



# Savitribai Phule Pune University

In Academic Collaboration with



**Faculty of Science and Technology**

## Bachelor of Science (Hospitality Studies) – B.Sc.(HS) (Honours)

(National Education Policy 2020)

To be implemented from the  
Academic Year 2025–2026

## **I TITLE**

Name of the Programme: Bachelors of Science (Hospitality Studies) – BSc. (HS) (Honours)

### **Nature of the Programme:**

BSc. (HS) is a three-year full-time undergraduate degree programme.

## **II PREAMBLE**

At A-Star Academy, in collaboration with Savitribai Phule Pune University (SPPU) and in accordance with the National Education Policy (NEP) 2020, redefine hospitality education with a future-ready, industry-driven curriculum.

From the very first semester, students train inside 5-star hotels, gaining real-world experience, exposure to cutting-edge hotel software, and mentorship from leading professionals. The curriculum blends academic excellence with practical mastery—covering hotel operations, finance, digital marketing, artificial intelligence, and global industry practices. Equal focus is given to grooming, communication, and overall personality development, ensuring graduates are confident, versatile, and globally employable. The programme further emphasizes holistic development through communication skills, professional grooming, preparing graduates to contribute effectively to the evolving demands of the hospitality sector. Through this collaboration between academia and industry, the curriculum aims to produce competent, confident, and future-ready professionals, embodying the NEP 2020 principles of flexibility, experiential learning, and employability.

## **III THE CURRICULUM**

1. The curriculum is presented with a list of courses and learning outcomes.
2. Care and attention have been given to the basic objective of the curriculum and its academic rigor, with the much-needed experiential learning and innovation in service sector.
3. Three-year undergraduate programme is of 132 credits and Four-year undergraduate (Honours) programme is of 176 credits.
4. The curriculum offers 20-22 credits each semester.
5. The duration of the lecture period should be of 60 minutes each.

## **IV OBJECTIVES OF THE A-STAR CURRICULUM**

1. Development of Competent Professionals:  
To prepare graduates who possess the knowledge, technical skills, values, and professional attitude required to take on responsible roles in hospitality management and operations.
2. Integration of Knowledge and Application:  
To combine theoretical inputs with structured practical exposure in live hotel environments, ensuring continuous reinforcement of concepts through real-world practice.
3. Focus on Skills and Employability:  
To strengthen operational skills, analytical abilities, digital competency, communication, and problem-solving, thereby enhancing employability, entrepreneurial potential, and career readiness.
4. Multidisciplinary and Contemporary Orientation:  
To design a curriculum aligned with NEP 2020 that integrates core hospitality disciplines with emerging areas such as artificial intelligence, revenue management, social media marketing, and financial control.
5. Structured Credit Framework:  
To provide a comprehensive academic structure with 132 credits for the three-year programme and 176 credits for the four-year (Honours) programme, incorporating a balanced mix of core courses, electives, open electives, projects, and internships.

6. **Holistic Student Development:**

To promote overall growth by fostering professional grooming, effective communication, ethical responsibility, leadership qualities, and physical well-being, ensuring students graduate as confident and responsible professionals.

## **V PROGRAMME OUTCOMES (POS)**

On successful completion of the programme, graduates will be able to:

1. Demonstrate Hospitality Operations Mastery an in-depth understanding of the operational aspects and underlying principles of the hospitality and hotel industry.
2. Apply practical knowledge and skills acquired through hands-on training and live exposure to manage operations effectively in hospitality settings.
3. Develop professional competence in supervisory, operational, and managerial positions, with the ability to address strategic management issues in the hotel industry.
4. Utilize advanced hospitality technologies, software applications, and information systems to manage hotel operations, analyze data, and support decision-making.
5. Apply relevant business frameworks, models, and analytical tools to solve problems, interpret both qualitative and quantitative data, and make informed decisions.
6. Communicate clearly and professionally in written, oral, and visual forms, presenting analyses, arguments, and recommendations to diverse stakeholders.
7. Use quantitative techniques and financial tools to examine, interpret, and report business data, supporting sound operational and financial decision-making.
8. Analyze, evaluate, and interpret complex and unstructured situations, apply theoretical and experiential knowledge, draw valid conclusions, and implement effective solutions.
9. Recognize ethical issues in hospitality and business contexts, evaluate alternatives, and make responsible and sustainable decisions.
10. Demonstrate awareness of cultural diversity and global perspectives, adapting effectively to international hospitality operations and cross-cultural settings.
11. Enhance skills across core hospitality functions with an emphasis on customer satisfaction, service excellence, and long-term relationship management.
12. Engage in continuous learning, innovation, and self-development to remain relevant in the evolving hospitality industry and explore entrepreneurial opportunities.

## **VI ELIGIBILITY FOR ADMISSION**

The candidates should have passed the H.S.C. (XII<sup>th</sup> Std) examination or its equivalent in any academic streams of Science, Arts, Commerce or Vocational with a minimum aggregate of 45% (40% for reserved category from Maharashtra), with English as one of the subjects in H.Sc.

## **VII EXPERIENTIAL LEARNING FRAMEWORK**

Experiential Learning refers to a process of acquiring knowledge, skills, and competencies through direct experience, reflection, and application, rather than solely through theoretical instruction. The programme integrates extensive experiential learning across all semesters through live hotel operations, apart from practical sessions, projects, and internships, field visits / workshops / demonstrations / seminars / industry interactions / activities. Continuous review mechanisms are in place to identify and address gaps, ensuring that students acquire hands-on operational expertise and graduate as job-ready professionals aligned with industry requirements. Every student earns an experience letter for cumulated hours of experiential training, a recommendation letter from senior management of Hotel Sahara Star or Aamby Valley City and a job offer letter from one of the partner

hotels. However, the practical hours and the industrial training hours will not be counted for the as experiential training in issuing the experience letter.

## VIII INDUSTRIAL TRAINING & RESEARCH PROJECT

**Industrial Training:** In the fourth semester the students shall undergo mandatory 20-week industrial training with renowned star hotel brands in all the four core operational hotel departments i.e. Food Production, Food and Beverage Service, Front office and Housekeeping. Apart from the four core departments, training in allied non-operational departments is recommended provided the training organization permits for the same.

\* As per National Education Policy (NEP) 2020 guidelines, Multiple Entry Multiple Exit option upon completion of Year One or Year Two, an additional component of 04 credits towards vocational courses or internship/Apprenticeship will be required to be earned by the student for award of certificate or diploma respectively.

**Research Project:** Each student shall undergo and submit the research project in the eighth semester on the approved topic relevant to the hospitality industry under the guidance of an allotted faculty. Student must submit two copies of the Research Project Report (one spiral bound, one golden embossed) with the certificate duly signed by the subject faculty and the Principal within a stipulated period.

## IX ATTENDANCE

The students are required to have minimum 75% attendance in each course for successful completion of the programme.

## X CREDITS FOR THREE / FOUR YEARS

|                                 |                           |
|---------------------------------|---------------------------|
| 01-hour Lecture (L) per week    | 01 credit                 |
| 01-hour Tutorial (T) per week   | 01 credit                 |
| 01-hour Practical (P) per week  | 0.5 credit                |
| 02 hours Practical (P) per week | 01 credit                 |
| 01 credit                       | 25 marks (for evaluation) |

As per the guidelines of the Ministry of Education, Government of India, for the implementation of the National Education Policy (NEP 2020), higher education is to be delivered through a learner-centric approach supported by globally accepted evaluation systems. In line with this vision, the BSc.HS programme incorporates flexibility, enabling students to explore their interests and aspirations by choosing from interdisciplinary, intra-disciplinary, and skill-based courses.

The provision of a Multiple Entry and Multiple Exit (MEME) framework further enhances this flexibility, allowing students greater control over their academic journey and providing structured opportunities to design a personalized learning pathway.

### Credit Verticals

M (DSC) – Major Discipline Specific Courses; M (FSC) – Major Faculty Specific Courses, MI – Minor Courses, GE/ OE– Generic Elective, Open Elective, VSC/SEC – Vocational Skill Courses, Skill Enhancement Courses, AEC/VEC/IKS – Ability Enhancement Courses, Value Education Courses, Indian Knowledge System, CC/OJT/FP/CE – Co-curricular Courses, On Job Training, Field Project, Community Engagement.

## XI EXIT NORMS AND QUALIFICATIONS

| Discontinued After | Qualification Title                                | Credit requirement | Mandate                                |
|--------------------|----------------------------------------------------|--------------------|----------------------------------------|
| Year 1             | UG Certificate in Hospitality Studies              | 44                 | 8 weeks training in Hospitality Sector |
| Year 2             | UG Diploma in Hospitality Studies                  | 88                 | 8 weeks training in Hospitality Sector |
| Year 3             | Bachelors in Science (Hospitality Studies)         | 132                |                                        |
| Year 4             | Bachelors in Science (Hospitality Studies) Honours | 176                |                                        |

## XII EXAMINATION

University Evaluation – 50%

Concurrent Evaluation – 50%

To acquire course credits, the student will be required to pass in both, Concurrent as well as University examination (Theory & Practical)

Standard of Passing: Every candidate must secure at least (P) grade in both Concurrent and University Evaluation independently (theory and practical, as applicable) for passing in each course. A student shall be said to have earned the credits for a course if he/she earns minimum 40% marks.

- There will be an evaluation of each course at the end of every semester.
- 1 credit = 25 marks

**Concurrent Evaluation:** The faculty has the flexibility to decide the evaluation parameters for concurrent evaluation along with Unit Test. The suggested parameters are:

Assignments – individual / group / on-field

Live Projects

Case Studies

Group Discussions

Presentations and Viva-voce

Simulation Exercises

Quizzes

Planning, Organizing and Execution of Events

**Progression to Next Academic Year:** The students should obtain at least 50% credits of total credits allotted to be promoted to the next year academic year.

### XIII COURSE STRUCTURE

#### SEMESTER I – Foundation and Immersion

| COURSE CODE | CREDIT VERTICAL | COURSE NAME                                            |                | THEORY HOURS/ WEEK | PRACTICAL HOURS/ WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|-------------|-----------------|--------------------------------------------------------|----------------|--------------------|-----------------------|---------|-------------------|-----|-----------|-----|-------|
|             |                 |                                                        |                |                    |                       |         | THEORY            |     | PRACTICAL |     |       |
|             |                 |                                                        |                |                    |                       |         | Int               | Ext | Int       | Ext |       |
| FFP101MJ    | Major           | Foundation in Food Production - I                      |                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FFP101MJP   | Major           | Foundation in Food Production – I (Practical)          |                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| FBS102MJ    | Major           | Foundation in Food & Beverage Service - I              |                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FAO103MJ    | Major           | Foundation in Accommodation Operations - I             |                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FAO103MJP   | Major           | Foundation in Accommodation Operations – I (Practical) |                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| OE101NAD    | OE              | Nutrition and Dietetics                                | Select Any One | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| OE102FSC    | OE              | Food Science                                           |                |                    |                       |         |                   |     |           |     |       |
| SEC101RSS   | SEC             | Resturant Service Skills                               |                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| AEC101HIN   | AEC             | Hindi – Hospitality Chains India                       |                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| AEC102PEH   | AEC             | Professional English for Hospitality                   |                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| VEC101EEH   | VEC             | Environmental Ethics for Hoteliers                     |                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| CC101YSS    | CC              | Yog for self and Society                               |                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
|             |                 |                                                        |                | 12                 | 20                    | 22      | 150               | 150 | 125       | 125 | 550   |

#### SEMESTER II – Skill Building

| COURSE CODE | CREDIT VERTICAL | COURSE NAME                                           | THEORY HOURS/ WEEK | PRACTICAL HOURS/ WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|-------------|-----------------|-------------------------------------------------------|--------------------|-----------------------|---------|-------------------|-----|-----------|-----|-------|
|             |                 |                                                       |                    |                       |         | THEORY            |     | PRACTICAL |     |       |
|             |                 |                                                       |                    |                       |         | Int               | Ext | Int       | Ext |       |
| FCC151MJ    | Major           | Foundation in Food Production- II                     | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FBS152MJ    | Major           | Foundation in Food and Beverage Service - II          | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FBS152MJP   | Major           | Food andBeverage Service – II (Practical)             |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| FAO153MJP   | Major           | Foundation in Accommodation Operations- II            | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| FAO153MJP   | Major           | Foundation in Accommodation Operations-II (Practical) |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| SEC151BAC   | SEC             | Bakery and Confectionery                              |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| SEC152BIC   | SEC             | Basics of International Cuisine                       |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| AEC151HIN   | AEC             | Hindi - II                                            | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| VEC151PRH   | VEC             | Professional Ethics and Responsibility for Hoteliers  | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| IKS151PKS   | IKS             | Paak Shaastra- Classical Indian Culinary Science      | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| CC151CSL    | CC              | Culinary and Sanitation Literary in Communities       |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
|             |                 |                                                       | 12                 | 20                    | 22      | 150               | 150 | 125       | 125 | 550   |

#### SEMESTER III – Operational Mastery

| COURSE<br>CODE | CREDIT<br>VERTICAL | COURSE NAME                                        |                   | THEORY<br>HOURS/<br>WEEK | PRACTICAL<br>HOURS/<br>WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|----------------|--------------------|----------------------------------------------------|-------------------|--------------------------|-----------------------------|---------|-------------------|-----|-----------|-----|-------|
|                |                    |                                                    |                   |                          |                             |         | THEORY            |     | PRACTICAL |     |       |
|                |                    |                                                    |                   |                          |                             |         | Int               | Ext | Int       | Ext |       |
| AFP201MJ       | Major              | Advanced Food Production- II                       |                   | 2                        |                             | 2       | 25                | 25  |           |     | 50    |
| AFP201MJP      | Major              | Advanced Food Production (Practical)               |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
| AFBS202MJ      | Major              | Advanced Food and Beverage Service                 |                   | 2                        |                             | 2       | 25                | 25  |           |     | 50    |
| AFBS202MJP     | Major              | Advanced Food and Beverage Service (Practical)     |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
| AAO203MJ       | Major              | Advanced Accommodation Operations                  |                   | 2                        |                             | 2       | 25                | 25  |           |     | 50    |
| AAO203MJP      | Major              | Advanced Accommodation Operations (Practical)      |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
| OE201MTE       | OE                 | Maintenance and Engineering                        | Select<br>Any One | 2                        |                             | 2       | 25                | 25  |           |     | 50    |
| OE202FMT       | OE                 | Facility Management                                |                   |                          |                             |         |                   |     |           |     |       |
| OE203DOA       | OE                 | Drone Operations and Arial Photography             | Select<br>Any One | 2                        |                             | 2       | 25                | 25  |           |     | 50    |
| OE204AHO       | OE                 | Aviation Hospitality and Operations                |                   |                          |                             |         |                   |     |           |     |       |
| AEC201PDC      | AEC                | Personality Development and Business Communication |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
| CC201SOA       | CC                 | Social Outreach Activity                           |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
| CC202OGF       | CC                 | Organic Gardening and Farming                      |                   |                          | 4                           | 2       |                   |     | 25        | 25  | 50    |
|                |                    |                                                    |                   | 10                       | 24                          | 22      | 125               | 125 | 150       | 150 | 550   |

#### SEMESTER IV – Industrial Training

| COURSE CODE                                                                                             | CREDIT VERTICAL | COURSE NAME                   | WEEKS          | CREDITS | EVALUATION SCHEME |     | TOTAL |
|---------------------------------------------------------------------------------------------------------|-----------------|-------------------------------|----------------|---------|-------------------|-----|-------|
|                                                                                                         |                 |                               |                |         | Int               | Ext |       |
| OJT231MJP                                                                                               | Apprenticeship  | Industrial Training           | 20             | 20      | 250               | 250 | 500   |
| OE251SMM                                                                                                | OE              | MOOC – Social Media Marketing | Select Any One | 2       | 50                |     | 50    |
| OE252BL                                                                                                 | OE              | MOOC – Business Law           |                |         |                   |     |       |
| OE253RM                                                                                                 | OE              | MOOC – Business Law           |                |         |                   |     |       |
| Exit option; Award of UG Diploma in Major and Minor with 80-88 credits or continue with Major and Minor |                 |                               |                | 22      | 300               | 250 | 550   |

## SEMESTER V – Advanced Specialization

| COURSE CODE | CREDIT VERTICAL | COURSE NAME                                         |                        | THEORY HOURS/ WEEK | PRACTICAL HOURS/ WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|-------------|-----------------|-----------------------------------------------------|------------------------|--------------------|-----------------------|---------|-------------------|-----|-----------|-----|-------|
|             |                 |                                                     |                        |                    |                       |         | THEORY            |     | PRACTICAL |     |       |
|             |                 |                                                     |                        |                    |                       |         | Int               | Ext | Int       | Ext |       |
| SFP301MJ    | Major           | Specialized Food Production -I                      | Major Elective Any One | 4                  |                       | 4       | 50                | 50  |           |     | 100   |
| SFBS302MJ   | Major           | Specialized Food & Beverage Service -I              |                        |                    |                       |         |                   |     |           |     |       |
| SAO303MJ    | Major           | Specialized Accommodation Operations - I            |                        |                    |                       |         |                   |     |           |     |       |
| SFP301MJP   | Major           | Specializes food pduction -I (Practical)            | Major Elective Any One | 8                  | 4                     |         |                   |     | 50        | 50  | 100   |
| SFBS302MJP  | Major           | Specialized Food & Beverage Service - I (Practical) |                        |                    |                       |         |                   |     |           |     |       |
| SAO303MJP   | Major           | Specialized Accommodation Operations -I (Practical) |                        |                    |                       |         |                   |     |           |     |       |
| FBC301MN    | Minor           | Food & Beverage Controls                            | Any One                | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| RMT302MN    | Minor           | Revenue Management                                  |                        |                    |                       |         |                   |     |           |     |       |
| HFN303MN    | Minor           | Hospitality Finance - I                             |                        | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| SED304MN    | Minor           | Start-up & Entrepreneurship Development             |                        | 4                  |                       | 4       | 50                | 50  |           |     | 100   |
| HRM305MN    | Minor           | Human Resource Management                           |                        | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| ABC301VSC   | VSC             | Advanced Bakery and Confectionary                   |                        | Any One            | 4                     | 2       |                   |     | 25        | 25  | 50    |
| MCB302VSC   |                 | Mixology & Crafted beverages                        |                        |                    |                       |         |                   |     |           |     |       |
| PMS303VSC   |                 | Property Management Systems - I                     |                        |                    |                       |         |                   |     |           |     |       |
| ATC304VSC   | VSC             | Art of Tandoor Cooking                              |                        | Any One            | 4                     | 2       |                   |     | 25        | 25  | 50    |
| BFP305VSC   |                 | Beverage & food pairing                             |                        |                    |                       |         |                   |     |           |     |       |
| LOM306VSC   |                 | Laundry Operations & Management                     |                        |                    |                       |         |                   |     |           |     |       |
|             |                 |                                                     |                        | 14                 | 16                    | 22      | 175               | 175 | 100       | 100 | 550   |

