeks, cabbage**

Unit IV: Bakery (Breads & cakes)

- Bread Loaf (white and brown), Bread Rolls (various shapes), French Bread, Brioche
- Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira

Unit V: Pastry

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.

- | |
|---|
| <ul style="list-style-type: none">● 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. |
| Unit VI: Industry update for technology and trends |
| |

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"> • Table laying for different meals • Restaurant reservation • Receiving and seating the guest • Taking the order • Procedure of service at table (Silver service and pre-plated service)
Unit II: Basic Service Procedure-II

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

- To provide an real time work exposure to the students
- To familiarize the students with different hotel forms and formats.
- To enhance the ability of the students in understanding of the PMS systems used In hotels.
- 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 5Make FIT reservation & group reservation 6 Make an Add-on reservation 7Amend a reservation 8Cancel a reservation-with and without deposit 9 Log onto cahier code
Unit VI Industry Updates and technology and trends

School Of Hospitality

Suggested Reading

- Hotel Front Office – R. Jatashankar Tewari – Oxford Publication—Core Textbook, Students & Faculty to follow this book.**
- Hotel Front Office – A Training Manual By Sudhir Andrews – Tata McGraw Hill.**
- Managing front office Operations by Michale L Kasavana (AHLEI - Books).**
- Front Office Operations and Management by Ismail Ahmed (Cengagae Earning).**
- 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	
Unit VI Industry update for technology and trends	

School Of Hospitality

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
CO6	Observe new trends and Innovation in Industry

Continuous Assessment Pattern

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

- 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

School Of Hospitality

Suggested Reading

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

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

- Objective of industrial training is to provide to students the feel of the actual working environment.**
- To gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.**
- 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
CO5	List all bar equipments
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:

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:

Ø Title or Cover Page

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

Ø Acknowledgements

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

Ø Table of Contents

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

Ø 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.

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

In writing these section, 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.

Ø Conclusion

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

Ø 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.

Ø Performance Appraisal & completion certificate duly signed and stamped.

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.
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:

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

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

- 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:

Ø Title or Cover Page

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

Ø Acknowledgements

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

Ø Table of Contents

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

Ø 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.

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

In writing these section, 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.

Ø Conclusion

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

Ø 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.

Ø Performance Appraisal & completion certificate duly signed and stamped.

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:

n 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:

Ø Title or Cover Page

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

Ø Acknowledgements

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

Ø Table of Contents

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

Ø 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.

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

In writing these section, 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.

Ø Conclusion

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

Ø 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.

Ø Performance Appraisal & completion certificate duly signed and stamped.

School Of Hospitality

Name of the Course	Food Production Operations				
Course Code	BSCH2005				
Prerequisite	Basic understanding of the English language and knowledge of 1 st and 2 nd 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
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
CO6	To plan various innovative recipes and Industry update

Continuous Assessment Pattern

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

Course Content:

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

Unit V: Structures

Hours

- Introduction to regional Indian cuisine
- Heritage of Indian cuisine
- Factors that affect eating habits in different parts of the country
- Cuisines and its highlights of different states/region/communities to be discussed
- Geographical location
- Historical background
- Seasonal availability
- Special equipment
- Staple diets
- Specialty cuisine for festivals and special occasions.
- Kashmir cuisine
- Punjab cuisine
- Lucknow cuisine
- Uttar Pradesh/Uttaranchal
- Rajasthani Cuisine
- Maharashtraian Cuisine
- Bengali Cuisine
- Hyderabadi Cuisine/Andhra Cuisine
- Tamil Cuisine, Chettinad Cuisine
- Goan cuisine/ Parsee
- Gujrati Cuisine
- Kerala cuisine, Malabari
- Karnataka cuisine
- Meghalaya

<ul style="list-style-type: none"> • Arunachal Pradesh • Assam • Nagaland • Manipur • Mizoram • Tripura
Unit VII Industry Update for Technology and Update
New Industry development in technology , innovative dishes and overall Industry update

Suggested Reading

1. Professional Chef by Chef Arvind Saraswat

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

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

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.
CO6	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
Production of :- Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila
Unit V: Liqueurs
• Definition and History • Production of liqueurs • Names of liqueurs and country of origin & predominant flavor • Service of Liqueurs
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 Lillicrap 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.Lillicrap. & 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
A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel
Unit II: FRONT OFFICE (ACCOUNTING)
A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system . Non automated – Guest weekly bill, Visitors tabular ledger . Semi automated . Fully automated
Unit III: CHECK OUT PROCEDURES
. Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out
Unit IV: NIGHT AUDITING
A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
Unit V: FRONT OFFICE & GUEST SAFETY AND SECURITY
. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
Unit VI Industry update for 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	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.
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: Hotel Guestroom& Beds, mattresses and bedding hours	7
---	---

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
<p>Session 10:</p> <p>South Indian Cuisine</p> <p>Tamil Nadu, Karnataka, Kerala</p>

Session 11:Indian regional Sweets

Session 12:

- **Basic Indian Cuisine**
- **Composition of basic Indian masalas**
- **Preparation of these and incorporation in simple dishes such as Vindaloo, korma, safed maas, navrattan korma, Thickening, coloring and souring agents.**

School Of Hospitality

Suggested Reading

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

2. Breads of India

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

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	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
• Wine service equipment • Beer service equipment • Cocktail bar equipment • Bar stock - alcoholic & non-alcoholic beverages
Unit II: Service of Alcoholic beverages
Service of – • Beer • Wine • Spirits • Liqueur • Aperitifs.
Unit III: Storage
• Proper storage of alcoholic beverages
Unit IV: Bar stock
• Bar stock - alcoholic & non-alcoholic beverages
Unit V: Names of famous alcoholic beverages with their country of origin
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
6. Hotel Association of India

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

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:

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

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

○ Identification and use of Flower making equipment tools
Unit V: Uniform room operation
○ Concept of uniform design
Unit VI: Industry updates for trends and technology

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.

