



BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI - 620 024
B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
LEARNING OUTCOMES BASED CURRICULUM FRAMEWORK
(CBCS - LOCF)

(Applicable to the candidates admitted from the academic year 2026 – 2027 onwards)

Sem	Part	Courses	Title	Ins. Hrs.	Credits	Exam Hours	Maximum Marks		
							Int.	Ext.	Total
I	I	Ability Enhancement Course – 1 (AEC - I)	French I	6	3	3	30	70	100
	II	Ability Enhancement Course – 2 (AEC -II)	English Course - I	6	3	3	30	70	100
	III	Core Course - 1 (CC - 1)	Fundamentals of Culinary Arts	4	4	3	30	70	100
		Core Practical - 1 (CP - 1)	Fundamentals of Culinary Arts – Practical	4	4	3	40	60	100
		Allied Course – 1 (AC - 1)	Fundamentals of Food and beverage Service	4	4	3	30	70	100
		Allied Course Practical - 1 (ACP-1)	Fundamentals of Food and Beverage Service - Practical	2	**	**	**	**	**
	IV	Value Education		2	2	3	30	70	100
		Interdisciplinary Course – 1 (IDC - 1) #	One Course from Outside Department	2	2	3	30	70	100
	Total			30	22	--	--	--	700
II	I	Ability Enhancement Course – 3 (AEC - 3)	French II	6	3	3	30	70	100
	II	Ability Enhancement Course – 4 (AEC - 4)	English Course - II	6	3	3	30	70	100
	III	Core Course - 2 (CC - 2)	Fundamentals of Bakery and Confectionery	4	4	3	30	70	100
		Core Practical - 2 (CP - 2)	Fundamentals of Bakery and Confectionery - Practical	4	4	3	40	60	100
		Allied Course – 2 (AC - 2)	Front Office and Accommodation Operation I	2	4	3	30	70	100
		Allied Course Practical - 1 (ACP-1)	Fundamentals of Food and Beverage Service - Practical	4	4	3	40	60	100
	IV	Skill Enhancement Course - 1 (SEC - 1) ##	Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course – 2 (IDC - 2) #	One Course from Outside Department	2	2	3	30	70	100

III	I	Ability Enhancement Course – 5 (AEC - V)	French III	6	3	3	30	70	100
	II	Ability Enhancement Course – 6 (AEC - 6)	English Course - III	6	3	3	30	70	100
	III	Core Course - 3 (CC - 3)	Quantity Food Production I	4	4	3	30	70	100
		Core Practical - 3 (CP - 3)	Quantity Food Production I Practical	4	4	3	40	60	100
		Allied Course - 3 (AC - 3)	Bar and Beverage Operations	4	4	3	30	70	100
		Allied Course Practical - 2 (ACP- 2)	Bar and Beverage Operations – Practical	2	**	**	**	**	**
	IV	Skill Enhancement Course - 2 (SEC - 2) ##	Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course–3 (IDC -3) \$\$	One Course from Outside Department	2	2	3	30	70	100
		Health & Wellness @	Health & Wellness	--	1	--			100
Total			30	23	--	--	--	800	
IV	I	Ability Enhancement Course – 7 (AEC - 7)	French IV	6	3	3	30	70	100
	II	Ability Enhancement Course – 8 (AEC - 8)	English Course - IV	6	3	3	30	70	100
	III	Core Course - 4 (CC - 4)	Front Office Accommodation Operation II	4	4	3	30	70	100
		Core Practical - 4 (CP - 4)	Front Office Accommodation Operation Practical	4	4	3	40	60	100
		Allied Course – 4 (AC - 4)	Food and Beverage Management I	2	4	3	40	60	100
		Allied Course Practical - 2 (ACP-2)	Bar and Beverage Operations – Practical	4	4	3	30	70	100
	IV	Skill Enhancement Course - 3 (SEC - 3) ##	Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course – 4 (IDC - 4) \$\$	One Course from Outside Department	2	2	3	30	70	100
	Total			30	26	--	--	--	800
Summer Internship / Industrial Activity during the Summer Vacation after II Year									

V	III	Core Course - 5 (CC - 5)	Advanced Food Production	4	4	3	30	70	100
		Core Course - 6 (CC - 6)	Event Management	5	4	3	30	70	100
		Core Course - 7 (CC - 7)	Facility Management	5	4	3	30	70	100
		Core Course - 8 (CC - 8)	Tourism and Hospitality Marketing	5	4	3	30	70	100
		Core Practical - 5 (CP - 5)	Advanced Food Production - Practical	5	4	3	40	60	100
	IV	Skill Enhancement Course - 4 (SEC - 4)	Food and Beverage Management II	2	2	3	30	70	100
		Skill Enhancement Course - 5 (SEC - 5) ##	Naan Mudhalvan Course	2	2	3	30	70	100
		Introduction to Disaster Management		2	2	3	30	70	100
		Summer Internship / Industrial Activity @@	(with Viva-Voce)	--	2	--	20	80	100
	Total			30	28	--	--	--	900
VI	III	Core Course - 9 (CC - 9)	Advanced Food and Beverage Service	4	4	3	30	70	100
		Core Course - 10 (CC - 10)	Advanced Front Office Management	5	4	3	30	70	100
		Core Course - 11 (CC - 11)	Canning and Food Preservation	5	4	3	30	70	100
		Core Project Work (CPW) @@	Project Work (with Viva-Voce)	6	4	3	20	80	100
	IV	Value Added Course	General Studies for Competitive Examinations	2	1	--	30	70	100
		Skill Enhancement Course - 6 (SEC - 6)	Entrepreneurial Development	2	2	3	30	70	100
		Skill Enhancement Course - 7 (SEC - 7) ##	Naan Mudhalvan Course	2	2	3	30	70	100
		Environmental Studies		2	2	3	30	70	100
		Gender Studies		2	1	3	30	70	100
		Extension Activities *		--	1	--	--	--	--
	Total			30	25	--	--	--	900
Grand Total			180	150	--	--	--	4900	

SKILL ENHANCEMENT COURSE (SEC)			
Sl. No.	Title of paper	Sl. No.	MANDATORY Naan Mudhalvan Scheme ##
1.	Food Science & Nutrition	1.	2nd Semester:
2.	Hotel Engineering		
3.	Hotel Information Technology	2.	3rd Semester:
4.	Hygiene & Maintenance		
5.	Principles of Management	3.	4th Semester:
6.	Hotel Accounts		
7.	Human Resource Management	4.	5th Semester:
8.	Financial Management	5.	6th Semester:

INTERDISCIPLINARY COURSE (IDC) FOR WHO HAVE OPT TAMIL AS PART – I (for other Department Students only)	
1 st Semester	Basic Catering Service
2 nd Semester	Rooms Division Management
3 rd Semester	Basic Bakery
4 th Semester	Food Plating and Presentations

INTERDISCIPLINARY COURSE (IDC) # FOR WHO HAVE NOT OPT TAMIL AS PART - I		
Those who have studied Tamil upto 10 th +2 but opt for other languages in degree	1 st Semester	Special Tamil - I
	2 nd Semester	Special Tamil - II
Those who have not studied Tamil in school level	1 st Semester	Basic Tamil - I
	2 nd Semester	Basic Tamil – II
Those students who opt for either special Tamil (or) Basic Tamil as IDCs, have to choose 2 more IDCs courses in their 3 rd and 4 th Semester from Outside his/her department.		

INTERDISCIPLINARY COURSE (IDC) \$\$ FOR NCC CADETS ONLY	
NCC Course is a Compulsory Course for the NCC Cadets in the 3rd Semester:	NCC Course is a Compulsory Course for the NCC Cadets in the 4th Semester:
Introduction to NCC	1. Special Subject Army (or) 2. Special Subject Navy (or) 3. Special Subject Air force
Those students who opt for NCC Courses as IDCs, have to choose 2 more IDCs courses in their 1 st and 2 nd Semester from Outside his/her department.	

SUMMARY OF CURRICULUM STRUCTURE OF UG PROGRAMMES

Sl. No.	Part	Types of the Courses	No. of Courses	Credits for each Course	Total Credits	Marks
1.	I	Ability Enhancement Course	4	3	12	400
2.	II	Ability Enhancement Course	4	3	12	400
3.	III	Core Course	11	4	44	1100
4.		Core Practical	5	4	20	500
5.		Allied Course (AC)	4	4	16	400
6.		Allied Course Practical (ACP)	2	4	8	200
7.		Core Project Work (CPW)	1	4	4	100
8.	IV	Skill Enhancement Course (SEC)	7	2	14	700
9.		Interdisciplinary Course (IDC)	4	2	8	400
10.		Value Education	1	2	2	100
11.		Health and Wellness	1	1	1	100
12.		Introduction to Disaster Management	1	2	2	100
13.		Summer Internship / Industrial Activity	1	2	2	100
14.		Value Added Course	1	1	1	100
15.		Environmental Studies	1	2	2	100
16.		Gender Studies	1	1	1	100
17.		EXTENSION ACTIVITIES (NCC / NSS / SPORTS / ANTI DRUG CELL / YRC & Any Other Activities	--	1	1	--
Total			49	-	150	4900

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

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

Those who have studied Tamil upto 10th +2 but opt for other languages in degree level under Part - I should study special Tamil and those who have not studied Tamil in the school level should study Basic Tamil in Part – IV under the Interdisciplinary Course.

** Examination at the end of the next semester

Naan Mudhalvan Scheme: As per the Naan Mudhalvan Scheme instructions, 5 courses from 2nd to 6th semester should be studied under Skill Enhancement Course.

\$\$ NCC Course is one of the Choices in the Interdisciplinary Course. Only the NCC Cadets are eligible to choose this course. However, NCC Course is a Compulsory Course for the NCC

Cadets.

Health and Wellness: Assessments:

- Use self-reflective worksheets to assess their understanding
- submit the worksheets to internal audit / external audit
- Every student's activity report should be documented and the same have to be assessed by the Physical Director with Mentor. The evaluation should be for 100 marks. No examination is required.

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Scheme of Evaluation:

Part	Description	Marks
A	Report	40
B	Attendance	20
C	Activities (Observation During Practice)	40
Total		100

Summer Internship / Industrial Activity

Internship will be carried out during the summer vacation after the second year. Viva-Voce will be conducted by the college and Marks shall be sent to the University and the same will be included in the 5th semester Mark Statement.

@@ **Summer Internship / Industrial Activity & Project Work**

Scheme of Evaluation:

Description	Marks
Report	80
Viva-Voce	20
Total	100

* Extension Activities shall be outside instruction hours.

PROGRAMME OBJECTIVES (POs)

1. To provide comprehensive knowledge in food production, service, and hospitality operations.
2. To develop technical, managerial, and entrepreneurial skills in hospitality industry.
3. To equip students with practical exposure through lab, internship, and industry training.
4. To enhance communication, leadership, and customer handling skills.
5. To promote ethical practices and professional standards in hospitality.
6. To prepare students for global career opportunities and higher education.
7. To encourage innovation, creativity, and research in hospitality services.

PROGRAMME SPECIFIC OUTCOMES (PSOs)

1. Perform culinary, bakery, and food service operations professionally.
2. Manage front office and accommodation operations efficiently.
3. Apply hospitality management principles in real-time situations.
4. Demonstrate effective communication and guest handling skills.
5. Use modern tools like PMS (Opera/Fidelio) in hotel operations.
6. Plan and execute events, catering, and hospitality services.
7. Develop entrepreneurial ventures in food & hospitality sector.

Code:**FUNDAMENTALS OF CULINARY ARTS****Credits: 4****(Theory)****COURSE OBJECTIVES**

1. To introduce fundamentals of cookery and kitchen organization.
2. To understand culinary terminology and techniques.
3. To identify various ingredients and their uses.
4. To learn basic food preparation methods.
5. To understand hygiene and safety practices.
6. To promote self-learning through culinary activities.

UNIT I – INTRODUCTION TO COOKERY

Cookery – Definition – Scope – Aims and objectives of cooking – Factors affecting eating habits – Cultural, religious, economic and climatic factors – Kitchen organization – Classical brigade system – Duties and responsibilities of kitchen staff – Types of kitchens – Main kitchen – Satellite kitchen – Centralized kitchen – Outdoor catering kitchen – Personal hygiene – Importance – Grooming standards – Kitchen safety – Fire prevention – Knife handling – Equipment safety – Sanitation – Cleaning methods – Prevention of contamination – Basic culinary terminology

UNIT II – KITCHEN EQUIPMENT & TOOLS

Classification of kitchen equipment – Large equipment – Small equipment
Tools and utensils – Cutting tools – Types and uses – Measuring equipment – Standard measurements – Care and maintenance of equipment – Safety precautions

UNIT III – FOOD COMMODITIES

Cereals and pulses – Types and uses – Vegetables – Classification – Roots, leafy, fruits – Fruits – Types and uses – Dairy products – Milk and milk products – Fats and oils – Types and uses – Herbs and spices – Classification and uses

UNIT IV – STOCKS, SAUCES & SOUPS

Stocks – Definition – Types – White, brown, vegetable – Sauces – Mother sauces – Derivatives – Thickening agents – Roux, slurry, liaison – Soups – Classification – Clear and thick soups

UNIT V – METHODS OF COOKING

Cooking methods – Objectives – Moist heat methods – Boiling, steaming, poaching – Dry heat methods – Roasting, grilling, baking – Frying methods – Deep frying, shallow frying – Combination cooking methods – Effect of cooking on nutrients

UNIT VI – CURRENT CONTOURS (SELF DIRECTED LEARNING – CIA ONLY)

Preparation of charts on kitchen hierarchy – Practice of basic cuts and documentation – Preparation of simple dishes and record – Case study on kitchen hygiene practices – Visit to hotel kitchen / virtual learning – Mini project on menu planning

REFERENCE BOOKS

1. Food Production Operations by Parvinder S. Bali
2. The Theory of Catering by Kinton and Cesarani
3. Professional Cooking by Wayne Gisslen
4. Modern Cookery by Thangam Philip

E-RESOURCES

- NPTEL Hospitality Courses (<https://nptel.ac.in>)
- SWAYAM Portal (<https://swayam.gov.in>)
- e-PG Paths Hala (INFLIBNET)
- YouTube Culinary Channels (Chef tutorials)

TEXTBOOKS

Fundamentals of Culinary Arts

- Food Production Operations by Parvinder S. Bali
- Professional Cooking by Wayne Gisslen

COURSE OUTCOMES

After completion, students will be able to:

1. Explain basic culinary concepts and terminology.
2. Demonstrate various cutting and cooking techniques.
3. Identify ingredients and their uses.
4. Apply hygiene and safety practices in kitchen.
5. Prepare basic dishes using standard methods.
6. Perform independent learning through practical tasks.

Mapping of Cos with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	1	-	1	1	-	-	2	-	1	1	-	-	-
C02	3	2	3	1	1	-	1	3	-	2	1	-	-	-
C03	3	1	2	-	1	-	1	3	-	2	-	-	-	-
C04	2	1	3	1	3	-	-	2	-	2	1	-	-	-
C05	3	2	3	1	2	1	1	3	-	3	1	-	1	1
Total	14	7	11	4	8	1	3	13	0	10	4	0	1	1
Average	2.8	1.4	2.2	0.8	1.6	0.2	0.6	2.6	0.0	2.0	0.8	0.0	0.2	0.2

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code:**FUNDAMENTALS OF CULINARY ARTS****Credits: 4****(Practical)****COURSE OBJECTIVES**

1. To practice basic cooking techniques
2. To learn and apply standard cutting techniques
3. To prepare simple and nutritious dishes
4. To use kitchen equipment safely and efficiently
5. To maintain hygiene and sanitation in kitchen operations
6. To develop practical culinary skills and confidence

UNIT I – BASIC CUTS PRACTICE

Introduction to vegetable preparation – Importance of uniform cutting in cookery – Classification of cuts: Julienne, Brunoise, Macedoine, Paysanne, Chiffonade – Knife handling techniques – Safety precautions – Care and maintenance of knives.