## SEMESTER VI – Capstone

| COURSE CODE | CREDIT VERTICAL | COURSE NAME                                          |                        | THEORY HOURS/ WEEK | PRACTICAL HOURS/ WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|-------------|-----------------|------------------------------------------------------|------------------------|--------------------|-----------------------|---------|-------------------|-----|-----------|-----|-------|
|             |                 |                                                      |                        |                    |                       |         | THEORY            |     | PRACTICAL |     |       |
|             |                 |                                                      |                        |                    |                       |         | Int               | Ext | Int       | Ext |       |
| SFP351MJ    | Major           | Specialized Food Production -II                      | Major Elective Any One | 4                  |                       | 4       | 50                | 50  |           |     | 100   |
| SFBS352MJ   | Major           | Specialized Food & Beverage Service -II              |                        |                    |                       |         |                   |     |           |     |       |
| SAO353MJ    | Major           | Specialized Accommodation Operations - II            |                        |                    |                       |         |                   |     |           |     |       |
| SFP351MJP   | Major           | Specialized Food production -II (Practical)          | Major Elective Any One | 8                  |                       | 4       |                   |     | 50        | 50  | 100   |
| SFBS352MJP  | Major           | Specialized Food & Beverage Service - II (Practical) |                        |                    |                       |         |                   |     |           |     |       |
| SAO353MJP   | Major           | Specialized Accommodation Operations -II (Practical) |                        |                    |                       |         |                   |     |           |     |       |
| EMT391MN    | Minor           | Events Management                                    |                        | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| SMG392MN    | Minor           | Sales and Marketing                                  |                        | 4                  |                       | 4       | 50                | 50  |           |     | 100   |
| HFN393MN    | Minor           | Hospitality Finance - II                             |                        | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| CSA351VSC   | VSC             | Chocolate and Sugar art                              | Any One                |                    | 4                     | 2       |                   |     | 25        | 25  | 50    |
| BCO352VSC   |                 | Barista and Café Operations                          |                        |                    |                       |         |                   |     |           |     |       |
| PMS353VSC   |                 | Property Management Systems - II                     |                        |                    |                       |         |                   |     |           |     |       |
| CPT354VSC   | VSC             | Contemporary Plating Techniques                      | Any One                | 4                  |                       | 2       |                   |     | 25        | 25  | 50    |
| SSO355VSC   |                 | Speciality services Operations                       |                        |                    |                       |         |                   |     |           |     |       |
| HID356VSC   |                 | Hotel Interior & Design                              |                        |                    |                       |         |                   |     |           |     |       |
| PBL351FP    | FP              | Project-Based Learning - Pop-up Restaurant           |                        |                    |                       |         |                   |     |           |     |       |
|             |                 |                                                      |                        | 14                 | 16                    | 22      | 175               | 175 | 100       | 100 | 550   |

## SEMESTER VII – Professional

| COURSE<br>CODE | CREDIT<br>VERTICAL  | COURSE NAME                                                 |                     | THEORY<br>HOURS/<br>WEEK | PRACTICAL<br>HOURS/<br>WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |     |
|----------------|---------------------|-------------------------------------------------------------|---------------------|--------------------------|-----------------------------|---------|-------------------|-----|-----------|-----|-------|-----|
|                |                     |                                                             |                     |                          |                             |         | THEORY            |     | PRACTICAL |     |       |     |
|                |                     |                                                             |                     |                          |                             |         | Int               | Ext | Int       | Ext |       |     |
| PFP401MJ       | Major               | Professional in Food Production -I                          | Elective<br>Any One | 4                        |                             | 4       | 50                | 50  |           |     | 100   |     |
| PFB5402MJ      | Elective            | Professional in Food & Beverage Service -I                  |                     |                          |                             |         |                   |     |           |     |       |     |
| PAO403MJ       | Any One             | Professional in Accommodation Operations - I                |                     |                          |                             |         |                   |     |           |     |       |     |
| PFP401MJP      | Major               | Professional in Food Production -I (Practical)              | Elective<br>Any One | 20                       |                             | 10      |                   |     | 125       | 125 | 250   |     |
| PFB5402MJP     | Elective            | Professional in Food & Beverage Service -I (Practical       |                     |                          |                             |         |                   |     |           |     |       |     |
| PAO403MJP      | Any One             | Professional in Accommodation Operations – I<br>(Practical) |                     |                          |                             |         |                   |     |           |     |       |     |
| IRL441MN       | Minor               | Industrial Relations and Labour Laws                        | Any One             | 2                        |                             | 2       | 25                | 25  |           |     | 50    |     |
| ADP442MN       | Elective<br>Any One | Advertising and Publicity                                   |                     |                          |                             |         |                   |     |           |     |       |     |
| CBR443MN       | Minor               | Consumer Behavior                                           | Any One             | 2                        |                             | 2       | 25                | 25  |           |     | 50    |     |
| GRM444MN       | Elective<br>Any One | Guest Relationship Management                               |                     |                          |                             |         |                   |     |           |     |       |     |
| RSM431RP       | RM                  | Research Methodology                                        |                     | 4                        | 20                          | 22      | 4                 | 50  | 50        |     |       | 100 |
|                |                     |                                                             |                     | 12                       | 20                          | 22      | 150               | 150 | 125       | 125 | 550   |     |

| SEMESTER VIII – Honours |                     |                                                           |                     |                    |                       |         |                   |     |           |     |       |
|-------------------------|---------------------|-----------------------------------------------------------|---------------------|--------------------|-----------------------|---------|-------------------|-----|-----------|-----|-------|
| COURSE CODE             | CREDIT VERTICAL     | COURSE NAME                                               |                     | THEORY HOURS/ WEEK | PRACTICAL HOURS/ WEEK | CREDITS | EVALUATION SCHEME |     |           |     | TOTAL |
|                         |                     |                                                           |                     |                    |                       |         | THEORY            |     | PRACTICAL |     |       |
|                         |                     |                                                           |                     |                    |                       |         | Int               | Ext | Int       | Ext |       |
| PFP451MJ                | Major               | Professional in Food Production -II                       | Elective<br>Any One | 4                  |                       | 4       | 50                | 50  |           |     | 100   |
| PFBS452MJ               | Elective            | Professional in Food & Beverage Service -II               |                     |                    |                       |         |                   |     |           |     |       |
| PAO453MJ                | Any One             | Professional in Accommodation Operations - II             |                     |                    |                       |         |                   |     |           |     |       |
| PFP451MJP               | Major               | Professional in Food Production -II (Practical)           | Elective<br>Any One |                    | 20                    | 10      |                   |     | 125       | 125 | 250   |
| PFBS452MJP              | Elective            | Professional in Food & Beverage Service -II (Practical)   |                     |                    |                       |         |                   |     |           |     |       |
| PAO453MJP               | Any One             | Professional in Accommodation Operations – II (Practical) |                     |                    |                       |         |                   |     |           |     |       |
| SHRM491MN               | Minor               | Stratergic Human Resource Management                      | Any One             | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| SMM492MN                | Elective<br>Any One | Sales and Marketing Management                            |                     |                    |                       |         |                   |     |           |     |       |
| PBR493MN                | Minor               | Public Relations                                          | Any One             | 2                  |                       | 2       | 25                | 25  |           |     | 50    |
| CCM494MN                | Elective<br>Any One | Corporate Communication                                   |                     |                    |                       |         |                   |     |           |     |       |
| OJT451RP                | OJT                 | OJT                                                       |                     |                    | 16                    | 4       |                   |     | 50        | 50  | 100   |
|                         |                     |                                                           |                     | 8                  | 36                    | 22      | 100               | 100 | 175       | 175 | 550   |

# Semester I

## Foundation in Food Production – I

|                                             |                                               |                                                                                        |
|---------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First                    | <b>Course code</b><br>FFP101MJ                | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br><b>1</b>    | <b>Credits from Theory:</b>                   | <b>Concurrent Theory evaluation: 25 Marks</b><br><b>End Term Theory exam: 25 Marks</b> |
| <b>Practical hrs. per week:</b><br><b>3</b> | <b>Credits from Practical: --</b><br><b>2</b> | <b>Concurrent Practical evaluation: --</b><br><b>End Term Practical exam: --</b>       |

**Rationale:** The hospitality industry relies on culinary professionals who possess a strong foundation in cooking principles, safety, and ingredient knowledge. The first semester theory course provides students with the scientific principles of cooking, understanding of ingredients, kitchen organization, and Indian as well as international basics. While practical classes focus on execution, theory ensures students understand the *why* behind cooking processes. This creates a balanced learning environment where students develop technical proficiency, safety awareness, and the ability to innovate within a professional kitchen.

The course prepares students for successive levels of food production by instilling culinary science, professional kitchen culture, and foundational knowledge required for practical application.

| <b>Course Outcomes:</b> |                                                                  |
|-------------------------|------------------------------------------------------------------|
| CO 1                    | Explain kitchen organization, hierarchy, and safety protocols    |
| CO 2                    | Identify and classify culinary tools, equipment, and ingredients |
| CO 3                    | Differentiate moist and dry heat cooking methods                 |
| CO 4                    | Discuss the principles of stocks, sauces, soups                  |
| CO 5                    | Describe Indian cookery methods, masalas, curries, and gravies   |
| CO 6                    | Understand breakfast cooking and costing principles              |

### THEORY

| Chapter no. | Topic                                                                                                 | Hours | Marks |
|-------------|-------------------------------------------------------------------------------------------------------|-------|-------|
| <b>1</b>    | <b>The Professional Kitchen &amp; Safety</b>                                                          | 2     | 2     |
| 1.1         | Kitchen brigade & workflow; grooming, ethics & discipline                                             |       |       |
| 1.2         | Fire safety, first aid, accident prevention                                                           |       |       |
| 1.3         | Hygiene: sanitation, cross-contamination, waste management                                            |       |       |
| <b>2</b>    | <b>Tools, Equipment &amp; Ingredients</b>                                                             | 3     | 2     |
| 2.1         | Knives & equipment: types, use & maintenance                                                          |       |       |
| 2.2         | Ingredients overview: classification, quality factors, purchasing & storage                           |       |       |
| <b>3</b>    | <b>Culinary Principles &amp; Cooking Methods</b>                                                      | 4     | 3     |
| 3.1         | Heat transfer: conduction, convection, radiation                                                      |       |       |
| 3.2         | Moist heat methods: boiling, poaching, steaming, stewing, braising                                    |       |       |
| 3.3         | Dry heat methods: roasting, grilling, baking, frying, sautéing                                        |       |       |
| 3.4         | Effects of heat on proteins, starches, vegetables, fats & emulsions                                   |       |       |
| 3.5         | Seasoning, flavour balance, texture & sensory principles                                              |       |       |
| <b>4</b>    | <b>Introduction to Indian Cookery</b>                                                                 |       |       |
| 4.1         | Indian culinary philosophy & cooking methods (tandoor, dum, bhunao, baghar/tadka, steaming, roasting) |       |       |
| 4.2         | Spice principles: roasting, grinding, tempering, oil vs ghee bases                                    |       |       |

|          |                                                                                                                                           |           |           |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 4.3      | Basic masalas: garam masala, curry masala, sambhar masala, goda masala                                                                    | 4         | 4         |
| 4.4      | Curries & gravies: brown, white, yellow gravies; korma, makhani, onion-tomato gravies                                                     |           |           |
| 4.5      | Overview of thali concept                                                                                                                 |           |           |
| <b>5</b> | <b>Culinary Foundations I – Stocks, Sauces, Soups</b>                                                                                     | 4         | 4         |
| 5.1      | Stocks: white, brown, vegetable, fish, chicken<br>Stocks & their role in sauces/soups (principles only, detailed predations in practical) |           |           |
| 5.2      | Sauces: mother sauces & derivatives<br>Sauces: mother sauces, derivatives (overview & applications)                                       |           |           |
| 5.3      | Soups: clear, consommé, cream, purée, chowder                                                                                             |           |           |
| <b>6</b> | <b>Culinary Foundations II – Vegetable Cookery, Egg &amp; Basic Non-Veg</b>                                                               | 4         | 4         |
| 6.1      | Egg science: coagulation, foams; methods (boil, poach, fry, scramble, omelette)                                                           |           |           |
| 6.2      | Vegetables & potatoes: cuts, blanching, glazing, sautéing, steaming, roasting                                                             |           |           |
| 6.3      | Poultry & fish basics – cuts & simple methods                                                                                             |           |           |
| <b>7</b> | <b>Cereals, Pulses &amp; Doughs</b>                                                                                                       | 3         | 2         |
| 7.1      | Rice & wheat: pilaf, pasta basics                                                                                                         |           |           |
| 7.2      | Pulses/legumes: soaking, cooking, tempering                                                                                               |           |           |
| 7.3      | Simple doughs & batters (chapati, pancake/crepe)                                                                                          |           |           |
| <b>8</b> | <b>Salads, Dressings &amp; Classical Foundations</b>                                                                                      | 2         | 2         |
| 8.1      | Classification of salads; components of a salad; simple & compound salads                                                                 |           |           |
| 8.2      | Dressings: vinaigrette, mayonnaise-based, emulsified & non-emulsified                                                                     |           |           |
| <b>9</b> | <b>Breakfast Cookery &amp; Costing Basics</b>                                                                                             | 4         | 3         |
| 9.1      | Indian & international breakfast composition                                                                                              |           |           |
| 9.2      | Elementary recipe costing & portion control                                                                                               |           |           |
| 9.3      | Standard recipes, portion control, yield testing                                                                                          |           |           |
| 9.4      | Introduction to recipe costing; menu balance & planning basics                                                                            |           |           |
|          |                                                                                                                                           | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book                                   | Author                                | Publisher             |
|---------|----------------------------------------------------|---------------------------------------|-----------------------|
| 1       | Professional Cooking,                              | Wayne Gisslen                         | Wiley                 |
| 2       | The Theory of Catering, Culinary                   | Ceserani & Kinton                     | Hodder Education      |
| 3       | Theory of Cookery                                  | Arora, S.                             | Frank Bros. & Co.     |
| 4       | Modern Cookery for Teaching and the Trade (Vol. 1) | Thangam E. Philip                     | Orient BlackSwan      |
| 5       | Food and Culture                                   | Pamela Goyan Kittler & Kathryn Sucher | Cengage               |
| 6       | FSSAI Training Manuals: Food Safety & Hygiene      | FSSAI Training Manuals                | FSSAI, Govt. of India |

**Other References (Authenticated Website, Articles, etc.):**

### Foundation in Food Production – I (Practicals)

|                                      |                                        |                                                                                              |
|--------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First             | <b>Course code</b><br>FFP101MJP        | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b>         | <b>Credits from Theory:</b>            | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical: --</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** The practical component of Foundation in Food Production – I is designed to provide students with hands-on training in basic culinary techniques, food handling, and kitchen operations. It emphasizes skill development, hygiene practices, and the application of cooking methods studied in theory. Students practice preparation of simple dishes, salads, Indian gravies, and accompaniments while learning correct use of tools and equipment. This forms the foundation for advanced culinary skills in subsequent semesters and ensures industry readiness.

| <b>Course Outcomes:</b> |                                                                                                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Demonstrate professional kitchen hygiene, grooming, and safety practices while working in a training kitchen.                        |
| CO 2                    | Identify, handle, and maintain basic kitchen tools and equipment effectively and safely.                                             |
| CO 3                    | Perform basic food preparation techniques including cutting, chopping, blanching, boiling, sautéing, frying, roasting, and grilling. |
| CO 4                    | Prepare simple stocks, soups, sauces, salads, and egg dishes with consistency in quality and presentation.                           |
| CO 5                    | Apply moist and dry heat cooking methods to vegetables, cereals, pulses, and meats.                                                  |
| CO 6                    | Prepare and present basic Indian masalas, gravies, and curries                                                                       |

#### **15 practical × 4 hours each.**

Practical 1: Orientation & Knife Skills

Practical 2: Heat Application – Moist Methods

Practical 3: Heat Application – Dry Methods

Practical 4: Stocks

Practical 5: Sauces I

Practical 6: Sauces II

Practical 7: Soups

Practical 8: Salads & Dressings

Practical 9: Egg Cookery & Breakfast I

Practical 10: Breakfast II – Indian

Practical 11: Cereals & Pulses

Practical 12: Potatoes & Vegetables

Practical 13: Indian Cookery I – Masalas & Gravies

Practical 14: Indian Cookery II – Curries

Practical 15: Indian Cookery II –Thali Basics

Practical exam to be conducted on a five-course menu.

**Reference Books:**

| <b>Sr. no.</b> | <b>Name of the Book</b>                               | <b>Author</b>                         | <b>Publisher</b>         |
|----------------|-------------------------------------------------------|---------------------------------------|--------------------------|
| 1              | Professional Cooking,                                 | Wayne Gisslen                         | Wiley                    |
| 2              | The Theory of Catering,<br>Culinary                   | Ceserani & Kinton                     | Hodder Education         |
| 3              | Theory of Cookery                                     | Arora, S.                             | Frank Bros. & Co.        |
| 4              | Modern Cookery for Teaching<br>and the Trade (Vol. 1) | Thangam E. Philip                     | Orient BlackSwan         |
| 5              | Food and Culture                                      | Pamela Goyan Kittler & Kathryn Sucher | Cengage                  |
| 6              | FSSAI Training Manuals: Food<br>Safety & Hygiene      | FSSAI Training Manuals                | FSSAI, Govt. of<br>India |

## Foundation in Food & Beverage Service – I

|                                       |                                   |                                                                                        |
|---------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>FBS102MJ    | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2  | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> -- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

### Rationale:

The course is designed to provide students with fundamental knowledge of the hospitality industry and the food & beverage service sector. It introduces learners to the scope, structure, and significance of F&B operations within hotels and catering establishments. The course emphasizes professional grooming, etiquette, communication, and interpersonal skills required for effective guest service. Additionally, it develops students' understanding of service equipment, menu knowledge, and service procedures that form the backbone of professional restaurant and catering operations. This foundation course prepares students for higher-level studies and practical training in specialized areas of food & beverage management.

| <b>Course Outcomes:</b> |                                                                                                                                                                  |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Explain the fundamentals of the hospitality and food & beverage service industry, its structure, and its coordination with other hotel departments.              |
| CO 2                    | Identify and describe various F&B outlets, ancillary areas, organizational structures, and the duties & responsibilities of service personnel.                   |
| CO 3                    | Demonstrate professional grooming, interpersonal communication, and problem-solving skills essential for guest interaction in F&B operations.                    |
| CO 4                    | Apply knowledge of menu planning, service equipment, and basic service methods (mise-en-place, mise-en-scène, KOT/BOT systems) in standard F&B service settings. |

