



Savitribai Phule Pune University

Bachelors in Hotel Management and Catering Technology (BHMCT)

(Faculty of Commerce & Management)

(National Education Policy 2020)

**Revised Syllabus to be implemented from the
Academic year 2025-2026**

I. TITLE

Name of the Programme: Bachelors in Hotel Management & Catering Technology (BHMCT)

Nature of the Programme:

BHMCT is a four-year full-time undergraduate degree programme recognised by All India Council for Technical Education (AICTE), New Delhi.

II. PREAMBLE

Curriculum of the BHMCT programme of SPPU was last revised in the year 2019, with the implementation of choice-based credit system. This revision of BHMCT syllabus focusses on the implementation of the National Education Policy 2020 with an objective of inculcating a holistic & multidisciplinary education, incorporating Indian Knowledge System, adapting academic leadership, governance and management, focusing on Information, Communication & Technology, research and development, skill development, addressing student diversity and inclusive education.

III. KEY FEATURES OF THE BHMCT CURRICULUM

1. **Importance of skills, ability development and attitudinal orientation** in hotel management education, aligning with NEP 2020, has been kept in mind while framing the structure to ensure the knowledge and skills imparted are applicable globally.
2. The objective is to provide the hospitality industry with a steady stream of competent and trained aspiring hospitality individuals with the necessary knowledge, skills, values and attitude to occupy key positions.
3. **Diverse Specialisation and Practical Exposure:** Students will have the opportunity to specialize in emerging hotel management areas through open electives and gain practical experience through structured internships and project work. This internship and practical exposure are designed to enhance employability and entrepreneurial capabilities.
4. **Innovative Course Structure:** The course structure introduces an induction programme, visits, workshops, and expert lectures to foster a holistic educational experience.
5. **Comprehensive Credit Distribution:** The curriculum incorporates 176 credits for a four-year programme, which includes a balanced mix of programme core & elective courses, open electives and significant emphasis on hands-on learning through practicals, projects, and internships.

IV. PROGRAMME OUTCOMES

1. Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
2. Making students familiar with the practical aspects of the hospitality industry.
3. Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
4. Enhance the techniques of advanced technological uses in hotel industry.
5. **Business Knowledge** - Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
6. **Communication Skills-** Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able

to effectively choose communication methods that are appropriate to the topic, objective, and setting.

7. **Quantitative Skills-** Students will be able to understand, analyse and use quantitative data to make business decisions and report to stakeholders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
8. **Critical Thinking Skills -** Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
9. **Technology-** Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
10. **Ethics-** Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
11. **Multicultural and Diversity-** Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
12. **Demonstrate Learning-** Enhancing skills in hospitality core areas at various position of specialisation addressing customer satisfaction.

V. HIGHLIGHTS OF THIS CURRICULUM

1. The BHMCT curriculum is designed based on a Student-centric approach and keeping in mind the current industry requirement of multi-skilled professionals and to develop Entrepreneurs, a choice-based Curriculum is based on the National Education Policy 2020.
2. As per the guidelines of NEP 2020, the structure is divided into Major Discipline Specific Courses, Major Faculty Specific Courses, Minor Courses, Generic Electives, Open Electives, Vocational Skill Courses, Skill Enhancement Courses, Ability Enhancement Courses, Value Education Courses, Indian Knowledge System, Co-curricular Courses, On Job Training, Field Project, Community Engagement.
3. The Electives are thoughtfully designed, keeping in mind the dynamics of Hospitality Industry.
4. With a 20-week mandatory Industrial Training in the sixth semester, which ensures developing operational skills and giving an insight and exposure to the hotel industry.
5. Mandating of MOOC online courses in the sixth semester gives an access to online learning.
6. Research Project offers a unique pathway for students interested in academic and research careers focusing on research methodology, data analysis and project report writing.

VI. CREDIT DISTRIBUTION

A. Definition of Credit:

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

* 1 Credit = 25 marks (for evaluation)

B. Course Code & Definition:

Abbreviations	Definition
L	Lecture
T	Tutorial
P	Practical
MJ (DSC)	Major Discipline Specific Courses
MJ (FSC)	Major Faculty Specific Courses
MN	Minor Courses
OE	Open Elective
GE	General Elective
VSC	Vocational Skill Courses
SEC	Skill Enhancement Courses
AEC	Ability Enhancement Courses
VEC	Value Education Courses
IKS	Indian Knowledge System
OJT	On Job Training
FP	Field Project
CE	Community Engagement
IA	Internal Assessment
UE	University Examination (Theory & Practical)

C. Credit Framework Outline

As per the guidelines provided by the Ministry of Human Resource Development (HRD), Govt. of India, to implement the National Education Policy (NEP), which is a “learner-centric approach” in the entire education delivery mechanism and globally followed evaluation system. This BHMCT revised curriculum has been designed for students to understand and align their interest so flexibility to choose interdisciplinary, intra-disciplinary and skill-based courses is made available.

VII. INDUCTION PROGRAMME

The essence and details of Induction program can also be understood from the ‘Detailed Guide on Student Induction program’, as available on AICTE Portal, <https://www.aicteindia.org/sites/default/files/Detailed%20Guide%20on%20Student%20Induction%20program.pdf>

Induction Program (mandatory)	Three-week duration
Induction program for students to be offered right at the start of the first year BHMCT program.	<ul style="list-style-type: none">• Creative Arts• Universal Human Values• Literary• Proficiency Modules• Lectures by Eminent People• Visits to local Areas• Familiarization to Department/Branch• Innovation• Physical activity

VIII. FIELD VISITS / WORKSHOPS / DEMONSTRATIONS / SEMINARS / INDUSTRY INTERACTIONS / ACTIVITIES

Experiential and hands-on learning for curriculum enrichment and enhancing learning opportunities of the students are achieved by planning and organising, participating, and hosting, intra and inter-college activities for courses where gaps are identified if any.

IX. INDUSTRIAL TRAINING & RESEARCH PROJECT

- **Industrial Training:** In the sixth semester the students have to undergo a 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 organisation permits for the same. The student will only be allowed to appear for the industrial training exam on successful completion and submission of the listed documents:
 - Logbook duly signed by Department Head
 - Logbook Certificate signed and stamped by Training Manager
 - Industrial Training Completion Certificate of 20 weeks issued by the hotel organisation / company.
 - Performance Appraisals duly filled and signed by hotel competent authority (for all departments)
 - Industrial Training Report (one spiral bound, one golden embossed) with the certificate duly signed by Training Co-ordinator and the Principal.
 - Regular emails to Training Co-ordinator for updating training progress by the student.

Note: The student is only eligible to undergo the Industrial Training on successful completion of all the FYBHMCT courses prior to commencement of the Industrial Training.

Research Project: Each student has to submit the research project in the **eighth semester** on the approved topic relevant to the hospitality industry under the guidance of a subject faculty. The 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.

X. CREDIT MAPPING

Categories of Subjects	Number of credits %	Total Credits
MJ (DSC) – Major Discipline Specific Courses	50 %	64
MJ (FSC) – Major Faculty Specific Courses		24
MN – Minor Courses	16%	28
GE/OE– Generic Elective, Open Elective	6%	10
VSC/SEC – Vocational Skill Courses, Skill Enhancement Courses	5%	08
AEC/VEC – Ability Enhancement Courses, Value Education Courses	4%	08
IKS – Indian Knowledge System	2%	04
CC/OJT/FP/CE – Co-curricular Courses, On Job Training, Field Project, Community Engagement	17%	30
TOTAL	100%	176

XI. ATTENDANCE

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

XI. SEMESTER-WISE CREDIT DISTRIBUTION

Semesters	MJ (DSC) – Major Discipline Specific Courses	MJ (FSC) – Major Faculty Specific Courses	MN – Minor Courses	GE/OE– Generic Elective, Open Elective	VSC/SEC – Vocational Skill Courses, Skill Enhancement Courses	AEC/VEC – Ability Enhancement Courses, Value Education Courses	IKS – Indian Knowledge System	CC/OJT/FP/CE – Co-curricular Courses, On Job Training, Field Project, Community Engagement	Total
I	12	--	4	--	2	2	2	--	22
II	12	--	4	2	--	4	--	--	22
III	12	--	4	2	2	--	--	2	22
IV	16	--	--	2	--	2	2	--	22
V	12	--	8	2	--	--	--	--	22
VI	--	--	--	2	--	--	--	20	22
VII	--	12	4	--	2	--	--	4	22
VIII	--	12	4	--	2	--	--	4	22
Total	64	24	28	10	08	08	04	30	176

XII. EXAMINATION

Courses having Concurrent - Internal Assessment (IA) and External University Examinations (UE) shall be evaluated by the respective constituent units and the University at the term end for 40 and 60 percentage respectively. The total marks of IA and UE shall be 100% and it will be converted into grade points and grades. To acquire course credits, the student will be required to pass in both the Concurrent and the External University examination (Theory & Practical)

- **Standard of Passing:** Every candidate must pass 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.
- 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:
 - a. Assignments – Individual / Group / On-field
 - b. Live Projects
 - c. Case Studies
 - d. Group Discussions
 - e. Presentations and Viva-voce
 - f. Simulation Exercises
 - g. Quizzes
 - h. Planning, Organising 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.
 - a. A FYBHMCT student to be promoted to SYBHMCT should acquire minimum 22 credits out of 44 credits of FYBHMCT.
 - b. SYBHMCT student should acquire all FYBHMCT credits (44 credits) and minimum 22 credits of SYBHMCT to be promoted to TYBHMCT.
 - c. TYBHMCT student should acquire all FYBHMCT (44 credits) & SYBHMCT (44 credits) credits (88 credits) and minimum 22 credits of TYBHMCT to be promoted to Final Year BHMCT.
- **Grade Points:** A grading system is a 10-point system if the maximum grade point is 10. The system is given in Table below.

Marks	Grade	Grade Point
100-90	O	10
89-75	A+	09
74-60	A	08
59-55	B+	07
54-50	B	06
49-45	C	05
44-40	D	04
39-0	F	0
	AB: Absent	0

Formula to calculate GP is as under:

Set $x = \text{Max}/10$ where Max is the maximum marks assigned for the examination (i.e. 100)
 Formula to calculate the Individual Evaluation:

Range of Marks	Formula for the Grade Point
$8x \leq \text{Marks} \leq 10x$	10
$5.5x \leq \text{Marks} \leq 8x$	Truncate $(M/x) + 2$
$4x \leq \text{Marks} \leq 5.5x$	Truncate $(M/x) + 1$

XIII. SELECTION OF ELECTIVE COURSES

Minimum 15% of the total intake is mandatory to opt for the selection of electives.

XIV. MOOC'S POLICY

As per the guidelines provided by the UGC, each student is required to complete one MOOC (Massive Open Online Course) as an elective Course, which gives wide access to online learning. The student opting for MOOC of BHMCT programme should complete the MOOCs prescribed in the syllabus in semester II. Each MOOC will be evaluated for TWO credits. The MOOC course fees should be borne by the respective student. On successful completion of MOOCs course, the student should produce the completion certificate to the institute on the basis of which additional Credits will be given to the students. Following are the suggested sources from where students can undertake MOOCs:

1. iimb.ac.in
2. swayam.gov.in
3. alison.com
4. edx.org
5. Coursera
6. harvardx.harvard.edu
7. udemy.com
8. futurelearn.com
9. Indira Gandhi National Open University (IGNOU)
10. National Council of Educational Research and Training (NCERT)
11. National Institute of Open Schooling (NIOS)
12. National Programme on Technology Enhanced Learning (NPTEL)
13. Any other sources offering online courses suggested by the Institute

XV. BHMCT COURSE STRUCTURE

Semester I								
Course Details & Teaching Scheme					Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
BFP101T	Major	Basic Food Production – I (<i>Theory</i>)	2	2	20	-	30	50
BFP101P	Major	Basic Food Production – I (<i>Practical</i>)	4	2	20	30	-	50
BFB102T	Major	Basic Food & Beverage Service – I (<i>Theory</i>)	2	2	20	-	30	50
BFB102P	Major	Basic Food & Beverage Service – I (<i>Practical</i>)	4	2	20	30	-	50
BRD103T	Major	Basic Rooms Division – I (<i>Theory</i>)	2	2	20	-	30	50
BRD103P	Major	Basic Rooms Division – I (<i>Practical</i>)	4	2	20	30	-	50
CSC104T	Minor	Catering Science	4	4	40	-	60	100
PCO105P	AEC	Professional Communication	3	2	20	30	-	50
IKS106	IKS	Indian Knowledge System – I	2	2	50	-	-	50
CAP107P	VSC	Computer Applications	3	2	20	30	-	50
ED108	VSC	Entrepreneurship Development – I	2		50	-	-	
TOTAL			30	22	250 / 280	150 / 120	150	550
Note:								
<ul style="list-style-type: none"> S.P.P.U. Indian Knowledge System: Generic curriculum to be followed for IKS106. Basic Food Production I course will have an additional 01 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (CAP107P & ED108). 								

Semester II								
Course Details & Teaching Scheme					Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
BFP151T	Major	Basic Food Production – II (<i>Theory</i>)	2	2	20	-	30	50
BFP151P	Major	Basic Food Production – II (<i>Practical</i>)	4	2	20	30	-	50
BFB152T	Major	Basic Food & Beverage Service – II (<i>Theory</i>)	2	2	20	-	30	50
BFB152P	Major	Basic Food & Beverage Service – II (<i>Practical</i>)	4	2	20	30	-	50
BRD153T	Major	Basic Rooms Division – II (<i>Theory</i>)	2	2	20	-	30	50
BRD153P	Major	Basic Rooms Division – II (<i>Practical</i>)	4	2	20	30	-	50
TTS154T	Minor	Travel and Tourism Studies	4	4	40	-	60	100
BFR155P	GE	Basic French	3	2	20	30	-	50
BGR156P	GE	Basic German						
MAR157P	AEC	Marathi	3	2	20	30	-	50
DMG158	VEC	Disaster Management	1	1	25	-	-	25
NLM159	VEC	Natural Lifestyle Management	2	1	25	-	-	25
TOTAL			31	22	250	150	150	550
Note:								
<ul style="list-style-type: none"> • Basic Food Production II course will have additional 01 hour for scullery work per practical. • Minimum 15% of the total intake is mandatory to opt for electives (BFR155P & BGR156P). 								

Semester III								
Course Details & Teaching Scheme					Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
BKC201T	Major	Bakery and Confectionary (<i>Theory</i>)	2	2	20	-	30	50
BKC201P	Major	Bakery and Confectionary (<i>Practical</i>)	4	2	20	30	-	50
FBO202T	Major	Food & Beverage Service Operations – I (<i>Theory</i>)	2	2	20	-	30	50
FBO202P	Major	Food & Beverage Service Operations – I (<i>Practical</i>)	4	2	20	30	-	50
RDO203T	Major	Rooms Division Operations – I (<i>Theory</i>)	2	2	20	-	30	50
RDO203P	Major	Rooms Division Operations – I (<i>Practical</i>)	4	2	20	30	-	50
POM204T	Minor	Principles of Management	4	4	40	-	60	100
HAC205T	SEC	Hotel Accounts	2	2	20	-	30	50
HEQ206T	GE	Hotel Equipment Care & Maintenance	2	2	20	-	30	50
SIM207T	GE	Store & Inventory Management						
NSS231	CE	National Service Scheme (NSS)	4	2	50	-	-	50
CSS232	CE	Community and Social Services						
ED233	VEC	Entrepreneurship Development – II						
TOTAL			30/28	22	250	90	210	550
Note:								
<ul style="list-style-type: none"> Bakery & Confectionery course will have an additional 01 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (HEQ206T & SIM207T). 								

Semester IV								
Course Details & Teaching Scheme					Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
QFP251T	Major	Quantity Food Production (<i>Theory</i>)	2	2	20	-	30	50
QFP251P	Major	Quantity Food Production (<i>Practical</i>)	4	2	20	30	-	50
FBO252T	Major	Food & Beverage Service Operations – II (<i>Theory</i>)	2	2	20	-	30	50
FBO252P	Major	Food & Beverage Service Operations – II (<i>Practical</i>)	4	2	20	30	-	50
RDO253T	Major	Rooms Division Operations – II (<i>Theory</i>)	2	2	20	-	30	50
RDO253P	Major	Rooms Division Operations – II (<i>Practical</i>)	4	2	20	30	-	50
FBC254T	Major	Food and Beverage Cost Control	4	4	40	-	60	100
IKS255	IKS	Indian Knowledge System – II	2	2	50	-	-	50
FPL256T	AEC	Facility Planning	2	2	20	-	30	50
MIC257T	GE	Meeting, Incentive Conference/ Conventions Exhibitions (MICE)	2	2	20	-	30	50
CRM258T	GE	Customer Relationship Management (CRM)						
TOTAL			28	22	250	90	210	550
Note:								
<ul style="list-style-type: none"> Quantity Food Production course will have additional 1 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (MIC257T & CRM258T). 								

Semester V								
Semester Details & Teaching Scheme					Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
AFP301T	Major	Advanced Food Production Operations (<i>Theory</i>)	2	2	20	-	30	50
AFP301P	Major	Advanced Food Production Operations (<i>Practical</i>)	4	2	20	30	-	50
AFB302T	Major	Advanced Food & Beverage Service Operations (<i>Theory</i>)	2	2	20	-	30	50
AFB302P	Major	Advanced Food & Beverage Service Operations (<i>Practical</i>)	4	2	20	30	-	50
ARD303T	Major	Advanced Rooms Division Operations (<i>Theory</i>)	2	2	20	-	30	50
ARD303P	Major	Advanced Rooms Division Operations (<i>Practical</i>)	4	2	20	30	-	50
HRM304T	Minor	Human Resource Management	4	4	40	-	60	100
MMG305T	Minor	Marketing Management	4	4	40	-	60	100
SMS306T	GE	Security Management System	2	2	20	-	30	50
MEC307T		Managerial Economics						
NDM308T		Nutrition & Dietetics Management						
TOTAL			28	22	220	90	240	550
Note:								
<ul style="list-style-type: none"> Advanced Food Production course will have additional 1 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (for SMS306T, MEC307T & NDM308T). 								

Semester VI							
Semester Details Internship Scheme					Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Weeks	Credits	Concurrent	External	Total
ITR341P	OJT	Industrial Training	20	20	200	300	500
MOO342	OE	MOOC	-	2	50	-	50
TOTAL			20	22	250	300	550
Note:							
<ul style="list-style-type: none"> MOOC courses opted to be different from the courses listed in the BHMCT curriculum. 							

Semester VII								
Semester Details & Teaching Scheme						Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total
SFP401T	Major	Specialisation in Food Production Operations – I (<i>Theory</i>)	4	4	40	-	60	100
SFB402T	Major	Specialisation in Food & Beverage Service Operations – I (<i>Theory</i>)						
SRD403T	Major	Specialisation in Rooms Division Operations – I (<i>Theory</i>)						
SFP401P	Major	Specialisation in Food Production Operations – I (<i>Practical</i>)	8	4	40	60	-	100
SFB402P	Major	Specialisation in Food & Beverage Service Operations – I (<i>Practical</i>)						
SRD403P	Major	Specialisation in Rooms Division Operations – I (<i>Practical</i>)						
CMC404T	Major	Culinary Media and Communication (<i>Theory</i>)	2	2	20	-	30	50
FBM405T	Major	Food and Beverage Merchandising (<i>Theory</i>)						
HYM406T	Major	Hospitality Yield and Revenue Management (<i>Theory</i>)						
CMC404P	Major	Culinary Media and Communication (<i>Practical</i>)	4	2	20	30	-	50
FBM405P	Major	Food and Beverage Merchandising (<i>Practical</i>)						
HYM406P	Major	Hospitality Yield and Revenue Management (<i>Practical</i>)						
OBH407T	Minor	Organisation Behaviour	4	4	40	-	60	100
RSM431T	FP	Research Methodology	2	2	20	-	30	50
SED408T	FP	Start-up & Entrepreneurship Development	2	2	50	-	-	50
HLE409T	SEC	Hotel Law and Ethics	2	2	20	-	30	50
TOTAL			29	22	250	90	210	550
Note:								
<ul style="list-style-type: none"> • Minimum 15% of the total intake is mandatory to opt for electives (for CMC404, FBM405 & HYM406). • Students should select the specialisation elective for this semester. • Students should select the same theory and practical elective courses. 								

Semester VIII									
Semester Details & Teaching Scheme						Evaluation Scheme			
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	Practical	External	Total	
SFP451T	Major	Specialisation in Food Production Operations – II (<i>Theory</i>)	4	4	40	-	60	100	
SFB452T	Major	Specialisation in Food & Beverage Service Operations – II (<i>Theory</i>)							
SRD453T	Major	Specialisation in Rooms Division Operations – II (<i>Theory</i>)							
SFP451P	Major	Specialisation in Food Production Operations – II (<i>Practical</i>)	8	4	40	60	-	100	
SFB452P	Major	Specialisation in Food & Beverage Service Operations – II (<i>Practical</i>)							
SRD453P	Major	Specialisation in Rooms Division Operations – II (<i>Practical</i>)							
ABC454T	Major	Advanced Bakery and Confectionary (<i>Theory</i>)	2	2	20	-	30	50	
BBM455T	Major	Bar & Beverage Management (<i>Theory</i>)							
FMG456T	Major	Facility Management (<i>Theory</i>)							
ABC454P	Major	Advanced Bakery and Confectionary (<i>Practical</i>)	4	2	20	30	-	50	
BBM455P	Major	Bar & Beverage Management (<i>Practical</i>)							
FMG456P	Major	Facility Management (<i>Practical</i>)							
RPR434P	FP	Research Project	8	4	40	-	60	100	
TQM457T	Minor	Total Quality Management	4	4	40	-	60	100	
EVM458T	VEC	Environment Management	2	2	50	-	-	50	
TOTAL			32	22	250	90	210	550	
Note:									
<ul style="list-style-type: none"> • Minimum 15% of the total intake is mandatory to opt for electives (for ABC454, BBM455 & FMG456). • Students should continue with the same specialisation elective for this semester • Students should select the same theory and practical elective courses. 									

Semester I

Course Code	: BFP101T	Semester	: First
Name of the Course	: Basic Food Production – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: Food production plays a vital role in the hospitality industry. This course is intended to equip students with the required basic skills and knowledge to meet the demands of the industry at the entry level. It will provide them with a concrete understanding of the principles of food production, enabling them to apply these concepts efficiently and effectively in their careers.

Course Outcomes:	
CO101T.1	: To recognize the basic concepts of culinary history and skills.
CO101T.2	: To instil knowledge related to principles, aims and objectives of various classes of cookery.
CO101T.3	: To make students aware about the kitchen organization structures & importance of professional attributes in culinary.
CO101T.4	: To introduce students to various cooking methods.
CO101T.5	: To make students understand importance of kitchen safety guidelines & personal hygiene in kitchen.

Unit	Topics	Hrs.
1.	Introduction to the art of cookery <ul style="list-style-type: none"> • Food Production – Meaning and Scope • Culinary history – Evolution of global and Indian food culture. • Aims and objectives of cooking 	05
2.	Basic Elements of cooking <ul style="list-style-type: none"> • Various types of vegetable cuts • Pre-preparation techniques • Preparation techniques • Methods of mixing • Various textures and consistencies – Desirable and non-desirable 	05
3.	Cooking Techniques <ul style="list-style-type: none"> • Types of Cooking Fuels – advantages and disadvantages • Methods of heat transfer- conduction, convection, radiation, induction • Methods of cooking (dry method, moist method, medium of fat method) – Definition, Classification, Rules to be observed for each type of cooking method, examples. 	10
4.	Kitchen Organization <ul style="list-style-type: none"> • Attributes of culinary professionals • Classical Kitchen Brigade for five-star & three-star hotel • Duties of various Chefs • Liaison of Food Production department with other departments • Introduction to various kitchens/ department and layout 	05

5.	Food and Kitchen Safety <ul style="list-style-type: none"> • Personal Hygiene • Importance of Kitchen uniform • Kitchen accidents (cuts, burn, scald & Falls) – Meaning, types and preventive measures for each type of accident • First aid - meaning, importance, and basic rules • Fire – Types, types of Extinguishers, Precautions 	05
TOTAL		30

Suggested Assignments:

1. Preparation of Poster for various cooking techniques.
2. Prepare a chart of Kitchen Brigade for five-star & three-star hotel.
3. Chart on awareness of food and kitchen safety.
4. Draw layout of various kitchen departments.
5. Library reference work: To identify recipes of 10 Indian rice / meat / fish / dal / bread preparations.

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Modern Cookery for Teaching & Trade Vol I	Ms. Thangam Philip, Orient Longman.	Orient Longman, 2011
2.	Practical Cookery	Victor Ceserani & Ronald Kinton, ELBS	John Wiley & Sons Canada, Limited
3.	Theory of Catering	Victor Ceserani & Ronald Kinton, ELBS	Hodder & Stoughton Educational Division
4.	Theory of Cookery	Mr. K. Arora	Frank Brothers Company (Pub) Pvt. Ltd.
5.	Professional Cooking	Wayne Gisslen	John Wiley & Sons

Course Code	: BFP101MJP	Semester	: First
Name of the Course	: Basic Food Production – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical:	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO101P.1	: To familiarize kitchen equipments and tools with emphasis on food safety and personal hygiene practices.
CO101P.2	: To equip the students with the fundamental knife skills, including various cuts of vegetables and pre-preparation methods required for culinary arts.
CO101P.3	: To identify key Indian ingredients and prepare a full-course meal featuring spice-blends, pastes, and gravies.
CO101P.4	: To introduce students to the basics of Continental cuisine.

Minimum 20 practicals to be conducted during the semester. The practical should comprise of the following:

SR. No	Practical
1.	Demonstration of Food pre-preparation Methods – Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry, Methods of Mixing – Beating, Blending, cutting in, rubbing in, Creaming, Folding, Kneading, rolling in, Pressing, Stirring - 1 Practical
2.	Introduction to various kitchen equipment , tools and their usage. Safety precautions to be taken while handling equipment. Hygiene & Safety practices to be observed in kitchen – 1 Practical
3.	Basic Indian masalas & gravies (Dry & wet) - 2 Practicals
4.	Indian Breakfast / Snack item. – 2 Practicals
5.	Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal / Raita, Bread and Sweet Preparation. – 12 practical
6.	Basic Continental menu – 2 practicals consisting of appetizer / soup, main course with starch and vegetables and dessert

The Food Production course will have an additional 1 hour for scullery work per practical.

Course Code	: BFB102T	Semester	: First
Name of the Course	: Basic Food & Beverage Service – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory:	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: To provide students with a foundational understanding of the food and beverage industry, its evolution, organizational structure, service equipment, meal types, and various service styles.

Course Outcome:	
CO102T.1	: To be aware of the origin and history of the industry.
CO102T.2	: To understand the organizational structure of the department.
CO102T.3	: To understand the care and maintenance of equipment used in the department.
CO102T.4	: To study the various types of meals.
CO102T.5	: To identify the various styles of service prevalent in the industry.

Unit	Topics	Hrs.
1.	Introduction to Food and Beverage Industry <ul style="list-style-type: none"> • Evolution of the Food & Beverage Industry • Classification of Catering Establishments (Commercial & Non-Commercial) • Introduction to Food & Beverage Operations (Types of F&B Outlets) Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centres, Discotheques & Night Clubs • Auxiliary Areas of a Food and Beverage Outlet 	04
2.	Food and Beverage Service Team <ul style="list-style-type: none"> • Food & Beverage Service Organization Structure of a large and small hotel • Duties and Responsibilities of Team Members • Attributes and Competencies of Food & Beverage Personnel • Interdepartmental relationship 	06
3.	Food Service Equipment- Types and Usage <ul style="list-style-type: none"> • Chinaware – sizes and capacity • Stainless Steel and Silverware – cutlery, service equipment • Glassware- capacity & usage • Disposables – types, advantage & disadvantage • Linen – types & sizes • Furniture – tables & chairs 	06
4.	Types of Meals and concept of Menu <ul style="list-style-type: none"> • Types of Breakfast, Brunch, Elevenses, Hi-tea, Supper, Dinner • The Menu, Origin of the term ‘Menu’, Types of Menus A la carte & Table d’hôte • Classical Menu Sequence 	06

5.	Types of Service <ul style="list-style-type: none"> • Table Service –English / Silver, American, French, Russian • Self Service – Buffet & Cafeteria • Specialized/ In Situ Service – Gueridon, Tray, Trolley, Lounge, Room Service, Transport Catering etc. • Single Point Service – Take Away, Vending, Kiosks, Food Courts & Bars, Automats • Mis-en-place & Mis-en-scène 	08
TOTAL		30

Suggested Assignments:

1. Current trends in F&B equipment
2. Identify F&B outlets existing in the city as per classification
3. Chart for equipment used in the industry, its care and maintenance

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Food and Beverage Management	Bernard Davis, Andrew Lockwood & Sally Stone	Elsevier
3.	Food and Beverage Service	R. Singaravelavan	Oxford Publication
4.	Food and Beverage Service	Sudhir Andrew	Tata McGraw Hill
5.	Table Decorations	Pamela Westland	-
6.	Professional Table Service	Edy Schmid, Sylvia Meyers	John Wiley and Sons

Course Code	: BFB102P	Semester	: First
Name of the Course	: Basic Food & Beverage Service – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical:	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcome:	
CO102P.1	: To identify various types of equipment and understand their specific uses in food and beverage service.
CO102P.2	: To perform opening and closing procedures in a food and beverage outlet.
CO102P.3	: To correlate appropriate cutlery with corresponding meals during the process of setting covers.
CO102P.4	: To demonstrate fundamental service skills within an outlet.

Minimum 10 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No	Practical
1.	Identification of Equipment: 1 Practical <ul style="list-style-type: none"> • Silver Ware, Hollow Ware, China Ware, Flat Ware Cutlery Glassware & Special Equipment Used in Food and Beverage Outlets
2.	Mise-en-place and Mise-en-scene: 1 Practical <ul style="list-style-type: none"> • Check list for setting up of sideboard • Check list for activities to be undertaken before opening and closing the restaurant.
3.	Welcoming the guest: 1 Practical <ul style="list-style-type: none"> • Receiving the guest, presenting the menu card & taking orders and processing the same.
4.	Table Linen: 1 Practical <ul style="list-style-type: none"> • Napery: sizes, uses • Laying a tablecloth • Serviette Folds- Lunch and Dinner
5.	Basic Technical Skills: 3 Practicals <ul style="list-style-type: none"> • Holding a Service Spoon & Fork • Carrying Plates • Using a Service Salver • Carrying Trays • Clearing of Tables, Crumbing Down • Changing Dirty Ashtrays
6.	Setting up of basic covers: 2 Practicals Table d'hote and A la carte
7.	Service of Water: 1 Practical

Course Code	: BRD103T	Semester	: First
Name of the Course	: Basic Rooms Division – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory:	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: The course is designed to provide students with a comprehensive foundation in the core functions of the Rooms Division department, integrating both housekeeping and front office operations. By covering essential topics, the students are equipped with the fundamental knowledge and practical skills required for efficient hotel operations and guest satisfaction.