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.
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:

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.

Name of the Course	Hotel Engineering
Course Code	BSCH1025
Prerequisite	Clarity of basic safety and security procedures

**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
- 1 Comparative study of different fuels.

Unit III: Safety 10 Hours

- 1 Accident prevention, slips and falls
- 1 Types of fire
- 1 types of extinguishers
- 1 Safety precautions, bomb threat, theft, other safety topics.

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
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
CO6	Investigate latest trends in Food 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: 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*
- Liasioning with other departments*

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 Objectives

Yield testing

Unit II:	8 Hours
<ul style="list-style-type: none"> · <i>Introduction to Charcutiere</i> · <i>Sausages-types and varieties</i> · <i>Casings-types and varieties</i> · <i>Fillings-types and varieties</i> · <i>Additives and preservatives</i> <ul style="list-style-type: none"> · Types and preparations of force meat · Uses of force meat <ul style="list-style-type: none"> · Galantine-making and types · Ballotines-making and types · <i>Types of pate, pate de foie gras, making of pate, pate massion</i> · Types of Mousse, preparation of mousse and mousseline, · Difference between the two <ul style="list-style-type: none"> · Cuts of ham, bacon and gammon · Differences between ham, bacon and gammon · Green ham, uses of the different cuts · <i>Definition of aspic and jelly</i> · <i>Difference between making of aspic and jelly</i> · <i>Uses of aspic and jelly</i> · 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
<ul style="list-style-type: none"> · 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
<ul style="list-style-type: none"> •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 	

<ul style="list-style-type: none"> •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
<p>Unit V:</p> <p>8 Hours</p>

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

Unit VI
<p>Latest Hotel Industry Trends in Food Production</p> <ul style="list-style-type: none"> · The Latest Technology Trends in the Hospitality Industry related to Food Industry · Innovation and research in hospitality industry related to Food

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**

Course Objectives

1. To develop optimum level of knowledge and skills to Independently manage bar in Hospitality Industry.
2. Make them aware of cost controls, sales analysis.
3. Classify and understand cocktails and mixed drinks
4. 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
CO4	Students will be able handle Gueridon Service
CO5	Students will be able analyze banquet functions and its operations.
CO6	Students will adopt the Innovative Practices in F&B Service

Continuous Assessment Pattern

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

Course Content:**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

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

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

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

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
CO6	Students will adopt innovative practice in front office.

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.

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			
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.
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	30	100

Course Content:

Unit I: Planning & organizing of H.K Department 10 hours	<ul style="list-style-type: none"> • Area Inventory test • Performance & Productivity Standards • Time and Motion study • Standard Operating Manual- Job Procedures • Job allocation & work Schedules Calculating Staff strengths & Planning Duty Reports
---	--

<ul style="list-style-type: none"> • Selection of Cleaning equipments and agents (inventory system) • Housekeeping in institution other than hotels • New Property Countdown
Unit II: Budget and Budgeting Control 8 Hours
<ul style="list-style-type: none"> • The Budget process • Planning Capital Budget • Planning Operating budget • Operating Budget – Controlling expenses – Income Statement <p style="text-align: center;">Stock records – Issuing and control.</p>
Unit III: Control Services & safety 8 hours
<ul style="list-style-type: none"> • Types of Contact services • Guidelines for hiring contract services • Safety awareness and accident prevention • Fire Safety and Fire Fighting equipment • First aid • Key and key Control • Crime Prevention and dealing with emergencies situations
Unit IV: : Interior Decoration 8 hours
<ul style="list-style-type: none"> • Elements of design • Color and its role in decors • Window and window treatments • Lighting and lighting fixtures • Floor Finishes and Carpet • Furniture and fitting and accessories • Layouts of guest room (refurnishing & redecoration) • Size of rooms, sizes to furniture arrangement • Principles of design • Color has many & color schemes
Unit V: CHANGING TREND IN HOUSEKEEPING 7hours
<p>Trends</p> <p>Women's only floor</p> <p>Design Trends</p> <p>Process Trends</p> <p>2. Eco friendly Amenities, products & process</p> <p>Toiletries</p> <p>textiles</p> <p>Energy Conserving Products</p>
Unit V Industry updated

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

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

- 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

School Of Hospitality

Suggested Reading

1. International Food Production -By Chef Bali
2. Professional Garde Manger-By Culinary Institute of America

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.

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

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
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: 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

School Of Hospitality

Suggested Reading

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

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

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
CO6	Adopt Latest Technology 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: 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 -11I

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

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

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

Unit V: Module -V

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 & Formats

Unit VI: **Module -VI**

Latest Technology in Front Office

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

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

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

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.
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.

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

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)

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
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: 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

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.

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
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	
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

	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**

Suggested Reading**1. Various research papers related to their research topics.**

Name of the Course	Researching for Hospitality & Tourism Management			
Course Code	BHMH3014			
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
CO6	Identify the role of research methodology

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:

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

- *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