

D. Y. Patil Education Society
(Institution deemed to be University) Kolhapur

Syllabus for

Bachelor of Science (Hospitality Studies)

(B.Sc. HS)

Incorporating Choice Based Credit System and Grading System

(To be implemented from the year 2019-2020)

Title: Bachelor of Science (Hospitality Studies) – B.Sc (H.S.)

Nature of the programme:

B.Sc. (H.S.) is a 3 year full time undergraduate degree programme.

Preamble:

B.Sc. (H.S.) degree programme will be introduced for the first time from 2020 -2021. A career in hospitality is a choice that is getting popular amongst the young generation. The industry is growing in leaps and bounds and this is reflected in the demand – supply ratio, where the supply of trained manpower falls short of the demand. The employability rate is therefore much higher. This programme is therefore introduced to tap the young generation and mould them to be a part of this dynamic and growing industry.

An attempt has been made to align the programme structure and the content to the requirements of the hospitality aspirants and the industry that is dynamic in nature. A choice based credit system has been introduced, in line with the education policy of the government.

Objectives:

1. To train and educate young men and women with the necessary skill sets, knowledge, values and attitude to be successful in the hospitality field.
2. To ensure that the curriculum will impart technical knowledge and skill sets that are globally relevant desirable, thereby increasing the recruitment prospects of the students.
3. To provide holistic training for personal, professional and psycho-social development to take responsible position in society.
4. To promote research, use in technology and critical thinking through infrastructural support, national and international exposure to industry trends and curriculum updation.

Programme Outcomes:

- 1) To impart to the students latest and relevant knowledge from the field of Hospitality Operations.
- 2) To ensure that students are equipped with necessary operational skills related to the hospitality industry.
- 3) To develop the right kind of values and attitudes to function effectively in the hospitality trade.

- 4) The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner with appropriate options.
- 5) Equip the students with entrepreneurship awareness and knowledge for self employment.
- 6) Student shall have a sense of responsibility with regards to environmental sustainability, professional ethics and enable them for entrepreneurship.

Highlights of the Curriculum:

1. Choice based credit system and grading system is in line with National Policies and International Practices.
2. Emphasising the centrality of the student – teacher relationship in the learning process.
3. Providing a cafeteria approach with discipline specific elective courses, ability enhancement compulsory modulation to the core courses, and swayam courses.
4. Internship for 16 weeks, defining the learning outcomes.
5. Self-directed learning through research projects and field visits etc.

Curriculum:

The course has 13 core courses (CC), of which some have a practical component. All core courses are compulsory. Besides there are 4 Ability Enhancement Compulsory Courses (AECC), 4 Skills Enhancement Courses (SEC) which are skill based and are aimed at providing hands on training competencies / skills. Students have to complete 4 Discipline Specific Elective Course (DSEC) courses and 2 swayam courses with credit transfers. It is mandatory for the student to register for the elective courses at the beginning of each semester for the courses opted under CBCS in that semester.

Research Project is a core course involving application of knowledge in solving, analyzing, exploring a real-life situation. The student will study this course on his own with the advisory support by a faculty member. Internal course work is offered as a part of the project study and the students are expected to submit 3 progress reports in the course of their study. The student will be evaluated on the content of the report that he submits in 2 copies and his presentation and viva voce.

Internship is a compulsory course offered in the 4th Semester for 12 credits. Students are expected to train in all the departments of the Hotel of category 3 star and above. They will be evaluated on the log book that they have to maintain every day and the training report that they submit along with the performance appraisal / certificate from the hotel. The student will give a presentation on the report followed by viva voce.

Evaluation

The students need to get minimum 40% marks individually in internal and external evaluation for each course in order to pass and be awarded the credits for the courses. In order to be promoted to next academic year, the student needs to get minimum half the number of total credits offered in the relevant academic year.

CGPA will be calculated based on 138 credits only. Grading and CGPA score will be as per the rules of the University. Each theory credit is equivalent to 15 clock hours of teaching, and each practical credit is equivalent to 30 clock hours of teaching in a semester. Each tutorial credit is equivalent to 15 contact hours.

For the purpose of computation of workload, the following mechanism may be adopted as per the UGC guidelines:

- 1) 1 credit = 1 theory period of 1-hour duration per week.
- 2) 1 credit = 1 practical period of 2 hours duration per week.
- 3) Each lecture period is of 1 hour (60 minutes)

Degree Requirement:

The degree requirement for B.Sc (H.S) programme is completion of 138 credits. To be eligible for an award of the B.Sc. (H.S) degree, a student must obtain the necessary credits, final grade point within the stipulated 5 years from the first date of registration for the programme.

Eligibility for admission:

1. Higher secondary school certificate (10+2) or equivalent Examination with English as a compulsory subject.
2. Higher secondary school certificate (10 + 2) Examination with English as a compulsory subject and vocational subject (MCVC) related to the field.
3. The minimum eligibility for the course is HSC (Std. 12th) or its equivalent passing with a minimum of 45% marks in aggregate (40% in case of candidates of reserved category).
4. For students with non-science background, a bridge course in science namely "Basics of Hospitality Applied Sciences" will be conducted in the first Semester of the course. The duration of the bridge course will be 4 weeks.
5. Admissions will be given as per the selection procedure / policies adopted by the respective college keeping in accordance with conditions laid down by University.

Course Structure

First Year – Semester I

Course Type	Subject Code	Course Title	Teaching Scheme Hrs/Week	Credits			Marks
				Theory	Practical	Total	
CC-I	150101	Food Production Principles - I	02 +08	02	04	06	100
CC-II	150102	Principles of Food & Beverage Service - I	02 +04	02	02	04	100
CC-III	150103	Housekeeping Operations - I	02 +04	02	02	04	100
CC-IV	150104	Front Office Operations - I	02 +04	02	02	04	100
AECC-I	150105	Communication Skills (English) -I	03	03	---	03	100
SEC-I	150106	Tourism Operations	03	03	---	03	100
Total			34	14	10	24	600

First Year – Semester II

Course Type	Subject Code	Course Title	Teaching Scheme Hrs/Week	Credits			Marks
				Theory	Practical	Total	
CC-V	150201	Food Production Principles - II	02 +08	02	04	06	100
CC-VI	150202	Principles of Food & Beverage Service - II	02 +04	02	02	04	100
CC-VII	150203	Housekeeping Operations - II	02 +04	02	02	04	100
CC-VIII	150204	Front Office Operations -II	02 +04	02	02	04	100
AECC -II	150205	Communication Skills (English) -II	03	03	---	03	100
SEC-II	150206	Basic French	03	03	---	03	100
Total			34	14	10	24	600

Second Year – Semester III

Course Type	Subject Code	Course Title	Teaching Scheme Hrs/Week	Credits			Marks
				Theory	Practical	Total	
CC-IX	150301	Advanced Food Production - I	03 +08	03	04	07	100
CC-X	150302	Advanced Food & Beverage Service - I	03 +04	03	02	05	100
CC-XI	150303	Advanced Accommodation Operations - I	03 +04	03	02	05	100
AECC-III	150304	Environmental Science	03	03	--	03	100
SEC- III	150305	F & B Controls	03	03	--	03	100
AECC-IV	150306	Principles of Management	03	03	---	03	100
Total			34	18	08	26	600

Second Year – Semester IV

Course Type	Subject Code	Course Title	Credits	Marks
			Total	
CC-XII	150401	Internship (16 weeks)	12	300
Total			12	300

Third Year – Semester V

Course Type	Subject Code	Course Title	Teaching Scheme Hrs/Week	Credits			Marks
				Theory	Practical	Total	
DSEC-I	150501	Advanced Food Production - II	03 +08	03	04	07	100
DSEC-II	150502	Advanced Food & Beverage Service - II	03 +04	03	02	05	100
DSEC-III	150503	Advanced Accommodation Operations - II	03 +04	03	02	05	100
SEC -IV	150504	Hotel Accountancy	03	03	---	03	100
	150506	SWYAM (Credit transfer)	(online)	04	---	04	100
Total			28	16	08	24	600

Third Year – Semester VI

Course Type	Subject Code	Course Title	Teaching Scheme Hrs/Week	Credits			Marks
				Theory	Practical / Tutorials	Total	
CC-XIII	150601	Research Project	---	--	06 (Field Work)	06	200
DSEC-IV (Any 1)	150602	Specialized Food Production	04 + 08	04	04	08	200
	150602	Specialized Food & Beverage Service					
	150602	Specialized Accommodation Operations					
DSEC-V (Any 1)	150603	Entrepreneurship Development	03 + 2 (T)	03	02 (T)	05	100
	150603	Customer Relationship Management					
DSEC-VI (Any 1)	150604	Human Resource Management	03 + 2 (T)	03	02	05	100
	150604	Services Marketing					
Total			22	14	14	28	600
						138	3300

COURSE TYPE	TOTAL COURSES
CC	13
AECC	04
SEC	04
DSEC	06
Swayam	02

Subject : Food Production Principles - I

Subject Code : 150101

Subject Credits : 02 (Th) 04 (Pr)

Semester : I

Hours per week : 02 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

C1 Introduction to the art of cookery and the basic cooking techniques.

C2 Knowledge of food & kitchen safety practices.

C3 Identify and apply various cooking methods and technique.

C4 Classify kitchen brigade and equipment used.

		Hours	Marks
Chapter – 1	Introduction to cookery	04	05
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits,		
1.3	Attitudes and behavior in Kitchen		
1.4	Personal Hygiene & food Safety		
1.5	Aims & objective of cooking		
Chapter – 2	Safety practices & procedures	04	05
2.1	Kitchen Accidents, types (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident		
2.2	Preventive measures for each type of accident		
2.3	First aid- meaning, importance, and basic rules		
2.4	Fire Prevention - Types, types of Extinguishers, Precaution		
Chapter – 3	Methods of Cooking	10	15
3.1	Heat Transfer Principles – Conduction, Convection, Radiation		
3.2	Moist methods of cooking		
3.2.1	Steaming		
3.2.1	Braising		

3.2.3	Poaching		
3.2.4	Boiling – Blanching, Simmering, Parboiling		
3.3	Dry methods of cooking		
3.3.1	Baking		
3.3.2	Roasting – Oven, Split, Pot, Tandoor, Barbecue		
3.3.3	Grilling/Broiling		
3.4	Frying		
3.4.1	Types of frying medium		
3.4.2	Sautéing		
3.4.3	Shallow frying		
3.4.4	Deep Frying		
3.4.5	Pressure Frying		
Chapter- 4	Equipment's and Fuel used in Kitchen	04	05
4.1	Classification of Kitchen Equipment – by size or mode of use		
4.2	Selection criteria for Kitchen Equipment		
4.3	Properties, Advantages & dis-advantages of various materials used in tools & equipment.		
4.4	Fuel - Classification, Types, Advantages & Disadvantages		
Chapter –5	Kitchen Organization Structure	04	05
5.1	Classical kitchen Brigade for 5 star & 3 star hotel		
5.2	Duties & responsibilities of various Chefs		
5.3	Liaison of Kitchen with other department		
5.4	Kitchen stewarding – Importance, Hierarchy		
Chapter – 6	Convenience Foods	04	05
6.1	Definition and Characteristics		
6.2	Processing methods		
6.3	Advantages & Disadvantages		
	Total	30	40

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Hindi equivalents of major food commodities
2. Chart of presentation of cooking technique
3. Chart of presentation on kitchen brigade.
4. Chart related to food and kitchen safety.

Practicals:

1. Minimum 24 *Individual Practical*s to be conducted during the semester.
2. The practical should comprise of the following:
 - a) Introduction to various kitchen equipments, tools and their usage. Safety precaution to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen, introduction to various commodities. – 1 Practical.
 - b) Demonstration of Food pre-preparation and cooking methods – 1 Practical
 - i. **Preparation Methods** –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry.
 - ii. **Methods of Mixing** – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring
3. Indian Breakfast/Snack item. – 2 Practicals
4. Continental menu-10 practical consisting of appetizer/soup, main course with starch and vegetables and dessert
5. Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 10 practicals

Practical Examination: (Internal & External)

Exams to be conducted on Indian menus consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation

Reference Books

- 1) Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
- 2) Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
- 3) Theory of Cookery- Mr. K. Arora, Franck Brothers
- 4) Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman
- 5) The Professional Chef (4th Edition)- Le Rol A. Polsom
- 6) Success in Principles of Catering - Michael Colleer& Colin Saussams
- 7) Prashad – Indersingh Kalra and Pradeep das Gupta

Subject : Principles of Food & Beverage Service - I

Subject Code : 150102

Subject Credits : 02 (Th) 02 (Pr)

Semester : I

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Chapter No	Topic	Hours	Marks
Chapter 1	Food & Beverage Service Industry	6	8
1.1	Introduction to Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3	Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Center, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service		
1.4	Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores		
Chapter 2	Food & Beverage Service Equipment – Types and Usage	5	8
2.1	Furniture – tables, chairs, sideboards		
2.2	Chinaware – sizes and capacity		
2.3	Stainless steel and Silverware – cutlery, flatware, service equipments		
2.4	Glassware- capacity & usage		
2.5	Disposables – types, advantage & disadvantage		
2.6	Linen – types & sizes		

