

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE****CHOICE BASED CREDIT SYSTEM –****LEARNING OUTCOMES BASED CURRICULUM FRAMEWORK (CBCS - LOCF)**

(Applicable to the candidates admitted from the academic year 2022-23 onwards)

(NAAN MUDHALVAN SCHEME was implemented from 2nd to 6th Semester)

Sem.	Part	Course	Title	Ins. Hrs	Credit	Exam Hours	Marks		Total
							Int.	Ext.	
I	I	Language Course – I Tamil \$ / Other Languages + #	Communication in French – I	6	3	3	25	75	100
	II	English Course - I		6	3	3	25	75	100
	III	Core Course – I (CC)	Basic Culinary Arts	5	5	3	25	75	100
		Core Practical – I (CP)	Indian Cuisine Practical	4	4	3	40	60	100
		First Allied Course – I (AC)	Basic Food Service	4	4	3	25	75	100
		First Allied Practical (AP)	Basic Food Service Practical	3	*	*	*	*	*
	IV	Value Education	Value Education	2	2	3	25	75	100
	TOTAL			30	21	-	-	-	600
II	I	Language Course - II Tamil \$ / Other Languages + #	Communication in French – II	6	3	3	25	75	100
	II	English Course - II		4	3	3	25	75	100
	III	Core Course – II (CC)	Front Office and Accommodation Operations - I	5	5	3	25	75	100
		Core Practical – II (CP)	Front Office and Accommodation Operations I	4	4	3	40	60	100
		First Allied Practical (AP)	Basic Food Service Practical	3	2	3	40	60	100
		First Allied Course – II (AC)	Nutrition and Food Science	4	4	3	25	75	100
		Add on Course – I ##	Professional English – I	6*	4	3	25	75	100
	IV	Environmental Studies		2	2	3	25	75	100
	VI	Naan Mudhalvan Scheme (NMS) @@	Language Proficiency for Employability - Effective English	2	2	3	25	75	100
	TOTAL			30	29	-	-	-	900

III	I	Language Course – III Tamil \$ / Other Languages + #	Communication in French – III	6	3	3	25	75	100
	II	English Course - III		6	3	3	25	75	100
	III	Core Course – III (CC)	Advanced Culinary Arts	5	5	3	25	75	100
		Core Practical - III (CP)	Continental Cuisine	4	4	3	40	60	100
		Second Allied Course – I (AC)	Beverage Service	4	4	3	25	75	100
		Second Allied Practical (AP)	Beverage Service	3	*	*	*	*	*
		Add on Course – II ##	Professional English - II	6*	4	3	25	75	100
	IV	Non-Major Elective I @ - Those who choose Tamil in Part I can choose a non-major elective course offered by other departments. Those who do not choose Tamil in Part I must choose either a) Basic Tamil if Tamil language was not studied in school level or b) Special Tamil if Tamil language was studied upto 10 th & 12 th std.		2	2	3	25	75	100
	VI	Naan Mudhalvan Scheme (NMS) @@@	Digital Skills for Employability – Microsoft Digital Skills	-	2	3	25	75	100
	TOTAL			30	27	-	-	-	800
IV	I	Language Course –IV Tamil \$ / Other Languages + #	Communication in French – IV	6	3	3	25	75	100
	II	English Course – IV		6	3	3	25	75	100
	III	Core Course - IV (CC)	Front Office and Accommodation Operation - II	5	5	3	25	75	100
		Core Practical - IV (CP)	Front Office and Accommodation Operation II	4	4	3	40	60	100
		Second Allied Practical (AP)	Beverage Service	3	2	3	40	60	100
		Second Allied Course – II (AC)	Specialized Food Service	4	4	3	25	75	100
	IV	Non-Major Elective II @ - Those who choose Tamil in Part I can choose a non-major elective course offered by other departments. Those who do not choose Tamil in Part I must choose either a) Basic Tamil if Tamil language was not studied in school level or b) Special Tamil if Tamil language was studied upto 10 th & 12 th std.		2	2	3	25	75	100
	VI	Naan Mudhalvan Scheme (NM) @@@	Employability Skills - Employability Skills	-	2	3	25	75	100
	TOTAL			30	25	-	-	-	800

V	III	Core Course -V (CC)	Bakery and Confectionery	5	5	3	25	75	100
		Core Course – VI (CC)	Food Preservation and Safety	5	5	3	25	75	100
		Core Course – VII (CC)	Hospitality Marketing	5	5	3	25	75	100
		Core Practical -V (CP)	Bakery and confectionary	4	4	3	40	60	100
		Major Based Elective – I (Any one)	1. Facility Management 2. Event Management	5	4	3	25	75	100
	IV	Skill Based Elective - I	Tourism in India	4	2	3	25	75	100
		Soft Skill Development	Soft Skill Development	2	2	3	25	75	100
	VI	Naan Mudhalvan Scheme (NMS) @@	Marketing & Design Tools – Digital Marketing	-	2	3	25	75	100
	TOTAL			30	29	-	-	-	800
VI	III	Core Course - VIII (CC)	Human Resource Management	6	5	3	25	75	100
		Core Course - IX (CC)	Entrepreneurial Development	6	5	3	25	75	100
		Core Practical – VI (CP)	International Cuisine	4	4	3	40	60	100
		Major Based Elective – II (Any one)	1. Hotel Accounts 2. HACCP Practices	5	4	3	25	75	100
		Project	Project	4	3	-	20	80	100
	IV	Skill Based Elective - II	International Tourism	4	2	3	25	75	100
	V	Gender Studies		1	1	3	25	75	100
		Extension Activities **		-	1	-	-	-	-
	VI	Naan Mudhalvan Scheme (NMS) @@	Career Readiness Programme	-	2	3	25	75	100
	TOTAL			30	27	-	-	-	800
GRAND TOTAL			180	158	-	-	-	4700	

\$ For those who studied Tamil upto 10th +2 (Regular Stream).

+ Syllabus for other Languages should be on par with Tamil at degree level.

Those who studied Tamil upto 10th +2 but opt for other languages in degree level under Part- I should study special Tamil in Part – IV.

The Professional English – Four Streams Course is offered in the 2nd and 3rd Semester (only for 2022-2023 Batch) in all UG Courses. It will be taught apart from the Existing hours of teaching / additional hours of teaching (1 hour /day) as a 4 credit paper as an add on course on par with Major Paper and completion of the paper is must to continue his / her studies further. (As per G.O. No. 76, Higher Education (K2) Department dated: 18.07.2020).

* The Extra 6 hrs / cycle as per the G.O. 76/2020 will be utilized for the Add on Professional English Course.

@ NCC Course is one of the Choices in Non-Major Elective Course. Only the NCC cadets are eligible to choose this course. However, NCC Course is not a Compulsory Course for the NCC Cadets.

** Extension Activities shall be outside instruction hours.

@@ Naan Mudhalvan Scheme.

SUMMARY OF CURRICULUM STRUCTURE OF UG PROGRAMMES

Sl. No.	Part	Types of the Courses	No. of Courses	No. of Credits	Marks
1.	I	Language Courses	4	12	400
2.	II	English Courses	4	12	400
3.	III	Core Courses	9	45	900
4.		Core Practical	6	24	600
5.		Allied Courses I & II	4	16	400
6.		Allied Practical	2	4	200
7.		Major Based Elective Courses	2	8	200
8.		Add on Courses	2	8	200
9.		Project	1	3	100
10.	IV	Non-Major Elective Courses (Practical)	2	4	200
11.		Skill Based Elective Courses	2	4	200
12.		Soft Skills Development	1	2	100
13.		Value Education	1	2	100
14.		Environmental Studies	1	2	100
15.	V	Gender Studies	1	1	100
16.		Extension Activities	1	1	0
17.	VI	Naan Mudhalvan Scheme	5	10	500
		Total	48	158	4700

PROGRAMME OBJECTIVES:

- To develop Attitude, Skills & knowledge of students required for employability in hospitality and allied sectors.
- To educate the students to develop, examine, question and explore perspectives or alternatives to problems in hospitality operations
- To inculcate holistic implementation of knowledge and gain experience and competence in the operations of hospitality sector.
- To demonstrate high standards with regard to performance in the hotel industry adopting value-based and ethical practices.
- To equip students with entrepreneurial initiative in the field of hospitality and its allied sectors.

PROGRAMME OUTCOMES:

After successful completion of this UG Degree programme, the students will be able:

- To adopt professional techniques and use tools competently in the preparation, presentation and service of quality foods.
- To demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- To demonstrate ability to perform basic and supervisory level job functions in hotel and restaurant careers.

- To work effectively as an individual, and as a member of a team or leader in diverse teams, and in multidisciplinary settings.
- To formulate and integrate contemporary solutions and techniques of culinary science and management practices

Employment Opportunities Available for Graduates of B.Sc. Hotel Management and Catering Science

Global growth and development of tourism have opened up innumerable avenues for employment. As a result, the graduating students can look forward to career opportunities as

1. Management Trainee in Hotel and allied hospitality industry
2. Kitchen Management/Housekeeping Management positions in Hotels after training
3. Flight Kitchens and on-board flight services
4. Indian Navy Hospitality services
5. Guest/Customer Relation Executive in Hotel and other Service Sectors
6. Management Trainee/Executive in international and national fast food chains
7. Hospital and Institutional Catering
8. Faculty in Hotel Management/Food Craft Institutes
9. Shipping and Cruise lines
10. Marketing/Sales Executive in Hotel and other Service Sectors
11. State Tourism Development Corporations
12. Resort Management
13. Self-employment through entrepreneurship and
14. Multinational companies for their hospitality services.

First Year

**CORE COURSE I
BASIC CULINARY ARTS
(Theory)**

Semester I

Code:

Credit: 5

COURSE OBJECTIVES:

- To know the essentials of Basic Culinary knowledge.
- To identify the various commodities used in food preparation.
- To illustrate the methods of cooking.
- To differentiate the between selection and identification of raw materials.
- To classify the cooking equipments used in food production.

UNIT – I INTRODUCTION TO COOKERY:

Art and science of cookery - Various factors affecting eating habits - Importance of fusion cuisine - Kitchen organization chart - Foundation, Raising, thickening agents in cookery - Role of flavouring, seasoning and sweetening agents In cookery

UNIT – II COMMODITIES:

Cereals-Varieties - Processing – Storage and uses in Cooking - Pulses-Varieties – Storage-and Uses in Cooking - Dairy products and their uses in cookery - Uses of soya milk and its by products in cookery - Fruits and nuts, Oil seeds used in cookery

UNIT – III METHODS OF PROCESSING FOOD:

Preparation of Ingredients - Methods of Cooking Foods – Rechauffe - Invalid Cookery -Religious and cultural influences of Indian cookery.