Course Outcomes:	
CO103T.1	: To highlight the importance of tourism and hospitality industry and role of various organisations.
CO103T.2	: To identify various types of hotels and their departments, categorise various job profiles of personnel at various level of hierarchy.
CO103T.3	: To identify & classify various cleaning agents, equipment, their selection & uses.
CO103T.4	: To understand the daily routine activities conducted in housekeeping and front office departments.
CO103T.5	: To find different types of hotels, rooms, meal plans, room status, and room keys.

Unit	Topics	Hrs.
1.	Introduction to Tourism, Hospitality and Hotel Industry <ul style="list-style-type: none"> • Introduction, Meaning and definition of important concepts. • Importance of Tourism and Hospitality industry. • Brief introduction to hotel core areas with special reference to Rooms Division. • Role of Ministry of Tourism, Govt. of India, FHRAI, HRACC. 	02
2.	Introduction to the Rooms Division Department <ul style="list-style-type: none"> • Layout of the Housekeeping & Front office department. • Coordination with other departments – Culinary, F & B Service, Human Resources, Purchase & Stores, Maintenance, IT, Security, Sales & Marketing, Finance, etc. 	04
3.	Organisational Framework for Rooms Division Department <ul style="list-style-type: none"> • Hierarchy of Housekeeping & Front office department of a small, medium & large hotel. • Duties & Responsibilities of rooms division department staff. • Personality traits of rooms division department staff 	04
4.	Cleaning Equipments and Agents <ul style="list-style-type: none"> • Classification of Cleaning Equipments and Agents. • Types of Soil • Principles of cleaning. • Selection of cleaning equipment & agents. • Use of eco-friendly products in housekeeping. 	06
5.	Daily Routine of Housekeeping & Front Office Department <ul style="list-style-type: none"> • Housekeeping <ul style="list-style-type: none"> ○ The housekeeping day ○ Opening & Closing of the house – Morning shift, afternoon shift, night shift ○ Rules of the floor 	04

	<ul style="list-style-type: none"> • Front Office <ul style="list-style-type: none"> ○ Rules of the house – for guests & staff ○ Bell desk & concierge functions 	
6.	Classification of Hotels <ul style="list-style-type: none"> • Need for classification • Classification of primary accommodation based on govt. committees – star gradation & heritage, size, clientele, services, location, duration of stay, ownership • Alternative accommodation 	06
7.	Guest Rooms & Meal Plan <ul style="list-style-type: none"> • Types of guest rooms • Concepts of Room Status • Meal plans • Types of room rates • Types of keys 	04
	TOTAL	30

Suggested Assignments:

1. Evolution & Growth of Hotel industry.
2. Country, capital, currencies, airlines, airline codes, Indian states and their capital cities.
3. Identify various brands of housekeeping equipment with specifications

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Accommodation Operations Management	Kaushal, S.K. Gautam S.N.,	Frank brother
3.	Hotel Housekeeping	Malini Singh	Jaico
4.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
5.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
6.	Front office Management	S.K. Bhatnagar	Frank Bros & Co ltd
7.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
8.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
9.	Front Office: Procedures, social skills, yield & management	Abbott, Peter &Lewry,Sue	Elsevier
10.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
11.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: BRD103P	Semester	: First
Name of the Course	: Basic Rooms Division – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO103P.1	: To demonstrate professional grooming standards, appropriate body language, and voice modulation techniques required at the front desk.
CO103P.2	: To identify and operate various cleaning equipment and agents for different surfaces and flooring types using appropriate methods and safety procedures.
CO103P.3	: To create a guestroom setup including bed-making using traditional and modern methods and distinguish between various room types.
CO103P.4	: To practice telephone etiquette and role-play professional communication scenarios to handle guest queries efficiently.
CO103P.5	: To explain and perform key handling procedures and respond appropriately to guest queries related to hotel services and facilities.

Minimum 10 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No	Practical
1.	Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
2.	Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)
3.	Introduction to Cleaning equipment and agents (familiarization and function)
4.	Guest room Orientation (Single, Double, Twin and Suite room)
5.	Cleaning of various surfaces – metal – brass, silver, steel, & iron,
6.	Use of Mechanical cleaning equipment (scrubbing machines, vacuum cleaner – dry & wet)
7.	Cleaning of various surfaces - glass, laminated, wall, paint, plastic
8.	Telephone etiquettes and standard phrases used at the Front Desk & Roleplay on handling telephone calls
9.	Cleaning of various flooring – stone, wooden, rubber, concrete
10.	Key handling procedures (key card and key jacket) & Handling guest common queries about information of the property – recreational facilities, spa, gym, restaurant operational timings, etc.

Course Code	: CSC104T	Semester	: First
Name of the Course	: Catering Science		
Teaching Scheme:		Examination scheme:	
Theory:	: 4 hrs. per week	Concurrent evaluation	: 40
Total Hours	: 4 hrs. per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: This course is designed to provide students with a scientific understanding of food and its safe handling, focusing on key areas. This knowledge equips students with the ability to ensure food safety, quality, and compliance in hospitality operations, essential for maintaining guest health and industry standards.

Course Outcomes:		
CO104T.1	:	To understand the food science concepts and their application in catering.
CO104T.2	:	To study the Microbial activity on food.
CO104T.3	:	To understand the different areas of food storage and food preservation techniques.
CO104T.4	:	To identify Food Adulterants and the role of FSSAI in food safety. Understanding the application/role of different Food additives in foods.

Unit	Topics	Hrs.
1.	Food science concepts <ul style="list-style-type: none"> • Important terms: Boiling point, Boiling under pressure, Melting point, Evaporation, Desirable and Undesirable browning reactions in food preventive measures • Colloidal systems in food: Sol, Gel, Emulsion, Foam. • pH & its role in food. 	10
2.	Food Microbiology <ul style="list-style-type: none"> • Useful micro-organisms in the food industry. • Food poisoning and Food infection. • General guidelines to prevent food and water-borne illnesses. • Cross contamination. • Food spoilage and spoilage indicators. • Pests & Pest control measures. • Natural toxins present in food. 	16
3.	Food storage and Food preservation. <ul style="list-style-type: none"> • General guidelines for food storage. • Different storage areas: Dry, Refrigerated and Freezer. • Protective display of food: Hot and cold • Food preservation – Different food preservation techniques: Conventional & New. • Convenience foods. 	14
4.	FSSAI & Food Adulteration <ul style="list-style-type: none"> • Introduction to FSSAI and role of FSSAI in food safety. • Food adulteration: Adulterants and the tests to detect adulterants in different foods. 	10
5.	Food Additives <ul style="list-style-type: none"> • Definition of Food additives. • Types of food additives and their role in food preparation. 	10
	TOTAL	60

Suggested Assignments:

1. PPT presentation on Importance of hygienic practices in the catering establishment.
2. PPT presentation on Protective clothing for a food handler.
3. Understanding 5 packaged food labels & identifying the different food additives used in the food item.

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food Hygiene and Sanitation	Sunetra Roday.	Oxford
2.	Catering Science and Food safety – A textbook for hospitality students	Asmita Thaokar & Sumitra Deshmukh.	KB Center
3.	Complete Catering Science	O F G Kilgour	Butterworth & Heinemann

Course Code	: PCO105P	Semester	: First
Name of the Course	: Professional Communication		
Teaching Scheme:		Examination scheme:	
Theory:	: 1 hr. per week	Concurrent evaluation	: 20
Practical:	: 2 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: It aims to develop students' effective communication skills essential for the hospitality industry. By incorporating trending hospitality communication practices, the course prepares students to interact confidently and professionally in diverse workplace scenarios, enhancing both guest engagement and team collaboration.

Course Outcomes:	
CO105P.1	: To understand and apply the principles of professional communication in hospitality settings.
CO105P.2	: To demonstrate active listening and accurate note-taking skills.
CO105P.3	: To develop the ability to write clear and professional documents, including emails, reports and memos.
CO105P.4	: To explore trending hospitality communication tools and techniques, enhancing digital communication.
CO105P.5	: To be able to read, interpret, and present information confidently, using effective verbal and non-verbal presentation skills suited for hospitality environments.

Unit	Topics	Hrs.
1.	Professional Communication <ul style="list-style-type: none"> • Definition of Professional Communication its relevance objectives, Elements – process of communication. • The 7 Cs of Professional Communication (Clarity, Conciseness, Correctness, Completeness, Coherence, Courtesy, Consideration) • Types of Communication – Verbal (Oral – Written), Formal, Informal, Vertical, Horizontal, Non-verbal communication. • Barriers to Communication – Types of Barriers, (Physical, semantic, Language Barrier, Psychological, Cultural, Organizational) 	03
2.	Listing Skills & Note Taking <ul style="list-style-type: none"> • Difference between Listing and Hearing • Types of Listening – (Active, Passive, Selective) • Traits of Good Listening • Techniques of Note taking, Types of notes taking • Writing of a logbook • Travelogue & Restaurant Reviews. 	03
3.	Writing Skills for Professional Communication <ul style="list-style-type: none"> • Job Application with Resume • E- mail ethics and etiquettes • Write up • Drafting a Complaint and Enquiry letters, Letters of Appreciation, Review letters 	03

4.	Trending Hospitality Communication <ul style="list-style-type: none"> • Formal Conversation • Hotel Phraseology • Telephone etiquette • Using charts and diagrams – communication on social media, new trends 	02
5.	Reading Skills <ul style="list-style-type: none"> • Importance of Reading • Strategies of Reading 	02
6.	Presentation Skills <ul style="list-style-type: none"> • Dress up and Grooming, Dress up for occasion • Kinesics – Facial expression, Eye Contact, Posture, Gesture 	02
	TOTAL	15

List of Practicals:

SR. No	Practical
1.	The importance of communication in the Hotel Industry using a case study approach.
2.	Mention the examples of body language used at workplace with suitable pictures and images.
3.	Draft a detailed report (Student enquiring about banquet facilities at a local hotel – for example a birthday party, wedding reception etc. and submit a detail report of the same)
4.	Write a Travelogue describing your visit to a place of your recent vacation highlighting its attractions, culture food and personal experience.
5.	Write a review of a book including its summery, themes and your opinion.
6.	Write a review of a Restaurant you have visited, discipline its ambience, food quality, service and overall experience.
7.	Draft a job application letter with resume.
8.	Present any 2 barriers to communication using Case Study.
9.	E – Mail drafting
10.	Explain the 7 Principles of effective Communication.
11.	Explain the importance of personal appearance stating tips of grooming for a professional.

Suggested Assignments:

1. Introduce oneself and others (Imagine you are introducing a new colleague to your manager).
2. Compose dialogues on any two situations (8-10 dialogues)
3. Prepare a questionnaire with at least 6-8 questions to interview a restaurant manager about the role of communication in the hospitality industry.
4. Write the importance and guidelines for presentation skills.
5. Imagine you are a hotel receptionist handling a guest, write a conversation on the above situation.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Business Communication	Dr. Seema Zagade	Red Shine Publication
2.	Business English Department of English University of Delhi	-	Pearson
3.	Communication Skills	Sanjay Kumar	Oxford
4.	Improve your writing	V. N. Arora	Oxford
5.	Business Communication. Basic Concepts and Skills	J. P. Parikh	Orient Black Swan
6.	Business Communication	Meenakshi Raman	Oxford

Course Code	: IKS106	Semester	: First
Name of the Course	: Indian Knowledge System – I		
Teaching Scheme:		Examination scheme:	
Theory:	: 2 hrs. per week	Concurrent evaluation	: 50
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO106.1	: To identify key concepts, texts, and contributors of Indian Knowledge Systems including the Vedas, Upanishads, Ayurveda, and the six schools of Indian philosophy.
CO106.2	: To explain the evolution of Indian languages, education systems, arts, architecture, mathematics, astronomy, and their significance in ancient India.
CO106.3	: To analyse the practical applications and philosophies of ancient Indian sciences in contemporary contexts.
CO106.4	: To compare the influence of different Indian religions and philosophies and their global impact on knowledge, culture, and lifestyle.
CO106.5	: To demonstrate an integrated understanding of ancient Indian craftsmanship, engineering, music, dance, and farming practices through reflective assignments, presentations, or projects.

Savitribai Phule Pune University's Indian Knowledge System Generic Course:

[http://collegecirculars.unipune.ac.in/sites/documents/Syllabus2024/Indian%20Knowledge%20Systems%20\(IKS\)%20\(Generic\)%20Academic%20Year%202024-25_03062024.pdf](http://collegecirculars.unipune.ac.in/sites/documents/Syllabus2024/Indian%20Knowledge%20Systems%20(IKS)%20(Generic)%20Academic%20Year%202024-25_03062024.pdf)

Course Code	:	CAP107P	Semester	:	First
Name of the Course	:	Computer Applications			
Teaching Scheme:			Examination scheme:		
Theory:	:	1 hr. per week	Concurrent evaluation	:	20
Practical:	:	2 hrs. per week	End Term Practical exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: The course equips students with essential digital skills required in the modern hospitality industry. The course enhances technological proficiency, operational efficiency, and creative problem-solving, preparing students for digitally driven hospitality environments.

Course Outcomes:		
CO107P.1	:	To identify and describe the components of a computer system and their functions.
CO107P.2	:	To create and format professional documents, design engaging and interactive presentations, utilize Excel formulas for data analysis.
CO107P.3	:	To develop infographics and marketing materials tailored to the hospitality industry.
CO107P.4	:	To build sites for customer engagement and design feedback forms.
CO107P.5	:	To analyse and explain the fundamentals of artificial intelligence and its application in hospitality industry.

Unit	Topics	Hrs.
1.	Computer Fundamentals <ul style="list-style-type: none"> • Components of Computer System • Operating Systems in brief • Internet – basic services, uses, basic components of world wide web 	02
2.	Microsoft Office <ul style="list-style-type: none"> • Word – major components of word, references, mailings, editing, add-ins • PowerPoint – major components of PowerPoint, Designer, animations & transitions, add-ins • Excel – major components of excel, formulas – financial, text, lookup & reference, Data 	06
3.	Digital Designing Tools <ul style="list-style-type: none"> • Designing flyers & posters, infographics, logos, resume • Designing Billboards, Banners, Catalogues 	02
4.	Virtual Workplace <ul style="list-style-type: none"> • Forms • Travel • Gemini • Sites 	03
5.	Artificial Intelligence <ul style="list-style-type: none"> • Introduction • Usage • Advantages & Disadvantages • General prompts used in GPT 	02
	TOTAL	15

List of Practicals:

SR. No	Practical
1.	Identifying computer components such as hardware components (CPU, RAM, storage devices, etc.), software components (operating software, application software, etc.) and understanding their functions.
2.	Researching and demonstrating different online services (email, cloud storage, online collaboration tools).
3.	MS Word Processing Techniques – Formatting of the document, insert illustrations, media, links, header & footer, creating index, table of contents, insert citations, footnotes, mail-merge & add-ins
4.	Creating an Interactive PowerPoint Presentation – Using transitions, animations, and SmartArt for a hospitality-related topic.
5.	Data Analysis in MS Excel – Using formulas like VLOOKUP, HLOOKUP, and pivot tables to analyse data.
6.	Creating interactive Dashboards using Excel – Using financial formulas to calculate hotel room revenue, occupancy percentage, and RevPAR. Design Interactive Dashboards.
7.	Creating an advertisement/flyer/poster for a hotel or restaurant using Canva.
8.	Developing an infographic on hospitality trends or hygiene standards.
9.	Using Google Forms to create a guest feedback & event registration form.
10.	Designing a simple hotel website using Google Sites.
11.	Using Gemini to summarize articles, generate content ideas, or assist in report writing.
12.	Using ChatGPT to generate responses for customer queries, draft hotel SOPs, suggest restaurant menus, etc.

Suggested Assignments:

1. Compare any two operating systems with their features.
2. Design a restaurant menu card with at least five pages.
3. Experiment with ChatGPT & Gemini AI and generate – a welcome message for hotel's website, a suggested email template for responding to guest inquiries.

Glossary:

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

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Computer in Hotels	Partho Pratim Seal	Oxford
2.	Computer Fundamentals	P. K. Sinha	BPB Publication
3.	Microsoft Office 365	Katherine Murray	Microsoft Press
4.	How to Use Canva: A Beginner's Guide	Canva	https://www.canva.com/learn/how-to-canva-beginners-guide/
5.	A step-by-step guide to designing from scratch	Canva	https://www.canva.com/learn/a-step-by-step-guide-to-designing-from-scratch/
6.	Google Workspace User Guide	Balaji Iyer, Abhi Jeevaganambi	Packt Publishing Ltd, 2022, ISBN 1801070687, 9781801070683
7.	The ultimate guide to G Suite	The Zapier Team	https://cdn.zapier.com/storage/learn_ebooks/66c3a6e092e0ee3771050331df69cbda.pdf

Semester II

Course Code	:	BFP151T	Semester	:	Second
Name of the Course	:	Basic Food Production – II (Theory)			
Teaching Scheme:			Examination scheme:		
Theory:	:	2 hrs. per week	Concurrent evaluation	:	20
Total Hours	:	2 hrs. per week	End Term Theory exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: This course aims to provide students with a robust foundation in basic essential food production skills. Students will gain valuable insights into key culinary practices and fundamental cooking techniques. These core skills will help build a broad culinary foundation for students, which enables them to excel in diverse kitchen environments and enhance their overall competence in food preparation.

Course Outcomes:	
CO151T.1	: To impart knowledge of basic commodities used in cookery and its utilization.
CO151T.2	: To impart knowledge of the fundamental role of stocks in culinary applications
CO151T.3	: To understand the techniques of preparing and serving different sauces and gain practical knowledge of thickening agents.
CO151T.4	: To recognize different categories of soups.
CO151T.5	: To identify and prepare various preparations of egg.

Unit	Topics	Hrs.
1.	Food Commodities (dry and fresh) <ul style="list-style-type: none"> • Cereals & Pulses - Classification and varieties, catering uses • Fats and Oil – types, varieties, catering uses, hydrogenation and rendering of fat • Sweeteners - types, stages in sugar cooking, catering uses • Dairy products (milk, cream, cheese, curd) – types and uses • Spices, Herbs, Condiments & Seasonings – used in Western & Indian Cooking, examples and its uses • Vegetable and Fruit cookery – classification, selection criteria, colour pigments, effects of heat on colour pigments. 	12
2.	Egg Cookery <ul style="list-style-type: none"> • Composition and structure of egg • Selection criteria for egg • Various ways of cooking egg • Uses of egg in cookery 	04
3.	Stock <ul style="list-style-type: none"> • Definition & Composition • Rules of stock making • Types of stocks • Recipe of 1 litre of various stocks (white, brown, fish and vegetable) • Uses of stocks • Reduction & Glazes 	04

4.	Sauces <ul style="list-style-type: none"> • Importance of Sauces in food preparation • Classification of Sauces (Kitchen & Proprietary) - mother, dessert, proprietary, traditional accompanying sauces, flavoured butters • Thickening agents • Mother sauces - recipes and derivatives 	04
5.	Soup <ul style="list-style-type: none"> • Aim/principles of soup making • Classification of soups with examples • Classical accompaniments and garnishes • Consommé with 10 garnishes 	06
	TOTAL	30

Suggested Assignments:

1. Recipes for minimum 10 classical accompaniments – Potato and Vegetables
2. List 10 examples of each category of soups.
3. Prepare chart for cuts of vegetables
4. Identify & create a chart on Classical egg preparations – minimum 10.
5. Prepare a poster of Basic mother sauces derivatives with composition & accompanying dishes.
6. Calculate and prepare a recipe card of five litre stocks – Vegetable / white / brown / brown / fish.

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Modern Cookery for Teaching & Trade Vol I & Vol II	Ms. Thangam Philip, Orient Longman.	Orient Longman, 2011
2.	Practical Cookery	Victor Ceserani & Ronald Kinton, ELBS	John Wiley & Sons Canada, Limited
3.	Theory of Catering	Victor Ceserani & Ronald Kinton, ELBS	Hodder & Stoughton Educational Division
4.	Theory of Cookery	Mr. K. Arora	Frank Brothers Company (Pub) Pvt. Ltd.
5.	Professional cooking	Wayne Gisslen	John Wiley & Sons

Course Code	: BFP151P	Semester	: Second
Name of the Course	: Basic Food Production – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical:	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO151P.1	: To practice the preparation of foundation stocks, soups, and sauces, with an emphasis on their classifications, techniques, and culinary uses.
CO151P.2	: Enable the students to hone their skills in various egg preparation techniques and practice Indian and continental breakfast preparations.
CO151P.3	: To develop skills in executing basic Continental recipes, emphasizing correct techniques, seasoning, and plating styles.
CO151P.4	: To execute basic continental menu with protein, starch, vegetable accompaniment and the dessert.

Minimum 24 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No	Practical
1.	Demonstration of Stocks, Soups and Sauces – 2 Practical
2.	Egg Cookery (Excluding Breakfast Preparations) – 2 Practical
3.	Continental breakfast menu – 1 Practical
4.	Indian Breakfast / Snack item. – 2 Practical
5.	Basic Continental menus consisting of Appetizer / Soup, Meat preparation with starch & veg accompaniments & Dessert with plate presentation and appropriate portion sizes – 17 Practical

Food Production course will have additional 1 hour for scullery work per practical.

Course Code	: BFB152T	Semester	: Second
Name of the Course	: Basic Food & Beverage Service – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory:	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: To equip students with the knowledge and skills to compile menus, understand technology that is used in the industry, differentiate between non-alcoholic beverages, and recognize various tobacco products and their service procedures.

Course Outcomes:			
CO152T.1	:	To compile menus as per the meals.	
CO152T.2	:	To study the technology used in F&B Outlets.	
CO152T.3	:	To understand the different Non-Alcoholic beverages and their service procedure.	
CO152T.4	:	To differentiate between various tobacco products.	

Unit	Topics	Hrs.
1.	Menu Knowledge and Accompaniments <ul style="list-style-type: none"> • Factors to be considered while Compiling the Menu • Compiling simple table d'hôte menus • General Accompaniments and Covers for all courses • Menu Terminology for different courses including common Sauces served with Meat, Fish, Poultry and Vegetables and other common French Menu terms 	10
2.	Breakfast and Afternoon Service <ul style="list-style-type: none"> • Types of Breakfast: Continental, Indian, American, English and House, Menu Planning • Afternoon Tea Service- Menu Planning <ul style="list-style-type: none"> - Full Afternoon Tea - High Tea - Reception Tea 	06
3.	Technology in F&B <ul style="list-style-type: none"> • Reservations systems, • Third party F&B consolidators • Order taking systems- POS, KOT, BOT, F&B control system, Software used –Micros, IDS, Fidelio, Opera, Types of KOTs. • Billing Methods • Control System: Importance of Control, Flow Chart of KOT 	06
4.	Non-Alcoholic Beverages: <ul style="list-style-type: none"> • Classification, Types • Brand Names for each type • Non-Alcoholic Mixed drinks 	06

5.	Cigars and Cigarettes <ul style="list-style-type: none"> • Important tobacco producing countries • Effects of Tobacco consumption • Types of tobacco and their curing methods <ol style="list-style-type: none"> 1. Cigars – Parts of Cigars, Different Brands, Sizes and Shapes, Manufacturing process, Storage. 2. Cigarettes – Manufacturing process, Storage 	02
	TOTAL	30

Suggested Assignments:

1. Identifying and collating different menus in the market
2. Menu terminology- Repository of menu terms
3. Chart of Indian Regional Cuisines

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Book Name	Name of the Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Food and Beverage Management	Bernard Davis, Andrew Lockwood and Sally Stone	Elsevier
3.	Food and Beverage Service	R. Singaravelavan	Oxford Publication
4.	Food and Beverage Service	Sudhir Andrew	Tata McGraw Hill
5.	Table Decorations	Pamela Westland	-
6.	Professional Table Service	Edy Schmid, Sylvia Meyers	John Wiley and Sons

Course Code	: BFB152P	Semester	: Second
Name of the Course	: Basic Food & Beverage Service – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO152P.1	: To be acquainted with the various types of meals served in outlets.
CO152P.2	: To identify and respond to various situations in an outlet.
CO152P.3	: To acquire the ability to plan appropriate menus for different types of meals.
CO152P.4	: To become aware of the technology commonly used in restaurant operations.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No.	Practical
1.	Opening and closing of restaurant-check list – 1 Practical
2.	Menu planning - 3 Practical <ul style="list-style-type: none"> • Indian and Continental • Table d’hote and A La Carte Menus
3.	Order taking – Manual and Electronic process - 1 Practical
4.	Service of food and beverages – Service sequence - 1 Practical
5.	Service procedures for special hors d’oeuvres, cheese savoury and dessert. - 1 Practical
6.	Service of Cigar & Cigarettes - 1 Practical <ul style="list-style-type: none"> • Ethical concerns of tobacco consumption
7.	Menu Planning for other meals: Breakfast, Brunch, Hi tea - 2 Practical <ul style="list-style-type: none"> • Service Procedure
8.	Use of Technology in the restaurant - 1 Practical
9.	Social skills - 1 Practical Accidents during service, Guests taking ill, Dress code, Guests having consumed too much of drinks.

Course Code	: BRD153T	Semester	: Second
Name of the Course	: Basics of Rooms Division – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit	: 02	Total Marks	: 50

Rationale: This course develops foundational operational skills in housekeeping and front office by integrating control desk procedures, cleaning standards, guest cycle operations, and guest relations management. It prepares students to deliver efficient service, maintain hygiene, and create positive guest experiences through systematic coordination and professional hospitality practices.

Course Outcomes:	
CO153T.1	: To explain control desk operations, documentation, and lost-and-found procedures in rooms division.
CO153T.2	: To apply standard cleaning principles for guestrooms and public areas to maintain hygiene and presentation.
CO153T.3	: To analyse the guest cycle and pre-arrival processes to ensure smooth operational flow.
CO153T.4	: To demonstrate reservation, arrival, and registration procedures across different guest categories.
CO153T.5	: To evaluate guest relations practices to enhance satisfaction through service quality and WOW moments.

Unit	Topics	Hrs.
1.	Control Desk Operations <ul style="list-style-type: none"> • Forms, Formats, Records & Registers • Coordination • Lost & Found – Definition • Lost & Found Procedures • Disposal of Articles 	04
2.	Cleaning of Guestrooms <ul style="list-style-type: none"> • Types of Soil • Principles of Cleaning • Guestroom Cleaning Process • Evening Service & Second Service • Spring Cleaning 	04
3.	Cleaning of Public Area <ul style="list-style-type: none"> • Cleaning of Entrance, Lobby, Front desk, Corridors & Elevators, Public Restrooms, Banquet Hall & Dining areas • Daily, weekly & Spring-Cleaning procedures for public areas 	04
4.	Guest Cycle & Pre-arrival Procedures <ul style="list-style-type: none"> • Overview of Guest Cycle • Reservation – Importance, Modes of Reservations • Channels & Sources of Reservation • Types of Reservations, Systems & Equipment • Cancellations, Amendments & Overbooking • Arrival List, Special Arrangements & Meal Coupons 	06

5.	Arrival & Registration Procedures <ul style="list-style-type: none"> • Receiving of the guests • Registration process – FIT, Group, VIP, Foreigner • Records for registration • Notification of guest arrival 	06
6.	Guest Relations Management <ul style="list-style-type: none"> • Duties & responsibilities of Guest Relations Executive • Measuring Guest Services – moments of truth, controlling quality (through inspection & guarantees) Inspection Report • WOW moments – Welcome, Celebrations, Departure • Guest Satisfaction Tracking System 	06
	TOTAL	30

Suggested Assignments:

1. Classify guest amenities, supplies, and guest-loan items and give placement for each in the guestroom.
2. Preparation and study of airlines and flags chart.
3. Prepare a guest satisfaction feedback form with appropriate questions for hotel services.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Accommodation Operations Management	Kaushal, S.K. Gautam S.N.,	Frank brother
3.	Hotel Housekeeping	Malini Singh	Jaico
4.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
5.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
6.	Front office Management	S.K. Bhatnagar	Frank Bros & Co ltd
7.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
8.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
9.	Front Office: Procedures, social skills, yield & management	Abbott, Peter &Lewry,Sue	Elsevier
10.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
11.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: BRD153P	Semester	: Second
Name of the Course	: Basics of Rooms	Division – II (Practical)	
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit	: 02	Total Marks	: 50

Course Outcomes:	
CO153P.1	: To demonstrate preparation and maintenance of housekeeping and front office operational records.
CO153P.2	: To apply standard procedures for guestroom servicing, bed making, and public area cleaning.
CO153P.3	: To perform reservation, arrival, and registration processes using manual and PMS-based systems.
CO153P.4	: To handle guest interactions including lost-and-found enquiries, information services, and guest relations scenarios.
CO153P.5	: To analyse guest feedback and satisfaction data for identifying basic service improvement measures.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No	Practical
1.	Preparing various records – Room occupancy report, Floor register, Work/maintenance order, lost & found slips, Gate pass, Maid’s report, Housekeeper’s report, Log book, Call register, Floor Linen register
2.	Roleplay of lost-and-found enquiry handling with a guest with proper documentation.
3.	Servicing a guest room and bathroom with a chambermaid’s trolley (checkout/occupied and vacant room, under repair room), Bed making (day bed, turndown service).
4.	Spring cleaning of Public areas.
5.	Preparing Records, lists, books and forms required at front desk.
6.	Telephone handling skills at the reception and taking reservations.
7.	Use of PMS and suggested tasks to be carried out: <ul style="list-style-type: none"> • Various function keys • Taking reservation • Creating & updating folios
8.	Role-plays on guest arrival – FIT, Group and VIP in manual, semi-automated & fully automated system.
9.	Role-plays on arrival of foreign national in manual, semi-automated & fully automated system with the help of C Form.
10.	Role-plays on rooming of the guest & handling guest information services.
11.	Roleplay of guest relations executive during welcome of guests, celebration (birthday/anniversary), and departure scenarios.
12.	Drafting and analysing guest feedback forms with the help of Guest Satisfaction Tracking System.