2.7	Special equipment		
2.8	Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit		
Chapter 3	Food & Beverage Service Personnel	5	6
	Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants		
3.1			
	Job Descriptions, Job Specifications and Competencies		
3.2			
	Attributes (Qualities) of Food & Beverage personnel/Staff		
3.3			
	Etiquettes & mannerisms		
3.4			
	Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores		
3.5			
Chapter 4	Types of Food & Beverage Service	8	10
	Table Service – Service to customers at a laid cover(a.English/Silver b.American/Plate c.French/Butler d. Russian e.Gueridon)		
4.1			
	Assisted Service: Combination of Table service and Self-service– (Carvery, Buffet)		
4.2			
	Self Service: Self service of customers – (Cafeteria, Supermarket)		
4.3			
	Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, Vending, Kiosks, Food Court, Bar)		
4.4			
	Specialised (or in situ) Service – Service to customers in areas not primarily designed for service(Tray, Trolley, Home delivery, Lounge, Room Service/IRD, and Drive-in)		
4.5			
Chapter 5	Types of Meals	6	8
	Breakfast – Introduction, Types – English, American, Continental, Indian Menu and Service procedure		
5.1			
	Brunch – Introduction and Menu		
5.2			
	Lunch – Introduction and Menu		
5.3			
	High Tea – Introduction and Menu		
5.4			
	Dinner – Introduction and Menu		
5.5			
	Supper – Introduction and Menu		
5.6			
	Total	30	40

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Examples of F & B outlets available in the Locality with a small brief.
2. Draw and write the sizes / capacities and uses of various food and beverage equipments used in f & b service department – in the form of charts
3. Prepare any one chart / PPT from the following:
 - a. Organizational hierarchy of Food & Beverage Service personnel for 5 star hotel and QSR
 - b. Job descriptions of any five personnel in the hierarchy
 - c. Attributes and attitudes of Food & Beverage Service personnel
4. Charts or Presentation on Types of Service.
5. Prepare charts for different breakfast menus

Practicals:

1. Food and Beverage Service Attributes, etiquettes and hygiene practices
2. Identification of equipment – Crockery, Cutlery,
3. Identification of equipments – Serviceware, glassware and miscellaneous
4. Mise-en-place and Mise-en-scene, Organization of Sideboard
5. Tablecloth - Laying and relaying
6. Laying of Cover – A la carte & Table d'hôte
7. Napkin Folds (Minimum 10 folds)
8. Service of Water
9. Technical Skills – Carrying Salver, Carrying plates, glasses and other equipment, Handling of service gear
10. Technical Skills – Clearance, crumbing down and presentation of bill
11. Continental Breakfast – Menu planning, setup, Service, American Breakfast – Menu planning, setup, Service
12. English breakfast – Menu planning, setup, Service, Indian Breakfast – Menu planning, setup, Service.

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. Modern Restaurant Service – John Fuller

5. The Restaurant (from Concept to Operation) – Lipinski
6. Bar and Beverage Book–Chris Katsigris, Chris Thomas
7. Textbook of Food & Beverage Service – Anita Sharma, S. N. Bagchi
8. Textbook of Food & Beverage Service – Bobby George

Subject : Housekeeping Operations I

Subject Code : 150103

Subject Credits : 02 (Th) 02 (Pr)

Semester : I

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

C1- Understand and obtain basic knowledge of housekeeping department.

C2- Analyze job profiles of housekeeping personnel's

C3- Identify Cleaning agents and equipments and usage of the same

C4- identifies types of guest rooms and facilities provided.

C5- To describe the role of Control desk and coordination with other departments.

		Hours	Marks
Chapter – 1	Introduction to Housekeeping Department		
1.1	Role of Housekeeping department in Hotels	6	6
1.2	Functions of Housekeeping department		
1.3	Coordination with other departments <ul style="list-style-type: none">• Food Production• F&B Service• Human Resources• Accounts• Marketing• Maintenance• Security		
1.4	Areas of Housekeeping <ul style="list-style-type: none">• Back of the House• Front of the House		
Chapter – 2	Layout of Housekeeping department	4	6
2.1	Sections of the Housekeeping department		

2.2	Functions of areas		
Chapter – 3	Organization of Housekeeping Department	4	8
3.1	Hierarchy of <ul style="list-style-type: none"> • Small size hotel • Medium size hotels • Large Hotels 		
3.2	Attributes of Housekeeping Staff		
3.3	Job Description and specifications of <ul style="list-style-type: none"> • Executive Housekeeper • Floor Supervisor • Public Area Supervisor • Linen Room Supervisor • GRA- Guest room attendant 		
Chapter –4	Guest Rooms	4	4
4.1	Types		
4.2	Supplies , amenities and facilities provided for <ul style="list-style-type: none"> • Standard room • VIP rooms 		
Chapter –5	Cleaning of areas	6	8
5.1	Principles of Cleaning &Types of cleaning <ul style="list-style-type: none"> • Daily • Weekly • Spring/ Deep 		
5.2	Classifications of Cleaning agents, use and care. Selection Criteria.		
5.3	Classifications of Equipments, use and care. Selection criteria		
Chapter – 6	Keys	3	4
6.1	Types.		
6.2	Key issuing and handling process		
6.3	Loss of keys		
Chapter –7	Control desk	3	4
7.1	Importance and Functions of Control desk		
7.2	Role of Control Desk Supervisor		
	Total	30	40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collecting Brands and information of various cleaning agents from Market.
2. Collecting information of Cleaning equipments (Brands, prices etc)
3. Preparing or procuring samples of guest supplies and amenities.

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

1. Introduction to Housekeeping Department
2. Orientation of Guest Room
3. Introduction to Guest Room supplies & placement
4. Introduction to Cleaning Agents
5. Introduction to Cleaning Equipments.
6. Cleaning of Allotted Areas
7. Glass Cleaning
8. Polishing of Articles
 - a) Brass
 - b) Silver
 - c) Laminated Surfaces
 - d) Steel/ Metal
 - e) Copper
 - f) EPNS
9. Bed making
10. Turn down Service
11. Manual and Mechanical Cleaning (Vacuum cleaning)
12. Floor Cleaning.

Reference Books

1. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House
2. Hotel Housekeeping operation- G Raghubalan and Smirtee Raghubalan, Oxford publishing House
3. Hotel Housekeeping – Malini Singh, McGraw publishing house
4. Professional Housekeeper – Gerogina Tucker.

Subject : Front Office Operations - I

Subject Code : 150104

Subject Credits : 02 (Th) 02 (Pr)

Semester : I

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

- C1 Introduction to the basics of Front office.
- C2 Understand role of front office in Hotel Industry.
- C3 Knowledge of different departments in Front Office.
- C4 Importance of coordination with other department for smooth operations.
- C5 Brief Introduction to the Hospitality Industry

		Hours	Marks
Chapter – 1	Introduction to Hospitality and Hotel Industry	3	4
1.1	Hospitality and its origin		
1.2	Hotels, their evolution and growth		
1.3	Brief introduction to hotel core areas with special reference to Front Office		
Chapter – 2	Classification of hotels and their organization chart	5	6
2.1	Classification of hotels based on Size, Star, Location & clientele, Ownership basis, Independent hotels, Management contracted hotel, Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and condominium		
2.2	Organizational Chart of hotels (Large, Medium, Small)		

Chapter – 3	The Front Office Department	6	8
3.1	Sections and layout of the Front Office Department		
3.2	Organizational chart of front office department (small ,medium and large hotels)		
3.3	Duties and responsibilities of Front Office staff (Front Office Manager, Reservation Assistant, Receptionist, GRE, Information Assistant, Cashier, Telephone operator, Door attendant)		
3.4	Personality traits of Front Office personnel		
3.5	Coordination of front office with other departments of the hotel		
3.6	Equipment used (Manual and Automated)		
Chapter –4	Room Types & Tariffs	2	6
4.1	Types of rooms		
4.2	Various Food or Meal plans		
4.3	Types of room rates (Rack, FIT, crew, group, corporate, weekend)		
Chapter –5	Role of Front Office in Hotel Operations	6	8
5.1	Key control and key handling procedure		
5.2	Mail and message handling		
5.3	Paging and luggage handling		
5.4	Rules of the house (for Guest and Staff)		
5.5	Black List		
5.6	Bell desk and Concierge (functions, duties and responsibilities, luggage handling and records)		
Chapter – 6	Reservations	8	8
6.1	Importance of guest cycle (Various stages, sections, staff in contact during each stage)		
6.2	Modes and sources of reservation Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)		
6.3	Computerized system (CRS, Instant reservations)		
6.4	Types of reservation (guaranteed, confirmed, groups, FIT)		
6.5	Procedure for amendments, cancellation and overbooking.		
	Total	30	40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Country, Capital and Currencies and Indian States and their Capitals.
2. Procuring and presenting of information regarding National and International chain of hotels.
3. Duties and Responsibilities of Front Office Staff in chart form.
4. Information on Popular cities (Location, shopping facilities, restaurants, places of interest historical monuments)

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

1. Telephone Etiquettes
2. Telephone handling.
3. Key control Procedures and handling room keys(issuing, receiving, missing keys, computerized keycards)
4. Handling guest enquiries.
5. Handling guest messages and mails.
6. Handling Paging for guests.
7. Handling guests who are blacklisted.
8. Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record.
9. Handling guest luggage
10. Taking down reservation request for FIT, Corporate guest, Group / Crew.
11. Use of Convention chart and density chart to process the reservation.
12. Amendments and Cancellation of Reservations.
13. Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
14. Handling guest common queries about information of the property (Travel Desk, recreational areas)

Practical Examination:

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books:

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office Operations and Management (Jatashankar R. Tewari)
4. Managing Front Office Operations (Michael Kasavana)

Subject : Communication Skills (English) -I

Subject Code : 150105

Subject Credits : 03

Semester : I

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

1. Understanding importance of effective communication
2. Learning about types and channels of communication
3. To enhance knowledge of internal business communication

	Hours	Marks
Chapter – 1 Introduction To Communication	06	10
1.1 Definition of Communication		
1.2 Function and purpose of Communication Process of Communication- Sender, receiver, message, channel, feedback Message conceived,		
1.3 message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
1.4 Barriers to communication; and Measures to overcome them		
Chapter – 2 Types of Communication	08	12
Categories of communication		
2.1 • Interpersonal communication • Mass communication		
Forms of communication		
2.2 • Verbal communication-		
a. Oral communication		
b. b. Written communication		

	<ul style="list-style-type: none"> • Non-verbal communication- Personal Appearance, Gestures, Postures, Facial Expression, Eye Contacts, Body Language(Kinesics), Time language, Silence Tips for Improving Non-Verbal Communication Formal and Informal Communication 		
2.3	<ul style="list-style-type: none"> • Vertical communication v/s Horizontal communication • Inter v/s Intra organizational communication 		
Chapter –3	Listening Skills	06	10
3.1	Listening Process; Levels of Listening		
3.2	Common barriers to the Listening process		
3.3	Measures to Improve Listening		
3.4	Emphatic Listening as an Important Skill in workplace		
Chapter –4	Language for Communication	08	10
4.1	Language and Communication-General Principles of Writing;		
4.2	Improving Writing Skills		
4.3	Essentials of good style		
4.4	Expressions and words to be avoided		
4.5	Grammar and Usage		
Chapter –5	Communication in Organizations	06	10
5.1	Internal Communication; Stake Holders in Internal Communication;		
5.2	Upward Communication, Downward communication , Horizontal communication		
5.3	External Communication;		
5.4	Stake Holders in External Communication;		
5.5	Channels of External Communication.		
Chapter –6	Oral Communication skills	06	12
6.1	Meaning, Importance, Advantages and Disadvantages of oral communication		
6.2	Essential qualities of a good speaker		
6.3	Extempore, Debate and Elocution		
6.4	Using voice effectively in oral communication		
Chapter –7	Reading Skills	05	06
7.1	Purpose of Reading		
7.2	Types of Reading		

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Extempore on any suitable topic
2. Body language – Meaning of different hand gestures, Postures and eye contact
3. Reading Assignments in the class
4. Listening Skills in a group

Reference Books

1. Business English. Department of English University of Delhi. Pearson.
2. Communication Skills – Sanjay Kumar. Oxford.
3. Improve your writing – V.N. Arora. Oxford.
4. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
5. Communicative English – E. Suresh Kumar. Orient Black Swan.
6. Business Communication. Second Edition – Meenakshi Raman. Oxford.
7. Communication Skills – BV Pathak

Subject : Tourism Operations

Subject Code : HS 106

Subject Credits : 03

Semester : I

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course outcome

1. Understanding the nature and scope of tourism in India
2. Enhancing knowledge about various stake holders of tourism sector.

Chapter 1 The Tourism Phenomenon

- 1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.
- 1.2 History of Tourism, Growth of Tourism & Present status of tourism in India.
- 1.3 Career Opportunities for tourism professionals

Chapter 2 Constituents of Tourism

- 2.1 Primary Constituents
- 2.2 Secondary Constituents
- 2.3 The 4 A's of Tourism–Attraction, Accessibility, Accommodation, Amenities

Chapter 3 Role of Transport in Tourism

- 3.1 Modes of Transport: Road, Rail, Air, Sea.
- 3.2 Advantages of different Modes of Transport

Chapter 4 Types of Tourism

- 4.1 Tourism Motivators
- 4.2 MICE ,Religious, VFR(Visiting Friends and

- Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism
- 4.3 Alternative Tourism: Eco Tourism, Agro Rural Tourism
- Chapter 5 Impact of Tourism on various environment**
- 5.1 Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.
Impact on Standard of living
- 5.2 Social, Cultural & Political
- 5.3 Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.
- Chapter 6 Tourism Organizations**
- 6.1 Objectives, Role & function of: Government Organizations- DOT, ITDC, MTDC, ASI, TFCI.
- 6.2 International Organizations: WTO,,IATA, PATA. TAAI, FHRAI,IATO
- 6.3 NGO: Role of NGO in making responsible tourists
- Chapter 7 The Tour operator**
- 7.1 Meaning & Definition
- 7.2 Types of Tour operator: Inbound, Outbound & Domestic.
- 7.3 Tour Packaging /Itinerary –definition, components of a tour
- 7.4 Types of Package Tour- Independent Tour , Inclusive Tour Escorted Tour
- 7.5 Business Tour Guides & escorts and the role they play in the growth of industry
- Chapter 8 Rules and regulations**
- 8.1 Passport–Definition, issuing authority
- 8.2 Types of Passport
- 8.3 Requirements for passport
- 8.4 Visa–Definition, issuing authority, Types of visa Requirements for visa.
- 8.5 Health Regulation–Vaccination, Health

Insurance. Economic Regulation–Foreign Exchange

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

5. Presentation on Tourism destinations in India
6. Planning and Itinerary
7. Visiting local tourism organizations
8. Reviewing the impact of tourism on local population of a destination
9. Field visit to a Travel Agency, Airport etc.