### THEORY

| Chapter no. | Topic                                                                | Hours | Marks |
|-------------|----------------------------------------------------------------------|-------|-------|
| <b>1</b>    | <b>Introduction to Food &amp; Beverage Service</b>                   | 1     | 1     |
| 1.1         | Introduction to Hospitality Industry                                 |       |       |
| 1.2         | An overview of Food & Beverage Service                               |       |       |
| 1.3         | Co-ordination of F&B service with other departments                  |       |       |
| <b>2</b>    | <b>Outlets &amp; ancillary areas of food and beverage department</b> | 3     | 2     |
| 2.1         | F & B Outlets                                                        |       |       |
| 2.2         | Ancillary areas                                                      |       |       |
| 2.3         | Organizational Structure of F&B Service Department                   |       |       |
| 2.4         | Duties & Responsibilities of F&B Personnel                           |       |       |
| <b>3</b>    | <b>Food &amp; Beverage Service Personnel</b>                         | 2     | 2     |
| 3.1         | Grooming Standards & Personal Hygiene                                |       |       |
| 3.2         | Attributes and Basic Etiquettes                                      |       |       |
| 3.3         | Attitude, Confidence, Human element                                  |       |       |
| 3.4         | Art of anticipation                                                  |       |       |
| 3.5         | Graceful inter-personal skills                                       |       |       |
| 3.6         | Mind-set & Confidence for F&B Professionals                          |       |       |
| 3.7         | Standard Phrases & Guest Communication                               |       |       |

|          |                                                                                                                                                                                                                    |           |           |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 3.8      | Problem-Solving & Handling Difficult Customers                                                                                                                                                                     |           |           |
| 3.9      | Initiating Conversations with Guests                                                                                                                                                                               |           |           |
|          |                                                                                                                                                                                                                    |           |           |
| <b>4</b> | <b>Food and beverage service equipment</b>                                                                                                                                                                         |           |           |
| 4.1      | Criteria for selection and requirements                                                                                                                                                                            |           |           |
| 4.2      | Classification of equipment<br>Tableware/ silverware<br>Glassware<br>Crockery<br>Bar equipment<br>Special equipment with their uses.<br>Furniture (Tables/Chairs/Trolleys/Dumb Waiter)<br>Linen<br>Light and décor | 5         | 5         |
| 4.3      | Care and maintenance of equipment.                                                                                                                                                                                 |           |           |
|          |                                                                                                                                                                                                                    |           |           |
| <b>5</b> | <b>Menu Knowledge and Menu planning</b>                                                                                                                                                                            |           |           |
| 5.1      | Types of Meals - Breakfast, Brunch, Elevenses, Hi-tea, Supper, Dinner                                                                                                                                              |           |           |
| 5.2      | Types of Menus- a la carte & Table d'hôte                                                                                                                                                                          |           |           |
| 5.3      | Factors to be considered while Compiling the Menu                                                                                                                                                                  | 14        | 11        |
| 5.4      | French classical menu                                                                                                                                                                                              |           |           |
| 5.5      | French and culinary terms                                                                                                                                                                                          |           |           |
| 5.6      | Covers and accompaniments Food examples                                                                                                                                                                            |           |           |
| 5.7      | Food knowledge – Indian, American, Oriental, Mexican                                                                                                                                                               |           |           |
|          |                                                                                                                                                                                                                    |           |           |
| <b>6</b> | <b>Services Method and Procedures</b>                                                                                                                                                                              |           |           |
| 6.1      | Methods of service                                                                                                                                                                                                 |           |           |
| 6.2      | Factors affecting Methods of service                                                                                                                                                                               | 5         | 4         |
| 6.3      | Mis-en –place, Mis –en –Scene                                                                                                                                                                                      |           |           |
| 6.4      | KOT / BOT system                                                                                                                                                                                                   |           |           |
|          |                                                                                                                                                                                                                    | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book                        | Author                                       | Publisher           |
|---------|-----------------------------------------|----------------------------------------------|---------------------|
| 1       | Food and Beverage Service               | Denis Lillicrap and John Cousins             | Hodder Education    |
| 2       | Food and Beverage Service               | R. Singaravelavan                            | Oxford Publication  |
| 3       | Food and Beverage Management            | Bernard Davis, Andrew Lockwood & Sally Stone | Elsevier            |
| 4       | Professional Table Service              | Edy Schmid, Sylvia Meyers                    | John Wiley and Sons |
| 5       | Food & Beverage Service Training Manual | Sudhir Andrews                               | TataMcGrawHill      |
| 6       | Modern Restaurant Service               | John Fuller                                  | Hutchinson          |

#### Other References (Authenticated Website, Articles, etc.):

## Foundation in Accommodation Operations – I

|                                       |                                      |                                                                                        |
|---------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>FAO103MJ       | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2     | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b><br>-- | <b>Concurrent Practical evaluation:</b><br><b>End Term Practical exam:</b>             |

**Rationale:** The subject aims to introduce the tourism and hospitality industry and acquaints the student with the classification and organization of hotels. It establishes the importance of housekeeping and front office and its role in the hotel industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

| <b>Course Outcomes:</b> |                                                                                                                                     |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| CO 103.1                | Understand the scope of tourism, hospitality and hotel industry.                                                                    |
| CO 103.2                | Recognize the purpose, role and areas of responsibility of the housekeeping department in a hotel unit.                             |
| CO 103.3                | Identify the organizational structure of a hotel, its functional areas, and the roles and responsibilities of different departments |
| CO 103.4                | Demonstrate the use of OPERA property management system (PMS) effectively.                                                          |
| CO 103.5                | Practise the process of selection and usage of diverse cleaning equipment.                                                          |

### THEORY

| Chapter No. | Topic                                                   | Hours | Marks |
|-------------|---------------------------------------------------------|-------|-------|
|             | <b>Section I</b>                                        |       |       |
| <b>1</b>    | <b>Introduction to Travel &amp; Tourism</b>             | 4     | 2     |
| 1.1         | Overview of tourism                                     |       |       |
| 1.2         | Evolution of Tourism                                    |       |       |
| 1.3         | Reasons for travel                                      |       |       |
| 1.4         | Significance of tourism                                 |       |       |
| 1.5         | Constituents of the travel & tourism industry           |       |       |
| 1.6         | Categorization of tourism                               |       |       |
| 1.7         | Impacts of tourism                                      |       |       |
| 1.8         | Types of tourism                                        |       |       |
|             |                                                         |       |       |
| <b>2</b>    | <b>Introduction to the Hospitality Industry</b>         | 5     | 4     |
| 2.1         | The concept of hospitality                              |       |       |
| 2.2         | Hospitality industry - scope and constituents           |       |       |
| 2.3         | Evolution and growth of the hotel industry in the world |       |       |
| 2.4         | Some important events in the hotel industry             |       |       |
| 2.5         | Evolution and growth of the hotel industry in India     |       |       |
| 2.6         | Hotel industry - an overview                            |       |       |
| 2.7         | Hotel as a service provider in the modern day           |       |       |
| 2.8         | Hotel chains – India and abroad                         |       |       |

|          |                                                                                                                                                     |   |   |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
|          |                                                                                                                                                     |   |   |
| <b>3</b> | <b>Classifications of Hotels</b>                                                                                                                    |   |   |
| 3.1      | The notion of accommodation industry                                                                                                                |   |   |
| 3.2      | The need and the criteria for the classification of hotels                                                                                          |   |   |
| 3.3      | Classification of hotels on the basis of - star ratings, size, location, type of clientele, level of service, ownership, management and affiliation | 5 | 4 |
| 3.4      | Alternative Accommodation                                                                                                                           |   |   |
|          |                                                                                                                                                     |   |   |
| <b>4</b> | <b>Hotel Guest &amp; Guest Relations</b>                                                                                                            |   |   |
| 4.1      | Who is a guest                                                                                                                                      |   |   |
| 4.2      | Guest classification                                                                                                                                | 1 | 1 |
| 4.3      | Guest expectation                                                                                                                                   |   |   |
| 4.4      | Insight into guest satisfaction and dissatisfaction                                                                                                 |   |   |
| 4.5      | Customer relations                                                                                                                                  |   |   |
|          |                                                                                                                                                     |   |   |
| <b>5</b> | <b>Hotel Organization</b>                                                                                                                           |   |   |
| 5.1      | The need of organization in hotels                                                                                                                  |   |   |
| 5.2      | Organizational vision and mission                                                                                                                   |   |   |
| 5.3      | Work shifts                                                                                                                                         | 2 | 2 |
| 5.4      | Job description & job specification                                                                                                                 |   |   |
| 5.5      | Hotel organization                                                                                                                                  |   |   |
| 5.6      | Core areas of hotel                                                                                                                                 |   |   |
|          |                                                                                                                                                     |   |   |
|          | <b>Section II</b>                                                                                                                                   |   |   |
| <b>1</b> | <b>An Introduction to Housekeeping Department</b>                                                                                                   |   |   |
| 1.1      | Importance of Housekeeping                                                                                                                          |   |   |
| 1.2      | Responsibilities of Housekeeping                                                                                                                    |   |   |
| 1.3      | Organization Structure                                                                                                                              | 2 | 4 |
| 1.4      | Housekeeping Personnel                                                                                                                              |   |   |
| 1.5      | Personal attributes of housekeeping staff                                                                                                           |   |   |
| 1.6      | Sections/Layouts of the department                                                                                                                  |   |   |
| 1.7      | Co-ordination with other departments                                                                                                                |   |   |
|          |                                                                                                                                                     |   |   |
| <b>2</b> | <b>Managing Housekeeping Personnel</b>                                                                                                              |   |   |
| 2.1      | Documents for personnel management – JD, JS, Job List, Job Assignment, Job breakdown, SOPs, Procedure Manual                                        | 3 | 3 |
| 2.2      | Determining staff strength                                                                                                                          |   |   |
| 2.3      | Duties of EHK                                                                                                                                       |   |   |

|          |                                                                                                                                                      |           |           |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 2.4      | Scheduling                                                                                                                                           |           |           |
| 2.5      | Team Work & Leadership                                                                                                                               |           |           |
| 2.6      | Contracts & Outsourcing - Hiring Contract Providers, Advantages & Disadvantages                                                                      |           |           |
|          |                                                                                                                                                      |           |           |
| <b>3</b> | <b>Housekeeping Inventories</b>                                                                                                                      | 5         | 4         |
| 3.1      | Cleaning Equipment - Manual equipment & mechanical equipment, Storage, distribution & control of cleaning equipment, Selection of cleaning equipment |           |           |
| 3.2      | Cleaning Agents - Various types of cleaning agents, Selection & storage of cleaning agents, Use of eco-friendly products                             |           |           |
| 3.3      | Guest supplies                                                                                                                                       |           |           |
| 3.4      | Linen - Guestroom linen, F&B linen, Health club linen                                                                                                |           |           |
| 3.5      | Uniforms                                                                                                                                             |           |           |
|          |                                                                                                                                                      |           |           |
| <b>4</b> | <b>Composition, Care &amp; Cleaning of Different Surfaces</b>                                                                                        | 3         | 1         |
| 4.1      | Importance of maintaining different surfaces – Metals, Glass, Plastics                                                                               |           |           |
| 4.2      | Methods of protecting hard surfaces from wear and tear                                                                                               |           |           |
| 4.3      | Methods of cleaning and maintaining different surfaces                                                                                               |           |           |
|          |                                                                                                                                                      | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book                               | Author                         | Publisher               |
|---------|------------------------------------------------|--------------------------------|-------------------------|
| 1       | Hotel Front Office Operations and Management   | Jata Shankar R Tewari          | Oxford University Press |
| 2       | Managing Hotel Front Office Operations         | Rajeev R Mishra                | CBS Publishers          |
| 3       | Hotel Housekeeping Operations and Management   | Raghubalan                     | Oxford University Press |
| 4       | Housekeeping Operations, Design and Management | Malini Singh and Jaya B George | Jaico Publishing House  |

## Foundation in Accommodation Operations – I

|                                       |                                      |                                                                                              |
|---------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>FAO103MJP      | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2     | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b><br>-- | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

### PRACTICALS

#### SECTION I

- Visit to a hotel to understand different departments and their functioning
- Visit to a hotel to understand services & facilities offered to the guest
- Visit to front office department of a hotel to understand its functioning
- Telephone Etiquettes and telephone handling.
- Familiarization with equipment used in front office
- Forms & Formats used in front office
- Handling room keys - issuing, receiving, missing keys
- Bell desk activities - luggage handling, left luggage procedure
- Introduction to Opera PMS and Individual profile making and updation; Making an individual guest reservation; Updation of reservation details; Reservation making and updation.
- Opera PMS- Making guest reservation and add-on reservations; putting room and routing instruction and its demonstration

#### SECTION II

- Layout of Housekeeping department
- Sections of housekeeping department
- Sample layout of double-bed/twin-bed room and suite
- Overview of a guest room to understand placement of furniture, supplies, amenities, linen
- Forms & Formats used in housekeeping
- Familiarization with the PMS used in the housekeeping
- Familiarization with Cleaning Equipment – manual/mechanical, its function, care & maintenance
- Familiarization with Cleaning Agents – selection, usage, storage
- Handling guest requests/complaints
- Hotel tour w.r.t facility management; demonstrate the knowledge and skills necessary to effectively respond to fire emergencies; hotel tours for identification of the structure and layout of a 5-star hotel property.

## Basic Nutrition and Dietetics

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>OE101BND          | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** Nutrition knowledge is essential for hospitality professionals as it directly impacts menu planning, food production, guest satisfaction, and health-conscious dining trends. With the growing demand for wellness cuisine, special diets, and personalized meal services in hotels, restaurants, airlines, and cruise lines, understanding the basics of nutrition enables future hoteliers to design menus that are balanced, safe, and appealing. This course introduces students to fundamental concepts of nutrients, balanced diets, and applied nutrition in hospitality settings, linking scientific knowledge with culinary and service applications.

| <b>Course Outcomes:</b> |                                                                                                                                                                                     |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Explain the principles of basic nutrition, food functions, and their relevance in hotel menu planning and guest satisfaction.                                                       |
| CO 2                    | Identify key nutrients (carbohydrates, proteins, fats, vitamins, minerals, water) and analyze their culinary sources, functions, and health implications in hospitality menus.      |
| CO 3                    | Apply nutrition concepts to design balanced meals, buffets, and special dietary menus for diverse guest profiles (children, elderly, business travellers, health-conscious diners). |
| CO 4                    | Demonstrate awareness of nutrition-related guest concerns (diabetes, obesity, hypertension, allergies, vegetarian/vegan diets) and suggest hospitality-friendly dietary solutions.  |

### THEORY

| Chapter no. | Topic                                                                                                                                                                                                                                                                                               | Hours     | Marks     |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>1</b>    | <b>Introduction to Nutrition &amp; Role in Hospitality</b>                                                                                                                                                                                                                                          | <b>4</b>  | <b>3</b>  |
|             | Importance of nutrition knowledge for chefs, F&B managers, service staff                                                                                                                                                                                                                            |           |           |
|             | Role of nutrition in guest satisfaction & repeat business                                                                                                                                                                                                                                           |           |           |
|             | Food as: energy, enjoyment, and therapeutic value in hotels                                                                                                                                                                                                                                         |           |           |
|             | Balanced diet in the context of menu planning & buffet spreads                                                                                                                                                                                                                                      |           |           |
| <b>2</b>    | <b>Nutrients and Their Relevance in Hospitality</b>                                                                                                                                                                                                                                                 | <b>12</b> | <b>10</b> |
|             | <i>Carbohydrates</i><br>Energy source in Indian & international cuisines (rice, bread, pasta, desserts)<br>High-fiber foods for wellness cuisine in hotels<br>"Healthy carbs" vs "refined carbs" in buffet/menu planning<br>Guest concerns: diabetes, weight loss menus                             |           |           |
|             | <i>Proteins</i><br>Importance of proteins in menu planning (meat, fish, legumes, dairy, soy)<br>Animal vs plant proteins in veg/non-veg hotel cuisines<br>Role in specialty diets: high-protein menus, fitness-focused F&B offerings<br>Hotel case study: designing a protein-rich breakfast buffet |           |           |

|   |                                                                                                                                                                                                                                                                                                                                                                |    |    |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
|   | <i>Fats &amp; Oils</i><br>Cooking oils & fats used in hotels (butter, ghee, olive oil, blended oils)<br>Good fats vs bad fats for guest health<br>Trans-fat restrictions in quick service restaurants (QSRs)<br>Fat-conscious cooking: grilled vs fried menu options<br>Guest health concerns (cholesterol, heart health menus)                                |    |    |
|   | <i>Vitamins &amp; Minerals</i><br>Key micronutrients linked with hotel menus (Vitamin C in juices, Iron in spinach, Calcium in dairy)<br>Fortified foods on menus (iodized salt, fortified flour, breakfast cereals)<br>Guest concerns: anemia, bone health, immunity-boosting foods<br>Trends: superfoods & their use in hotel menus (quinoa, kale, flaxseed) |    |    |
|   |                                                                                                                                                                                                                                                                                                                                                                |    |    |
| 3 | <b>Energy, Water &amp; Beverages</b>                                                                                                                                                                                                                                                                                                                           |    |    |
|   | Energy needs of different guest categories: sedentary, active, business travelers                                                                                                                                                                                                                                                                              |    |    |
|   | Caloric values of food items in menu engineering & costing                                                                                                                                                                                                                                                                                                     | 3  | 3  |
|   | Role of beverages in hydration (juices, mocktails, mineral water, sports drinks)                                                                                                                                                                                                                                                                               |    |    |
|   | Importance of electrolytes in tropical climates & international guests                                                                                                                                                                                                                                                                                         |    |    |
|   |                                                                                                                                                                                                                                                                                                                                                                |    |    |
| 4 | <b>Nutrition for Guest Profiles &amp; Special Diets</b>                                                                                                                                                                                                                                                                                                        |    |    |
|   | Nutritional needs of: <ul style="list-style-type: none"> <li>Children (kids' menu design)</li> <li>Business executives (quick healthy options)</li> <li>Pregnant/lactating women (special requests)</li> <li>Elderly guests (easy-to-digest diets)</li> </ul>                                                                                                  |    |    |
|   | Dietary requirements seen in hotels: <ul style="list-style-type: none"> <li>Vegetarian, vegan, gluten-free, lactose-intolerant guests</li> <li>Low-calorie menus for health-conscious diners</li> <li>Halal, Jain, Satvik food preferences</li> </ul>                                                                                                          | 6  | 5  |
|   | Hotel practice: Room service diet menus, wellness spa cuisine, cruise dining                                                                                                                                                                                                                                                                                   |    |    |
|   |                                                                                                                                                                                                                                                                                                                                                                |    |    |
| 5 | <b>Applied Nutrition in Hotels &amp; Food Service</b>                                                                                                                                                                                                                                                                                                          |    |    |
|   | Principles of menu planning with nutrition balance                                                                                                                                                                                                                                                                                                             |    |    |
|   | Nutritious menu design for: <ul style="list-style-type: none"> <li>Buffets</li> <li>Banquets</li> <li>Airline/ship catering</li> <li>Institutional catering (hospitals, schools, corporate)</li> </ul>                                                                                                                                                         | 5  | 4  |
|   | Diet and common guest health concerns: <ul style="list-style-type: none"> <li>Diabetes-friendly dishes</li> <li>Low-sodium &amp; heart-healthy meals</li> <li>Weight-management menus</li> </ul>                                                                                                                                                               |    |    |
|   |                                                                                                                                                                                                                                                                                                                                                                | 30 | 25 |

**Refence Books:**

| <b>Sr. no.</b> | <b>Name of the Book</b>    | <b>Author</b>  | <b>Publisher</b>                       |
|----------------|----------------------------|----------------|----------------------------------------|
| 1              | Nutrition Science          | Srilakshmi, B. | New Age International Publishers       |
| 2              | Dietetics                  | Srilakshmi, B. | New Age International Publishers       |
| 3              | Food & Nutrition           | Anita Tull     | Oxford University Press                |
| 4              | Food Science and Nutrition | Roday, S.      | Oxford University Press                |
| 5              | Theory of Cookery          | Arora, K.      | Frank Brothers & Co. (Publishers) Ltd. |