UNIT – IV SELECTION AND IDENTIFICATION:

Selection of Fish, meat, Beef, Pork and Vegetables available in local market - Different cuts of meat, fish, pork and vegetables - Selection procedure for processed meat and meat products (bacon, ham, fish, beef, mutton etc.) - Meat tenderizers, marinating, Art of making sausages - Selection of eggs - Uses of eggs in cookery.

UNIT – V COOKING EQUIPMENTS AND MENU PLANNING:

Classification Knives and kitchen tools, Pre- preparation equipments, Refrigeration equipments Food holding equipments salamander - Safety Precautionary methods while handling equipments. Personal hygiene required for kitchen staff - Examples of menu and menu compilation for Industrial, Institutional. Mobile catering units - Balancing of recipes, standardization of recipes, maintaining recipe for Quality standards, Various check list for food preparation - Portion Control-Standard Portion Sizes necessity for control

UNIT – VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned.-Modern equipments used in Food production-Latest technologies used in cooking methods

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018)
4. Madhur Jeffrey, A Taste of India — Practical Menus, 2020
5. [Dr.Abhinav K. Shandilya](#), A Textbook of Food production Foundation, 2nd Edition, Trinity Press, New Delhi, 2019
6. [https://hmhub.in/introduction-to-cookery/#:~:text=Cookery%20is%20defined%20as%20a,both%20an%20art%20and%20 technology.](https://hmhub.in/introduction-to-cookery/#:~:text=Cookery%20is%20defined%20as%20a,both%20an%20art%20and%20technology.)
7. https://www.tutorialspoint.com/food_production_operations/food_production_operations_introduction_to_cookery.htm

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Define and use of cooking terminology accurately
- Develop the knowledge about commodity usage
- Know the different methods of cooking
- Improve the selection of cooking equipments
- Identify the different types of menus

First Year

**CORE PRACTICAL I
INDIAN CUISINE PRACTICAL
(Practical)**

Semester I

Code:

Credit: 4

COURSE OBJECTIVES:

- To know the basic skills required for Indian cuisine
- To be aware of the history of Indian cuisine its modern developments and brief idea of Indian cuisines.
- To understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene.
- To have the ability in knowing the Indian cuisine kitchen organization, duties and responsibilities of kitchen staff
- To learn the various methods of Indian cuisine cooking and understanding the raw materials.

This practical course consists of demonstration and hands on training on preparation of following food varieties of Indian Cuisine

1. Rice – 10 varieties
2. Dal and Sambar – 6 Varieties
3. Kootu, Foogath, Rasam – 5 varieties
4. Pachadi
5. Dal Shorba, mutton shorba, tomato shorba etc.
6. Indian bread – Chappathi, Bhaturas, tandoori roti, Naan, Kulcha, romali roti.
7. Pulao – 5 varieties.
8. South Indian breakfast
9. Sweet – Milk Sweet, halwai and Savouries and titbits.
10. Biryani – Chicken, Mutton, Vegetable
11. Khorma, curry and Moghlai gravy
12. Raithas, Cucumber – 5 varieties
13. Tandoori Chicken, Fish, Sheekh, Boti Kabab
14. Fish preparation – 6 varieties
15. Snacks – 10 varieties
16. North Indian Sweets – 10 varieties.

Current Contours (For Continuous Internal Assessment only):

Contemporary developments related to the course during the semester concerned - Difference between Traditional cooking and modern cooking-Waste control techniques.

REFERENCES:

1. Parvinder S.Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018.
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020.
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018).

4. Madhur Jeffrey, A Taste of India - Practical Menus, 2020.
5. [Dr. Abhinav K. Shandilya](#), A Textbook of Food Production Foundation, 2nd Edition, Trinity Press, New Delhi, 2019.
6. <https://www.vegrecipesofindia.com/recipes/>
7. <https://hmhub.in/regional-indian-cuisine/#:~:text=The%20art%20of%20Indian%20cuisine,and%20tingle%20to%20the%20palate.>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Identify various ingredients used in Indian cuisine
- Evaluate the components of cookery
- Assess the impacts of culture in Traditional cooking.
- Identify the importance of Indian cuisine.
- Plan the preparation of Cooking

First Year

**FIRST ALLIED COURSE I
BASIC FOOD SERVICE
(Theory)**

Semester I

Code:

Credit: 4

COURSE OBJECTIVES:

- To understand the evolution of the catering industry
- To study about Restaurant operations, and service equipment.
- To understand about kitchen stewarding and pantry functions.
- To enable the student to understand the importance of menu and menu planning.
- To acquire in-depth knowledge about non-alcoholic beverages and tobacco.

UNIT – I INTRODUCTION TO FOOD AND BEVERAGE SERVICE:

Introduction and Evolution Of Hotel Industry - Different Types of Catering Establishments a) Commercial b) Non-commercial - Different Outlets Of F&B Service -Coffee shop, restaurant, bar, room service, discotheque, barbeque, night clubs, banquets, outdoor catering - Staff Hierarchy of F&B Outlets - Duties and responsibilities of each level of staff - Attributes of service personnel - Safety, hygiene, and attitudes(positive &negative)

UNIT – II STAFF ORGANIZATION:

Organization Structure of food and beverage service department (Large & Small) - Duties and Responsibilities of all categories of F and B Staff Briefly - Interrelationship between F&B Service department with other departments - Personal Hygiene and Grooming of F & B Staff.

UNIT – III SERVICE EQUIPMENTS AND PROCEDURE:

Linen, Furniture - Classification of Crockery, Cutlery, Glassware, Hollow ware, Flatware - Special Equipment - Ancillary Departments – Pantry, Still Room, Silver Room, Wash-up, Hotplate and Linen Store - Cover -Definition and size - Size of table clothes, baize, serviettes, napperons and their uses - Rules for laying a table - Mise-en-Place & Mise-en-Scene - Types of Service –a) English b) Silver c) Russian d) American & e) Others - Rules for waiting at a table (receiving, order taking, service & settlement) - Operation of K.O.T. - Significance of kitchen stewarding.

UNIT – IV MENU AND MENU PLANNING:

Definition - Types Of Menu - a) A la carte b) Table d' hote c) Banquet menu - Types of Meals - Breakfast, brunch, lunch, hi-tea, dinner, supper - French Classical Menu - 12 courses and its accompaniments, cover, service - Menu Planning- Points to be considered while planning a menu - Menu engineering

UNIT – V NON-ALCOHOLIC BEVERAGES AND TOBACCO:

Non-alcoholic beverages – Stimulating – Refreshing – Nourishing – Tobacco – Cigar – Cigarette - Pipe tobacco - Chewing tobacco

UNIT – VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-COVID-19 protocols used in Hotel-Role of modern service equipments used in Restaurant

REFERENCES:

1. Sudhir Andrews, Food and Beverage service training manual, McGraw hill education (India) Private Limited, New Delhi, 2018
2. Dennis R. Lillicrap and John A. Cousins – Food and Beverage Service, Hider Education, London 2019
3. R. Singaravelavan, Food and Beverage Service – Oxford University Press, New Delhi 2018
4. Vijay Dhavan, Food and beverage Service, Frank Bros & Co, New Delhi, 2020
5. Dr. Jagmohan Negi, Food and Beverage Operation, S. Chand & Company Pvt. Limited, New Delhi, 2019
6. <https://hmhub.in/1st-sem-f-b-service-notes/>
7. <https://www.uou.ac.in/sites/default/files/slm/BHM-102T.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Construct knowledge of Food and Beverage Services
- Show a basic skill on Food service
- Organize to lay the table for different types of service, and operate basic food service equipment
- Plan different Menus
- Identify the different types of Cigars and Cigarettes

First Year

**FIRST ALLIED PRACTICAL
BASIC FOOD SERVICE PRACTICAL
(Practical)**

Semester I & II

Code:

Credit: 2

COURSE OBJECTIVES:

- To show students to get knowledge on cutlery, crockery and glassware.
- To demonstrate them in guest service in restaurants.
- To explain students order taking procedures.
- To plan the procedure for a sequence of Menu.
- To build students make the KOT's and Bill's.

This practical course consists of demonstration and hands on training on the following activities related to food and beverage service operations.

1. Identification of Cutlery
2. Identification of Crockery and Glass Ware
3. Method of cleaning and upkeep of silver
4. Mise-en-place for restaurants (Ala-carte, Buffet)
5. Service of Food, Tea and Coffee
6. Receiving the guest
7. Presenting the menu card and Taking order
8. Napkin folding - Service of food by course wise and clearance
9. Raising K.O.T and Present the bill
10. Record keeping

Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-
Anatomy of Side board-Take-away services

REFERENCES:

1. Sudhir Andrews, Food and Beverage service training manual, McGraw hill education (India) Private Limited, New Delhi, 2018
2. Dennis R.Lillicrap and John A. Cousins – Food and Beverage Service, Hider Education, London 2019
3. R. Singaravelavan, Food and Beverage Service – Oxford University Press, New Delhi 2018
4. Vijay Dhavan, Food and beverage Service, Frank Bros & Co, New Delhi, 2020.
5. Dr.Jagmohan Negi, Food and Beverage Operation, S.Chand& Company Pvt. Limited, New Delhi, 2019.
6. [https://www.ihmbbs.org/upload/CHAPTER-%20\(F%20&%20B%20SERVICE%20EQUIPMENT.pdf](https://www.ihmbbs.org/upload/CHAPTER-%20(F%20&%20B%20SERVICE%20EQUIPMENT.pdf)
7. <https://www.worldcat.org/title/food-and-beverage-service/oclc/699475091>
8. <https://www.hotelmanagementtips.com/food-and-beverage-services/>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Identify the service equipment
- Organize service sequence and suitably arrange buffets
- Develop self confidence in dealing with guest
- Design various napkin folding
- Read and create out KOT'S.

First Year

**CORE COURSE II
FRONT OFFICE AND
ACCOMMODATION OPERATIONS I
(Theory)**

Semester II

Code:

Credit: 5

COURSE OBJECTIVES:

- To give learners a basic knowledge on various front office operations
- To inform them about the evolution of the hospitality industry.
- To give learners a fair knowledge of dealing with guest before arrival.
- To learn the importance of housekeeping.
- To know the functions of a housekeeping control desk.