Course Code	:	TTS154T	Semester	:	Second
Name of the Course	:	Travel & Tourism Studies			
Teaching Scheme:			Examination scheme:		
Theory:	:	4 hrs. per week	Concurrent evaluation	:	40
Total Hours	:	4 hrs. per week	End Term Theory exam	:	60
Credit:	:	04	Total Marks	:	100

Rationale: The course is designed to provide students with a comprehensive understanding of the tourism industry. The syllabus equips students with the knowledge and skills necessary to effectively operate in and contribute to the dynamic travel and tourism sector.

Course Outcomes:	
CO154T.1	: To discuss tourism phenomenon, identify types of tourism & relate infrastructure required for the tourism.
CO154T.2	: To categorize the travel document breakdown the itinerary planning and explain the functions of tourism personnel.
CO154T.3	: To point out the impact of tourism and wonders of India and describe the role and functions of tourism organizations.
CO154T.4	: To recognize travel trends and identity role of technology in Tourism.

Unit	Topics	Hrs.
1.	The Tourism Phenomenon <ul style="list-style-type: none"> • Definition: Tour, Visitor, Excursionist, Tourist, Tourism: Domestic & International Tourism, Inbound and Outbound Tourism, Destination • Travel Agent: Role, Functions, Responsibilities, Online Travel Agencies (OTAs) • Tour Operator: Types (Inbound, Outbound, Domestic, Specialist, Wholesalers) • Tour Guide: Role, Customer Handling 	10
2.	4 A's of Tourism <ul style="list-style-type: none"> • Attraction: Natural, Man-made, Cultural, and Heritage Sites • Accessibility: Modes of Transport (Air, Rail, Road, Water) • Accommodation: Primary & Secondary • Amenities: Essential and Supplementary Services (Food, Safety & Security, Entertainment) 	10
3.	Impact of Tourism <ul style="list-style-type: none"> • Economic Impact: Revenue Generation, Employment, GDP Contribution • Socio-Cultural Impact: Cultural Exchange, Heritage Conservation, Social Issues • Environmental Impact: Positive & Negative Aspects, Sustainable Practices • Political Impact: Tourism Policies, International Relations 	08

4.	Types of Tourism <ul style="list-style-type: none"> • Tourism Motivators • Types of Tourism: Leisure, Business, Social, Cultural, MICE (Meetings, Incentives, Conferences, Exhibitions), Bleisure. • Specialized Tourism: Religious / Pilgrimage, Family, Sports, Political, Health & Wellness, Senior Citizen, Rural Tourism, Adventure Tourism, Camel Safaris, Wildlife Tourism, Food & Beverage Tourism, Staycations. 	10
5.	Travel Documentation <ul style="list-style-type: none"> • Essential Travel Documents: Passport, Visa, Travel Insurance, Permits • Types of Visas: Tourist Visa, Business Visa, Work Visa, Medical Visa 	04
6.	Itinerary Planning <ul style="list-style-type: none"> • Understanding Tourist Needs & Preferences • Components of an Itinerary: Destination, Transport, Stay, Activities • Itinerary Types: Standard, Customized, Special Interest • Time Management & Costing in Tour Planning 	08
7.	Role and Functions of Tourism Organizations <ul style="list-style-type: none"> • International Organizations: UNWTO, IATA, PATA • National & Regional Organizations: Ministry of Tourism, ITDC, State Tourism, MTDC 	06
8.	Technology in Tourism <ul style="list-style-type: none"> • E-Tourism and Digitalization • Online Booking Systems and Travel Apps and web sites • Artificial Intelligence & Chat bots in Tourism 	04
	TOTAL	60

Suggested Assignments:

1. Impact of Artificial Intelligence & Chat bots in Tourism
2. Design Itinerary for any three destinations in India for 6 Nights and 7 days including 1 adventure, 1 religious and 1 leisure destination.
3. Documents required for Passport & VISA.
4. Presentation/Project on the following:
 - a. Forts in India (any four)
 - b. Rivers in India (any four)
 - c. Wildlife Sanctuaries in India (any four)

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Tourism Operations & Management	Sunetra Roday, Archana Biwal & Vandana Joshi	Oxford University Press, New Delhi, 2009
2.	Tourism Principles & Practices	Sampad Swain Jitendra Mishra	Oxford University Press, New Delhi, 2012
3.	The Business of Tourism Concepts & Strategies	A. K. Bhatia	Sterling Publishers, 2006
4.	Introduction to Tourism & Hospitality Industry	Sudhir Andrews	Tata McGraw-Hill Publishing Company Ltd. New Delhi, 2008
5.	Basic of Tourism	Krishan K., Kamra & Mohinder Chand, Kanishka	Publication, New Delhi, 2002

Course Code	:	BFR155P	Semester	:	Second
Name of the Course	:	Basic French			
Teaching Scheme:			Examination scheme:		
Theory:	:	1 hr. per week	Concurrent evaluation	:	20
Practical:	:	2 hrs. per week	End Term Practical exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: To introduce students to the culture and language of France. The language will assist them to understand hospitality concepts with better understanding.

Course Outcomes:					
CO155P.1	:	Introduction to basics of the language.			
CO155P.2	:	To be able to make basic conversation.			
CO155P.3	:	To understand travel related interactions.			
CO155P.4	:	To familiarise with food & wine terminologies.			
CO155P.5	:	To write recipe for preparations.			

Unit	Topics	Hrs.
1.	Introduction to the Language <ul style="list-style-type: none"> • The Alphabet • Numbers-0-100- Cardinal and Ordinal • Calendar- Seasons, Months, Days of the week, Time • Weights and Measures 	04
2.	Hospitality Phraseology and conversation <ul style="list-style-type: none"> • Basic Vocabulary • Verbs – all groups 	02
3.	Travel <ul style="list-style-type: none"> • Different Transportation modes • Travel documents • Planning an itinerary • Reserving rooms • Information on local places of tourist interest. 	04
4.	Food and Wine <ul style="list-style-type: none"> • Food vocabulary • Wine terminology- different wines from France 	02
5.	Culinary know how <ul style="list-style-type: none"> • Cooking methods - terminologies • Commodities- Vegetables, meat, herbs, fish, cereals, seasonings, Fruits, Dairy products. • Writing recipes 	03
	TOTAL	15

List of Practicals:

SR. No	Practical
1.	Self-Introduction
2.	Basic Conversations
3.	Greetings and Introduction- Hospitality related phrases
4.	Planning travel and excursions.
5.	Menu planning
6.	Reading and recreating wine labels

Suggested Assignments:

1. Plan a small trip to a local place of interest
2. Menu planning for an event
3. Writing a recipe for a traditional preparation
4. Role play- Taking a restaurant/ room reservation

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Basic French Course for the Hotel Industry	Catherine Lobo, Dr. Sonali Jadhav	-
2.	French for Hotel Management & Tourism Industry	S Bhattacharya	Frank Bros. & Co.
3.	A votre service 1 Français pour l'hôtellerie et le tourisme	Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan, Claude le Ninan, Asha Mokashi	Goyal Publishers

Course Code	:	BGR156P	Semester	:	Second
Name of the Course	:	Basic German			
Teaching Scheme:			Examination scheme:		
Theory:	:	1 hr. per week	Concurrent evaluation	:	20
Practical:	:	2 hrs. per week	End Term Practical exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: The hospitality industry being global, professionals must be equipped with multilingual skills to enhance guest experiences and career prospects. German is one of the most widely spoken languages in Europe and is highly relevant in the hospitality sector. This provides students with essential language skills to serve German-speaking guests efficiently and improve international job opportunities.

Course Outcomes:		
CO156P.1	:	To communicate Effectively in Basic German.
CO156P.2	:	To handle hotel and restaurant interactions, manage guest requests and complaints professionally.
CO156P.3	:	To understand the basic hospitality related vocabulary.
CO156P.4	:	Demonstrate Basic Written Communication Skills in German.

Unit	Topics	Hrs.
1.	Introduction to German <ul style="list-style-type: none"> • Alphabet, pronunciation, and basic phonetics • Numbers, days, months, seasons, and time • Basic sentence structure and question formation 	03
2.	Essential Grammar & Vocabulary <ul style="list-style-type: none"> • Articles (definite & indefinite) and noun genders • Personal pronouns and possessive pronouns • Basic verbs: sein (to be), haben (to have), modal verbs (können, müssen, dürfen, etc.) • Simple present tense and sentence formation • Basic adjectives, synonyms and antonyms 	05
3.	Customer Interaction in German <ul style="list-style-type: none"> • Common hospitality-related phrases • Introducing oneself and welcoming guests • Asking and answering simple questions (How are you, how was your day, etc.) • Providing hotel information (check-in, check-out, room types) • Dealing with common guest requests and complaints (Basic phrases) 	02
4.	Food & Beverage Terminology <ul style="list-style-type: none"> • Names of food, wines, drinks, and ingredients • Designations for four core departments in hotels • Taking food and beverage orders • Special dietary needs and allergens (nuts, milk, etc) 	02

5.	Directions & Services <ul style="list-style-type: none"> • Giving and understanding directions inside the hotel • Locating hotel facilities (reception, spa, pool, gym, etc.) • Transport-related vocabulary (airport, taxi, bus, train) • Guiding guests to tourist attractions, travel related terms • Emergency phrases and basic first-aid vocabulary 	03
	TOTAL	15

List of Practicals:

SR. No	Practical
1.	Hospitality Phraseology
2.	Grammar Worksheets
3.	Phrases used in day-to-day basis
4.	Dialogue in German
5.	Role plays of order-taking
6.	Travel related conversation
7.	Locating the facility in the hotel
8.	Dealing with common guest complaints (Hot water, cold food, delayed service)

Suggested Assignments:

1. Prepare a list of all culinary terms in German. (Vegetables, fruits, Dairy, meat, prepared foods, bakeries)
2. Write and practice a short conversation between a waiter and a guest ordering food in German.
3. Write a short self-introduction in German and record a video/audio introducing yourself.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Learn German – The fast and the fun way	Paul Gravis	Barron’s Educational series
2.	Zertifikat A1: Fit in Deutsch 1	Goethe Institut	Goethe Institut
3.	German for Beginners	Angela Wilkes	Usborne Publishing
4.	German Made Simple	Arnold Leitner PhD	Crown
5.	Let’s Learn German A1: Grammar and everyday spoken German for beginners	Gourav Vivek Kulkarni	Notion Press
6.	Collins Easy Learning German Grammar	Harper Collins UK	Collins

Course Code	: MAR157P	Semester	: Second
Name of the Course	: Marathi		
Teaching Scheme:		Examination scheme:	
Theory:	: 1 hr. per week	Concurrent evaluation	: 20
Practical:	: 2 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale / तर्क: हा अभ्यासक्रम विद्यार्थ्यांना महाराष्ट्रातील आदरातिथ्य क्षेत्रासाठी आवश्यक मराठी भाषा कौशल्ये आत्मसात करण्यास मदत करतो. ह्या अभ्यासक्रमाच्या माध्यमातून विद्यार्थी एकमेकांसोबत, दूरध्वनीवर आणि लेखी स्वरूपात मराठी संवाद साधण्यास सक्षम होतील, ज्यामुळे प्रादेशिक अतिथी अनुभव सुधारेल व व्यावसायिक प्रभाव वाढेल.

Course Outcomes / उद्देश:	
CO१५७P.१	: हॉटेलमधील वास्तविक जीवनातील परिस्थितीत विद्यार्थी मराठीत आत्मविश्वासाने संवाद साधू शकतील.
CO१५७P.२	: विद्यार्थी अतिथींच्या विनंती, चौकशी आणि तक्रारी मराठीत हाताळण्यात प्रवीण असतील.
CO१५७P.३	: स्थानिक संस्कृतीची समज मिळवून विद्यार्थ्यांचा गावातील बलुतेदारांशी परिचय होईल.
CO१५७P.४	: विद्यार्थ्यांची लेखन आणि वक्तृत्व कौशल्ये जोपासली व वृद्धिंगत केली जातील.
CO१५७P.५	: विद्यार्थ्यांना महाराष्ट्रातील साहित्यिक लेखक, उद्योजक, कलाकार आणि प्रसिद्ध व्यक्तींशी ओळख करून दिली जाईल.

प्रकरण	घटक	तास
१.	आदरातिथ्य क्षेत्रासाठी मराठीचा परिचय <ul style="list-style-type: none"> मराठी भाषेचे महत्त्व व अतिथी सेवेमध्ये उपयोग हॉटेलमध्ये वापरल्या जाणाऱ्या सामान्य मराठी वाक्यरचना व शिष्टाचार अभिवादन व सन्मानार्थी शब्दांचा वापर 	०२
२.	फ्रंट ऑफिस, हाऊसकीपिंग व अन्न-पेय सेवेतील संवाद <ul style="list-style-type: none"> हॉटेलमधील सेवांबद्दल अतिथींना मार्गदर्शन देणे अतिथींच्या विनंती, तक्रारी व चौकशी मराठीतून हाताळणे मेन्यू समजावून सांगणे, आहाराची आवड विचारणे व ऑर्डर घेणे अतिथींना माहिती देणारा संवाद आपत्कालीन संवाद व सूचना 	०४
३.	स्थानिक संस्कृती व गावचे बलुतेदार <ul style="list-style-type: none"> स्थानिक पर्यटन, सण व परंपरा यांचे मराठीत परिचय गावचे बलुतेदार: सुतार, लोहार, चांभार, कुंभार, न्हावी, सोनार, जोशी, परीट, गुरव, कोळी 	०३

४.	वक्तृत्व व लेखन कौशल्ये <ul style="list-style-type: none"> भाषण कौशल्ये - रचना, काय करावे आणि काय करू नये, सर्जनशीलता लेखन कौशल्ये - औपचारिक लेखन: विनंती पत्र, परवानगी पत्र, निमंत्रण पत्र, निबंध लेखन, अनौपचारिक लेखन: नातेवाईक आणि मित्रांना पत्र लिहिणे 	०३
५.	महाराष्ट्रातील साहित्यकार, उद्योजक, कलाकार व प्रख्यात व्यक्ती <ul style="list-style-type: none"> मराठी साहित्य संमेलनाध्यक्ष - पुरुष व महिला मराठी उद्योजक व त्यांची उद्योजकता महाराष्ट्रातील कलाकारांचे मराठीसाठी योगदान महाराष्ट्रातील इतर प्रख्यात व्यक्ती व त्यांचा परीचय 	०३
	एकूण	१५

प्रस्तावित स्वाध्याय:

- ५० आदरातिथ्य क्षेत्रातील मराठी शब्दांचा इंग्रजी प्रतिशब्दांसह शब्दकोश तयार करा.
- अतिथींसाठी स्थानिक पर्यटन स्थळांची मराठीत माहिती देणारी माहिती पुस्तिका तयार करा.
- कोणत्याही एका समकालीन विषयावर ५०० शब्दांत निबंध लिहा.
- कोणत्याही एका प्रसिद्ध महाराष्ट्रीय व्यक्तित्वाची माहिती शोधा आणि ती वर्गात सादर करा.

प्रात्यक्षिक सत्रे:

अ. क्र.	प्रात्यक्षिके
१.	हॉटेलमधील रूम आरक्षणासाठी अतिथींशी फोनवर मराठीतून संवाद साधणे.
२.	मेन्यू समजावून सांगणे व स्थानिक पदार्थांची माहिती देणे
३.	अतिथींच्या तक्रारी, शंका, विनंती व अभिप्राय मराठीतून हाताळणे
४.	अतिथींना आपत्कालीन परिस्थितीतील सूचना मराठीत देणे
५.	स्थानिक सण व आदरातिथ्य संस्कृतीवर सामूहिक सादरीकरण
६.	वर्तमानपत्रे व मासिकांतील आदरातिथ्य व संबंधित बातम्यांचे सामूहिक वाचन
७.	आदरातिथ्य संबंधित कोणत्याही विषयावर भाषण तयार करून सर्वासमोर भाषण देणे.
८.	एका स्थानिक प्रसिद्ध आदरातिथ्य सेवेतील उद्योजकाची माहिती मिळवणे व सर्वासमोर सादर करणे.

Course Code	:	DMG158T	Semester	:	Second
Name of the Course	:	Disaster Management			
Teaching Scheme:			Examination scheme:		
Theory:	:	1 hr. per week	Concurrent evaluation	:	25
Total Hours	:	1 hr. per week			
Credit:	:	01	Total Marks	:	25

Rationale: By understanding the importance of disaster management, its benefits, and key components, the students will be better equipped to face the challenges of disasters in their life.

Course Outcomes:					
CO158T.1	:	To provide basic conceptual understanding of disasters.			
CO158T.2	:	To understand approaches of Disaster Management.			
CO158T.3	:	To build skills to respond to disaster.			
CO158T.4	:	To apply knowledge in practical situation of Disaster.			

Unit	Topics	Hrs
1.	Disaster Management <ul style="list-style-type: none"> • Meaning and Scope. • Distinction between Hazard and Disaster. • Impact of Disasters. • Risk and Vulnerability in Disasters. • Terminology used in Disaster management. 	04
2.	Types of Disasters – Natural and Man-made <ul style="list-style-type: none"> • Natural Disasters and Management – earthquakes, floods, landside, cyclones and tsunami. • Man Made Disasters and Management – Gas Leaks, Terrorist attacks, Health Hazards and Accidents. 	03
3.	Disaster Cycle <ul style="list-style-type: none"> • Basic principles of disasters management • Disaster Management cycle • Disaster management policy 	02
4.	Disaster Management Authority <ul style="list-style-type: none"> • National and State Bodies for Disaster Management • Early Warning Systems. 	02
5.	Training, Awareness Program <ul style="list-style-type: none"> • Training and drills for disaster preparedness in Hospitality Industry • Awareness generation program • Usages of GIS and Remote sensing techniques in disaster management 	02
6.	Case studies related to Hospitality Industry from Social Economics and Environmental impact	02
	TOTAL	15

Suggested Assignments:

1. Presentation on disaster preparedness plan for disasters management with reference to Hotel Industry
2. Recent tools and technology used in Disaster Management.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Disaster Management Guidelines	--	GOI-UND Disaster Risk Program (2009-2012)
2.	Introduction to International Disaster Management	Damon, P. Copola,	Butterworth Heineman
3.	Disaster management and Risk Reduction, Role of Environmental Knowledge	Gupta A.K., Niar S.S and Chatterjee S.	Narosa Publishing House, Delhi.
4.	Disaster Management	Murthy D.B.N.	Deep and Deep Publication PVT. Ltd. New Delhi
5.	Managing Natural Disasters	Modh S	Mac Millan publishers India LTD.

Course Code	: NLM159P	Semester	: Second
Name of the Course	: Natural Lifestyle Management		
Teaching Scheme:		Examination scheme:	
Practical:	: 2 hrs. per week	Concurrent evaluation	: 25
Total Hours	: 2 hrs. per week		
Credit:	: 01	Total Marks	: 25

Rationale: The course integrates theoretical understanding with hands-on skills in diet management, sleep regulation, physical activity, stress management, and simple naturopathy treatments. Learners will acquire practical competencies enabling them to apply lifestyle interventions for self-care, family health, and community wellness focusing on factual knowledge, routine skills, and responsibility for self and others

Course Outcomes:	
CO159P.1	: Explain the core principles of health and disease from a naturopathy and lifestyle medicine perspective.
CO159P.2	: Demonstrate appropriate dietary and physical activity practices for prevention and management of lifestyle disorders.
CO159P.3	: Apply practical stress management, sleep hygiene, and circadian rhythm–based interventions in daily life.
CO159P.4	: Practice and recommend simple naturopathy treatments and home-based remedies safely and effectively.

Unit	Topics	Hrs
1.	Module 1: Introduction to Naturopathy & Natural Lifestyle	04
2.	Module 2: Diet, Nutrition and Fasting in Lifestyle Management	06
3.	Module 3: Sleep & Circadian Rhythm	04
4.	Module 4: Physical Activity & Yoga	05
5.	Module 5: Stress Management & Emotional Well-being	05
6.	Module 6 : Simple Naturopathy Treatments & Home Care	06
	TOTAL	30

List of Practicals:

SR. No.	Practical
1.	Plan and design a one-day and seven-day healthy menu for hotel/hostel settings based on naturopathy diet principles (eliminative, soothing and constructive).
2.	Demonstrate healthy cooking methods (steaming, boiling, sautéing with minimal oil) suitable for kitchens.
3.	Identify and evaluate food adulterants, preservatives, and added sugars commonly used in the food service industry through label reading and ingredient analysis.
4.	Prepare and present an "Eat the Rainbow" plate suitable for guests, patients, or wellness clients.
5.	Demonstrate meal timing and portion control practices aligned with circadian rhythm and two-meal concept, relevant to hospitality operations
6.	Conduct guided relaxation, breathing, or short mindfulness sessions suitable for hospitality staff stress management
7.	Demonstrate basic yoga stretches and workplace exercises.

8.	Design a daily lifestyle routine for hospitality professionals covering sleep hygiene, stress management, physical activity, and dietary discipline
9.	Demonstrate simple naturopathy home-care techniques for common ailments with emphasis on staff wellness applications.
10.	Prepare a wellness-oriented lifestyle advisory focusing on diet, fasting, sleep, physical activity, and stress management

Suggested Assignments:

1. Prepare a one-day naturopathic lifestyle routine for a common lifestyle disorder.
2. Maintain a 7-day lifestyle and sleep diary with reflection.
3. Short assignment on the identification of food adulterants in the daily diet.
4. Case-based assignment on stress management using naturopathy principles.
5. Common Yoga Protocol (Demonstration and Practice).
6. Practice the Fasting once a week rule with reflection.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Nature Cure	Mahatma Gandhi	-
2.	Food Concept (English)	-	NIN Publication
3.	Yoga for Beginners	-	NIN Publication
4.	Nurturing Vitality	-	NIN Publication
5.	Publications of Bihar School of Yoga		
6.	Publications of Kaivalyadhama Yoga Institute & Research Center		
7.	CYP Protocol, Ministry of Ayush, Govt. of India		
8.	Diet and Diet Reform	Mahatma Gandhi	-
9.	Practical Nature Cure	Lakshmana Sharma	-
10.	The Naturopathic Way	Lust, B.	-
11.	Nature Cure	Henry Lindlahr	-

Semester III

Course Code	:	BKC201T	Semester	:	Third
Name of the Course	:	Bakery & Confectionery (Theory)			
Teaching Scheme:			Examination scheme:		
Theory:	:	2 hrs. per week	Concurrent evaluation	:	20
Total Hours	:	2 hrs. per week	End Term Theory exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: This module offers a comprehensive theoretical foundation in baking. It covers the selection of ingredients, appropriate mixing methods, and baking techniques involved in the preparation of breads, cakes, flour-based pastries, cookies, and various types of icing.

Course Outcomes:		
CO201T.1	:	To introduce students to the basic principles of Bakery and confectionery, ingredients and tools and equipment used.
CO201T.2	:	To understand the basic concepts and techniques involved in making different types of leavened products, such as yeast-based dough and cakes.
CO201T.3	:	To develop in depth understanding of flour pastries and their applications.
CO201T.4	:	To recognize the characteristics in different types of cookies and preparing them to use various mixing methods.
CO201T.5	:	To assemble and present diverse bakery and confectionery products.

Unit	Topics	Hrs.
1.	Introduction to Bakery & Confectionery <ul style="list-style-type: none"> • Definition • Principles of Baking • Bakery Equipment (Small, Large, Tools etc.) • Formulas & Measurements • Physical & Chemical changes during baking 	05
2.	Introduction to Yeast Leavened Goods <ul style="list-style-type: none"> • Types – (Rich / Lean) • Stages / Steps in Bread Making • Methods of Bread Making (No time Dough, Straight Dough, Ferment & Dough, Sponge and Dough, Salt Delayed, Continuous Bread making process and Chorleywood Bread making process, Autolysis) • Faults, Causes, and Remedies • Characteristics of a Good Bread 	05
3.	Flour Pastries & Cookies <ul style="list-style-type: none"> • Introduction & Classification with examples • Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish) • Do's and Don'ts while preparing Pastry Cookies <ul style="list-style-type: none"> • Definition & Introduction • Characteristics and their Causes • Mixing Methods • Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil) 	10

4.	Cake Making & Icings <ul style="list-style-type: none"> • Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture) • Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending) • Faults & Remedies • Characteristics of a Good Cake Icings <ul style="list-style-type: none"> • Introduction to Icings • Definition & Uses • Classification (Flat & Fluffy) • Ingredients used in preparation of Icings 	05
5.	Basic Syrups, Creams, Sauces & Fillings <ul style="list-style-type: none"> • Sugar cooking • Basics Creams • Dessert Sauces • Sweet and Savoury Fillings 	05
TOTAL		30

Suggested Assignments:

1. Prepare a power point presentation showcasing commonly used tools and equipment in a bakery. Include their names, images, uses, and categories, brand.
2. Chart presentation on cookie making methods with 5 examples each.
3. Prepare a detailed report on 10 exotic flour pastry-based desserts from different countries or regions.
4. Power point presentation on decorative cakes made using different types of icing.
5. Handwritten assignment on the 100 glossary terms related to the above mentioned topics.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Professional Baking	Wayne Gisslen	John Wiley & Sons
2.	Professional Cooking	Wayne Gisslen	John Wiley & Sons
3.	Professional Pastry Chef	Bo Friberg	John Wiley & Sons
4.	The Wilton Ways of Cake Decorations	Eugene T. Sullivan and Marilyn C. Sullivan	Hamlyn Publishing
5.	Basic Baking	S.C.Dubey	The Society of Indian Bakers
6.	Theory of Bakery and Confectionery	Yogambal Ashokkumar	PHI Learning (formerly Prentice-Hall of India Pvt. Limited)

Course Code	: BKC201P	Semester	: Third
Name of the Course	: Bakery & Confectionery (Practical)		
Teaching Scheme:		Examination scheme:	
Practical:	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO201P.1	: To identify and use various ingredients, tools, and equipment required in bakery and confectionery production.
CO201P.2	: To prepare a variety of baked products such as breads, cakes, pastries, cookies, and desserts with proper techniques and consistency.
CO201P.3	: To demonstrate creativity in decorating and presenting bakery and confectionery items.
CO201P.4	: To apply methods of mixing, baking, and finishing products while ensuring correct temperature, texture, flavour, and appearance.

Minimum 24 practicals to be conducted during the semester. Students should prepare minimum two products related to Bakery & Confectionery using various types / methods. The practicals should comprise of the following:

SR. No	Practical
1.	Breads (Bread Rolls- Garlic / Herb, Burgers Buns, Hot Dog Rolls, Bread Loaf, French Bread, Sweet Dough, Brown Bread, Milk Bun, Pizza, Ladi Pav, Bread Sticks)
2.	Cakes (Vanilla Muffins, Chocolate Layer Cake, Orange Muffins, Banana Bread, Madeira Cake, Swiss Roll / Roulade Eggless Cake, Mawa Cake, Devil's Food Cake, Angel Food Cake, Madeleine's, Date and Walnut Cake, Carrot Cake, Pineapple Upside Down Cake, Dry Fruit Cake, Gel Sponge, Genoese Sponge, Tea Cakes, Petite Four, Fruit Flan, Dundee Cake, Doughnut)
3.	Icings and Decorations techniques (Glace Icing, Feather Icing, Butter Cream, Ganache, Truffle, Royal Icing, Marzipan, Sugar Paste, Pastillage, Meringue, American Frosting, Fresh Cream)
4.	Flour Pastry Products and its variations Puff pastry/ rough puff pastry/ Flaky pastry/Danish pastry/short crust pastry/hot water crust pastry/choux pastry/ (Tarts- Fresh Fruit / Choc, Profit Rolls, Meat Pie, Cheese Straw, Croissant, Vol-au-Vent, Éclairs, Bouchees, Pinwheel, Palmiers, Khari, Cream Rolls, Cinnamon Twist, Veg Puffs)
5.	Cookies (Butter Buttons, Melting Moments, Checkerboard, Shrewsbury, Ginger Cookies, Macarons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)

Food Production course will have additional 1 hour for scullery work per practical.

Course Code	:	FBO202T	Semester	:	Third
Name of the Course	:	Food & Beverage Service Operations – I (Theory)			
Teaching Scheme:			Examination scheme:		
Theory:	:	2 hrs. per week	Concurrent evaluation	:	20
Total Hours	:	2 hrs. per week	End Term Theory exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: To provide students with an understanding of the history, production, classification and service of fermented and brewed beverages, with a focus on beer and wine, whilst also introducing students to the fundamentals of bar operations which includes equipment, layout and mise-en-place procedures.

Course Outcomes:	
CO202T.1	: To understand the history, evolution and classification of alcoholic beverages with emphasis on brewed and fermented types
CO202T.2	: To explain the processes of winemaking and identify major grape varieties, wine types, and faults.
CO202T.3	: To recognize International wine regions, wine laws and recent global trends in wine production and service.
CO202T.4	: To identify bar types, equipment and layout while demonstrating an understanding of basic bar setup and mise-en-place procedures.