Reference Books

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989.
2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism – Fundamentals & Practices -A. K. Bhatia -Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
6. Mishra, S.N; Sadual S, K (2008): Basics of Tourism Management, Excel Books,New Delhi
7. Swain S K, Mishra J.M. (2012), Tourism Principles and Practices, Oxford University Press

Subject : Food Production Principles - II

Subject Code : 150201

Subject Credits : 02 (Th) 04 (Pr)

Semester : II

Hours per week : 02 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

- C1 Identify and prepare basic stocks, soups and sauces..
- C2 List & Prepare various types of Salads, Sandwiches and appetizers .
- C3 Recognize different types of fruits, vegetables & Eggs with its uses
- C4 Understand characteristics & functions of various bakery ingredients.

		Hours	Marks
Chapter – 1	Stocks	04	05
1.1	Definition & uses of stocks		
1.2	Classification - (White, brown, fish and vegetable)		
1.3	Rules of stock making		
1.4	Recipe of 1liter of various stocks		
1.5	Storage & Care of stock		
1.6	Glazes & Aspic		
Chapter – 2	Soups	04	05
2.1	Aim of soup making		
2.2	Classification of soups - Cream, Puree, Veloute, Chowder, Consommé, National soups		
2.3	Classical accompaniments and garnishes		
Chapter – 3	Sauces	04	05
3.1	Classification & uses of sauces		
3.2	Composition		
3.3	Thickening agents used in sauce making		
3.4	Recipes of basic mother sauces,		
3.5	Derivatives of basic mother sauces		

Chapter 4	Egg Cookery	04	05
4.1	Composition and structure of egg		
4.2	Selection criteria for egg		
4.3	Various Methods of cooking egg		
4.4	Uses of egg in cookery		
Chapter –5	Salads & Salad Dressings	04	05
5.1	Parts of salad with ingredients used		
5.2	Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad		
5.3	Principles/guidelines of salad making		
5.4	Salad dressings – Types		
5.5	International Classical Salads – composition and country of origin		
Chapter - 6	Appetizers (Hot & Cold)	04	05
6.1	Types of appetizers with examples		
6.2	International Classical appetizers		
6.3	Precautions for preparing and presentation of appetizers		
6.4	storage of appetizers		
Chapter -7	Introduction to Bakery & Confectionery	06	10
7.1	Principles of Baking		
7.2	Bakery Equipment (Small, Large, Tools etc)		
7.3	Formulas & Measurements		
7.4	Physical & Chemical changes during baking		
7.5	Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items		
	Total	30	40

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

Minimum 10 examples of each category of soups.

1. Chart presentation - Basic mother sauces derivatives with composition & accompanying dishes.
2. Chart presentation of 10 International Classical Salads with ingredients used, dressing & country of origin.
3. Vegetable cuts – Diagram, brief explanation & catering uses.
4. Chart presentation of classical appetizers.

Practicals:

- 1) Minimum 24 *Individual Practicals* to be conducted during the semester.
- 2) The practical should comprise of the following:
 - a) Demonstration on basis, stocks and sauces – 2 practicals
 - b) Continental menu - 11 practical consisting of appetizer/soup, main course with starch and vegetables, salad and dessert
 - c) Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation. – 11 practicals

Practical Examination: (Internal & External)

Exams to be conducted on Continental menus consisting of appetizer/soup, main course with starch and vegetables, salad and dessert

Reference Books

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Success in Principles of Catering - Michael Colleer& Colin Saussams
8. Fundamentals of Food Production Principles – Shefali Joshi & Pralhad Botre

Subject : Principles of Food & Beverage Service - II

Subject Code : 150202

Subject Credits : 02 (Th) 02 (Pr)

Semester : I

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Chapter No	Topic	Hours	Marks
Chapter 1	Menu knowledge	8	12
1.1	Introduction		
1.2	Types of Menu – A la Carte Menu & Table d’hôte Menu		
	Menu Planning – Considerations and		
1.3	Constraints, Religious and cultural dietary influences		
1.4	Menu Terms		
1.5	French Classical Menu sequence		
1.6	Classical Food dishes – cover and accompaniments		
Chapter 2	Control Methods	4	4
2.1	Introduction		
2.2	Functions of a control system		
	Order Taking Methods – Triplicate checking		
2.3	System, Duplicate checking System, Service with order, Pre-ordered		
	Formats used - Kitchen Order Ticket, Beverage		
2.4	Order Ticket, Special food checks		
2.5	Flow chart of KOT & BOT		
	Methods of payment – Cash, Cheques, Credit		
2.6	cards / Debit cards, Traveler’s cheques, Vouchers and tokens		

Chapter 3	Beverages	6	10
	Non Alcoholic Beverages – Definition, Classification		
3.1	<ul style="list-style-type: none"> • Stimulating – Tea, Coffee, Chocolate • Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes • Refreshing – Waters – Aerated Water, Natural Spring Water, Mineral Water, Packaged drinking water 		
	Alcoholic Beverages – Definition, Classification and examples		
3.2	<ul style="list-style-type: none"> • Fermented – Beer, Wine, Sake, Cider, Perry • Distilled – Spirits • Compound – Liqueurs 		
Chapter 4	Beers	8	10
4.1	Introduction		
4.2	Ingredients used		
4.3	Production		
4.4	Service – Glassware and temperature		
4.5	Types and Brands – Indian and International		
Chapter 6	Tobacco	4	4
6.1	Introduction		
6.2	Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage, Brands of cigar		
6.3	Cigarette - Brands of cigarettes		
	Total	30	40

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Prepare PPT on French Classical Menu Courses with examples
2. Prepare chart for alcoholic beverages and non-alcoholic beverages with examples of each

3. Collect samples of wrappers of cigars and cigarettes
4. Find the electronic devices used for order taking in restaurants
5. Beer cards from five outlets
6. Preparing Breakfast Hanger for star category hotels

Practicals:

1. Writing food and beverage checks
2. Menu planning, Cover layout and service of each course - 3 / 4 course lunch and dinner menu – 2 Practical.
3. Menu planning, Cover layout and service of each course - 5 / 6 course lunch and dinner menu– 2 Practical
4. Order Taking – Both Food and Beverage
5. Service of Non-alcoholic beverages – Water, Syrups, Aerated Water, Tea, and Coffee.
6. Service of Non- alcoholic beverages – Juices, Squashes, Mocktail, Specialty coffee (Irish)
7. Service of alcoholic beverage – Beer (Bottled, Canned and Draught) (2 Practicals)
8. Service of Cigar and Cigarettes
9. Situation Handling – any five situations

REFERENCE BOOKS:

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

Subject : Housekeeping Operations II

Subject Code : 150203

Subject Credits : 02 (Th) 02 (Pr)

Semester : II

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

- C1 Understand the role of checklist and its application for supervision
- C2 Apply cleaning procedures for rooms with different status
- C3 Acquire knowledge regarding eco friendly concepts
- C4 Handle lost and found of items/ article
- C5 To identify cleaning procedures for public areas

		Hours	Marks
Chapter – 1	Supervision	2	4
1.1	Importance of supervision		
1.2	Importance of Checklist		
1.3	Dirty Dozen identified in areas		
Chapter – 2	Daily routine of Housekeeping department	4	5
2.1	Opening and Closing of house		
2.2	Rules of the House		
2.3	Types of Shifts. Jobs conducted in various shifts		
Chapter – 3	Cleaning Routine of Guest rooms	6	8
3.1	<ul style="list-style-type: none">• Occupied Rooms• Departure room• Vacant room• Out of Order room• Evening service/Turndown service• Second service		

Chapter –4	Cleaning Routine of Public Areas	6	6
	<ul style="list-style-type: none"> • Lobby • Elevators • Swimming pool • Banquets • Staircase & Corridors • Restaurants & Lounges 		
Chapter –5	Eco friendliness	4	5
5.1	Introduction to eco-friendly practices		
5.2	Methods of applying eco friendly concepts in housekeeping department		
Chapter- 6	Lost and Found	4	6
6.1	Procedure of lost and found for guest articles Format of Lost and Found		
6.2	<ul style="list-style-type: none"> • Lost and Found Register • Lost and found slip • Gate pass 		
6.3	Procedure for loss of Hotel property		
Chapter- 7	Mini bar	4	6
7.1	Introduction , operations of mini bar		
7.2	Procedures of Replenishment <ul style="list-style-type: none"> • Records maintained 		
	Total	30	40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collecting data about products kept in the minibar and their rates
2. Make a presentation of various records maintained in the Housekeeping Department
3. Make a presentation of Cleaning Routine of Guest Room and Public Area.

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

1. Cleaning of different floor finishes, and use of floor scrubbing machine
2. Equipping Maids Carte / Trolley
3. Bed Making
4. Turndown Service
5. Daily Cleaning of Guest rooms – Departure, occupied and vacant.
6. Cleaning of Public areas of the Institute (Weekly / Spring-cleaning)
7. Preparation of checklist- Understanding Inspection records
8. Supervision of allotted areas
9. Handling of lost found articles (Mock practice)
10. Preparation of formats
11. Mini bar operations
12. Polishing of various surfaces/ articles/ fixtures
13. Preparing eco friendly information for guests (with the help of tags and tent cards)

Practical Examination:

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books:

1. Hotel Housekeeping operation- G Raghubalan and Smirtee Raghubalan, Oxford publishing House , edition- 03
2. Hotel housekeeping Training Manual- Sudhir Andrew, Mc. Graw Publishing House.
3. Hotel Housekeeping – Malini Singh, Mc Graw publishing house.
4. Professional Housekeeper – Gerogina Tucker

Subject : Front Office Operations - II

Subject Code : 150104

Subject Credits : 02 (Th) 02 (Pr)

Semester : II

Hours per week : 02 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

- C1 Understand role of Front Office in Hospitality Industry.
- C2 Study basic Skills for different tasks and aspects in Front Office.
- C3 Understand Various Front Office Operational Procedures.
- C4 Learn about Guest cycle in Front Office.

	Hours	Marks
Chapter – 1 Pre-Arrival Procedures	5	6
1.1 Pre-arrival activities (Preparing an arrival notification etc.)		
1.2 Procedure for VIP arrival		
1.3 Procedure for group arrival (special arrangements, meal coupons)		
Chapter – 2 Guest Arrival	7	10
2.1 Receiving of guests		
2.2 Registration (non- automated and automated)		
2.3 Relevant records for FITs, Groups, Air crews and VIPs		
2.4 Types of registration (Register, Loose Leaf, Registration Cards)		
2.5 Pre-registration		
2.6 Arrival procedure for various categories of guests(Foreigners along with C-forms, its importance FITs- walk-in, with confirmed		

	reservation)		
	2.7 Notification of guest arrival		
	2.8 Criteria for taking advance (Walk-ins, Scanty Baggage, Groups)		
Chapter – 3	Guest Stay	6	8
	3.1 Hospitality desk and Role of GRE, Rooming a guest (introduction to the hotel facilities, orientation of the room)		
	3.2 Procedure for room change (Live move and dead move)		
	3.3 Safe deposit procedure.		
	3.4 Assisting Guest with various information		
Chapter –4	Guest Departure	6	8
	4.1 Departure notification		
	4.2 Task performed at bell desk, cashier/reception		
	4.3 Express checkouts		
	4.4 Late check outs and charges		
Chapter –5	Methods of Payment	6	8
	5.1 Credit card handling		
	5.2 Travelers’ cheques, Personal cheques		
	5.3 Handling cash Indian, Foreign currency Other methods of payment (Travel agent , Bill to Company)		
	Total	30	40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Preparation and study of airlines and flags chart.
2. To collect and present the information of different states of India with regards to location, capital, tourist destination, special features, major cities , music, eminent personalities, culture and food.
3. Beaches and hill stations in India

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

- 1) Preparing for VIP and Group Arrivals.
- 2) Guest arrival procedures.
- 3) Procedures for dealing with Walk-ins, Scanty Baggage while taking advance.
- 4) Registration process for Walk-ins, FIT, Corporate Guests, Group / Crew.
- 5) Rooming a guest procedure.
- 6) Room Change procedures.
- 7) Handling guest departures / check outs.
- 8) Express Check Outs.
- 9) Various methods of payments – Credit / Debit Card, Travelers' Cheque, Personal Cheque.
- 10) Cash – Indian and Foreign Currency, Travel Agents Voucher, BTC.
- 11) Role Plays- Taking a wake-up call.
- 12) Role Play – Handling a reservation of a guest who is a black listed.
- 13) Role Play – Handling a check in procedure of a foreigner.