UNIT – I FRONT OFFICE:

Classification of Hotels - Introduction to Front office- Definition - Lay-out of Front office Department - Sections of Front office (Reservation, Reception, Information, Cash and Telephones) - Organizational Structure of Front office Department - Duties and Responsibilities of Front office Personnel - Qualities Needed for Front office Staff - Job description of Front office Assistants

UNIT – II RESERVATION:

Reservation systems, types and procedures - Guest Registration Procedures - Various Registration Records - Check-in - Check out and Settlement of Accounts - Other front office activities - GRE - Lobby - Bell desk – Paging - Functions and equipment of Telephones section - Functions of information section - Front office Cashier- Duties and Responsibilities - Front office Terminologies

UNIT – III ROOM ALLOTMENT:

Layout, Types of rooms & Configuration of rooms - Room tariffs and basis to construct the tariffs - Types of meal plan - Inter departmental relationship - Front office salesmanship - Baggage-handling – FIT, GIT - Message handling - Mail handling

UNIT – IV HOUSEKEEPING:

Lay-out of Housekeeping Department - Organizational structure of Housekeeping department - Job description of Housekeeping personnel - Classification of cleaning equipment's and agents - Operational areas of housekeeping department - Guest floor & Public area operation - Sequence of housekeeping functions

UNIT – V KEY SYSTEM:

Key handling procedures - Wake-up call, Left luggage, Safety locker and lost & found procedures - Registers maintained in FO&HK departments - Valet Service - Safety and security - Key Controls and Security system - Emergency Procedures (Medical, Robbery, Fire, suicide, Death, Bomb Threat, Riot)

UNIT - VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Role of Key cards in Front office-Concepts of Budget Hotels.

REFERENCES:

1. Andrews, S., Andrews, S. (2013). Hotel Front Office: A Training Manual. India: McGraw Hill Education.
2. Raghubalan, S., Raghubalan, G., Raghubalan, S., Raghubalan, G. (2015). Hotel Housekeeping: Operations and Management. India: Oxford University Press.
3. Front Office Management. (2011). India: Frank Bros. & Company.
4. Tewari, J. R., Tewari, J. R. (2009). Hotel Front Office: Operations and Management. India: OUP India.
5. Branson, J. C., Lennox, M., Branson, J. C., Lennox, M. (1988).Hotel, Hostel and Hospital Housekeeping. United Kingdom: Edward Arnold.
6. Text Bk of Hotel Housekeeping. (2007). India: McGraw-Hill Education (India) Pvt Limited.
7. <https://www.uou.ac.in/sites/default/files/slm/BHM-704ET.pdf>
8. <https://www.uou.ac.in/sites/default/files/slm/HM-103.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Label the various types of rooms
- Create a feasible working environment with other department staff
- Build the guest cyclic process
- Develop the housekeeping personnel skills
- Identify the lost and found articles

First Year

**CORE PRACTICAL II
FRONT OFFICE AND
ACCOMMODATION OPERATIONS I
(Practical)**

Semester II

Code:

Credit: 4

COURSE OBJECTIVES:

- To receive bookings and handle baggage.
- To handle reservation activities.
- To monitor the activities of bell desk.
- To identify the classification of cleaning agents and equipment's
- To inspect the cleaning of rooms and public areas.

This practical course consists of demonstration and hands on training on the following activities related to Front Office and Housekeeping operations of hotel.

1. Basic Manners and Attributes for Front Office Operations.
2. Communication Skills –verbal and nonverbal.
3. Preparation and study of Countries –Capitals & Currency, Airlines & Flag, charts, Credit Cards, Travel Agencies etc.
4. Telecommunication Skills.
5. Forms & formats related to Front office.
6. Hotel visits –WTO sheets.
7. Identification of equipment, work structure and stationery.
8. Procedure of taking reservations –in person and on telephones.
9. Converting enquiry into valid reservations.
10. Role play –Check-in / Check –out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.
11. Suggestive selling, Identification of Cleaning Equipment (Manual and Mechanical)
12. Scrubbing –Polishing –Wiping –Washing –Rinsing –Swabbing –Sweeping –Mopping –Brushing –Buffing
13. Handling Different Types of Fabrics - Use of Abrasives, Polishes / Chemical Agents
14. Room Attendant Trolley / Maid's Cart - Bed Making - Turndown Service
15. Cleaning of Guestroom - Cleaning of Public Area - Brass Polishing / Silver Polishing - Cleaning of Guestroom - Cleaning of Public Area

Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned: E-Mail handling Procedure - Hotel emergency Procedures.

REFERENCES:

1. Andrews, S., Andrews, S. (2013). Hotel Front Office: A Training Manual. India: McGraw Hill Education.
2. Raghubalan, S., Raghubalan, G., Raghubalan, S., Raghubalan, G. (2015). Hotel Housekeeping: Operations and Management. India: Oxford University Press.

3. Front Office Management. (2011). India: Frank Bros. & Company.
4. Tewari, J. R., Tewari, J.R. (2009). Hotel Front Office: Operations and Management. India: OUP India.
5. Branson, J. C., Lennox, M., Branson, J.C., Lennox, M. (1988). Hotel, Hostel and Hospital Housekeeping. United Kingdom: Edward Arnold.
6. Text BkOf Hotel Housekeeping. (2007). India: McGraw-Hill Education (India) Pvt Limited.
7. <https://www.ihmnotes.in/assets/Docs/Books/9780199451746.pdf>
8. <https://www.uou.ac.in/sites/default/files/slm/HM-103.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Book the Hotel rooms
- Create Reservation chart
- Handle Guest luggage's
- Use cleaning agents as per the requirement
- Identify the lost and found articles

First Year

**FIRST ALLIED COURSE II
NUTRITION AND FOOD SCIENCE
(Theory)**

Semester II

Code:

Credit: 4

COURSE OBJECTIVES:

- To give a good knowledge of Health & Nutrition and its under disciplinary
- To assess the Nutritional Status in food
- To measures to overcome malnutrition deficiency
- To understand the various food Standards
- To know the Nutrition Education and its Methods

UNIT – I Concepts of Nutrition:

Definition of nutrition and health - Inter relationship, Balanced diet - Basic principles of meal planning - ICMR Recommended Dietary Allowances for all age groups

UNIT – II ASSESSMENT OF NUTRITIONAL STATUS:

Anthropometric, Clinical, Biochemical and Dietary methods - Foods standards – BIS, Agmark and food laws.

UNIT – III NUTRITIONAL PROBLEMS IN THE COMMUNITY:

Importance of good nutrition, prevalence, etiology and measures to overcome malnutrition deficiency disorders-PEM, micro nutrient deficiencies (Vitamin A, Nutritional Anemia, IDD) over nutrition (obesity)- Prevalence, Causes, Complications and dietary guidelines. Food Adulteration-Definition, Adulterants in Different Foods, their ill effects and detection (house hold level techniques)

UNIT – IV NUTRITION PROGRAMMES:

National nutrition policy, intervention programmes to combat malnutrition, ICDS - programmes, Mid-day meal programme - Role of International Organizations – UNICEF, FAO,WHO.

UNIT – V PAMPHLETS ON NUTRITION PREPARATION:

Pamphlets on Nutrition Education - Definition, need, principles and methods of nutrition education.

UNIT – VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Importance of Balanced diet-Concept of Food pyramid.

REFERENCES:

1. Venkatachalam P.S. and Rebellow, L.W., Nutrition for the mother and child, ICMR, Special Report , 1971

2. Symposia of the Swedish Nutrition Foundation, III Cunnar Blix 1969
3. Davidson, Sir Stanley, Passmore R. and Brock J.F. Human Nutrition and Dietetics, E. and S. Livingston Ltd., Edinburgh and London, 1973
4. Infant feeding difficulties, 4th Edition, 1977
5. Jellifee, D.B. infant in the subtropics and tropics, Who Geneve, 1968
6. Marting E.A. Roberts, Nutrition in Tamilnadu Sangam Publishers, 1972.
7. <https://www.ihmnotes.in/assets/Docs/Books/9780199489084.pdf>
8. <https://www.studocu.com/row/document/east-africa-institute-of-certified-studies/diploma-in-nutrition-and-dietetics/nutrition-notes/11011299>.

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Understand the concept of Nutrition
- Create the Balanced meal
- Handle Nutritional problems
- Conduct Nutritional Programmes
- Prepare Nutritional pamphlets

COURSE OBJECTIVES:

- To enable the students to know about different types of starters to main dishes.
- To help student's knowledge on sauces, soups and salads.
- To train the students in kitchen management.
- To train students in different types of meat cutting.
- To enable the learners to prepare various pastas.

UNIT – I STARTERS:

Appetizers – Description of various types of appetizers, appetizer varieties with example. Appetizers froid and chaud - Salads – Classification (Simple or Plain, Compound) and its basic parts--Fruit based, Vegetable based, Meat based and fish based.

UNIT – II BASIC PREPARATION:

Stocks – Definition, Types, Preparation, Recipes, Storage, Uses, Care and Precautions - Soups – Definition, Classification, Basic Recipes, Garnishes and Accompaniments - Sauces – Classification, Mother Sauces and Derivatives.

UNIT – III FISH AND EGG COOKERY:

Fish -Introduction to Fish Cookery, Classification with examples, Selection of Fish, Pre-preparation and cuts of fish, Method of Cooking fish - Egg – Introduction to Egg Cookery, Structure, Selection, Uses of Egg, Methods of cooking.

UNIT – IV MEAT AND POULTRY COOKERY:

Meat – Introduction to meat cookery, Cuts of (beef, veal, lamb, mutton, pork), Joints and Preparations of meat - Poultry – Age, Quality, Market types, Preparation, Dressing and cuts with its uses - Game - Furred game and feathered game, preparation and cuts with its uses.

UNIT – V FARINACEOUS DISHES AND BUDGETARY CONTROL:

Rice – History, Methods of Cooking, Dishes (Recipes) - Pasta – History, Types, Preparation, Dishes (Recipes) - Budgetary control - Definition, Control of waste, Kitchen control.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Portion control equipments used in Kitchen-Farinaceous Dishes.

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018.
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018).
4. Madhur Jeffrey, A Taste of India — Practical Menus, 2020.
5. [Dr.Abhinav K. Shandilya](#), A Textbook of Food production Foundation, 2nd Edition, Trinity Press, New Delhi, 2009.
6. <https://www.yumpu.com/en/document/view/63400754/pdf-500-appetizers-the-only-appetizer-compendium-youll-ever-need-500-cooking-sellers-500-series-cookbooks-ipad>
7. <https://www.yumpu.com/en/document/read/63400754/pdf-500-appetizers-the-only-appetizer-compendium-youll-ever-need-500-cooking-sellers-500-series-cookbooks-ipad>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Make up various dishes
- Inspect meat and fish with care
- Recognized the importance of appetizers
- Label the various types of soups
- Explain the nutritional value of eggs and other items.

COURSE OBJECTIVES:

- To train the students in Continental cuisine.
- To enable them to know the preparation of Stocks, Sauces and Soups.
- To expose them different preparation methods of Salads.
- To make students know the mode of preparation famous Continental dishes.
- To understand the Characteristics of Continental dishes.

UNIT – I STOCK AND SAUCE:

Vegetable Stock,
Brown Stock,
Chicken Stock & Fish Stock
Béchamel Sauce,
Brown Sauce,
Mayonnaise Sauce,
Hollandaise sauce,
Veloute Sauce with 2 Derivatives of each,
Tomato concasse.