Unit	Topics	Hrs.
1.	Introduction to Alcoholic Beverages <ul style="list-style-type: none"> • Alcoholic Beverages: History, Evolution, Definition • Classification of Alcoholic Beverages with examples • Fermented Beverages 	04
2.	Brewed and Fermented Beverages <ul style="list-style-type: none"> • Beer: Introduction, Definition • Ingredients used • Brewing Process • Beer classification and styles (global brands, national brands) • Beer Storage and Beer Faults • Other Brewed and Fermented beverages: Mead, Cider, Perry, Sake (Production, Global Brands) 	06
3.	Fermented Beverages: Introduction to Wines <ul style="list-style-type: none"> • Wine History: Introduction, Definition • Vine: Family, Species, Grape Composition, Major Grape Varieties • Classification of Wines with examples (Colour, Characteristics, Body) • Viticulture and Vinification <ul style="list-style-type: none"> ○ Viticulture (wine calendar/ cycle of harvest, terroir, training and pruning, factor affecting quality of wine, soil, climate, vine diseases) ○ Vinification (manufacturing of still wines, wine faults) • Types of Wines • Still Wine • Champagne and Sparkling wines (history, Method Champegnoise, cuvee close, transfer method, charmat and impregnation, taste, names and bottle sizes) • Fortified wines (Sherry (solera system)- Port- Madeira (estufagen)- Marsala - Madeira, shippers) 	10

	<ul style="list-style-type: none"> • Aromatized wines (Definition and types, production, brands) • Others (organic – LAB/NAB/DAB- tonic-vin doux natural- blush- fruit wines) • Storage and Wine Service temperatures • Wine Terminology & Tasting Principles 	
4.	Wines: Advanced Studies (Regions, wine laws, labels and shippers) <ul style="list-style-type: none"> • Old World wines (Principal wine regions, wine laws, grape varieties, and brand names) <ul style="list-style-type: none"> ○ France ○ Germany ○ Italy ○ Spain • New World Wines (Principal wine regions & brand names) <ul style="list-style-type: none"> ○ USA ○ Australia ○ India • Matching Food with Wines: Continental cuisine, Indian Regional cuisine • Recent trends in wine world 	06
5.	Bar Operations: An Introduction <ul style="list-style-type: none"> • Importance and Definition • Types of a Bar • Areas of a Bar: Physical layout of a bar (American Dimensions) • Bar Equipment's (glassware, heavy and light equipments) • Mise-en-place & Basic bar setup 	04
	TOTAL	30

Suggested Assignments:

1. Create a chart for alcoholic beverages with two global and two Indian examples under each
2. Prepare a table comparing five global and five Indian beer brands with details on type/style, origin, ABV %, taste notes, and serving temperature.
3. Make an infographic or flow diagram showing the stages of wine production from vineyard to bottle, including processes for still, sparkling, and fortified wines.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Book Name	Name of Author	Publication Details
1.	The World Atlas of Wine (8th Edition)	Hugh Johnson & Jancis Robinson	Mitchell Beazley, 2020
2.	The Bar and Beverage Book (5th Edition)	Costas Katsigris & Chris Thomas	Costas Katsigris & Chris Thomas
3.	The Wine Bible (3rd Edition)	Karen MacNeil	Workman Publishing, New York, 2022
4.	Bar Management and Operations	Jack Dillon	Atlantic Publishers, New Delhi, 2018
5.	Beverages: Knowledge and Art of Service	Dr. Deepa Prasad Venkatraman & Ulhas Chaudhari	Himalaya Publishing House, First Edition 2020. ISBN 978-93-5367-774-9
6.	Food & Beverage Service – Third Edition	R. Singaravelavan	Oxford University Press India, 2025. ISBN 9789354977299

Course Code	: FBO202P	Semester	: Third
Name of the Course	: Food & Beverage Service Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO202P.1	: To identify alcoholic beverages, bar equipment and wine service tools while adhering to responsible beverage service norms.
CO202P.2	: To demonstrate professional service procedures for beer, still wines, sparkling wines and fortified wines using appropriate glassware and temperatures.
CO202P.3	: To organize bar and wine service areas through correct setup, bottle display and mise-en-place practices.
CO202P.4	: To interpret wine labels and differentiate between Old World and New World wines for informed guest recommendations.
CO202P.5	: To design a four-course menu with appropriate wine pairings and prepare a sample wine list from major producing regions.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No.	Practical
1.	Identification of Alcoholic Beverages <ul style="list-style-type: none"> • Identification of alcohol bottles • Responsible beverage service and legal drinking norms.
2.	Identification of Bar Equipment's <ul style="list-style-type: none"> • Identifying bar tools and equipment. • Demonstration of bar setup and mise-en-place. • Stocking and display of bottles (back bar and under bar).
3.	Service of Beer <ul style="list-style-type: none"> • Demonstration of draught and bottled beer service procedures. • Ideal service temperature for various beer styles. • Glassware used for beer. • Preventive measures in storage and handling
4.	Organization of a Wine Bar <ul style="list-style-type: none"> • Planning and setting up a wine bar section. • Identification and arrangement of wine service tools. Anatomy of a bottle.
5.	Identification and Handling of Wine Equipment and Glassware <ul style="list-style-type: none"> • Familiarization with corkscrews, decanters, ice buckets, wine coolers, cradles, and trolleys. • Identifying different glassware for still, sparkling, and fortified wines. • Care, polishing, and storage of wine glasses
6.	Reading and Interpretation of Wine Labels <ul style="list-style-type: none"> • Understanding and Reading of key information on a wine label – vintage, region, grape variety, alcohol content, appellation, and producer. • Comparison of Old World (France, Italy, Germany, Spain, Portugal) and New World (USA, Australia, Chile, India) wine labels.

7.	<p>Service of Wines</p> <ul style="list-style-type: none"> • Demonstration of white, red, and rosé wine service. (Service temperature, glassware) • Procedure of opening a still wine bottle and presenting it to the guest. • Demonstration of sparkling wine service (Champagne) – safety in opening, pouring technique, and presentation. • Red wine decanting – procedure, purpose, and etiquette. • Service of aromatized and fortified wines
8.	<p>Menu Planning and Wine Pairing</p> <ul style="list-style-type: none"> • Designing a four-course menu with suitable wine pairings (Continental- French, Italian, German, Spain/Portugal and Indian regional). • Preparation of a sample wine list from key producing countries.

Course Code	: RDO203T	Semester	: Third
Name of the Course	: Rooms Division Operations – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent Evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory Exam	: 30
Credit	: 02	Total Marks	: 50

Rationale: This course builds core operational competencies in housekeeping and front office by integrating supervision, hygiene practices, textiles, guest services, departure procedures and accounting fundamentals. It prepares students to perform rooms division functions efficiently while enhancing service quality, operational control and guest satisfaction through structured processes and practical application.

Course Outcomes:	
CO203T.1	: To explain supervisory roles, inspection procedures, and duty rosters in housekeeping operations.
CO203T.2	: To apply hygiene, sanitation, pest control, and waste management practices to maintain guestroom standards.
CO203T.3	: To identify textile types and demonstrate their appropriate application in hotel operations.
CO203T.4	: To perform guest stay, service, departure, and settlement procedures for different guest categories.
CO203T.5	: To analyse front office accounting records, vouchers, and billing systems for effective cash and credit control.

Unit	Topics	Hrs.
1.	Supervision in Housekeeping <ul style="list-style-type: none"> • Meaning & Scope • Role of a Supervisor • General Duties of Supervisor • Specific functions of Supervisor – Inspection Checklist, Guestroom Inspection, Inspection of VIP guestrooms, Inspection for commonly neglected areas. • Duty Roster 	06
2.	Hygiene & Sanitation in Rooms Division <ul style="list-style-type: none"> • Importance of hygiene in guest satisfaction • Cleaning and disinfection protocols • Pest Control – Common Pests and their Control • Waste Management – Collection, Segregation & Disposal of Waste • Case study on COVID-19 protocols and enhanced sanitation in hotels 	04
3.	Fibres & Fabrics <ul style="list-style-type: none"> • Introduction • Textile Terminology • Classification of textile fibres • Fabric Construction Methods • Textile Finishes in brief • Use of Textiles in Hotels 	06

4.	Guest Stay & Services <ul style="list-style-type: none"> • Rooming of the Guest • Guest Information Services • Mail Handling Procedure • Guest History Card • Room Change Procedure • Safe Deposit Procedure 	04
5.	Departure & Settlement Procedures <ul style="list-style-type: none"> • Departure Procedure – FIT, Group, VIP, Express checkout • Understay, Late check-out & charges • Cash & Credit settlements of bill • Post Departure Courtesy Services 	06
6.	Front Office Accounting <ul style="list-style-type: none"> • Meaning & Scope • Types of Accounts, Folios & Ledgers • Types of Vouchers • Front Office Accounting Cycle • Visitor Tabular Ledger & Guest Weekly Bills • Control of Cash & Credit 	04
TOTAL		30

Suggested Assignments:

1. Designing a frequency schedule for cleaning different hotel public areas.
2. Preparation of charts for various Pests, their prevention and eradication.
3. Enlist the suppliers in the city supplying housekeeping materials. Collect their brochures & visiting cards.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Hotel Housekeeping	Malini Singh	Jaico
3.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
4.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill
5.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
6.	Front Office: Procedures, social skills, yield & management	Abbott, Peter & Lewry, Sue	Elsevier
7.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
8.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: RDO203P	Semester	: Third
Name of the Course	: Rooms Division Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent Evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical Exam	: 30
Credit	: 02	Total Marks	: 50

Course Outcomes:	
CO203P.1	: To design inspection checklists, duty rosters, pest control schedules and hygiene SOPs for effective housekeeping supervision.
CO203P.2	: To demonstrate fabric identification, weaving methods and basic needlework skills required for hotel linen and uniform maintenance.
CO203P.3	: To perform guest rooming, in-house service and departure procedures using standard hotel documentation.
CO203P.4	: To prepare guest folios, vouchers, ledgers and billing records for individual and group guests.
CO203P.5	: To apply sanitation protocols, service role-plays and accounting practices to ensure operational efficiency and guest satisfaction.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No.	Practical
1.	Design an Inspection Checklist for Public Area & Guestroom.
2.	Preparing a weekly duty roster for housekeeping staff.
3.	Identification and control methods of common hotel pests through visual charts and preparation of a basic pest control schedule.
4.	Case study discussion on COVID-19 hotel sanitation protocols and preparation of an enhanced hygiene SOP for guestrooms.
5.	Identification and demonstration of fabric construction methods including plain, basket, twill, satin and sateen weaves using fabric swatches, along with classification of textile fibres and finishes used in hotels.
6.	Practical demonstration in basic needlework for hotel linen including monogramming stitches and attachment of buttons, hooks and fasteners for maintenance of uniforms and soft furnishings.
7.	Role-plays on rooming the guest to the room.
8.	Role-plays on providing various guest services such as room change, safe deposits, mail and message handling.
9.	Role-play on Guest Departure using various methods of settlements for FIT (Indian & Foreign guests) with the use of appropriate documents.
10.	Role-play on Group Checkout procedure with the use of appropriate documents.
11.	Preparation of guest folios and ledgers (individual, group, and master folios).
12.	Preparation of vouchers – debit, credit, allowance, and transfer vouchers. Illustrations on Visitors Tabular Ledger and Guest Weekly Bill.

Course Code	: POM204T	Semester	: Third
Name of the Course	: Principles of Management		
Teaching Scheme:		Examination scheme:	
Theory	: 4 hrs. per week	Concurrent evaluation	: 40
Total Hours	: 4 hrs. per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: Management in hospitality includes key functions like planning, organizing, leading, and controlling to achieve organizational goals successfully. These principles prepare students to balance service quality with profitability, motivate teams, handle daily operations smoothly, and adjust to changing market conditions. It also develops problem-solving, leadership, communication, and financial management skills essential for managing hospitality businesses.

Course Outcomes:	
CO204T.1	: To define Management, its levels, and managerial skills and management theory.
CO204T.2	: To note the definition, importance and steps in planning and categorize types of plans, and leadership styles.
CO204T.3	: To comprehend the process of organizing, its importance, principles, describe theory of motivation and trace the benefits of motivated staff.
CO204T.4	: To analyse the process of communication and controlling and to note the importance of communication, coordination and controlling.

Unit	Topics	Hrs
1.	Introduction <ul style="list-style-type: none"> • Definition of Management • Levels of management • Managerial skills • History of management thought (Pre-scientific management period, Classical Theories, Neo-classical Theories or Behaviour Approach, Modern Theories) 	12
2.	Planning <ul style="list-style-type: none"> • Definition • Nature & Importance of Planning, Advantages & Disadvantages • Types of plans – Objectives, Strategies, Policies, Procedures, Methods, Rules, Programs & Budgets • Steps in Planning 	12
3.	Organizing <ul style="list-style-type: none"> • Definition • Nature & importance of organizing • Principles of organizing • Types – Formal & Informal, Centralized & Decentralized, Line & Staff 	12
4.	Leading and Motivating <ul style="list-style-type: none"> • Definition • Different styles of leadership • Role of a leader • Benefits of motivated staff • Theories of Motivation – Maslow’s theory of need hierarchy, McGregor’s theory ‘X’ and theory ‘Y’, Herzberg two factor theory 	12

5.	Coordination and Control <ul style="list-style-type: none"> • Definition, Principles of Coordination • Importance of Coordination among different departments of a hotel • Nature & Purpose of Control • Process of controlling • Areas of control 	12
TOTAL		60

Suggested Assignments:

1. Planning budget for the day's menu and creating a plan of work for the same.
2. To organize blood donation camps/tree plantation sessions and make a report. List down the various techniques used to motivate employees in the hotel.
3. Write a brief on a Leader of your choice highlighting his qualities and his style of leadership.
4. List down the various techniques used to motivate employees in the hotel.
5. Draw hierarchy chart of a hotel departments.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Management	Stoner & Freeman	Pearson Education
2.	Management	Peter Drucker	HarperCollins
3.	Management Process	Rustom S. Davar	Vikas Publishing House
4.	Management Today: Principles and Practice	Gene Burton and Manab Thakur	Tata McGraw-Hill Education
5.	Principles of Management	P.C. Shejwalkar and Anjali Ghanekar	Everest Publishing House.
6.	Essentials of Management	Andrew J. DuBrin	South-Western Cengage Learning
7.	Introduction to Management In The Hospitality Industry	Clayton W. Barrows, Tom Powers, Dennis Reynolds	John Wiley & Sons
8.	Management	Stephen P. Robbins and Mary Coulter	Prentice Hall of India
9.	Essential of Management	Harold Koontz, Heinz Wehrich	Tata McGraw Hill

Course Code	: HAC205T	Semester	: Third
Name of the Course	: Hotel Accounts		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course introduces fundamental accounting concepts and practices essential for hotel operations, enabling students to record, classify, and interpret financial transactions accurately. It builds a strong foundation in bookkeeping, double-entry systems, and financial statements, preparing hospitality students to understand financial performance and support informed managerial decision-making.

Course Outcomes:		
CO205T.1	:	To know the concepts of accounts.
CO205T.2	:	To understand the golden rules of accounts.
CO205T.3	:	To learn journalizing entries & prepare a ledger.
CO205T.4	:	To be able to prepare accounting for special functions at the hotel.
CO205T.5	:	To know about balance sheet & financial status of business.

Unit	Topics	Hrs
1.	Introduction to Accounts <ul style="list-style-type: none"> • Terms & terminologies – Debit, Credit, Debtor, Creditor, Revenue, Expenses, Capital, Drawings, Bad Debts, • Definitions & Types of Assets & Liabilities • Book Keeping Definition • Basis of Accounting: Cash, Accrual & Mixed 	06
2.	Double Entry System & Accounting Principles <ul style="list-style-type: none"> • Definition of Double Entry System, Principles, Advantages • Accounting Principles • Definition & Classification of Accounts • Golden Rules of Accounts 	06
3.	Journal & Ledger <ul style="list-style-type: none"> • Bifurcation of Accounts as per Golden Rules of accounts • Simple Practical Problems on Journal • Simple Practical problems on Ledger 	08
4.	Special Function Book <ul style="list-style-type: none"> • Introduction to Subsidiary Books • Simple practical problems on Special Function Book 	04
5.	Trial Balance & Balance Sheet <ul style="list-style-type: none"> • Introduction to Trial Balance • Introduction & Importance of Balance sheet • Definitions: Gross Profit, Gross Loss, Net profit, Net Loss. • Reading of Balance Sheet • Need for Accounts in Hospitality Industry 	06
	TOTAL	30

Suggested Assignments:

1. Practical Problem on Journal.
2. Practical problem on Ledger.
3. Practical problem on Special Function Book.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Managerial Accounting in the Hospitality Industry- Vol I	Peter. J. Harris and Peter A Hazzard	Stanley Thornes Publishers Ltd. Gloucestershire
2.	Hotel Management	Dr. Jagmohan Negi	First Edition 2005 Himalaya Publishing House, Mumbai - 400004
3.	Hotel Accounting & Financial Control	-	Dickey Enterprises
4.	Hotel & Catering Accounts-	R. D. Boardman	Second Edition 1994, Butterworth-Heinemann Ltd., Halley Court, Jordan Hill, Oxford.
5.	Accounting in the Hotel & Catering Industry	Richard Kotas	Fourth 1981- International Textbook Company Co.Ltd.
6.	Book keeping and Accounts for Hotel and Catering Studies	Grace and Jane Paige	The Pitman Press Bath.

Course Code	: HEQ206T	Semester	: Third
Name of the Course	: Hotel Equipment Care & Maintenance		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: Students should be able to understand the care required for the equipments and the variety of maintenance required for the same.

Course Outcomes:	
CO206T.1	: To identify and classify various types of equipment used in different departments of a hotel, including kitchen, F&B service, housekeeping, laundry, and public areas.
CO206T.2	: To gain the knowledge of appropriate care and maintenance procedures for large and small equipment used in kitchen, stewarding, F&B service, housekeeping, laundry, and IT-related operations.
CO206T.3	: To explain different types of maintenance contracts and maintenance practices such as preventive, predictive, and corrective maintenance, and their application in hotel operations.
CO206T.4	: To analyse the importance of maintenance and replacement policies in hotels and the duties and responsibilities of key maintenance personnel.

Unit	Topics	Hrs.
1.	Equipments used in Hotels <ul style="list-style-type: none"> • Classification of equipments used in Hotel Industry • Departmental Equipments in a hotel • Types of maintenance contract 	04
2.	Care and Maintenance for Kitchen and Stewarding Equipments <ul style="list-style-type: none"> • Classification of equipments used in commercial kitchen • Care and Maintenance for large equipments – Refrigerators, Multi-dimensional cutting machines, Ovens, Dish washers • Care for small equipments and tools 	06
3.	Care and Maintenance for F&B Service Equipments <ul style="list-style-type: none"> • Care and Maintenance for – Wine coolers, Glass washers, Bar rail, Bar equipments • Care for small equipments 	06
4.	Care and Maintenance for Housekeeping and Laundry Equipments <ul style="list-style-type: none"> • Care and Maintenance for – Washing Machines, Dryers, Calendaring Machines, • Care for small equipments 	05
5.	Care and Maintenance for General and IT related Equipments <ul style="list-style-type: none"> • Care and Maintenance for – HVAC System, Air conditioning system for residential area, Water Treatment Plant, Equipments for Swimming Pool, Elevators, etc. • Care for small equipments 	05

6.	General Maintenance & Replacement Policy <ul style="list-style-type: none"> • Importance of Maintenance department in Hotel Industry • Duties & responsibilities of Chief Engineer of a hotel • Types of maintenance <ul style="list-style-type: none"> ○ Breakdown / Corrective Maintenance ○ Preventive Maintenance ○ Predictive Maintenance • Reasons and process for Replacement of equipment 	04
	TOTAL	30

Suggested Assignments:

1. Prepare a List of Large Equipments used in Accommodations Department and state a preventive maintenance that you recommend.
2. Prepare a list of electrically operated equipments that are used in commercial kitchens and stewarding department and provide for routine maintenance schedule.
3. Enlist the IT related equipments that are used in the hospitality sector and provide the details of the preventive maintenance needed for the same.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Engineering	Sujit Ghosal	Oxford University Press India
2.	The Management of Maintenance and Engineering Systems in the Hospitality Industry	Frank D. Borsenik & Alan T. Stutts	John Wiley & Sons, 4th Edition
3.	Textbook of Hotel Maintenance	Dr. K.C. Arora & Dr. N.C. Goyal	Standard Publishers Distributors
4.	Hotel Engineering Management	Shirke	Shroff Publishers & Distributors Pvt. Ltd., 2014.
5.	Hotel Industry and Housekeeping Management	Piyush Bhatnagar & Rajesh Garg	SBS Publishers & Distributors Pvt. Ltd.

Course Code	: SIM207T	Semester	: Third
Name of the Course	: Stores and Inventory Management		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: Students will be able to plan, control, and optimize inventory systems and manage store functions efficiently to improve operations.

Course Outcomes:	
CO207T.1	: To study the basic concepts, functions, and importance of stores and inventory management and the risks associated with inappropriate inventory management.
CO207T.2	: To be able to classify the inventory and understand the importance of codification, layout of the store and equipments used in stores contributing to efficient functioning of the stores.
CO207T.3	: To analyse and evaluate purchasing methods, supplier relationship management and inventory control.
CO207T.4	: To effectively use of technology in stores and inventory management and financial correlations.

Unit	Topics	Hrs.
1.	Introduction to Stores and Inventory Management <ul style="list-style-type: none"> • Definition and objectives of stores and inventory management • Types of inventory (raw materials, WIP, finished goods, MRO) • Role of inventory in supply chain and operations • Relationship with procurement, production, and finance • Risks and challenges of inappropriate inventory management 	05
2.	Classification and Codification of Inventory <ul style="list-style-type: none"> • Inventory classification systems (ABC, VED, HML, FSN) • SKU (Stock Keeping Unit) system • Codification methods (numeric, alphanumeric, colour coding) • Benefits of classification and codification 	05
3.	Store Layout, Location, and Equipment <ul style="list-style-type: none"> • Factors affecting store location • Types of stores (centralized vs. decentralized) • Store layout principles • Storage equipment (racks, bins, pallets, automated systems) • Safety and security considerations 	04

4.	Procurement and Supplier Relationship <ul style="list-style-type: none"> • Role of procurement in inventory management – linking demand forecasting, purchase planning, lead-times, and inventory order quantities. • Supplier selection and segmentation • Supplier relationship management (SRM) • Contracting and negotiation • Key metrics and KPIs for procurement/inventory integration – supplier lead-time, fill rate, inventory turnover, cost of procurement, stock out rate, and supplier defect rate. • Strategic sourcing and continuous improvement – aligning procurement strategy with organisational goals, leveraging supplier innovation, cost reduction, supply chain resilience. 	04
5.	Inventory Control Techniques <ul style="list-style-type: none"> • EOQ (Economic Order Quantity) • Reorder level, maximum, and minimum levels • JIT (Just-In-Time) and lean inventory • Perpetual vs periodic inventory systems • Stocktaking and cycle counting • Inventory turnover ratio and performance metrics 	04
6.	Technology in Stores and Inventory Management <ul style="list-style-type: none"> • Inventory management software (e.g., SAP, Oracle, Zoho) • Barcode and RFID systems • Integration with ERP systems • Role of IoT and AI in inventory optimization • Data accuracy and real-time tracking 	04
7.	Inventory Valuation and Financial Implications <ul style="list-style-type: none"> • Inventory as an asset in financial statements • Valuation methods (FIFO, LIFO, Weighted Average) • Inventory write-downs and obsolescence • Cost implications of overstocking and understocking • Audit and compliance • Inventory reporting and KPIs 	04
TOTAL		30

Suggested Assignments:

1. Assume a restaurant serving only continental menu- and with at least 30 inventory items.
 - Classify the items using ABC, VED, or FSN methods.
 - Justify your classification with data (cost, usage, criticality, etc.).
2. Prepare a Layout of a store for an Indian Restaurant serving all the meals. Consider the following aspects:
 - Draw a layout plan showing:
 - Entry/exit, storage zones, receiving/issuing areas
 - Safety & fire exits
 - Racks, Sections and Misc. Storage, etc.
 - List best practices for safety and space utilization.

3. Prepare an inventory control system for a 200-room property and solve the following:
 - Calculate PAR stock levels for any 05 Linen Items used in the Guest Rooms and 05 items used as toiletries. Assume suitable occupancy levels and state the same.
 - Recommend reorder quantities using assumptions.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Materials Management	K. Shridhara Bhat	Himalaya Publishing House; 4th ed., 2020
2.	Materials Management: An Integrated Approach	P. Gopalakrishnan & M. Sundaresan	Prentice Hall of India; 2014;
3.	Stores Management	K. S. Menon	Laxmi Publications (P) Ltd
4.	Warehouse Management and Inventory Control	J. P. Saxena	Vikas Publishing; (Indian edition); ISBN 978-8125912101
5.	Purchasing and Inventory Management	K. S. Menon & Sarika Kulkarni	Shroff Publishers & Distributors; Revised Edition ~2009;
6.	The Definitive Guide to Inventory Management: Principles and Strategies for the Efficient Flow of Inventory across the Supply Chain	Collaborative Authors	Pearson; 2014. ISBN: 978-0-13-344882-5
7.	Introduction to Materials Management	Arnold, J.R.T., Chapman, S.N.	Pearson; International Edition

Semester IV

Course Code	: QFP251T	Semester	: Fourth
Name of the Course	: Quantity Food Production (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This subject aims to equip students with the knowledge and skills essential for bulk catering in both welfare and commercial sectors. It introduces them to the features of Indian regional cuisines and the functioning of industrial catering operations. Additionally, it develops fundamental competencies in understanding meat composition, tenderness, various cuts, and processing techniques across different types of meat.

Course Outcomes:	
CO251T.1	: To impart the knowledge and skills essential for bulk catering operations in both welfare and commercial sectors, with a focus on menu planning, key characteristics, and associated challenges.
CO251T.2	: To develop an awareness & understanding of Indian regional cuisine in relation to its culture, eating habits, religion, history, & other factors of culinary arts.
CO251T.3	: To make students familiar with the practical & theoretical accepts of selection and fabrication of meat, fish, & poultry
CO251T.4	: To familiarize students with various types of kitchen equipment, their functions, safe handling procedures, and maintenance practices, enabling efficient and hygienic food production in professional kitchens.

Unit	Topics	Hrs.
1.	Introduction to Quantity Food Production <ul style="list-style-type: none"> • Introduction to Quantity Food Production. • Introduction to Sectors of Catering Industry – Welfare and Commercial. • Industrial Catering – Introduction, Characteristics, Menu Planning & Challenges • Banqueting – Introduction, Characteristics, Menu Planning & Challenges • Institutional Catering – Introduction, Characteristics, Menu Planning & Challenges • Hospitals & Schools – Introduction, Characteristics, Menu Planning & Challenges • Welfare Catering – Introduction, Characteristics, Menu Planning & Challenges 	06
2.	Indian Regional cuisine <ul style="list-style-type: none"> • Introduction to Indian regional cuisines – Regional specialties, Special methods, Ingredients & Equipment used, Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu) • Factors influencing Regional Menu Planning (Eating Habits, Religious Beliefs, Regional Specialties Seasonal Availabilities) • Characteristics of Indian cooking techniques 	06

3.	<p>Meat Cookery</p> <ul style="list-style-type: none"> • Understanding meats – Composition, structure & basic quality factors • Aging, Factors affecting tenderness • Appropriate cooking methods. <p>Lamb / Beef / Veal / Pork</p> <ul style="list-style-type: none"> • Selection Criteria • Principles of Storage & thawing • Cuts (uses & suitable cooking methods) • Offals <p>Poultry & Game</p> <ul style="list-style-type: none"> • Description of – Duck, goose, turkey, guinea- fowl, quail and rabbit. • Chicken - Selection Criteria for Chicken, Principles of Storage & thawing, Cuts with uses & suitable cooking methods. <p>Fish Mongery</p> <ul style="list-style-type: none"> • Introduction to fish mongery • Classification of fish with examples (local names also) • Selection & storage of fish & shell fish • Cuts of fish • Cooking of fish • Preservation & processing of fish 	12
4.	<p>Convenience foods</p> <ul style="list-style-type: none"> • Characteristics • Processing methods • Advantages & Disadvantages 	03
5.	<p>Volume forecasting</p> <ul style="list-style-type: none"> • Volume Forecasting – Definition, Importance, Concept of judgments • Factors influencing Volume Forecasting • Merits & Limitations of Volume forecasting 	03
TOTAL		30

Suggested Assignments: -

1. Power point presentation on authentic regional, festive, wedding menus.
2. Chart Presentations on sectors of catering.
3. Planning and implementation of a theme based Indian specialty menu.
4. PowerPoint presentation on cuts, selection, storage, and cooking methods for types of meat.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Art of Indian Cookery	Rocky Mohan	Roli Books
2.	Prasad – Cooking with Indian Master	J.Inder Singh Kalra	Allied Publishers Pvt. Ltd
3.	Quantity Food Production Operations and Indian Cuisine –	Parvinder S.Bali	Oxford University Press
4.	Theory of Catering	Victor Ceserani & Ronald Kinton	Edward Arnold
5.	Theory of Cookery	Mr. K. Arora	Frank Brothers & Company (Pub) Pvt. Ltd
6.	Modern Cookery for Teaching & Trade Vol - I	Ms. Thangam Philip	Orient Longman

Course Code	: QFP251P	Semester	: Fourth
Name of the Course	: Quantity Food Production (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO251P.1	: To demonstrate skills in producing regional Indian dishes with authenticity and consistency in flavour, presentation, and portion control.
CO251P.2	: To plan and prepare large-scale quantity menus suitable for institutional, industrial, and banquet operations.
CO251P.3	: To apply principles of menu planning, costing, and standardization for different catering establishments (e.g., hospitals, hostels, corporate canteens).
CO251P.4	: To maintain quality standards and hygiene practices while handling equipment, ingredients, and food during bulk production.

Minimum 24 practicals consisting of 50% Regional and 50% Industrial menus. The practical should comprise of the following:

SR. No.	Practical
1.	Regional Menu- 10 practical including (Meat, Veg dry or gravy, Dal, Raita, Rice, Bread, Dessert)
2.	Theme based specialty menu – 1 Practical
3.	Industrial Menu – 6 Practicals including - Dry veg, meat, Pulse, Dal, Rice, Dessert
4.	Continental Industrial Menu -2 practicals – Soup, Meat, vegetable preparation potato preparation, Bread, Dessert
5.	Industrial Menu – 4 Practicals – 2 Practicals – Snacks and 2 Practicals breakfast Menu
6.	Internal Practical examination – 1 practical

Course Code	: FBO252T	Semester	: Fourth
Name of the Course	: Food & Beverage Service Operations – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course provides an in-depth understanding of alcoholic beverages and their service in the hospitality industry, covering the origin, production, and types of distilled spirits and liqueurs, the art of mixology and cocktail preparation, and the management of banquets and buffets as key service areas in hotels and restaurants.

Course Outcomes:	
CO252T.1	: To explain the production and classification of various spirits and liqueurs.
CO252T.2	: To understand the principles and techniques of cocktail making and basics of mixology.
CO252T.3	: To identify popular brands, styles, and uses of spirits, bitters, digestifs, and liqueurs.
CO252T.4	: To apply knowledge of banquet and buffet operations in planning and service management.