Practical:

- Cutting of vegetables (carrot, beans, cabbage, onion, potato)
- Practice of standard cuts with uniform size and shape

UNIT II – SOUPS PREPARATION

Definition and classification of soups – Clear soups and thick soups – Preparation of basic stocks (vegetable stock) – Use of thickening agents (roux, slurry) –

Practical:

- Preparation of clear vegetable soup
- Preparation of cream soups (tomato / mushroom)

UNIT III – VEGETABLES & EGG COOKERY

Methods of vegetable cookery – Boiling, steaming, sautéing – Retention of nutrients during cooking – Structure of egg – Methods of egg cookery – Boiled, fried, poached, scrambled.

Practical:

- Preparation of boiled vegetables with seasoning
- Omelette preparation
- Poached / scrambled egg

UNIT IV – RICE & DAL PREPARATION

Methods of rice cooking – Boiling and absorption method – Introduction to pulses – Cooking methods of dal

Practical:

- Plain rice preparation
- Vegetable pulao
- Dal (sambar / dal fry)

UNIT V – BASIC INDIAN DISHES

Introduction to Indian cuisine – Basic gravies and masala preparation
regional variations in simple dishes –

Practical:

- Preparation of vegetable curry
- Chapati / roti
- Simple Indian meal (rice, dal, curry, chapati)

UNIT VI – SDL (SELF DIRECTED LEARNING)

- Maintenance of recipe record (ingredients, method, yield)
- Watching and analysing demonstration videos
- Independent dish preparation and practice
- Food presentation and plating techniques
- Preparation of practical observation report
- Mini project / case study related to kitchen practices

REFERENCE BOOKS

1. Food Production Operations –
www.google.com/books/about/Food_Production_Operations.html?id=xuhfPgAACAAJ
2. The Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_catering
3. Professional Cooking – www.wiley.com/en-in/Professional+Cooking%2C+9th+Edition-p-9781119399612

COURSE OUTCOMES

1. Perform basic cutting techniques
2. Prepare soups with proper consistency
3. Cook vegetables, eggs, rice, and simple dishes
4. Use kitchen tools and equipment effectively
5. Maintain hygiene and sanitation standards
6. Complete self-directed learning activities

Mapping of Cos with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	2	3	1	1	0	0	3	0	2	0	0	0	0
C02	3	2	3	1	1	0	1	3	0	2	0	0	0	0
C03	3	2	3	1	1	0	1	3	0	3	0	0	1	0
C04	3	2	3	1	2	0	1	3	0	2	0	0	0	0
C05	2	1	2	1	3	0	0	2	0	2	1	0	0	0
C06	1	2	1	2	1	2	3	1	0	2	2	0	1	2
Total	15	11	15	7	9	2	6	15	0	13	3	0	2	2
Average	2.50	1.83	2.50	1.17	1.50	0.33	1.0	2.5	0.0	2.17	0.50	0.0	0.33	0.33

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code:**FUNDAMENTALS OF FOOD & BEVERAGE
SERVICE**
(Theory)**Credits: 4****COURSE OBJECTIVES**

1. To understand the fundamentals of Food & Beverage service
2. To learn various types of service methods
3. To identify restaurant equipment and tools
4. To develop practical service skills
5. To understand professional etiquette and grooming standards
6. To promote self-directed learning (SDL)

UNIT I – INTRODUCTION TO F&B SERVICE

Definition of Food & Beverage Service – Scope and importance in hospitality industry – Classification of catering establishments – Hotels, restaurants, fast food outlets – Organization structure of F&B department – Duties and responsibilities of staff – Qualities of a waiter – Personal hygiene and grooming standards

UNIT II – RESTAURANT EQUIPMENT

Classification of restaurant equipment: Furniture – Tables, chairs, sideboards, Service equipment – Crockery, cutlery, glassware, Linen – Tablecloth, napkins Care and maintenance of equipment – Storage procedures – Use of service tools (tray, service spoon, tongs)

UNIT III – TYPES OF SERVICE

Classification of service methods: French service, English service, American service, Russian service, Buffet service. Advantages and limitations of each service – Application in different types of restaurants

UNIT IV – MENU KNOWLEDGE

Definition and importance of menu – Types of menu: À la carte, Table d'hôte –

Menu planning principles – Courses of menu (Appetizer, Main course, Dessert) – Basic French culinary terms

UNIT V – SERVICE PROCEDURES

Pre-service preparation – Mise-en-place – Table laying (cover setup) – Order taking procedure – Service sequence – Clearing and resetting – Handling guest complaints – Basic etiquette and communication skills

UNIT VI – SDL (SELF DIRECTED LEARNING)

- Restaurant visit and observation report
- Table setup practice and documentation
- Service demonstration (role play)
- Menu design (theme-based)
- Video-based learning and analysis
- Mini project (e.g., “Types of restaurant service”)

REFERENCE BOOKS

1. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+book
2. Food and Beverage Service –
www.archive.org/search?query=Food+and+Beverage+Service
3. Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_caterin

COURSE OUTCOMES

1. Explain the fundamentals of F&B service
2. Identify and use restaurant equipment
3. Perform different types of service
4. Understand menu structure and planning
5. Apply etiquette and communication skills
6. Complete SDL activities independently

Mapping of Cos with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	-	3	-	2	1	-	-	-
CO2	3	2	2	1	1	-	-	3	-	2	1	-	-	-
CO3	3	3	3	2	1	-	-	3	-	3	2	-	1	-
CO4	2	2	1	1	-	1	1	2	-	2	1	-	1	1
CO5	2	2	2	3	2	1	-	2	1	2	3	-	1	-
CO6	1	2	2	2	1	1	2	1	-	2	2	-	1	1
Total	14	13	11	10	6	4	3	14	1	13	10	0	4	2
Average	2.33	2.17	1.83	1.67	1.0	0.67	0.5	2.33	0.17	2.17	1.67	0.0	0.67	0.33

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

**Code: FUNDAMENTALS OF FOOD & BEVERAGE
 SERVICE
 (Practical)**

Credits: 4

COURSE OBJECTIVES

1. To practice restaurant setup and table laying techniques
2. To develop professional food and beverage service skills
3. To understand menu presentation and guest interaction
4. To perform order taking and service procedures
5. To apply hygiene, safety, and etiquette standards
6. To promote self-directed learning (SDL) and practical exposure

UNIT I – TABLE LAYING & MISE-EN-PLACE

Introduction to mise-en-place and mise-en-scène

Types of tables laying:

- Basic cover
- À la carte cover
- Table d'hôte cover

Napkin folding styles (fan, bishop hat, pyramid) – Arrangement of crockery, cutlery, and glassware – Sideboard setup and preparation

Practical:

- Table laying for different menus
- Napkin folding practice
- Sideboard arrangement

Skill Focus:

Precision, cleanliness, presentation

UNIT II – SERVICE PRACTICE

Introduction to service methods – Plate service, tray service – Handling of service equipment – Carrying trays, plates – Sequence of service.

Practical:

- American service (plate service)
- Tray carrying techniques
- Clearing and resetting tables

Skill Focus:

Coordination, balance, speed, professionalism

UNIT III – MENU PRESENTATION & GUEST INTERACTION

Menu presentation techniques – Basic French culinary terms – Communication skills with guests – Suggestive selling techniques.

Practical:

- Presenting menu to guest (role play)
- Explaining dishes and ingredients
- Handling guest queries

Skill Focus:

Communication, confidence, product knowledge

UNIT IV – ORDER TAKING PROCEDURE

Order taking sequence – Use of KOT (Kitchen Order Ticket) / BOT (Bar Order Ticket) – Coordination with kitchen and bar – Handling special requests and modifications.

Practical:

- Writing KOT/BOT
- Mock order taking practice
- Handling complaints and feedback

Skill Focus:

Accuracy, listening skills, coordination

UNIT V – BEVERAGE SERVICE

Introduction to beverage service – Service of water, tea, coffee, soft drinks – Identification of glassware – Basic bar setup knowledge

Practical:

- Tea and coffee service (Indian & continental style)
- Water service (still/sparkling)
- Soft beverage service
- Basic tray beverage service

Skill Focus:

Service etiquette, presentation, hygiene

UNIT VI – SDL (SELF DIRECTED LEARNING)

- Mock restaurant setup and full-service simulation
- Restaurant visit and observation report (service style, menu, layout)
- Table setup documentation with photos/record
- Menu card design (theme-based restaurant concept)

- Video-based learning (analysis of service techniques)
- Role play: waiter–guest interaction
- Mini project: “Comparison of service methods”
- Preparation of practical record book (standard format)

COURSE OUTCOMES

1. Perform professional table laying and restaurant setup
2. Demonstrate basic food and beverage service techniques
3. Present menu and interact with guests effectively
4. Take and process orders accurately
5. Serve beverages following standard procedures
6. Complete SDL activities and practical records independently

REFERENCE BOOKS

1. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+book
2. Food and Beverage Service –
www.archive.org/search?query=Food+and+Beverage+Service
3. Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_caterin

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	2	1	2	-	-	3	-	2	1	-	-	-
CO2	3	2	3	2	2	-	-	3	-	2	2	-	-	-
CO3	2	2	2	3	2	1	-	2	-	2	3	-	-	-
CO4	2	2	3	3	2	1	-	2	-	3	3	1	-	-
CO5	3	2	3	2	3	1	1	3	-	2	2	-	-	-
Total	13	9	13	11	11	3	1	13	0	11	11	1	0	0
Average	2.60	1.80	2.60	2.20	2.20	0.60	0.20	2.60	0.0	2.20	2.20	0.20	0.0	0.0

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

First Year

INTERDISCIPLINARY COURSE 1

Semester I

Code:

BASIC CATERING SERVICE
(Theory)

Credits: 2

COURSE OBJECTIVES

1. To understand the fundamentals of catering services
2. To identify different types of catering establishments
3. To learn basic food production and service techniques
4. To understand hygiene, safety, and sanitation practices
5. To develop basic catering and service skills
6. To promote self-directed learning (SDL)

UNIT I – INTRODUCTION TO CATERING

Definition and scope of catering – Types of catering establishments: Commercial, welfare, transport catering – Outdoor catering and banqueting – Role of catering in hospitality industry – Basic organization of catering unit

Learning Focus:

Understanding catering structure and industry relevance

UNIT II – BASIC FOOD PRODUCTION

Introduction to kitchen operations – Basic cooking methods: Boiling, steaming, frying, baking – Preparation of simple dishes – Kitchen safety practices –

Practical Exposure:

- Preparation of simple recipes
- Identification of kitchen tools and equipment

UNIT III – FOOD & BEVERAGE SERVICE

Introduction to service – Types of service (basic overview) – Table laying and service procedures – Customer interaction basics –

Practical Exposure:

- Table setup
- Basic service demonstration

UNIT IV – HYGIENE & SANITATION

Personal hygiene – Food hygiene – Kitchen sanitation – Food safety standards –

Waste disposal methods.

Learning Focus:

Maintaining cleanliness and preventing contamination

UNIT V – CATERING OPERATIONS

Introduction to event catering – Banquet setup – Menu planning for small events – Basic cost considerations – Coordination and teamwork in catering

Practical Exposure:

- Simple event planning activity
- Menu preparation exercise

UNIT VI – SDL (SELF DIRECTED LEARNING)

- Catering unit visit and observation report
- Preparation of simple menu plan (breakfast/lunch)
- Table layout design with sketches/photos
- Watching catering service videos and analysis
- Mini project: “Types of catering services”
- Group activity: Mock catering setup
- Preparation of record book

REFERENCE BOOKS

1. Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_catering
2. Food and Beverage Service –
www.archive.org/search?query=Food+and+Beverage+Service
3. Food Production Operations –
www.google.com/books/about/Food_Production_Operations.html?id=xuhfPgAACAAJ
4. Introduction to Hospitality –
www.google.com/search?q=Introduction+to+Hospitality+book

COURSE OUTCOMES

1. Explain basic concepts of catering services
2. Identify catering establishments and operations
3. Demonstrate basic food production and service skills
4. Apply hygiene and sanitation practices
5. Plan simple catering activities
6. Complete SDL activities independently

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	1	1	1	1	-	-	2	-	2	1	-	-	-
C02	3	2	1	1	-	-	-	2	-	2	1	-	-	-
C03	3	2	3	1	1	-	-	3	-	3	2	-	1	-
C04	2	1	2	1	3	-	-	2	-	2	1	-	-	-
C05	2	3	2	2	1	1	2	2	-	2	2	-	3	2
Total	13	9	9	6	6	1	2	11	0	11	7	0	4	2
Average	2.60	1.80	1.80	1.20	1.20	0.20	0.4	2.20	0.0	2.20	1.40	0.0	0.80	0.40

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the fundamentals and scope of bakery and confectionery
2. To identify bakery ingredients and their functions in product preparation
3. To learn the principles and techniques of bread making
4. To develop skills in cake preparation and icing methods
5. To understand preparation of cookies, pastries, pies, and tarts
6. To promote self-directed learning (SDL) and practical exposure

UNIT I – INTRODUCTION TO BAKERY

Bakery – Definition – Scope and importance – History and evolution of baking – Role of baker in hospitality industry – Career opportunities – Ingredients used in bakery: Flour – Types (strong, weak) – Composition – Gluten formation. Sugar – Types – Functions (sweetening, browning, texture). Fats – Types – Shortening effect – Aeration. Egg – Structure – Functions (binding, emulsifying, aeration). Leavening agents – Biological (yeast), chemical (baking powder), mechanical. Functional properties of ingredients. Role of ingredients in texture and shelf-life

UNIT II – BAKERY EQUIPMENT

Classification of bakery equipment: Large equipment – Ovens, mixers. Small equipment – Tools, utensils. Ovens – Types: Deck oven, convection oven, rotary oven – Mixing equipment – Dough mixers, planetary mixers – Baking tools – Trays, moulds, tins, piping bags – Care and maintenance of equipment – Cleaning procedures – Safety precautions in bakery operations.

Skill Focus: Equipment handling, safety compliance

UNIT III – BREAD MAKING

Bread – Definition – Principles of bread making – Stages of bread making: Scaling, Mixing, Kneading, Fermentation, Proofing, Baking. Types of bread: White bread, Brown bread, Whole wheat bread, Specialty breads, Faults in bread making – Causes and remedies.

UNIT IV – CAKES AND ICING

Cakes – Definition – Types: Shortened and unsoftened cakes – Cake making methods: Creaming method, Whisking method. All-in method, Icing – Types: Butter icing, Royal icing, Fondant, Cake faults – Causes and corrective measures.