Practical Examination:

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books:

1. Check in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P.Bradley, J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

Subject : Communication Skills (English) -II

Subject Code : HS 205

Subject Credits : 03

Semester : I

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

1. Learning business communication techniques
2. Enabling students to face interviews

		Hours	Marks
Chapter – 1	Business Communication	06	10
1.1	Writing Business Letter: Importance of Business Letters		
1.2	Difference between Personal and Business Letters		
1.3	Structure and Format of Business Letters		
1.4	Types of Business Letters.		
Chapter – 2	Employment Communication	06	10
2.1	Resume		
2.2	Contents of Good Resume		
2.3	Guidelines for writing a Resume		
2.4	Types of Resumes		
2.5	Format of Cover Letter		
Chapter –3	Employment Communication - Job Interview Skills	08	12
3.1	Characteristics of Job Interview		
3.2	Job Interview Process		
3.3	Job Interview Techniques- Manners and		

	etiquettes to be maintained during an Interview		
3.4	Sample questions commonly asked during Interview		
3.5	Interview Attire		
Chapter –4	Report Writing:	08	10
4.1	Purpose of Report Writing		
4.2	Features of Writing a Good Report; Characteristics of writing a good		
4.3	report-Importance of communication in report writing		
4.4	Guidelines for Report Writing; Steps in Report Writing; Structure of Report		
4.5	Types of Reports and Different Formats		
Chapter –5	Meetings:	06	10
5.1	Types of Meetings; Importance of Business Meetings;;		
	Conducting Meetings-Selecting		
5.2	participants-Developing agendas-Opening meetings-Establishing ground rules for meetings		
5.3	Time management-Evaluations of meeting process-Evaluating the overall meeting		
5.4	Closing meetings		
5.5	Common Mistakes Made at Meetings		
Chapter –6	Internal Business Communication	06	12
6.1	Writing Circulars- Guidelines for writing a circular- Languages and writing style of a circular- Format of a circular;		
6.2	Notices- Purpose- Format- Important points to remember while writing a notice		
6.3	Principles of E-mail; E-mail Etiquette; Overcoming Problems in E-mail Communication.		
Chapter –7	Life Skills	05	06
7.1	Teamwork		
7.2	Leadership Styles		
7.3	Critical and creative thinking skills		
7.4	Problem solving skills		
	Total	45	70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Report writing
2. Conducting a business meeting
3. Group discussion and personal interview techniques
4. Drafting a business mail, circular and notice

Reference Books

- 1) Business Communication – Urmila Rai. Himalaya Publishing House.
- 2) Business Communication – K.K.Sinha. Galgotia Publication.
- 3) Business Communication Connecting at Work – Hory Sankar Mukherjee. Oxford.
- 4) Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
- 5) English Language Communication Skills – Urmil Rai. Himalaya Publishing House.
- 6) Fifty ways to improve Presentation Skills in English – Bob Dignen. Orient Black Swan.
- 7) Highly Recommended Teacher’s Book English for hotel and catering industry. Oxford.
- 8) Business Communication : Skills , concepts and Application – P. D. Chaturvedi; Mukesh Chaturvedi

Subject : Basic French

Subject Code : 150205

Subject Credits : 03

Semester : II

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course outcome:

To be acquainted with the basics of the French language as a communication tool for hospitality and be aware of the French terminology used by the Hotel Industry.

	Hours	Marks
Part 1		
La langue française: un coup d'œil (introduction aux éléments de base)		
Chapter – 1	17	20
1.1 l'alphabet français et la prononciation		
1.2 les nombres		
1.3 le calendrier (les jours, les mois, la date)		
1.4 l'heure		
bilan grammatical lié surtout aux leçons de la		
1.5 Partie 2 - (articles, noms, pronoms sujets, adjectifs, adverbes, verbes au présent de l'indicatif, prépositions, conjonctions)		
1.6 mots et expressions utiles pour tous les jours		
1.7 vocabulaire classifié		
Part 2		
Soyez les bienvenus ! (Leçons 2 à 10)		
Chapter – 2	02	03
Bonjour ! (Le premier jour à la fac)		
• salutations		
• se présenter		

	<ul style="list-style-type: none"> • formules de politesse • Apprenons ! (vocabulaire et grammaire pertinents au thème) 		
Chapter –3	Qui est-ce? (S'inscrire au cours) <ul style="list-style-type: none"> • la fiche d'inscription • la carte d'identité • mes goûts et mes préférences • Apprenons ! (vocabulaire et grammaire pertinents au thème)	02	03
Chapter –4	Ma journée (La vie quotidienne) <ul style="list-style-type: none"> • l'emploi du temps • à la cantine • Apprenons ! (vocabulaire et grammaire pertinents au thème)	03	04
Chapter –5	Une visite (Section 1: la réception) <ul style="list-style-type: none"> • à la réception • réserver une chambre • Apprenons ! (vocabulaire et grammaire pertinents au thème)	03	05
Chapter –6	La chambre d'hôtel (Section 2: l'hébergement) <ul style="list-style-type: none"> • les types d'hôtel • les types de chambres • l'aménagement • Apprenons ! (vocabulaire et grammaire pertinents au thème)	03	05
Chapter –7	Faire la cuisine (Section 3: la cuisine) <ul style="list-style-type: none"> • les boissons (vocabulaire classifié) • la nourriture (vocabulaire classifié) (les légumes, les fruits, les produits laitiers, la volaille, la viande, le poisson, les herbes et les épices, les assaisonnements, les fromages) • termes culinaires 	05	10

	<ul style="list-style-type: none"> • la brigade de cuisine • Apprenons ! (vocabulaire et grammaire pertinents au thème) 		
Chapter - 8	Bon Appétit ! (Section 4: la restauration) <ul style="list-style-type: none"> • au restaurant • menu classique français (vocabulaire classifié) • mettre le couvert (vocabulaire classifié) • la brigade de restaurant • Apprenons ! (vocabulaire et grammaire pertinents au thème) 	04	12
Chapter - 9	La Fête (Amusons-nous !) <ul style="list-style-type: none"> • une boum • Apprenons ! (vocabulaire et grammaire pertinents au thème) 	03	04
Chapter - 10	Mon rêve (Projets d'avenir) <ul style="list-style-type: none"> • J'ai un grand intérêt pour ... • Apprenons ! (vocabulaire et grammaire pertinents au thème) 	03	04
	Total	45	70

Assignments:

(For internal evaluation 30 marks)

Chaque étudiant(e) doit faire trois de ces Activités Proposées.

1. Présentez votre ami/camarade de classe.
2. Décrivez (Faites une présentation sur) l'aménagement d'une chambre d'hôtel.
3. Recherchez sur Internet plus d'exemples pour chaque cours du menu classique français et présentez-les en classe.
4. Préparez un quizz basé sur une démonstration sur le thème << mettre le couvert >>.
5. Préparez une affiche sur les aménagements offerts par un hotel 5-étoile et présentez-les en classe.
6. Présentez une recette française en classe à l'aide d'une affiche.
7. Préparez un collage de fromages français et présentez-le en classe.
8. Faites une présentation des boissons servis pendant une fête.
9. Préparez un collage de possibilités d'emploi à l'avenir et présentez-le en classe.

10. Présentez << Boulot de mes rêves >>.

Reference Books

1. Basic French Course for the Hotel Industry–by Catherine Lobo & Sonali Jadhav
2. F & B Service-by Dennis Lillicrap, John Cousins & Robert Smith
3. Modern Cookery Vol 1 -by Thangam Philip

Subject : Advanced Food Production - I

Subject Code : 150301

Subject Credits : 03 (Th) 04 (Pr)

Semester : III

Hours per week : 03 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

C1: To plan menus and prepare Indian foods in quantity and be able to plan for the same

C2: To understand the principles of volume forecasting

C3 : To know the various cuisines in India and the food habits in various parts of India

C4 : To be able to prepare various bakery goods and understanding the underlying principles of making of the same

		Hours	Marks
Chapter – 1	Introduction to Quantity Food Production	06	05
1.1	Introduction to Quantity Food Production		
1.2	Introduction to Sectors of Catering Industry (Welfare and Commercial)		
1.3	Industrial Catering-(Introduction, Characteristics, Menu Planning & Challenges)		
1.4	Banqueting-(Introduction, Characteristics, Menu Planning & Challenges)		
1.5	Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges)		
1.6	Welfare Catering- (Introduction, Characteristics, Menu Planning & Challenges)		
Chapter – 2	Volume Forecasting	04	05
2.1	Volume Forecasting (Definition, Importance, Concept of judgments)		
2.2	Factors influencing Volume Forecasting		

2.3	Merits & Limitations of Volume forecasting		
Chapter – 3	Menu Planning	06	05
3.1	Principles of Menu Planning		
3.2	Menu balancing and food costing		
3.3	Factors influencing menu planning for regional and industrial menus		
3.4	Standardizing of Recipes and Portion sizes		
Chapter- 4	Indian Regional cooking	08	05
4.1	Introduction to Indian regional cuisines – Regional specialties Special methods, Ingredients & Equipment used, Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu)		
4.2	Factors influencing Regional and Religious menus (Eating Habits, Religious constraints, regional specialties seasonal availabilities)		
4.3	Introduction to Indian basic gravies (Red, White, Brown & Green)		
Chapter –5	Yeast Dough (Fermented Goods)	04	05
5.1	Role of ingredients		
5.2	Types–(Rich /lean)		
5.3	Methods of bread making		
5.4	Stages in bread making		
5.5	Faults and remedies, Bread Disease, Bread Improvers		
Chapter – 6	Cake Making and icing	06	05
6.1	Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture)		
6.2	Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture)		
6.3	Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending)		
6.4	Scaling, Panning, Baking and Cooling		
6.5	Faults & Remedies		
6.6	Ingredients used in preparation of Icings		
6.7	Classification of icings (Flat & Fluffy)		
Chapter – 7	Cookies	05	05
7.1	Definition & Introduction		
7.2	Characteristics and its influencing factors		

7.3	Mixing Methods		
7.4	Types of Cookies (Piped/ Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet , Sandwich and Stencil)		
7.5	Panning, Baking & Cooling		
7.6	Cookie Improvers		
Chapter – 8	Flour Pastries	06	05
8.1	Introduction & Classification with examples		
8.2	Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish)		
8.3	Do's and Don'ts while preparing Pastry		
8.4	Faults & remedies		
	Total	45	40

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Power point presentation on authentic Regional festive or religious wedding Menu.
2. Plan a banquet menu and do volume forecasting and food costing calculations for it.
3. Chart Presentations on sectors of catering.
4. Chart Presentations on method of cake making.
5. Chart Presentations on types of cookies.
6. Chart Presentations on types of icings.

Practicals:

- 1) Minimum 12 practicals in team wise quantity production consisting of (Industrial & Indian regional Menus)
 - i. Regional Menu- 6 practicals including (Meat, Veg dry or gravy, Dal, Raita, Rice, Bread, Dessert)
 - ii. Industrial Menu
 - a) 4 practicals including (Dry veg, Pulse, Dal, Rice, Dessert)
 - b) 2 practicals—(Snacks, Brunch and breakfast Menu)
- 2) Minimum 12 practicals Bakery
 - i. 6 practicals
 - a) Two International Breads (6 variants from across the continents)

- b) Types of Flour Pastry(Short, Puff, Flaky, Rough, Choux, Danish)
- ii. 6 practicals
 - a) 2 types of Cakes (Sugar batter, Flour batter, All in one, Foaming (sponge), Chiffon, Angel)
 - b) 2 types of Cookies (Bagged, Dropped, Rolled, Moulded, Ice box, Bar, Sheet)

Practical Examination: (Internal & External)

Exams to be conducted in team wise quantity production (Minimum 50 pax) The menu should comprise of:

- Indian Regional Menus (Meat, Vegetable, Rice, Dal, Indian Bread and Sweet)
- Bakery products (1 International Bread or1 Pastry) and (1 Cake or1 Cookies)

Reference Books

1. Art of Indian Cookery - Rocky Mohan
2. Prasad – Cooking with Indian Master – J.Inder Singh Kalra
3. Quantity Food Production Operations and Indian Cuisine – ParvinderS.Bali
4. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
5. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. Modern Cookery for Teaching & Trade Vol - I- Ms.Thangam Philip, Orient Longman
7. The Professional Chef (4th Edition)- Le Rol A. Polsom
8. Professional Baking- Wayne Gisslen 9. Professional Cooking – Wayne Gisslen
9. Professional Pastry Chef – Bo Friberg, John Wiley
10. The Wilton Ways of Cake Decorations - Hamlyn Publishing
11. Basic Baking – S.C.Dubey
12. Theory of Bakery and Confectionery, YogambalAshokkumar

Subject : Advanced Principles of Food & Beverage Service - I

Subject Code : 150302

Subject Credits : 03 (Th) 02 (Pr)

Semester : III

Hours per week : 03 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

		Hours	Marks
Chapter 1	Wines	15	14
1.1	Introduction, definitions of Wines		
1.2	Classification		
1.3	Viticulture, Vinification-Still, Sparking(Champagne), Fortified Wines (Sherry, Port, Madeira)		
1.4	Vine Diseases – Precautions and Prevention Measures		
1.5	Wine Regions Old World Wines (France, Italy, Portugal, Germany and Spain) Regions with wine examples & respective wine laws		
1.6	New World Wines (South Africa, Australia, USA, Argentina & India) Four important Wines from each country with their qualities.		
Chapter 2	Introduction to Spirits, Distillation process, Pot Still & Patent Still	3	2
Chapter 3	Spirits	15	14
3.1	Whisky-Production, types, brand names Brandy, Rum, Vodka, Gin & Tequila, Types, Brands- Indian and International		
3.2	Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies		
3.3	Alcoholic strength (Scales of measurement-OIML, skies		

scale,
American scale)

Chapter- 4	Liqueurs	08	05
4.1	Types with flavours, colors, base and origins		
4.2	Production		
4.3	Brands of Liqueur – Indian and International		
Chapter –5	Aperitifs	04	05
5.1	Wine based aperitif		
5.2	Spirits based aperitif		
	Total	45	40

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Wine Makers Calendar
2. Explore Popular Fruit Wines of the world
3. Study on other fermented beverage
4. Types with flavours, colors, base and origins

Practical:

10. Food and Wine Harmony – Menu Planning with Wines (2 Practical)
11. Service of Still Wine – Red, White and Rose (3 practical)
12. Service Of Sparkling Wines
13. Planning of Beverage Card
14. Service of Spirits (3 practical)
15. Service of Liqueur
16. Service of Aperitif

REFERENCE BOOKS:

9. Food & Beverage Service – Dennis Lillicrap and John Cousins
10. Food & Beverage Service – R. Sinagaravelavan
11. Professional Guide to Alcoholic Beverages- Lipinski Hill
12. Alcoholic Beverages- Lipinski & Lipinski
13. Bar and Beverage Book–Chris Katsigris, Chris Thomas
14. Bartenders Guide- BD & L.