Unit	Topics	Hrs.
1.	Introduction to Spirits <ul style="list-style-type: none"> • Introduction and Definition • Production of Spirits: Distillation process: Pot Still and Patent Still (Advantages & Disadvantages) • Classification of alcoholic beverages with examples • Alcoholic strength: GL, Proof (British and American), OIML • Responsible service of spirits 	02
2.	Spirits – Whisky, Brandy, Rum, Gin, Vodka, Tequila & Others <p>Whisky</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Types (Scotch, Irish, Tennessee, American [Corn, Rye, Bourbon], Canadian, Japanese), Styles • Classic Cocktails • Popular Brands (National and International) <p>Brandy</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Cognac, Armagnac • Classic Cocktails • Popular Brands (National and International) <p>Rum</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Light, Dark, Golden, Flavoured • Classic Cocktails • Popular Brands (National and International) 	16

	<p>Gin:</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Types (Sloe, London, Plymouth, Dutch) • Classic Cocktails • Popular Brands (National and International) <p>Vodka:</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Types, Flavoured Vodkas • Classic Cocktails • Popular Brands (National and International) <p>Tequila & Mezcal:</p> <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Joven, Blanco, Anejo, Extra Anejo, Mezcal • Classic Cocktails • Popular Brands (National and International) <p>Other Spirits: Aquavit, Schnapps, Arrack, Absinthe, Grappa, Calvados, Marc, Pisco, Feni, etc</p>	
3.	<p>Liqueurs and Digestifs</p> <p>Liqueurs</p> <ul style="list-style-type: none"> • Definition and History • Raw materials and Methods of Production (Pressing, Maceration, Infusion, Percolation) • Broad Category of Liqueur's: Base, Flavour, Colour, Country of Origin • National and International Brand (General and Proprietary) <p>Bitters and Digestifs</p> <ul style="list-style-type: none"> • Definition and Distinction from Liqueurs • Types and Brand Names (Angostura, Campari, Fernet Branca, Aperol, Amaro, Jägermeister, etc.) • Role in Pre-dining and Post Dining 	04
4.	<p>Bar Operations</p> <ul style="list-style-type: none"> • Duties of a bartender • Hierarchy • Opening and Closing Checklist • History and Definition of Cocktails • Methods of Preparation: Stirred, Shaken, Built-up, Layered, Blended • Golden Rules for Making Cocktails, Traditional Mixers and Garnishes 	04
5.	<p>Banquet and Buffet Management</p> <p>Banquets</p> <ul style="list-style-type: none"> • Definition • Types (Formal & Informal) • Hierarchy & Duties of Staff • Function Prospectus • Off-Premise/Outdoor Catering 	04

	Buffet <ul style="list-style-type: none"> • Introduction & Definition • Types and Shapes • Buffet Equipment • Layout, Principles, Points to consider while arranging buffet, Guest Flow 	
	TOTAL	40

Suggested Assignments:

1. Write 3 cocktail recipes (1 classic, 1 modern, 1 mocktail) with ingredients, method, glassware, and garnish for each spirit
2. Design a mini “Liqueur Library” with 10 international liqueurs including base spirit and cocktail use.
3. Create a Bar Opening & Closing Checklist and list duties of each bar staff member.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Liqueur: A Global History	Fernando Bragança & David Wondrich	Yale University Press, 2016 (Hardcover)
2.	The Bar Book: Elements of Cocktail Technique	Jeffrey Morgenthaler	Chronicle Books, 2014
3.	Introduction to Bar and Beverages	Mahendra Singh Negi	Dreamtech Press, 2019, ISBN 978-9389307795
4.	Food & Beverage Service Practical's and Techniques	Dr. Deepa Prasad Venkatraman & Ulhas Chaudhari	Himalaya Publishing House, 2020, ISBN 978-93-89951-86-8
5.	Food & Beverage Service – Third Edition	R. Singaravelavan	Oxford University Press India, 2025. ISBN 9789354977299

Course Code	: FBO252P	Semester	: Fourth
Name of the Course	: Food & Beverage Service Operations – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO252P.1	: To identify major spirits, liqueurs, and international brands along with appropriate glassware, mixers, and service styles.
CO252P.2	: To demonstrate professional service procedures for spirits, liqueurs, cocktails, mocktails, and buffet setups using correct techniques and presentation standards.
CO252P.3	: To organize bar counters, banquet layouts, buffet shapes, and mise-en-place according to service requirements.
CO252P.4	: To design international and Indian menus, beverage lists, and pairing plans with suitable pricing and portion control.
CO252P.5	: To apply responsible service practices and communication skills while handling guest complaints and challenging service situations.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No.	Practical
1.	Service of Spirits <ul style="list-style-type: none"> • Service temperature, equipment required, appropriate mixers and procedure for various styles (Neat, On the Rocks, Mixed). • Identification of national and international brands <ul style="list-style-type: none"> ○ Whisky Service, Brandy Service, Rum Service, Gin Service, Vodka Service, Tequila Service
2.	Service of Liqueurs <ul style="list-style-type: none"> • Identification and service procedure of major liqueurs, aperitifs, and digestifs (Baileys, Cointreau, Kahlúa, Campari, Vermouth, Amaro, Grappa). • Correct glassware, portion control, and service etiquette. • Neat/on the rocks/ en frappe/with cream
3.	Menu planning and Service of food and alcoholic beverages- (Eight International and One Indian menu to be planned)
4.	Service of Mocktails / Workshop on Cocktails/ Bar Setup & Mise-en-Place <ul style="list-style-type: none"> • Mock Practical preparation of five basic cocktails using different methods: Stirred, Shaken, Built, Layered, and Blended. Mocktail variation to be included. • Emphasis on garnishing, glassware, and presentation. • Setting up a professional bar counter with tools, glassware, syrups, ice, and garnishes. • Sustainable Practices
5.	Buffet Set ups and service procedure Types of buffet setups to be practiced (Shapes: O, C, V, I, Box/ island, Wave)
6.	Banquet seating styles Types of banquet setups to be practiced (Classroom, Theatre, Restaurant, Board-room, U-shape)

7.	Compiling Beverage Lists Designing a simple beverage menu including spirits, liqueurs, aperitifs, digestifs, and cocktails with pricing and portion sizes.
8.	Responsible Service Role-play <ul style="list-style-type: none">• Role-play exercises for handling difficult service situations (guest intoxication, spills and guest complaints).• Focus on guest communication, etiquette, and safe beverage service.

Course Code	: RDO253T	Semester	: Fourth
Name of the Course	: Rooms Division Operations – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent Evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory Exam	: 30
Credit	: 02	Total Marks	: 50

Rationale: This course equips students with operational and analytical competencies in Rooms Division, covering guest complaint handling, linen and laundry management, night audit, statistical performance analysis, and room forecasting. It develops service excellence, cost control, and revenue optimization skills essential for effective hotel operations and managerial decision-making.

Course Outcomes:	
CO253T.1	: To explain guest complaint handling systems, linen and laundry operations and night audit procedures in a hotel environment.
CO253T.2	: To apply linen control methods, laundry processes and night audit reporting techniques in operational scenarios.
CO253T.3	: To calculate occupancy, revenue and market share ratios using hotel statistical data.
CO253T.4	: To analyse room performance trends and credit monitoring reports for managerial decision-making.
CO253T.5	: To formulate room forecasts and tariff structures using cost-based pricing, overbooking strategies, and dynamic pricing models.

Unit	Topics	Hrs.
1.	Situation Handling <ul style="list-style-type: none"> • Types of Guest Complaints • Complaint Handling Procedure • Complaint Cost • Prevention of Complaint – Early warning, Comment Cards 	02
2.	Linen Room Operations <ul style="list-style-type: none"> • Introduction • Planning linen & uniform room • Activities in linen & uniform room • Layout of linen room • Selection Criteria for Linen • Storage of linen • Linen Exchange Process – Room Linen, Restaurant Linen, Uniforms • Linen Control & Records • Par Stock • Discard Management 	04
3.	Laundry Operations <ul style="list-style-type: none"> • Introduction • Types of laundries • Layout of an on-premise laundry • Classification of laundry equipment • Laundry Agents – Detergents, Softeners, Stiffeners, Bleaches, Disinfectants • Laundry Process • Stain Removal 	06

	<ul style="list-style-type: none"> • Dry cleaning • Handling guest laundry • Care Labels 	
4.	Night Audit & Credit Monitoring <ul style="list-style-type: none"> • Importance of Night Audit • Role of a Night Auditor • Night Audit Process • Preparing Night Audit Report • Reports from Night Audit • Credit Monitoring and Charge Vouchers 	04
5.	Application of Statistical Data <ul style="list-style-type: none"> • Occupancy Ratios – Room Count, House Count, Room Occupancy%, Bed Occupancy%, Single Occupancy%, Double Occupancy%, Local Occupancy%, Foreign Occupancy%. • Revenue Ratios – Average Room Rate, Average Daily Rate, RevPAR, Average Revenue per Guest • Other Ratios – Walk-in%, No show%, Cancellation%, Overstay%, Understay% • Numerical of based on above Statistical formulas. 	08
6.	Room Forecasting & Tariff Fixation <ul style="list-style-type: none"> • Introduction • Benefits of Forecasting • Data required for Forecasting • Overbooking Strategies • Factors affecting room tariff • Types of room rates • Cost based pricing – Rule of Thumb approach, Hubbart Formula • Dynamic Pricing 	06
	TOTAL	30

Suggested Assignments:

1. Prepare a chart of classification of linen with their characteristics.
2. Report on visit to commercial laundry.
3. Techniques of implementing dynamic pricing in hotel industry.
4. Illustrations on various statistical data used in front office.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Accommodation Operations Management	Kaushal, S.K. Gautam S.N.,	Frank brother
3.	Hotel Housekeeping	Malini Singh	Jaico
4.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
5.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
6.	Check-in Check-out	G. K. Vallen & J. J. Vallen	Pearson
7.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
8.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
9.	Front Office: Procedures, social skills, yield & management	Abbott, Peter &Lewry,Sue	Elsevier
10.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
11.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: RDO253P	Semester	: Fourth
Name of the Course	: Rooms Division Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 4 hrs. per week	Concurrent Evaluation	: 20
Total Hours	: 4 hrs. per week	End Term Practical Exam	: 30
Credit	: 02	Total Marks	: 50

Course Outcomes:	
CO253P.1	: To apply standard hotel procedures for complaint handling, guest laundry, stain removal, and linen operations through role-plays and practical demonstrations.
CO253P.2	: To calculate linen par stock, occupancy ratios, revenue indicators, market share index, and room tariffs using operational data and prescribed hotel formulas.
CO253P.3	: To analyse guest feedback, complaint costs, competitor performance, and dynamic pricing case studies to identify root causes and revenue implications.
CO253P.4	: To develop operational documents such as guest comment cards, linen control formats, night audit reports, and overbooking strategies for varied hotel scenarios.
CO253P.5	: To evaluate hotel performance and pricing decisions using night audit reports, statistical indices, and situational exercises to recommend improvement measures.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

SR. No	Practical
1.	Role-play simulation of different guest complaint scenarios (room cleanliness, delay in service, noise, billing error) and an evaluation using a standard complaint handling checklist.
2.	Case study analysis of real hotel complaint situations, identifying root causes, complaint cost, and preventive strategies with group discussion. Design a Guest Comment Card and Early Warning Checklist for the same.
3.	Practical demonstration of different stains (tea, coffee, mud, lipstick, nail paint, rust, show polish, candle wax, chewing gum, curry/oil, etc.) & their removal on fabrics & washing of linen (bluing, starching, bleaching)
4.	Handling Guest Laundry & preparing hot & cold face towels.
5.	Calculations of par stock for Room Linen, Restaurant Linen and Uniforms for various hotel properties.
6.	Preparation of various Linen Control Formats (issue register, return register, discard register) with the help of exchange procedures.
7.	Preparation of a sample Night Audit Checklist and Report using both semi-automated and automated systems, including verification of guest folios, room status & revenue postings.
8.	Numerical problems on occupancy, revenue, and performance ratios based on given hotel operational data.
9.	Creation of a Market Share Index report by analysing competitor data and interpreting hotel performance using occupancy, ADR, and RevPAR indices.
10.	Calculation of room tariffs using Rule of Thumb and Hubbart Formula with comparative analysis and justification of the derived room rates.
11.	Developing overbooking strategies for different hotel scenarios through situational exercises considering no-shows, cancellations, walk-ins and historical data.
12.	Case study analysis on dynamic pricing practices in the hotel industry

Course Code	: FBC254T	Semester	: Fourth
Name of the Course	: Food & Beverage Cost Control		
Teaching Scheme:		Examination scheme:	
Theory	: 4 hrs. per week	Concurrent evaluation	: 40
Total Hours	: 4 hrs. per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The student will gain comprehensive knowledge on various stages of control cycle and should be able to control cost in all stages of operational stage.

Course Outcomes:	
CO254T.1	: To understand importance of food and beverage cost control and describe the stages of the control cycle (pre-operation, operation, and post-operation)
CO254T.2	: To analyse cost elements (food, labour, overhead) and apply marginal analysis and break-even techniques for decision-making in hotel operations.
CO254T.3	: To demonstrate knowledge of purchasing procedures, supplier evaluation, and preparation of standard purchase specifications to ensure cost efficiency.
CO254T.4	: To apply effective receiving and storing practices, including inventory control methods (FIFO, LIFO, JIT, ABC analysis), to minimize losses and maintain stock accuracy.
CO254T.5	: To utilize standard recipes, portion sizes, and preparation methods (cook-chill, cook-freeze, sous vide) to control food production costs.
CO254T.6	: To prepare and interpret food cost reports, variance analysis, and budgetary control procedures to monitor and improve profitability.

Unit	Topics	Hrs
1.	Introduction to Cost and Cost Control Cycle <ul style="list-style-type: none"> • Definition, Objectives & Problems • The control cycle overview (pre-operations, operating – purchasing, receiving, storing, issuing, preparing & selling, and post operating phase) 	08
2.	Marginal analysis and Break-even-point <ul style="list-style-type: none"> • Cost – Elements of Cost (food cost, labour cost and overhead cost) • Profit – Basic concept of Profit (Net Profit, After Wage Profit and Gross Profit) • Cost relationship • Break-even point analysis and decision making 	12
3.	Purchasing stage <ul style="list-style-type: none"> • Centralized and decentralized purchasing • The selection and rating of a Supplier • Methods of Purchasing • Standard Purchase Specifications – Objectives & Preparation • Economic Order Quantity • Various Documents related to Purchasing Stage 	12

4.	<p>Receiving and storing Stage</p> <p>Receiving stage:</p> <ul style="list-style-type: none"> • Receiving Procedures & Methods • Goods return policy • The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection • Various Documents related to Receiving Stage <p>Storing Stage:</p> <ul style="list-style-type: none"> • Store Issues - Transfer Notes, Breakages and Damaged Goods • Procedure for storage of Perishable and Non-Perishable Food & Beverage items. • Stock Levels -Maximum level, Minimum level, Reorder level, safety level, danger level& Par Stock • Inventory Control Method: FIFO, LIFO, FILO, JIT & ABC Analysis Stock Taking, Stock Turnover • Various Documents related to Storing Stage 	16
5.	<p>Preparation of Food & Beverage Item and analysis</p> <ul style="list-style-type: none"> • Four tools in preparation - Volume Forecasting –Aids, Standard Yields, Standard Recipes, and Standard Portion Sizes. • Various preparation methods- Cook Chill, Cook Freeze, Sous Vide • Centralized & decentralize method of Food preparation. <p>F and B analysis</p> <ul style="list-style-type: none"> • KOT analysis • Variance analysis • Food cost report • Budgetary control procedure 	12
TOTAL		60

Suggested Assignments:

1. Prepare a Food Cost Analysis for a sample menu of 10 items.
2. Prepare a standard purchase specification for 20 various raw material items.
3. Case studies related to hospitality industry.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Book Name	Name of Author	Publication Details
1.	Food and Beverage Control	Richard Kotas & Bernard Davis	-
2.	Food and Beverage Management	Bernard Davis & Sally Stone	-
3.	Cost and financial management for hotel	Prasanna Kumar Linda Daniel Mruthyunjaya Pagad	Tata McGraw hill education private limited, New Delhi
4.	Accounting in the Hotel & Catering Industry	Richard Kotas	International Textbook Company Co. Ltd.
5.	Theory of catering	Ronald Kinton, Victor Ceserani , David Foskett	

Course Code	: IKS255	Semester	: Fourth
Name of the Course	: Indian Knowledge System – II		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 50
Total Hours	: 2 hrs. per week		
Credit:	: 02	Total Marks	: 50

Rationale: The Indian Knowledge System-II course introduces students to India's philosophical, cultural, culinary, wellness, and management traditions relevant to hospitality and tourism. It develops an appreciation of indigenous practices, ethical values, sustainable living, and holistic well-being while connecting traditional Indian wisdom with contemporary hospitality operations and management practices.

Course Outcomes:		
CO255.1	:	To explain the foundations, philosophy and historical evolution of the Indian Knowledge System.
CO255.2	:	To analyse Indian culinary heritage, Ayurvedic food principles and indigenous dietary traditions.
CO255.3	:	To examine Indian hospitality philosophies, wellness concepts and traditional healing practices in hospitality.
CO255.4	:	To evaluate the role of Indian cultural traditions, architecture and philosophy in tourism and sustainability.
CO255.5	:	To interpret indigenous management principles and apply Indian philosophical concepts to leadership and decision-making.

Unit	Topics	Hrs.
1.	Foundations of Indian Knowledge System <ul style="list-style-type: none"> • Concept, definition, nature, philosophy & character of IKS • Various era's in History of IKS. Vedic Period: Vedas and their Significance • Upanishads: Philosophy and Knowledge • The Six Schools of Indian Philosophy: Overview 	06
2.	Indian Food and Beverage Heritage <ul style="list-style-type: none"> • Evolution of Indian culinary traditions • Ayurvedic principles of food (Ahara) and balanced diet • Temple food traditions and ritual-based cuisines • Indigenous ingredients, local grains, and seasonal diets Ethical and moral frameworks in Indian tradition • Wine in ancient India 	06
3.	Indian Wellness and Hospitality Concepts <ul style="list-style-type: none"> • Atithi Devo Bhava: Philosophical and practical aspects • Indian Philosophy and its Vision of Environment • Indian ritual hospitality in different regions • Yoga, Ayurveda, and holistic well-being in hospitality • Integration of traditional healing practices in modern spa and wellness resorts 	06

4.	Tourism and Cultural Knowledge Systems <ul style="list-style-type: none"> • Cultural tourism: Heritage, pilgrimage, and cuisine tourism • Role of Indian philosophy in sustainable tourism • Folk traditions, arts, and crafts in tourism experiences • Ancient Indian Architecture: Vastu Shastra & Temple Architecture 	06
5.	Indigenous Management Practices and Frameworks <ul style="list-style-type: none"> • Roots of Governance & Public Administration • The importance of integrating Indian philosophy with modern management • The Bhagavad Gita: Management lessons, Self-leadership, decision-making under uncertainty and emotional intelligence 	06
	TOTAL	30

Suggested Assignments:

1. Prepare a presentation on the evolution of the Indian Knowledge System highlighting Vedas, Upanishads and schools of Indian philosophy.
2. Conduct a study on regional Indian culinary traditions and prepare a report linking Ayurvedic food principles with modern diets.
3. Prepare a case study on the application of “Atithi Devo Bhava” and wellness concepts in modern hospitality establishments.
4. Design a tourism promotion concept integrating Indian heritage, folk traditions, temple architecture and sustainable tourism practices.
5. Analyse management lessons from the Bhagavad Gita and prepare a report on their relevance in contemporary hospitality management.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Course Code	: FPL256T	Semester	: Fourth
Name of the Course	: Facility Planning		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course provides students with a comprehensive understanding of planning, designing and organizing hospitality facilities. It develops the ability to evaluate space requirements, operational workflows and design considerations for hotels, restaurants, bars, kitchens, housekeeping and ancillary areas, ensuring functional efficiency, guest satisfaction and effective resource utilization.

Course Outcomes:	
CO256T.1	: To understand the concepts of facility planning and classify hotels under different star categories while understanding design considerations and space allocation in hospitality establishments.
CO256T.2	: To analyse the principles of restaurant and bar facility design including layout planning, ambience, décor, equipment requirements, and space utilization.
CO256T.3	: To describe kitchen layout and design concepts with respect to workflow, equipment placement, operational efficiency, and automation in modern kitchens.
CO256T.4	: To examine the planning and design aspects of the Housekeeping, Laundry Department and Ancillary Areas

Unit	Topics	Hrs
1.	Introduction to Facility Planning <ul style="list-style-type: none"> • Classification of Hotels under star category • Design considerations for a hotel project – <ul style="list-style-type: none"> ➤ Location and site ➤ Building plans-Modular, slip, arc, cylinder ➤ Design plans for room layout • Structural regulations laid down by Municipal Authorities • Systematic layout planning – Flow Diagram • Thumb rules for allocation of space in operational areas – Food Production Department, Food and Beverage department, Housekeeping and Front Office department. • Feasibility report, Blue print- Concept and Purpose 	05
2.	Restaurant and Bar Facility Designing <ul style="list-style-type: none"> • Types of restaurants • Designing and Planning of restaurant • Space allowance for seating and space for circulation – <ul style="list-style-type: none"> ➤ Equipment and space needs ➤ Ambience and décor ➤ Lighting and colour scheme ➤ Floor finish ➤ Wall covering • Checklist for effective design • Bar Designing – 	05

	<ul style="list-style-type: none"> ➤ Points to be considered while planning a bar, ➤ Equipment and space need ➤ Furniture items / bar counters ➤ Space allowance for various bar styles, • Special spaces if needed for smoking zones, DJ booth 	
3.	Kitchen Layout & Design <ul style="list-style-type: none"> • Areas of the kitchen with recommended dimension • Factors that affect kitchen design • Placement of equipment • Flow of work • Kitchen layouts – Types (Multi-cuisine, Specialty, Coffee shop, Bakery & Patisserie) • Automation in designing 	05
4.	Designing of Front Office Department <ul style="list-style-type: none"> • Various types of lobbies and Front Desk • Recommended dimensions for Front Desk according to the type of the hotel • Factors that affect Front Office Design • Equipment requirement and its Placement • Ambience and Décor – <ul style="list-style-type: none"> ➤ Lighting and Colour Scheme ➤ Floor Finishes & Wall Covering 	05
5.	Designing of Housekeeping Department <ul style="list-style-type: none"> • Factors to be considered while designing of House- Keeping Department • Factors to be considered while designing of Laundry Department - <ul style="list-style-type: none"> ➤ Space management in laundry ➤ Equipment required, Linen Chute, Storage area • Guest Rooms –Room types • Ambience and décor (Fixtures and fittings, • Furniture and furnishings, Lighting and Colour scheme, Floor finishes, Wall covering) 	05
6.	Ancillary Areas <ul style="list-style-type: none"> • Study of the following ancillary areas and its basic requirements with regards to location, equipment and functioning – <ul style="list-style-type: none"> ➤ Shopping Arcade ➤ Business Centre ➤ Gym and Spa ➤ Swimming Pool ➤ Landscaping 	05
	TOTAL	30

Suggested Assignments:

1. Planning & Designing of various types of commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie) (Model making)
2. Designing of various types of Guestrooms/Restaurant/ Lobby/ Ancillary Areas (Model making).

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Facility Planning	Tarun Bansal	Oxford University Press
2.	The Professional Housekeeper	Margaret Schneider and Georgina Tucker	John Wiley & Sons
3.	Catering Management	Mohini Sethi	New Age International Publishers
4.	The Bar and Beverage Book	Mary Porter	Wiley Publishing
5.	Front Office Operations	Jatashankar Tiwari	McGraw Hill Education

Course Code	:	MIC257T	Semester	:	Fourth
Name of the Course	:	Meetings, Incentive, Conference/Conventions, Exhibitions (MICE)			
Teaching Scheme:			Examination scheme:		
Theory	:	2 hrs. per week	Concurrent evaluation	:	20
Total Hours	:	2 hrs. per week	End Term Theory exam	:	30
Credit:	:	02	Total Marks	:	50

Rationale: This course introduces students to the fundamentals of MICE tourism, emphasizing business travel needs, infrastructure, and event planning. It equips learners with essential knowledge of meetings, incentives, conferences, and exhibitions, enabling them to understand operational requirements and develop basic planning skills for managing professional events in the hospitality industry.

Course Outcomes:	
CO257T.1	: To understand the basic fundamental concepts, components, and purpose of the MICE. Identify difference between leisure & Corporate travellers.
CO257T.2	: To be able to identify the essential infrastructural requirements & other necessary factors needed to host MICE.
CO257T.3	: To understand about various types of meetings and their specific requirements for effective planning and execution. Also understand the concept, purpose, and structure of incentive tours within the MICE industry.
CO257T.4	: To understand the essential requirements for planning and organizing exhibitions and trade shows, including space, layout, logistics, and support services. They will also learn how these events function as platforms for promotion, networking, and business development.
CO257T.5	: To learn the step-by-step process of planning MICE events, from conceptualization to execution. Learn to develop the ability to coordinate logistics, resources, and stakeholders to ensure successful event outcomes.

Unit	Topics	Hrs
1.	Introduction to MICE <ul style="list-style-type: none"> • Definition • Needs of a Business Traveller • Difference in between Leisure Traveller & Business Traveller 	04
2.	MICE Infrastructure <ul style="list-style-type: none"> • Meaning • Primary & Secondary Infrastructure • Venue • Transport • Accommodation • Ancillary Services • Others 	06
3.	Meetings & Incentive Tours <ul style="list-style-type: none"> • Introduction • Types of Meetings • Arrangements for Meeting • Client profile for Incentive Tour • Basic Planning for Incentive Tour 	06

4.	Conferences & Exhibitions <ul style="list-style-type: none"> • Introduction • Difference in between Conference & Convention • ICPB role & Function • Exhibitions & Trade Fares Introduction • Requirements for Trade Shows • Exhibition centers in India: Yashobhoomi, HITEX Hyderabad 	08
5.	Planning MICE <ul style="list-style-type: none"> • Planning steps for MICE Projects • Formation of committees • Planning Checklist • Transportation & Transfers • Accommodation • Entertainment 	06
TOTAL		30

Suggested Assignments:

1. A multinational IT company is organizing a 3-day convention in India for 500 delegates. They require a suitable venue, accommodation, transport, special entertainment, and exhibition area for product displays.
Questions:
 - a. Suggest a suitable venue with justification.
 - b. Recommend accommodation and transport arrangements.
 - c. Prepare a short meeting and conference plan for the event.
 - d. Identify major ancillary services required.
2. Suggest suitable entertainment options to be included in a corporate incentive trip.
3. Prepare a basic planning checklist for organizing a corporate meeting for 200 delegates.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Meetings, Expositions, Events and Conventions an Introduction to the Industry	George G. Fenich	Pearson Education
2.	International Tourism	A. K. Bhatia	Sterling Publishers
3.	Introduction to Travel & Tourism	Dennis L. Foster	McGraw-Hill
4.	Corporate & Business Travel	Thompson Smith, Jeanie M.	Delmar Publishers
5.	How to plan & book Meetings & Seminars	Williams Jud	Ross Books.

Course Code	: CRM258T	Semester	: Fourth
Name of the Course	: Customer Relationship Management		
Teaching Scheme:		Examination scheme:	
Theory	: 2 hrs. per week	Concurrent evaluation	: 20
Total Hours	: 2 hrs. per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course introduces students to the concepts, tools, and practices of Customer Relationship Management (CRM) in the hospitality industry. It will help them understand how the hospitality industry builds strong customer relationships through technology, service quality, loyalty programs, and strategic communication. The objective is to equip students with skills to manage customer expectations, improve service standards, and use CRM tools effectively to enhance customer satisfaction and business profitability

Course Outcomes:	
CO258T.1	: To explain the fundamentals, evolution, and importance of CRM in the hospitality industry.
CO258T.2	: To recognize and analyse customer behaviour, segmentation, and relationship marketing strategies used.
CO258T.3	: To evaluate customer satisfaction, loyalty, retention programs, and service quality measurement tools.
CO258T.4	: To develop and recommend CRM strategies for the industry.

Unit	Topics	Hrs.
1.	Introduction to CRM <ul style="list-style-type: none"> • Concept, Definition, and Evolution • Need, Importance, and Advantages of CRM in Hospitality • Elements and Features of CRM • Types of CRM (Operational, Analytical, Strategic & Collaborative) • Role of Technology in CRM • Modern CRM Tools (E-CRM, M-CRM, Social CRM & AI-enabled CRM) • Relationship of CRM with Marketing, HRM, Communication, and Sales 	06
2.	Understanding Customers and Relationship Marketing <ul style="list-style-type: none"> • Types of Customers, Profiling and Segmentation • Understanding Customer Expectations and Behaviour • Customer Relationship Stages (Satisfaction, Delight & Wow Effect) • Levels of Relationship Marketing • Pareto's 80/20 Law and Relationship Value of Customers • Role of Communication and Personalization in CRM • Internal Customers (Role of Employees in CRM Success) 	06
3.	Customer Satisfaction, Loyalty and Retention <ul style="list-style-type: none"> • Meaning and Importance of Customer Satisfaction • Influencing Factors of Satisfaction in Hospitality • Concept and Types of Loyalty (Attitudinal and Behavioural) • Loyalty Ladder and Retention Drivers • Loyalty Programs in Hotels and Restaurants • Customer Lifetime Value (CLV) and Customer Equity • Measuring Customer Satisfaction – CSAT, NPS, and Feedback Tools 	08

4.	Customer Service Quality and Managing Experience <ul style="list-style-type: none"> • Definition and Elements of Excellent Customer Service • SERVQUAL Model (The Five Gap Model) • Service Blueprinting (Mapping the Customer Journey) • Managing Service Recovery and Moments of Truth • Best Practices in Customer Service (Hotels, Airlines, Restaurants) • The Customer Profit Chain 	06
5.	CRM Strategy, Implementation and Future Trends <ul style="list-style-type: none"> • The CRM Process Cycle (Analysis, Strategy, Execution, Evaluation) • Retention Definition, Retention Strategies and Win-Back Programs (QRC Management) • Ethical and Legal Considerations in CRM Data Handling • Future of CRM (Big Data, AI, and Global CRM Trends) 	04
	TOTAL	30

Suggested Assignments:

1. Presentation on emerging CRM technologies in hospitality.
2. Conduct a simple CSAT survey in a local café or hotel/ Draft a CRM strategy for a mid-scale hotel.
3. Design a service blueprint for a fine-dining restaurant/ Compare loyalty programs of two hotel brands.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Customer Relationship Management: A Step-by-Step Approach	H. Peeru Mohamed & A. Sagadevan	Vikas Publishing House, 2004
2.	Understanding Customer Relationship Management	Seema Girdhar	Excel Books, 2010
3.	Customer Relationship Management	William G. Zikmund, Raymond McLeod & Faye W. Gilbert	Wiley India Pvt. Ltd., 2nd Edition
4.	Customer Relationship Management	Shraddha M. Bhome & Dr. Amarpreet Singh Ghura	International Book House, 2015
5.	Customer Relationship Management	Kristin Anderson & Carol Kerr	Tata McGraw-Hill Education, 2002
6.	Customer Relationship Management	M. V. Kulkarni	Everest Publishing House, 2005
7.	Customer Relationship Management	Ed Peelen	Pearson Education, 2005
8.	CRM: Customer Relationship Management	Dr. K. Govinda Bhatt	Himalaya Publishing House, 2011

Semester V

Course Code	: AFP301T	Semester	: Fifth
Name of the Course	: Advanced Food Production Operations (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02	Concurrent evaluation	: 20
Total Hours	: 02	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: Students will be exposed to foundation in European cuisine, classical and modern cooking philosophies, cold kitchen operations, and global culinary trends. Students will be able to produce cold preparations and charcutier preparations.