Skill Focus: Texture, aeration, finishing techniques

UNIT V – COOKIES AND PASTRY

Cookies – Types: Dropped cookies, rolled cookies, Piped cookies, Pastry – Types: Short crust pastry, Puff pastry, Choux pastry, Pie and tart – Preparation techniques – Common faults in cookies and pastry – Remedies – Dough handling techniques, Layer formation (lamination)

UNIT VI – CURRENT CONTOURS (SDL)

Preparation of bread and cake record (standard recipe format), Observation of bakery unit and report writing, Case study on bakery hygiene and safety practices, Preparation of cookies and simple bakery products, Video-based learning (baking techniques analysis), Mini project: “Study of bakery products and market trends”. Recipe standardization and costing exercise, Portfolio development (photos, records, reports)

REFERENCE BOOKS

1. Professional Baking – www.wiley.com/en-us/Professional+Baking-p-9781119148449
2. Theory of Catering – www.openlibrary.org/books/OL4296239M/The_theory_of_catering
3. Practical Baking – www.google.com/search?q=Practical+Baking+William+Sultan
4. Advanced Bread and Pastry – www.cengage.com/c/advanced-bread-and-pastry-1e-suas/9781418011697/

COURSE OUTCOMES

1. Explain bakery fundamentals and ingredient functions
2. Identify and operate bakery equipment safely
3. Demonstrate bread making techniques
4. Prepare cakes and apply icing methods
5. Produce cookies, pastries, and related products
6. Complete SDL activities and bakery records independently

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	-	1	3	-	2	1	-	-	-
CO2	3	2	2	1	3	-	-	3	-	2	1	-	-	-
CO3	3	3	3	1	1	-	-	3	-	3	1	-	-	1
CO4	3	2	3	1	1	-	1	3	-	3	1	-	-	1
CO5	3	3	3	1	1	-	2	3	-	3	1	-	1	2
Total	15	12	12	5	7	0	4	15	0	13	5	0	1	4
Average	3.00	2.40	2.40	1.00	1.40	0.00	0.8	3.00	0.0	2.60	1.00	0.0	0.20	0.80

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To develop practical skills in basic bread making
2. To prepare different types of cakes using standard methods
3. To produce cookies and biscuits with proper techniques
4. To understand and practice pastry preparation
5. To apply simple icing and finishing techniques
6. To promote self-directed learning (SDL) through practical exposure

UNIT I – BASIC BREAD PREPARATION

Introduction to bread making – Ingredients measurement and scaling – Mixing and kneading techniques – Fermentation and proofing – Baking and cooling process –

Practical:

- ✓ Preparation of white bread
- ✓ Preparation of whole wheat bread
- ✓ Demonstration of fermentation process

Skill Focus: Dough handling, fermentation control

UNIT II – CAKE PREPARATION

Cake making methods – Creaming, whisking, all-in method – Preparation of different types of cakes.

Practical:

- ✓ Sponge cake
- ✓ Plain cake
- ✓ Marble cake

Understanding texture, aeration, and baking time.

Skill Focus: Batter consistency, baking accuracy

UNIT III – COOKIES AND BISCUITS

Preparation of cookie dough – Shaping and baking techniques.

Practical:

- ✓ Butter cookies
- ✓ Shortbread biscuits
- ✓ Piped cookies

Understanding spread, texture, and doneness –

Skill Focus: Dough consistency, shaping techniques

UNIT IV – PASTRY PREPARATION

Introduction to pastry – Types of pastry dough

Practical:

- ✓ Short crust pastry
- ✓ Puff pastry (demonstration)
- ✓ Choux pastry (basic level)

Preparation of simple pies and tarts –

Skill Focus: Dough layering, texture development

UNIT V – SIMPLE ICING TECHNIQUES

Types of icing – Butter icing, royal icing – Basic decoration techniques

Practical:

- ✓ Cake icing and finishing
- ✓ Simple piping techniques
- ✓ Basic decoration designs

Skill Focus: Creativity, presentation, finishing

UNIT VI – SDL (SELF DIRECTED LEARNING)

- ✓ Preparation of bakery practical record (standard format with recipes)
- ✓ Practical demonstration and skill assessment
- ✓ Observation report on bakery unit visit
- ✓ Video-based learning (baking techniques and analysis)
- ✓ Mini project: “Standardization of bakery products”
- ✓ Recipe costing and portion control exercise
- ✓ Portfolio preparation (photos of products, reports, observations)

REFERENCE BOOKS

1. Professional Baking – www.wiley.com/en-us/Professional+Baking%2C+8th+Edition-p-9781119744993
2. Theory of Catering – www.openlibrary.org/books/OL4296239M/The_theory_of_catering
3. Practical Baking – www.google.com/books/edition/Practical_Baking
4. Advanced Bread and Pastry – www.cengage.com/c/advanced-bread-and-pastry-1e-suas/9781418011697/

COURSE OUTCOMES

1. Demonstrate basic bread making techniques
2. Prepare cakes using standard methods
3. Produce cookies and biscuits
4. Prepare basic pastry products
5. Apply icing and decoration techniques
6. Complete SDL activities and maintain practical records

Mapping of Cos with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	2	3	1	1	-	-	3	-	2	1	-	-	-
C02	3	2	3	1	1	-	1	3	-	3	1	-	-	-
C03	3	2	3	1	1	-	1	3	-	3	1	-	-	1
C04	3	3	3	1	1	-	1	3	-	3	1	-	1	1
C05	2	2	2	2	1	-	2	3	-	2	2	-	1	1
Total	14	11	14	6	5	0	5	15	0	13	6	0	2	3
Average	2.80	2.20	2.80	1.20	1.00	0.0	1.00	3.00	0.0	2.60	1.20	0.0	0.40	0.60

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the structure and functions of the front office department
2. To learn organization and staffing patterns in front office
3. To understand reservation systems and procedures
4. To gain knowledge of guest registration and check-in process
5. To develop skills in handling guest services and complaints
6. To promote self-directed learning (SDL) and practical exposure

UNIT I – INTRODUCTION TO FRONT OFFICE

Front Office – Definition – Importance in hospitality industry – Functions of front office – Reservation, reception, guest services, cashiering – Sections of front office: Reservation, Reception, Information, Cash Layout of front office – Importance of location – Design and flow – Front office as the “face of the hotel”.

UNIT II – ORGANIZATION AND STAFFING

Front office organization chart – Hierarchy and reporting system – Duties and responsibilities: Front Office Manager, Receptionist, Front Office Cashier, Qualities of front office staff – Grooming standards Communication skills Personality traits

Skill Focus: Professional appearance, interpersonal skills

UNIT III – RESERVATION SYSTEM

Reservation – Definition – Importance – Types of reservation: Confirmed, Tentative, Guaranteed. Modes of reservation: Telephone, Online booking, Travel agents. Reservation procedure: Receiving request, Checking availability. Confirmation Reservation systems: Manual system, Computerized system (PMS)

UNIT IV – REGISTRATION PROCESS

Guest registration – Purpose and importance – Guest Registration Card (GRC) – Format and entries – Check-in procedure: Welcome guest, Verify booking, Registration completion, Room assignment – Key handling (manual/electronic key cards) – Coordination with housekeeping.

Skill Focus: Accuracy, documentation, guest handling

UNIT V – GUEST SERVICES

Handling guest requests and complaints – Problem solving techniques – Bell desk functions: Luggage handling, Paging, Message delivery. Information

services: Local information, Travel assistance, Interdepartmental coordination.

UNIT VI – CURRENT CONTOURS (SDL)

- ✓ Preparation of reservation formats (manual & computerized samples)
- ✓ Role play: check-in and guest interaction
- ✓ Case study: handling guest complaints
- ✓ Visit to hotel front office and observation report
- ✓ Video-based learning (reservation/check-in process)
- ✓ Mini project: “Front office operations in star hotels”
- ✓ Preparation of record file and documentation

REFERENCE BOOKS

1. Front Office Management –
www.google.com/books/about/Front_Office_Management.html?id=MNrqIOqnZfYC
2. Front Office Management –
www.google.com/search?q=Sudhir+Andrews+Front+Office+Manageme+nt
3. Hotel Front Office Training Manual –
www.google.com/search?q=James+A.+Bardi+Hotel+Front+Office+Trai+ning+Manual
4. Managing Front Office Operations –
www.google.com/search?q=Managing+Front+Office+Operations+Mich+ael+L.+Kasavana

COURSE OUTCOMES

1. Explain front office functions and layout
2. Understand organization and staffing structure
3. Perform reservation procedures
4. Demonstrate registration and check-in process
5. Handle guest services and complaints effectively
6. Complete SDL activities and documentation independently

Mapping of Cos with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	1	1	1	1	-	-	-	3	2	1	1	-	-
C02	3	2	1	2	1	-	-	-	3	2	2	-	-	-
C03	3	2	2	2	1	1	-	-	3	3	2	2	-	-
C04	3	2	3	2	1	1	-	-	3	3	3	2	-	-
C05	2	2	2	3	2	1	1	-	2	3	3	1	-	-
Total	14	9	9	10	6	3	1	0	14	13	11	6	0	0
Average	2.80	1.80	1.80	2.00	1.20	0.60	0.20	0.0	2.80	2.60	2.20	1.20	0.0	0.0

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concept and scope of rooms division in hospitality
2. To learn coordination between front office and housekeeping
3. To understand housekeeping organization and staffing
4. To gain knowledge of cleaning methods and materials
5. To develop skills in room maintenance and linen management
6. To promote self-directed learning (SDL) and practical exposure

UNIT I – INTRODUCTION TO ROOMS DIVISION

Rooms Division – Definition – Scope and importance – Components of rooms division: Front Office and Housekeeping – Coordination between front office and housekeeping – Room status communication (vacant, occupied, dirty, clean) – Importance of rooms division in revenue generation and guest satisfaction

UNIT II – HOUSEKEEPING ORGANIZATION

Housekeeping department – Structure and hierarchy – Duties and responsibilities of housekeeping staff: Executive Housekeeper, Floor Supervisor, Room Attendant. Sections of housekeeping: Linen room, Laundry, Public area cleaning

Skill Focus: Organization, supervision, teamwork

UNIT III – CLEANING METHODS

Types of cleaning: Daily cleaning, Periodic cleaning, Special cleaning. Cleaning equipment: Manual tools (brushes, mops), Mechanical equipment (vacuum cleaner, scrubber). Cleaning agents: Detergents, Disinfectants, Polishes

UNIT IV – ROOM MAINTENANCE

Guest room cleaning procedure: Entering the room, Bed making, Dusting, Bathroom cleaning. Bed making types: Open bed, Closed bed, Turn-down service, Maintenance reporting – Coordination with engineering department

Skill Focus: Cleanliness, attention to detail

UNIT V – LINEN MANAGEMENT

Types of linen: Bed linen, Bath linen, Table linen, Storage of linen – Linen room organization – Laundry operations – Washing, Drying, Ironing, Linen control – Inventory management –

UNIT VI – CURRENT CONTOURS (SDL)

- ✓ Room cleaning demonstration and practical observation
- ✓ Case study on housekeeping operations

- ✓ Visit to hotel housekeeping department
- ✓ Preparation of room inspection checklist
- ✓ Video-based learning (cleaning procedures)
- ✓ Mini project: “Housekeeping operations in hotels”
- ✓ Report preparation and documentation

REFERENCE BOOKS

1. Hotel Housekeeping Operations and Management –
www.google.com/search?q=Hotel+Housekeeping+Operations+and+Management+Raghubalan
2. Housekeeping Management –
www.google.com/search?q=Housekeeping+Management+Margaret+M+Kappa
3. Managing Housekeeping Operations –
www.google.com/search?q=Managing+Housekeeping+Operations+Robert+J+Martin
4. Front Office Management –
www.google.com/books/about/Front_Office_Management.html?id=MNrqlOqnZfYC

COURSE OUTCOMES

1. Explain the concept and scope of rooms division
2. Understand housekeeping organization and functions
3. Identify cleaning methods, equipment, and agents
4. Demonstrate room cleaning and maintenance procedures
5. Understand linen management and laundry operations
6. Complete SDL activities and prepare reports independently

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	1	1	1	1	-	-	3	2	1	1	-	-
CO2	3	2	2	1	2	1	-	-	3	2	1	1	-	-
CO3	3	2	2	1	2	-	-	-	2	2	1	1	-	-
CO4	3	2	3	2	2	1	-	-	3	3	2	1	-	-
CO5	2	2	2	1	2	1	-	-	3	2	1	1	-	-
Total	14	9	10	6	9	4	0	0	14	11	6	5	0	0
Average	2.80	1.80	2.00	1.20	1.80	0.80	0.00	0.0	2.8	2.20	1.20	1.00	0.0	0.0

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand principles of quantity food production
2. To learn large scale kitchen organization
3. To develop menu planning skills for institutions
4. To understand bulk cooking techniques
5. To ensure hygiene and safety standards
6. To develop supervisory skills

UNIT I – INTRODUCTION TO QUANTITY FOOD PRODUCTION

Quantity food production – Definition – Scope – Importance –Difference between commercial and institutional catering – Types of institutional catering – Industrial – Hospital – Educational institutions – Kitchen organization in bulk cooking – Layout – Workflow.

UNIT II – MENU PLANNING FOR INSTITUTIONS

Menu – Definition – Types – Cyclic menu – Static menu – Principles of menu planning – Nutritional balance – Cost control – Variety – Menu planning for hospitals – Schools – Industries – Menu standardization

UNIT III – EQUIPMENT IN LARGE SCALE COOKING

Bulk cooking equipment – Steam kettles – Tilting pans – Pressure cookers – Fuel used in large kitchens – LPG – Electricity – Steam – Care and maintenance – Safety precautions.

UNIT IV – FOOD PRODUCTION CONTROL

Standardization of recipes – Portion control – Importance – Food cost control – Indenting and issuing of materials.

UNIT V – HYGIENE AND FOOD SAFETY

Personal hygiene – Food hygiene – Food contamination – Types – Food storage – Dry, cold, frozen storage – Waste disposal.

UNIT VI – CURRENT CONTOURS (SELF DIRECTED LEARNING)

Menu planning for 100 persons – Institution visit report – Case study on food safety – Recipe standardization chart – Mini project on cost control Presentation

REFERENCE BOOKS

1. **Krishna Arora** – *Theory of Cookery*, Frank Brothers & Co. Ltd.
2. **Parvinder S. Bali** – *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press.
3. **K. T. Achaya** – *Indian Food: A Historical Companion*, Oxford University Press.
4. **Lendal H. Kotschevar & Margaret E. Terrell** – *Foodservice Planning: Layout, Design and Equipment*, Wiley Publications.
5. **Jerald Chesser** – *Food Production Operations*, Educational Institute of AHLEI

COURSE OUTCOMES

1. Explain quantity food production systems
2. Plan institutional menus
3. Identify bulk cooking equipment
4. Apply food production control methods
5. Maintain hygiene and safety standards
6. Perform self-directed learning activities

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	1	1	1	1	-	3	-	2	-	-	1	-
CO2	3	2	2	1	2	1	1	3	-	3	-	-	2	1
CO3	3	2	2	1	2	1	-	3	-	2	-	1	1	-
CO4	3	3	2	1	3	1	1	3	-	3	-	1	2	2
CO5	3	2	2	1	3	1	-	3	-	2	1	-	1	-
CO6	2	2	1	2	1	2	3	1	-	2	2	-	1	2
Total	17	12	10	7	12	7	5	16	0	14	3	2	8	5
Average	2.83	2.00	1.67	1.17	2.00	1.17	0.83	2.67	0.0	2.33	0.5	0.33	1.33	0.83

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To develop skills in bulk food production techniques
2. To understand preparation of staple foods in large quantities
3. To learn institutional cooking methods and menu planning
4. To apply portion control and plating techniques
5. To understand time, fuel, and cost management in bulk cooking
6. To promote self-directed learning (SDL) through practical exposure

UNIT I – PREPARATION OF RICE AND CURRY IN BULK

Introduction to quantity cooking – Differences between domestic and bulk cooking – Selection and standardization of raw materials for bulk production.

Types of rice preparation:

- ❖ Plain rice (absorption method, draining method)
- ❖ Pulao and flavored rice
- ❖ Biryani (basic institutional method)

Curry preparation in bulk:

- ❖ Gravy base preparation
- ❖ Thickening agents and consistency control
- ❖ Spice blending and flavor standardization

Practical Skills:

- ❖ Cooking rice for 25–50 portions
- ❖ Preparation of veg curry in bulk
- ❖ Maintaining uniform taste and texture

Advanced:

- ❖ Yield calculation
- ❖ Time and temperature control
- ❖ Avoiding wastage

UNIT II – PREPARATION OF DAL AND VEGETABLE DISHES

Types of dals: Toor dal, moong dal, masoor dal – Soaking, boiling, seasoning techniques.