UNIT – II SOUP AND SALAD:

Cream - 5 Varieties
Consomme - 3 Varieties
Broths - 3 Varieties
Bisques - 2 Varieties
Purees - 1 Variety
Cold Soup - 2Variety

SALAD

Vegetable based - 5 Varieties
Fruit based - 2 Varieties
Meat based - 2 Varieties
Fish based - 1 Variety

UNIT – III SEA FOOD:

Poached fish - 1 Variety
Grilled fish - 1 Variety
Shallow fried fish - 2 Varieties
Deep fried fish - 2 Varieties
Baked fish - 1 Variety
Prawns, lobster and Crab - 2 Varieties

UNIT – IV MEAT AND VEGETABLES:

Roasts - 2 Varieties
Grilled - 2 Varieties
Fried - 2 Varieties
Stews - 2 Varieties

Vegetables

Preparation and cooking of vegetables in season and the accompaniments– 5 Varieties
Potatoes - 5 Varieties

UNIT – V PASTAS, EGG AND DESSERTS:

Pastas - 5 Varieties

Egg

Boiled, poached, fried, varieties of omelets

Desserts

Hot and Cold Sweets – 10 Varieties

UNIT VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned Recent trends in Chinese cuisine-Food habits of people in France-Role of Wines and Liqueurs in French cuisine

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018)
2. Madhur Jeffrey, A Taste of India — Practical Menus, 2020
3. [Dr. Abhinav K. Shandilya](#), A Textbook of Food production Foundation, 2nd Edition, Trinity Press, New Delhi, 2019
4. <https://www.slideshare.net/SaadMazhar/continental-food-and-meal>
5. <https://www.slideshare.net/LionHunter90/continental-food>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Identify various ingredients used in Continental cuisine
- Evaluate the basic stocks, Sauces and Soups
- Prepare various Continental dishes
- Identify the importance of Accompaniments and Garnishes
- Plan the preparation of Cooking Continental foods

COURSE OBJECTIVES:

- To develop the knowledge on alcoholic and non-alcoholic beverages.
- To understand the methods of making various non-alcoholic beverages.
- To make sure the students on various production methods of cocktails.
- To understand Tobacco and Making of Cocktails.
- To enable to maintain various registers.

UNIT – I WINE:

Definition – Classification -Grape varieties - Production of table wine - Service and storage - Wines of France - Sparkling Wines - Methods of producing sparkling wines - Champagne - production and its significance - Service and storage - Fortified Wines – Sherry – Port – Madeira – Marsala

UNIT – II SPIRITS:

Definition - Distillation - Pot still & Patent still - Different spirits - a) Brandy b) Whisky c) Gin d) Vodka e) Rum (Production, Types, Service and Storage) - Other Spirits - Aperitifs and Liqueurs - Definition b) Production c) Service and storage

UNIT – III BEER:

Definition – Production - Types of beer - Service and storage

UNIT – IV COCKTAILS AND MOCKTAILS:

Cocktail - Definition – History - Methods of mixing cocktails - World famous cocktails – Mocktails- Definition – Introduction- Equipments in use – Ingredients required – Golden rules for making mocktails – Service – World famous mocktail recipe

UNIT – V BAR AND BEVERAGE CONTROL:

Bar - Lay out - Types of bar - Proof system - Beverage Control measures – Allocation - Bar ledger - Indent, receipt, and issue of liquors - Cellar maintenance - Different measures (ounces) - Legal points

UNIT VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Preparation, Service and Storage of Tequila-Latest trends in Bar.

REFERENCES:

1. Sudhir Andrews, Food and Beverage Service Training Manual, McGraw Hill Education (India) Private Limited, New Delhi, 2018

2. Dennis R.Lillicrap and John A. Cousins – Food and Beverage Service, Hadder Education, London, 2019
3. R. Singaravelavan, Food and Beverage Service – Oxford University Press, New Delhi 2018
4. Vijay Dhavan, Food and Beverage Service, Frank Bros & Co, New Delhi, 2020
5. Dr. Jagmohan Negi, Food and Beverage Operation, S. Chand & Company Pvt. Limited, New Delhi, 2019
6. <https://www.uou.ac.in/sites/default/files/slm/BHM-602BT.pdf>
7. <https://vinepair.com/spirits-101/>
8. https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_service.htm

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Evaluate the relationships of food and beverage
- Determine the procedures of making wine and spirits
- Develop the knowledge of different wines, alcoholic beverages
- Assess the manufacturing process of Tobacco and Cocktails
- Make up different types of cocktails.

COURSE OBJECTIVES:

- To give students a deep knowledge of various types of Alcoholic beverages.
- To enable students to handle different types of bar equipment.
- To train students in handling different types of glassware.
- To enable learners to prepare various cocktails and mock tails.
- To train the students in sale of food and wine.

UNIT – I ORDER TAKING PROCEDURES:

Taking the order of non-alcoholic beverage – Service of Coffee, Tea, Juices and Aerated Drinks

UNIT – II SERVICE PROCEDURES:

Service for the Alcoholic beverage - (Beer, Wine, spirits, Liqueurs, Aperitifs) - Making cocktails and Mock tails.

UNIT – III FOOD AND WINE HARMONY:

Various types of wine - Food and Wine harmony

UNIT – IV GLASSWARE:

Various Glassware and their uses

UNIT – V BAR EQUIPMENTS:

Arranging the bar – Bar set-up - Bar equipment.

UNIT VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Importance of Bar control system-Techniques used in Cocktail making

REFERENCES:

1. Sudhir Andrews, Food and Beverage service training manual, McGraw hill education (India) Private Limited, New Delhi, 2018
2. Dennis R. Lillicrap and John A. Cousins – Food and Beverage Service, Hilder Education, London 2019
3. R. Singaravelavan, Food and Beverage Service – Oxford University Press, New Delhi 2018.
4. Vijay Dhavan, Food and beverage Service, Frank Bros & Co, New Delhi, 2020
5. Dr. Jagmohan Negi, Food and Beverage Operation, S. Chand & Company Pvt. Limited, New Delhi, 2019.

6. <http://san-shin.org/files/Wine-Beer-Spirits-Textbook.pdf>
7. https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_service.htm
8. <https://www.ihmnotes.in/assets/Docs/Books/9780199464685.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Serve various kinds of alcoholic / non – alcoholic beverages
- Identify, manage the equipment and arrange the bar for an elegant fashion
- Assess various alcoholic beverages with appropriate glassware
- Make cocktails
- Know importance of par stock

COURSE OBJECTIVES:

- To define the guest accounts and records used.
- To list the functions of night auditing and its importance.
- To explain the types of linen and procedures of maintaining linen.
- To brief the functions of laundry section and staff.
- To distinguish the methods, procedures and processes of flower arrangements.

UNIT – I GUEST ACCOUNTING:

Job description of a front office cashier - Guest Accounts-Folios-Vouchers-Ledgers - Creation & Maintenance of Accounts - Record keeping system: Manual, Semi - Automated, fully automated - Credit monitoring - Floor limit, House limit, part settlement of in house guests - Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance.

UNIT – II NIGHT AUDITING:

The role of the night auditor - Cross - referencing - Guest credit monitoring - Daily & supplementary transcripts - The night audit process

UNIT – III LINEN MANAGEMENT:

Hotel linen- Classification of linen - bed linen and bath linen; their sizes - table linen: their sizes - Selection criteria for the linen items - Linen room - Activities of a linen room - Location, Equipment & Layout of a linen room - Purchase of linen/linen hire/ quality and quantity - Storage and inspection - Issuing of linen to floors and departments – procedures and records - Dispatch and delivery from laundry - Stocktaking – procedures and records - Marking and monogramming - Sewing room

UNIT – IV LAUNDRY:

Duties and responsibilities of laundry staff - Importance and principles - Flow process of industrial laundering - Role of laundry agents - Dry-cleaning - Guest laundry - Services offered (dry-cleaning, washing, ironing: -express and normal) - Advantages and disadvantages of – off premises and on premises laundry

UNIT – V FLOWER ARRANGEMENT:

Purpose of flower arrangement, placement and level of placement with relevant examples - Equipment and materials used - Styles of flower arrangement (western, Japanese, freestyle) - Principles of flower arrangement -design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)

UNIT VI: CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Variety types of clothes used in Hotels pertaining to cleaning and polishing-Conditioning of Flowers and foliage for Flower arrangement.

REFERENCES:

1. Andrews, S., Andrews, S. (2013). Hotel Front Office: A Training Manual. India: McGraw Hill Education.
2. Raghubalan, S., Raghubalan, G., Raghubalan, S., Raghubalan, G. (2015). Hotel Housekeeping: Operations and Management. India: Oxford University Press.
3. Front Office Management. (2011). India: Frank Bros. & Company.
4. Tewari, J. R., Tewari, J. R. (2009). Hotel Front Office: Operations and Management. India: OUP India.
5. Branson, J. C., Lennox, M., Branson, J. C., Lennox, M. (1988). Hotel, Hostel and Hospital Housekeeping. United Kingdom: Edward Arnold.
6. Text Book of Hotel Housekeeping. (2007). India: McGraw-Hill Education (India) Pvt. Limited.
7. <https://www.ihmnotes.in/assets/Docs/Sem-3&4/Accommodation/Ch-5%20Flower%20Arrangement.pdf>
8. <https://hmhub.in/night-audit-in-front-office/#:~:text=Night%20auditing%20is%20actually%20the,day%20are%20corrected%20and%20balanced>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Show advanced skills in handling computers with opt software's
- Construct the knowledge of night auditing
- Organize linen rack for different types of service, and operate housekeeping service equipment
- Understand the procedures in laundry
- Create different types of flower arrangements

COURSE OBJECTIVES:

- To understand the importance of reservations terminologies.
- To learn the various forms used in the front office.
- To gain the knowledge on arrival and departure procedure.
- To learn the types of linen.
- To gain the knowledge of laundry equipment.

UNIT – I RECEPTION AND RESERVATION:

Reception-Registration and Room Allotment - Situation Handling - Registers Maintained – Reservation - Reservation form – Confirmation – Reconfirmation - Reservation Enquiries - Diaries and Charts used in Reservation - Whitney Rack Handling - Knowledge of Reservation Terminology

UNIT – II INFORMATION, TELEPHONE OPERATOR AND BELL DESK:

Information - Mail Handling - Receiving / Passing Message to Guest - Local Information - Tour Arrangement details - Telephone Operator - Handling of Telephone Exchange Boards - Receiving / Connecting Calls to Guests / Staff - Wake-up Calls - Bell Desk -Luggage handling procedure - Errand Card - Scanty Baggage

UNIT – III CLEANING PROCEDURES AND SEQUENCE OF CLEANING:

Cleaning Procedures - Rooms, Bathroom, Toilet, Washbasin Bath tub, Sink, Table, Floor, Water Closet, Staircase, Corridor, Carpet - Sequence of Cleaning - Cob Web Taking - Dusting, Sweeping, Scrubbing, Moping, Carpet Cleaning and Carpet Shampooing

UNIT – IV REGISTERS MAINTAINED IN HOUSEKEEPING:

Lost and Found - Cleaning (Weekly, Daily, Spring) - For Cleaning Equipment's - For Cleaning Agents

UNIT – V POLISHING AND STAIN REMOVAL:

Polishing – Brassware – Tiles – Furniture - Stain Removal - Linen Items - Uniform Items - Floors – Bathrooms - Toilet

UNIT VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Various formats used in Front office-Housekeeping Control systems.