**Other References (Authenticated Website, Articles, etc.):**

## Food Science

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>OE101FSC          | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** Food Science is the foundation of professional cookery and food service in the hospitality industry. A clear understanding of the scientific principles behind cooking methods, food components, preservation, and flavour development helps hoteliers produce food that is safe, nutritious, cost-effective, and appealing to guests. It bridges the gap between culinary art and scientific knowledge, enabling them to maintain quality standards in restaurants, banquets, bakeries, and institutional catering. With changing global trends, awareness of functional foods and sustainable practices also prepares students to innovate in the competitive hospitality sector.

| <b>Course Outcomes:</b> |                                                                                                                                                                              |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Describe the scientific principles of food components (carbohydrates, proteins, fats, pigments, enzymes) and their role in cooking, processing, and presentation.            |
| CO 2                    | Apply food science concepts to common hotel kitchen practices such as baking, frying, sauce making, preservation, and plating.                                               |
| CO 3                    | Identify causes of food spoilage and evaluate preservation and storage techniques relevant to hotels, restaurants, banquets, and institutional catering.                     |
| CO 4                    | Analyze modern trends in food science (functional foods, molecular gastronomy, vegan alternatives) and relate them to guest expectations and menu innovation in hospitality. |

| Chapter no. | Topic                                                                                                                                                                                                                                                                                                                                      | Hou<br>rs | Marks    |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|
| <b>1</b>    | <b>Introduction to Food Science</b>                                                                                                                                                                                                                                                                                                        | <b>3</b>  | <b>2</b> |
| 1.1         | Definition, scope and importance of Food Science in hospitality                                                                                                                                                                                                                                                                            |           |          |
| 1.2         | Application in food production, storage, menu planning, and quality control                                                                                                                                                                                                                                                                |           |          |
| 1.3         | Role of food science in guest satisfaction, nutrition, and cost control                                                                                                                                                                                                                                                                    |           |          |
| 1.4         | Relationship of food science with culinary arts & F&B operations                                                                                                                                                                                                                                                                           |           |          |
| <b>2</b>    | <b>Food Components in Culinary Context</b>                                                                                                                                                                                                                                                                                                 | <b>10</b> | <b>9</b> |
| 2.1         | <i>Carbohydrates in Cooking</i> <ul style="list-style-type: none"> <li>Starch: properties, gelatinization, dextrinization, retrogradation</li> <li>Sugar: crystallization, caramelization, Maillard browning</li> <li>Application in bakery, confectionery, sauces, desserts, buffets</li> </ul>                                           |           |          |
| 2.2         | <i>Proteins in Cooking</i> <ul style="list-style-type: none"> <li>Structure &amp; types (animal vs plant proteins)</li> <li>Denaturation &amp; coagulation in cooking (eggs, cheese, meat, custards)</li> <li>Gluten formation in doughs &amp; bakery products</li> <li>Application in meat cookery, egg cookery, cheese dishes</li> </ul> |           |          |
| 2.3         | <i>Fats &amp; Oils in Cooking</i> <ul style="list-style-type: none"> <li>Properties of fats and oils (smoke point, rancidity, emulsification)</li> <li>Role in cooking methods (frying, roasting, baking)</li> </ul>                                                                                                                       |           |          |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                              |           |           |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
|          | <ul style="list-style-type: none"> <li>• Fat replacers and low-fat cooking trends in hospitality</li> </ul> Application in bakery, spreads, gravies, emulsions (mayonnaise, dressings)                                                                                                                                                                                                                                       |           |           |
| <b>3</b> | <b>Pigments, Flavours &amp; Enzymes in Foods</b>                                                                                                                                                                                                                                                                                                                                                                             | <b>6</b>  | <b>5</b>  |
| 3.1      | <i>Food Pigments &amp; Colours</i> <ul style="list-style-type: none"> <li>• Natural pigments: chlorophyll, carotenoids, anthocyanins, flavonoids</li> <li>• Effect of cooking on colour retention</li> <li>• Relevance in plating &amp; presentation for guests</li> <li>• Use in bakery &amp; confectionery products (natural vs artificial colours)</li> </ul>                                                             |           |           |
| 3.2      | <i>Food Flavours &amp; Enzymes</i> <ul style="list-style-type: none"> <li>• Natural flavour compounds in foods (herbs, spices, essential oils)</li> <li>• Flavour development during cooking (roasting, grilling, fermenting)</li> <li>• Enzymes in food: desirable (ripening, tenderizing) vs undesirable (spoilage, browning)</li> <li>• Applications in baking (enzymes in yeast), brewing, meat tenderization</li> </ul> |           |           |
| <b>4</b> | <b>Colloids &amp; Dispersed Systems in Food Preparation</b>                                                                                                                                                                                                                                                                                                                                                                  | <b>3</b>  | <b>2</b>  |
| 4.1      | Solutions, suspensions, emulsions, foams, gels                                                                                                                                                                                                                                                                                                                                                                               |           |           |
| 4.2      | Stability and breakdown of colloidal systems                                                                                                                                                                                                                                                                                                                                                                                 |           |           |
| 4.3      | Applications in hotel kitchens: soups, sauces, mayonnaise, ice creams, mousses, whipped cream                                                                                                                                                                                                                                                                                                                                |           |           |
| 4.4      | Role of colloids in texture & presentation of dishes                                                                                                                                                                                                                                                                                                                                                                         |           |           |
| <b>5</b> | <b>Food Preservation &amp; Storage in Hotels</b>                                                                                                                                                                                                                                                                                                                                                                             | <b>4</b>  | <b>4</b>  |
| 5.1      | Causes of food spoilage: microbial, enzymatic, physical, chemical                                                                                                                                                                                                                                                                                                                                                            |           |           |
| 5.2      | Methods of preservation: refrigeration, freezing, drying, salting, pickling, canning, vacuum packaging                                                                                                                                                                                                                                                                                                                       |           |           |
| 5.3      | Role of preservatives and food additives in F&B operations                                                                                                                                                                                                                                                                                                                                                                   |           |           |
| 5.4      | Hygiene, sanitation, and HACCP in hotel food storage                                                                                                                                                                                                                                                                                                                                                                         |           |           |
| <b>6</b> | <b>Trends in Food Science for Hospitality</b>                                                                                                                                                                                                                                                                                                                                                                                | <b>4</b>  | <b>3</b>  |
| 6.1      | Functional foods and nutraceuticals (probiotics, fortified foods, superfoods)                                                                                                                                                                                                                                                                                                                                                |           |           |
| 6.2      | Molecular gastronomy in hotels & fine dining                                                                                                                                                                                                                                                                                                                                                                                 |           |           |
| 6.3      | Plant-based proteins and vegan alternatives                                                                                                                                                                                                                                                                                                                                                                                  |           |           |
| 6.4      | Sustainable food practices: organic foods, farm-to-fork in hospitality                                                                                                                                                                                                                                                                                                                                                       |           |           |
| 6.5      | Guest expectations: health, wellness, and innovation in food products                                                                                                                                                                                                                                                                                                                                                        |           |           |
|          |                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book           | Author                                 | Publisher                        |
|---------|----------------------------|----------------------------------------|----------------------------------|
| 1       | Food Science and Nutrition | Roday, S.                              | Oxford University Press          |
| 2       | Food Science               | Norman N. Potter & Joseph H. Hotchkiss | Springer Science                 |
| 3       | Food Science               | Srilakshmi, B.                         | New Age International Publishers |
| 4       | Theory of Cookery          | Arora, K.                              | Frank Brothers & Co.             |
| 5       | A Textbook of Food Science | Mehrotra, S.                           | New Age International Publishers |

## Restaurant Service Skills

|                                      |                                     |                                                                                              |
|--------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First             | <b>Course code</b><br>SEC101RSS     | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--   | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical:</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** The restaurant is the face of any hotel or food service establishment. For first-year hotel management students, mastering the fundamentals of restaurant service skills lays the foundation for a successful career in hospitality. This practical course trains students in the core competencies of professional service – from mise-en-place, table setting, order taking, and food & beverage service to billing on POS systems and handling guest interactions.

By engaging in hands-on training, role-plays, and mock restaurant operations, students learn not just the technical skills of service but also the soft skills of communication, etiquette, complaint handling, and guest satisfaction. These abilities are essential for maintaining service quality, enhancing guest experiences, and meeting industry standards.

| <b>Course Outcomes:</b> |                                                                                                                                                               |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Demonstrate the correct use, care, and setup of restaurant service equipment including cutlery, crockery, glassware, and accessories.                         |
| CO 2                    | Perform table settings, napkin folds, and mise-en-place for different meals (breakfast, lunch, dinner, brunch, hi-tea) in line with industry standards.       |
| CO 3                    | Execute the sequence and styles of restaurant service including order taking, food & beverage service, and bill settlement on POS systems.                    |
| CO 4                    | Apply professional etiquette, grooming standards, and guest interaction skills in different restaurant situations through role-plays and mock service drills. |
| CO 5                    | Handle guest complaints, billing disputes, and service challenges with confidence while maintaining hospitality standards.                                    |

### List of Practicals

| Sr. no. | Practical                                                                                                  | Hours |
|---------|------------------------------------------------------------------------------------------------------------|-------|
| 1       | <b>Orientation of restaurants</b>                                                                          | 2     |
| 1.1     | Familiarization with restaurant layout; Sections of restaurant                                             |       |
| 1.2     | Ancillary areas                                                                                            |       |
| 2       | <b>Identification of equipment</b>                                                                         | 6     |
| 2.1     | Familiarize with uses and characteristics of Glassware, crockery, cutlery, hollowware, linen and furniture |       |
| 2.2     | Care, Maintenance and Storage                                                                              |       |
| 2.3     | Grooming, hygiene & etiquette for service staff                                                            |       |
| 3       | <b>Preparing Restaurant for Service</b>                                                                    | 4     |
| 3.1     | Mise en Scene                                                                                              |       |
| 3.2     | Mise en Place                                                                                              |       |
| 3.3     | Laying cover                                                                                               |       |
| 3.4     | Napkin Folds                                                                                               |       |
| 3.5     | Opening and closing the restaurant                                                                         |       |

|              |                                                                                                                                                                                                                                                                                |           |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|              |                                                                                                                                                                                                                                                                                |           |
| 4            | <b>Service Procedure</b>                                                                                                                                                                                                                                                       | 20        |
| 4.1          | Familiarization with types of menus (French Classical, Modern, Thematic)                                                                                                                                                                                                       |           |
| 4.2          | Styles of service: Plate (American), Silver (English), Butler, Self-service                                                                                                                                                                                                    |           |
| 4.3          | Rules to be observed                                                                                                                                                                                                                                                           |           |
| 4.4          | Flow of work                                                                                                                                                                                                                                                                   |           |
| 4.5          | From welcoming to Bidding farewell professionally                                                                                                                                                                                                                              |           |
|              |                                                                                                                                                                                                                                                                                |           |
| 5            | <b>Order taking</b>                                                                                                                                                                                                                                                            | 4         |
| 5.1          | Taking food orders                                                                                                                                                                                                                                                             |           |
| 5.2          | Writing and processing KOT/BOT manually & electronically                                                                                                                                                                                                                       |           |
| 5.3          | Suggestive selling & upselling techniques in restaurants                                                                                                                                                                                                                       |           |
| 5.4          | Communicating guest orders with kitchen and bar effectively                                                                                                                                                                                                                    |           |
|              |                                                                                                                                                                                                                                                                                |           |
| 6            | <b>Billing and Settlement on PoS software</b>                                                                                                                                                                                                                                  | 4         |
| 6.1          | Entering orders in POS                                                                                                                                                                                                                                                         |           |
| 6.2          | Splitting bills / discount application                                                                                                                                                                                                                                         |           |
| 6.3          | Cash, card, UPI and room settlements                                                                                                                                                                                                                                           |           |
| 6.4          | Generating reports for management                                                                                                                                                                                                                                              |           |
|              |                                                                                                                                                                                                                                                                                |           |
| 7            | <b>Breakfast Service</b>                                                                                                                                                                                                                                                       | 4         |
|              |                                                                                                                                                                                                                                                                                |           |
| 8            | <b>Brunch and Hi-Tea Service</b>                                                                                                                                                                                                                                               | 4         |
|              |                                                                                                                                                                                                                                                                                |           |
| 9            | <b>Briefing and Record-keeping</b>                                                                                                                                                                                                                                             | 4         |
| 9.1          | Daily allocations, menu briefing, upselling targets                                                                                                                                                                                                                            |           |
| 9.2          | logbooks, order summaries, guest feedback                                                                                                                                                                                                                                      |           |
|              |                                                                                                                                                                                                                                                                                |           |
| 10           | <b>Handling Different Situations</b> <ul style="list-style-type: none"> <li>• Service-related Situations</li> <li>• Billing &amp; Payment Situations</li> <li>• Guest Behaviour Situations</li> <li>• Special Requests Situations</li> <li>• Operational Situations</li> </ul> | 8         |
| <b>Total</b> |                                                                                                                                                                                                                                                                                | <b>60</b> |

#### Reference Books/ Journals:

| Sr. no. | Name of the Book                         | Author                            | Publisher               |
|---------|------------------------------------------|-----------------------------------|-------------------------|
| 1       | Food & Beverage Service                  | Lillicrap, D.R. & Cousins, J.A.   | Hodder Education        |
| 2       | Food & Beverage Service: Training Manual | Andrews, S.                       | Tata McGraw-Hill        |
| 3       | Food & Beverage Service                  | Singaravelavan, R.                | Oxford University Press |
| 4       | Food and Beverage Management             | Davis, Bernard & Lockwood, Andrew | Routledge               |

#### Other References (Authenticated Website, Articles, etc.):

## हिंदी

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>First              | <b>Course code</b><br>AEC101HIN         | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** होटल प्रबंधन के छात्रों के लिए हिंदी केवल भाषा का विषय नहीं है, बल्कि यह आतिथ्य उद्योग की व्यावहारिक आवश्यकता है। भारत विश्व का एक प्रमुख पर्यटन स्थल है और यहाँ आने वाले अतिथियों में बड़ी संख्या हिंदी बोलने या समझने वालों की होती है। होटल, रेस्तरां, रिसॉर्ट, एयरलाइन और कूज़ जैसे क्षेत्रों में अतिथि से जुड़ने के लिए शिष्ट एवं व्यावसायिक हिंदी संवाद अनिवार्य है। हिंदी के माध्यम से छात्र अतिथियों, सहकर्मियों तथा उद्योग से जुड़े विभिन्न क्षेत्रों (होटल, रेस्तरां, रिसॉर्ट, एयरलाइन, कूज़) में सहज और शिष्ट संवाद करना सीखते हैं।

| <b>Course Outcomes:</b> |                                                                                                                        |
|-------------------------|------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | आतिथ्य उद्योग में हिंदी भाषा के महत्व को समझना और उसे पेशेवर संदर्भ में प्रयोग करना।                                   |
| CO 2                    | भारत एवं विश्व की प्रमुख होटल चेन, रिसॉर्ट्स, एयरलाइंस, कूज़ और QSRs का हिंदी में परिचय और विवरण प्रस्तुत करना।        |
| CO 3                    | भारत को पर्यटन स्थल के रूप में हिंदी में प्रस्तुत करना तथा सांस्कृतिक, प्राकृतिक और आध्यात्मिक धरोहरों का वर्णन करना।  |
| CO 4                    | होटल उद्योग के महान व्यक्तित्वों, नीतियों, और महत्वपूर्ण घटनाओं का हिंदी में विश्लेषण करना।                            |
|                         | हिंदी में आतिथ्य संवाद जैसे स्वागत, ऑर्डर लेना, शिकायत निवारण, दिशा-निर्देश देना एवं सुरक्षा निर्देशों का अभ्यास करना। |

### THEORY

| क्रमवार | विषय                                                                                                                                                                   | घंटे | अंक |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----|
| १       | <b>परिचय – आतिथ्य उद्योग में हिंदी का महत्व</b>                                                                                                                        | ३    | २   |
| १.१     | हिंदी का महत्व: राष्ट्रीय व अंतरराष्ट्रीय अतिथियों के लिए                                                                                                              |      |     |
| १.२     | शिष्टाचारपूर्ण अभिवादन एवं संवाद                                                                                                                                       |      |     |
| १.३     | गतिविधि: स्वागत संवाद                                                                                                                                                  |      |     |
| २       | <b>भारत एक पर्यटन स्थल के रूप में</b>                                                                                                                                  | ४    | ३   |
| २.१     | भारत के पर्यटन आकर्षण: <ul style="list-style-type: none"> <li>सांस्कृतिक पर्यटन</li> <li>प्राकृतिक पर्यटन</li> <li>आध्यात्मिक पर्यटन</li> <li>आधुनिक पर्यटन</li> </ul> |      |     |
| २.२     | “अतुल्य भारत” अभियान और इसका प्रभाव                                                                                                                                    |      |     |
| २.३     | भारत की यूनेस्को विश्व धरोहर स्थल                                                                                                                                      |      |     |
| ३       | <b>भारत एवं विश्व की प्रमुख होटल चेन</b>                                                                                                                               | ५    | ५   |
| ३.१     | भारत की प्रमुख होटल चेन: ताज, ओबेरॉय, आईटीसी, ललित, लीला                                                                                                               |      |     |
| ३.२     | विश्व की प्रमुख होटल चेन: मैरियट, हिल्टन, एक्कोर, हयात, इंटरकॉन्टिनेंटल                                                                                                |      |     |
| ४       | <b>त्वरित सेवा रेस्तरां (QSRs)</b>                                                                                                                                     | ३    | ३   |
| ४.१     | भारत के लोकप्रिय QSRs: डोमिनोज़, हल्दीराम, बर्गर किंग                                                                                                                  |      |     |

|      |                                                                                                                                                                                                                                                                                                                 |    |    |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
| ४. २ | वैश्विक ब्रांड्स: मैकडॉनल्ड्स, स्टारबक्स, सबवे, केएफसी,                                                                                                                                                                                                                                                         |    |    |
| ५    | <b>कूज़ एवं विमानन उद्योग</b>                                                                                                                                                                                                                                                                                   | ४  | ३  |
| ५. १ | भारत की कूज़ सेवाएँ: कॉर्डेलिया, आंग्रिया                                                                                                                                                                                                                                                                       |    |    |
| ५. २ | विश्व की कूज़ लाइनें: रॉयल कैरेबियन, कार्निवल                                                                                                                                                                                                                                                                   |    |    |
| ५. ३ | भारत की एयरलाइंस: एयर इंडिया, इंडिगो, विस्तारा, स्पाइसजेट                                                                                                                                                                                                                                                       |    |    |
| ५. ४ | अंतरराष्ट्रीय एयरलाइंस: एमिरेट्स, ब्रिटिश एयरवेज                                                                                                                                                                                                                                                                |    |    |
| ५. ५ | एयरलाइन घोषणाएँ एवं यात्री संवाद (हिंदी में)                                                                                                                                                                                                                                                                    |    |    |
| ६    | <b>भारतीय होटल उद्योग के व्यक्तित्व</b>                                                                                                                                                                                                                                                                         | ४  | ३  |
| ६. १ | जमशेदजी टाटा – ताज महल पैलेस; राय बहादुर मोहन सिंह ओबेरॉय – ओबेरॉय समूह; सी.पी. कृष्णन नायर – लीला होटल्स; आईटीसी होटल्स का योगदान                                                                                                                                                                              |    |    |
| ७    | <b>नीतियाँ, घटनाएँ एवं सुरक्षा</b>                                                                                                                                                                                                                                                                              | ६  | ५  |
| ७. १ | नीतियाँ:<br>पर्यटन नीति १९८२,<br>अतुल्य भारत अभियान,<br>एफडीआई,<br>जीएसटी                                                                                                                                                                                                                                       |    |    |
| ७. २ | घटनाएँ:<br>१९०३ – ताज महल पैलेस उद्घाटन<br>१९८२ – एशियाई खेल और होटल विस्तार<br>२००८ – ताज होटल आतंकी हमला (२६/११ मुंबई हमला)<br>• घटना का विवरण<br>• स्टाफ की बहादुरी और अतिथि सुरक्षा<br>• स्थायी सुरक्षा प्रभाव (चेकिंग, आपातकालीन ड्रिल)<br>• “सेवा और सुरक्षा” का संतुलन<br>२०२० – कोविड-१९ और होटल उद्योग |    |    |
| ८    | <b>शब्दावली एवं व्यावसायिक अनुप्रयोग</b>                                                                                                                                                                                                                                                                        | १  | १  |
| ८. १ | होटल, रेस्तरां, एयरलाइन से जुड़ी प्रमुख हिंदी शब्दावली                                                                                                                                                                                                                                                          |    |    |
| ८. २ | स्वागत, शिकायत निवारण, दिशा-निर्देश वाक्य                                                                                                                                                                                                                                                                       |    |    |
|      |                                                                                                                                                                                                                                                                                                                 | ३० | २५ |

#### Refence Books:

| Sr. no. | Name of the Book | Author | Publisher |
|---------|------------------|--------|-----------|
| 1       |                  |        |           |
| 2       |                  |        |           |
| 3       |                  |        |           |
| 4       |                  |        |           |
| 5       |                  |        |           |

#### Other References (Authenticated Website, Articles, etc.):

## Professional English for Hospitality

|                                      |                                        |                                                                                              |
|--------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First             | <b>Course code</b><br>AEC102PEH        | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--      | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical: --</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** English is the international language of the hospitality industry. Hotel professionals must communicate clearly and confidently with guests, colleagues, and supervisors across multiple operational areas — Front Office, Food & Beverage Service, Housekeeping, and Kitchen. Learning professional English through practical, industry-specific situations develops the confidence to handle real-life guest interactions, write professional documents, and present themselves effectively.