Vegetable cookery in bulk:

- ❖ Cutting methods for large quantity
- ❖ Blanching and cooking methods
- ❖ Retention of colour, nutrients, and texture

Preparation of: Sambar, Kootu, Poriyal

Practical Skills:

- ❖ Cooking dal for large groups
- ❖ Preparation of vegetable dishes with consistency

Advanced Concepts:

- ❖ Nutritional preservation
- ❖ Standardization of recipes

UNIT III – INSTITUTIONAL MENU COOKING

Concept of institutional catering – Menu planning for:

- ❖ Hostels
- ❖ Hospitals
- ❖ Industrial canteens

Balanced diet planning – Factors affecting menu planning (cost, nutrition, availability) – Execution of menu in bulk cooking.

Practical:

- ❖ Preparation of a full institutional meal
- ❖ Menu execution within time limits

Advanced:

- ❖ Cyclic menu planning
- ❖ Cost-effective menu design

UNIT IV – PORTION CONTROL AND PLATING

Importance of portion control in bulk cooking – Standard portion size.

Tools used for portioning:

- ❖ Ladles
- ❖ Scoops
- ❖ Weighing scale

Plating techniques in institutional setup – Maintaining hygiene and presentation.

Practical Skills:

- ❖ Portioning food for uniform serving
- ❖ Basic plating techniques

Advanced Concepts:

- ❖ Cost control through portioning
- ❖ Minimizing food wastage

UNIT V – BULK COOKING TECHNIQUES

Cooking methods used in quantity food production:

- ❖ Boiling
- ❖ Steaming
- ❖ Frying
- ❖ Pressure cooking

Use of large equipment:

- ❖ Steamers
- ❖ Bulk cooking vessels
- ❖ Tilting pans

Time management in bulk cooking – Fuel efficiency and safety measures.

Practical Skills:

- ❖ Handling large equipment
- ❖ Cooking multiple dishes simultaneously

Advanced:

- ❖ Workflow planning
- ❖ Production scheduling

UNIT VI – SDL (SELF DIRECTED LEARNING)

- ❖ Maintenance of practical record with standardized recipes
- ❖ Menu planning for 50 persons (cost + nutrition)
- ❖ Preparation report for bulk cooking practical
- ❖ Video-based learning on institutional cooking
- ❖ Case study: “Food production in hotels/hostels”
- ❖ Mini project: “Cost control in bulk food production”
- ❖ Portfolio preparation (photos, reports, menu charts)

REFERENCE BOOKS

1. Theory of Cookery –
www.google.com/search?q=Theory+of+Cookery+K+Arora
2. Professional Cooking – www.wiley.com/en-us/Professional+Cooking%2C+9th+Edition-p-9781119399612
3. Quantity Food Production Operations and Indian Cuisine –
www.google.com/search?q=Quantity+Food+Production+Operations+and+Indian+Cuisine+Parvinder+S+Bali
4. Modern Cookery –
www.google.com/search?q=Modern+Cookery+Thangam+Philip

COURSE OUTCOMES

1. Prepare rice and curry in bulk quantity
2. Cook dal and vegetable dishes efficiently
3. Plan and execute institutional menus
4. Apply portion control and plating techniques
5. Use bulk cooking equipment safely
6. Complete SDL activities and maintain records

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	3	1	2	-	-	3	-	2	-	-	2	-
CO2	3	2	3	1	2	-	-	3	-	2	-	-	2	-
CO3	3	3	2	2	2	1	1	3	-	3	1	-	3	2
CO4	3	2	2	2	3	1	-	3	-	2	1	-	2	1
CO5	3	2	3	1	3	1	-	3	-	2	-	1	2	-
Total	15	11	13	7	12	3	1	15	0	11	2	1	11	3
Average	3.00	2.20	2.60	1.40	2.40	0.60	0.20	3.0	0.0	2.20	0.40	0.20	2.20	0.60

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the classification and importance of beverages in hospitality
2. To identify alcoholic and non-alcoholic beverages and their characteristics
3. To learn bar layout, setup, and essential equipment
4. To understand beverage preparation and service techniques
5. To develop guest handling and service skills in bar operations
6. To encourage self-directed learning (SDL) and industry exposure

UNIT I – INTRODUCTION TO BEVERAGES

Beverages – Definition – Importance in hospitality industry – Classification of beverages: Alcoholic beverages, non-alcoholic beverages. Role of beverages in food and beverage service – Factors influencing beverage selection – climate, culture, customer preference.

UNIT II – NON-ALCOHOLIC BEVERAGES

Tea – Types (black, green, herbal) – Preparation methods – Service styles – Coffee – Types (espresso, filter, instant) – Brewing methods – Cold beverages: Fresh juices – extraction and service, Squashes and syrups, Carbonated soft drinks Standardization of recipes – Portion control – Hygiene and safety in beverage preparation.

UNIT III – ALCOHOLIC BEVERAGES

Beer – Types (lager, ale) – Basic production process – Wine – Types (red, white, sparkling) – Basic service knowledge – Spirits, Whisky, Rum, Gin, Vodka. Basic knowledge of fermentation and distillation – Storage and serving temperature (introductory level).

UNIT IV – BAR EQUIPMENT AND GLASSWARE

Bar layout – Types: Public bar, Service bar, Cocktail bar. Bar equipment – Shakers, jiggers, strainers, blenders, Bottle openers, corkscrews, Glassware. Types and uses: Tumblers, Wine glasses Cocktail glasses Care and maintenance of equipment and glassware

UNIT V – BAR OPERATIONS AND SERVICE

Bar organization – Structure and staffing – Duties of bartender and service staff – Service methods: Order taking, Beverage service sequence, Guest interaction. Basic bar control: Stock control (intro level), Cost awareness

UNIT VI – CURRENT CONTOURS (SDL)

- ❖ Preparation of beverage classification chart
- ❖ Bar layout model preparation
- ❖ Case study on beverage service operations

- ❖ Visit to hotel/bar and observation report
- ❖ Mock service demonstration (role play)
- ❖ Video-based learning on beverage preparation
- ❖ Mini project: “Trends in beverage industry”
- ❖ Record maintenance and documentation

REFERENCE BOOKS

1. Modern Restaurant Service –
www.google.com/search?q=Modern+Restaurant+Service+John+Fuller
2. Professional Beverage Service –
www.google.com/search?q=Professional+Beverage+Service+Barthosa+Varghese
3. The Bar and Beverage Book – www.wiley.com/en-us/The+Bar+and+Beverage+Book%2C+5th+Edition-p-9780470248454
4. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+Lillicrap+and+Cousins

COURSE OUTCOMES

1. Classify beverages based on type and usage
 2. Identify alcoholic and non-alcoholic beverages
 3. Understand bar layout, equipment, and setup
 4. Apply beverage preparation and service techniques
 5. Demonstrate basic bar operations and guest handling
- Complete SDL activities and maintain record

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	1	1	1	1	-	2	-	2	1	-	-	-
CO2	3	1	1	1	1	1	-	2	-	2	1	-	-	-
CO3	3	2	2	1	2	1	-	2	-	3	1	1	1	-
CO4	3	2	3	2	2	1	-	3	-	3	2	-	2	-
CO5	2	2	2	3	2	1	1	2	-	3	3	-	2	1
Total	14	8	9	8	8	5	1	11	0	13	8	1	5	1
Average	2.80	1.60	1.80	1.60	1.60	1.00	0.20	2.2	0.0	2.60	1.60	0.20	1.00	0.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code: **BAR AND BEVERAGE OPERATIONS**
(Practical)

Credits: 4

COURSE OBJECTIVES

1. To identify various types of glassware and bar equipment
2. To prepare different non-alcoholic beverages (mocktails, juices, hot beverages)
3. To practice standard beverage service techniques
4. To learn bar setup and workstation organization
5. To maintain hygiene and safety in beverage operations
6. To complete self-directed learning (SDL) through records and reports

UNIT I – IDENTIFICATION OF GLASSWARE

Introduction to glassware – Importance in beverage service – Classification of glassware: Tumblers (highball, lowball), Stemware (wine glasses), Specialty glasses (cocktail, margarita). Identification based on shape, size, and usage – Handling and care of glassware – Cleaning and polishing methods.

Practical Skills:

- ❖ Identification test of glassware
- ❖ Polishing and safe handling

UNIT II – PREPARATION OF MOCKTAILS

Introduction to mocktails – Definition and importance – Preparation of non-alcoholic beverages: Fresh fruit juices, Milkshakes, Lemon-based drinks, Layered mocktails: Standard recipes and measurements – Use of bar tools (shaker, stirrer, jigger) –

Practical Skills:

- ❖ Preparation of at least 5 mocktails
- ❖ Garnishing techniques and presentation

UNIT III – BEVERAGE SERVICE TECHNIQUES

Types of beverage service – Service sequence: Greeting guest, Order taking, Serving beverages. Service etiquette and grooming standards – Serving temperature and presentation.

Practical Skills:

- ❖ Tray service
- ❖ Guest interaction (role play)

UNIT IV – BAR SETUP

Bar layout – Arrangement of counter and storage – Arrangement of glassware and tools – Mise-en-place in bar operations – Stock arrangement (basic level).

Practical Skills:

- ❖ Setting up a basic bar counter
- ❖ Organizing tools and materials

UNIT V – SERVICE PRACTICE

Integrated practical session covering: Beverage preparation, Service techniques, Guest handling. Mock bar setup and service simulation – Handling customer requests and complaints.

Skill Focus: Coordination, speed, professionalism

UNIT VI – SDL (SELF DIRECTED LEARNING)

- ❖ Preparation of beverage practical record (recipes + photos)
- ❖ Mocktail preparation report
- ❖ Observation report of bar/restaurant visit
- ❖ Case study on beverage service
- ❖ Video-based learning (bar operations)
- ❖ Mini project: “Trends in non-alcoholic beverages”
- ❖ Portfolio preparation (record + presentation)

REFERENCE BOOKS

1. Modern Restaurant Service –
www.google.com/search?q=Modern+Restaurant+Service+John+Fuller
2. Professional Beverage Service –
www.google.com/search?q=Professional+Beverage+Service+Barthosa+Varghese
3. The Bar and Beverage Book – www.wiley.com/en-us/The+Bar+and+Beverage+Book%2C+5th+Edition-p-9780470248454
4. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+Lillicrap+and+Cousins
5. Food and Beverage Service Training Manual –
www.google.com/search?q=Food+and+Beverage+Service+Training+Manual+Sudhir+Andrews

COURSE OUTCOMES

1. Identify glassware and bar equipment
2. Prepare non-alcoholic beverages effectively
3. Demonstrate beverage service techniques
4. Set up a basic bar efficiently
5. Maintain hygiene and safety standards
6. Complete SDL activities and documentation

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	1	1	1	1	1	-	2	-	2	1	-	-	-
C02	3	1	1	1	1	1	-	2	-	2	1	-	-	-
C03	3	2	2	1	2	1	-	2	-	3	1	1	1	-
C04	3	2	3	2	2	1	-	3	-	3	2	-	2	-
C05	2	2	2	3	2	1	1	2	-	3	3	-	2	1
Total	14	8	9	8	8	5	1	11	0	13	8	1	5	1
Average	2.80	1.60	1.80	1.60	1.60	1.00	0.20	2.2	0.0	2.60	1.60	0.20	1.00	0.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code:

BASIC BAKERY
(Theory)**Credits: 2****COURSE OBJECTIVES**

1. To understand the fundamentals and scope of bakery in hospitality industry
2. To identify various bakery ingredients and their functions
3. To learn basic baking methods and techniques
4. To understand bakery equipment and its safe usage
5. To prepare simple bakery products like bread and cakes
6. To develop self-directed learning (SDL) through practical exposure

UNIT I – INTRODUCTION TO BAKERY

Bakery – Definition – Scope and importance in hospitality industry – History and development of baking – Role of bakery department in hotels and catering establishments – Introduction to bakery ingredients – Overview of flour, sugar, fat, eggs, and leavening agents.

UNIT II – BAKERY INGREDIENTS AND FUNCTIONS

Flour – Types (maida, whole wheat) – Structure – Gluten formation – Sugar – Types and functions in baking – Fats – Types (butter, margarine) – Role in texture and flavor – Egg – Structure and functions (binding, aeration) – Leavening agents: Biological (yeast), Chemical (baking powder, baking soda).

Skill Focus: Ingredient identification and quality assessment

UNIT III – BAKERY EQUIPMENT AND TOOLS

Classification of bakery equipment: Large equipment – ovens (deck, convection), Small equipment – mixers, weighing scales. Tools used in bakery: Baking trays, moulds, tins, Spatulas, whisks, piping bags. Care and maintenance of equipment – Safety precautions in bakery operations –

UNIT IV – BREAD MAKING METHODS

Bread – Definition and principles – Stages of bread making: Mixing, Kneading, Fermentation, Baking. Methods of bread making: Straight dough method, Sponge method. Types of bread – white, brown, whole wheat – Common faults in bread and remedies.

Skill Focus: Understanding process flow and quality control

UNIT V – CAKE PREPARATION METHODS

Cakes – Types: Shortened cakes, Unshortened cakes. Methods of cake preparation: Creaming method, Whisking method, All-in method. Basic icing techniques – Butter icing, Simple decoration, Common cake faults and corrective measures.

UNIT VI – CURRENT CONTOURS (SDL)

- ❖ Baking practice (bread/cake) and record preparation

- ❖ Observation of bakery unit (visit/report)
- ❖ Case study on bakery hygiene and safety
- ❖ Preparation of ingredient chart
- ❖ Video-based learning (baking process)
- ❖ Mini project: “Trends in bakery products”
- ❖ Portfolio submission (record + photos + report)

REFERENCE BOOKS

1. Practical Baking –
www.google.com/search?q=Practical+Baking+William+Sultan
2. Advanced Bread and Pastry – www.cengage.com/c/advanced-bread-and-pastry-1e-suas/9781418011697/
3. Professional Pastry Chef – www.wiley.com/en-us/The+Professional+Pastry+Chef%2C+4th+Edition-p-9780471359258
4. Professional Baking – www.wiley.com/en-us/Professional+Baking%2C+8th+Edition-p-9781119744993
5. Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_cateringPractical+Baking. Sultan, W. (2010). India: Sultan Chand & Sons.

COURSE OUTCOMES

1. Explain fundamentals of bakery and its scope
2. Identify bakery ingredients and their functions
3. Understand bakery equipment and safe usage
4. Apply baking methods in product preparation
5. Prepare basic bakery products like bread and cakes
6. Perform SDL activities and maintain records

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	1	1	1	1	-	2	-	2	1	-	-	-
CO2	3	1	1	1	1	1	-	2	-	2	1	-	-	-
CO3	3	2	2	1	2	1	-	2	-	3	1	1	1	-
CO4	3	2	3	2	2	1	-	3	-	3	2	-	2	-
CO5	2	2	2	3	2	1	1	2	-	3	3	-	2	1
Total	14	8	9	8	8	5	1	11	0	13	8	1	5	1
Average	2.80	1.60	1.80	1.60	1.60	1.00	0.20	2.2	0.0	2.60	1.60	0.20	1.00	0.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code:

**FRONT OFFICE & ACCOMMODATION
OPERATION – II**

Credits: 4

(Theory)

COURSE OBJECTIVES

1. To understand advanced front office operations and guest cycle
2. To learn guest accounting procedures and documentation
3. To study check-out and settlement systems
4. To understand front office records and computerized systems (PMS)
5. To apply complaint handling and guest relation techniques
6. To develop supervisory and managerial skills in front office operations

UNIT I – FRONT OFFICE OPERATIONS

Front office operations – Functions and importance – Front office coordination with other departments: Housekeeping (room status, housekeeping reports), Food & Beverage (guest services, billing coordination), Maintenance (repair and upkeep). Guest cycle: Pre-arrival – Reservation confirmation, Arrival – Registration and check-in, Stay – Guest services and communication, Departure – Billing and check-out.