REFERENCES:

1. Andrews, S., Andrews, S. (2013). Hotel Front Office: A Training Manual. India: McGraw Hill Education.
2. Raghubalan, S., Raghubalan, G., Raghubalan, S., Raghubalan, G. (2015). Hotel Housekeeping: Operations and Management. India: Oxford University Press.
3. Front Office Management. (2011). India: Frank Bros. & Company.
4. Tewari, J. R., Tewari, J. R. (2009). Hotel Front Office: Operations and Management. India: OUP India.
5. Branson, J. C., Lennox, M., Branson, J. C., Lennox, M. (1988). Hotel, Hostel and Hospital Housekeeping. United Kingdom: Edward Arnold.
6. Text BkOf Hotel Housekeeping. (2007). India: McGraw-Hill Education (India) Pvt Limited.
7. https://ihmshimla.org/wp-content/uploads/2020/03/Unit-3_Reservations-FO-Notes-By-Priya-Sharma-March-2020.pdf
8. <https://hmhub.in/stain-removal/>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Show advanced skill about hotel reception and reservation procedures
- Construct knowledge about bell desk, telephone operator and information desk
- Organize to clean different types of rooms
- Can understand various registers and books maintained in hotel
- Get ideas for stain removal and polishing in various hotel areas

Second Year

**SECOND ALLIED COURSE II
SPECIALISED FOOD SERVICE
(Theory)**

Semester IV

Code

Credit: 4

COURSE OBJECTIVES:

- To impart the knowledge of Transport Catering.
- To train students in banquets and outdoor catering.
- To make them aware of various forms of service observed in the industry.
- To gain knowledge about Industrial and Institutional Catering.
- To impart the knowledge of fast food.

UNIT – I TYPES OF CATERING ESTABLISHMENTS:

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches. Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering - Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

UNIT – II SHIP CATERING:

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering - Catering in Luxury Coaches – Service of Snacks and Beverages.

UNIT – III HOSPITAL CATERING:

Hospital Catering – Planning of Menu for Invalids – Importance of Diet Kitchen – Hospital Tray Service

UNIT – IV INDUSTRIAL CATERING:

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management - Institutional Catering – Food Service Units in Research Institutions such as I.C.A.R., C.S.I.R. and I.C.M.R. – Planning of Menus - Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.

UNIT – V Out-door Catering:

Out-Door Catering – Types of Functions - contracted and Speculative Functions– Organisation of Food Production and Food Service Areas – Problems in Outdoor Catering - Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Impact of Fast food restaurants in the society-Nutritional requirements for student community.

REFERENCES:

1. Sudhir Andrews, Food and Beverage service training manual, McGraw hill education (India) Private Limited, New Delhi, 2018.
2. Dennis R.Lillicrap and john A. Cousins – Food and Beverage Service, Hidder Education, London2019.
3. R. Singaravelavan, Food and Beverage Service – Oxford University Press, New Delhi 2018.
4. Vijay Dhavan, Food and beverage Service, Frank Bros & Co, New Delhi, 2020.
5. 2.Dr.JagmohanNegi, Food and Beverage Operation, S.Chand& Company Pvt. Limited, New Delhi, 2019.
6. <https://www.slideshare.net/Senthil13k/industrial-catering-114849280>
7. <https://www.ihmnotes.in/assets/Docs/Sem-5/Food%20&%20Beverage%20Operations/ch-2%20FUNCTION%20CATERING.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Develop knowledge of Transport Catering
- Organize banquets and outlet catering
- Handle various forms of service
- Classify Industrial and Institutional Catering
- Functions the fast food

COURSE OBJECTIVES:

- To make students understand the basic principles of baking and the nature of the raw materials used in the bakery and confectionery industry.
- To help students make knowledge of various types of cake making.
- To impart knowledge on various types of bread making.
- To give in depth knowledge on types of food additives and essences used in bakeries.
- To enable students to handle bakery equipment.

UNIT – I INTRODUCTION:

Aims and Objectives of Bakery - Organizational structure of Bakery (Both small and Large Scale) - Equipment's used (description and their uses) - Oven (Types and their advantages/disadvantages) - Personal Hygiene maintained in the Bakery.

UNIT – II RAW MATERIALS USED IN BAKERY:

Flour (Composition, Types, Gluten, WAP of flour, PH value, Flour Test) - Yeast (Elementary knowledge, activity, function & its uses, effect of over & under fermentation) - Egg (Function & its uses in Bakery) - Sugar (Function & its uses in Bakery) - Salt (Function & its uses in Bakery) - Fat (Function & its uses in Bakery) - Cream (Function & its uses in Bakery) - Milk (Function & its uses in Bakery) - Leavening agents (Function & its uses in Bakery) - Flavorings and fruits (Function & its uses in Bakery).

UNIT – III YEAST DOUGH PRODUCTS:

Methods of preparing Bread dough's - Quality of Ingredients in making Breads - Faults and remedies in Bread making - Bread improvers - Bread diseases and rectification - Leavening action of Yeast on Bread dough.

UNIT – IV CONFECTIONERY PRODUCTS:

Types of Pastry Preparation - Reasons for common problems in Pastry making - Different cake making methods - The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio Cakes) - Leavening action of Baking Powder on cakes - Faults & Remedies in cake making - Cookies and Biscuits (Ingredients, Methods, Types and Faults).

UNIT – V ICINGS AND OVEN TEMPERATURE:

Icing- Introduction - Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze Icing, Chocolate Icing, Marshmallow) - Gum paste - Oven at different temperatures (hot, very hot, medium, etc) - The oven temperatures for baking rich and lean cakes.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Harmful effects of Raising agents (Chemical) used in Bakery-Chocolate works.

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020
3. ParvinderS.Bali, International Cuisine Food Production Management, 10th Edition, 2018).
4. Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017), 2019.
5. <https://uou.ac.in/sites/default/files/slm/HM-302.pdf>
6. <http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html>
7. http://www.eiilmuniversity.co.in/downloads/Bakery_&_confectionery.pdf
- 8.

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Judge the different types of cake
- Estimate oven temperature for various bakery products
- Make use of various baking equipments
- Label bread and other bakery products

COURSE OBJECTIVES:

- To know the essentials knowledge food preservation.
- To identify the various types of microorganism.
- To illustrate food Adulteration.
- To differentiate the between food preservation and safety.
- To classify health and hygiene used in hotel industry.

UNIT – I MICRO ORGANISM:

Moulds, Yeasts, Bacteria – Types, Growth, Temperature conditions, Moisture, Time, Growth pattern and Control. Role of Microbes in food preparation. Beneficial effect – Economic importance. Harmful effects – Food poisoning. Food infections and food infestation.

UNIT – II FOOD ADULTERATION AND FOOD PRESERVATION:

Types of common food adulterants test to detect food adulteration. Laws to prevent. Food Adulteration, Food Standards, Food Additives - Principles of food preservation use of low and high temperature, chemical preservatives, Irradiation, deep freezing, canning and sterilization. Use of preservatives and their standards.

UNIT – III NUTRITION:

Definition of Nutrition – Nutrition classification – Macro and Micro nutrients – Carbohydrates, proteins, fats, minerals, and vitamins, water and fiber. Sources, Deficiency diseases, excessive intake, RDA. Digestion and absorption of food

UNIT – IV NUTRITION AND FOOD:

Nutrition and healthy eating, Five food groups, Balanced diet, Food for patients – like Diabetic, Blood Pressure etc. Food for Children, Working Women, Hard working men, Sports persons, Fat free and high fibre - Factors affecting the nutritive value of food, product development, water, proteins, carbohydrates, lipid, emulsions.

UNIT – V HEALTH AND HYGIENE:

COSHH – Control of Substances Hazardous to Health – Legislation – 1990/91 Amendments - Safety regulation, Accidents, Prevention and First Aid - Hygiene: HACCP, provision of safe food, Colour coding, Hygiene storage of food, personal hygiene, food hygiene, general health and fitness.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-HACCP regulations and importance of FSSAI-Various hygienic activities followed in Hotel.

REFERENCES:

1. Tara Paster, The Haccp Food Safety Training Manual, John Wiley & Sons, 2020
2. Carol Wallace, William Sperber, Sara E. Mortimore, Food Safety for the 21st Century: Managing Haccp and Food Safety Throughout the Global Supply Chain, John Wiley & Sons, 2021
3. Curricula on food safety. Directorate general of health services. Ministry of health and family welfare. Government of India. Nirman Bhavan, New Delhi, 2019
4. Food Safety Fundamentals, Prentice Hall, April 2020
5. <https://www.onlinebiologynotes.com/food-preservation-from-microbial-spoilage-principle-and-methods/>
6. <https://ncert.nic.in/textbook/pdf/lehe106.pdf>
7. <https://www.sesotec.com/apac/en/resources/blog/what-is-food-safety>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Show a basic skill on microorganisms plays role in food
- Construct knowledge about Food Adulteration and Food Preservation
- Organize to lay menu with Macro and Micro nutrients
- Plan different Menus with Balanced diet
- Control of Substances Hazardous to Health

COURSE OBJECTIVES:

- To expose the students to concepts and components of marketing;
- To acquaint them with tourism specific marketing skills;
- To enable them to compare the characteristics of various distribution channels
- To educate the students about various emerging promotion tools
- To familiarize them with the contemporary marketing research.

UNIT – I BASIC OF MARKETING:

Introduction to Marketing – Definitions of Need, Want, Demands – Definition of Market, Marketer, Marketing, Marketing Management – Definition of Product, Classification of Products – Characteristics of Services – Different methods of Marketing – P's of Marketing.

UNIT – II TOURISM PRODUCT:

Definition of Tourism Product – Design and Development of Tourism Product – Identifying Potential Markets – Process of New Product Development.

UNIT – III DISTRIBUTION CHANNEL:

Definition of Nature of Marketing Channels – Functions and Flows in Distribution – Levels of Distribution channel – channel design Decisions – Distribution channel in Tourism and its characteristics

UNIT – IV MARKETING PROMOTIONS:

Process and communication – Steps in developing effective communication – Tools of Promotion (Advertising, Personal selling, sales promotion and public relation) – Importance of Promotions in Tourism – Design of Brochures, Folders, Advertisement and posters for Tourism Promotion – Role of Public Relations in Tourism.