Subject : Advanced Accommodation Operations I

Subject Code : 150303

Subject Credits : 03 (Th) 02 (Pr)

Semester : III

Hours per week : 03 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

C1 To apply the skills required at Mid-Management level.

C2 To be able to apply front office related techniques and establish room rates.

C3 To understand and operate the supporting sections of the HK department.

		Hours	Marks
Chapter 1	Outsourcing	07	06
1.1	Definition and Concept.		
1.2	Reasons for hiring out sourcing agencies		
1.3	Identification of jobs given for outsourcing in Hotels		
1.4	Advantages and Disadvantages in Out-sourcing		
1.5	Method of pricing a contract in hotels		
Chapter 2	Linen Room	08	08
2.1	Definition and Importance of a Linen room in the Hotel		
2.2	Standard Layout of a Linen room in a 5 star Hotel		
2.3	Operations carried out in a Linen Room		
2.4	Sizes & Classification of Linen in a Hotel		
	● Guest Room Linen		
	● Restaurant Linen		
	● Uniforms		
	● Event Linen		
2.5	Process of Linen & Uniform Inventory, Methods of Storage and Issuing Policies		
2.6	Definition- Par stock and Linen Discard. Determinants for		

	calculating Par stock.		
2.7	Process and management of Linen Discard.		
Chapter 3	Laundry Management	08	08
3.1	Laundry Types: OPL- On Premises Laundry, Commercial Laundry.		
3.2	Laundry Layout in a 5star Hotel.		
3.3	Laundry Equipments, their uses and Care. <ul style="list-style-type: none"> • Washing Machines • Hydro-extractor • Calendaring Machines • Steam Press, Flat Press, Suzie 		
3.4	Definition and Process of Dry Cleaning.		
3.5	Process of Handling Hotel and Guest Laundry.		
3.6	Definition and Types- Stain.		
3.7	Identification and methods of Stain removal.		
Chapter- 4	Front Office Accounting	08	06
4.1	Types of Accounts, Folios, Ledgers Vouchers in Hotel		
4.2	Accounting System: <ul style="list-style-type: none"> • Manual • Semi-Automated • Fully Automated 		
4.3	Guest Accounting Cycle		
4.4	Control Measures: Pre- Authorization, Advance Payment systems, House Limit, Credit Control.		
Chapter –5	Guest Billing	07	06
5.1	Methods of Payment: Cash, Cheque, credit cards, traveler’s cheque, NEFT, RTGS, BTC, DD.		
5.2	Handling Foreign Currency, documents for the same.		
5.3	Handling Credit cards-Process and Precautions.		
Chapter –6	Application of Statistics at Front Office	07	06
6.1	Definition & Formulas for Room Statistics: <ul style="list-style-type: none"> • Room Occupancy % • Double Occupancy % • Foreign Occupancy% • Head Count • ARR • Rev Par • Overstay % • Understay % 		
		Total	45 40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. List of jobs given on contract in any one Five star hotel along with their agencies.
2. Recycling of discarded linen
3. Latest methods of Payment used in Hotels for bill settlement
4. Precautionary Measures to deal with frauds while handling Indian Currency & Credit Cards

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

1. Calculation of Room Linen requirement for a 100 room property with an OPL
2. Latest Techniques of Stain Removal
3. Use of Laundry Equipment (Washing Machine)
4. Laundering Procedure (Washing, Starching, Bluing and Ironing)
5. Stock taking of Linen for Housekeeping Lab
6. Role-play on Checkouts using various methods of Payments- FIT (Indian & Foreign Nationality guests)
7. Role-play on Checkout Procedure for bookings done through Corporate and Travel Agent
8. Role Play on Group Checkout procedure
9. Format of Departure Register, Departure Intimation, Departure List, Departure Errand Card.
10. Preparation of guest folio, Filling up, accounting and totalling (final) guest folio in semi-automated accounting system
11. Preparation of various vouchers-V.P.O., Miscellaneous voucher, Allowance vouchers, Travel Agent voucher, Cash receipt voucher etc.
12. Use of Software for Settlement of bills

Practical Examination:

(Internal & External) Practical Exam needs to be conducted on the above listed practical along with standards of grooming, task, performance & Viva.

Reference Books:

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
2. Hotel Housekeeping- Sudhir Andrews Publisher: Tata Mc Graw Hill

3. Hotel Housekeeping Operations and Management-G Raghubalan, Oxford University press,
Third edition
4. Hotel front Office Training Manual. -Sudhir Andrews
5. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J.Huyton
6. Front Office Procedures and management – Peter Abbott
7. Front office operations and Management by Jatashankar R. Tiwari

Subject : Environmental Science

Subject Code : 150304

Subject Credits : 03

Semester : III

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

1. Understanding the importance of Environment protection
2. To understand environmental Sustainability
3. Understanding the role and importance of Hotels in environment protection

		Hours	Marks
Chapter – 1	Environmental studies	09	14
1.1	Introduction – Definition		
1.2	Importance of environment with respect to Hospitality Industry		
1.3	Concepts – Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability, Food-mile, LEED, TERI, ISO (14,004,14010, 14011,14012), IGBC		
1.4	Ecotel – Definition, Scope and Importance		
1.5	Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry		
1.6	Employee Education and Community involvement - <ul style="list-style-type: none">● Awareness building amongst employees● Best Practices● Guest involvement in environmental practices		
Chapter 2	Environment Commitment	06	12
2.1	Environmental Systems		
2.2	Environmental policies, strategies and implementation <ul style="list-style-type: none">• Fitting into organizational culture• Environmental Policy		

	• Legislation (Awareness about Energy Conservation Act)		
2.3	Environmental impact assessment (Targeting & Page 86 of 236 monitoring, Key performance measures)		
Chapter 3	Water Conservation and management	06	12
3.1	Sources of water Pollution		
3.2	Methods of Water Purification (Filtration , Boiling, Chlorination, Reverse Osmosis, Ultra-violet , Ozonization)		
3.3	Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room)		
Chapter- 4	Energy Management	08	12
4.1	Types of energy sources – (Renewable, nonrenewable)		
4.2	Energy Management Program (Role of Energy Manager and Energy Audit) by hotel		
4.3	Energy - conservation measures (Investment and Decision making process)		
4.4	Alternative energy sources for hospitality industry		
Chapter –5	Solid Waste Management	08	10
5.1	Types of wastes (dry/wet, organic / inorganic, biodegradable / non bio-degradable)		
5.2	Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals)		
5.3	3R's principle (Reduce, Reuse, Recycle)		
5.4	Product purchasing & Purchasing Principles		
Chapter –6	Air and Noise Pollution	08	10
6.1	<ul style="list-style-type: none"> ● Air Pollution (Indoor)– Definition, causes, effects and control measures taken by hotels ● Air Pollution (outdoor)– Definition, causes, effects and control measures taken by hotels 		
6.2	Noise Pollution - Definition, causes, effects and control measures taken by hotels		
	Total	45	70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

10. Case studies of ECOTEL

11. List of recycled products used by hotels

12. List of eco-friendly products used and practices followed by hotels

Reference Books

1. Environmental Management for Hotels - David Kirk
2. FHRAI Training Manual.
3. Hotel Housekeeping operations and Management – Raghubalan- Oxford University Press 3rd Edition
4. Hotel front office operations and Management – Jatashankar R. Tewari Oxford University Press 3rd Edition
5. Food and Beverage Service , R Singaravelavan
6. Professional Housekeeper- Georgina Tucker

Subject : F & B Controls

Subject Code : 150305

Subject Credits : 03 (Th)

Semester : III

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	-	70	70	100

		Hours	Marks
Chapter 1	Food & Beverage Control	03	05
1.1	Definition, Objectives & Problems		
Chapter 2	Costs	04	10
2.1	Definition of Cost, Basic Concept of Profits		
2.2	Elements & Groups of Costs		
2.3	Pricing & Control Aspects,		
2.4	Break Even by graph and formula		
Chapter 3	The control cycle overview	02	05
3.1	Purchasing, receiving, storing, issuing, preparing & selling		
Chapter- 4	Purchasing	06	10
4.1	The selection of a Supplier, Rating, Methods of Purchasing		
4.2	Purchase Orders and Standard Purchase Specifications – Objectives & Preparation		
4.3	Centralized and decentralized purchasing		
4.4	Economic Order Quantity		
4.5	Concept of supply chain management – overview flow of goods and services		
Chapter –5	Receiving	06	10
5.1	Receiving Procedures & Methods		
5.2	Purchase Orders, Delivery Notes, Credit Note, Goods Received Book - formats & usage		

5.3	Goods return policy		
5.4	The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection		
Chapter –6	Stores and Issuing	08	10
6.1	Stock Records - Bin Cards, Stock Cards, Inventory Records		
6.2	Store Issues - Transfer Notes, Breakages and Damaged Goods		
6.3	Stock Taking, Stock Turnover, Stock Levels - Maximum level, Minimum level, Reorder level, safety level, danger level		
6.4	Procedure for storage of Perishable and Non- Perishable Food & Beverage items		
6.5	Inventory Control Methods: FIFO , LIFO, FILO and JIT		
6.6	ABC Analysis		
Chapter –7	Preparation of Food & Beverage Item	08	10
	Four tools in preparation - Volume Forecasting – Aids, Standard Yields, Standard Recipes, and Standard Portion Sizes		
7.1	Standard Yields, Standard Recipes, and Standard Portion Sizes		
7.2	Various preparation methods		
7.3	Centralized & decentralize cooking		
Chapter –8	Selling	08	10
	The pricing of menu - cost plus, market penetration, psychological pricing, market skimming pricing, departmental pricing, differential pricing		
8.1	psychological pricing, market skimming pricing, departmental pricing, differential pricing		
	Pricing strategies - BEP, Return on investment, Target profit pricing, Value based pricing, Competition based Pricing		
8.2	profit pricing, Value based pricing, Competition based Pricing		
8.3	Pricing Consideration - cover price, minimum price, discounted pricing, discriminatory pricing		
	Total	45	70

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Different formats to be drawn on chart papers

2. Prepare standard purchase specifications - Any 5 ingredients
3. Standard recipes for food and beverages

Reference Books:-

1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone
3. Theory of catering - Ronald Kinton, Victor Ceserani , David Foskett

Subject : Principles of Management

Subject Code : 150306

Subject Credits : 03

Semester : III

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

To make the students understand the concepts of Management and its practical application in the Hospitality Industry.

		Hours	Marks
Chapter 1	Introduction to Management	05	05
1.1	Introduction to Management, its nature and purpose		
1.2	Managerial functions at different organizational levels		
1.3	Functions of Management in brief		
Chapter 2	Management thoughts : A journey since inception	05	10
2.1	F.W. Taylor's Scientific Management Theory		
2.2	Henry Fayol's Management Theory		
2.3	Modern Day Management theory in brief		
Chapter 3	Planning	05	10
3.1	Definition		
3.2	Nature & Importance of Planning, advantages & disadvantages		
3.3	Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets.		
3.4	Steps in Planning		
Chapter- 4	Organizing	05	10
4.1	Definition		
4.2	Nature & importance of organizing		

4.3	Principles of organizing		
4.4	Types- Formal & Informal, Centralized / Decentralized, Line & Staff		
Chapter –5	Leadership	05	10
5.1	Definition		
5.2	Different styles of leadership		
5.3	Role of a leader		
Chapter –6	Motivation	05	12
6.1	Definition		
6.2	Benefits of motivated staff		
6.3	Maslow’s theory of need hierarchy		
6.4	McGregor’s theory ‘X’ and theory ‘Y’		
Chapter –7	Communication	05	05
7.1	Definition, nature, process of communication Types of communication- Upward / Downward		
7.2	Verbal / Nonverbal Formal / Informal		
7.3	Barriers to communication		
Chapter –8	Coordination	05	05
8.1	Definition		
8.2	Importance of Coordination among different departments of a hotel		
Chapter –9	Controlling	05	03
9.1	Definition		
9.2	Process of controlling		
9.3	Importance of Control process		
	Total	45	70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. List down the innovative methods to motivate employees in the various departments of the hotel.
2. Prepare a module showing the hierarchy and responsibilities of Student Council of the institute.
3. Describe a day in the life of a manager.