Advanced:

- Interdepartmental communication systems
- Role of front office in guest satisfaction

UNIT II – GUEST ACCOUNTING

Guest accounts – Definition – Importance – Types of folios: Guest folio, Master folio, non-guest folio. Vouchers – Types: Cash voucher, Credit voucher, Allowance voucher. Ledgers: Guest ledger, City ledger. Posting methods: Manual posting, Computerized posting systems.

Skill Focus: Accuracy in billing, documentation

UNIT III – CHECK-OUT AND SETTLEMENT

Check-out procedure – Steps and importance – Methods of payment: Cash, Credit card, Bill to company. Special situations: Late check-out, Express check-out. Basic knowledge of foreign currency handling – Settlement procedures and documentation.

Advanced:

- Digital payment systems
- Fraud prevention basics

UNIT IV – FRONT OFFICE RECORDS & SYSTEMS

Front office records – Registers (arrival, departure, occupancy), Reports (daily, monthly reports). Property Management System (PMS) – Introduction – Functions of PMS in hotel operations – Room status reports – Night audit – Definition and basic procedures.

Skill Focus: Record maintenance and system awareness

UNIT V – COMPLAINT HANDLING & GUEST RELATIONS

Types of complaints: Service-related, Facility-related. Steps in handling guest complaints – Listening, Apologizing, Solving, Follow-up. Guest Relation Executive (GRE) – Role and responsibilities – Customer satisfaction and service quality

UNIT VI – CURRENT CONTOURS (SDL)

- Preparation of guest folio formats
- Role play on check-out and billing procedure
- Case study on complaint handling in hotels
- PMS demonstration and report preparation
- Visit to hotel front office and observation report
- Video-based learning (front office operations)
- Mini project: “Improving guest satisfaction in hotels”
- Record submission and presentation

REFERENCE BOOKS

1. Hotel Front Office Operations and Management –
www.google.com/search?q=Hotel+Front+Office+Operations+and+Management+J+R+Tewari
2. Managing Front Office Operations –
www.ahlei.org/product/managing-front-office-operations-9th-edition/
3. Hotel Housekeeping: Operations and Management –
www.google.com/search?q=Hotel+Housekeeping+Operations+and+Management+Raghubalan
4. Hotel Front Office: A Training Manual –
www.google.com/search?q=Hotel+Front+Office+A+Training+Manual+Sudhir+Andrews

COURSE OUTCOMES

1. Explain advanced front office operations and guest cycle
2. Maintain guest accounts and billing procedures
3. Perform check-out and settlement procedures
4. Understand front office records and PMS systems
5. Handle guest complaints and improve guest relations
6. Perform SDL activities and prepare reports

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	2	1	1	1	-	-	3	3	1	1	-	-
CO2	3	2	3	1	2	1	-	-	3	3	1	2	-	-
CO3	3	2	3	2	2	1	-	-	3	3	2	2	-	-
CO4	3	2	2	1	1	1	1	-	3	3	1	3	-	-
CO5	2	2	2	3	2	1	1	-	2	3	3	1	-	-
Total	14	10	12	8	8	5	2	0	14	15	8	9	0	0
Average	2.80	2.00	2.40	1.60	1.60	1.00	0.40	0.0	2.80	3.00	1.60	1.80	0.0	0.0

*S-Strong (3) *M-Medium (2) *L-Low (1)

COURSE OBJECTIVES

1. To practice standard front office procedures in real-time situations
2. To perform check-in and check-out operations accurately
3. To handle guest registration and documentation effectively
4. To understand billing, posting, and folio maintenance
5. To develop guest handling and complaint resolution skills

UNIT I – CHECK-IN PROCEDURE

Introduction to check-in – Importance in guest satisfaction – Step-by-step check-in process: Greeting and welcoming the guest, Reservation verification, Registration card handling, Room allocation. Types of check-in: Walk-in, FIT (Free Independent Traveller), Group check-in, VIP handling (basic awareness). Key handling and bell desk coordination.

Practical Work:

- ❖ Simulation of check-in process
- ❖ Grooming and communication practice
- ❖ Front desk etiquette

UNIT II – CHECK-OUT PROCEDURE

Introduction to check-out – Importance of final guest impression – Steps involved: Verification of guest account, Bill preparation and presentation, Payment settlement. Modes of payment: Cash, Credit / Debit card, Bill to company. Special cases: Late check-out, Express check-out.

Practical Work:

- ❖ Mock check-out handling
- ❖ Guest interaction and feedback handling

UNIT III – GUEST REGISTRATION

Registration process – Legal and operational importance – Registration card: Guest details entry, ID verification. Handling special registrations: Foreign guests (basic awareness), Group registrations. Maintaining records and confidentiality.

Practical Work:

- ❖ Filling registration cards
- ❖ Documentation verification practice

UNIT IV – BILLING AND POSTING

Introduction to billing system in hotels – Guest folio – Types and formats – Posting of charges: Room rent. Food & beverage charges, Miscellaneous charges Manual posting methods – Introduction to computerized posting (PMS basic awareness) – Error checking and correction.

Practical Work:

- ❖ Preparation of guest bill
- ❖ Posting entries in folio
- ❖ Billing accuracy check

UNIT V – COMPLAINT HANDLING

Types of guest complaints: Service complaints, Room complaints, Billing complaints. Steps in handling complaints: Listening carefully, apologizing politely, Resolving effectively, Follow-up, Communication skills and professionalism.

Practical Work:

- ❖ Role plays on complaint handling
- ❖ Situational response practice

UNIT VI – SDL (SELF DIRECTED LEARNING)

- Role play on check-in and check-out procedures
- Preparation of front office practical record
- Case study on guest complaint handling
- PMS demonstration report (basic level)
- Visit to hotel front office – observation report
- Video-based learning (front office operations)
- Mini project: “Guest satisfaction in front office”

REFERENCE BOOKS

1. Hotel Front Office Operations and Management –
www.google.com/search?q=Hotel+Front+Office+Operations+and+Management+J+R+Tewari
2. Managing Front Office Operations –
www.ahlei.org/product/managing-front-office-operations-9th-edition/
3. Hotel Housekeeping: Operations and Management –
www.google.com/search?q=Hotel+Housekeeping+Operations+and+Management+Raghubalan
4. Hotel Front Office: A Training Manual –
www.google.com/search?q=Hotel+Front+Office+A+Training+Manual+Sudhir+Andrews
5. Front Office Management –
www.google.com/books/about/Front_Office_Management.html?id=MNrqIOqnZfYC

COURSE OUTCOMES

1. Perform check-in procedures professionally
2. Perform check-out and settlement operations accurately
3. Maintain guest registration records effectively
4. Handle billing and posting procedures correctly
5. Manage guest complaints with proper communication

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	2	2	3	3	1	1	-	-	3	3	3	2	-	-
CO2	2	2	3	2	2	1	-	-	3	3	2	2	-	-
CO3	2	2	3	2	2	1	-	-	3	3	2	3	-	-
CO4	2	3	3	2	2	1	-	-	3	3	2	3	-	-
CO5	1	2	2	3	2	1	1	-	2	3	3	1	-	-
Total	9	11	14	12	9	5	1	0	14	15	12	11	0	0
Average	1.80	2.20	2.80	2.40	1.80	1.00	0.20	0.0	2.80	3.00	2.40	2.20	0.0	0.00

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code: **FOOD AND BEVERAGE MANAGEMENT – I**
(Theory)

Credits: 4

COURSE OBJECTIVES

1. To understand the concepts and scope of Food & Beverage (F&B) management
2. To learn restaurant organization and managerial structure
3. To study menu planning principles and types of menus
4. To understand menu pricing methods and strategies
5. To learn food cost control techniques and basic financial concepts

UNIT I – INTRODUCTION TO F&B MANAGEMENT

Food & Beverage Management – Definition – Scope and importance in hospitality industry – Objectives of F&B department – Profitability, customer satisfaction – Restaurant organization: Organizational structure, Roles and responsibilities of staff, Coordination between kitchen and service department. Types of restaurants: Commercial, Institutional, Specialty restaurants

UNIT II – MENU PLANNING

Menu – Definition and importance – Types of menu: A la carte, Table d'hôte, Cyclic menu. Principles of menu planning: Balance (nutrition, color, texture), Variety and seasonality, Cost considerations. Menu planning for different occasions and establishments

UNIT III – MENU PRICING

Menu pricing – Definition and objectives – Methods of pricing: Cost-based pricing, Market-based pricing, Competitive pricing (basic awareness) Factors affecting pricing: Cost of raw materials, Customer demand, Market conditions. Introduction to contribution and profit margin.

UNIT IV – COST CONTROL

Food cost control – Definition and importance – Standard costing – Standard recipe, Standard portion size. Methods of cost control – Portion control, Waste control. Break-even analysis – Basic concept and calculation

UNIT V – RESTAURANT OPERATIONS

Restaurant layout – Types and design considerations – Service flow: Order taking, Food preparation, Service sequence. Staff management – Scheduling, Supervision, Training basics. Customer service and satisfaction – Advanced:

- Quality control in restaurant operations
- Leadership skills in F&B management

UNIT VI – CURRENT CONTOURS (SDL)

- Menu design project (themed menu)
- Cost calculation exercise for selected menu
- Restaurant visit and observation report
- Case study on F&B management practices

- Video-based learning (restaurant operations)
- Mini project: “Improving restaurant profitability”

REFERENCE BOOKS

1. Food and Beverage Cost Control – www.wiley.com/en-us/Food+and+Beverage+Cost+Control%2C+6th+Edition-p-9781118988503
2. Professional Restaurant Management – www.google.com/search?q=Professional+Restaurant+Management+David+R+Brown
3. Theory of Catering – www.openlibrary.org/books/OL4296239M/The_theory_of_catering
4. Food and Beverage Management – www.routledge.com/Food-and-Beverage-Management/Davis-Lockwood-Alcott/p/book/9780750682244
5. Food and Beverage Service – www.google.com/search?q=Food+and+Beverage+Service+Lillicrap+and+Cousins

COURSE OUTCOMES

1. Explain the concepts and functions of F&B management
2. Plan and design menus based on principles
3. Apply menu pricing methods effectively
4. Perform basic cost control and financial analysis
5. Understand restaurant operations and staff management

Mapping of COs with POs & PSOs:

COs/POs	Pos							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	1	2	-	3	1	-	1	1
CO2	3	3	2	1	1	1	2	2	-	3	1	-	2	2
CO3	3	3	2	1	1	1	2	2	-	3	1	-	2	3
CO4	3	3	3	1	2	1	2	2	-	3	1	-	2	3
CO5	3	3	2	2	2	1	1	2	-	3	2	-	2	2
Total	15	14	10	6	7	5	8	10	0	15	6	0	9	11
Average	3.00	2.80	2.00	1.20	1.40	1.00	1.60	2.00	0.0	3.00	1.20	0.0	1.80	2.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concepts and importance of food plating and presentation
2. To learn the principles and elements of plate design
3. To develop creativity in food presentation techniques
4. To understand the preparation and use of garnishes
5. To enhance visual appeal and aesthetic value of dishes
6. To promote self-directed learning (SDL) through creative projects

UNIT I – INTRODUCTION TO PLATING

Food presentation – Definition – Importance in hospitality industry – Objectives of plating: Visual appeal, Customer satisfaction, Brand image. Principles of food presentation: Balance, Harmony, Simplicity, Focus. Role of chef in plating and presentation.

UNIT II – ELEMENTS OF PLATING

Elements of design in plating: Colour – Contrast and harmony, Texture – Soft, crisp, smooth, Shape – Geometric and organic, Balance – Symmetrical and asymmetrical. Portion size and spacing – Plate selection: Size, Shape, Colour.

UNIT III – GARNISHING

Garnish – Definition – Importance – Types of garnishes: Edible garnish, non-edible garnish (awareness). Classical garnishes: Herbs, Vegetables, Fruits. Preparation techniques: Cutting and carving, Simple decorative techniques. Hygiene and safety in garnishing.

UNIT IV – PLATING TECHNIQUES

Types of plating: Traditional plating, Modern plating, Contemporary plating styles. Plating techniques: Central placement, Layering, Stacking, Free-form plating. Use of sauces and accompaniments in plating.

UNIT V – PRESENTATION STYLES

Plate composition and arrangement – Styles of presentation: Fine dining presentation, Buffet presentation, Theme-based presentation. Use of height, contrast, and focal points – Food styling for photography (basic **awarns**).

UNIT VI – CURRENT CONTOURS

- Plate design project (theme-based plating)
- Garnish preparation and practical demonstration

- Food presentation demo (individual / group)
- Photo documentation of plated dishes
- Case study on modern plating trends
- Video-based learning (chef plating techniques)
- Mini project: “Creative food presentation styles”
- Portfolio submission (design + report + images)

REFERENCE BOOKS

1. Plating for Gold. Wee, S. (2011). Singapore: Marshall Cavendish.
2. The Art of Food Presentation. (2014). UK: Ryland Peters & Small.
3. Professional Cooking. Gisslen, W. (2012). USA: Wiley.
4. The Professional Chef. CIA (2011). USA: Wiley.
5. On Food and Cooking. McGee, H. (2004). USA: Scribner.

COURSE OUTCOMES

1. Understand principles and importance of food plating
2. Apply elements of design in plate presentation
3. Prepare and use appropriate garnishes
4. Perform different plating techniques
5. Enhance visual appeal and presentation quality
6. Complete SDL activities and creative projects

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	1	1	1	1	1	1	2	-	2	1	-	-	-
CO2	3	2	2	1	1	-	2	3	-	2	1	-	1	1
CO3	3	2	3	1	2	-	1	3	-	2	1	-	1	-
CO4	3	3	3	1	1	-	2	3	-	3	1	-	1	1
CO5	2	3	2	2	1	1	3	3	-	3	2	-	2	2
Total	14	11	11	6	6	2	9	14	0	12	6	0	5	4
Average	2.80	2.20	2.20	1.20	1.20	0.40	1.80	2.80	0.0	2.40	1.20	0.0	1.00	0.80

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand advanced principles and techniques of food production
2. To learn the fundamentals of international cuisine and classical cookery
3. To develop advanced menu planning and presentation skills
4. To understand **garde** manger operations and cold kitchen management
5. To apply hygiene and food safety standards in professional kitchens
6. To promote self-directed learning (SDL) through projects and industry expo

UNIT I – ADVANCED COOKERY

Advanced cookery – Definition – Scope – Objectives – Modern trends in food production – International cuisine – Introduction – Importance in hospitality industry – French classical cuisine – Introduction – Classical French dishes: Soups, Sauces, Appetizers, Main courses. Methods of advanced cooking: Braising, Grilling, Roasting, Poaching, Sautéing. Kitchen hierarchy and brigade system.

TANSCHÉ Focus: Global culinary practices, Professional kitchen management

UNIT II – GARDE MANGER

Garde manger – Definition – Scope – Functions – Cold kitchen organization and layout – Duties and responsibilities of **garde** manger chef – Salads – Definition – Types – Simple salads, Compound salads, Bound salads, Dressings – Types and preparation – French dressing, Mayonnaise, Vinaigrette. Cold appetizers – Sandwiches – Canapés – Hors d’oeuvres – Buffet arrangement and presentation.

Skill Focus: Cold kitchen preparation, Artistic presentation techniques

UNIT III – MEAT, POULTRY AND SEAFOOD

Meat: Definition – Classification – Structure of meat – Cuts of meat: Beef, Mutton, Pork. Methods of meat cookery – Poultry: Types of poultry – Chicken – Turkey – Duck – Selection and preparation of poultry – Seafood: Fish and shellfish – Classification – Handling and storage of seafood – Methods of seafood cookery – Safe handling practices, Quality identification techniques

UNIT IV – MENU PLANNING AND PRESENTATION

Advanced menu planning – Objectives – Principles – Factors affecting menu planning – Menu engineering – Introduction – Types of menus: Table d’hôte, À la carte, Buffet menu, Banquet menu. Food presentation and plating techniques – Modern plating styles and trends – Use of garnishes and accompaniments.