UNIT – V MARKETING RESEARCH:

Concept of Marketing Research – Objectives – Market Research System – Limitations of Marketing research – Market Forecast – Importance of Marketing research in Tourism

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Technology adoption in Hospitality Marketing-Hospitality marketing trends during pandemic.

REFERENCES:

1. Kotler, P., Bowen, J.T., & Maken, J.C. (2008). Marketing for Hospitality and Tourism. Pearson Education India.
2. Bowie, D., & Buttle, F. (2012). Hospitality Marketing. Routledge.
3. Kamra, K. K. (2001). Managing Tourist Destination – Development, Planning, Marketing, Policies. Kanishka Publishers. New Delhi.
4. Kumar, P. (2010). Marketing of Hospitality and Tourism Service. Tata McGraw-Hill Education.
5. Morrison, A.M. (2002). Hospitality and Travel Marketing. Delmar Thomson Publications.
6. <http://www.microlinkcolleges.net/elib/files/undergraduate/Tourism%20&%20Hotel%20Management/hospitality%20Marketing%20Management.pdf>
7. <https://www.uou.ac.in/sites/default/files/slm/BHM-604T.pdf>
8. <http://educatererindia.com/wp-content/uploads/2017/04/Tourism-and-Hospitality-Marketing.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Remember and Comprehend basic marketing concepts and illustrate the features of hospitality marketing
- Enabling the importance of Targeting and Positioning, Market Segmentation to apply the same
- Illustrating New Product development and Product Life cycle for developing marketing skills
- Analyzing the Pricing and Channel Management Strategies for improving decision making skills
- Apply the marketing research concept and manage in hotels and other hospitality sectors

COURSE OBJECTIVES:

- To know the essentials of Basic bakery and confectionery knowledge.
- To identify the various commodities used in bakery and confectionery preparation.
- To illustrate the methods of cooking in bakery and confectionery.
- To differentiate the between selection and identification of raw materials used in bakery and confectionery.
- To classify the cooking equipment's used in bakery and confectionery.

UNIT – I BREAD MAKING:

Bread Making: Demonstration & Preparation of simple and enriched bread variations. More variety products of yeast goods (bread varieties, hotdogs, pizza, buns, etc.).

UNIT – II PASTRY:

Pastry: Demonstration& preparation of various of pastries, Short Crust, Choux pastry, puff pastry, strudel pastry, flaky pastry, hot water crust pastry.

UNIT – III CAKES, CAKE PASTRY AND ICINGS:

Cakes: Demonstration & Preparation (Rich cake, Lean cake) - Cake pastry: Demonstration & Preparation of different types of cake pastries (vanilla, pineapple, black forest, chocolate trifle pastry, etc.) - Icings: Butter icing, Glace icing, Royal icing, Almond Paste, Marshmallow icing, American Frosting, Trifle icing, Fresh Cream icing and pastry cream.

UNIT – IV CHOCOLATE AND CANDY:

Chocolate and Candy: homemade chocolate, brownies, walnut coffee fudge, etc.

UNIT – V DESSERTS – COLD AND HOT:

Desserts - Cold: Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé - Hot: Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

UNIT - VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Uniqueness of Bakery products-Various toppings used on cake decoration.

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020.
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018.
4. Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017), 2019.
5. <https://uou.ac.in/sites/default/files/slm/HM-302.pdf>
6. <http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html>
7. http://www.eiilmuniversity.co.in/downloads/Bakery_&_confectionery.pdf

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Show a basic skill on bakery and confectionery
- Construct knowledge in bakery and confectionery
- Organize to prepare different types bakery and confectionery products
- Plan different Menus in bakery and confectionery
- Create new styles in bakery and confectionery products

Third Year

MAJOR BASED ELECTIVE I
1) FACILITY MANAGEMENT
(Theory)

Semester V

Code

Credit: 4

COURSE OBJECTIVES:

- To familiarize in designing hotel and its facilities.
- To plan kitchen layout and analyze the required equipments.
- To prepare kitchen stewarding department and design the store layout.
- To plan kitchen equipments purchase procedure.
- To analyze the importance of Kitchen stewarding.

UNIT – I HOTEL DESIGN:

Design Consideration, Attractive appearance, Efficient plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.

UNIT – II FACILITIES PLANNING:

Flow process & Flow diagram Procedure for determining space considering the guiding factors for guest room / public facilities, support facilities & services, hotel administration, internal roads / budget / 5 star hotel.

UNIT – III KITCHEN LAYOUT & DESIGN:

Principles of kitchen layout and design. Areas of the various kitchens size Factors that affect kitchen design .Placement of equipment.Flow of work. Space allocation.

UNIT – IV KITCHEN EQUIPMENTS:

Kitchen equipment, manufacturers and selection Layout of commercial kitchen (types, drawing a layout of a commercial kitchen). Budgeting for kitchen equipment.

UNIT – V KITCHEN STEWARDING LAYOUT AND DESIGN, STORES – LAYOUT AND DESIGN

Importance of kitchen stewarding Kitchen stewarding department layout and design Equipment Used in kitchen stewarding - Stores – Layout and Design- Stores layout and planning (dry, cold and bar) Various equipment of the stores work flow in store Effective utilization of stores space.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Role of Heavy equipments in Kitchen layout-Variety types of lighting used in Hotel.

REFERENCES:

1. Theory for the Hotel Professional – KrupaShanker M – United Publisher, Mangalore, 2018
2. Catering Management - An Integrated approach – Mohini Sethi & Surjeet. Malhan – Macmillan Publisher New Delhi 2018
3. Professional Hotel Management – Jagmohan Negi – Kanishka Publisher, New Delhi 2019
4. <https://www.uou.ac.in/sites/default/files/slm/HM-403.pdf>
5. <https://hmhub.in/6th-sem-facility-planning-notes/>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Capable of designing hotels and hotel projects, to plan the hotel facility
- Design the layout of kitchen
- Analyze effective utilization of kitchen equipment's
- Organize kitchen stewarding department
- Practice good store room maintenance

Third Year

**MAJOR BASED ELECTIVE I
2) EVENT MANAGEMENT
(Theory)**

Semester V

Code

Credit: 4

COURSE OBJECTIVES:

- To introduce the students with the essentials of Event management.
- To learn the steps involved in Event planning.
- To understand the potential of MICE and Event tourism.
- To understand the marketing strategies of the Event.
- To aware of travel fairs with their benefits.

UNIT – I INTRODUCTION:

Introduction of Events - Scope, Nature and Importance of Events - Types of Events - Unique features and similarities - Practices in Event management - Key steps to a successful event

UNIT – II EVENT PLANNING AND ORGANIZING:

The dynamic of event management - Event planning and organizing - Problem solving and crisis management - Leadership and participants management - Managing people and time - Site and infrastructure management

UNIT – III MICE:

Introduction to MICE - Planning MICE - Components of the conference market - Characteristics of conferences and conventions

UNIT – IV EVENT PLANNING:

Event marketing - Marketing equipment and tools -Promotion, Media relations and Publicity - Event presentation

UNIT – V TRAVEL INDUSTRY FAIR:

Different Travel industry fairs - Importance and benefits of fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII-Events, PATA Travel Market.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Aims of Events-Event marketing through social media.

REFERENCES:

1. Avrich Barry (2019), Event and Marketing. Vikas, Delhi.
2. Bhatia A.K., Event Management, Sterling Publishers, New Delhi, 2001.
3. Beech, John G; [The business of events management](#) ; Pearson Education, 2014.
4. Fenich, G. G. (2019). Planning and management of meetings, expositions,

events, and conventions. Pearson High Ed.

5. Hall, C. M. (2021). Hallmark tourist events: impacts, management and planning. Belhaven Press
6. Hudson, S. (2019). Marketing for tourism, hospitality & events: a global & digital approach. Sage Publications Limited.
7. https://ebooks.lpude.in/management/bba/term_5/DMGT304_EVENT_MANAGEMENT.pdf
8. <https://www.uou.ac.in/sites/default/files/slm/BHM-102T.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Understand the value of Event Management.
- Organize events with proper planning.
- Explain the characteristics of MICE planning.
- Organize events effectively.
- List the benefits of travel fair.

COURSE OBJECTIVES:

- To gain in-depth knowledge on various tourist destinations.
- To receive an information various Government tourist organization.
- To learn the importance of Wild and Tribal life.
- To gain the knowledge on various resorts located in India.
- To know the Fairs and festivals celebrated in India.

UNIT – I INTRODUCTION:

Introduction to travel and tourism – meaning – nature – definitions – basic components – elements – domestic tourism – international tourism – future of tourism – technology and tourism - History of travel and tourism – travel steps in the evolution modern tourist travel for trade and commerce – religious purpose – seeking knowledge – paid holidays – mass tourism - The advent of steam age, impact of industrial revolution, rail transport, sea transport, development of sea side resorts, the auto mobiles, air travel, causes of rapid growth – post second world war period

UNIT – II TOURISM IN INDIA:

Tourism in India – sergeant committee – formation of Ministry of Tourism, Department of tourism - Tourism information offices in India, its functions, tourism offices overseas – its functions, criteria for opening overseas offices - Role and functions of ITDC - State level Tourism Development Corporation.

UNIT – III WILD AND TRIBAL TOURISM:

Wild and Tribal Life : Alwar, Jim Corbett, National Park, KanhaKisali, Kaziranga, Bharatpur, SawaiMadhopur, Tadoba, Melghat, Navegaon-Nagzira, Ranthambor, Chilka Lake, Bandipur, Bandogarh, Gir, Sundarban

UNIT – IV RESORTS AND BEACHES:

Resorts and Beaches: Musssorie, Shimla, Darjeeling, Ooty, Kodaikaal, Goa, Bhubaneswar Mahabalipuram, Kovalam beach, Kulumanali

UNIT – V FAIRS AND FESTIVALS:

Fair and Festivals: Kumbha, Ardhakumbha, Pushkar, Mahashivratri, Gangasagar, PandharpurVari, DhammachakraPravartanaDivasa, Internationa Trade Fair, Marba, Ramnavami, Gangaur, Tija

UNIT - VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned -Tourism potentials of Tamilnadu -Importance of Responsible tourism in India

REFERENCES:

1. Abhoydas Jhangli, Tourism in India, Pacific books International, 2019
2. P.K. Mishra, Tourism in India: Potential, Problems and Prospects, New Century Publications, 2018
3. M.R. Dileep, Tourism concepts, theory and Practice, Dreamtech press, 2020
4. A.K. Bhatia, Tourism development Principles and Practises (Fourth Revised edition), Sterling publishers, 2020
5. [https://www.drishtiias.com/to-the-points/paper3/tourism-in-india#:~:text=India's%20Tourism%20is%20ranked%20at,mixed%20site\)%20in%20the%20world.](https://www.drishtiias.com/to-the-points/paper3/tourism-in-india#:~:text=India's%20Tourism%20is%20ranked%20at,mixed%20site)%20in%20the%20world.)
6. <https://nios.ac.in/media/documents/316courseE/E-JHA-30-10B.pdf>
7. <https://www.india-tourism.net/fairs-festivals.htm>

Course Outcomes:

On completion of this course, students will be able to:

- Explain the History of travel and tourism.
- Outline the functions of ITDC.
- List out the various National parks in India.
- Tell the famous beaches located in India.
- Familiarize the various Fairs and Festivals.