This course emphasizes spoken English, guest handling dialogues, professional writing, presentations, cross-cultural sensitivity, and career communication skills. Role-plays, simulations, and mock service sessions ensure that students acquire not just language proficiency but also the hospitality etiquette and service orientation that make communication effective in hospitality sector.

| <b>Course Outcomes:</b> |                                                                                                                                                                                                                         |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Demonstrate fluency and accuracy in spoken English for hospitality contexts, including greetings, guest interactions, and telephone conversations.                                                                      |
| CO 2                    | Apply service-specific vocabulary and expressions in F&B service, front office, and housekeeping situations such as order taking, suggestive selling, and complaint handling.                                           |
| CO 3                    | Display professional written communication for hospitality, including emails, incident reports, feedback forms, menu descriptions, notices, memos, and logbook entries.                                                 |
| CO 4                    | Deliver presentations and public speaking tasks relevant to hospitality such as menu presentations, facility descriptions, event announcements, and tour commentaries.                                                  |
| CO 5                    | Exhibit competence in cross-cultural and team communication, including polite expressions, body language, guest sensitivity, and conducting team briefings.                                                             |
| CO 6                    | Prepare for the professional world through career communication skills such as resume writing, interview practice, group discussions, and digital communication (social media posts and handling online guest reviews). |

| <b>Chapter no.</b> | <b>Topic</b>                                                                                                   | <b>Hours</b> |
|--------------------|----------------------------------------------------------------------------------------------------------------|--------------|
| <b>1</b>           | <b>Spoken English for Hospitality</b>                                                                          | 10           |
| 1.1                | Importance of English in global hospitality                                                                    |              |
| 1.2                | Greetings, introductions, and guest engagement                                                                 |              |
| 1.3                | Role-play: Introducing self, greeting colleagues, greeting guests, welcoming guests, escorting to rooms/tables |              |
| 1.4                | Telephone conversations: handling reservations, enquiries                                                      |              |
| 1.5                | Pronunciation drills (common hospitality words, menu items, guest names)                                       |              |
| 1.6                | Everyday conversations at Front Office, F&B, Housekeeping                                                      |              |
| <b>2</b>           | <b>Guest Interaction Skills</b>                                                                                | 12           |
| 2.1                | Greeting, seating, and taking orders in restaurants (role-play)                                                |              |
| 2.2                | Explaining menu items and suggesting alternatives                                                              |              |
| 2.3                | Telephone etiquette (taking reservations, handling queries, taking messages)                                   |              |
| 2.4                | Handling guest requests in front office & housekeeping                                                         |              |

|          |                                                                                                                       |    |
|----------|-----------------------------------------------------------------------------------------------------------------------|----|
| 2.5      | Handling complaints politely and professionally                                                                       |    |
| 2.6      | Giving directions (within hotel & around the city)                                                                    |    |
| 2.7      | Polite expressions for upselling, offering help, apologizing                                                          |    |
|          |                                                                                                                       |    |
| <b>3</b> | <b>Professional Writing for Hospitality</b>                                                                           | 10 |
| 3.1      | Writing professional emails: reservations, confirmations, complaints                                                  |    |
| 3.2      | Writing incident reports & guest feedback forms                                                                       |    |
| 3.3      | Drafting attractive & clear menu descriptions                                                                         |    |
| 3.4      | Writing notices, circulars & memos for staff communication, incident report, guest feedback, reports; dishes summary; |    |
| 3.5      | Practice: logbook entries (restaurant, front office, housekeeping)                                                    |    |
| 3.6      | Giving and Receiving Compliments                                                                                      |    |
|          |                                                                                                                       |    |
| <b>4</b> | <b>Presentation &amp; Public Speaking</b>                                                                             | 8  |
| 4.1      | Describing hotel facilities & services to guests; dish/beverage/facility explanation                                  |    |
| 4.2      | Giving short speeches at events (banquets, weddings, conferences)                                                     |    |
| 4.3      | Tour commentary / announcements for guests (city tours)                                                               |    |
|          |                                                                                                                       |    |
| <b>5</b> | <b>Cross-Cultural &amp; Team Communication</b>                                                                        | 8  |
| 5.1      | Using polite expressions across cultures (hospitality English etiquette)                                              |    |
| 5.2      | Handling international guests: accents, cultural sensitivity                                                          |    |
| 5.3      | Role-play: common cultural misunderstandings & their resolutions                                                      |    |
| 5.4      | Non-verbal communication & body language in guest service                                                             |    |
| 5.5      | Team briefings & staff meetings (mock sessions in service/FO/housekeeping)                                            |    |
|          |                                                                                                                       |    |
| <b>6</b> | <b>Career Communication</b>                                                                                           | 6  |
| 6.1      | Writing resumes and cover letters for hospitality jobs                                                                |    |
| 6.2      | Group discussions on hospitality-related topics                                                                       |    |
| 6.3      | Mock job interviews                                                                                                   |    |
| 6.4      | Introducing self professionally in interviews                                                                         |    |
|          |                                                                                                                       |    |
| <b>7</b> | <b>Social Media Communication</b>                                                                                     | 6  |
| 7.1      | Writing social media posts & promotional captions for hotels/restaurants                                              |    |
| 7.2      | Crafting engaging descriptions for events, menus, offers, and guest experience                                        |    |
| 7.3      | Role-play: responding to guest reviews on TripAdvisor/Google in polite, professional English                          |    |
| 7.4      | Practice: turning negative feedback into positive guest engagement                                                    |    |
|          |                                                                                                                       | 60 |

#### Reference Books:

| Sr. no. | Name of the Book                                             | Author                         | Publisher               |
|---------|--------------------------------------------------------------|--------------------------------|-------------------------|
| 1.      | English for International Tourism ( )                        | O'Driscoll, Fiona              | Pearson Longman         |
| 2       | Communication Skills for Professionals                       | Sinha, R. P.                   | Macmillan India         |
| 3       | English and Communication Skills for Students of Hospitality | Gole, M. & Ramesh, V.          | Cambridge India         |
| 4       | Presenting in English                                        | Trappe, Tonya & Tullis, Graham | Oxford University Press |

#### Other References (Authenticated Website, Articles, etc.):

BBC Learning English – English at the Movies/At Work (for pronunciation & fluency).

Duolingo English Test Practice (for vocabulary and speaking drills).

## ENVIRONMENTAL ETHICS FOR HOTELIERS

|                                        |                                       |                                                                                  |
|----------------------------------------|---------------------------------------|----------------------------------------------------------------------------------|
| <b>Semester<br/>First</b>              | <b>Course code<br/>HS-VEC-101-EEH</b> | <b>Total Evaluation Marks:<br/>50</b>                                            |
| <b>Theory hrs. per week:<br/>2</b>     | <b>Credits from Theory:<br/>2</b>     | <b>Concurrent Theory evaluation: 25 Marks<br/>End Term Theory exam: 25 Marks</b> |
| <b>Practical hrs. per week:<br/>--</b> | <b>Credits from Practical: --</b>     | <b>Concurrent Practical evaluation: --<br/>End Term Practical exam: --</b>       |

### Rationale:

This course investigates the ethical responsibilities of hospitality professionals toward the environment. It explores how hotels can align ethical decision-making with sustainable practices, studying topics such as resource management, environmental frameworks, and social responsibility. The course emphasizes critical thinking, practical applications, and ethical leadership within the hospitality sector.

| <b>Course Outcomes:</b> |                                                                                                        |
|-------------------------|--------------------------------------------------------------------------------------------------------|
| CO 1                    | Identify ethical issues within hotel operations, particularly regarding environmental impact.          |
| CO 2                    | Apply environmental management systems (EMS) and sustainability principles in hospitality contexts     |
| CO 3                    | Critically evaluate eco-friendly technologies and green marketing strategies in hotels                 |
| CO 4                    | Create and communicate effective sustainability plans for ethical hospitality management               |
| CO5                     | Reflect on personal and professional ethics in environmental decision-making within the hotel industry |

## THEORY

| <b>Chapt<br/>er no.</b> | <b>Topic</b>                                          | <b>Hour<br/>s</b> | <b>Mark<br/>s</b> |
|-------------------------|-------------------------------------------------------|-------------------|-------------------|
| 1                       | Introduction to environmental ethics & Sustainability | 6                 | 5                 |
| 1.1                     | Meaning of environmental ethics & sustainability      |                   |                   |
| 1.2                     | Global challenge to environment                       |                   |                   |
| 1.3                     | Introduction to sustainable development goals (SDGs)  |                   |                   |
| 1.4                     | Importance of sustainability in hospitality           |                   |                   |
|                         |                                                       |                   |                   |
| 2                       | Hospitality Industry and Environment                  | 4                 | 4                 |
| 2.1                     | Impact of hospitality industry on environment         |                   |                   |
| 2.2                     | Energy consumption & conservation                     |                   |                   |
| 2.3                     | Water consumption & conservation                      |                   |                   |
| 2.4                     | Waste management                                      |                   |                   |
| 2.5                     | Pollution                                             |                   |                   |
| 2.6                     | Ethical dilemma: Profit vs Sustainability             |                   |                   |
|                         |                                                       |                   |                   |
| 3                       | Sustainability in Hotel Departments                   | 6                 | 5                 |
| 3.1                     | Food & Beverage (F&B) Service                         |                   |                   |
| 3.2                     | Housekeeping                                          |                   |                   |
| 3.3                     | Front Office                                          |                   |                   |

|     |                                                   |   |   |
|-----|---------------------------------------------------|---|---|
| 3.4 | Banquets & Events- Green Event Management         |   |   |
| 3.5 | Benefits of Sustainable Operations                |   |   |
|     |                                                   | 8 | 7 |
| 4   | Culinary Sustainability & Food Ethics             |   |   |
| 4.1 | Energy & water usage in kitchens                  |   |   |
| 4.2 | Waste management in kitchen                       |   |   |
| 4.3 | Nutrition & Agriculture                           |   |   |
| 4.4 | Animal Husbandary & sourcing ethics               |   |   |
| 4.5 | Sustainable kitchen designing                     |   |   |
|     |                                                   | 6 | 5 |
| 5   | Global & Future Trends in Sustainable Hospitality |   |   |
| 5.1 | Eco hotels & Green building                       |   |   |
| 5.2 | Eco- Certifications                               |   |   |
| 5.3 | Smart Hotels & Technology for Sustainability      |   |   |
| 5.4 | Carbon Neutrality & Zero- Waste Hotels            |   |   |
| 5.5 | Use of Renewable resources                        |   |   |

| Sr. no. | Name of the Book                                | Author               | Publisher |
|---------|-------------------------------------------------|----------------------|-----------|
| 1       | Environmental Ethics: A Philosophical Inquiry   | Dr. Nirmal Selvamony |           |
| 2       | Environmental Ethics and India's Perspective    | Dr. N. Radhakrishnan |           |
| 3       | Ecology and Ethical Responsibility              | P. G. Sajeev         |           |
| 4       | Ecotourism and Sustainable Development in India | S.P. Bansal          |           |

**Other References (Authenticated Website, Articles, etc.):**

## Yog for Self and Society

|                                      |                                     |                                                                                              |
|--------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First             | <b>Course code</b><br>CC101YSS      | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--   | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical:</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** Yog is not merely a physical exercise but a holistic science of body, mind, and spirit. In today's lifestyle—marked by stress, irregular routines, and unhealthy habits—yog offers a practical tool for restoring balance and well-being.

This course is designed to: Develop physical flexibility, stamina, and concentration; Enhance mental calmness and stress-management ability; Cultivate a positive lifestyle through asanas, pranayama, and meditation; Encourage students to view yog as a medium for personal growth and as a wellness service for society.

| <b>Course Outcomes:</b> |                                                                                                                                                                                  |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Perform basic yog practices (Sukshma Vyayama, Asanas, Pranayama, Meditation) with correct technique and safety awareness.                                                        |
| CO 2                    | Understand and experience the benefits of yog in promoting physical health, mental peace, and emotional balance.                                                                 |
| CO 3                    | Analyze and apply cleansing practices (Shatkarmas), pranayama, and meditation for lifestyle improvement.                                                                         |
| CO 4                    | Design and conduct structured yog sessions under supervision for communities through teaching practice, demonstrating the ability to share yog as a tool for community wellness. |

### List of Practicals

| Sr. no.  | Practical                                                                                | Hours    |
|----------|------------------------------------------------------------------------------------------|----------|
| <b>1</b> | <b>Introduction &amp; Sukshma Vyayama</b>                                                | <b>1</b> |
|          | Orientation to yog practice, safety guidelines.                                          |          |
|          | <i>Sukshma Vyayama</i> (joint loosening, neck, shoulder, hip, ankle rotations)           |          |
|          | <i>Pawanmuktasana Series I</i> (anti-rheumatic group).<br>Relaxation in <i>Shavasana</i> |          |
| <b>2</b> | <b>Sthula Vyayama &amp; Surya Namaskar</b>                                               | <b>1</b> |
|          | <i>Sthula Vyayama</i> (gross body warm-ups)                                              |          |
|          | <i>Pawanmuktasana Series II</i> (digestive group)                                        |          |
|          | <i>Surya Namaskar</i> (step-by-step practice with breathing awareness)                   |          |
|          | <i>Om Chanting</i> for relaxation                                                        |          |
| <b>3</b> | <b>Shatkarma Kriyas - I</b>                                                              | <b>1</b> |
|          | Demonstration: <i>Kapalabhati</i> & <i>Trataka</i>                                       |          |
|          | Practice of <i>Kapalabhati</i> (low intensity for beginners)                             |          |
|          | Relaxation: <i>Yog Nidra</i> (15 min)                                                    |          |
| <b>4</b> | <b>Standing Asanas</b>                                                                   | <b>1</b> |

|           |                                                                            |          |
|-----------|----------------------------------------------------------------------------|----------|
|           | <i>Tadasana, Vrikshasana, Ardha Chakrasana, Trikonasana, Padahastasana</i> |          |
|           | Breathing & alignment focus                                                |          |
|           | Bhramari Pranayama                                                         |          |
|           |                                                                            |          |
| <b>5</b>  | <b>Sitting Asanas - I</b>                                                  | <b>1</b> |
|           | <i>Vajrasana, Sukhasana, Padmasana, Gomukhasana</i>                        |          |
|           | Gentle forward bends: <i>Paschimottanasana</i>                             |          |
|           | Guided meditation: <i>Anapana (breath awareness)</i>                       |          |
|           |                                                                            |          |
| <b>6</b>  | <b>Sitting Asanas - II &amp; Mudras</b>                                    | <b>1</b> |
|           | <i>Ardha Matsyendrasana</i> (spinal twist)                                 |          |
|           | <i>Yog Mudra</i> practice                                                  |          |
|           | <i>Chin Mudra &amp; Jnana Mudra</i> (for meditation)                       |          |
|           | <i>Anuloma Viloma</i> pranayama                                            |          |
|           |                                                                            |          |
| <b>7</b>  | <b>Prone Asanas - I</b>                                                    | <b>1</b> |
|           | <i>Bhujangasana, Shalabhasana, Makrasana</i>                               |          |
|           | Core strengthening with <i>Dhanurasana</i>                                 |          |
|           | Relaxation in <i>Makrasana</i>                                             |          |
|           |                                                                            |          |
| <b>8</b>  | <b>Supine Asanas - I</b>                                                   | <b>1</b> |
|           | <i>Pawanmuktasana, Setubandhasana</i>                                      |          |
|           | <i>Halasana &amp; Sarvangasana</i> (with precautions)                      |          |
|           | Relaxation in <i>Shavasana</i>                                             |          |
|           |                                                                            |          |
| <b>9</b>  | <b>Pranayama - I</b>                                                       | <b>1</b> |
|           | <i>Anuloma Viloma</i> (alternate nostril)                                  |          |
|           | Ujjayi pranayama                                                           |          |
|           | Sheetali & Sheetkari (cooling pranayamas)                                  |          |
|           | Shavasana + guided relaxation                                              |          |
|           |                                                                            |          |
| <b>10</b> | <b>Pranayama - II &amp; Bandhas</b>                                        | <b>1</b> |
|           | <i>Bhastrika</i> (forceful breathing)                                      |          |
|           | Bhramari (humming bee)                                                     |          |
|           | Jalandhara Bandha, Uddiyana Bandha (basic practice)                        |          |
|           | Moola Bandha explanation                                                   |          |
|           |                                                                            |          |
| <b>11</b> | <b>Shatkarma II</b>                                                        | <b>1</b> |
|           | Demonstration: <i>Jala Neti</i> (nasal cleansing with neti pot)            |          |
|           | Explanation of Sutra Neti, Dhauti, Nauli (theory + demo)                   |          |
|           | Group practice of Kapalabhati & Trataka                                    |          |
|           |                                                                            |          |
| <b>12</b> | <b>Meditation - I</b>                                                      | <b>1</b> |
|           | <i>Dharana</i> (concentration on breath, sound, image)                     |          |

|           |                                                                                                                    |           |
|-----------|--------------------------------------------------------------------------------------------------------------------|-----------|
|           | Dhyana (guided mindfulness meditation)                                                                             |           |
|           | Mantra chanting (Om, Gayatri)                                                                                      |           |
|           | Reflection & journaling                                                                                            |           |
|           |                                                                                                                    |           |
| <b>13</b> | <b>Meditation II &amp; Yog Nidra</b>                                                                               | <b>1</b>  |
|           | Advanced <i>Yog Nidra</i> practice                                                                                 |           |
|           | Chakra meditation (basic guided)                                                                                   |           |
|           | Silent sitting in <i>Padmasana/Sukhasana</i>                                                                       |           |
|           |                                                                                                                    |           |
| <b>14</b> | <b>Teaching Practice - I (Micro Teaching)</b>                                                                      | <b>12</b> |
|           | Students design <b>20-min yog sessions</b> (warm-up + 3 asanas + relaxation)                                       |           |
|           | Peer teaching in small groups                                                                                      |           |
|           | Feedback from instructor & classmates                                                                              |           |
|           |                                                                                                                    |           |
| <b>15</b> | <b>Teaching Practice - II &amp; Karma Yog</b>                                                                      | <b>35</b> |
|           | Students conduct 30–40 min complete sessions                                                                       |           |
|           | Community service element: simulate yog-for-wellness class (for school children, employees, senior citizens, etc.) |           |
|           | Reflection discussion on Yog as Lifestyle                                                                          |           |
|           |                                                                                                                    | <b>60</b> |