UNIT V – HYGIENE AND FOOD SAFETY

Advanced hygiene practices in food production – Personal hygiene – Kitchen hygiene – Equipment sanitation – Food contamination – Types – Prevention – Food safety standards – Introduction to HACCP: Principles, Critical control points. Safe food storage methods – Occupational safety in kitchen

UNIT VI – CURRENT CONTOURS

- Preparation of international cuisine menu
- Case study on food safety standards
- Visit to star hotel kitchen and report preparation
- Preparation and presentation of international dishes
- HACCP observation report
- Video-based learning on global cuisine
- Mini project: “Modern trends in advanced food production”
- Portfolio submission (menu + photographs + report)

REFERENCE BOOKS

1. Larousse Gastronomique –
www.google.com/search?q=Larousse+Gastronomique+Prosper+Montagne
2. The Professional Chef – www.wiley.com/en-us/The+Professional+Chef%2C+9th+Edition-p-9780470421352
3. Modern Cookery for Teaching and Trade –
www.google.com/search?q=Modern+Cookery+for+Teaching+and+Trade+Thangam+Philip
4. Practical Cookery –
www.google.com/search?q=Practical+Cookery+Ceserani+and+Kinton
5. Professional Cooking – www.wiley.com/en-us/Professional+Cooking%2C+9th+Edition-p-9781119399612
6. Theory of Cookery –
www.google.com/search?q=Theory+of+Cookery+K+Arora.

E-RESOURCES / REFERENCE BOOK LINKS

7. <https://www.ihmnotes.in/assets/Docs/Books/FoodProduction.pdf>
8. <https://archive.org/details/professionalcook0000giss>
9. <https://archive.org/details/laroussegastronomique>
10. <https://nptel.ac.in/courses/126105014>
11. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=17>
12. <https://www.uou.ac.in/sites/default/files/slm/HM-201.pdf>

COURSE OUTCOMES

1. Explain advanced cookery methods and international cuisine
2. Understand **garde manger** organization and cold kitchen operations
3. Identify and prepare meat, poultry, and seafood dishes
4. Plan and design advanced menus with presentation techniques

5. Apply hygiene and food safety standards in food production
6. Perform SDL activities and prepare industry-based reports

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	1	3	-	2	1	-	-	-
CO2	3	2	2	1	1	-	1	3	-	3	1	-	1	-
CO3	3	3	3	1	2	-	1	3	-	3	1	-	1	-
CO4	3	3	2	2	1	1	2	2	-	3	2	-	2	2
CO5	2	2	2	1	3	1	1	2	-	2	1	-	-	-
Total	14	12	10	6	8	3	6	13	0	13	6	0	4	2
Average	2.80	2.40	2.00	1.20	1.60	0.60	1.20	2.60	0.0	2.60	1.20	0.0	0.80	0.40

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concepts and scope of event management in hospitality industry
2. To learn event planning, coordination, and organization techniques
3. To develop managerial and communication skills for event operations
4. To understand event marketing, budgeting, and cost control methods
5. To manage hospitality, corporate, and social events effectively
6. To promote self-directed learning (SDL) through practical event activities and projects

UNIT I – INTRODUCTION TO EVENT MANAGEMENT

Event – Definition – Meaning – Scope – Importance – Nature and characteristics of events – Types of events: Social events, Corporate events, Cultural events, Sports events, Hospitality events, Educational events Role of event manager – Functions and responsibilities – Event management industry in India – Growth and opportunities – Importance of event management in hospitality sector.

UNIT II – EVENT PLANNING

Event planning process – Steps involved – Objectives of event planning – Theme selection – Concept development – Venue selection – Indoor and outdoor venues – Event scheduling and time management – Preparation of event checklist – Risk assessment and contingency planning – Legal permissions and licenses (basic awareness)

UNIT III – EVENT ORGANIZATION

Event organization structure – Roles and responsibilities of event team members – Coordination with vendors and suppliers – Stage management and logistics – Guest management and hospitality arrangements – Food and beverage arrangements for events – Audio-visual arrangements and technical support – Crowd management techniques.

UNIT IV – EVENT MARKETING AND BUDGETING

Event marketing – Meaning – Importance – Methods of event promotion: Print media, social media, Online marketing, public relations. Sponsorship and fundraising – Budget preparation – Components of event budget – Cost estimation and cost control methods – Revenue generation in events – Ticketing and registration systems.

UNIT V – EVENT EXECUTION AND EVALUATION

Event execution – Meaning – Importance – On-site event management – Guest reception and protocol – Crisis management during events – post-event activities – Event evaluation methods – Collection of feedback and report preparation – Measuring event success and customer satisfaction

UNIT VI – CURRENT CONTOURS

- Preparation of event plan and checklist
- Case study on successful hospitality events
- Organization of college / departmental event
- Preparation of event budget and promotional materials
- Vendor coordination exercise
- Video-based learning on international events
- Mini project: “Theme-based hospitality event”
- Report submission and presentation

REFERENCE BOOKS

1. Special Events – www.wiley.com/en-us/Special+Events%3A+Creating+and+Sustaining+a+New+World+for+Celebration%2C+7th+Edition-p-9781118090251
2. Event Planning and Management – www.google.com/search?q=Event+Planning+and+Management+S+Singh
3. The Complete Guide to Successful Event Planning – www.google.com/search?q=The+Complete+Guide+to+Successful+Event+Planning+Shannon+Kilkenny
4. Professional Event Coordination – www.wiley.com/en-us/Professional+Event+Coordination-p-9780470588260
5. Event Management – www.google.com/search?q=Event+Management+Van+der+Wagen+and+Carlos
6. Successful Event Management – www.cengage.com/c/successful-event-management-4e-shone/9781408070185/Special+Events. Goldblatt, J. (2010). USA: Wiley Publications.

E-RESOURCES / REFERENCE BOOK LINKS

1. <https://www.ihmnotes.in/assets/Docs/Books/EventManagerment.pdf>
2. <https://archive.org/details/eventmanagement0000shon>
3. <https://archive.org/details/specialevents0000gold>
4. <https://nptel.ac.in/courses/110104073>
5. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=67>
6. <https://www.uou.ac.in/sites/default/files/slm/HM-305.pdf>

COURSE OUTCOMES

1. Explain the concepts and scope of event management
2. Plan and design hospitality and corporate events
3. Organize and coordinate event operations effectively
4. Prepare event budgets and marketing strategies
5. Execute and evaluate events professionally
6. Perform SDL activities and prepare event reports

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	2	1	1	1	1	1	-	-	2	1	-	2	1
C02	2	3	2	2	1	1	2	-	-	3	2	-	3	3
C03	2	3	3	2	1	1	1	-	-	3	2	-	3	2
C04	2	3	2	1	1	1	3	-	-	3	1	-	2	3
C05	2	3	3	3	2	1	2	-	-	3	3	-	3	2
Total	11	14	11	9	6	5	9	0	0	14	9	0	13	11
Average	2.20	2.80	2.20	1.80	1.20	1.00	1.80	0.00	0.0	2.80	1.80	0.0	2.60	2.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concepts and scope of facility management in hospitality industry
2. To learn preventive and breakdown maintenance systems
3. To study hotel engineering services and utility management
4. To manage water supply, electricity, and HVAC systems efficiently
5. To ensure safety, security, and sustainable practices in hotels
6. To promote self-directed learning (SDL) through field study and case analysis

UNIT I – INTRODUCTION TO FACILITY MANAGEMENT

Facility Management – Definition – Scope – Objectives – Importance in hospitality industry – Role and functions of facility manager – Facilities in hotels: Building infrastructure, Guest areas, Back-of-house operations
Coordination between facility management and hotel departments – Importance of maintenance in guest satisfaction and operational efficiency – Modern trends in facility management – Smart facilities – Automation system

UNIT II – MAINTENANCE MANAGEMENT

Maintenance – Definition – Objectives – Importance – Types of maintenance: Preventive maintenance, Breakdown maintenance, Predictive maintenance (basic awareness). Maintenance schedule preparation – Maintenance records and log books – Hotel engineering department – Organization and functions – Maintenance of hotel equipment and infrastructure.

UNIT III – UTILITIES MANAGEMENT

Utilities in hotels – Importance and management – Water Supply System: Sources of water supply, Water storage and distribution, Water conservation methods. Electrical Systems: Basic electrical supply system in hotels, Lighting systems, Electrical safety measures. HVAC Systems: Heating, Ventilation and Air Conditioning – Introduction – Types and applications in hotels – Energy conservation techniques – Renewable energy sources in hospitality industry. TANSCHÉ Focus: Green hotel concepts, Energy-efficient operations.

UNIT IV – SAFETY AND SECURITY

Safety management in hotels – Importance – Fire Safety: Causes of fire, Fire triangle, Types of fire extinguishers, Fire detection systems, Fire evacuation procedures. Security Systems: Hotel security organization, CCTV surveillance, Access control systems. Emergency procedures and disaster preparedness – First aid awareness.

UNIT V – WASTE MANAGEMENT

Waste management – Definition – Importance in hospitality industry – Types of waste: Solid waste, Liquid waste, Food waste. Waste disposal methods –

Recycling and reuse practices – Sustainable waste management techniques – Environmental protection practices in hotels.

UNIT VI – CURRENT CONTOURS (SDL)

- Preparation of facility audit report
- Energy conservation study in hotel industry
- Case study on hotel maintenance systems
- Visit to hotel engineering department and observation report
- Preparation of fire safety chart
- Video-based learning on facility operations
- Mini project: “Green Facility Management in Hotels”
- Portfolio submission (record + presentation + report)

REFERENCE BOOKS

1. Hotel Maintenance and Engineering. Stipanuk, D. M. (2011). USA: AHLEI.
2. Hospitality Facilities Management and Design. Stipanuk, D. M., & Roffmann, H. A. (2013). USA: AHLEI.
3. Building Services Engineering. Chadderton, D. V. (2015). UK: Routledge.
4. Environmental Management for Hotels. Bhatia, S. C. (2010). India: Atlantic Publishers.
5. Hotel Engineering. Malhotra, R. K. (2012). India: Anmol Publications.
6. Facility Management. Atkin, B., & Brooks, A. (2009). UK: Wiley-Blackwell.

E-RESOURCES / REFERENCE BOOK LINKS

1. <https://www.ihmnotes.in/assets/Docs/Books/HotelEngineering.pdf>
2. <https://archive.org/details/hospitalityfacil0000stip>
3. <https://nptel.ac.in/courses/105106149>
4. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=4>
5. <https://www.uou.ac.in/sites/default/files/slm/HM-302.pdf>

COURSE OUTCOMES

1. Explain the concepts and functions of facility management
2. Apply maintenance systems in hospitality operations
3. Manage utilities and engineering services efficiently
4. Ensure safety and security standards in hotels
5. Apply waste management and sustainability practices
6. Perform SDL activities and prepare technical reports

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	2	1	1	1	1	1	-	2	3	1	-	-	-
C02	3	3	2	1	2	1	1	-	3	3	1	-	-	-
C03	3	3	2	1	2	1	2	-	3	3	1	1	-	-
C04	2	2	2	2	3	1	1	-	2	2	2	-	-	-
C05	2	2	2	1	3	1	3	-	2	2	1	-	-	2
Total	13	12	9	6	11	5	8	0	12	13	6	1	0	2
Average	2.60	2.40	1.80	1.20	2.20	1.00	1.60	0.0	2.40	2.60	1.20	0.20	0.0	0.40

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concepts and principles of marketing in hospitality industry
2. To learn tourism marketing and hospitality product development
3. To analyses customer behaviour and market trends
4. To apply marketing strategies for tourism and hospitality services
5. To understand digital marketing and promotional tools
6. To develop self-directed learning (SDL) through projects and case studies

UNIT I – INTRODUCTION TO MARKETING

Marketing – Definition – Meaning – Scope – Importance – Evolution of marketing concepts – Functions of marketing – Marketing environment – Internal and external factors – Marketing mix – 4Ps: Product, Price, Place, Promotion. Service marketing – Characteristics of hospitality services – Importance of marketing in tourism and hospitality industry.

UNIT II – TOURISM MARKETING

Tourism – Definition – Nature – Scope – Types of tourism: Domestic tourism, International tourism, Medical tourism, Eco-tourism, Cultural tourism. Tourism product – Components and characteristics – Hospitality products and services – Destination marketing – Role of tourism organizations – Travel agencies and tour operators – Basic function.

UNIT III – CONSUMER BEHAVIOR

Consumer behaviour – Definition – Importance – Factors influencing consumer behaviour: Cultural factors, social factors, Personal factors, psychological factors. Buying decision process – Customer expectations and satisfaction – Consumer behaviour in hospitality and tourism industry – Market research – Introduction and importance.

UNIT IV – MARKETING STRATEGIES

Marketing strategies – Definition – Importance – Market segmentation – Types – Target marketing – Positioning strategies – Branding in hospitality industry – Promotion methods: Advertising, Public relations, Sales promotion, Personal selling. Customer loyalty programme.

UNIT V – DIGITAL MARKETING

Digital marketing – Definition – Scope – Online marketing platforms – Social media marketing: Facebook, Instagram, YouTube, Travel portals. E-marketing tools and techniques – Website marketing and SEO basics – Online customer reviews and reputation management – Email marketing and mobile marketing.

UNIT VI – CURRENT CONTOURS

- Preparation of tourism marketing plan
- Case study on successful tourism campaigns
- Digital marketing campaign project
- Analysis of hospitality advertisements
- Social media promotion activity
- Visit to tourism organization / hotel marketing department
- Mini project: “Hospitality branding and destination marketing”
- Report submission and presentation

REFERENCE BOOKS

1. Hospitality Marketing Management. Reid, R. D., & Bojanic, D. C. (2010). USA: Wiley Publications.
2. Tourism Principles and Practices. Bhatia, A. K. (2011). India: Sterling Publishers.
3. Services Marketing. Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2013). USA: McGraw Hill.
4. Digital Marketing. Gupta, S. (2018). India: McGraw Hill Education.
5. Marketing for Hospitality and Tourism. Kotler, P., Bowen, J., & Makens, J. (2014). USA: Pearson Education.
6. Tourism Marketing. Jha, S. M. (2008). India: Himalaya Publishing House.