COURSE OBJECTIVES:

- To understand basic concepts of human resource management.
- To know the human resource management planning in tourism and hotel industry.
- To educate the students about the training methods
- To familiarize the students with the different compensation methods and
- To be aware of the grievance handling of human resources in tourism business.

UNIT – I INTRODUCTION:

Definitions, History of HRM, Ethical perspectives, cost benefit utility approach, multiple constituencies, political influence – MBO concept and relevance - Current and future challenges to HRM: Corporate reorganizations, corporate competitions, slower growth, increasing diversity in workforce, employee expectations' social responsibilities, job and careers in HRM.

UNIT – II HUMAN RESOURCE PLANNING:

Strategic perspective models for HRP, forecasting demand for employees, internal and external supply of employees - Job analysis : Definition, scope and methods of job analysis, data collection and analysis, methods, strategic view, valuation – developing a sound - Recruitment : Strategic issues, internal and external recruiting, job search, job choice, and evaluation of recruitment - Selection : Statistical methods in selection, reliability of tests, decision making selection, utility of a selection system.

UNIT – III HUMAN RESOURCE DEVELOPMENT:

Introduction, needs assessment phase - Training phase, evaluation phase - HRD in future - Training methods, training development for executives - strategic issues.

UNIT – IV REWARDING EMPLOYEES:

Compensation policy at national level - employee satisfaction and motivation issues in compensation design - establishment of internal equity and individual equity - job evaluation methods - administration of compensation systems, issue of comparable work - Strategic importance of variable pay, linking pay to performance - Individual and group incentives - Barriers to pay for performance success, executive compensation, perks, benefits, tax implications, issues in indirect compensation.

UNIT – V GRIEVANCE HANDLING AND DISCIPLINE:

Developing grievance redressal models, grievance procedure, need and concept discipline – standing orders – procedure / process of conducting domestic enquiry – natural justice. -Employees welfare and social security legislation's- The Factories Act-ESI Act - PF Act - Gratuity Act - Bonus Act - Child Labour Act – SA 8000.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Human resource accounting-Ethical leadership.

REFERENCES:

1. De Cenzo, D.A & Robbins, S.P. (2011). Human Resource Management. Wiley.
2. Shwathappa, K. (2014) Human Resource and Personnel Management. (4ed). New Delhi: Tata McGraw Hill.
3. Andrews, S. (2009). Human Resource Management for Hospitality Industry. (1ed). New Delhi: McGraw Hill Publishers.
4. Beard well, I., & Holden, L. (1998). Human Resource Management Macmillan.
5. Go, F.M., Baum, T., & Wiley, J. (1996). Human Resource Management in the Hospitality Industry. New York: John Wiley & Sons Inc.
6. Jyothi, P., & Venkatesh, D.N. (2005). Human Resource Management. Oxford University Press.
7. Kleiman, L. S. (2003) Human Resource Management (1sted.). Biztantra.
8. Madhukar, M. (2000) Human Resource Management in Tourism. New Delhi: Rajat Publications.
9. <https://brauss.in/hrm-basic-notes.pdf>
10. <https://old.mu.ac.in/wp-content/uploads/2014/04/Human-Resource-Management-Paper-I-English-Book.pdf>
11. <http://www.ascdegreecollege.ac.in/wp-content/uploads/2020/12/Human-Resource-Management-by-Pravin-Durai.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Explain the various functions of human resource management
- Identify systematic way of planning relating to human resource management.
- Assess the training and evaluation phases
- Discuss the methods and process of performance appraisal and compensation.
- Develop approaches to resolving the problems in the workplace through various methods learned in class

COURSE OBJECTIVES:

- To highlight the importance of entrepreneurship in economic development;
- To expose students to the success stories in travel & tourism; and
- To provide the students with various business ideas.
- To train the students in successful product planning and development.
- To educate the students about special aspects of entrepreneurship.

UNIT - I INTRODUCTION:

Concept of entrepreneurship, nature and development of entrepreneurship, entrepreneurial decision processes. Entrepreneurial traits, types culture and structure, competing theories of entrepreneurship, entrepreneurial motivation, establishing entrepreneurial systems.

UNIT – II SELF-ASSESSMENT AND THE ENTREPRENEURIAL PROCESS:

Identifying and evaluating the opportunity, developing a business plan, resource required and to managing the enterprises. Strategic orientation, commitment to opportunity, resources, control of resources and management structure. Entrepreneurial careers, education and training. Entrepreneurial ethics.

UNIT III THE BUSINESS IDEA: SOURCES OF NEW IDEA:

The unexpected incongruities, process need, industry and market structure, demographics, changes in perception, new knowledge, and the bright idea. Consumers, existing companies, distribution channels, government and research and development, purposeful innovation and principles of innovation.

UNIT IV: PRODUCT PLANNING AND DEVELOPING PROCESS:

Establishing evaluation criteria, idea stage, concept stage, product development stage and est. Marketing stage. Group innovation; Establishing role in creative groups, taking the lead in-group problem solving Business innovation with a purpose, vision and strategy.

UNIT V SPECIAL ASPECTS IN ENTREPRENEURSHIP:

Entrepreneurship, International Entrepreneurship: Problems and opportunities, entrepreneurship in rural sectors and service institutions, ecological niches, legal aspects.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Business from Home during Pandemic-Global business opportunities through remote working.

REFERENCES:

1. British Colombia Ministry of Tourism, Sport and Arts, (2005).A guide for tourism business entrepreneurs.
2. Hisrich, R. D., & Michael, P. P. (2002). Entrepreneurship. (5th ed.). New Delhi: Tata Mc-Graw Hill.
3. Hisrich, R. D., Peters, M. V., & Shepherd, D. A. (2007).Entrepreneurship. (6th ed.). Tata Mc-Graw Hill.
4. Kuratka, D. F., & Hodgetts, R. M. (2004). Entrepreneurship: Theory, process, and practice. (6th ed.). United States of America: Thomson South Western.
5. Lall, M., & Sahai, S. (2006).Entrepreneurship. (1st ed.). Excel Books.
6. Labuschagne, H. (2011). Entrepreneurship competency, cognition, behavior and knowledge creation. [University of Pretoria](#).
7. MOOC Material: Entrepreneurship I: Principles and Concepts, Created by University of Illinois, Delivered by Coursera, Taught by: Patrick James Murphy.
8. MOOC Material: Essentials of Entrepreneurship: Thinking & Action, Created by California, Irvine, Delivered by: Coursera, Taught by: David Standen.
9. MOOC Material: Entrepreneurship and Family Business, Created by RMIT University, Irvine, Delivered by: Open2study, Taught by: Leon Levin.
10. MOOC Material: Entrepreneurship 4: Financing and Profitability, Created by University of Pennsylvania, Delivered by Coursera, Taught by: David Bell and Karl T. Ulrich.

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Discerns distinct entrepreneurial traits
- Assess opportunities and constraints for new business ideas
- Design strategies for successful implementation of ideas
- Start entrepreneurship by analysing legal and financial conditions for starting a business venture
- Evaluate the effectiveness of different entrepreneurial state

Third Year

**CORE PRACTICAL VI
INTERNATIONAL CUISINE
(Practical)**

Semester VI

Code

Credit: 4

COURSE OBJECTIVES:

- To train the students in International cuisine.
- To enable them to know the preparation of foods around the World.
- To expose them different preparation methods used in various Countries.
- To make students know the mode of preparation famous dishes Worldwide.
- To know the different cuisines.

UNIT - I Chinese Cuisine:

Starter, Soup, Fried Rice, Noodle, Dessert – 3 Varieties each.

UNIT – II ITALIAN, SPANISH AND ENGLISH CUISINE:

Pasta, Soup, Risotto, Savouroux - 3 Varieties each.

UNIT – III German and Russian Cuisine:

Soup, Potato, Main course - 3 Varieties each.

UNIT – IV JAMAICAN AND ENGLAND CUISINE:

Soup, Grilled food, Rice - 3 Varieties each.

UNIT – V MEXICAN AND CHINESE CUISINE:

Soup, Main course, Dessert - 3 Varieties each.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Impact of culture in food habits-Healthy eating habits of China.

REFERENCES:

1. Parvinder S. Bali, Food Production Operations, 11th Edition, Oxford University Press, New Delhi 2018
2. Kinton and Ceserani, The Theory of Catering, ELBS Publications, 2020.
3. Parvinder S. Bali, International Cuisine Food Production Management, 10th Edition, 2018).
4. Madhur Jeffrey, A Taste of India — Practical Menus, 2020
5. [Dr. Abhinav K. Shandilya](#), A Textbook of Food production Foundation, 2nd Edition, Trinity Press, New Delhi, 2019
6. <https://www.ihmnotes.in/assets/Docs/Sem-6/FOOD%20PRODUCTION%20OPERATIONS/Ch-1%20Internation%20Cuisine.pdf>

7. <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-production-6th-sem/>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Identify various ingredients used in International cuisine.
- Construct a balanced meal.
- Stepping up of recipes of different cuisines.
- Identify the importance of International Cuisine.
- Gain skill in pre-preparation methods

COURSE OBJECTIVES:

- To introduce the students about the accounting concepts
- To train students to the preparation of final accounts
- To provide the students with cost accounting basics
- To expose the students to various inventory control techniques
- To prepare the students in various budget preparations.

UNIT-I INTRODUCTION TO ACCOUNTING:

Meaning – Concepts - The Accounting function in the Hospitality Industry.
Double Entry System - Definition - Advantages – Journal entries – Ledger.

UNIT – II PREPARATION OF FINAL ACCOUNTS:

Trial Balance – Meaning - Advantages – Preparation of Trial Balance - Final Accounts – Need - Difference between Trial Balance and Balance Sheet – Trading Account, Profit and Loss Account and Balance Sheet Preparation (with Closing Stock adjustment only).

UNIT – III COST ACCOUNTING IN HOTEL INDUSTRY:

Hotel Cost Accounts - Definition of Cost - Costing, Cost Accounting - Scope and Advantages of Costing – Preparation of Cost Sheet - Cost Concept pertaining to Hotel Industry (Food Cost Percentage, Beverage Cost Percentage and Occupancy Percentage).

UNIT – IV Inventory Control in Hotel Industry:

Inventory Control – Meaning - Perpetual Inventory and Periodic Inventory – ABC Analysis - Methods of Inventory Valuation - FIFO and LIFO – Advantages of Tally Package in Inventory Valuation.