#### Reference Books/ Journals:

| Sr. no. | Name of the Book                             | Author                       | Publisher                               |
|---------|----------------------------------------------|------------------------------|-----------------------------------------|
| 1       | Light on Yoga                                | Iyengar, B.K.S.              | HarperCollins.                          |
| 2       | Asana, Pranayama, Mudra, Bandha              | Satyananda Saraswati, Swami. | Bihar School of Yoga                    |
| 3       | <i>The Complete Illustrated Book of Yoga</i> | Vishnudevananda, Swami       | Harmony Books                           |
| 4       | Handbook on Common Yoga Protocol             | Ministry of AYUSH            | Ministry of AYUSH (Government of India) |

#### Other References (Authenticated Website, Articles, etc.):

# **Semester II**

## Foundation in Food Production - II

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second             | <b>Course code</b><br>FCC151MJ          | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** The foundation in food production is important as it provides essential knowledge of basic food commodities and kitchen practices required for professional cooking. Understanding wheat, sugar, fats, raising and leavening agents helps in learning their functions, correct usage, and effects on texture, flavor, and quality of products such as pastries, cookies, and bread. Knowledge of milk and milk products supports preparation of nutritious dishes, sauces, and desserts, while meat cookery teaches selection, cuts, cooking methods, and food safety. Learning the layout of the kitchen ensures efficient workflow, proper use of equipment, hygiene, and safety. Altogether, this foundation builds technical skills, consistency, and professionalism, forming the base for advanced culinary techniques and successful kitchen operations.

| <b>Course Outcomes:</b> |                                                                                                                                                                                                                                          |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | <b>Understand Ingredients and Their Functions:</b> Demonstrate knowledge of wheat, sugar, fats, raising and leavening agents, and their roles in the preparation of bakery and confectionery products like bread, pastries, and cookies. |
| CO 2                    | <b>Develop Practical Cooking Skills:</b> Prepare a variety of dishes using milk and milk products and other basic ingredients while maintaining quality, taste, and consistency.                                                         |
| CO 3                    | <b>Apply Food Safety and Hygiene Practices:</b> Implement proper food handling, storage, and sanitation techniques in the kitchen to ensure safe and hygienic food production.                                                           |
| CO 4                    | <b>Demonstrate Professionalism and Creativity:</b> Exhibit discipline, creativity, and problem-solving skills in food production, preparing learners for advanced culinary practices and industry standards.                             |

### THEORY

| Chapter no. | Topic                                                                                                                                                                                                                                                                                                      | Hours    | Marks    |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| <b>1</b>    | <b>Wheat</b>                                                                                                                                                                                                                                                                                               | <b>6</b> | <b>5</b> |
|             | <ul style="list-style-type: none"> <li>Structure of wheat</li> <li>Milling of wheat</li> <li>Types of Wheat</li> <li>Types of Flour</li> <li>Types of patent flour</li> <li>Composition of Flour</li> <li>Flour treatment &amp; additives</li> <li>Other wheat flours</li> <li>Testing of flour</li> </ul> |          |          |
| <b>2</b>    | <b>Sugar</b>                                                                                                                                                                                                                                                                                               | <b>2</b> | <b>2</b> |
|             | <ul style="list-style-type: none"> <li>Importance of Sugar</li> <li>Types of sugar</li> <li>Syrups</li> <li>Cooking Stages and Temperature of Various Stages</li> </ul>                                                                                                                                    |          |          |

|          |                                                                                                                                                                                                                               |           |           |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>3</b> | <b>Fats</b>                                                                                                                                                                                                                   |           |           |
|          | <ul style="list-style-type: none"> <li>• Function of fats</li> <li>• Saturated and Un-saturated Fats</li> <li>• Varieties of Shortening</li> <li>• Types of fats</li> <li>• Storage of fats</li> </ul>                        | <b>3</b>  | <b>3</b>  |
| <b>4</b> | <b>Raising &amp; leavening Agents</b>                                                                                                                                                                                         |           |           |
|          | <ul style="list-style-type: none"> <li>• Biological</li> <li>• Chemical</li> <li>• Mechanical</li> <li>• Lamination &amp; combination</li> </ul>                                                                              | <b>3</b>  | <b>3</b>  |
| <b>5</b> | <b>Pastry</b>                                                                                                                                                                                                                 |           |           |
|          | <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Methods</li> <li>• Faults</li> </ul>                                                                                                        | <b>4</b>  | <b>3</b>  |
| <b>6</b> | <b>Cookies</b>                                                                                                                                                                                                                |           |           |
|          | <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Ingredients</li> <li>• Types of Cookies</li> <li>• Methods of Preparation</li> <li>• Characteristics &amp; their faults</li> </ul>                           | <b>4</b>  | <b>3</b>  |
| <b>7</b> | <b>Bread</b>                                                                                                                                                                                                                  |           |           |
|          | <ul style="list-style-type: none"> <li>• Steps of Bread Making</li> <li>• Role of Each Ingredient</li> <li>• Methods of bread making</li> <li>• Faults</li> </ul>                                                             | <b>4</b>  | <b>3</b>  |
| <b>8</b> | <b>Milk &amp; Milk Products</b>                                                                                                                                                                                               |           |           |
|          | <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Pasteurization &amp; Homogenisation</li> <li>• Types of Milk</li> <li>• Cream and its Types</li> <li>• Fermented Milk products</li> <li>• Storage</li> </ul> | <b>4</b>  | <b>3</b>  |
|          |                                                                                                                                                                                                                               | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book           | Author            | Publisher                |
|---------|----------------------------|-------------------|--------------------------|
| 1       | Professional Baking        | Wayne Gisslen     | John Wiley & Sons – 1994 |
| 2       | Food Production Operations | Parvinder S. Bali | Oxford University Press  |
| 3       | Baking                     | Martha Day        | Lorenz Books – 1999      |
| 4       | Theory of bakery           | Parvinder S. Bali | Oxford University Press  |

**Other References (Authenticated Website, Articles, etc.)**

## Foundation in Food & Beverage Service – II

|                                       |                                   |                                                                                        |
|---------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second             | <b>Course code</b><br>FBS152MJ    | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2  | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> -- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

### Rationale:

The course is designed to provide students with comprehensive theoretical and practical understanding of room service, function catering, beverages, bartending, and tobacco products within the hospitality industry. This syllabus equips learners with essential service skills, beverage knowledge, and operational awareness required in hotels, restaurants, banquets, cruise lines, and allied hospitality sectors. Emphasis is laid on guest service procedures, beverage classification & service, and bar operations, ensuring industry relevance and employability.

| Course Outcomes: |                                                                                                                                                                                                                   |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1             | Explain the concept, organization, equipment, and standard operating procedures of Room Service, including in-room facilities and guest services.                                                                 |
| CO 2             | Identify and demonstrate knowledge of Function Catering, including types of functions, equipment, table layouts, booking procedures, and service methods.                                                         |
| CO 3             | Classify and describe Non-Alcoholic Beverages, including tea, coffee, and other beverages, and explain their correct service procedures.                                                                          |
| CO 4             | Classify Alcoholic Beverages with special emphasis on beer and fermented beverages, including ingredients, production processes, types, faults, brands, service methods, and current trends.                      |
| CO 5             | Demonstrate awareness of Tobacco and Modern Nicotine Products, including cigars, cigarettes, hookah, vapes, and e-cigarettes, with emphasis on service etiquette, legal considerations, and responsible handling. |
| CO 6             | Understand the basics of bartending, including bar equipment, essential skills, duties, operational procedures, documentation, permits, and mobile/banquet bar setup.                                             |

### THEORY

| Chapter no. | Topic                             | Hours | Marks |
|-------------|-----------------------------------|-------|-------|
| <b>1</b>    | <b>Room Service</b>               | 4     | 3     |
| 1.1         | Introduction                      |       |       |
| 1.2         | Equipment                         |       |       |
| 1.3         | Procedure                         |       |       |
| 1.4         | In-room facilities and Services   |       |       |
| <b>2</b>    | <b>Function Catering</b>          | 5     | 4     |
| 2.1         | Types                             |       |       |
| 2.2         | Equipment                         |       |       |
| 2.3         | Table set-up                      |       |       |
| 2.4         | Function Booking and Organization |       |       |
| 2.5         | Service Procedure                 |       |       |
| <b>3</b>    | <b>Non-Alcoholic Beverages</b>    | 3     | 2     |
| 3.1         | Classification                    |       |       |
| 3.2         | Tea and Coffee                    |       |       |
| 3.3         | Other non-alcoholic beverages     |       |       |

|          |                                                                                                                                                               |           |           |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| 3.4      | Service of non-alcoholic beverages                                                                                                                            |           |           |
| <b>4</b> | <b>Alcoholic Beverages</b>                                                                                                                                    | 10        | 10        |
| 4.1      | Classification                                                                                                                                                |           |           |
| 4.2      | <b>Beer</b><br>Introduction, Definition and History of Beer<br>Ingredients and their Role, Manufacturing of beer<br>Types, Faults, Brands, Service and trends |           |           |
| 4.3      | <b>Fermented Beverages</b><br>An Introduction to Wine, Cider, Perry, Mead, Sake, Soju, Toddy, Palm                                                            |           |           |
| <b>5</b> | <b>Tobacco and Modern Nicotine Products</b>                                                                                                                   | 4         | 3         |
| 5.1      | Cigar                                                                                                                                                         |           |           |
| 5.2      | Cigarette                                                                                                                                                     |           |           |
| 5.3      | Other types – Hookah, Vapes, e-cigarettes                                                                                                                     |           |           |
| <b>6</b> | <b>Basics of Bartending</b>                                                                                                                                   | 4         | 3         |
| 6.1      | Equipment in Bar, Essential Skills, Duties and Responsibilities                                                                                               |           |           |
| 6.2      | Operations and Procedures                                                                                                                                     |           |           |
| 6.3      | Documents, Bar Permits                                                                                                                                        |           |           |
| 6.4      | Mobile or Banquet Bar Set Up                                                                                                                                  |           |           |
|          |                                                                                                                                                               | <b>30</b> | <b>25</b> |

#### Refence Books:

| Sr. no. | Name of the Book             | Author                                       | Publisher           |
|---------|------------------------------|----------------------------------------------|---------------------|
| 1       | Food and Beverage Service    | Denis Lillicrap and John Cousins             | Hodder Education    |
| 2       | Food and Beverage Service    | R. Singaravelavan                            | Oxford Publication  |
| 3       | Food and Beverage Management | Bernard Davis, Andrew Lockwood & Sally Stone | Elsevier            |
| 4       | Bar and Beverage Book        | Chris Katsigris, Chris Thomas                | John Wiley and Sons |

#### Other References (Authenticated Website, Articles, etc.):

## Foundation in Food & Beverage Service – II (Practical)

|                                      |                                     |                                                                                              |
|--------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>First             | <b>Course code</b><br>FBS152MJP     | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--   | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical:</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

### Rationale:

This course is designed to provide students with intensive hands-on exposure to room service operations, banqueting and outdoor catering, beverage service, bar operations, and responsible handling of alcoholic and tobacco products in professional hospitality environments.

The syllabus emphasizes operational competence, service accuracy, coordination skills, and compliance with standard operating procedures followed in hotels, resorts, banquets, cruise lines, and catering establishments. Through structured practical sessions, students develop job-ready skills related to guest service, beverage handling, bartending basics, documentation, and inter-departmental coordination, while adhering to hygiene, safety, and legal norms.

| <b>Course Outcomes:</b> |                                                                                                                                                                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | Demonstrate practical competence in room service operations, including departmental layouts, coordination with other departments, order taking, tray and trolley setup, guest handling, clearance procedures, billing, amenities management, and documentation              |
| CO 2                    | Apply operational skills in banquet and function catering, including layout planning, equipment handling, table, buffet and bar setup, organization of indoor and outdoor functions, service procedures for formal and informal events, and function-related documentation. |
| CO 3                    | Prepare and serve non-alcoholic beverages, beer, and fermented beverages using appropriate glassware, correct pouring and presentation techniques, and proper storage practices.                                                                                            |
| CO 4                    | Demonstrate responsible service awareness of tobacco and popular nicotine products, including cigars and cigarettes, in accordance with hospitality service etiquette, hygiene, and legal guidelines.                                                                       |
| CO 5                    | Perform basic bartending operations, including identification and handling of bar tools and equipment, measurement and pouring techniques, bar opening and closing procedures, operational controls, and maintenance of essential documents and permits.                    |

### List of 20 Practicals of 03 hours each

#### 04 Practicals of Room service covering

- Room service department layout; Floors layout; service lifts
- Co-ordination with kitchen and other departments
- Identification of room service equipment
- Mis en place activities
- Tray and trolley setup for meals
- Collecting order and carrying to the room
- Door etiquette and service protocol
- Clearing procedure and billing practice
- Amenities and mini-bar placements
- Order taking and telephone protocols
- Documents

#### 04 Practicals of Banquets covering

- Layouts
- Equipment
- Table set-ups
- Buffet and bar set-up
- Service procedures for formal and informal functions
- Organizing functions
- Outdoor caterings
- Briefing, Documents

03 Practicals on service of non-alcoholic beverages covering

- Tea & Coffee preparation techniques and service
- Service of Waters, Juices, squashes and aerated drinks, syrups, milk-based drinks

03 Practicals on service of beer covering

- Glassware and serving methods
- Pouring and presentation techniques
- Storage

02 Practicals on service of fermented beverages covering

- Glassware and serving methods
- Pouring and presentation techniques
- Storage

01 Practical on service of Tobacco covering cigar, cigarettes and other popular nicotine products

03 Practical on service of Tobacco covering

- Identification of bar tools and equipment
- Measurement and pouring techniques
- Bar opening and closing procedures
- Bar operations
- Basic documentation and permits

**Refence Books:**

| Sr. no. | Name of the Book             | Author                                       | Publisher           |
|---------|------------------------------|----------------------------------------------|---------------------|
| 1       | Food and Beverage Service    | Denis Lillicrap and John Cousins             | Hodder Education    |
| 2       | Food and Beverage Service    | R. Singaravelavan                            | Oxford Publication  |
| 3       | Food and Beverage Management | Bernard Davis, Andrew Lockwood & Sally Stone | Elsevier            |
| 4       | Bar and Beverage Book        | Chris Katsigris, Chris Thomas                | John Wiley and Sons |

**Other References (Authenticated Website, Articles, etc.):**

## Foundation in Accommodation Operations – II

|                                       |                                      |                                                                                        |
|---------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second             | <b>Course code</b><br>FAO-153-MJ     | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2     | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b><br>-- | <b>Concurrent Practical evaluation:</b><br><b>End Term Practical exam:</b>             |

### Rationale:

The course aims to provide operational knowledge and practical experience in Front Office operations with special attention to the Guest Cycle. Learners will also practise OPERA- Property management system to gain the operational functionality of the respective processes. Learners will understand the importance and role of housekeeping control desk. Learners will also be able to plan and describe the types of budgets made in the housekeeping department.

| Course Outcomes: |                                                                                                                                                                                                   |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 153.1         | Explain the importance of cleanliness and hygiene and identify the guest room layouts, status codes, and the standard contents of a guest room.                                                   |
| CO 153.2         | Complete a simulated guest cycle using both a manual and computerized property management system which includes handling reservations, check-in, stay, check out and front office accounting etc. |
| CO 153.3         | Practise the process of cleaning different types of guest rooms.                                                                                                                                  |
| CO 153.4         | Demonstrate the use of OPERA property management system (PMS) effectively.                                                                                                                        |