E-RESOURCES / REFERENCE BOOK LINKS

1. <https://www.ihmnotes.in/assets/Docs/Books/HospitalityMarketing.pdf>
2. <https://archive.org/details/marketingforhosp0000kotl>
3. <https://archive.org/details/servicesmarketin0000zeit>
4. <https://nptel.ac.in/courses/110104068>
5. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=67>
6. <https://www.uou.ac.in/sites/default/files/slm/HM-304.pdf>

COURSE OUTCOMES

1. Explain marketing concepts and hospitality marketing principles
2. Understand tourism products and tourism marketing practices
3. Analyse customer behaviour and buying decisions
4. Apply marketing strategies in hospitality industry
5. Use digital marketing tools for promotion and branding
6. Perform SDL activities and prepare marketing reports

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
C01	3	2	1	1	1	1	1	-	-	3	1	-	1	1
C02	3	2	2	1	1	1	1	-	-	3	1	-	2	1
C03	2	2	2	2	1	1	1	-	-	3	2	-	1	1
C04	2	3	2	2	1	1	3	-	-	3	2	-	2	3
C05	2	3	2	1	1	1	3	-	-	2	1	1	2	3
Total	12	12	9	7	5	5	9	0	0	14	7	1	8	9
Average	2.40	2.40	1.80	1.40	1.00	1.00	1.80	0.0	0.0	2.80	1.40	0.20	1.60	1.80

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

UNIT I – CONTINENTAL DISHES**Practical Menu – I**

Soup

- Cream of Tomato Soup

Main Course

- Grilled Chicken with Brown Sauce
- Buttered Vegetables
- Mashed Potato

Dessert

- Caramel Custard

Practical Menu – II

Soup

- Sweet Corn Soup

Main Course

- Fish Meunière
- Herb Rice
- Sautéed Vegetables

Dessert

- Fruit Trifle

Practical Menu – III

Appetizer

- Russian Salad

Main Course

- Pasta Alfredo
- Garlic Bread

Dessert

- Chocolate Mousse

UNIT II – INDIAN REGIONAL DISHES**Practical Menu – IV**

South Indian Menu

- Vegetable Biryani
- Onion Raita
- Chicken Chettinad
- Parotta
- Kesari

Practical Menu – V

North Indian Menu

- Butter Chicken

- Jeera Rice
- Dal Tadka
- Butter Naan
- Gulab Jamun

Practical Menu – VI

Mughlai Menu

- Mutton Rogan Josh
- Pulao
- Paneer Butter Masala
- Tandoori Roti
- Phirni

UNIT III – GARDE MANGER ITEMS

Practical Menu – VII

Salads

- Waldorf Salad
- Caesar Salad

Cold Appetizers

- Chicken Sandwich
- Cheese Canapés

Dressings

- French Dressing
- Thousand Island Dressing

Practical Menu – VIII

Buffet Arrangement

- Assorted Sandwiches
- Fruit Platter
- Cold Cuts
- Vegetable Crudités

Decorative Work

- Vegetable carving
- Fruit carving

UNIT IV – ADVANCED COOKING TECHNIQUES

Practical Menu – IX

Grilling & Roasting

- Grilled Fish
- Roast Chicken
- Grilled Vegetables

Accompaniments

- Herb Butter Sauce
- Potato Wedges

Practical Menu – X

Braising & Poaching

- Braised Lamb

- Poached Fish with White Sauce
- Buttered Rice

Dessert

- Bread Pudding

UNIT V – PLATING AND PRESENTATION

Practical Menu – XI

Theme-Based Plating

- Continental Main Course Plating
- Dessert Plating
- Sauce Decoration Techniques

Practical Menu – XII

Fine Dining Presentation

- Starter
- Main Course
- Dessert

Using:

- Modern plating styles
- Garnishes
- Edible décor

UNIT VI – CURRENT CONTOURS

- Recipe Record Maintenance
- International Menu Planning
- Hotel Kitchen Observation Report
- Food Photography Documentation
- Video-Based Culinary Learning
- HACCP Observation Report
- Culinary Portfolio Preparation
- Theme Buffet Presentation

TEXT BOOKS & REFERENCE BOOKS

1. Professional Cooking. Gisslen, W. (2012). *Professional Cooking*. USA: Wiley Publications.
2. Practical Cookery. Ceserani, V., & Kinton, R. (2008). *Practical Cookery*. London: Hodder Education.
3. Modern Cookery for Teaching and Trade. Philip, T. E. (2010). *Modern Cookery for Teaching and Trade*. India: Orient Longman Pvt. Ltd.
4. The Professional Chef. The Culinary Institute of America. (2011). *The Professional Chef*. USA: Wiley Publications.
5. Theory of Catering. Kinton, R., & Ceserani, V. (2007). *Theory of Catering*. London: Hodder and Stoughton.
6. Larousse Gastronomique. Montagné, P. (2009). *Larousse Gastronomique*. UK: Hamlyn Publications.
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8. <https://archive.org/details/professionalcook0000giss>
9. <https://archive.org/details/practicalcookery0000kint>
10. <https://nptel.ac.in/courses/126105014>
11. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=17>
12. <https://www.uou.ac.in/sites/default/files/slm/HM-201.pdf>

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	3	1	1	1	1	3	-	3	1	-	1	-
CO2	3	2	3	1	1	1	1	3	-	3	1	-	1	-
CO3	3	2	3	1	1	1	2	3	-	3	1	-	2	-
CO4	3	3	3	1	2	1	1	3	-	3	1	-	1	-
CO5	2	2	2	3	2	1	3	2	-	2	3	-	2	1
Total	14	11	14	7	7	5	8	14	0	14	7	0	7	1
Average	2.80	2.20	2.80	1.40	1.40	1.00	1.60	2.8	0.0	2.80	1.40	0.00	1.40	0.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand advanced concepts and functions of food and beverage management in hospitality industry.
2. To learn food and beverage cost control techniques and financial management practices.
3. To manage restaurant, banquet and catering operations efficiently.
4. To develop leadership, communication and supervisory skills among hospitality students.
5. To ensure quality service standards, hygiene and customer satisfaction in food service operations.
6. To promote self-directed learning (SDL) through projects, field visits, case studies and operational reports.

UNIT I – ADVANCED FOOD & BEVERAGE MANAGEMENT

Food and Beverage Management – Definition – Meaning – Scope – Objectives – Importance in hospitality industry – Organization structure of Food & Beverage department – Hierarchy in restaurant operations – Functions and responsibilities of F&B Manager – Restaurant Manager – Banquet Manager – Stewarding Supervisor – Coordination between kitchen and service department – Importance of interdepartmental coordination – Restaurant management – Types of restaurants – Specialty restaurant – Coffee shop – Fine dining restaurant – Fast food outlet – Banquet management – Banquet functions – Types of banquet events – Food service outlets in hotels – Role of F&B management in hospitality business growth and profitability.

UNIT II – COST CONTROL TECHNIQUES

Cost Control – Definition – Meaning – Objectives – Importance – Food cost control cycle – Beverage cost control methods – Standard recipe – Portion control – Standard yield – Purchase control procedures – Purchasing specifications – Receiving control – Storage control – Issuing control – Inventory management – FIFO method – Food cost percentage calculation – Break-even analysis – Menu pricing techniques – Cost-based pricing – Market-based pricing – Yield management and wastage control.

UNIT III – RESTAURANT OPERATIONS

Restaurant operations – Definition – Scope – Restaurant layout planning – Restaurant workflow and service flow – Reservation and table allocation system – Restaurant mise-en-place and mise-en-scène – Banquet operations – Buffet service – Outdoor catering – Cashiering and billing procedures – Point of Sale (POS) system – Introduction – Coordination between production and service department – Restaurant supervision and operational control – Customer service standards in restaurants.

UNIT IV – STAFF MANAGEMENT

Staff organization in F&B department – Duties and responsibilities of supervisors – Captains – Stewards – Leadership – Definition – Types of leadership styles – Qualities of a good supervisor – Motivation techniques for hospitality employees – Staff training and development programmes – Communication process in hospitality industry – Interpersonal skills and teamwork – Handling staff grievances and conflicts – Employee discipline and professional ethics – Team building in restaurant and banquet operations.

UNIT V – QUALITY CONTROL

Quality Control – Definition – Objectives – Importance – Service quality standards in hospitality industry – Quality assurance techniques in F&B operations – Customer satisfaction measurement – Guest feedback analysis – Complaint handling techniques – Food safety and hygiene standards – Standard Operating Procedures (SOPs) in restaurants – Introduction to Total Quality Management (TQM) – Importance of quality management in customer retention.

UNIT VI – CURRENT CONTOURS (SDL)

Self-Directed Learning Activities

- Preparation of restaurant organizational chart
- Food cost calculation and menu pricing exercise
- Case study on restaurant management systems
- Preparation of standard recipe card and costing sheet
- Restaurant visit and operational observation report

REFERENCE BOOKS

1. Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_catering
2. Professional Food and Beverage Service Management –
www.google.com/search?q=Professional+Food+and+Beverage+Service+Management+Barthosa+Varghese
3. Hotel and Catering Management –
www.google.com/search?q=Hotel+and+Catering+Management+Jitender+Negi
4. Hospitality Management –
www.google.com/search?q=Hospitality+Management+Sudhir+Andrews
5. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+R+Singaravela+van
6. Food and Beverage Management – www.routledge.com/Food-and-Beverage-Management/Davis-Lockwood-Alcott-Pantelidis/p/book/9780750682244 Theory of Catering. Kinton, R., & Ceserani, V. (2007). *Theory of Catering*. London: Hodder Education. Professional Food and Beverage Service Management.

COURSE OUTCOMES

After completion of the course, the students will be able to:

1. Explain advanced food and beverage management concepts and organizational structure.
2. Apply food and beverage cost control techniques and inventory management systems.
3. Manage restaurant, banquet and catering operations effectively.
4. Demonstrate leadership, communication and supervisory skills in hospitality operations.
5. Ensure quality service standards, customer satisfaction and hygiene practices.
6. Perform SDL activities and prepare operational reports, case studies and projects.

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	1	3	-	2	1	-	1	-
CO2	3	3	2	1	2	1	1	3	-	3	1	-	1	-
CO3	3	3	3	2	2	1	2	3	-	3	2	-	2	1
CO4	2	3	2	3	1	1	1	2	-	3	3	-	2	2
CO5	2	2	2	2	3	1	1	3	-	3	2	-	1	1
Total	13	13	10	9	9	5	6	14	0	14	9	0	7	4
Average	2.60	2.60	2.00	1.80	1.80	1.00	1.20	2.8	0.0	2.80	1.80	0.00	1.40	0.80

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand advanced food and beverage service methods used in hospitality industry.
2. To learn specialty restaurant operations and banquet management techniques.
3. To study alcoholic and non-alcoholic beverage service procedures.
4. To understand bar organization, bar control, and licensing systems.
5. To develop guest relation, communication, and supervisory skills.
6. To promote self-directed learning through practical observation and case studies.

UNIT I – ADVANCED SERVICE METHODS

Food and Beverage Service – Definition – Scope – Importance in hospitality industry – Advanced methods of food service – Silver service – Plate service – Family service – English service – Russian service – French service – Gueridon service – Buffet service – Cafeteria service – Mise-en-place and mise-en-scène – Sideboard organization – Service etiquette – Service sequence – Coordination between kitchen and restaurant staff – Gueridon trolley equipment – Carving and flambéing techniques (basic introduction) – Service timing and coordination – Guest interaction during service.

UNIT II – SPECIALITY RESTAURANTS

Speciality restaurants – Definition – Concept – Importance – Types of specialty restaurants – Fine dining restaurant – Coffee shop – Grill room – Fast food restaurant – Theme restaurant – Ethnic restaurant – Seafood restaurant – Barbecue restaurant – Banquet operations – Types of banquets – Banquet booking procedure – Banquet setup – Seating arrangements – Banquet menu planning – Banquet staff coordination – Room service / in room dining – Lounge service – Outdoor catering (basic) – Restaurant reservation systems – Table allocation procedures.

UNIT III – BEVERAGE SERVICE

Beverages – Classification – Alcoholic and non-alcoholic beverages – Wine – Definition – Classification – Red wine – White wine – Sparkling wine – Fortified wine – Wine service procedure – Wine equipment – Decanting – Wine storage – Wine and food pairing (basic) – Cocktails – Definition – Types – Classical cocktails – Mocktails – Basic cocktail preparation methods – Stirring – Shaking – Blending – Building – Layering Bar service techniques – Order taking – Beverage presentation – Responsible beverage service – Beer service – Spirits service – Aperitifs and digestifs.

UNIT IV – BAR MANAGEMENT

Bar – Definition – Functions – Importance – Bar organization structure – Duties and responsibilities of bartender – Bar supervisor – Steward – Cashier – Bar layout and design – Front bar – Back bar – Under bar equipment – Bar equipment and tools – Shakers – Jiggers – Strainers – Bar spoon – Blender – Ice bucket – Bar control systems – Stock control – Inventory management – Beverage cost control – Licensing laws – Basic legal requirements for bar operations – Legal drinking age – Safety and hygiene in bar operations – Cash handling procedures – Billing systems – Bar records and reports.

UNIT V – CUSTOMER RELATIONS

Customer relations – Importance in hospitality industry – Customer expectations and satisfaction – Service quality standards – Handling guest complaints – Types of complaints – Complaint handling procedure – Communication skills for service staff – Verbal and non-verbal communication – Sales promotion techniques – Suggestive selling – Up-selling – Menu merchandising – Public relations in hospitality – Guest loyalty – Repeat business – Professional grooming standards – Teamwork and leadership qualities.

UNIT VI – CURRENT CONTOURS

- Restaurant service demonstration and observation
- Beverage chart preparation
- Wine and cocktail identification project
- Banquet layout preparation
- Case study on customer complaint handling
- Visit to star hotel restaurant / bar
- Preparation of bar inventory formats
- Presentation on specialty restaurant concepts
- Mock restaurant operation practice
- Portfolio preparation and report submission

REFERENCE BOOKS

1. Food & Beverage Service Training Manual –
www.google.com/search?q=Food+and+Beverage+Service+Training+Manual+Sudhir+Andrews
2. Bar and Beverage Management – www.wiley.com/en-us/Dimensions+of+the+Hospitality+Industry%3A+An+Introduction-p-9780470088586
3. Professional Food and Beverage Service Management –
www.routledge.com/Food-and-Beverage-Management/Davis-Lockwood-Stone/p/book/9780750682244
4. The Theory of Catering –
www.openlibrary.org/books/OL4296239M/The_theory_of_catering

5. Beverage Management in Hotel and Restaurant Operations –
www.ahlei.org/product/beverage-management/
6. Food and Beverage Service –
www.google.com/search?q=Food+and+Beverage+Service+R+Singaravel
avan
7. Theory of Food and Beverage Service –
www.google.com/search?q=Theory+of+Food+and+Beverage+Service+S
udhir+Andrews

E-RESOURCES

1. <https://www.ihmnotes.in/assets/Docs/Books/Food-and-Beverage-Service.pdf>
2. <https://www.uou.ac.in/sites/default/files/slm/HM-302.pdf>
3. <https://archive.org/details/foodbeverageserv00sing>

COURSE OUTCOMES

1. Explain advanced food and beverage service methods used in hospitality operations.
2. Identify various specialty restaurants and banquet management systems.
3. Apply beverage and bar service techniques professionally.
4. Manage bar organization, inventory, and control systems effectively.
5. Handle customer relations, complaints, and sales promotion activities efficiently.

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	1	3	-	2	1	-	1	-
CO2	3	2	2	1	1	1	1	3	-	2	1	-	2	1
CO3	3	3	3	2	2	1	2	3	-	3	2	-	2	1
CO4	3	3	2	2	3	1	2	3	-	3	2	-	2	1
CO5	2	3	2	2	2	1	3	2	-	3	3	-	3	2
Total	14	13	10	8	9	5	9	14	0	13	9	0	10	5
Average	2.80	2.60	2.00	1.60	1.80	1.00	1.80	2.8	0.0	2.60	1.80	0.00	2.00	1.00

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

Code: ADVANCED FRONT OFFICE MANAGEMENT
(Theory)

Credits: 4

COURSE OBJECTIVES

1. To understand advanced front office management systems and operational procedures.
2. To learn revenue management and yield management techniques in hospitality industry.
3. To study night audit functions, accounting procedures, and daily reporting systems.
4. To understand Property Management Systems (PMS) and modern front office technology.
5. To develop leadership, communication, and guest relation management skills.
6. To promote self-directed learning through practical observation, hotel visits, and case studies.

UNIT I – FRONT OFFICE MANAGEMENT

Front Office Management – Definition – Scope – Importance in hospitality industry – Functions of front office department – Reservation – Reception – Registration – Information – Cashiering – Concierge – Guest relations – Role and responsibilities of Front Office Manager – Supervisory functions – Staff coordination – Duty scheduling – Training and performance monitoring – Front office organization structure – Coordination with housekeeping – Food and beverage department – Sales and marketing – Maintenance department – Guest cycle – Pre-arrival – Arrival – Occupancy – Departure – Post departure services – Front office communication systems – Internal communication – Interdepartmental coordination.