Reference Books:

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

Subject : Internship

Subject Code : 150401

Subject Credits : 12

Semester : IV

Industrial Training Outcome:

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

Duration of Industrial Training: **Sixteen weeks**

Examination Scheme						
Internal Examination Scheme				External Examination Scheme		
Attendance	Logbook & Appraisal	Internal Viva Voce, Report	Total Internal Marks	External Viva Voce, PPT, Report	Total External Marks	Total Marks
25	25	50	100	200	200	300

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

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

The Industrial Training needs to be undertaken in hotels which are of the level of three star and above category. During the internship period, the student shall maintain a logbook on daily basis. The Log book would contain personal observations of the students of the various facilities and equipment's used in the course of their training. In addition, they would also maintain a monthly record of feedback/ appraisal provided by the HR /Training Head of the concerned hotel. At the end of

the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each department trained.

Practical Examination: (Internal & External)

The internal exams to be assessed by the internal examiner for 100 Marks. External exams to be jointly conducted by internal as well as external examiner for 200 Marks.

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

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

Subject : Advanced Food Production - II

Subject Code : 150501

Subject Credits : 04 (Th) 04(Pr)

Semester : V

Hours per week : 03Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Course outcomes:

- C1 :To understand the cold kitchen works and foods prepared in Larder including Charcutiere
- C2 :To know various types of Meat , Poultry and Fish with their cooking techniques
- C3 :To prepare International hot and cold desserts
- C4 :To know the chocolate making and its uses
- C5 :To understand various food additives and their applications

		Hours	Marks
Chapter – 1	Charcutiere	08	08
1.1	Larder – Functions & Duties of larder chef		
1.2	Specific essential tools & equipment in the larder		
1.3	Cold preparations (Chaufroid , Aspic, Pate, Terrine, Galantine, Ballotines, Mousse, Mousseline) – Definition and preparation		
1.4	Production, classification, processing of Forcemeat and Sausages.		
1.5	Types and uses of marinades, cures, brines		
1.6	Ham Bacon & Gammon – Difference, Processing & Uses		
Chapter – 2	Meat Cookery	12	10
2.1	Understanding meats – Composition, structure & basic quality factors		
2.2	Aging, Factors affecting tenderness		
2.3	Appropriate cooking methods.		
2.4	Lamb / Beef / Veal / Pork		
	• Selection Criteria		
	• Principles of Storage & thawing		

	<ul style="list-style-type: none"> • Cuts (uses & suitable cooking methods) • Offals 		
2.5	Poultry & Game <ul style="list-style-type: none"> • Description of – Duck, goose, turkey, guineafowl, quail and rabbit. • Chicken - Selection Criteria for Chicken, Principles of Storage & thawing, Cuts with uses & suitable cooking methods 		
Chapter – 3	Fish Mongery	06	05
3.1	Introduction to fish mongery		
3.2	Classification of fish with examples(local names also)		
3.3	Selection & storage of fish & shell fish		
3.4	Cuts of fish		
3.5	Cooking of fish Preservation & processing of fish		
Chapter- 4	Desserts	07	06
4.1	Frozen Desserts – Classification with examples, Methods of preparation		
4.2	Hot Puddings – Types and Methods of preparation		
Chapter –5	Chocolate	06	05
5.1	Manufacturing & Processing		
5.2	Types of chocolate		
5.3	Preparation & care in chocolate work		
Chapter – 6	Food Additives	06	06
6.1	Preservatives – Meaning Class I and Class II Preservatives their names & examples		
6.2	Colouring agents – Meaning, natural & synthetic, their names & common usage		
6.3	Flavoring agents & Essences - Meaning, Natural & synthetic – example and usage		
6.4	Sweetening agents – Meaning, Natural & synthetic – example and usage		
6.5	Humectant – Meaning, examples, usage		
6.6	Bleaching agents – Meaning, examples, usage		
6.7	Thickeners – Meaning, types, example & usage		
6.8	Anticaking agents- Meaning, Examples and usage		
6.9	Sequestrant- Meaning and usage		
		Total	45 40

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- 1) Chart presentation of Chocolate manufacturing.
- 2) Chart presentation of various food additives and its uses and prevailing Government regulations.
- 3) PPT / Chart presentation of International classical desserts.
- 4) PPT/ Chart presentation of layout of Cold Buffet.
- 5) Chart presentation of Charcutiere products.
- 6) Chart presentation - Cuts of Meat, Fish & Poultry
- 7) Chart presentation - Fabricated cuts of Meat, Fish & Poultry available in the market.
- 8) Fish varieties and local names.

Practicals:

- Minimum 24 Individual Practicals to be conducted during the semester.
- The practicals should comprise of the following:
 - i. International Menu (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert) – 18 practical
 - ii. Chocolate work – 1 practical
 - iii. 4 Course Basket Menu – 2 practical
 - iv. International A la carte / TDH menu – 2 practical
 - v. Internal Practical Exams – 1 practical
- All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

- Exams to be conducted on International Menu comprising of Starter or Salad, Soup, Main Course with starch & veg accompaniment, & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

1. Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani& Ronald Kinton,ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. The Professional Chef (4thEdition)- Le Rol A. Polsom
6. MEAT: Everything You Need to Know - Pat LaFrieda, Carolynn Carreño

7. The Book of Fish & Shellfish - By Hilaire Walden
8. Classical Recipes of the world – Smith, Henry
9. Food Additives - Mahindru, S.N.
10. Larder Chef - Heinemann
11. Larder Chef: Food Preparation and Presentation - Leto, M.J. ; Bode, W.K.H.
12. Cold Kitchen: A Guide to Garde Manger - Sharma, D.D.
13. Professional Garde Manger: A Guide to the art of Buffet - Larousse, David Paul
14. Professional charcuterie – John Kinsella and David T, Harvey
15. The Art of Garde Manager – Frederic H. Sonneschmidt, John F. Nicolas.
16. Chocolate - Saettre, Sverre
17. Industrial Chocolate Manufacture and Use - Beckett, S.T.
18. Complete Book Of Desserts – Aurora Publishing
19. On Cooking: A Textbook of Culinary Fundamentals - Sarah R. Labensky , Priscilla A. Martel

Subject : Advanced Principles of Food & Beverage Service - II

Subject Code : 150502

Subject Credits : 03 (Th) 02 (Pr)

Semester : V

Hours per week : 03 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

		Hours	Marks
Chapter 1	Cocktails	08	08
1.1	Introduction, History, Methods of Making cocktails		
1.2	Rules of mixing cocktails		
1.3	Classic Cocktails- Recipes & mocktails		
1.4	Bar Equipment, garnishes, decorative accessories.		
Chapter 2	Banquets	10	10
2.1	Organization structure, Duties & Responsibilities of banqueting staff		
2.2	Types of functions (Formal and Informal)		
2.3	Administrative Procedures, Formats Maintained, Banquet Function Prospectus		
2.4	Event Planning/MICE - Search, Space Requirements, Site Inspection, Site Confirmation, Pre-Event Meetings.		
Chapter 3	Guéridon Service	12	10
3.1	Origin and definition		
3.2	Types of Trolleys and layout		
3.3	Special equipment, Care and Maintenances		
3.4	Carving Hygiene		
3.5	Service of important Guéridon preparations		
Chapter- 4	In Room Dinning/Room Service	10	08
4.1	Introduction, General principles, Types of room service		
4.2	Cycle of Service, Scheduling and Staffing		
4.3	Forms and Formats		
4.4	Time Management – Lead time from order taking to		

	clearance		
4.5	IRD layout and special equipment		
Chapter –5	Transport Catering Operations	05	04
5.1	Airline - Introduction and Importance of catering		
5.2	Railway - Introduction and Importance of catering		
5.3	Sea - Introduction and Importance of catering		
		Total	45
			40

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. Organizing a Formal Banquet
2. Making of Banquet Function Prospectus
3. Innovative Guéridon Preparation
4. Presentation on Transport Catering
5. Making of Room Service Breakfast Door knobs

Practicals:

1. Preparing & Service of 5 Cocktails & 2 Mocktails (Demo Practical/Workshop)
2. Formal banquets (Seating arrangements and service procedures, toasting procedures) (2 Practical)
3. Different types of Banquet Seating Arrangement
4. Mis-en-place for serving a dish from Guéridon Trolley & Service of dishes (6 Practical)
(Hors d'oeuvres, Salad, Main Course, carving, Entremets, Specialty Coffee)
5. IRD Tray/Trolley Set up and Service procedures for Breakfast, Tea, Beverages, Lunch and Dinner (2 Practical)

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Professional Guide to Alcoholic Beverages- Lipinski Hill
4. Alcoholic Beverages- Lipinski & Lipinski
5. Bar and Beverage Book–Chris Katsigris, Chris Thomas
6. Bartenders Guide- BD & L.

Subject : Advanced Accommodation Operations II

Subject Code : 150503

Subject Credits : 03 (Th) 02 (Pr)

Semester : V

Hours per week : 03 (Th) 04 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

C1 : To understand the role and importance of Outsourcing for accommodations department.

C2 : To relate to the operations carried out by various housekeeping departments.

C3 : To be able to handle front desk operations and apply statistical data for effective revenue generation.

		Hours	Marks
Chapter 1	Interior Designing & Interior Decoration	04	04
1.1	Definition. Objectives, Principles and elements of Interior designing		
1.2	Colour: Schemes		
1.3	Lighting: Importance, Types (Natural& Artificial), Methods of lighting		
Chapter 2	Floor Coverings and Finishes	08	08
2.1	Introduction to flooring, Selection		
2.2	Types, Characteristics of Floorings		
	<ul style="list-style-type: none">• Stone• Marble• Concrete tiles• Terrazzo• Vitreous/ Ceramic• Mosaic• Wood• Semi- hard : Cork, PVC, Rubber		
2.3	Maintenance and cleaning of floorings.		

Chapter 3	Budget & Budgetary Control	08	06
3.1	Introduction, types of budgets, Budget planning process		
3.2	Calculating operational expenses		
3.3	Controlling Expenses		
Chapter- 4	Purchasing Systems	04	04
4.1	Introduction, Principles, stages.		
4.2	Types of purchasing		
Chapter –5	Night Audit	04	04
5.1	Concept, Role of Night Auditor		
5.2	Night Auditing Process		
Chapter –6	Forecasting	06	06
6.1	Importance, Forecasting Data		
6.2	Advantages of room forecasting		
6.3	Factors influencing forecasting (Internal, External)		
6.4	Formula		
Chapter –7	Sales Techniques	04	04
7.1	Strategies for sales		
7.2	Up-selling, Re-marketing, Incentives/ Cross Selling		
7.3	Promotional strategies: Seasonal, Themed, Event Based, Partnership		
Chapter –8	Establishing Room Rates	07	04
8.1	Introduction		
8.2	Determinants of establishing room rates		
8.3	Pricing of rooms: Market Condition approach, Rule of Thumb approach, Hubbart formula approach.		
	Total	45	40

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Visit to see various types of floors and floor finishes, prepare a report.
2. Planning and preparing various print media tools such as brochures, fliers or visual media aids.

Recommended Practical

Minimum of 12 practical to be conducted in the semester

1. Identification of colour schemes and its application in hotels.
2. Study the layout and model preparation for –
 - a. Single
 - b. Double
 - c. Handicap room, etc.
3. Plan a hotel suite and other areas; chalk out a lighting plan for the same.
4. Formats of purchase records such as purchase order, bin card, requisition slip etc.
5. Formats of Daily & monthly consumption sheet.
6. Role Play on various methods of selling such as Up-selling, Suggestive Selling
7. Formats of Night audit process
8. Preparing Forecast sheets-week
9. Preparing Forecast sheets-month
10. Overbooking
 11. Increasing Repeat Guests
 12. Encouraging Return reservation

Recommended Books

1. Hotel Housekeeping: Operations and Management - Raghubalan, Oxford
2. Accommodation Operations Management - Kaushal, S.K. & Gautam, S.N., Frank Brothers
3. Housekeeping - Malini Singh
4. A Textbook of Interior Decoration - Parimalan, P.
5. Hotel Housekeeping - Sudhir Andrews, Tata McGraw Hill
6. The Professional Housekeeper - Tucker Schneider, VNR
7. Professional Management of Housekeeping Operations - Martin Jones, Wiley
8. House Keeping Management for Hotels - Rosemary Hurst, Heinemann
9. Hotel, Hostel & Hospital House Keeping - Joan C. Branson & Margaret Lennox, ELBS
10. Accommodation & Cleaning Services, Vol I & II - David. Allen, Hutchinson
11. Managing House Keeping Operation, - Margaret Kappa & Aleta Nitschke
12. Front office Management - S.K. Bhatnagar
13. Front Office Management & Operations - Sudhir Andrews
14. Effective Front Office Operations - Michael. L. Kasavana
15. Front Office: Procedures, social skills, yield & management - Abbott, Peter & Lewry, Sue
16. Hotel Front Office Operations & Management - Jatashankar. R.Tewari
17. Hotel Front Office Management - James Bardi.
18. Check – in Check – out - Gary. K.Vallen
19. Managing Hotel Operations - Jerome. J. Vallen

Subject : Hotel Accountancy

Subject Code : 150504

Subject Credits : 03

Semester : V

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

1. Understanding the basic concept of Accountancy.
2. Studying the importance of Hotel accounting
3. Learning preparation of certain important accounts maintained by hotels.