UNIT – V BUDGETARY CONTROL IN HOTEL INDUSTRY:

Budget & Budgetary control Definition - Steps in Budgetary Control System - Forecast and Budget - Annual versus Continuous Budget - Advantages and Disadvantages of Budgetary Control - Preparation of different types of Budgets (Production Budget, Sales Budget, Cash Budget & Flexible Budget)

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Role of automated imaging in Accountant job-Accounting software for Hotel industry

REFERENCES:

1. Schmidgall, Raymond S., et al. Hospitality Industry Financial Accounting. United States, AHLEI, American Hotel & Lodging Educational Institute, 2015.
2. Pillai, R.S.N., and Pillai, R.S.N. Cost Accounting. India, S. Chand Limited, 2008.
3. Gupta R.L. and Radhasamy, M. 2019, Advanced Accounting, 19th Edition, Sultan Chand & Sons, New Delhi
4. Jain SP and NarayanKL, 2017, Cost Accounting, Kalyani Publishers, New Delhi.
5. Larry M. Walther, 2021, Financial Accounting, Create Space Independent Publishing Platform, Luxemburg.
6. Pandey, I.M., Management Accounting, 2018, 3rd Edition, Vani Publication, Delhi.
7. SharmaR.K., Shashi K. Gupta, 2017, Management Accounting Principles and Practices, 13th Ed, Kalyani Publishing house, New Delhi.
8. ShuklaM.C., Grewal T.S and Gupta S.C., 2016, Advanced Accounting, S. Chand & Co., New Delhi.
9. MOOC Material: Financial Accounting: Foundations (Coursera), Created by: University of Illinois at Urbana-Champaign, Delivered by: Coursera, Taught by: Oktay Urcan.
10. MOOC Material: Accounting for Decision Making (Coursera), Created by: University of Michigan, Delivered by: Coursera, Taught by: Greg Miller
11. MOOC Material: Financial Accounting: Advanced Topics (Coursera), Created by: University of Illinois at Urbana-Champaign, Delivered by: Coursera, Taught by: Oktay Urcan
12. Accounting Standards, www.icaai.org

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Describe the underlying concept of accounting and describe the conceptual framework of accounting
- Analyse and interpret financial statements and to make decisions based on the information available
- Evaluate cost structure of various production methods in Hotel Industry
- Describe and apply various aspects of inventory control in Hotel Industry
- Apply the budgetary control techniques in costing decisions

COURSE OBJECTIVES:

- To understand the types of hazards in food.
- To know the HACCP terms and the importance of food safety and food hygiene.
- To develop and implement a HACCP plan based on the preliminary tasks and HACCP principles.
- To know the Critical Control Points.
- To learn about the advantages and disadvantages of HACCP

UNIT – I INTRODUCTION:

HACCP – Introduction – Types of Hazards - (Microbiological, Chemical, Physical, Allergens).

UNIT – II HACCP IN FOOD PRODUCTION:

Menu Planning – Purchasing – Receiving – Storing – Issuing – Preparation – Cooking - Holding - Service – Cleaning & Maintenance.

UNIT – III PRINCIPLES AND PROCESS:

Who is Responsible for HACCP? – HACCP Process – HACCP Terminology – HACCP Principles – Conduct Hazard Analysis.

UNIT – IV CRITICAL CONTROL POINTS:

Critical Control Points – Critical Limits – Monitoring CCPS – Corrective Action – Verification - Record Keeping - Key terms.

UNIT – V HACCP AND HOTEL INDUSTRY:

HACCP and Hotel Industry – Advantages & Disadvantages of HACCP.

UNIT – VI CURRENT CONTOURS (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned-Needs of Personal hygiene for food handlers-Latest trends in food packaging.

REFERENCES:

1. American Meat Institute Foundation. HACCP: The Hazard Analysis and Critical Control Point System in the Meat and Poultry Industry. Washington, D.C., 2019.
2. Hazard Analysis and Critical Control Point (HACCP) system and guidelines for its application (2020).
3. Notermans, S., et al. The HACCP Concept: Identification of Potentially

Hazardous Microorganisms. Food Microbiol. 11:203-214, 2019

4. Pierson, M.D. and Corlett, D.A., Jr. Editors. HACCP Principles and Applications. 2021
5. <https://naspweb.com/blog/types-of-hazards/>
6. <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>
7. <https://food.unl.edu/seven-principles-HACCP>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Recognize the types of hazards in food
- Handle critical control points in storing food
- Relate the HACCP Terminology
- Monitor HACCP Procedure
- Attain the knowledge of HACCP teamwork in the hotel industry

COURSE OBJECTIVES:

- To enhance the communication skills further develop the practical skills in various areas of the Hotel.
- To practice the theories with real-life scenarios.
- To foster the professionalism in the Hotel industry.
- To gain in-depth knowledge about the industry and the nature of many jobs within this sector.
- To acquire deep understanding about career goals related to Hospitality.

Each student must complete at least one course in each of the respective core Hotel area such as

- A. Front office
- B. Housekeeping
- C. Food and Beverage Service
- D. Food Production and
- E. Bakery and Confectionery

Along with one from any area of their choice from the list. It is mandatory to undergo training at Hotels for a minimum period of 60 days during the course of study. The students exposure should be recorded for each of the Hotel. During the Final semester he/she should produce all his/her reports as a single record work.

FORMULATING

The length of the report may be 70-100 double spaced pages (excused appendices and annexure) 10% variation of either side is permitted.

SUBMISSION OF THE REPORT

Two copies of the report have to be submitted before the due date as specified by the College. College copy is to be retained by the College and the personal copy should be duly signed by the Faculty guide and Principal or Head of the Department. The student should carry personal copy to the Viva voce.

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Acquire a knowledge of workplace dynamics, professional expectations, and the influence of culture on both
- Create proficiency in a range of business or industry skills appropriate to the field of the internship placement, including professional and inter-cultural communication through written, verbal, and non-verbal means
- Identify and clarify professional and career goals through critical analysis of the internship experience
- Associate to a professional environment, how they can draw skills from experience and process challenges, how they can contribute to a company's project and teamwork
- Grade of this growing process, in terms of cultural awareness, professional goals, personal aspirations

Code:**Credit: 3**

The candidate shall be required to take up a Project Work by group or individual and submit it at the end of the final year. The Head of the Department shall assign the Guide who, in turn, will suggest the Project Work to the students in the beginning of the final year. A copy of the Project Report will be submitted to the University through the Head of the Department on or before the date fixed by the University.

The Project will be evaluated by an internal and an external examiner nominated by the University. The candidate concerned will have to defend his/her Project through a Viva-voce.

ASSESSMENT/EVALUATION/VIVA VOCE:**1. PROJECT REPORT EVALUATION (Both Internal & External)**

I. Plan of the Project - 20 marks

II. Execution of the Plan/collection of Data / Organisation of Materials / Hypothesis, Testing etc. and presentation of the report. - 45 marks

III. Individual initiative - 15 marks

2. Viva-Voce / Internal & External - 20 marks

TOTAL - 100 marks

PASSING MINIMUM:

	Vivo-Voce 20 Marks	Dissertation 80 Marks
Project	40% out of 20 Marks (i.e. 8 Marks)	40% out of 80 marks (i.e. 32 marks)

A candidate who gets less than 40% in the Project must resubmit the Project Report. Such candidates need to defend the resubmitted Project at the Viva-voce within a month. A maximum of 2 chances will be given to the candidate.

COURSE OBJECTIVES:

- To gain an in-depth knowledge on International tourist visits in India.
- To give the different concepts of tourism that attract Foreigners.
- To impart the knowledge on International tourism agencies and their role.
- To understand the role of the WTO.
- To gain the knowledge on SAARC.

UNIT – I INTRODUCTION:

Growth in International Tourism over the years Global Tourist Traffic and Tourism Receipt - Patterns in Contemporary Context Regional distribution of tourist traffic and tourism receipts - Regional disparities and Tourism Gap - Changing Market-Destination Trends and the Determining Factors to this effect. Tourism Markets and Tourist Destinations of the World

UNIT – II CONCEPTS OF INTERNATIONAL TOURISM:

Emerging concepts in International Tourism Ethnic Tourism (Rural, Urban, Tribal, Agri and Farm Tourism etc) – (Health Tourism, Medical Tourism, Spiritual Tourism, Resort and Holiday Tourism, Green Tourism, Eco Tourism, Wildlife Tourism, MICE Tourism and Shopping Tourism - Newer Dimensions of Adventure Tourism

UNIT – III TOURISM MEASUREMENT:

Factors Responsible for Changing Tourism Concepts and Tourist Demand Patterns Impact of Cultural, Economic, Political, Technological, Environmental and Ecological Perspectives on International Tourism - International Tourism in future perspective; future projections - Tourism Measurement-measurement of tourist traffic and receipt, measurement techniques and their limitations

UNIT – IV TOURISM ORGANISATION AND SECTORS:

Role of International and Regional Tourism Organizations in growth and development of International Tourism with special reference to WTO, PATA, and IATA Multinational and their contribution in promotion of International Tourism; their role and inputs in different sectors of Tourism -Transport, Accommodation, Travel Management, Publicity and Promotion; Coxs and kings, Sita, Thomas cook travel agencies and their contribution in tourism

UNIT – V RECENT TRENDS:

Tourism Trends in SAARC Region India's Performance in International Tourism over the years - Existing Inbound and Outbound Tourism - Trends Effective and Potential Tourism Markets of India Reasons Responsible for India's Poor Share in International Tourism

UNIT – VI Current Contours (For Continuous Internal assessment only):

Contemporary Developments related to the Course during the Semester concerned. Economical impacts of International Tourism. Positive and negative social impacts of International tourism

REFERENCES:

1. Jaddish Goswami, International Tourism, ABD publishers (2018)
2. A.K. Bhatia, International Tourism Management, 3d revised edition, Sterling publishers, 2019
3. Jag Mohan Negi, International Tourism and Travel concepts and Principles, S.Chand publications, 2019
4. Holloway, J.C (2002), THE BUSINESS OF TOURISM, Prentice Hall, London.
5. Goeldner, R & Ritchie, B (2010), TOURISM, PRINCIPLES, PRACTICES AND PHILOSOPHIES, John Wiley & sons, London.
6. Burkhardt A. and Medlik S. – Tourism Past, Present and Future, ELBS Publishers, London.
7. <https://www.geographynotes.com/india/international-tourism/international-tourism-in-india-introduction-history-trends-opportunities-and-future/8372>
8. <https://www.uou.ac.in/sites/default/files/slm/MTTM-203.pdf>
9. <https://sesricdiag.blob.core.windows.net/sesric-site-blob/files/article/654.pdf>

COURSE OUTCOMES:

On completion of this course, students will be able to:

- Survey the tourism markets of the World
- Analyze the emerging concepts in International tourism
- Measurement of tourist traffic and receipt
- Develop the knowledge about IATA
- Design the new a tourism trend in tourism markets