UNIT II – REVENUE MANAGEMENT

Revenue Management – Definition – Importance – Objectives – Yield management – Definition – Concept – Importance in hotel operations – Basic forecasting methods – Occupancy forecasting – Revenue forecasting – Room rate management – Tariff fixation – Rack rate – Discounted rate – Corporate rate – Seasonal pricing – Overbooking and under booking – Advantages and disadvantages – Market segmentation – Business travelers – Group travelers – Leisure travelers – Key performance indicators – ADR (Average Daily Rate) – RevPAR (Revenue Per Available Room) – Occupancy percentage.

UNIT III – NIGHT AUDIT

Night Audit – Definition – Objectives – Importance – Functions of night auditor – Verification of guest accounts – Balancing guest ledger – Preparation of financial reports – Night audit process – Posting room charges – Updating guest accounts – Verifying transactions – Trial balance – Daily front office reports – Occupancy report – Arrival and departure report –

Revenue report – Cash report – Manual and computerized night audit systems – Importance of accuracy and security in hotel accounting.

UNIT IV – PMS AND TECHNOLOGY

Property Management System (PMS) – Definition – Importance – Features – Computerized front office operations – Reservation systems – Guest history management – Billing system – Online booking systems – CRS (Central Reservation System) – GDS (Global Distribution System) – Use of technology in hospitality industry – Mobile check-in – Self-service kiosk – E-payment systems – Front office software applications – Fidelio – Opera PMS (basic introduction) – Data security and confidentiality in hotel operations.

UNIT V – GUEST RELATION MANAGEMENT

Guest Relation Management – Definition – Importance – VIP handling procedures – Types of VIP guests – Protocol and personalized service – Handling guest complaints – Complaint types – Complaint handling techniques – Customer satisfaction – Importance – Feedback collection methods – Communication skills – Professional etiquette – Grooming standards – Customer loyalty programs – Repeat guest management – Public relations and hospitality image building.

UNIT VI – CURRENT CONTOURS (SDL)

- Preparation of revenue management reports
- PMS practical training and software demonstration
- Preparation of guest folio and billing formats
- Night audit report preparation exercise
- Case study on guest complaint handling
- Hotel front office visit and observation report
- Role play on VIP guest handling
- Seminar presentation on hotel technology systems
- Preparation of occupancy forecasting chart
- Portfolio and report submission

REFERENCE BOOKS

1. Hotel Front Office Operations and Management –
www.google.com/search?q=Hotel+Front+Office+Operations+and+Management+J+R+Tewari
2. Front Office Procedures, Social Skills and Management –
www.google.com/search?q=Principles+of+Hotel+Front+Office+Operations+Baker+Huyton+Bradley
3. Hotel Front Office Management –
www.google.com/search?q=Check+in+Check+out+Managing+Hotel+Operations+Vallen
4. Hotel Management and Operations – www.wiley.com/en-us/Hotel+Management+and+Operations-p-9780471470656
5. Property Management Systems in Hospitality Industry –
www.google.com/search?q=Hospitality+Information+Systems+Jagmohan+Negi

6. Hotel Front Office: A Training Manual –
www.google.com/search?q=Hotel+Front+Office+A+Training+Manual+Sudhir+Andrews
7. Front Office Management –
www.google.com/books/about/Front_Office_Management.html?id=MNrqlOqnZfYC

E-RESOURCES

1. <https://www.ihmnotes.in/assets/Docs/Books/9780199451746.pdf>
2. <https://www.uou.ac.in/sites/default/files/slm/HM-103.pdf>
3. <https://archive.org/details/hotelfrontofficemanagement>

COURSE OUTCOMES

1. Explain advanced front office management systems and operational procedures.
2. Apply revenue and yield management techniques in hotel operations.
3. Perform night audit procedures and prepare hotel operational reports.
4. Use Property Management Systems and computerized reservation systems effectively.
5. Manage guest relations, VIP handling, and complaint resolution professionally.

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	3	2	1	1	1	1	-	3	3	2	3	1	1
CO2	3	3	2	2	2	1	1	-	3	3	2	2	2	1
CO3	3	2	2	1	2	1	1	-	3	3	2	2	1	1
CO4	3	3	3	2	1	1	2	-	3	3	2	3	2	1
CO5	2	3	2	3	2	1	1	-	3	3	3	2	3	2
Total	14	14	11	9	8	5	6	0	15	15	11	12	9	6
Average	2.80	2.80	2.20	1.80	1.60	1.00	1.20	0.0	3.0	3.00	2.20	2.40	1.80	1.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the principles and importance of food preservation.
2. To learn various methods of food preservation and canning techniques.
3. To study food spoilage, microorganisms, and spoilage control measures.
4. To understand food packaging systems and storage methods.
5. To ensure food safety, hygiene, and quality standards in preservation practices.
6. To promote self-directed learning through projects, practical activities, and field visits.

UNIT I – FOOD PRESERVATION

Food Preservation – Definition – Scope – Importance in food industry and hospitality sector – Need for food preservation – Prevention of wastage – Seasonal food availability – Food security – Causes of food spoilage – Physical causes – Chemical causes – Biological causes – Factors affecting spoilage – Temperature – Moisture – Oxygen – Light – Enzymes – Microorganisms – Principles of food preservation – Asepsis – Removal of microorganisms – Prevention of growth – Destruction of microorganisms – Shelf life of food products – Importance of preservation in catering and hospitality industry.

UNIT II – METHODS OF PRESERVATION

Methods of food preservation – Traditional and modern methods – Drying and dehydration – Sun drying – Mechanical drying – Advantages and disadvantages – Freezing – Definition – Principles – Types of freezing – Cold storage – Frozen food handling – Pickling – Salt pickling – Vinegar pickling – Oil pickling – Fermentation – Definition – Types – Benefits – Fermented food products – Preservation using sugar – Jam – Jelly – Marmalade – Squash – Preservation by chemicals – Permitted preservatives – Basic knowledge.

UNIT III – CANNING PROCESS

Canning – Definition – Objectives – Importance – History and development of canning industry – Principles of canning – Sterilization – Exhausting – Sealing – Heat processing – Cooling – Steps in canning process – Selection of raw materials – Washing – Blanching – Filling – Syruping / brining – Exhausting – Sealing – Processing – Cooling – Labeling – Storage – Equipment used in canning – Can sealer – Retort – Pressure cooker – Exhaust box – Types of cans and containers – Tin cans – Glass bottles – Pouches – Advantages and disadvantages of canning.

UNIT IV – FOOD SPOILAGE AND CONTROL

Food spoilage – Definition – Types – Microorganisms associated with spoilage – Bacteria – Yeast – Mould – Food contamination – Sources – Cross contamination – Spoilage of cereals – Fruits – Vegetables – Meat – Fish – Milk products – Food spoilage control methods – Temperature control – Moisture control – Chemical preservation – Hygienic handling – Food poisoning – Definition – Causes – Prevention methods – Hygiene and sanitation standards in preservation units – Personal hygiene – Equipment sanitation.

UNIT V – PACKAGING AND STORAGE

Food Packaging – Definition – Functions – Importance – Types of packaging materials – Glass – Metal – Plastic – Paper – Flexible packaging – Vacuum packaging – Modified atmosphere packaging (basic introduction) – Labeling requirements – Nutritional labeling – Manufacturing and expiry date – Storage methods – Dry storage – Cold storage – Frozen storage – Warehouse management – FIFO and LIFO methods – Transportation and handling of preserved food products – Quality control in packaging and storage.

UNIT VI – CURRENT CONTOURS (SDL)

- Preparation of jam, jelly, pickle, and squash
- Demonstration of canning process
- Case study on food spoilage incidents
- Preparation of food preservation chart
- Visit to food processing or canning unit
- Observation report submission
- Packaging material identification project
- Seminar on food safety and preservation techniques
- Preparation of storage management report
- Portfolio and mini project submission

REFERENCE BOOKS

1. Handbook of Food Preservation – www.crcpress.com/Handbook-of-Food-Preservation/Rahman/p/book/9780824740207
2. Food Processing Technology – www.woodheadpublishing.com/en/book/9781845692162/food-processing-technology
3. Food Packaging: Principles and Practice – www.crcpress.com/Food-Packaging-Principles-and-Practice/Robertson/p/book/9781439862414
4. Food Microbiology – www.google.com/search?q=Food+Microbiology+Frazier+Westhoff
5. Preservation of Fruits and Vegetables – www.google.com/search?q=Commercial+Fruit+and+Vegetable+Products+Cruess
6. Food Preservation and Processing – www.google.com/search?q=Food+Processing+and+Preservation+B+Sivaskar
7. Food Science – www.springer.com/gp/book/9780834212657

8. Fruits and Vegetable Preservation –
www.google.com/search?q=Fruit+and+Vegetable+Preservation+Srivastava+Kumar

E-RESOURCES

1. <https://www.ihmnotes.in/assets/Docs/Books/Food-Preservation.pdf>
2. <https://www.uou.ac.in/sites/default/files/slm/HM-402.pdf>
3. <https://archive.org/details/foodprocessingtechnology>
4. https://ebooks.lpude.in/hotel_management/bhmct/term_5/DHM504_FOOD_PRESERVATION.pdf

COURSE OUTCOMES

1. Explain the principles and methods of food preservation.
2. Identify causes of food spoilage and microorganisms associated with spoilage.
3. Apply canning and preservation techniques in food processing operations.
4. Control food spoilage through hygienic and scientific preservation methods.
5. Understand food packaging systems, storage methods, and food safety standards.
6. Perform self-directed learning activities, projects, and preservation reports effectively.

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	2	1	1	1	1	1	3	-	2	1	-	1	-
CO2	3	2	2	1	1	1	1	3	-	3	1	-	1	-
CO3	3	3	3	1	2	1	1	3	-	3	1	-	1	-
CO4	2	3	2	2	3	1	1	3	-	3	2	-	1	-
CO5	2	2	2	2	3	1	2	3	-	2	2	-	1	1
Total	13	12	10	7	10	5	6	15	0	13	7	0	5	1
Average	2.60	2.40	2.00	1.40	2.00	1.00	1.20	3.0	0.0	2.60	1.40	0.00	1.00	0.20

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

COURSE OBJECTIVES

1. To understand the concepts, scope, and importance of entrepreneurship.
2. To develop innovative business ideas and entrepreneurial skills.
3. To learn business planning and enterprise establishment procedures.
4. To understand basic financial management and funding systems for startups.
5. To apply marketing strategies for small business and hospitality ventures.
6. To promote self-employment and self-directed learning through project work and business planning activities.

UNIT I – ENTREPRENEURSHIP CONCEPTS

Entrepreneurship – Definition – Meaning – Nature – Importance – Entrepreneur – Qualities and characteristics – Functions of entrepreneur – Types of entrepreneurs – Small scale entrepreneur – Women entrepreneur – Social entrepreneur – Rural entrepreneur – Role of entrepreneurship in economic development – Employment generation – Hospitality and tourism entrepreneurship opportunities – Entrepreneurship in hotel and catering industry – Food service business – Bakery business – Event management business – Catering service business – Entrepreneurial competencies – Leadership – Decision making – Risk taking – Creativity – Innovation.

UNIT II – BUSINESS IDEAS

Business idea – Definition – Importance – Sources of business ideas – Market demand – Customer needs – Innovation – Technology – Identification of business opportunities in hospitality industry – Restaurant – Fast food outlet – Bakery – Café – Travel agency – Catering unit – Resort business – Feasibility study – Market feasibility – Financial feasibility – Technical feasibility – SWOT analysis – Strengths – Weaknesses – Opportunities – Threats – Creativity and innovation in business development.

UNIT III – BUSINESS PLAN

Business Plan – Definition – Importance – Objectives – Components of business plan – Executive summary – Objectives – Market analysis – Operational plan – Financial plan –,Steps in preparing business plan – Location selection for hospitality business – Infrastructure requirements – Licensing and registration procedures – Business ownership forms – Sole proprietorship – Partnership – Company – Franchise – Government support for startups – MSME schemes – Startup India (basic introduction).

UNIT IV – FINANCE BASICS

Business finance – Definition – Importance – Sources of finance – Internal finance – External finance – Bank loan – Venture capital – Government assistance – Capital requirement – Fixed capital – Working capital – Budget preparation – Cost estimation – Revenue estimation – Basic accounting concepts – Income – Expenditure – Profit – Loss – Break-even point – Pricing methods in hospitality business – Basic taxation concepts – GST (basic introduction).

UNIT V – MARKETING FOR STARTUPS

Marketing – Definition – Importance – Marketing mix – Product – Price – Place – Promotion – Marketing strategies for startups – Branding – Promotion – Customer relationship – Digital marketing – Social media marketing – Online business promotion – Sales promotion techniques – Advertising – Public relations – Customer satisfaction and retention – Hospitality marketing – Restaurant promotion – Online food delivery platforms – Travel and tourism marketing.

UNIT VI – CURRENT CONTOURS (SDL)

- Preparation of business idea report
- Startup business plan preparation
- SWOT analysis exercise
- Case study on successful entrepreneurs
- Preparation of hospitality startup model
- Market survey and analysis report
- Seminar on entrepreneurship development
- Visit to small-scale business / startup unit
- Presentation on digital marketing strategies
- Portfolio and project submission

REFERENCE BOOKS

1. Entrepreneurship –
www.mheducation.com/highered/product/entrepreneurship-hisrich-peters/M9780078112843.html
2. Small Scale Industries and Entrepreneurship –
www.google.com/search?q=Small+Scale+Industries+and+Entrepreneurship+Vasant+Desai
3. Entrepreneurship Development in India –
www.google.com/search?q=Entrepreneurship+Development+in+India+Gupta+Srinivasan
4. Fundamentals of Entrepreneurship and Small Business –
www.mheducation.com/highered/product/entrepreneurial-small-business-katz-green/M9780078023156.html
5. Marketing Management – www.pearson.com/en-us/subject-catalog/p/marketing-management/P200000003479

6. Entrepreneurship Development –
www.google.com/search?q=Entrepreneurship+Development+SS+Khan+ka
7. Dynamics of Entrepreneurial Development and Management –
www.google.com/search?q=Dynamics+of+Entrepreneurial+Development+and+Management+Vasant+Desai
8. Entrepreneurship Development and Small Business Enterprises –
www.google.com/search?q=Entrepreneurship+Development+MC+Poor+nima

E-RESOURCES

1. <https://www.ihmnotes.in/assets/Docs/Books/Entrepreneurship-Development.pdf>
2. <https://www.uou.ac.in/sites/default/files/slm/BHM-601.pdf>
3. <https://archive.org/details/entrepreneurshipdevelopment>
4. https://ebooks.lpude.in/management/mba/term_1/DMGT104_ENTREPRENEURSHIP_DEVELOPMENT.pdf

COURSE OUTCOMES

1. Understand entrepreneurship concepts and entrepreneurial qualities.
2. Generate innovative business ideas and identify business opportunities.
3. Prepare business plans for hospitality and tourism ventures.
4. Manage basic financial planning, budgeting, and funding systems.
5. Apply marketing and digital promotion strategies for startup businesses.
6. Perform self-directed learning activities, project work, and entrepreneurial case studies effectively.

Mapping of COs with POs & PSOs:

COs/POs	POs							PSOs						
	1	2	3	4	5	6	7	1	2	3	4	5	6	7
CO1	3	3	1	2	1	2	3	1	1	3	2	-	2	3
CO2	3	3	2	2	1	2	3	1	1	3	2	-	3	3
CO3	3	3	3	3	2	3	3	1	2	3	3	-	3	3
CO4	3	3	3	3	2	2	2	1	2	3	2	-	2	2
CO5	2	3	2	2	2	2	3	1	1	3	2	-	3	3
Total	14	15	11	12	8	11	14	5	7	15	11	0	13	14
Average	2.80	3.00	2.20	2.40	1.60	2.20	2.80	1.0	1.4	3.00	2.20	0.00	2.60	2.80

*S-Strong (3)

*M-Medium (2)

*L-Low (1)