### THEORY

| Chapter no. | Topic                                                                                                 | Hours | Marks |
|-------------|-------------------------------------------------------------------------------------------------------|-------|-------|
|             | <b>Section – I</b>                                                                                    |       |       |
| <b>1</b>    | <b>An Introduction to the Front Office</b>                                                            |       |       |
| 1.1         | An overview of the front office department                                                            | 4     | 2     |
| 1.2         | The layout of front office department                                                                 |       |       |
| 1.3         | Various sections of front office department                                                           |       |       |
| 1.4         | The organization chart of front office department                                                     |       |       |
| 1.5         | Duties and responsibilities of front office personnel                                                 |       |       |
| 1.6         | Qualities of front office staff                                                                       |       |       |
| 1.7         | Rules of the house for the front office st                                                            |       |       |
| 1.8         | Equipment used in front office                                                                        |       |       |
| 1.9         | Forms & formats used in front office                                                                  |       |       |
|             |                                                                                                       |       |       |
| <b>2</b>    | <b>Room Tariff</b>                                                                                    |       |       |
| 2.1         | Meal plans                                                                                            | 5     | 4     |
| 2.2         | Types of guest rooms                                                                                  |       |       |
| 2.3         | The different types of room rates                                                                     |       |       |
| 2.4         | Room tariff card – historical perspective                                                             |       |       |
| 2.5         | Basics of Establishing room tariff- Meal Plans, Competition, Profile, Standards of Service& Amenities |       |       |
| 2.6         | Room rate designation                                                                                 |       |       |
| 2.7         | Room tariff fixation - Cost-based pricing, Market-based pricing                                       |       |       |
| 2.8         | Room status terminology                                                                               |       |       |
|             |                                                                                                       |       |       |
| <b>3</b>    | <b>Guest cycle and room reservations</b>                                                              |       |       |

|          |                                                                                                                                            |   |   |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| 3.1      | Stages of guest cycle                                                                                                                      | 5 | 4 |
| 3.2      | Reservations - concept, functions and importance                                                                                           |   |   |
| 3.3      | Modes of reservation                                                                                                                       |   |   |
| 3.4      | Sources of reservation (FIT's, Travel Agents, Airlines, GIT's)                                                                             |   |   |
| 3.5      | Types of reservation                                                                                                                       |   |   |
| 3.6      | Processing individual reservation requests                                                                                                 |   |   |
| 3.7      | Processing group reservation requests                                                                                                      |   |   |
| 3.8      | Amendments, cancellations, no-show and overbookings                                                                                        |   |   |
| 3.9      | Reservation reports                                                                                                                        |   |   |
|          |                                                                                                                                            |   |   |
| <b>4</b> | <b>Registration</b>                                                                                                                        |   |   |
| 4.1      | Pre-registration                                                                                                                           | 1 | 1 |
| 4.2      | Registration process                                                                                                                       |   |   |
| 4.3      | Check-in procedures – VIP, Foreigner, Group                                                                                                |   |   |
| 4.4      | Room selling techniques                                                                                                                    |   |   |
|          |                                                                                                                                            |   |   |
| <b>5</b> | <b>Checkout and Account settlement</b>                                                                                                     |   |   |
| 5.1      | Departure Procedure – FIT, Group                                                                                                           | 2 | 2 |
| 5.2      | Mode of settlement of bills- foreign exchange, cash settlement, credit settlement                                                          |   |   |
| 5.3      | Potential check-out problems and solutions - Late check-outs. Long queues at the cashier, improper posting of charges                      |   |   |
| 5.4      | Innovative checkout options                                                                                                                |   |   |
|          |                                                                                                                                            |   |   |
|          | <b>Section – II</b>                                                                                                                        |   |   |
| <b>1</b> | <b>Cleaning guestrooms and public areas</b>                                                                                                |   |   |
| 1.1      | Types/ nature of soil                                                                                                                      | 2 | 4 |
| 1.2      | Standards of cleaning                                                                                                                      |   |   |
| 1.3      | Principles of cleaning                                                                                                                     |   |   |
| 1.4      | Guestroom servicing procedure - Bed-making process, Turndown service and second service, Mini-bar management, Daily cleaning of guestrooms |   |   |
| 1.5      | Cleaning process of public areas                                                                                                           |   |   |
|          |                                                                                                                                            |   |   |
| <b>2</b> | <b>Control desk &amp; supervision in housekeeping</b>                                                                                      |   |   |
| 2.1      | Importance and role of control desk                                                                                                        | 3 | 3 |
| 2.2      | Forms, formats, records and registers                                                                                                      |   |   |
| 2.3      | Coordination with other departments                                                                                                        |   |   |
| 2.4      | Gate pass procedure                                                                                                                        |   |   |
| 2.5      | Handling difficult situations                                                                                                              |   |   |
| 2.6      | Handling room transfers                                                                                                                    |   |   |
|          |                                                                                                                                            |   |   |
| <b>3</b> | <b>Budgeting for Housekeeping Expenses</b>                                                                                                 |   |   |
| 3.1      | Types of budgets                                                                                                                           | 5 | 4 |
| 3.2      | Housekeeping expenses                                                                                                                      |   |   |
| 3.3      | Budget planning process                                                                                                                    |   |   |
| 3.4      | Controlling expenses                                                                                                                       |   |   |
| 3.5      | Inventory control and sock-taking                                                                                                          |   |   |
| 3.6      | Purchasing                                                                                                                                 |   |   |
| 3.7      | Vendor management                                                                                                                          |   |   |
|          |                                                                                                                                            |   |   |

|          |                                        |           |           |
|----------|----------------------------------------|-----------|-----------|
| <b>4</b> | <b>Linen and uniforms</b>              |           |           |
| 4.1      | Linen & uniform room                   | 3         | 1         |
| 4.2      | Storage of linen/uniforms              |           |           |
| 4.3      | Selection & design of uniforms         |           |           |
| 4.4      | Issuing & exchanging of linen/uniforms |           |           |
| 4.5      | Par stock                              |           |           |
| 4.6      | Linen control                          |           |           |
| 4.7      | Linen quality and lifespan             |           |           |
| 4.8      | Discards and their reuse               |           |           |
|          |                                        | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book                               | Author                         | Publisher               |
|---------|------------------------------------------------|--------------------------------|-------------------------|
| 1       | Hotel Front Office Operations and Management   | Jata Shankar R Tewari          | Oxford University Press |
| 2       | Managing Hotel Front Office Operations         | Rajeev R Mishra                | CBS Publishers          |
| 3       | Hotel Housekeeping Operations and Management   | Raghubalan                     | Oxford University Press |
| 4       | Housekeeping Operations, Design and Management | Malini Singh and Jaya B George | Jaico Publishing House  |
|         |                                                |                                |                         |
|         |                                                |                                |                         |

#### Other References (Authenticated Website, Articles, etc.):

## Foundation in Accommodation Operations – II

|                                      |                                     |                                                                                              |
|--------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second            | <b>Course code</b><br>FAO-153-MJP   | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--   | <b>Concurrent Theory evaluation:</b><br><b>End Term Theory exam:</b>                         |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical:</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

### PRACTICALS

#### SECTION I

- Handling guest enquiries.
- Handling guests who are blacklisted.
- Taking down the reservation request for FIT, Corporate Guest, Group/Crew.
- Amendment / cancellation of a reservation.
- Preparing for VIP & Group arrivals.
- Registration process for Walk-in, FIT/Foreigners, Corporate Guest, Group/Crew.
- Room change procedure.
- Handling Guest departure
- Check out with various methods of payment, Credit cards, Travelers cheque, Personal cheque, cash – Indian & Foreign currency, Travel Agent's voucher, BTC.
- Opera PMS- Making company and travel agent reservations; making sharer and accompanying guest profiles; updating sharer and accompanying guest profiles.
- Opera PMS- Creating alerts, traces, locators, messages, and updating flight details.
- Opera PMS- Allocating room to a guest; showing check-in; room move.
- Opera PMS- foreign exchange procedure and cash settlement.
- Opera PMS- Making guest reservation; creation of guest folio; posting charges in guest folio.
- Opera PMS- Shortcut Keys and Cashiering

#### SECTION II

- Sweeping and Mopping – dry, wet.
- Polishing of Laminated surfaces/ Brass/ EPNS/Copper articles
- Cleaning of Glass surfaces/ oil painted surfaces/ plastic painted surfaces/wooden surfaces
- Mansion polishing
- Carpet vacuuming
- Bed making process
- Cleaning of different floor finishes
- Use of floor scrubbing machine
- Equipping Maids Cart / Trolley
- Daily Cleaning of Guest rooms – Departure, occupied and vacant
- Minibar management
- Guest room inspection
- Weekly / Spring Cleaning
- Daily cleaning of Public Areas (Corridors)
- Weekly Cleaning of Public Areas
- Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
- Inspection Checklist

- Monogramming
- Handling room linen/guest supplies – replenishing floor pantry, stock taking
- Linen Inventory – Stock Taking

## Bakery And Confectionery

|                                            |                                  |                                                                                              |
|--------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second                  | <b>Course code</b><br>SEC151BAC  | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b>               | <b>Credits from Theory:</b>      | <b>Concurrent Theory evaluation:</b><br><b>End Term Theory exam:</b>                         |
| <b>Practical hrs. per week:</b><br>4 hours | <b>Credits from Practical: 2</b> | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** Bakery and Confectionery aims to equip students with essential hands-on skills, creativity, and technical knowledge required in professional food production environments. It helps learners understand the science of baking, ingredient functions, precision, hygiene, and time management while developing consistency and quality control. Bakery practicals also foster discipline, teamwork, and problem-solving under real kitchen conditions, preparing students to meet industry standards and customer expectations. Ultimately, this practical exposure bridges the gap between theory and industry practice, enhancing employability and professional competence in the hospitality sector.

| <b>Course Outcomes:</b> |                                                                                                                                                                                       |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | <b>Apply baking techniques:</b> Students will be able to prepare a variety of bakery products using standard methods, tools, and equipment while maintaining quality and consistency. |
| CO 2                    | <b>Understand ingredient functionality:</b> Students will demonstrate knowledge of the role of ingredients and their impact on texture, flavor, and structure of baked goods.         |
| CO 3                    | <b>Maintain hygiene and safety standards:</b> Students will be able to follow proper food safety, sanitation, and workplace safety practices in a bakery environment.                 |
| CO 4                    | <b>Develop professional skills:</b> Students will exhibit time management, teamwork, cost control, and presentation skills aligned with industry requirements.                        |

### PRACTICALS

#### Practical 1

- Sandwich & Jam drop cookies
- Pound cake

#### Practical 2

- Hard rolls
- Chocolate tart

#### Practical 3

- Florentine cookies
- Lemon meringue tart

#### Practical 4

- Sandwich loaf
- Brownie

#### Practical 5

- Biscotti
- Apple pie

#### Practical 6

- Whole wheat loaf
- Muffins

#### Practical 7

- Spritz cookie

- Linzer torte

#### Practical 8

- Focaccia
- scones

#### Practical 10

- Crème brulee
- Doughnuts

#### Practical 11

- Chocolate Mousse
- Choux

#### Practical 12

- Cheesecake
- Garlic bread

#### Practical 13

- Genoise sponge
- Butter creams & Cake layering

#### Practical 14

- Celebration cake & buffet prep

#### Practical 15

- Buffet

#### Reference Books:

| Sr. no. | Name of the Book           | Author            | Publisher                |
|---------|----------------------------|-------------------|--------------------------|
| 1       | Professional Baking        | Wayne Gisslen     | John Wiley & Sons – 1994 |
| 2       | Food Production Operations | Parvinder S. Bali | Oxford University Press  |
| 3       | Baking                     | Martha Day        | Lorenz Books – 1999      |
| 4       | Theory of bakery           | Parvinder S. Bali | Oxford University Press  |

#### Other References (Authenticated Website, Articles, etc.)

## Basics of International Cuisines

|                                      |                                        |                                                                                              |
|--------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second            | <b>Course code</b><br>SEC152BIC        | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b>         | <b>Credits from Theory:</b>            | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical: --</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale: Basics of International cuisine** introduce students to fundamental cooking techniques, ingredients, and flavor profiles from different cultures around the world. It emphasizes understanding how geography, history, and traditions shape each country's food practices while developing essential skills such as proper preparation, seasoning, and presentation. By exploring dishes from regions like Europe, the Middle East, and the Americas, learners gain versatility, creativity, and cultural appreciation, preparing them to work confidently in diverse culinary environments.

| <b>Course Outcomes:</b> |                                                                                                                                                                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | <b>Perform essential preparation techniques</b> (cutting, seasoning, cooking methods) required in producing dishes from various international cuisines.                    |
| CO 2                    | <b>Demonstrate correct use of international ingredients, equipment, and cooking methods</b> to achieve culturally accurate flavor profiles and textures.                   |
| CO 3                    | <b>Work effectively in a team-based kitchen setting</b> , showing time management, organization, and problem-solving skills during practical preparation of global dishes. |
| CO 4                    | <b>Execute authentic recipes</b> from major global regions while following proper kitchen standards and safety procedures.                                                 |
| CO 5                    | <b>Present internationally inspired dishes</b> with proper plating, garnishing, and aesthetic standards suitable for professional culinary environments.                   |

**15 practical × 4 hours each.**

| <b>Practical 1</b> | <b>Practical 2</b> | <b>Practical 3</b>    |
|--------------------|--------------------|-----------------------|
| Consomme           | Croquettes         | Greek salad           |
| Chicken ala king   | Poached fish       | Chicken Mediterranean |
| Butter garlic rice | Herb baby potato   | Pilaf                 |
| Creamed spinach    | Sauteed asparagus  | Sauteed Mushrooms     |
| Caramel custard    | Fruit trifle       | Umali                 |

| <b>Practical 4</b>    | <b>Practical 5</b> | <b>Practical 6</b>    |
|-----------------------|--------------------|-----------------------|
| Citrus salad          | Cheese balls       | Chowder               |
| Roast Chicken         | Chicken Fricasse   | Meatball marinara     |
| Roast Potatoes        | Duchess potatoes   | Spaghetti aglio olio  |
| Roast veg.            | Broccoli Almondine | Cauliflower au gratin |
| Sticky toffee pudding | Poached Pears      | Apple pie             |

| <b>Practical 7</b> | <b>Practical 8</b>     | <b>Practical 9</b> |
|--------------------|------------------------|--------------------|
| Russian salad      | Veloute soup           | Spring rolls       |
| Chicken stroganoff | Fish en papillote      | Fried rice         |
| Polenta            | Hasselback potatoes    | Kung pao           |
| Carrot & Beans     | Zucchini with Parmesan | Schezwan sauce     |
| Blini              | Mousse                 | Darsan             |

| <b>Practical 10</b> | <b>Practical 11</b> | <b>Practical 12</b>  |
|---------------------|---------------------|----------------------|
| Minestrone          | French onion soup   | Caesar salad         |
| Pesto Chicken       | Chicken ala kiev    | Chicken schnitzel    |
| Rissoto             | Dauphinoise         | Potato Wedges        |
| Sauteed veg         | Ratatouille         | Braised Cabbage      |
| Panna cotta         | Crepe Brulee        | Bread butter pudding |

| <b>Practical 13</b> | <b>Practical 14</b>  | <b>Practical 15</b> |
|---------------------|----------------------|---------------------|
| Bisque              | Cold soup            | Burritos            |
| Fish Meuniere       | Grilled Fish/Tofu    | Nachos              |
| Rosti potato        | Quinoa               | Satay chicken       |
| Petit pois flamande | Stuffed Bell peppers | Fish & chips        |
| Crepe suzette       | Churros              | Frankie             |

Practical exam to be conducted on a five-course menu.

#### Refence Books:

| <b>Sr. no.</b> | <b>Name of the Book</b>                               | <b>Author</b>                         | <b>Publisher</b>  |
|----------------|-------------------------------------------------------|---------------------------------------|-------------------|
| 1              | Professional Cooking,                                 | Wayne Gisslen                         | Wiley             |
| 2              | The Theory of Catering,<br>Culinary                   | Ceserani & Kinton                     | Hodder Education  |
| 3              | Theory of Cookery                                     | Arora, S.                             | Frank Bros. & Co. |
| 4              | Modern Cookery for Teaching<br>and the Trade (Vol. 2) | Thangam E. Philip                     | Orient BlackSwan  |
| 5              | Food and Culture                                      | Pamela Goyan Kittler & Kathryn Sucher | Cengage           |

## Hindi – Start-up Stories (AEC151HIN)

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second             | <b>Course code</b><br>AEC151HIN         | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** यह पाठ्यक्रम वर्तमान भारतीय आर्थिक परिदृश्य को ध्यान में रखते हुए तैयार किया गया है, जहाँ स्टार्टअप और नवाचार विकास के प्रमुख आधार बन चुके हैं। इसका उद्देश्य विद्यार्थियों को स्टार्टअप की मूल अवधारणाओं, उद्यमिता के गुणों, पारंपरिक व्यवसाय और नवाचार-आधारित मॉडल के अंतर तथा भारत में विकसित हो रहे स्टार्टअप पारिस्थितिकी तंत्र की समग्र समझ प्रदान करना है। विशेष रूप से, **Startup India** जैसी पहलों के संदर्भ में विद्यार्थियों को नीतिगत समर्थन और उपलब्ध अवसरों की जानकारी दी जाती है। यह पाठ्यक्रम हिंदी भाषा के व्यावसायिक महत्व पर बल देते हुए प्रभावी संप्रेषण, प्रस्तुतीकरण और व्यवसायिक लेखन कौशल विकसित करने में सहायक है, साथ ही प्रेरणादायक उदाहरणों के माध्यम से नवाचार, नेतृत्व, जोखिम प्रबंधन और असफलताओं से सीखने की क्षमता को प्रोत्साहित करता है, जिससे विद्यार्थी आत्मनिर्भर, नैतिक और सक्षम उद्यमी के रूप में विकसित हो सकें।

| <b>Course Outcomes:</b> |                                                                                                                                                                           |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO 1                    | स्टार्टअप एवं उद्यमिता की अवधारणाओं को स्पष्ट रूप से समझ सकेंगे तथा पारंपरिक व्यवसाय और नवाचार-आधारित स्टार्टअप मॉडल में अंतर विश्लेषित कर सकेंगे।                        |
| CO 2                    | स्टार्टअप से संबंधित प्रमुख शब्दावली एवं व्यावसायिक हिंदी का प्रभावी प्रयोग कर सकेंगे, जैसे प्रस्तुतीकरण, प्रस्ताव लेखन और औपचारिक संवाद।                                 |
| CO 3                    | भारतीय स्टार्टअप पारिस्थितिकी तंत्र का मूल्यांकन कर सकेंगे, विशेषकर Startup India जैसी पहलों के संदर्भ में अवसरों और चुनौतियों का विश्लेषण कर सकेंगे।                     |
| CO 4                    | प्रेरणादायक स्टार्टअप उदाहरणों के आधार पर नवाचार, नेतृत्व, जोखिम प्रबंधन और असफलता से सीखने की क्षमता विकसित कर सकेंगे, जिससे वे व्यावहारिक उद्यमशील दृष्टिकोण अपना सकें। |

### THEORY

| Chapter no. | Topic                                                | Hours | Marks |
|-------------|------------------------------------------------------|-------|-------|
| १           | <b>स्टार्टअप शब्दावली और व्यावसायिक हिंदी</b>        | ३     | ३     |
|             | १.१ स्टार्टअप से जुड़े प्रमुख शब्द (हिंदी अर्थ सहित) |       |       |
| २           | <b>स्टार्टअप और उद्यमिता का परिचय</b>                | ५     | ४     |
|             | २.१ स्टार्टअप: अर्थ, परिभाषा और विशेषताएँ            |       |       |
|             | २.२ पारंपरिक व्यवसाय बनाम स्टार्टअप                  |       |       |
|             | २.३ उद्यमी के गुण और भूमिका                          |       |       |
|             | २.४ हिंदी भाषा का आधुनिक व्यावसायिक महत्व            |       |       |
| ३           | <b>भारत में स्टार्टअप संस्कृति</b>                   | ५     | ४     |
|             | ३.१ स्टार्टअप इंडिया: उद्देश्य और प्रभाव             |       |       |
|             | ३.२ शहरी एवं ग्रामीण स्टार्टअप                       |       |       |
|             | ३.३ युवाओं और नवाचार की भूमिका                       |       |       |
|             | ३.४ भारत में स्टार्टअप आंदोलन                        |       |       |
| ४           | <b>प्रेरणादायक स्टार्टअप - खंड - १</b>               | ६     | ५     |

|   |                                                                                                                                                                                                                                                                                                     |    |    |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
|   | ४.१ ओयो रूमस – एसेट-लाइट होटल मॉडल<br>४.२ ट्रीबो होटल – बजट होटल ब्रांडिंग<br>४.३ फैबहोटल्स – टेक्नोलॉजी आधारित प्रबंधन<br>४.४ ऐर बएनब – होम-स्टे एवं शेयरिंग मॉडल<br>४.५ लेमन् ट्री – समावेशी रोजगार एवं ब्रांड निर्माण<br>४.२ ओबेरॉय ग्रुप – भारतीय लकड़ी आतिथ्य की सफलता कथा                     |    |    |
| ५ | <b>प्रेरणादायक स्टार्टअप - खंड - २</b>                                                                                                                                                                                                                                                              |    |    |
|   | ५.१ ज़ोमैटो – डिजिटल फूड प्लेटफॉर्म<br>५.२ स्विग्री – लॉजिस्टिक दक्षता<br>५.३ रेबेल् फूड्स – क्लाउड किचन मॉडल<br>५.४ वोव्! मोमो – स्ट्रीट फूड से ब्रांड<br>५.५ बारबेक्यू नेशन – अनुभव आधारित डाइनिंग<br>५.६ सरवना भवन – पारंपरिक व्यंजन का वैश्विक विस्तार<br>५.७ डब्बावाला – सेवा अनुशासन का आदर्श | ६  | ५  |
| ६ | <b>असफलता, चुनौतियाँ और सीख</b>                                                                                                                                                                                                                                                                     |    |    |
|   | ६.१ स्टार्टअप असफल होने के कारण<br>६.२ जोखिम, निर्णय और पुनः प्रयास<br>६.३ असफलता से सीखने की संस्कृति<br>६.४ मानसिक दृढ़ता और नैतिकता                                                                                                                                                              | ५  | ४  |
|   |                                                                                                                                                                                                                                                                                                     | ३० | २५ |