Course Outcomes:	
CO301T.1	: To develop an awareness & understanding of Nouvelle Cuisine & European cuisine in relation to its culture, eating habits, religion, history, & other factors of culinary arts.
CO301T.2	: Students will be able to describe the characteristics, purpose, and applications of cold dishes such as pâtés, terrines, galantines, ballotines, chaud-froid, aspic, and savoury mousses.
CO301T.3	: Students will be able to identify ingredients, dressings, and methods used in green, vegetable, cooked, fruit, main-course, and gelatine-based salads.
CO301T.4	: Students will describe culinary traditions from Norway, Denmark, Sweden, Finland, and Iceland, including regional ingredients and practices.

Unit	Topics	Hrs.
1.	European / Continental Cuisine <ul style="list-style-type: none"> • Introduction to influences of cultures on regions • Special features with respect to ingredients, methods, presentation styles in the following countries – France, Italy, Germany, Spain, Portugal, Eastern Europe, Switzerland 	06
2.	Nouvelle Cuisine <ul style="list-style-type: none"> • Evolution & history • Salient features • Difference between Haute Cuisine & Nouvelle Cuisine • Service Style – Types, Guidelines • Modern plating techniques 	03
3.	Cold Kitchen / Larder <ul style="list-style-type: none"> • Functions of larder department • Duties & responsibilities of larder chef • Common terms used in larder department and Specific essential tools & equipment in the larder • Cold Preparations <ul style="list-style-type: none"> ○ Chaud-froid and Aspic Preparation & uses ○ Types and making of pate & terrines ○ Preparation of savoury mousse & mousseline ○ Making of galantine & Ballotines • Assembly and presentation of cold meats 	06

4.	Charcuterie <ul style="list-style-type: none"> • Definition & terms • Production, classification, processing of Forcemeat and Sausages, • Types and uses of marinades, cures, brines • Ham Bacon & Gammon Difference, Processing & Uses 	06
5.	Salads and Sandwiches <ul style="list-style-type: none"> • Parts of salad with ingredients used • Types of Salads - Green, Vegetable, Cooked, main course, Fruit, Gelatine-based salad • Principles of salad making • Guidelines for making salads • Salad dressings – Types • International Classical Salads composition and country of origin 	03
6.	Scandinavian Cuisine <ul style="list-style-type: none"> • History and evolution across Norway, Denmark, Sweden, Finland, and Iceland. • Key culinary characteristics • Traditional meal structures, including the smorgasbord • Understanding the “New Nordic Cuisine” philosophy (sustainability, locality, minimalism) 	06
	TOTAL	30

Suggested Assignments:

1. Planning & Implementation of formal banquet based on European cuisine.
2. Chart presentation of various locally available brands in Charcutier foods
3. Planning and explain the any 5 Scandinavian festive menus along with their recipes.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Larousse Gastronomique – Cookery Encyclopedia	Charlotte Turgeon	Paul Hamlyn
2.	Culinaria European Specialities	Romer, Joachim	Könemann, 1995
3.	Culinaria France	Romer, Joachim	Konemann UK Ltd
4.	Culinaria Italy	Piras Claudia	H. F. Ullmann Publishing
5.	Culinaria Spain	Trutter Marioned	H. F. Ullmann Publishing
6.	Kitchen Planning & Management	John Fuller & David Kirk	Butterworth-Heinemann
7.	Hotel Facility Planning	Tarun Bansal	Oxford University Press
8.	International Cuisine and Food Production Management	Parvinder S. Bali	Oxford University Press
9.	The Professional Garde Manger	-	-
10.	Le Guide Culinaire	Augustus Escoffier	-
11.	Larder Chef	M. J. Leto, W. K. H. Bode	Butterworth Heinemann

Course Code	: AFP301P	Semester	: Fifth
Name of the Course	: Advanced Food Production Operations (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04	Concurrent evaluation	: 20
Total Hours	: 04	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO301P.1	: To prepare and present Nouvelle cuisine dishes demonstrating contemporary cooking techniques and artistic plating skills.
CO301P.2	: To plan, prepare and present complete European menus comprising starter or salad, soup, main course with accompaniments and dessert.
CO301P.3	: To demonstrate professional banquet food production, service coordination and menu execution skills.
CO301P.4	: To prepare, arrange and present cold cuts using appropriate preparation, garnishing and display techniques.

Minimum 24 practicals to be conducted during the semester. The practicals should comprise of the following:

Unit	Topics
1.	Nouvelle 4 course menus based on basket – 4 Practical
2.	European Menus (Starter or Salad, Soup, Main Course with starch & veg accompaniment & Dessert) – 16 Practical
3.	Formal Banquet – 1 Practical
4.	Cold Cut preparation and presentation – 2 Practical
5.	Internal practical Exam – 1 Practical

All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

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

Course Code	: AFB302T	Semester	: Fifth
Name of the Course	: Advanced Food & Beverage Service Operations (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02	Concurrent evaluation	: 20
Total Hours	: 02	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: To introduce the students to the cultural dimension of food and its use in creating an inclusive environment. It will enhance their understanding of managing food and resource wastage. The subject will expose the students to the various aspects of managing large F&B Service Operations.

Course Outcomes:	
CO302T.1	: To study the International food and beverage habits.
CO302T.2	: To understand the cultural impact on food service.
CO302T.3	: To determine the methods of waste management.
CO302T.4	: To study contemporary Bar operations.
CO302T.5	: To study large scale F&B service operations.

Unit	Topics	Hrs.
1.	International Menu Planning <ul style="list-style-type: none"> • Geographic location and food habits of people • Traditional foods and beverages of countries • Menu Terminologies • Food and Beverage Trends 	06
2.	International Food Service Mannerisms <ul style="list-style-type: none"> • Food habits and Religion, • Dining habits across the globe, • Food taboos 	06
3.	Loss Prevention and Management <ul style="list-style-type: none"> • Food and beverage waste Management • Pilferage and mal practices in service • Strategies to reduce loss of revenue 	05
4.	Bar Operations and Beverage Control <ul style="list-style-type: none"> • Bar – Types based on concept, layout/ structure, clientele, service style • Understanding the Control Cycle – Purchase, Receiving, Storage, issuing of beverages • Licenses and Permits – Process of Application, Documentation requirements • Ethical Beverage Service 	07
5.	Molecular Mixology <ul style="list-style-type: none"> • Introduction to Mixology • Understanding flavour profiles • Basic Techniques molecular Mixology • Mixing Cocktails - innovative and classical 	06
	TOTAL	30

Suggested Assignments:

1. Study the portion control and waste management practices during inhouse Restaurant Service
2. Designing of Blueprint of Service Process in F&B service in Facility
3. Presentation on the current beverage trends.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Food and Beverage Management	Bernard Davis, Andrew Lockwood and Sally Stone	Elsevier
3.	Food and Beverage Service	R. Singeravelavan	Oxford Publication
4.	Food and Beverage Service	Sudhir Andrew	Tata McGraw Hill
5.	Table Decorations	Pamela Westland	
6.	Professional Table Service	Edy Schmid, Sylvia Meyers	John Wiley and Sons

Course Code	: AFB302P	Semester	: Fifth
Name of the Course	: Advanced Food & Beverage Service Operations (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04	Concurrent evaluation	: 20
Total Hours	: 04	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO302P.1	: To plan and design international menus with appropriate beverage pairings while analysing global food and beverage traditions.
CO302P.2	: To demonstrate knowledge of local, traditional and international beverages and their service standards.
CO302P.3	: To develop standard operating procedures for sustainable waste management practices in food and beverage operations.
CO302P.4	: To perform bar operations and apply molecular mixology techniques for innovative beverage preparation and service.

Minimum 12 practicals to be conducted during the semester. The practicals should comprise of the following:

Unit	Topics
1.	International Menu Planning – (3 Countries from each continent): 10 Practical <ul style="list-style-type: none"> • Menu Planning with Beverages • Food and Beverage traditions practiced
2.	Understanding international local and traditional beverages and their service: 5 Practical
3.	Drafting SOPs for Waste management- 3 Practical
4.	Bar Operations: Equipment, condiments and consumables, beverage control cycle-3 Practical
5.	Molecular Mixology- 3 Practical

Course Code	: ARD303T	Semester	: Fifth
Name of the Course	: Advanced Rooms Division Operations (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02	Concurrent evaluation	: 20
Total Hours	: 02	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course strengthens operational and managerial competencies required for modern hotel accommodation services. It equips students with practical knowledge of safety, aesthetics, procurement, concierge services, and room sales strategies. The course prepares learners to create efficient, secure, guest-focused environments while developing professional documentation and revenue-driven decision-making skills.

Course Outcomes:	
CO303T.1	: To evaluate safety, security and emergency procedures to ensure risk-free rooms division environments.
CO303T.2	: To apply principles of uniform design, flower arrangement and horticulture to enhance hotel aesthetics and functionality.
CO303T.3	: To explain the procurement, storage and control procedures essential for efficient Rooms Division operations.
CO303T.4	: To create professional documentation and service solutions for concierge operations and reportable issues in hotel settings.
CO303T.5	: To apply various sales techniques used in hotel industry to enhance the room bookings.

Unit	Topics	Hrs.
1.	Safety & Security in Rooms Division <ul style="list-style-type: none"> • Potential Hazards in rooms division operations • Safety Awareness & Accident Prevention • Safeguarding Assets • Fire Prevention and Fire-fighting • First Aid • Crime Prevention • Dealing with Emergencies 	06
2.	Flower Arrangement & Horticulture <ul style="list-style-type: none"> • Flower Arrangement Basics • Equipment and accessories in flower arrangement • Principles of flower arrangement • Designing Flower Arrangements • Styles of flower arrangement (Traditional, Modern, Abstract) • Conditioning of Plant material and Flowers • Essential components of Horticulture • Landscape Designs 	10
3.	Purchasing & Stores Operations <ul style="list-style-type: none"> • Principles of Purchasing • Stages in Purchasing • Types of Purchasing • Factors to be considered while purchasing housekeeping inventory • Store Operations – receiving, storing & issuing procedures 	04

	<ul style="list-style-type: none"> • Stock taking & Stock Control 	
4.	Concierge Operations <ul style="list-style-type: none"> • Concept of Concierge, Clef's d'or • Functions of Concierge in modern hotels • Difference between Bell Desk and Concierge • Current Trends in Concierge Operations 	04
5.	Room Sales Techniques <ul style="list-style-type: none"> • Introduction to Hotels Products & Services • Various Sales Techniques – Increasing Occupancy, Overbooking, Increasing Average Room Rates • Suggestive Selling & Substitute Selling • Upselling & Down Selling • Discount & Discount Fixation Policy 	06
	TOTAL	30

Suggested Assignments:

1. Select any one housekeeping product category and prepare a detailed report including Purchase specifications, Vendor comparison chart, par stock levels purchase order & receiving checklist
2. Create a professional floral and indoor plant décor plan for a themed hotel event.
3. Case study on a real incident from hotel industry – fire accident, theft, guest injury, safety hazard, legal conflict, emergency situation.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Hotel Housekeeping	Malini Singh	Jaico
3.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
4.	Check-in Check-out	G. K. Vallen & J. J. Vallen	Pearson
5.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
6.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
7.	Front Office: Procedures, social skills, yield & management	Abbott, Peter & Lewry, Sue	Elsevier
8.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
9.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: ARD303P	Semester	: Fifth
Name of the Course	: Advanced Rooms Division Operations (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04	Concurrent evaluation	: 20
Total Hours	: 04	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO303P.1	: To apply safety, security and emergency response procedures in Rooms Division operations.
CO303P.2	: To demonstrate aesthetic enhancement skills through flower arrangement and basic hotel landscaping.
CO303P.3	: To perform procurement, inventory control and stock management for housekeeping supplies.
CO303P.4	: To develop professional concierge communication and destination knowledge resources.
CO303P.5	: To apply sales and presentation techniques to promote hotel products and services.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Conduct a job safety analysis (JSA) for room attendants and front desk agents.
2.	Identify safety hazards in a guestroom and prepare a corrective action report.
3.	Perform a mock fire drill including evacuation routes and fire extinguisher demonstration and practice first aid procedures.
4.	Demonstration of traditional, modern and abstract flower arrangements for hotel use.
5.	Design a landscape layout for luxury hotels using basic horticulture components.
6.	Prepare a model of landscape designs for various hotel properties.
7.	Prepare a purchase specification sheet and purchase order for housekeeping consumables.
8.	Stock-taking exercise using bin cards and stock registers and calculating variances.
9.	Roleplays on real-time concierge services and requests.
10.	Design a city guide booklet for various cities in India.
11.	Prepare a sales pitch for selling hotel products and services to corporate, travel agents and groups
12.	Prelim Exam

Course Code	: HRM304T	Semester	: Fifth
Name of the Course	: Human Resource Management		
Teaching Scheme:		Examination scheme:	
Theory	: 04	Concurrent evaluation	: 40
Total Hours	: 04	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The programme helps students in understanding key areas of Human Resource management including organisational change management, talent acquisition, and conflict resolution by combining academic learning with real-world projects.

Course Outcomes:	
CO304T.1	: To understand core concepts, importance of Human Resource Management and the role and challenges of a Human Resource Manager
CO304T.2	: To implement the principles of HR planning, recruitment and selection
CO304T.3	: To assess the need and importance of training, development and performance compensation management.
CO304T.4	: To correlate performance and job evaluation.

Unit	Topics	Hrs.
1.	Introduction to Human Resource Management (HRM) <ul style="list-style-type: none"> • Introduction to HRM • Importance of HRM • Evolution of HRM • Difference between Personnel Management and HRM • Role of a Human Resource Manager • Need for HRM in the Service Industry 	08
2.	Functions and Challenges of HRM <ul style="list-style-type: none"> • Functions and significance of HRM. • Challenges of human resource management • Workplace diversity • Employee empowerment • Maintaining work life balance and stress management in Hospitality Sector 	10
3.	Human Resource Planning (HRP) <ul style="list-style-type: none"> • Introduction to HRP • Need and Importance of HRP • Quantitative and Qualitative Dimensions of HRP • Job Analysis – Concept and Process • Job Description – Format and Elements • Job Specification – Format and Elements • Selection: concept and process. 	08

4.	Human Resource Development (HRD) <ul style="list-style-type: none"> • Need and Importance of HRD • Orientation and Induction Programs • Training – Concept and Methods <ul style="list-style-type: none"> ➤ Apprenticeship ➤ Understudy ➤ Job Rotation ➤ Vestibule Training ➤ Case Study ➤ Role Playing ➤ Sensitivity Training • Development Techniques <ul style="list-style-type: none"> ➤ In-Basket Exercise ➤ Management Games • Conferences and Seminars <ul style="list-style-type: none"> ➤ Coaching and Mentoring ➤ Management Development Programs (MDPs) • Training Process Outsourcing 	12
5.	Performance Management, Appraisal and Compensation <ul style="list-style-type: none"> • Performance Management – Need and importance • Performance Appraisal – Purpose, Methods and errors • Counselling - Career management - Promotion & Transfers • Compensation - Concept and policies <ul style="list-style-type: none"> ➤ Types of compensation – direct and indirect ➤ Factors influencing compensation administration ➤ External and internal, concept of Cost to Company (CTC) ➤ Steps in formulation of compensation • Current trends in compensation – competency and skill-based pay, broad-banding 	12
6.	Performance & Job Evaluation <ul style="list-style-type: none"> • Performance evaluation and its objectives • Job Evaluation – concept and objectives, methods and benefits • Benefits and limitations of Job Evaluation • Competency matrix – concept, benefits and implementation in hotels 	10
TOTAL		60

Suggested Assignments:

1. Prepare a note on ‘The Role of Human Resource Management in Enhancing Service Quality in the Hospitality Industry’- and identify at least 3 key functions of HRM and explain their importance in a hotel or restaurant setup.
2. Designing a Job Profile and Recruitment Plan for a large 5-star hotel’s Front Office Manager.
3. Discuss various factors influencing compensation in each (internal/external) and explain one job evaluation method used in relevance to hotels.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Human Resource Management: Concepts and Issues.	Chabbra, T.N. (2016) Graig, R. L. & Bittel, L. R. (2012)	DhanpatRai and Co. Publications. Durai, P. (2016).
2.	Teaching and Training Methods for Management Development Hand Book.	-	New York, United States: McGraw-Hill. Kapur, S. (2009).
3.	Human Resource Development and Training in Practice.	Mondy, R.W., & Martocchio, J. J.	Beacon Books. Delhi, India:
4.	Human Resource Management	L. M. Prasad	Sultan Chand & Sons
5.	Corporate Human Resource Development.	Routry, P., & Kalyani, M. (2009).	New York, United States: Van Nostrand Reinhold, ASTD.
6.	A Textbook of Human Resource Management	C. B. Mamoria & S. V. Gankar	Himalaya Publishing House

Course Code	: MMG305T	Semester	: Fifth
Name of the Course	: Marketing Management		
Teaching Scheme:		Examination scheme:	
Theory	: 4 hrs. per week	Concurrent evaluation	: 40
Total Hours	: 4 hrs. per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The syllabus enables students to understand customers, markets, and service environments through core marketing principles. The course enables students to analyse and develop critical thinking, problem-solving skills to ensure ethical and socially responsible professionals.

Course Outcomes:			
CO305T.1	:	To understand the customers and the market place.	
CO305T.2	:	To identify the appropriate market segment for various products.	
CO305T.3	:	To understand the effective use of 7Ps through the product life cycle.	
CO305T.4	:	To understand public policy and ethical issues introduced by direct marketing.	

Unit	Topics	Hrs.
1.	Marketing <ul style="list-style-type: none"> • Definition and Philosophies • Pillars of Marketing management • Core Market Place Concept 	12
2.	Market Segmentation and Customer Behaviour <ul style="list-style-type: none"> • Analysis of Business environment • Customer Buying Behaviour Model • Definition, need and criteria for market segmentation • Differentiation and positioning strategies 	12
3.	Marketing Mix <ul style="list-style-type: none"> • Understanding traditional marketing mix- 4Ps • Need and importance of Services Marketing Mix- 3Ps • Strategies of 7 Ps through product Life cycle 	12
4.	Marketing Communication <ul style="list-style-type: none"> • Integrated Market Communication • Content planning and development • Advertising and Public Relations management • Socially Responsible Marketing Communication 	12
5.	E-Marketing <ul style="list-style-type: none"> • Forms of Direct Marketing • Customer Database management • Online Marketing • Public Policy Issues in Direct Marketing 	12
	TOTAL	60

Suggested Assignments:

1. Case study based on relevant topics.
2. Identification of criteria for market segmentation for vegan food or specialized dietary requirements.
3. Developing content for E promotions.
4. Comparative study of two marketing campaigns of competitive companies.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Fundamentals of Marketing	Stanton	McGraw Hill
2.	Service Marketing Text and Cases	Harsh Verma	Pearsons Education
3.	Marketing for Hospitality & Tourism	Philip Kotler, Bowen and Makens Prentice	Pearson Education
4.	Services Marketing	M.K. Ram Pal & S.L. Gupta	Galgotia Publishing

Course Code	: SMS306T	Semester	: Fifth
Name of the Course	: Security Management System		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course aims to equip students with a comprehensive understanding of safety and security protocols essential for protecting guests, staff, assets and data within hospitality establishments. It emphasizes the integration of physical, technological and cyber security measures along with sustainable and crisis management practices to ensure resilience and operational continuity in the hospitality industry.

Course Outcomes:	
CO306T.1	: To identify various security risks and vulnerabilities prevalent in the hospitality industry.
CO306T.2	: To explain the role of management and physical security measures in ensuring a safe hotel environment.
CO306T.3	: To apply technological and cyber security tools to safeguard guest data and property.
CO306T.4	: To analyse emergency and crisis situations to design appropriate response and recovery plans.
CO306T.5	: To evaluate sustainable and cost-effective security solutions suitable for hospitality operations.

Unit	Topics	Hrs.
1.	Introduction to Security Management in Hospitality <ul style="list-style-type: none"> Importance of security in hospitality. Types of risks in the hospitality industry (theft, vandalism, terrorism, cyber threats). Overview of security policies and standards in hospitality. Role of management in ensuring security. 	03
2.	Physical Security Measures <ul style="list-style-type: none"> Building design for security: layout, lighting, and access control. Surveillance systems: CCTV, motion sensors, and intrusion detection. Security personnel in hospitality: hierarchy, roles and training. Case studies on successful physical security implementations in hotels and resorts. 	05
3.	Technological Solutions in Security <ul style="list-style-type: none"> Biometric Systems: fingerprint scanners, facial recognition. Smart card and RFID technology for guest and staff access. Alarm systems and AI-driven threat detection. IoT in hospitality security (e.g., smart locks, sensors & other devices). 	03
4.	Cybersecurity in Hospitality <ul style="list-style-type: none"> Data protection laws and compliance (e.g., GDPR, PCI DSS). Risks of cyber threats: phishing, ransomware, data breaches. Guest data security (Wi-Fi, reservation systems). Cybersecurity tools: firewalls, encryption, anti-malware systems. 	06

5.	Emergency and Crisis Management <ul style="list-style-type: none"> • Fire safety systems: alarms, sprinklers, evacuation plans. • Disaster Preparedness: natural calamities and pandemics. • Disaster Response • Recovery & Mitigation • Crisis communication and role of social media. • Case study on managing bomb threats and terrorism in hospitality industry. 	06
6.	Security in Allied Sectors of Hospitality <ul style="list-style-type: none"> • Security in event management: crowd control, equipment safety. • Restaurants: POS security system, guest safety. • Tourism and Transportation: securing guided tours, luggage handling. • Case studies of security failures and lessons learned in allied industry 	04
7.	Sustainability in Security Management <ul style="list-style-type: none"> • Green security measures: solar-powered surveillance systems. • Cost-effective security technology. • Integration of sustainability and security in design. 	03
	TOTAL	30

Suggested Assignments:

1. Design a detailed physical security layout for a hotel floor, including surveillance, access control, and safety equipment.
2. Create an infographic chart of a fire evacuation strategy for a hotel, detailing routes, roles, and communication plans.
3. Prepare a PowerPoint Presentation on a real-world cybersecurity breach in hospitality and propose preventive measures.
4. Propose eco-friendly security technologies for a hotel, highlighting their benefits and feasibility.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Security & Prevention: Manual for Security and Safety in Hospitality	Gajanan Shirke	Shroff Publishers; First Edition
2.	Safety and Security in Hotels and Home Sharing	Chelsea A. Binns, Robin J. Kempf	Springer
3.	Hotel Security Management	Harvey Burstein	Praeger Publishers Inc; 2nd edition
4.	Hospitality Security: Managing Security in Today's Hotel, Nightlife, Entertainment & Tourism Environment (2nd Ed)	Darrell Clifton	CRC Press; 2nd edition

5.	The Complete Custodial Handbook	Wm. R. Griffin	Prentice Hall, Englewood Cliffs, New Jersey
6.	Special Events	Dr. Joe Goldblatt	Wiley
7.	Event Management for tourism, cultural, business, and sporting events	Lynn Van Der Wagen, Brenda R. Carlos	Pearson
8.	Successful Event Management: A Practical Handbook	Anton Shone and Bryn Parry	Thomson

Course Code	: MEC307T	Semester	: Fifth
Name of the Course	: Managerial Economics		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course equips hospitality students with economic thinking and analytical skills required for business decision-making. It helps learners understand demand, supply, elasticity, and market structures in hospitality contexts, enabling them to make informed pricing, resource allocation, and strategic decisions that enhance profitability and operational efficiency.

Course Outcomes:	
CO307T.1	: To relate the importance of different branches of economics & their role in the hospitality industry.
CO307T.2	: To correlate the function of demand dynamics & supply function in hospitality industry.
CO307T.3	: To understand the concept of elasticity, its types, and applications of elasticity in decision-making for businesses and policymakers
CO307T.4	: To examine various market structures and their economic characteristics & apply them in daily business activities.

Unit	Topics	Hrs.
1.	Introduction to Economics <ul style="list-style-type: none"> • Basic economics concepts and problems • Economics – definition of Economics (problem of scarcity – Lionel Robbins) • Economic system • Micro and macro Economics • Definition, Nature and Scope of Managerial Economics • Managerial Economics and decision-making. 	06
2.	Demand Analysis <ul style="list-style-type: none"> • Definition, meaning & type of Demand • Determinants of Demand • Law of Demand 	06
3.	Supply Analysis <ul style="list-style-type: none"> • Supply – Definition, meaning and factors affecting supply • Law of supply • Determinants of Supply 	06
4.	Fundamentals of Elasticity <ul style="list-style-type: none"> • Type of Elasticity – Price, Income and Cross Elasticity • Methods of measurement of Elasticity • Price elasticity of Demand and determinants. • Price elasticity of Supply and determinants. 	06
5.	Market Structure <ul style="list-style-type: none"> • Perfect competition • Imperfect Competition – Monopoly, Monopolistic competition, duopoly, oligopoly 	06
	TOTAL	30

Suggested Assignments:

1. Case study related to Hotel Economics covering the Syllabus.
2. Case study on application Demand Estimation methods in Restaurants and Hotels.
3. Cost Analysis of any Star Hotel.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Managerial Economics- Theory & Application	D. M. Mithan	Himalaya Publishing House, Seventh Edition
2.	Managerial Economics – Principles and Worldwide Applications	Dominick Salvatore & Ravikesh Srivastava	Oxford Publication, Seventh Edition 2013
3.	Economics for Management – Text & Cases	Misra & Puri,	Himalaya Publication House, First Edition 2004
4.	Managerial Economics	G.S. Gupta	McGraw Hill Education (India) Pvt. Ltd, New Delhi, First Edition 2011
5.	Principle of Economic	Deviga Vengedasalam, Karunagaran Madhavan	Oxford Publication, New Delhi Third edition 2013

Course Code	: NDM308T	Semester	: Fifth
Name of the Course	: Nutrition & Dietetics Management		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course provides students with fundamental knowledge of nutrients, balanced diets and emerging nutritional trends. It develops an understanding of the relationship between food and health, enabling students to evaluate dietary practices, prevent nutrient deficiencies and promote healthy eating habits relevant to hospitality and food service operations.

Course Outcomes:	
CO308T.1	: To explain basic nutritional terminologies and their significance in maintaining health and wellness.
CO308T.2	: To analyse emerging nutritional trends and special dietary requirements in contemporary food practices.
CO308T.3	: To describe the sources, functions and effects of major nutrients on the human body.
CO308T.4	: To evaluate the importance of water, vitamins and minerals in maintaining body functions and preventing deficiencies.
CO308T.5	: To plan balanced diets and recommend healthy food practices while minimizing nutrient loss during cooking.

Unit	Topics	Hrs.
1.	Introduction to Terminologies <ul style="list-style-type: none"> • Food, Nutrients, Health, Empty calories, RDA, Nutrition, Malnutrition, Obesity. 	02
2.	New Trends in Nutrition <ul style="list-style-type: none"> • Fortified foods, Superfoods, Functional foods. • Gluten free diet, Lactose intolerance. • Convenience foods. 	04
3.	Study of Different Nutrients <ul style="list-style-type: none"> • Proteins <ul style="list-style-type: none"> ➤ Essential Amino acids, Supplementary value of proteins. ➤ Sources, Functions in the human body. ➤ Effect of heat on Proteins • Carbohydrates <ul style="list-style-type: none"> ➤ Classification, Sources of Carbohydrates. ➤ Functions in the human body, Importance of Dietary Fibre ➤ Effect of heat on Carbohydrates. • Fats and Oils <ul style="list-style-type: none"> ➤ Sources, Functions in the human body. ➤ Rancidity of fats and oils. ➤ Cholesterol, Effect of heat on Fat. ➤ Ill effects of Trans fatty acids on the human body. • Vitamins <ul style="list-style-type: none"> ➤ Classification of Vitamins: Fat-soluble and Water-soluble vitamins ➤ Sources, Functions in the human body and Deficiency disease of each. 	16

	<ul style="list-style-type: none"> • Minerals <ul style="list-style-type: none"> ➤ Classification of Minerals: Major, Minor, Trace. ➤ Iron, Calcium, Iodine, Sodium: Sources, Functions in the human body and Deficiency disease of each. 	
4.	Water <ul style="list-style-type: none"> • Dietary sources of Water, Water balance in the human body. • Dehydration: Definition & Its management, Oedema: Definition. 	03
5.	Balanced Diet <ul style="list-style-type: none"> • Definition, Importance of balanced diet, • Basic 5 food groups • Ways to prevent nutrient loss while cooking food. • Importance of avoiding Junk food in the diet. 	05
	TOTAL	30

Suggested Assignments:

1. Plan a balanced day's diet for an adolescent, athlete using the basic 5 food groups.
2. Calculation of nutrients in different foods: Calories, Carbohydrates, Fats, Proteins.
3. Find out information about Fortified foods, Superfoods, Trans fatty acids.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food science and Nutrition	Sunetra Roday	Oxford
2.	Nutrition and Dietetics	Shubhangini Joshi	-
3.	Handbook of Food and Nutrition	M. Swaminathan	-

Semester VI

Course Code	:	ITR341P	Semester	:	Sixth
Name of the Course	:	Industrial Training (Practical)			
Examination scheme:					
Concurrent evaluation	:	200			
End Term Practical exam	:	300			
Total Marks	:	500			
Credit:	:	20			

Rationale: The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry. It provides an opportunity to the students to acquire real-time hands on experience and observe the trends in the industry.