		Hours	Marks
Chapter 1	Introduction to Accountancy	05	10
1.1	Meaning and Utility of Book keeping, Accountancy and Hotel Accountancy		
1.2	Principles of Doubles Entry Book Keeping		
1.3	Accounting Principles – Concepts & Conventions		
1.4	Classification of Accounts		
1.5	Rules of Debit & Credit		
1.6	Terms related to Hotel Accounting – Visitors Paid Out, Discount, Allowances		
Chapter 2	Guest Billing in Hotels	10	15
2.1	Meaning and format of Guest Weekly Bill		
2.2	Practical Problems on Guest weekly Bill		
2.3	Meaning and format of Visitors Tabular Ledger		
2.4	Practical Problems on Visitors Tabular Ledger		
2.5	Difference between Guest weekly Bill & Visitors Tabular Ledger		
Chapter 3	Uniform System Of Hotel Accounting	15	20
3.1	Meaning and Advantages of Uniform System of Hotel Accounting		

	3.2	Concept and Computation of Cost of Sales – Food & Beverage		
	3.3	Components of Income Statement under Uniform System of Accounting		
	3.4	Practical problems on preparation of Income Statement		
	3.5	Preparation of Schedules under USHA – Rooms, Food & Beverage, Gift Shop, Garage & Parking, Laundry		
Chapter-	4	Basics of Capital Budgeting and Concept of Cash Flows	10	15
	4.1	Meaning and Importance of Capital Budgeting in Hotels		
	4.2	Concept of Cash Flow – Cash Outflow and Cash Inflow – in Capital Budgeting		
	4.3	Capital Budgeting Methods – Traditional :Payback Period Method, Annual rate of Return method , Time Value of money: Net Present Value Method, Discounted Payback Period Method		
	4.4	Simple problems on above methods		
Chapter –5		Budgeting	05	10
	5.1	Meaning of Budget, Budgeting and Budgetary Control		
	5.2	Types of Budgets		
	5.3	Practical Problems on preparation of Cash Budget		
		Total	45	70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Case study on Capital Budgeting in Hotels
2. Practice problems on preparation of Cash Budget
3. Practice problems on Uniform System of Hotel accounting

Reference Books

1. Hotel Accounting & Financial Control – Ozi D’Cunha & Gleson D’Cunha
2. Hotel Finance – Anand Iyengar, Oxford University Press
3. Financial Management – Khan & Jain

Subject : REREARCH PROJECT

Subject Code : 150601

Subject Credits : 06

Semester : VI

Hours per week : 06 (Field work)

Examination Scheme		
Concurrent Assessment	University Assessment	Total Assessment
100	100	200

Course Outcome:

C 1 : Introduction to research methodology.

C 2 : Acquiring knowledge about data collection, data analysis techniques

C 3 : Preparing a research project report on the chosen topic

C 4 : Defending the research project during viva voce.

I PROGRESS REPORT:

Students have to submit progress reports at the end of every month to update the progress of the project to be eligible to appear for the examinations. The concurrent evaluation would be based on the quality of ongoing work and the adherence to the timelines.

II PROJECT REPORT: (Internal & External)

Students have to submit a project reports at the end of the semester to record the process of the project and the findings thereon. The report should be in spiral bound format for the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below:

- Cover Page
- Title Page
- Certificate
- Acknowledgements
- Index
- Introduction
- Aims & Objectives
- Theoretical framework of the topic (Background of the topic, History, Contents from secondary Data, Explanation of Terms)
- Research Methodology (Data collection method, Sampling method)

- Data Analysis & Data Interpretation (Graphical presentation of collected data)
- Suggestions / Recommendations
- Conclusions & Limitations
- Bibliography
- Appendix (Any relevant material to support the project)

II **VIVA VOCE: (Internal & External)**

Students have to present the process and findings of the project report to the examiners with the help of a PowerPoint presentation not exceeding 15 minutes. The examiners would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student & viva.

Note:

1. The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodations).
2. A Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report The Synopsis and the title should be approved by the Project Guide prior to the commencement of the project.
3. A maximum of 10 students to be allotted to any faculty guide for the project.
4. The report should consist of a minimum of 50 pages of the Project Content.
5. The font should be Arial, font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing.
6. The documentation and presentation should be conducted before an external examiner.
7. Marks would be awarded for Project Report, Presentation & Viva – voce.

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new age international publication
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill

Subject : Specialized Food Production

Subject Code : 150602

Subject Credits : 04 (Th) 04 (Pr)

Semester : VI

Hours per week : 04 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
60	60	60	80	140	200

Course outcomes:

- C1 : To plan menus and prepare International foods including Nouvelle cuisine and be able to plan for the same
- C2 : To comprehend the various types of Kitchen layouts
- C3 : To Understand the principles of kitchen administration and personnel management.
- C4 : To know the menu engineering and its importance in food production
- C5 : To know the principles of product research

		Hours	Marks
Chapter 1	Revision	10	15
1.1	Stocks, Soups, Sauces		
1.2	Meat and Fish Cookery		
1.3	Bakery and confectionery		
1.4	International Cuisine		
Chapter 2	International Cuisine	12	15
2.1	Introduction to influences of cultures on regions		
2.2	Special features with respect to equipment, ingredients, popular dishes in the following countries – • European – (France, Italy, Spain) • Oriental and South East Asian– (China, Thailand, Japan, Malaysia and Korea) • Middle East- (Egypt, Lebanon, Greece, Arabic, Persian, Turkey and Morocco) • Latin America, Caribbean and Mexico		
2.3	Nouvelle cuisine – Introduction & salient features		
Chapter 3	Kitchen Layout & Design	08	10

3.1	Information required prior to designing of kitchens.		
3.2	Areas of the kitchen with recommended dimensions		
3.3	Factors that influence kitchen design.		
3.4	Placement of equipment.		
3.5	Flow of work		
3.6	Kitchen layouts – Types, Examples (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie)		
Chapter- 4	Kitchen Administration	06	10
4.1	Maintaining records- SOP's, List of Suppliers and SPS, Indents, Food Cost, Equipment Registers, Break down register, Standard Recipe Manual, Function Prospectus, Log book, Departmental Meeting, Appraisals, Sales Mix, Food Wastage and Spoilage		
4.2	Communication with other departments – Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource		
4.3	Importance of interaction with customers / guests		
4.4	Budgetary Control – Objectives & Types		
Chapter –5	Menu Engineering	08	10
5.1	Definition		
5.2	Menu Merchandising		
5.3	Concept of menu engineering		
5.4	Menu Matrix		
Chapter –6	Product Research & Development	08	10
6.1	Testing of new recipes and equipment		
6.2	Developing new recipes.		
6.3	Food trials		
6.4	Organoleptic and sensory evaluation		
Chapter –7	Personnel Management in the Kitchen	08	10
7.1	Developing a good food production team- Importance, Training, Enhancing productivity, Motivation, Interpersonal relations, Developing responsibility & accountability		
7.2	Desirable attributes for staff at entry level		

- (Commis),
 Middle Management (CDP, and Sous Chef),
 Top
 Management(Executive Chef)
- 7.3 Task Analysis - Time & motion study, Required skill sets
 (Conceptual and Technical), Allocation of work,
- 7.4 Planning and implementation of Duty rota

Total 60 80

Assignments:

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

- 1) Planning & Implementation of Theme lunch / dinner. (Product research, Food trials, Budgeting, Costing, Pricing, Sales & Marketing, Making of Inflow-Outflow statement)
- 2) Case study on menu engineering.
- 3) Menu Costing & Pricing
- 4) Making of Standard Purchase Specification for various food ingredients.
- 5) Market survey for price of various ingredients and making a comparative statement.
- 6) Conducting Time & Motion study of various processes in the kitchen.

Practicals:

Minimum 24 Individual Practical to be conducted during the semester. The practical should comprise of the following:

- i. Kitchen Software - 1 practical / Hotel Visit
- ii. Menu Costing & Pricing – 1 practical
- iii. Non Edible Displays (Veg, Margarine, Chocolate, Ice, Sugar)- 02 practical / Demonstration
- iv. Food Styling & Plate presentation – 02 practical
- v. 4 course menu based on basket – 16 practical
- vi. Theme Lunch / Dinner – 1 practical
- vii. Internal Practical Exam – 1 practical • All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

- Exams to be conducted on 4 course menu based on basket ingredients.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Reference Books

- 1) Practical Cookery -Victor Ceserani& Ronald Kinton, ELBS

- 2) Theory of Catering- Victor Ceserani& Ronald Kinton,ELBS
- 3) The Professional Chef (4thEdition)- Le Rol A. Polsom
- 4) Classical Recipes of the world – Smith, Henry
- 5) On Cooking: A Textbook of Culinary Fundamentals - Sarah R. Labensky , Priscilla A. Marte
- 6) The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
- 7) Menu Engineering: A Practical Guide to Menu Analysis - Michael L. Kasavana, Donald I. Smith
- 8) Kitchen Organization and Administration - Charles S. Pitcher
- 9) Sensory Evaluation of Food: Principles and Practices - Harry T. Lawless , Hildegard Heymann
- 10) Sensory Evaluation Techniques - Morten C. Meilgaard, B. Thomas Carr, Gail Vance Civille
- 11) Practical Computing a Guide for Hotel and Catering students – Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
- 12) People and the Hotel and Catering Industry – Cassell
- 13) Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
- 14) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

Subject : Specialized Food & Beverage Service

Subject Code : 150602

Subject Credits : 04 (Th) 04 (Pr)

Semester : VI

Hours per week : 04 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
60	60	60	80	140	200

		Hours	Marks
Chapter 1	Restaurant planning & Operations	20	20
1.1	Types of Restaurants		
1.2	Location or site		
1.3	Sources of Finance		
1.4	Design Consideration		
1.5	Furniture		
1.6	Lighting and Décor		
1.7	Equipment required		
1.8	Records maintained Licenses		
Chapter 2	Bar Planning & Operations	10	15
2.1	Types Of Bar, Parts Of Bar		
2.2	Location and site with target Clientele		
2.3	Design Considerations, Décor and ambience		
2.4	Introduction to Bar licenses and FLR, records maintained		
Chapter 3	Personnel Management in F & B Service	10	15
3.1	Organization structure of Restaurant and Bar		
3.2	Allocation of Work, Task Analysis and Duty Rosters		
3.3	Performance Measurement		
Chapter- 4	F & B Management in other types of outlets -Fast Food, Industrial Catering, Restaurants	10	15
4.1	Introduction		

4.2	Basic policies – Financial marketing and Catering		
4.3	Organizing and Staffing		
4.4	Control and performance measurement		
Chapter –5	Budgeting	10	15
5.1	Definition & Objectives.		
5.2	Kinds of Budgets (Sales Budget, Labor Cost, Budget, Overhead Cost Budget)		
5.3	Budgeted Trading Account (P & L)		
5.4	Menu engineering spread sheet and matrix		
	Total	60	80

Note: Glossary of Terms

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

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual or group of students and the marks to be considered in internal assessment.

1. A la Carte Menu Card Designing for restaurants and bar
2. Prepare a database of reputed suppliers of F & B service equipments
3. Presentation on various World Cuisine with their special service procedures
4. Explore Michelin Star Restaurant

Practical:

1. Restaurant planning and designing (Coffee Shop, QSR and Fine dining) (6 Practical)
2. Bar Planning and designing (2 Practical)
3. Preparing of Duty Rota
4. Menu Planning: International Cuisine with suitable Beverages and Service (4 Practical)
5. Drafting SOP for Restaurant and Bars (2 Practical)
6. Software used in F & B Service department (Field Visit to F & B Service Outlet)

REFERENCE BOOKS:

1. Food & Beverage Service – Dennis Lillicrap and John Cousins
2. Food & Beverage Service – R. Sinagaravelavan
3. Professional Guide to Alcoholic Beverages- Lipinski Hill
4. Alcoholic Beverages- Lipinski & Lipinski
5. Bar and Beverage Book–Chris Katsigris, Chris Thomas
6. Bartenders Guide- BD & L.

Subject : Specialized Accommodation Operations

Subject Code : 150602

Subject Credits : 04 (Th) 04 (Pr)

Semester : 6

Hours per week : 04 (Th) 08 (Pr)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
60	60	60	80	140	200

Course outcomes:

- C1 : To relate techniques used in determining staff strength and staff schedules with the application of time and motion study and SOP's
- C2 : To get familiarized with PMS applications in Housekeeping and Front office.
- C3 : To outline requirement of Housekeeping and Front office staff with reference to training and HR practices.
- C4 : To recognize the importance and functions of Revenue management, yield Management in Hotel business
- C5 :To enable the students to understand the types, cleaning and maintenance of Carpets.

		Hours	Marks
Chapter 1	Operation Management	08	10
1.1	Effective use of cleaning practices and Front office Operations - SOP's at Housekeeping and Front office Department.		
1.2	Effective use and control of supplies and equipment.		
1.3	Establishing standards, monitoring performance, Corrective action in Rooms Division		
Chapter 2	Personal Management in Accommodation operations.	04	06
2.1	Calculating staff requirement, Duty rota		
2.2	Selection and requirement of employees – Attributes for staff at various level Of hierarchy.		
2.3	Time and Motion study, work study and work measurement.		