#### Reference Books:

| Sr. no. | Name of the Book                               | Author                        | Publisher             |
|---------|------------------------------------------------|-------------------------------|-----------------------|
| १       | उद्यमिता के मूल आधार                           | प्रो. आर. सी. अग्रवाल         | साहित्य भवन           |
| २       | Entrepreneurship Development Hand Book (Hindi) | O.P. Harkut & G.P. Vaishnav   | Scientific Publishers |
| ३       | उद्यमिता (Entrepreneurship) – Class XI/XII     | डॉ. S.K. सिंह एवं संजय गुप्ता | NCERT                 |
| ४       | Startup Ho To Aisa Ho                          | N. Raghuraman                 | Prabhat Books         |

#### Other References (Authenticated Website, Articles, etc.)

## Professional Ethics & Responsibility for Hoteliers

|                                       |                                      |                                                                                        |
|---------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester:</b><br>Second            | <b>Course Code:</b><br>VEC151PRH     | <b>Total Evaluation Marks:</b><br>50 Marks                                             |
| <b>Theory Hrs. Per Week:</b><br>2     | <b>Credits from theory :</b><br>2    | <b>Concurrent theory evaluation: 25 marks</b><br><b>End term theory exam: 25 Marks</b> |
| <b>Practical Hrs. Per Week:</b><br>-- | <b>Credits from practical:</b><br>-- | <b>Concurrent practical evaluation: --</b><br><b>End term practical exam:--</b>        |

**Rationale:** The hospitality industry is a service-oriented sector that depends heavily on trust, professionalism, and guest satisfaction. Ethical behavior plays a crucial role in maintaining service quality, protecting guest interests, and building long-term brand reputation. This course is designed to provide students with a strong foundation in ethical principles and professional conduct required in the hospitality industry. It helps learners understand the importance of integrity, honesty, fairness, accountability, and transparency in hotel operations. The course also creates awareness about workplace ethics, guest data confidentiality, diversity and inclusion, POSH policies, food safety, environmental responsibility, and legal compliance. Students will learn to handle ethical dilemmas, complaints, crisis situations, and leadership responsibilities in a professional and socially responsible manner. Overall, the course aims to develop responsible hospitality professionals who can balance business goals with ethical and social responsibilities.

| <b>Course Outcomes:</b> |                                                                                                                                                                       |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CO1                     | Explain the meaning, concept, and importance of ethics in the hospitality industry, including professional ethics, personal values, and ethical principles.           |
| CO2                     | Demonstrate appropriate workplace ethics and professional conduct, including grooming standards, confidentiality, discipline, diversity, and POSH awareness.          |
| CO3                     | Apply ethical practices in various hotel operations such as Front Office, Housekeeping, Food & Beverage, Culinary, billing, marketing, and complaint handling.        |
| CO4                     | Identify legal and social responsibilities of hoteliers related to consumer protection, safety, environmental laws, and responsible alcohol service.                  |
| CO5                     | Analyze ethical dilemmas using decision-making models and demonstrate leadership accountability, transparency, and ethical crisis management in hospitality settings. |

| Chp. No. | Topic                                                            | Hours     | Marks     |
|----------|------------------------------------------------------------------|-----------|-----------|
| <b>1</b> | <b>Introduction to Ethics in Hospitality</b>                     | <b>05</b> | <b>04</b> |
| 1.1      | Meaning and concept of ethics                                    |           |           |
| 1.2      | Professional ethics vs personal values                           |           |           |
| 1.3      | Importance of ethics in hospitality industry                     |           |           |
| 1.4      | Ethical principles: Integrity, honesty, fairness, accountability |           |           |
| 1.5      | Code of conduct in hotels                                        |           |           |
| 1.6      | Role of ethics in building brand reputation                      |           |           |
|          |                                                                  |           |           |
| <b>2</b> | <b>Workplace Ethics &amp; Professional Conduct</b>               | <b>07</b> | <b>06</b> |
| 2.1      | Grooming and professional behaviour                              |           |           |
| 2.2      | Confidentiality of guest information                             |           |           |
| 2.3      | Workplace discipline and punctuality                             |           |           |
| 2.4      | Sexual harassment policies & POSH awareness                      |           |           |
| 2.5      | Workplace diversity and inclusion                                |           |           |
| 2.6      | Respect for colleagues & teamwork ethics                         |           |           |
|          |                                                                  |           |           |
| <b>3</b> | <b>Ethical Issues in Hotel Operations</b>                        | <b>08</b> | <b>07</b> |
| 3.1      | Ethical practices in Front Office and House-keeping              |           |           |
| 3.2      | Ethical practices in F&B service and Culinary department         |           |           |

|            |                                                             |           |           |
|------------|-------------------------------------------------------------|-----------|-----------|
| <b>3.3</b> | Ethical billing and financial transparency                  |           |           |
| <b>3.4</b> | Food safety ethics & hygiene responsibility                 |           |           |
| <b>3.5</b> | Handling guest data privacy                                 |           |           |
| <b>3.6</b> | Responsible marketing & truthful advertising                |           |           |
| <b>3.7</b> | Managing complaints ethically                               |           |           |
|            |                                                             |           |           |
| <b>4</b>   | <b>Legal &amp; Social Responsibilities of Hoteliers</b>     | <b>05</b> | <b>04</b> |
| <b>4.1</b> | Consumer protection laws (basic awareness)                  |           |           |
| <b>4.2</b> | Safety and security responsibility                          |           |           |
| <b>4.3</b> | Fire safety and emergency ethics                            |           |           |
| <b>4.4</b> | Environmental laws affecting hotels                         |           |           |
| <b>4.5</b> | Responsible alcohol service                                 |           |           |
|            |                                                             |           |           |
| <b>5</b>   | <b>Ethical Leadership &amp; Professional Accountability</b> | <b>05</b> | <b>04</b> |
| <b>5.1</b> | Ethical decision-making models                              |           |           |
| <b>5.2</b> | Leadership responsibility in hospitality                    |           |           |
| <b>5.3</b> | Handling crisis ethically                                   |           |           |
| <b>5.4</b> | Whistleblowing and transparency                             |           |           |
| <b>5.5</b> | Building ethical hotel culture                              |           |           |
|            |                                                             | <b>30</b> | <b>25</b> |

| Sr.N | Name of the Book                                                       | Author                         | Publisher                                                               |
|------|------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------|
| 1    | International Encyclopaedia of Hotel and Hospitality Management Ethics | P. C. Sinha                    | Anmol Publications / Arts & Science Academic Publishing (International) |
| 2    | Ethics in Hospitality Management: A Book of Readings                   | Stephen S. J. Hall             | American Hotel & Motel Association Educational Institute, USA           |
| 3    | Ethics in the Hospitality and Tourism Industry                         | Karen Lieberman & Bruce Nissen | Educational Institute, American Hotel & Lodging Association (USA)       |

**Other References: (Authenticated websites, Articles, etc):**

1. *Study.com* — Ethics in the Hospitality Industry
2. *Hospitality.Institute* — Environmental Ethics
3. *Cornell University* — Professionalism & Ethics in Hospitality

## Paak Shaastra – Classical Indian Culinary Science

|                                       |                                         |                                                                                        |
|---------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second             | <b>Course code</b><br>IKS151PKS         | <b>Total Evaluation Marks:</b><br>50                                                   |
| <b>Theory hrs. per week:</b><br>2     | <b>Credits from Theory:</b><br>2        | <b>Concurrent Theory evaluation:</b> 25 Marks<br><b>End Term Theory exam:</b> 25 Marks |
| <b>Practical hrs. per week:</b><br>-- | <b>Credits from Practical:</b> --<br>-- | <b>Concurrent Practical evaluation:</b> --<br><b>End Term Practical exam:</b> --       |

**Rationale:** The course on **Paak Shaastra** is designed to introduce students of hospitality studies to the classical Indian culinary knowledge system rooted in Ayurveda and traditional Indian practices. This course aims to provide students with an understanding of the scientific, philosophical, and ethical dimensions of Indian food culture. It emphasizes sustainable, seasonal, and mindful culinary practices, promotes cultural sensitivity, and prepares students to integrate indigenous food wisdom into modern hospitality operations, wellness cuisine, and tourism. By exploring food as a holistic pillar of life, students develop skills in menu planning, ethical cooking, and health-oriented food production.

| <b>Course Outcomes:</b> |                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------|
| CO 1                    | Explain the fundamental concepts of <b>Paak Shaastra</b> as an Indian Knowledge System.                        |
| CO 2                    | Identify and classify indigenous ingredients, tastes (Rasa), and seasonal food practices.                      |
| CO 3                    | Apply principles of dietetics and dietary discipline from Charaka and Suśruta Saṁhitā in hospitality contexts. |
| CO 4                    | Demonstrate awareness of ethical, sustainable, and mindful food practices in professional kitchens.            |

### THEORY

| Chapter no. | Topic                                                                                                                                                                                                   | Hours    | Marks    |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| <b>1</b>    | <b>Introduction to Paak Shaastra</b>                                                                                                                                                                    | <b>4</b> | <b>3</b> |
|             | 1.1 Meaning of Paak Shaastra<br>1.2 Evolution of Indian culinary science<br>1.3 Ahara as a pillar of life (Trayopastambha)<br>1.4 Relevance to professional kitchens                                    |          |          |
| <b>2</b>    | <b>Philosophical Foundations of Indian Food Science</b>                                                                                                                                                 |          |          |
|             | 2.1 Panch Mahabhuta and food composition<br>2.2 Tridoṣha: Vata, Pitta, Kapha<br>2.3 <b>Agni – Digestive Fire and Its Culinary Importance</b><br>2.4 Holistic approach vs modern nutrition               |          |          |
| <b>3</b>    | <b>Dravya Jñāna – Indigenous Ingredients and Food Diversity</b>                                                                                                                                         |          |          |
|             | 3.1 Classification of foods in Ayurveda<br>3.2 Six Rasas (tastes) and their culinary roles<br>3.3 Seasonal and regional food traditions                                                                 | <b>4</b> | <b>3</b> |
| <b>4</b>    | <b>Samskara and Traditional Cooking Methods</b>                                                                                                                                                         | <b>4</b> | <b>4</b> |
|             | 4.1 Meaning & Objectives of Samskara (संस्कार)<br>4.2 Traditional cooking methods in Paak Shaastra<br>4.3 Cooking vessels (Patra Samskara)<br>4.4 Types of Food Processing & Cooking Methods (Saṁskāra) |          |          |
| <b>5</b>    | <b>Dietetics and Dietary Discipline</b>                                                                                                                                                                 |          |          |
|             |                                                                                                                                                                                                         |          |          |
|             |                                                                                                                                                                                                         |          |          |

|          |                                                                                                                                                                                                                                                                                                                                          |           |           |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
|          | 5.1 Principles of dietetics from Charaka and Susruta Samhita<br>5.2 Pathya and Apathya (wholesome/unwholesome foods)<br>5.3 Viruddha Ahara (incompatible combinations)<br>5.4 Sattvic, Rajasic, and Tamasic foods – effects on mind, body, and its characteristic<br>5.5 Quantity, timing, dining etiquette and mindful eating practices |           |           |
| <b>6</b> | <b>Guṇa, and Vīrya – Functional Aspects of Food</b>                                                                                                                                                                                                                                                                                      |           |           |
|          | 6.1 Guṇas (qualities) of food – heavy/light, oily/dry, hot/cold<br>6.2 Vīrya (heating and cooling effect)<br>6.3 Taste balance in Indian meals<br>6.4 Menu harmony and guest satisfaction                                                                                                                                                | <b>4</b>  | <b>4</b>  |
| <b>7</b> | <b>Application of Paak Shaastra in Modern Hospitality</b>                                                                                                                                                                                                                                                                                |           |           |
|          | 7.1 Paak Shaastra & Ayurvedic based Menu Planning<br>7.2 Planning specific types of menus: Diet-specific menus, Seasonal menus, Sattvic menus, Traditional thalis.<br>7.3 Contemporary menus: <b>Fusion and Therapeutic dishes</b><br>7.4 Cultural and ritual significance of food                                                       | <b>4</b>  | <b>3</b>  |
|          |                                                                                                                                                                                                                                                                                                                                          | <b>30</b> | <b>25</b> |

#### Reference Books:

| Sr. no. | Name of the Book                                      | Author                                                                    | Publisher                          |
|---------|-------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------|
| 1       | Food for Your Dosha                                   | Dr. Joshi Navin, Dr Shilpa Yerne                                          | Partridge Publishing India         |
| 2       | Tridosha Made Easy :<br>The Basic Ayurvedic Principle | Raghuram YS & Manasa S<br>Janardhana V Hebbar                             | Notion Press                       |
| 3       | Charak Samhita                                        | Acharya Vidhyadhar<br>Sukal (Author), Prof. Ravidutt<br>Tripathi (Author) | Chaukhamba Sanskrit<br>Pratishthan |

#### Other References (Authenticated Website, Articles, etc.)

## Culinary & Sanitation Literacy for Communities

|                                      |                                        |                                                                                              |
|--------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Semester</b><br>Second            | <b>Course code</b><br>CC151CSL         | <b>Total Evaluation Marks:</b><br>50                                                         |
| <b>Theory hrs. per week:</b><br>--   | <b>Credits from Theory:</b><br>--      | <b>Concurrent Theory evaluation: --</b><br><b>End Term Theory exam: --</b>                   |
| <b>Practical hrs. per week:</b><br>4 | <b>Credits from Practical: --</b><br>2 | <b>Concurrent Practical evaluation: 25 Marks</b><br><b>End Term Practical exam: 25 Marks</b> |

**Rationale:** This course is designed as a **community immersion programme** where hospitality students engage directly with nearby villages to promote:

- Healthy eating practices
- Safe drinking water habits
- Clean cooking environments
- Indoor air awareness
- Household sanitation
- Importance of exercise and yoga

The objective is to develop hospitality students as **Community Wellness Facilitators**, capable of contributing to public health awareness at the grassroots level

### Course Outcomes (COs)

1. Conduct awareness sessions on healthy and hygienic food habits.
2. Demonstrate safe water purification and storage techniques.
3. Educate communities about indoor air quality and clean cooking environments.
4. Promote sanitation, waste management, and personal hygiene practices.
5. Create awareness about the importance of physical exercise & yoga.
6. Document and evaluate community health practices.

| Sr. No. | Topic/ Activity                                                                                                                                                                                                                                                         | Hours       | Marks |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------|
| 1.      | <b>Pre-Field Preparation</b>                                                                                                                                                                                                                                            | 20<br>Hours |       |
|         | Study fundamentals of: <ul style="list-style-type: none"> <li>• Nutrition &amp; hygiene</li> <li>• Water safety</li> <li>• Air pollution &amp; ventilation</li> <li>• Sanitation &amp; waste management</li> <li>• Basics of exercise, yoga &amp; meditation</li> </ul> |             |       |
|         | Prepare awareness material: <ul style="list-style-type: none"> <li>• Posters</li> <li>• Demonstration charts</li> <li>• Healthy meal models</li> <li>• Simple yoga sequence plan</li> </ul>                                                                             |             |       |
|         | Form outreach teams: <ul style="list-style-type: none"> <li>• Food &amp; Nutrition Team</li> <li>• Water Safety Team</li> <li>• Air Quality Team</li> <li>• Sanitation Team</li> <li>• Lifestyle &amp; Yoga Team</li> <li>• Documentation Team</li> </ul>               |             |       |
| 2.      | <b>Village Visit Structure</b>                                                                                                                                                                                                                                          | 25<br>Hours |       |
|         | Community Interaction <ul style="list-style-type: none"> <li>• Meet village leaders / SHG groups / Anganwadi workers</li> <li>• Identify common health practices</li> </ul>                                                                                             |             |       |
|         | Household & Environment Observation <ul style="list-style-type: none"> <li>• Students observe: Kitchen hygiene, Water storage, Ventilation in cooking area, Toilet facilities, Waste disposal, Open drainage, Physical activity patterns.</li> </ul>                    |             |       |
|         | Awareness Session<br>Conduct group session covering:                                                                                                                                                                                                                    |             |       |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |             |  |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--|
|    | <p>1. Food Literacy</p> <ul style="list-style-type: none"> <li>Balanced local meal demonstration</li> <li>Demonstration of iron-rich &amp; protein-rich meals for: (Pregnant) women, Children, Elderly</li> <li>Reading and understanding food labels</li> <li>Sugar, fat, sodium awareness activity</li> <li>Low-oil cooking awareness; Type of oil to use</li> <li>Importance of millets &amp; seasonal foods</li> <li>Safe food storage; Hazards/ benefits of the Material/ metals used in making the pots &amp; pans.</li> <li>Avoiding food contamination</li> <li>Creating hygiene checklist</li> <li>Preparing a simple “Healthy Kitchen Checklist”.</li> </ul> <p>2. Water Safety</p> <ul style="list-style-type: none"> <li>Awareness of water quality</li> <li>Waterborne diseases</li> <li>Safety and precautions</li> <li>Avoiding stagnant water</li> </ul> <p>3. Air &amp; Clean Cooking</p> <ul style="list-style-type: none"> <li>Effects of smoke in kitchen</li> <li>Risks of smoke exposure</li> <li>Importance of cross ventilation</li> <li>Safe LPG practices</li> <li>Clean fuel awareness</li> </ul> <p>4. Sanitation &amp; Environmental Hygiene</p> <ul style="list-style-type: none"> <li>Importance of toilet use.</li> <li>Demonstration of correct handwashing (WHO technique).</li> <li>Safe disposal of kitchen waste; Solid waste segregation.</li> <li>Composting demo (wet waste management).</li> <li>Prevention of mosquito breeding.</li> <li>Cleaning activity (symbolic awareness drive) in surroundings.</li> </ul> <p>5. Exercise &amp; Yoga Students conduct:</p> <ul style="list-style-type: none"> <li>Simple stretching exercises</li> <li>Basic yoga postures suitable for all age groups</li> <li>Breathing exercises (Pranayama basics)</li> <li>Discussion on benefits: Stress reduction, Better digestion, Improved immunity, Mental well-being. (Exercises should be safe, non-advanced, and culturally acceptable.)</li> </ul> <p>Interactive Activity</p> <ul style="list-style-type: none"> <li>Quiz / Q&amp;A session</li> <li>Children’s drawing competition on “Healthy Home”</li> <li>Distribution of awareness pamphlets</li> </ul> |             |  |
| 3. | <p><b>Documentation &amp; Reflection</b></p> <p>Each student must submit:</p> <ul style="list-style-type: none"> <li>Village Profile</li> <li>Hygiene &amp; Sanitation Observation Checklist</li> <li>Awareness Session Plan</li> <li>Photographic Evidence (if permitted)</li> <li>Community Feedback Summary</li> <li>Personal Reflection (Learning Outcomes)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 15<br>Hours |  |

**\*Evaluation of End Term Practical exam based on the students Report submission, Presentation and Viva.**