Duration
20 Weeks (Minimum 45 hours per week)

In this semester the student shall be sent for industrial training for a period of 20 Weeks (Minimum of 45 hours per week), where they would work in all operational departments.

The Industrial Training needs to be undertaken in hotels which are of the level of three star and above category.

During the internship period, the student shall maintain a logbook on a daily basis. In addition, they would also maintain a monthly record of feedback provided by the HR or Training Head of the concerned hotel. At the end of the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each department trained.

Practical Examination: (Internal & External)

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Semester VII

Course Code	: SFP401T	Semester	: Seventh
Name of the Course	: Specialisation in Food Production Operations – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The course provides a comprehensive overview of international cuisines and is designed to develop specialized culinary skills in students, equipping them for successful careers in the hospitality and food service industry.

Course Outcomes:	
CO401T.1	: To understand and analyse global culinary influences on regional cuisines.
CO401T.2	: To understand the importance of Menu Planning and Engineering Skills and apply principles of menu merchandising and yield management to maximise profits
CO401T.3	: To comprehend the range of considerations concerned with planning and designing of kitchen areas, and putting these into practice, also examine planning issues, the latest style trends and new technology.
CO401T.4	: To understand the Food Safety & Standards Act, 2006. Implement sanitation, hygiene, and food safety standards in a commercial eatery and apply Food Safety Management Systems (FSMS) and HACCP protocols applicable to commercial establishments

Unit	Topics	Hrs.
1.	Introduction to Influences of Cultures on Regions <ul style="list-style-type: none"> • Special features with respect to equipment, ingredients, popular dishes in the following countries – <ul style="list-style-type: none"> ➤ Indian Regional – Micro Cuisines ➤ Oriental and South East Asian Cuisines – (China, Thailand, Japan, Malaysia and Korea), ➤ Middle East – (Egypt, Lebanon, Greece, and Morocco), ➤ Latin America, Caribbean and Mexico 	10
2.	Menu Engineering <ul style="list-style-type: none"> • Definition • Menu Merchandising • Psychology of menu engineering • Managerial accounting • Menu Matrix 	10
3.	Yield and Calculation Management <ul style="list-style-type: none"> • Yield Management -Definition & need in commercial food production • Fundamentals of Yield Managements • Yield calculation & Importance – Recipe Conversion • Advantages of Yield Management • Pricing and costing- Portion size 	10

4.	<p>Kitchen Layout & Design</p> <ul style="list-style-type: none"> • Information required prior to designing of kitchens. • Areas of the kitchen with recommended dimensions • Factors that influence kitchen design. • Placement of equipment. • Flow of work. • Kitchen layouts – Types, Examples (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie) • Automation in designing / CAD 	10
5.	<p>Implications under FSSAI for an eatery</p> <ul style="list-style-type: none"> • Overview of FSSAI and the Food Safety & Standards Act, 2006 <ul style="list-style-type: none"> ➤ Structure and powers of FSSAI ➤ Key provisions applicable to commercial eateries ➤ Licensing and registration requirements for food business operators • Sanitation, Hygiene, and Safety Standards <ul style="list-style-type: none"> ➤ Schedule 4: Hygiene requirements for food service establishments • Food Safety Management Systems (FSMS) <ul style="list-style-type: none"> ➤ Implementation of HACCP and other safety protocols • Food handling, storage, preparation, and service standards 	10
6.	<p>Physiological Analysis of Food</p> <ul style="list-style-type: none"> • Fundamentals of Human Physiology in Food Consumption <ul style="list-style-type: none"> ➤ Digestive system anatomy and functions ➤ Mechanisms of food digestion, absorption, and metabolism ➤ Nutrient transport and utilization within the body • Macronutrients and Micronutrients <ul style="list-style-type: none"> ➤ Roles and physiological effects of carbohydrates, proteins, fats ➤ Vitamins, minerals, and water: functions and deficiencies ➤ Bioavailability and factors affecting nutrient absorption • Sensory Perception and Food Choices <ul style="list-style-type: none"> ➤ Influence of taste, aroma, texture, and appearance on food acceptance • Neural and hormonal regulation of appetite and satiety 	10
TOTAL		60

Suggested Assignments:

1. Create a sensory evaluation sheet with parameters like: Appearance Aroma Texture Taste Overall Acceptability. Collect feedback from at least 5 people and summarize results in a chart or table. Write a conclusion based on findings.
2. List any five factors that affect volume forecasting in food operations with examples - Presentation can be in chart or paragraph form.
3. Select any three raw vegetables (e.g., onions, carrots, tomatoes). Purchase 1 kg of each. After cleaning/peeling, weigh the edible portion. Calculate: Waste % Edible yield % Cost per kg of edible portion (based on raw price) Present the results in a table format
4. Planning & Designing of various commercial kitchens (Multi cuisine, Specialty, Coffee shop, Bakery & Patisserie).

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Larousse Gastronomique – Cookery Encyclopedia	Charlotte Turgeon	Paul Hamlyn
2.	Professional Cooking	Wayne Gisslen	John Wiley & Sons
3.	Fundamentals of Menu Planning	McVety, Paul J.; Ware, Bradley J.; Lévesque Ware, Claudette —	John Wiley & Sons – 3rd Edition (2009)
4.	Menu Planning and Cost Control (Food Service Skills Series)	Pepper, Michael	Glencoe/McGraw-Hill
5.	On Food & Cooking: The Science and Lore of the Kitchen —	Harold McGee	Scribner (U.S.) & Hodder & Stoughton (UK)
6.	The Flavor Bible —	Andrew Dornenburg & Karen Page	Little, Brown & Company
7.	Food Product Development: From Concept to the Marketplace	Graf, Ernst; Saguy,	Springer

Course Code	: SFB402T	Semester	: Seventh
Name of the Course	: Specialisation in Food & Beverage Service Operations – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The course aims to equip students to be able to understand the traditional restaurant design and planning tools and understand their use in contemporary concepts to them to understand the concept and operational requirements for a successful venture.

Course Outcomes:		
CO402T.1	:	To understand the aspects of restaurant and bar design
CO402T.2	:	To study the effect of restaurant and bar operations on performance
CO402T.3	:	To understand the need of budgeting and its importance in restaurant operation
CO402T.4	:	To understand the concept, need and challenges of Specialised forms of service

Unit	Topics	Hrs.
1.	F&B outlet planning and Design <ul style="list-style-type: none"> • Types of F&B outlets • Designing an Outlet- Location or site, Sources of Finance, Equipment and Furniture- Fixture, Lighting and Décor, Heavy and Light Equipment, Approvals and Licenses, Formats and Records • Feasibility study for F&B Service outlet 	14
2.	Performance Measures of Outlets <ul style="list-style-type: none"> • Types of Performances – Customer orientation, Operational orientation • Performance rating of restaurants – Online and offline • Setting Operational standards of performance • Strategies to enhance operational performance • Sales Recovery strategies 	12
3.	Budgetary Control <ul style="list-style-type: none"> • Need for Budgeting • Types of Budgets • Strategic Forecasting • Budgetary Control Methods 	12
4.	Understanding Food Service in Facilities <ul style="list-style-type: none"> • Types of Food Service Facilities (Trucks, Food Malls, Industrial Canteens, ODC, etc.) • Design Requirements • Licenses and Permits required • Operations Management 	12

5.	Specialised Forms of Service <ul style="list-style-type: none"> • Understanding the Concept – Transport Catering, Gueridon Service, IRD, Home Delivery/Take away, Drive Through Food service in hospitals • Operational Challenges faced • Labour requirements • Quality Management 	10
	TOTAL	60

Suggested Assignments:

1. Comparative study of Contemporary and traditional F&B outlet design.
2. Understanding the license requirements and process for various outlets.
3. Identifying the difference in menus offered in various specialised forms of service.
4. Study of the evolving Performance measures used by outlets.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Restaurant Design: Concept to Customer	William R. Thibodeaux	Libre texts, Nicholas State University
3.	Food and Beverage Management	Bernard Davis, Andrew Lockwood and Sally Stone	Elsevier
4.	Food and Beverage Service	R. Singeravelavan	Oxford Publication
5.	Food and Beverage Service	Sudhir Andrew	Tata McGraw Hill
6.	Food and Beverage Cost Control	Lea Dopson & David Hayes	John Wiley & Sons, Inc
7.	Professional Table Service	EdySchmid , Sylvia Meyers	John Wiley and Sons

Course Code	: SRD403T	Semester	: Seventh
Name of the Course	: Specialisation in Rooms Division Operations – I (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: This course equips students with advanced knowledge of rooms division by integrating renovation, interior design, décor planning, sales promotion, and property management systems. It bridges design aesthetics with operational efficiency, enabling learners to create functional, safe, technology-driven, and revenue-focused accommodation environments aligned with contemporary hospitality industry practices.

Course Outcomes:	
CO403T.1	: To apply renovation and refurbishing processes including planning, worksheets and snag list preparation.
CO403T.2	: To analyse and apply interior design and decoration principles for functional and aesthetic hotel spaces.
CO403T.3	: To evaluate materials, lighting, colours and furnishings for effective guestroom and public area planning.
CO403T.4	: To develop sales promotion strategies and distribution approaches for rooms division revenue growth.
CO403T.5	: To explain the role, selection and application of Property Management Systems in hotel operations.

Unit	Topics	Hrs.
1.	Renovation & Refurbishing <ul style="list-style-type: none"> • Introduction • Reasons to Renovate • Types of Renovation • Processes in Renovation • Renovation Worksheets, Snag list 	06
2.	Interior Designing <ul style="list-style-type: none"> • Introduction – Definition, Meaning • Objectives of Interior Designing • Elements of Interior Designing • Principles of Interior Designing • Designing for Physically Challenged 	06
3.	Interior Decoration <ul style="list-style-type: none"> • Colour <ul style="list-style-type: none"> ➤ Colour wheel, classification & characteristics of colours ➤ Colour schemes, Warm & Cool Colours ➤ Planning a Colour Scheme for a Room, Lobby, Public Area ➤ Making Sense of Colours • Lighting <ul style="list-style-type: none"> ➤ Importance of Lighting ➤ Classification of Lights ➤ Types of Lighting ➤ Methods of Lighting 	36

	<ul style="list-style-type: none"> ➤ Lights used in various areas of hotel • Floor & Floor Finishes <ul style="list-style-type: none"> ➤ Selection criteria for Floor Coverings ➤ Types & Characteristics of Floor Coverings ➤ Cleaning of different floors ➤ Carpets – Composition, Types & Characteristics ➤ Care & Maintenance of Floors & Carpets • Wall Coverings <ul style="list-style-type: none"> ➤ Planning Considerations ➤ Types of Wall Coverings ➤ Maintenance & Care • Window & Window Treatments <ul style="list-style-type: none"> ➤ Types of Windows ➤ Window Treatments – Types • Soft Furnishings <ul style="list-style-type: none"> ➤ Types of Soft Furnishings ➤ Care & Maintenance • Planning a guest room, lobby & front desk 	
4.	Sales Promotion in Rooms Division <ul style="list-style-type: none"> • Various Sales Tools used in Rooms Division • Sales Promotion – Advertising, Relationship Marketing, OTA • Direct Sales – Travel Agents, Tour Operators, Inter-sell Agencies 	04
5.	Property Management Systems <ul style="list-style-type: none"> • Importance of PMS • Selection Criteria for integrated PMS • Front Office & Housekeeping Modules of PMS • Reports generated through PMS • Benefits & Limitations of PMS • Popular Softwares used in Hotel Industry – Opera, Micros 	08
	TOTAL	60

Suggested Assignments:

1. Create a 3D hotel guestroom model applying interior designing & decoration principles.
2. Prepare a renovation proposal with process, timeline, worksheet and snag list for a selected hotel.
3. Develop a rooms division sales promotion plan supported by PMS reports and strategies.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Accommodation Operations Management	Kaushal, S.K. Gautam S.N.,	Frank brother
3.	Hotel Housekeeping	Malini Singh	Jaico
4.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
5.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
6.	Check-in Check-out	G. K. Vallen & J. J. Vallen	Pearson
7.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
8.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
9.	Front Office: Procedures, social skills, yield & management	Abbott, Peter & Lewry, Sue	Elsevier
10.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
11.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: SFP401P	Semester	: Seventh
Name of the Course	: Specialisation in Food Production Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO401P.1	: To prepare and present complete international menus incorporating starters, soups, main courses, accompaniments, salads, breads and desserts.
CO401P.2	: To demonstrate knowledge of ingredients, equipment and cooking techniques used in Indian regional and international cuisines.
CO401P.3	: To analyse the culinary traditions and signature dishes of Oriental, South East Asian, Middle Eastern, Latin American, Caribbean, and Mexican cuisines.
CO401P.4	: To plan and execute professional à la carte and Table d’hôte menus following international menu planning standards.

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

Unit	Topics
1.	International Menus (Starter, Soup, Main Course with starch & veg accompaniment, Salad, Bread & Dessert) – 20 Practical Special features with respect to equipment, ingredients, popular dishes in the following countries – <ul style="list-style-type: none"> • Indian Regional Cuisine • Oriental and South East Asian Cuisines – China, Thailand, Japan, Malaysia and Korea • Middle East – Egypt, Lebanon, Greece, and Morocco, Latin America, Caribbean and Mexico
2.	International A la carte / TDH menu – 3 Practicals
3.	Internal Practical Exams – 1 practical

All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Practical Examination: (Internal & External)

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

Course Code	: SFB402P	Semester	: Seventh
Name of the Course	: Specialisation in Food & Beverage Service Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO402P.1	: To analyse design and operational requirements of various food and beverage outlets such as fine dining restaurants, cafés, bars and QSRs.
CO402P.2	: To prepare operational budgets, feasibility reports and control systems for efficient food and beverage management.
CO402P.3	: To evaluate managerial performance standards, MIS applications and operational challenges in contemporary food service establishments.
CO402P.4	: To design and develop restaurant concepts with appropriate SOPs, facility planning, labour management and financial considerations.

Minimum 24 practicals should be conducted during the semester. Practical should be consisting of the following:

Unit	Topics
1.	Design considerations for different outlets- Fine dine, QSR, Casual Dining, Cafes, Bars, discotheques- 4 Practical
2.	Drafting a Project / Operational Budget for an F&B outlet- 3 Practicals
3.	Developing Operational standards- F&B Control Systems- 3 Practicals
4.	Understanding the feasibility of F&B outlets – 3 Practicals
5.	Understanding Managerial Performance standards- MIS- 3 Practicals
6.	Study of the Specialised form of Service- SOPs, Challenges and relevance in contemporary market. – 3 Practicals
7.	Understanding F&B Operations in facilities- 3 Practical (Floor plans, Equipment required, Licenses and permits, Financial considerations, Labour management)
8.	Ideating and designing a restaurant model with a feasibility report - 2 Practical

Course Code	: SRD403P	Semester	: Seventh
Name of the Course	: Specialisation in Rooms Division Operations – I (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO403P.1	: To apply renovation, refurbishment, and interior design principles to plan functional hotel spaces.
CO403P.2	: To develop interior decoration solutions using colour, lighting, furnishings, and materials.
CO403P.3	: To design and implement sales promotion strategies to enhance rooms division revenue.
CO403P.4	: To demonstrate operational use of Property Management Systems for front office and housekeeping coordination.
CO403P.5	: To create practical hospitality solutions through planning, analysis, and roleplay-based simulations.

Minimum 24 Practicals to be conducted during the semester. The Practicals should comprise of the following:

Unit	Topics
1.	Renovation planning, snag list preparation and refurbishment budgeting – 3 Practicals
2.	PowerPoint Presentation on Interior designing concept boards, mood boards and suite layouts – 2 Practicals
3.	Colour Wheel & Colour Schemes for Interior Decoration – 2 Practicals
4.	Visit to market to understand Floor finishes, carpets and wall coverings used in hotel industry.
5.	Market Survey for Window treatments and soft furnishing used in hotel industry.
6.	Designing a 3D hotel guestroom model using interior decoration principles – 4 Practicals
7.	Universal design and guestroom planning for physically challenged guests
8.	Sales promotion, social media campaigns and relationship marketing – 4 Practicals
9.	PMS operations, report generation and software comparison – 2 Practicals
10.	Coordination roleplay between Front Office and Housekeeping using PMS – 2 Practicals
11.	Prelim Practical Examination

Course Code	: CMC404T	Semester	: Seventh
Name of the Course	: Culinary Media & Communication (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course aims to help students develop clear, creative, and ethical communication skills for food media. It integrates writing, photography, and digital storytelling with an understanding of culinary trends, culture, and journalism practices. Students will apply these skills and build a professional portfolio suitable for contemporary food media platforms.

Course Outcomes:	
CO404T.1	: To apply journalistic frameworks to food reporting and review writing.
CO404T.2	: To familiarize students with social media strategy and ethics in culinary representation.
CO404T.3	: To develop a professional digital portfolio aligned with contemporary culinary media standards.
CO404T.4	: To utilize social media tools and analytics to promote culinary concepts effectively.

Unit	Topics	Hrs.
1.	<p>Introduction to Culinary Media and Communication</p> <ul style="list-style-type: none"> • Introduction to Culinary Media – Scope & Importance • History & Evolution of Food Writing/Journalism • Role of Journalism in shaping Food Culture. • Food Journalism/ Food Writing Practices – News, Features, Profiles, Sources, Interviews & Trendspotting • Food Storytelling <ul style="list-style-type: none"> ➤ Elements – Structure, Sensory Description, Authenticity, Narrative Voice ➤ The Food Essay: Personal and Historical – How can we use food to tell a story about our past, or the past of our communities/culture and self-identity ➤ Aroma Wheel Experiment – Selling Food with Words ➤ Restaurant Review Writing & Criticism Framework’s – avoiding conflicts of interest 	08
2.	<p>Food Photography & Styling (Still Media)</p> <ul style="list-style-type: none"> • Food Photography (Definition) • Food Photography Principles <ul style="list-style-type: none"> ➤ Light, composition, angles, focus, and colour theory. ➤ Framing techniques: smartphone vs. DSLR. • Food Styling Concepts <ul style="list-style-type: none"> ➤ Styling for hot/cold dishes, beverages, and desserts. ➤ Props, backgrounds, surfaces, and textures. ➤ Plating aesthetics and visual storytelling. • Editing and Presentation: Editing workflows (Canva, Lightroom, Snapseed). • Image curation, and content optimization for web/social media. 	08

3.	Short-Form Video & Social Media Strategy <ul style="list-style-type: none"> • Video Communication Basics <ul style="list-style-type: none"> ➤ Script to screen: concept, storyboard, shot planning, B-roll, and editing ➤ Capturing sound, light, and motion in short-form content. • Digital Platforms & Engagement <ul style="list-style-type: none"> ➤ Platform-specific approaches: Instagram, YouTube Shorts. ➤ Crafting captions, hashtags, hooks, and call-to-actions. • Accessibility and inclusivity in content creation. • Analytics & Planning (Content calendars, scheduling, and consistency) • Metrics: reach, engagement, impressions, retention, and A/B testing. 	06
4.	Food, Media & Culture – Ethics & Representation <ul style="list-style-type: none"> • Ethical Food Communication (truth, transparency, and accountability in food media & avoiding misinformation and plagiarism) • Cultural appropriation vs. appreciation • Health/nutrition claims, advertising codes, and disclosure norms. • Promoting sustainability and responsible narratives in food communication. 	04
5.	Professional Practice & Portfolio Development <ul style="list-style-type: none"> • Industry and Professional Skills <ul style="list-style-type: none"> ➤ Brand voice and positioning for chefs & restaurants. ➤ Public relations, collaborations, contracts, and intellectual property rights. • Portfolio Components <ul style="list-style-type: none"> ➤ One feature story or report. ➤ Two restaurant reviews. ➤ Ten-image food photo series. ➤ Two short-form video stories. ➤ One digital content plan with analytics goals. • Career Pathways (Roles in food journalism, brand communication, social media management, and culinary PR, freelancing) 	04
TOTAL		30

Suggested Assignments:

1. Write a 300 – 400-word food story (about your identity or culture) using sensory language and a clear narrative voice.
2. Create a structured restaurant review using a recognized critique framework.
3. Develop a one-page digital content plan for a culinary brand including platform, caption style, and posting frequency.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Will Write for Food: The Complete Guide to Writing Cookbooks, Blogs, Memoir, Recipes, and More	Dianne Jacob	Fourth Edition, Hachette Book Group / Da Capo Lifelong Books, 2021.
2.	Food Journalism: History, Techniques and Practice	Phil Andrews	Routledge Publishing, 2020.
3.	Food Photography: From Snapshots to Great Shots	Nicole S. Young (listed sometimes as Corrine/Tacey depending on format, but Nicole S. Young is the standard)	Peachpit Press (New Riders), Second Edition, 2015.
4.	Plate to Pixel: Digital Food Photography & Styling	Hélène Dujardin	Wiley Publishing, 2011.
5.	That Photo Makes Me Hungry: Photographing Food for Fun and Profit	Andrew Scrivani	Countryman Press (W.W. Norton), 2019.
6.	Picture Perfect Food: Master the Art of Food Photography with 52 Bite-Sized Tutorials	Joanie Simon	Rocky Nook Publishing, 2021.
7.	The New York Times Cooking	-	BBC Good Food Writing Desk, Food52 Editor Guidelines
8.	YouTube Creator Academy, Canva Design School, Lightroom Tutorial Series		

Course Code	: FBM405T	Semester	: Seventh
Name of the Course	: Food & Beverage Merchandising (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: To introduces students to the principles, strategies, and practices of merchandising in the Food and Beverage (F&B) industry. It makes students understand the presentation, branding, packaging and promotion of F&B products to maximize sales and customer appeal.

Course Outcomes:		
CO405T.1	:	To define merchandising and explain its importance in the F&B industry.
CO405T.2	:	To identify and analyse key elements of merchandising such as packaging, branding, labelling and display.
CO405T.3	:	To evaluate merchandising costs including warehousing and transportation.
CO405T.4	:	To understand the role of advertising, product differentiation and market research in merchandising.
CO405T.5	:	To apply merchandising concepts to real-world F&B operations.

Unit	Topics	Hrs.
1.	Introduction to Merchandising <ul style="list-style-type: none"> • Meaning and scope of merchandising • Importance of merchandising in F&B operations • Roles and responsibilities of an F&B merchandiser 	06
2.	Market Analysis <ul style="list-style-type: none"> • Identifying target markets and trends • Handling Customer feedback • Forecasting Demand • Supply management • Vendor Management 	06
3.	Elements of Merchandising <ul style="list-style-type: none"> • Packaging: design, materials, and importance in food presentation • Branding: brand identity, image, and loyalty in the F&B sector • Labelling: legal requirements, nutritional labelling, and consumer information 	06
4.	Functions of Merchandisers <ul style="list-style-type: none"> • Storing and inventory control • Transportation and logistics management • Product differentiation and display techniques • Advertising and promotional activities • Cost control and budgeting • Standardisation and Quality management 	06

5.	Merchandising in F&B <ul style="list-style-type: none"> • Concept of merchandising in F&B retail • Advantages and risks of product mix diversification • Menu merchandising: design, placement, and psychology of menu engineering • Seasonal and thematic merchandising • Digital and visual merchandising • Building the “meal experience” 	06
	TOTAL	30

Suggested Assignments:

1. Case study: Successful F&B branding strategies (e.g., Starbucks, McDonald’s, Coca-Cola)
2. Develop a merchandising plan for a new restaurant concept
3. Identify the Menu redesign and pricing strategy for an existing Restaurant

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Food and Beverage Management	Bernard Davis, Andrew Lockwood and Sally Stone	Elsevier
3.	Principles of Marketing	Kotler P	-

Course Code	: HYM406T	Semester	: Seventh
Name of the Course	: Hospitality Yield & Revenue Management (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course equips students with essential knowledge of pricing, distribution and demand forecasting in the hospitality industry. It develops analytical and decision-making skills to optimize revenue using technology, market insights and ethical practices, preparing students to manage profitability while maintaining guest satisfaction in a competitive and digitally driven hospitality environment.

Course Outcomes:	
CO406T.1	: To explain core concepts, metrics, and the evolution of revenue management in hospitality.
CO406T.2	: To apply pricing strategies and rate structures to maximize hotel revenue.
CO406T.3	: To analyse distribution channels and optimize channel mix for profitability.
CO406T.4	: To evaluate the role of technology and data integration in revenue management decisions.
CO406T.5	: To assess ethical issues and future trends to balance profitability and customer satisfaction.

Unit	Topics	Hrs.
1.	Introduction to Revenue Management <ul style="list-style-type: none"> • Definition and Evolution of Revenue Management • Importance and Benefits of Revenue Management in Hospitality • Key Concepts: RevPAR, ADR, GOPPAR, Occupancy and Yield • Demand and Supply Economics in Hospitality • Revenue Management Cycle 	06
2.	Components of Revenue Management <ul style="list-style-type: none"> • Group Room Sales • Food & Beverage Operations • Local & Area-wide Activities • Special Events • High Demand & Low Demand Tactics • Implementation of Revenue Strategies 	05
3.	Pricing Strategies in Hospitality <ul style="list-style-type: none"> • Dynamic Pricing vs. Fixed Pricing • Rate Structures: Rack Rate, BAR, Group Rate, Discounted Rate, CVGR • Pricing Models • Psychological Pricing in Hotels and Restaurants • Impact of External Factors on Pricing 	10
4.	Distribution Channel Management <ul style="list-style-type: none"> • Types of Distribution Channels: Direct, OTAs, GDS, Wholesalers • Cost vs. Benefit Analysis of Channels • Channel Optimization Strategies • Impact of Online Reviews and Social Media on Distribution 	04

5.	Future Trends & Ethical Considerations in Revenue Management <ul style="list-style-type: none"> • Sustainability and Revenue Management • Revenue Management in Other Sectors: Cruise Lines, Airlines • Balancing Profitability and Customer Satisfaction • Ethical Issues: Price Gouging, Overbooking and Transparency • Future Trends in Revenue Management 	05
	TOTAL	30

Suggested Assignments:

1. Case study on Hotel Revenue Optimisation
2. Prepare a Presentation on various revenue management systems, comparing its features and benefits.
3. Illustrations on Revenue Management.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Front Office Management	S. K Bhatnagar	-
2.	Marketing for Hospitality & Tourism	Philip Kotler	-
3.	Hotel Front Office Management	James A. Bardi	Wiley India
4.	Revenue Management for Service Organization	Paul Rouse	
5.	Managing Front Office Operations	Michael L. Kasavana & Richard M. Brooks	AH&LA
6.	The Spread of Yield Management Practices	Fabiol S. Fodera	-
7.	F & B Controls	Richard Kotas	-

Course Code	: CMC404P	Semester	: Seventh
Name of the Course	: Culinary Media & Communication (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO404P.1	: To demonstrate food writing and storytelling techniques through descriptive narratives, restaurant reviews, and feature-based culinary communication.
CO404P.2	: To apply food photography, styling, and editing principles to create culinary media content.
CO404P.3	: To develop short-form culinary videos and strategic social media content aligned with audience engagement and digital communication practices.
CO404P.4	: To evaluate ethical considerations and present a professional culinary media portfolio.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Food Writing & Descriptive Storytelling <ul style="list-style-type: none"> • 300-word food memory essay (based on a dish or childhood food). Focus on using the five senses in description. • Aroma Wheel Activity: Describe one dish using sensory vocabulary and emotional tone.
2.	Restaurant Review & Critique Frameworks <ul style="list-style-type: none"> • Analyses of sample restaurant reviews. • Conduct a mock tasting/review exercise.
3.	Writing a Feature/Interview with a Food Professional Interview a chef, barista, or local food vendor. Draft a 500-word feature story.
4.	Smartphone Food Photography Basics <ul style="list-style-type: none"> • Practice shooting plated food under natural and artificial light. • Experiment with top, side, and 45° angles.
5.	Food Styling Workshop <ul style="list-style-type: none"> • Style a hot dish, dessert, and beverage using props, backgrounds, and colour contrasts. • Compare styled vs. unstyled outputs.
6.	Editing for Still Media <ul style="list-style-type: none"> • Edit a set of 5–10 photos using Snapseed, Lightroom, or Canva. • Adjust exposure, saturation, and composition.
7.	Creating a Short-Form Food Video (Reel/Short) <ul style="list-style-type: none"> • 30–60 second food video (e.g., dish preparation, plating, chef at work, behind the scenes for the practical of the day). • Add background music, captions, and transitions. Social Media Content Planning & Caption Writing <ul style="list-style-type: none"> • Strategic communication for online culinary branding. • Caption & Hashtag Strategy: Write three versions of captions (informative, promotional, storytelling) with hashtag sets

8.	Ethics & Representation Workshop <ul style="list-style-type: none">• Group discussion on ethical dilemmas (e.g., paid reviews, cultural appropriation).• Analyze food ads or posts for representation and inclusivity.• Present portfolio for peer and instructor feedback.
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Course Code	: FBM405P	Semester	: Seventh
Name of the Course	: Food & Beverage Merchandising (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO405P.1	: To conduct merchandising audits and analyse supply chain processes in food and beverage operations.
CO405P.2	: To evaluate and compare vendors based on quality, cost, reliability and service standards.
CO405P.3	: To develop customer profiles and analyse consumer behaviour for food and beverage products and services.
CO405P.4	: To design effective packaging, branding and product display concepts complying with food labelling regulations and marketing principles.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Merchandising Audit: a walk-through audit of an F&B outlet (or virtual audit using images) to observe merchandising elements. Draw a supply chain diagram for an F&B product – 3 Practical
2.	Compare and rate potential vendors based on quality, cost, reliability, and service – 2 Practical
3.	Develop customer profiles for a restaurant/café based on demographic and psychographic traits – 2 Practical
4.	Create sample package designs or mock-ups for an F&B product. Analyse existing food labels for FSSAI or local regulations, nutritional content, and consumer information. Redesign the packaging/display of an existing product to improve visual appeal – 3 Practical
5.	Develop a mini brand book including colour palette, logo concept, and tagline – 2 Practical

Course Code	: HYM406P	Semester	: Seventh
Name of the Course	: Hospitality Yield & Revenue Management (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO406P.1	: To apply revenue performance metrics to analyse hotel financial performance.
CO406P.2	: To develop pricing strategies and rate structures based on demand forecasting.
CO406P.3	: To evaluate distribution channels and technology for revenue optimization decisions.
CO406P.4	: To analyse ethical, social media and market factors influencing revenue management.
CO406P.5	: To design strategic revenue plans incorporating sustainability and future trends.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Calculate ADR, RevPAR, GOPPAR, Occupancy Percentage and Yield using sample hotel operational data.
2.	Prepare a Revenue Management Cycle flowchart for a business hotel and explain each stage.
3.	Analyse demand and supply trends using historical hotel occupancy data and forecast future demand.
4.	Develop high-demand and low-demand revenue strategies for a selected hotel scenario.
5.	Design a group room sales proposal incorporating pricing and revenue optimization techniques.
6.	Prepare a revenue enhancement plan for Food & Beverage operations during peak and off-peak periods.
7.	Conduct a case study on a major local event or festival and evaluate its impact on hotel revenue generation.
8.	Compare dynamic pricing and fixed pricing models by simulating room rate changes under different market conditions.
9.	Create a hotel rate structure chart including Rack Rate, BAR, Group Rate, Discounted Rate and CVGR.
10.	Perform a cost-benefit analysis of distribution channels such as Direct Booking, OTA, GDS and Wholesalers.
11.	Evaluate the impact of online reviews and social media ratings on room pricing and booking decisions.
12.	Prepare a case study report on ethical issues in revenue management such as overbooking, price gouging and pricing transparency, along with future trends and sustainability considerations.