Chapter 3	HR practices in Rooms Division	06	06
3.1	Motivation		
3.2	Performance Appraisal		
3.3	Promotion and Renewal		
3.4	Disciplinary action		
3.5	Dismissal Procedure		
Chapter- 4	Training	04	06
4.1	Method		
4.2	Importance of training		
4.3	Train the trainer		
Chapter –5	Carpets	06	06
5.1	Carpets		
5.2	Types – selection care & maintenance		
Chapter –6	Planning of a Guest Room	08	10
6.1	Application of interior decoration in Planning		
6.2	Size of a Guest Room as per the classification norms		
6.3	Layout of the guest room to the scale		
6.4	Furniture- size and arrangement		
6.5	Bathroom fixtures and amenities		
6.6	Planning of Service Areas – Linen Room / Laundry		
Chapter –7	Environmental Practices in Housekeeping	04	08
7.1	Eco friendly cleaning agents and guest supplies		
7.2	Reducing waste		
7.3	Recycling of materials		
Chapter –8	MICE – Meeting Incentive Convention Exposition	04	06
8.1	Concept of MICE		
8.2	Infrastructure for MICE		
8.3	Impact of MICE on hotel industry.		
Chapter –9	Sales & Marketing Department	04	06
9.1	Organizational Chart		
9.2	Role of Sales & Marketing Department		
9.3	Co-ordination with Front Office		
9.4	Making of a Sales and Marketing and Advertising Plan		
Chapter –10	Use of computer technology in Rooms Division	08	10
10.1	MIS – Management Information System		
10.2	Various Softwares used in Hotels		

10.3	Reports generated at Front Desk and Housekeeping, eg. –		
	● Rooms Status Report		
	● Sales Mix Report		
	● Revenue Report		
	● Guest History		
Chapter –11	Yield Management	04	06
11.1	Concept ARR & Rev PAR		
11.2	Definition & importance of Yield Management		
		Total	60
			80

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

Recommended Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Design the process of Daily, weekly and Deep carpet cleaning.
2. Make power point presentation on ‘Impact of MICE on hotel industry’.

Recommended Practicals

Minimum of 12 practicals to be conducted in the semester

1. Calculating staff requirements and making of duty roster for a Five star hotel (Business and Budget) for the Housekeeping Department
2. Calculating staff requirements and making of duty roster for a Five star hotel (Business and Budget) for the Front Office Department
3. Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc. (2 practicals)
4. Planning and Designing of a Lobby
5. Design SOPs for various floors cleaning (Min of 5 floorings)
6. Designing a Brochure for:
 - a. Business Hotel
 - b. Heritage Hotel
 - c. Resort
7. Collect five different examples of Hotel Advertisements and discuss their effective advertising strategies
8. Comparative study of any two MICE destinations in India
9. Training on PMS and its keys. Using of PMS software to: How to print and prepare registration cards for arrivals.
10. Various report generated at Front office and Housekeeping with using Software:
 - a. Room status report
 - b. Guest history

- c. Revenue report
 - d. Sales mix report.
11. Case Studies on Revenue/ Yield Management in Front Office.
 12. Visit to a hotel to study the various environmental friendly practices carried out.

Reference Books

1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
2. Hotel and Catering Studies – Ursula Jones
3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
4. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
5. House Craft – Valerie Paul
6. House Keeping Management by Dr. D.K. Agarwal
7. House Keeping Management for Hostels, Rosemary Hurst, Heinemann
8. Housekeeping and Front Office – Jones
9. Housekeeping Management – Margaret M. Leappa&AletaNetschke
10. Hotel Housekeeping Operations & Management – G Raghubalan, Oxford University Press,third edition
11. Front office Management by S.K.Bhatnagar.
12. Effective Front Office Operations by Michael. L. Kasavana
13. Hotel Front Office Operations & Management by Jatashankar. R.Tewari
14. Check – in Check – out by Gary. K.Vallen
15. Hotel Front Office Management by James Bardi

Subject : Entrepreneurship Development

Subject Code : 150603

Subject Credits : 03

Semester : 3

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome-

1. To understand the importance of various aspects of entrepreneurship development
2. To explore the process of becoming an entrepreneur
3. To understand the laws and regulation to start a business

		Hours	Marks
Chapter 1	Concept of entrepreneurship	08	12
1.1	Definition of an Entrepreneur, Entrepreneurship, Intrapreneur		
1.2	Entrepreneurship and importance to the economy		
1.3	Reasons for growth of Entrepreneurship		
1.4	Attributes required for an entrepreneur		
1.5	Types of Entrepreneur		
1.6	Entrepreneurial Failure and pitfalls		
Chapter 2	Ideas generation and evaluation	05	12
2.1	Sources of business idea		
2.2	Evaluation of the idea		
2.3	Analysis of the market		
2.4	Importance of SWOT analysis		
Chapter 3	The Entrepreneurial Process	08	10
3.1	Identify and Evaluate the Opportunity		
3.2	Marketing Plan		
3.3	Human Resource Plan		
Chapter- 4	Financing the new venture	08	12

4.1	Sources of Finance		
4.2	Internal or External funds		
4.3	Commercial Banks		
4.4	Various Financial Institutions- SIDBI, NABARD, IDBI		
Chapter –5	Emergence of Women Entrepreneurs	08	12
5.1	Importance of Women Entrepreneurship		
5.2	Problems faced by women entrepreneurs		
5.3	Various Government Programs for promoting women entrepreneurship		
Chapter –6	Legalities in India	08	12
6.1	Major Issues (Bureaucracy, Corruption, Labour)		
6.2	Regional Sentiments, Grey market and Counterfeit goods)		
6.3	Legal Compliance (Tax related)		
6.4	Employee’s State Insurance, Gratuity, Pollution Control, Service tax)		
		Total	45 70

Assignments

- Current trends in market
- Study the profile of top 5 Indian entrepreneurs.
- List important laws required to start a restaurant in Maharashtra.

Reference books

1. Entrepreneurship – Rajeev Roy – Oxford Higher Education
2. Entrepreneurship – Excel Books – Madhurima Lal, Shikha Sahai (Chapter 3.4, 5)
3. Principles of Entrepreneurship – Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.- Everest publishing House
4. Entrepreneurship – Robert D Hisrich, Michael P. Peters, Dean A Shepherd – Tata
5. Entrepreneurship Development- S. Khanka

Subject : Customer Relationship Management

Subject Code : 150603

Subject Credits : 03

Semester : VI

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome:

1. Understanding the concept of CRM
2. Learning about implementation of CRM in hospitality
3. Understanding the role and importance of Customer and his retention.

		Hours	Marks
Chapter 1	Introduction to CRM	08	16
1.1	Concept, definition and evolution		
1.2	Elements of CRM		
1.3	Benefits of CRM to organization, customers and market		
1.4	Levels of CRM – financial, structural and social		
Chapter 2	CRM: An enterprise wide activity	10	12
2.1	CRM Landscape: Evolution of CRM		
2.2	Types of CRM- Collaborative CRM, Analytical CRM, and Operational CRM.		
2.3	CRM implementation options: stage wise v/ enterprise wide		
2.4	Strategic CRM: components of strategic CRM		
Chapter 3	Relationship Management	10	12
3.1	Conceptual frame work of Customer Relationship and its Management		
3.2	Understanding customers –Profiling of Customer / Segmentation		
3.3	Stages of relationship Ladder and types of Relationship		

3.4	Analyze service gaps using GAP model.		
Chapter- 4	Customer Loyalty and Satisfaction	08	15
4.1	Customer Loyalty – factors and drivers		
4.2	Attitudinal and behavioral components of loyalty		
4.3	Loyalty programs		
4.4	Customer Satisfaction – meaning, importance, influencing factors		
4.5	Measuring customer satisfaction- Tools to measure customer satisfaction, C SAT score		
4.6	Methods for customer retention		
Chapter –5	Use of E- Commerce in CRM	09	15
5.1	Overview of CRM application software		
5.2	RFID, Data mining tools.		
5.3	Drawbacks of technology customer relationship: Permission Marketing		
5.4	Future of CRM - role of blogs and other social media, next generation CRM – big data		
		Total	45 70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. To study the CRM practices in any one hotel
2. Case study on CRM
3. Information about CRM software

Reference Books

1. William, G. Zikmund, Raymond McLeod Jr.; Faye W. Gilbert (2003). Customer Relationships Management. Wiley.
2. Alex Berson, Stephen Smith, Kurt Thearling (2004). Building Data Mining Applications for CRM. Tata McGraw Hill.
3. Brown Stanley -Customer Relationship Management
4. Seth J N, Shainesh G -Customer Relationship Management

Subject : Human Resource Management

Subject Code : 150604

Subject Credits : 03

Semester : VI

Hours per week : 03 (Th)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Rationale:

The study will help the students to understand the importance of Human Resource Management, its implications in service industry, challenges faced and various competencies required by today's HR professionals.

		Hours	Marks
Chapter 1	Introduction to HRM	02	04
1.1	Introduction to Human Resource Management, definition and evolution		
1.2	Role , Nature & Characteristics of HR		
1.3	Need for HRM in the Service Industry		
Chapter 2	Human Resource Planning	8	12
2.1	Manpower Planning- Concepts, techniques and need		
2.2	Job Description & Job Specification along with formats used in hotel		
2.3	Need and importance		
2.4	Recruitment – sources and modes		
Chapter 3	Human Resource Development	8	12
3.1	Definition and Characteristics		
3.2	Orientation Process		
3.3	Training – Definition, Importance		
3.4	Process of Training Methods used to train employees in hotel		
Chapter- 4	Performance Appraisal System	08	12
4.1	Performance Management – Need and importance		

4.2	Performance Appraisal – Definition, Purpose		
4.3	Methods of Performance Appraisal		
4.4	Career management in hotels		
Chapter –5	Performance & Job Evaluation	6	10
5.1	Performance evaluation and its objectives		
5.2	Job Evaluation – concept and objectives, methods and benefits		
5.3	Limitations of Job Evaluation		
5.4	Competency matrix- concept , benefits and implementation in Hotels		
Chapter –6	Compensation Administration	7	10
6.1	Objectives of Compensation Administration		
6.2	Types of compensation – direct and indirect		
6.3	Factors influencing compensation administration – external and internal, concept of Cost to Company (CTC)		
6.4	Steps in formulation of compensation		
6.5	Current trends in compensation – competency and skill based pay , broad banding		
6.6	Fringe Benefits - Objectives and Forms		
Chapter –7	Grievances & Discipline	6	10
7.1	Grievance Handling – Identifying Causes		
7.2	Developing Grievance Handling Systems		
7.3	Discipline – Concept, Causes of Indiscipline		
	Total	45	70

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Induction process in hotels.
2. Designing an Appraisal format of a hotel.
3. Selection and recruitment process for Management Training Programme of major hotel groups.
4. Case study in hotel.

Reference Books:

1. Fundamentals of Human Resource Management – Content, Competencies and Applications - Gary Dessler and Biju Varkkey , Pearson
2. Human Resource Management – Pravin Durai- Pearson
3. Human Resource Management in Hospitality by Malay Biswas- Oxford

4. Human Resource Management – A textbook for the Hospitality Industry – Sudhir Andrews -Tata McGraw hill
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
7. Human Resource Management & Human Relations – V P Michael
8. Personnel Management-Arun Monappa & S. Saiyuddain- Tata McGraw Hill.
9. Personnel Management- Edwin.B Flippo, McGraw Hill

Subject : Services Marketing

Subject Code : 150604

Subject Credits : 03

Semester : 3

Hours per week : 03 (Th)+02(T)

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	--	70	70	100

Course Outcome-

- 1) To understand the importance of services marketing in hospitality world
- 2) To explore the various fields to become an entrepreneur
- 3) To understand the current trends in the service marketing.

		Hours	Marks
Chapter 1	Introduction to services	04	10
1.1	Introduction to services and introduction to 07 P's of marketing		
1.2	Definition of product and service		
1.3	Characteristics of services		
1.4	Management strategies for service business		
1.5	Difference between goods and services		
1.6	Importance of services in the Hospitality sector in India		
Chapter 2	Product and Price	04	06
2.1	Hospitality products available in the sector		
2.2	Service life cycle and phases of developing a new product		
2.3	Definition and importance of branding and brand image		
2.4	Factors affecting pricing of the service		
2.5	Pricing methods		
Chapter 3	Promotion	06	08
3.1	Tools used in promoting services marketing		
3.2	Introduction to Personnel selling		
3.3	Advertising and sales promotion, PR and Publicity, Direct marketing, Digital Platforms		
3.4	Emerging E-commerce sector		

Chapter- 4	Place	06	04
4.1	Various Distribution Channels available for services		
4.2	Hospitality intermediaries and their role		
4.3			
4.4			
Chapter –5	People	08	08
5.1	Key role of service employees in a service business		
5.2	Services Triad , Service profit chain		
5.3	Importance of Motivation and empowerment for employees		
5.4	Importance of internal Marketing		
Chapter –6	Physical evidence	08	12
6.1	Importance of physical evidence in service		
6.2	Elements of physical evidence Process		
6.3	Service Encounter (Moment of Truth)		
6.4	Factors affecting the operations design		
6.5	Service Blue Print and its advantages		
Chapter –7	Service Quality	4	10
7.1	Service Gap Model		
7.2	Dimension of service quality		
7.3	Benefits of Service Quality		
Chapter –8	Customer Relationship Management	05	12
8.1	Introduction, Meaning and Definition of CRM		
8.2	Importance of CRM		
8.3	Concept and Growth of Relationship Marketing		
8.4	Scope of Relationship Marketing		
8.5	Concept of Lifetime Customer and Customer Loyalty		
8.6	Benefits and difficulties of CRM		
	Total	45	70

Assignments

- Study a blueprint of any one Hospitality Process.
- Present a subject related case study
- Study and Present latest trends in service marketing

Reference books

1. Services Marketing – M.K. Rampal & S.L. Gupta- Galgotia publishing concept, Application & Cases Co. New Delhi

2. Marketing for Hospitality & tourism – Philip Kotler, Bouren & Makens
Prentice – Hall Inc.
3. Services Marketing – Kenneth Clow, David Kurtz, Big tantra – New Delhi
4. Services Marketing Text and Cases by Steve Baron, Kim Harris, Toni Hilton,
Published by Palgrave macmillan
5. Services marketing – Zeithaml, Bitner, Parashuraman