Course Code	: OBH407T	Semester	: Seventh
Name of the Course	: Organisation Behaviour (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: This course provides students with a comprehensive understanding of human behaviour in organizational settings. It examines individual, group, and organizational factors that influence workplace effectiveness. The syllabus develops analytical, interpersonal, leadership, and decision-making skills, enabling students to manage organizational challenges, foster teamwork, and contribute effectively to organizational success.

Course Outcomes:	
CO407T.1	: To explain the fundamental concepts, theories, models and evolution of Organizational Behaviour and their relevance in modern organizations.
CO407T.2	: To analyse individual behaviour in organizations by examining personality, perception, values, attitudes, learning, emotions and their impact on workplace performance.
CO407T.3	: To evaluate group and team dynamics, including group development, diversity, roles, cohesion and team effectiveness in organizational settings.
CO407T.4	: To examine the influence of organizational structure, culture and change processes on employee behaviour and organizational effectiveness.

Unit	Topics	Hrs.
1.	Introduction to Organisation Behaviour <ul style="list-style-type: none"> • Defining Organizational Behaviour • Relationship between OB and the individual, • Evolution of OB, • Models of OB (Autocratic, Custodial, Supportive, Collegial & SOBC). • Theoretical Foundation for Organizational Behaviour • Cognitive Framework, Behaviouristic Framework, Social Cognitive Framework 	06
2.	Introduction to Individual Behaviour in Organizational Settings <ul style="list-style-type: none"> • Perception – Perception definition, Factors influencing perception, Attribution theory rules for determining attribution – selective perception, halo effect, contrast, effects, projection, stereotyping, prejudice, and self-fulfilling, prophecy • Personality – Personality definition, Personality determinants, Personality traits – Type A and type B personalities, The Myers-Briggs Type Indicator and The Big Five personality model, Johari Window, Personality with reference to national culture • Values – Values definition, Rokeach Value Survey, Ethical values, Cultural values, Values in the work place, cultural differences, generational differences • Attitude – Attitude definition, Satisfaction and Dis-Satisfaction and its effect on Efficiency, Organizational commitment 	18

	<ul style="list-style-type: none"> • Learning – Definition of Learning, Steps of Learning, The behaviourist approach to learning, The cognitive approach to learning, The learning organization. • Emotions – Emotions, Emotional intelligence, Negative Workplace Emotions 	
3.	<p>Group and Team Dynamics</p> <ul style="list-style-type: none"> • The Meaning of Group, Group behaviour & Group Dynamics, • Types of Groups • Group Development – The Five-Stage Model of Group Development, The Punctuated-Equilibrium Model • Group cohesiveness • Group-Based Incentives • Team Effectiveness & Team Building, Characteristics of an Effective Team. • Roles - Task-oriented roles, Maintenance roles, Individual roles, Role expectations, Role conflict. • Diversity – Group diversity, Advantages and Disadvantages of Diversity, Reasons for the Emergence of Diversity, Managing Diversity. 	10
4.	<p>Organizational Context</p> <ul style="list-style-type: none"> • Organizational Structure – Work Specialisation, Departmentalization, Chain of Command, Span of Control, Centralization and Decentralization, Formalization, Common Organizational Designs, New Design Options. • Organizational Culture – Definition of Organizational Culture, Levels of Culture, Types of organizational culture, Culture’s Functions, Creating and Sustaining an Organization’s Culture, The Ethical Dimension of Culture, Do Organizations Have Uniform Cultures? Strong vs. Weak Cultures • Organizational Change – Meaning, definition & Nature of Organizational Change, Types of Organizational change, Forces that acts as stimulants to change. Kurt Lewin’s- Three step model, how to overcome the Resistance to Change, Methods of Implementing Organizational Change. 	10
5.	<p>Interpersonal Dynamics in Organizations</p> <ul style="list-style-type: none"> • Conflict Management – Cross-cultural communication and its effect on conflict, Definition of Communication and Conflict, Functional vs. Dysfunctional conflict, Conflict resolution, Conflict management strategies, Resolving personality conflicts, Negotiation definition. • Stress - Work Stressors – Prevention and Management of stress. • Power – Definition of power, Empowerment-definition, empowerment in the workplace, effects of empowerment, Abuse of power: harassment, workplace bullying, sexual harassment. • Politics-Definition, political behaviour, and reality of politics, types of political activity, making office politics work. • Leadership – Definition, Types of Leaders, Managerial Grid Theory of Leadership, Path Goal Theory of leadership and Situational Leadership (Hersey-Blanchard) Model. 	16
	TOTAL	60

Suggested Assignments:

1. Complete a personality assessment (MBTI or Big Five Personality Test).
2. Conflict Management and Negotiation Case Analysis.
3. Interview a manager, supervisor, entrepreneur, or team leader.
4. Learning Organization Case Study.
5. Stress Audit Project – Identify major stressors faced by students. Collect primary data through questionnaires. Suggest practical stress management techniques at individual and organizational levels.
6. Select a renowned business leader or hospitality leader. Analyze their leadership style and effectiveness using leadership theories.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author
1.	Organizational Behaviour	Andrzej A. Huczynski, David A. Buchanan
2.	Organizational Behaviour	Stephen P. Robbins, Timothy A. Judge
3.	Fundamentals of Organizational Behaviour: An Applied Perspective	Andrew J. DuBrin
4.	Fundamentals of Organizational Behaviour	Nancy Langton, Stephen P. Robbins, Tim Judge
5.	Organizational Behaviour: Text and Case	A. K. Chitale, R.P. Mohanty, N.R. Dubey
6.	Organizational Behaviour: Text and Case	Kavita Singh
7.	Organizational Behaviour	Fred Luthans

Course Code	: RSM431T	Semester	: Seventh
Name of the Course	: Research Methodology		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course equips students with essential research skills for academic and industry-based investigations. It helps them understand research processes, formulate problems, design methodologies, collect and analyse data, and prepare structured research reports.

Course Outcomes:		
CO431T.1	:	To explain the meaning, importance, and types of research in hospitality studies.
CO431T.2	:	To formulate research problems, questions, objectives, and hypotheses based on identified issues.
CO431T.3	:	To apply appropriate research designs, sampling methods, and data collection tools for conducting research.
CO431T.4	:	To analyse and interpret primary and secondary data using descriptive and inferential techniques.
CO431T.5	:	To prepare a structured research report following scientific writing principles and presentation standards.

Unit	Topics	Hrs.
1.	Introduction to Research Methodology <ul style="list-style-type: none"> • Meaning & Definition of Research • Objectives of Research • Importance of Research • Types of Research 	03
2.	Formulating Research Problem <ul style="list-style-type: none"> • Defining Research Problem • Points to be considered while defining problem • Framing Research Questions • Formulating Research Objectives • Framing Research Hypothesis – meaning and types 	05
3.	Research Design <ul style="list-style-type: none"> • Meaning and Definition of Research Design • Approaches in Research • Research Process • Types of Research Design • Features of Good Design 	03
4.	Data Collection <ul style="list-style-type: none"> • Primary Data – Meaning & Definition Collection Method – Observation, Experimental, Interview, Questionnaire, Schedules, Focus Group, Case study & Survey Types of Questions Essentials of Good Questionnaire Advantages & Disadvantages of Primary Data 	06

	<ul style="list-style-type: none"> Secondary Data – Meaning & Definition Sources of Secondary data Writing Literature Review Advantages & Disadvantages of Secondary Data 	
5.	Sampling Design <ul style="list-style-type: none"> Concepts related to Sample – Universe, Census/Population, Sample, Sampling frame, Sampling Method, Sampling Unit, Sample Size, Sampling Bias, Sampling Error Sampling Methods Selection of Sampling Method Characteristics of Good Sample 	06
6.	Data Processing & Analysis <ul style="list-style-type: none"> Data Processing – Editing, Coding, Classification, Tabulation Data Analysis – Types (descriptive, inferential, correlation, regression) Hypothesis Testing in brief 	04
7.	Report Writing <ul style="list-style-type: none"> Principles of Report Writing Stages of Report Writing Layout of Report Characteristics of good research report 	03
	TOTAL	30

Suggested Assignments:

1. Select any hospitality-related issue and create a mind map of all the aspects of it.
2. Review the literature related to the topic chosen by referring 10 national and international journals.
3. Prepare a synopsis including introduction, research questions, objectives, review of literature and research design.
4. Design a structured questionnaire pertaining to independent and dependent variables of your study.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Research Methodology	G.C. Ramamurthy	-
2.	Research Design And Methods	Kenneth s. Bordens and Bruce B. Abbott	-
3.	Research Methodology	R. Panneerselvam	-
4.	Project Report Writing	M.K Rampal and S.L Gupta	-
5.	Business Research Methodology	Alan Bryman and Emma Bell	Oxford publishing House
6.	Research Methodology in Management	Dr. V. P. Michael	Himalaya Publishing House
7.	Business Research Methodology	J K Sachddeva	Himalaya Publishing House
8.	Research Methodology, Methods and Technology	C R Kothari and Gaurav Garg	New Age International Publication
9.	Business Research Methodology	T N Srivastava and Shailaja Rego	McGraw Hill

Course Code	: SED408T	Semester	: Seventh
Name of the Course	: Start-up & Entrepreneurship Development		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: The course introduces key concepts of entrepreneurship, women's entrepreneurial growth, and the start-up ecosystem. It equips students with essential skills in business planning, understanding business forms, financing options, and protecting ideas through Intellectual Property Rights. It prepares students to develop and manage successful ventures.

Course Outcomes:	
CO408T.1	: To analyse the components and functioning of the start-up ecosystem, including incubators, accelerators, investors, and government initiatives.
CO408T.2	: To explain the concept of women entrepreneurship and its role in economic and social development.
CO408T.3	: To analyse the structure, functions, and management of various forms of business ownership and apply business planning principles to develop feasible and sustainable business ideas.
CO408T.4	: To understand various sources of finance, budgeting techniques, and financial planning methods essential for establishing and managing a successful business venture.
CO408T.5	: To understand the importance of Intellectual Property Rights and how they help protect creative ideas and business innovations.

Unit	Topics	Hrs.
1.	Understanding Entrepreneurship <ul style="list-style-type: none"> • Definition • Role of Entrepreneur • Characteristics and Skills of Entrepreneur • Types of Entrepreneurs • Reasons for Growth of Entrepreneurship • Entrepreneurial Failure • Distinction between Entrepreneurs and Manager • Distinction between Entrepreneur and Intrapreneur 	06
2.	Emergence of Women Entrepreneurs <ul style="list-style-type: none"> • Concept of Women Entrepreneurship • Importance of Women Entrepreneurship • Strategies for the development of Women Entrepreneurs. • Problems faced by Women Entrepreneurs • Program for promoting Women Entrepreneurship – SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs 	04
3.	Identification of Business Opportunities <ul style="list-style-type: none"> • Introduction • Business Opportunities – Identification & Creation • Mobility of Entrepreneurs • Business Opportunities in India 	04

4.	Business organization and Business Planning <ul style="list-style-type: none"> • Legal forms of business ownership: proprietorship, partnership, LLP, private/public limited company • Selection of an appropriate form of ownership structure • Emerging Trends in Business • Concepts, Advantages and Limitations: – Network Marketing, Franchising, Business Process Outsourcing (BPO), E-Commerce, M-Commerce • Business Plan – Meaning, Significance, Components, Types • Presenting a Business Plan • Failure of Business Plan 	06
5.	Financing Aspects for business <ul style="list-style-type: none"> • Meaning & Need for Financial Planning • Sources of Finance • Internal or External Funds • Sources of Short-term Finance • Personal Funds • Family and Friends • Commercial Banks • Need for institutional support • Various Financial Institutions- SIDBI, NABARD, IDBI. NSIC, SIDO, SSIB, SSID, DIC, SISIs 	05
6.	Intellectual Property right <ul style="list-style-type: none"> • Introduction to Intellectual Property Rights, Types of Intellectual property, Importance of Intellectual Property Rights • Trade Marks: Purpose & Function of Trademarks, Acquisition of Trademark Rights, Transfer of Rights • Copy right – Copyright Protection • Patents - Basic Criteria of Patentability • Industrial Designs: Kind of protection provided in Industrial design • Geographical indications of goods • Quality Standards- ISI, AGMARK, FDA, FSSAI • Introduction to Cyber law: Information Technology Act, Cybercrime and E-commerce, Data Security, Confidentiality, Privacy, International Aspects of Computer and Online Crime. 	05
TOTAL		30

Suggested Assignments:

1. Discuss benefits, eligibility, and outcomes of Start-up India, Make in India, Atmanirbhar Bharat.
2. Explain the objectives, benefits, SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs
3. Prepare a sample business plan for a start-up (e.g., café, catering service, or travel agency).

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books:

SR. No.	Name of the Book	Name of Author	Publication Details
1.	The dynamics of entrepreneurial development and management	Vasant Desai	Himalaya publishing houses
2.	Entrepreneurial development	Dr. S.S. Khanka	S. Chanel
3.	Exploring entrepreneurship – Practice and Perspectives	Richard Bludel & Niel Lockett	Oxford University Press
4.	Entrepreneurship Development – Obstacles and Solutions	Dipesh Uike	Himalaya publishing houses
5.	Entrepreneurship development and small business enterprises	Charantimath Poornima	Pearson India

Course Code	: HLE409T	Semester	: Seventh
Name of the Course	: Hotel Law & Ethics		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course equips students with essential legal and ethical knowledge required for hospitality operations. It develops an understanding of business laws, industrial regulations, food safety standards, consumer rights, licensing requirements and professional ethics, enabling students to make informed decisions, ensure compliance and uphold responsible hospitality practices.

Course Outcomes:	
CO409T.1	: To understand and explain the basic principles of contract, sale of goods, partnership and company law.
CO409T.2	: To interpret key industrial laws and their application in the hospitality industry.
CO409T.3	: To apply provisions of food safety and consumer protection laws in hospitality operations.
CO409T.4	: To identify essential licenses, permits and legal procedures required for hotel establishment.
CO409T.5	: To demonstrate ethical decision-making and understand ethical responsibilities in hotel operations.

Unit	Topics	Hrs.
1.	Business Law <ul style="list-style-type: none"> • The Indian Contract Act, 1872 <ul style="list-style-type: none"> ➤ Definition of Contract and essential elements of a contract ➤ Valid, void and voidable contracts ➤ Free Consent and Consideration ➤ Performance and Discharge of Contract ➤ Breach of contract and remedies for breach of contract • The Sales of good Acts, 1932 <ul style="list-style-type: none"> ➤ Meaning of contract of Sale ➤ Rights and duties of seller and buyer ➤ Unpaid seller • The Partnership Act, 1932 <ul style="list-style-type: none"> ➤ Nature of partnership ➤ Rights and duties of partner • The Companies Act, 1956 <ul style="list-style-type: none"> ➤ Essential features of company ➤ Legal aspects 	06
2.	Industrial Law <ul style="list-style-type: none"> • The Bombay Shops and Establishment Act, 1948 <ul style="list-style-type: none"> ➤ Provisions applicable to hotel industry • The Industrial disputes Act, 1947 <ul style="list-style-type: none"> ➤ Definition of industry ➤ Industrial disputes ➤ Settlement of industrial disputes, Strike, lock-out, lay off, retrenchment and Closure. 	06

	<ul style="list-style-type: none"> • Definition and brief description of others industrial laws <ul style="list-style-type: none"> ➤ The Payment of Wages Act, 1936 ➤ The Minimum Wages Act, 1948 	
3.	Food Legislations <ul style="list-style-type: none"> • The Prevention of Food Adulteration Act, 1954 <ul style="list-style-type: none"> ➤ Public Analysts and Food Inspectors ➤ Sealing, Fastening and Dispatch of Samples ➤ Colouring Matter ➤ Packing and Labelling of Food • The Food Safety and Standards Act, 2006 <ul style="list-style-type: none"> ➤ Food Safety and Standards Authority of India ➤ General Principles of Food Safety ➤ General Provisions as to Articles of Food ➤ Provisions Relating to Import ➤ Special Responsibilities as to Food Safety ➤ Offences and Penalties • The Consumer Protection Act, 1986 <ul style="list-style-type: none"> ➤ Who is consumer? ➤ Consumer complaint • Remedies for deficiency in services 	06
4.	The Sexual Harassment of Women at Workplace <ul style="list-style-type: none"> • Prevention, Prohibition and Redressal Act, 2013 <ul style="list-style-type: none"> ➤ Acts constituting Sexual Harassment. ➤ Internal and Local Complaints Committee ➤ Complaint and inquiry into complaint ➤ Duties of employer 	04
5.	Licenses and Permits <ul style="list-style-type: none"> • Licenses and permits required for running Starcategory of hotels (3 star and above) only ten important licenses to be taken • Procedure for applying and renewal of licenses and permits • Provisions for suspension and cancellation of • Licenses 	04
6.	Ethics in Hospitality – <ul style="list-style-type: none"> • Meaning & Importance • Ethical issues in hotel operations – Overbooking, Tips, Guest Privacy, etc. • Ethical Decision Making • CSR 	04
	TOTAL	30

Suggested Assignments:

1. Analysis of Food Standards laid down by Government and their compliance with respect to:
 - Milk & Milk Products
 - Cold Beverages
 - Sweets and Confectionery Items
2. Important Licenses and Permits required for starting Restaurant & Bar
3. Permissible use of colour in food products
4. Analysis of case laws filed against catering establishments under Consumer Protection Act.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author
1.	Prevention of Food Adulteration	Shri Rohit Upadhyay
2.	Personal Management and Industrial Relations	D. C. Shejwalkar and Adv. Shrikant Malegaonkar
3.	The Law of Contract	Dr. Avtar Singh
4.	Universal's Practical Guide to Consumer Protection Law	Shri Anup K Kaushal
5.	Social Security Law in India	Shri Debi S. Saini
6.	Commercial and Industrial Law	N. D. Kapoor
7.	Principles of Hospitality Law	Michael Boella and Alan Pannett

Semester VIII

Course Code	: SFP451T	Semester	: Eighth
Name of the Course	: Specialisation in Food Production Operations – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: This course develops advanced managerial, nutritional, entrepreneurial and sustainability-oriented competencies in food production operations. It equips students with knowledge of balanced diets, kitchen administration, quality management, product development, culinary entrepreneurship, and sustainable kitchen practices, enabling them to manage modern food service operations efficiently, responsibly and innovatively in the hospitality industry.

Course Outcomes:	
CO451T.1	: To plan and evaluate balanced diets and menus for diverse guests, applying principles of physiology, nutrition and food analysis.
CO451T.2	: To execute efficient kitchen administration, manage quality systems, maintain regulatory documentation and support food traceability and GI tagging compliance.
CO451T.3	: To design, test and launch new food products; develop and manage cloud kitchens and document business/entrepreneurial practices.
CO451T.4	: To implement sustainable and safe kitchen operations by optimizing resource use, minimizing waste and ensuring environmentally and ethically sound practices.

Unit	Topics	Hrs.
1.	Balanced Diet <ul style="list-style-type: none"> • Balanced Diet • Introduction to the concept of balanced diet. • Need & importance of balanced diet in modern lifestyle • Nutritional Values – Calculations of calorific values, fortification. • Specially planned diets for – Hypertension & Heart – (Sodium & cholesterol restricted), Diabetic – (Starch & Sugar restricted), Obesity – (Low Calorie), Recovery from illness 	10
2.	Kitchen Administration and documenting <ul style="list-style-type: none"> • Aims of Control • Maintaining records – SOPs, List of Suppliers and SPS, Indents, Food Cost, Equipment Registers, Break down register, Standard Recipe Manual, Function Prospectus, Log book, Departmental Meeting, Appraisals, Sales Mix, Food Wastage and Spoilage. • Communication with other departments – Store, Food and Beverage Service, Housekeeping, Front Office, Maintenance, Human Resource. • Importance of interaction with customers / guests 	10

3.	Managing quality in food operations <ul style="list-style-type: none"> • Definition & Importance • Managing quality in food and beverage operations • A systematic approach to quality management • Developing approaches to quality management 	10
4.	Product Research & Development <ul style="list-style-type: none"> • Testing of new recipes and equipment • Developing new recipes. • Food trials • Organoleptic and sensory evaluation 	10
5.	Entrepreneurship in kitchen operations <ul style="list-style-type: none"> • Introduction to Culinary Entrepreneurship – Definition and scope, Changing trends in the culinary industry, Role of innovation and creativity in food entrepreneurship • Kitchen-Based Business Models – Full-service vs Quick-service Kitchens, Cloud/ghost Kitchens, Specialty Kitchens (Bakery, Confectionery, Regional Cuisine, Health Foods) • Large Scale Kitchens/ Institutional Kitchens, Franchise vs Independent Kitchen Models, Online Food Delivery Ecosystem • Opportunity Identification & Market Research <ul style="list-style-type: none"> ➤ Culinary Gaps and Trends ➤ Market research tools for food businesses ➤ Competition analysis 	10
6.	Introduction to Sustainable Kitchen Operations <ul style="list-style-type: none"> • Definition, scope, and importance of sustainability in food service operations. • Environmental Impact of Kitchen Activities <ul style="list-style-type: none"> ➤ Energy and water conservation techniques ➤ Waste management and reduction strategies ➤ Use of eco-friendly products in hotels and restaurants • Sustainable Sourcing and Procurement <ul style="list-style-type: none"> ➤ Menu planning incorporating sustainability ➤ Principles of responsible ingredient selection (local, seasonal, organic) ➤ Understanding supply chain sustainability and ethical procurement practices. • Equipment, Layout, and Resource Management <ul style="list-style-type: none"> ➤ Choosing energy-efficient kitchen equipment and design ➤ Maintenance practices for sustainability (cleaning, upkeep, disinfection). 	10
	TOTAL	60

Suggested Assignments:

1. Prepare a weekly meal plan for different people with multiple dietary conditions.
2. Create a mini business plan including Kitchen type (cloud kitchen, bakery, specialty kitchen, etc.), Target audience, Menu items, Sustainability practices (energy conservation, waste reduction, eco-friendly ingredients).
3. Conduct a sensory evaluation based on appearance, aroma, taste, texture, and overall acceptability.

Glossary:

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

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Larousse Gastronomique – Cookery Encyclopedia	Charlotte Turgeon	Paul Hamlyn
2.	Professional Cooking	Wayne Gisslen	John Wiley & Sons
3.	Fundamentals of Menu Planning	McVety, Paul J.; Ware, Bradley J.; Lévesque Ware, Claudette —	John Wiley & Sons – 3rd Edition (2009)
4.	Menu Planning and Cost Control (Food Service Skills Series)	Pepper, Michael	Glencoe/McGraw-Hill
5.	On Food & Cooking: The Science and Lore of the Kitchen —	Harold McGee	Scribner (U.S.) & Hodder & Stoughton (UK)
6.	The Flavor Bible —	Andrew Dornenburg & Karen Page	Little, Brown & Company
7.	Food Product Development: From Concept to the Marketplace	Graf, Ernst; Saguy,	Springer

Course Code	: SFB452T	Semester	: Eighth
Name of the Course	: Specialisation in Food & Beverage Service Operations – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: To introduce the students to the cultural dimension of food and its use in creating an inclusive environment. It will enhance their understanding of managing food and resource wastage. The subject will expose the students to the various aspects of managing large F&B Service Operations

Course Outcomes:		
CO452T.1	:	To understand and apply leadership skills for employee welfare.
CO452T.2	:	To identify and assess sustainable practices for F&B outlets.
CO452T.3	:	To determine effective inventory and resource management strategies for operational efficiency.
CO452T.4	:	To understand quality assurance framework, audits and certifications for F&B businesses
CO452T.5	:	To understand the need for MIS and performance management for successful business models.

Unit	Topics	Hrs.
1.	Developing Leadership Skills <ul style="list-style-type: none"> • Job Analysis • Job Specification & Job Description • Hierarchy in the Outlet/ Department • Recruiting, Training, Performance monitoring • Employee Welfare – Legal aspects 	14
2.	Sustainable Practices <ul style="list-style-type: none"> • Green practices used in F&B outlets • Waste reduction and management tools • Energy conservation strategies 	12
3.	Audits and Certifications <ul style="list-style-type: none"> • Understanding certifications: BIS, ISO, FSSAI, ISI, HACCP • Performance Audits: Need and Concept, Types, remedial measures • Quality Management systems: SERVQUAL model 	10
4.	Inventory and Resource Management <ul style="list-style-type: none"> • Type of inventories • Inventory management systems • Methods of Inventory Management 	10

5.	Strategic F&B Management <ul style="list-style-type: none"> • Menu Designing – Menu Development, Methods of Pricing, menu merchandising. • Menu Engineering & Analysis. • MIS – Sales Reports, Understanding PNL statements and other financial reports. • Brand Management – Online/Offline brand image management, enhancing loyalty memberships. 	14
TOTAL		60

Suggested Assignments:

1. Study the portion control and waste management practices during inhouse Restaurant Service.
2. Designing of Blueprint of Service Process in F&B service in Facility.
3. Presentation on the current beverage trends.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Food and Beverage Service	Denis Lillicrap and John Cousins	Hodder Education
2.	Food and Beverage Management	Bernard Davis, Andrew Lockwood and Sally Stone	Elsevier
3.	Food and Beverage Service	R. Singaravelavan	Oxford Publication
4.	Food and Beverage Service	Sudhir Andrew	Tata McGraw Hill
5.	Professional Table Service	EdySchmid , Sylvia Meyers	John Wiley and Sons
6.	Restaurant Design: Concept to Customer	William R. Thibodeaux	Libre texts, Nicholas State University

Course Code	: SRD453T	Semester	: Eighth
Name of the Course	: Specialisation in Rooms Division Operations – II (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: This course equips students with advanced operational and managerial competencies in Rooms Division by integrating SOP development, sustainable practices, budgeting, audits and emerging technologies. It enhances decision-making, quality assurance and guest service capabilities while preparing students to manage modern, technology-driven and sustainability-focused accommodation operations effectively in the hospitality industry.

Course Outcomes:	
CO453T.1	: To develop and implement Standard Operating Procedures for efficient Rooms Division operations.
CO453T.2	: To apply sustainable operational practices balancing environmental, economic and guest-centric objectives.
CO453T.3	: To prepare and monitor Rooms Division budgets using appropriate budgetary control techniques.
CO453T.4	: To evaluate current technological trends and digital innovations transforming Rooms Division operations.
CO453T.5	: To analyse audit processes and apply quality assurance standards in hospitality operations.

Unit	Topics	Hrs.
1.	SOPs for Rooms Division Operations <ul style="list-style-type: none"> • Introduction, Meaning & Definition • Scope of the SOPs in Rooms Division Operations • Need of SOPs in Rooms Division Operations • Benefits & Limitations of SOPs • Planning SOPs for Rooms Division Operations 	12
2.	Sustainable Operations in Rooms Division <ul style="list-style-type: none"> • Concept and Dimensions of Sustainability • Environmental Sustainability Practices • Economic Sustainability • Technology and Smart Sustainability • Guest-Centric Sustainable Practices 	10
3.	Rooms Division Budgets & Budgetary control <ul style="list-style-type: none"> • Meaning & Definition • Types of Budgets – Fixed, Flexible, Operating, Capital, Revenue, Expenditure, Cash, Administrative & Overhead, Zero Base. • Factors affecting Budget Planning • Budget Planning Process for Rooms Division Department • Budgetary Control – Meaning & Scope • Advantages & Disadvantages • Refining Budget Plans 	16

4.	Current trends in Rooms Division <ul style="list-style-type: none"> • Digital Transformation – Cloud-based systems, Mobile Applications, Integration of AI and automation in operations • Contact-less Guest Services • Smart Guestrooms & IoT Applications • Personalisation vs. Hyper-personalisation of hospitality • Social Media Integration in Guest Relations 	10
5.	Audits in Rooms Division <ul style="list-style-type: none"> • Meaning, Definition & Scope of the Audit • Overview of HACCP in hotels • Application of HACCP Principles in Rooms Division Operations • Brand Standard Audits – Meaning, Advantages & Limitations • Types of Audits in Hospitality Industry • Process of Audit in hotels 	12
	TOTAL	60

Suggested Assignments:

1. Conduct a sustainability audit of a hotel and recommend eco-friendly operational practices for Rooms Division.
2. Prepare a presentation on emerging technological trends such as AI, IoT and contactless services in hospitality.
3. Conduct a mock audit of a hotel property based on brand standards and HACCP principles.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping: Operations and Management	Raghubalan	Oxford
2.	Professional Management of Housekeeping Operations	Thomas Jones	Wiley
3.	Managing House Keeping Operation	Margaret Kappa & Aleta Nitschke	-
4.	Check-in Check-out	G. K. Vallen & J. J. Vallen	Pearson
5.	Front Office Management & Operations	Sudhir Andrews	Tata McGraw Hill Publishing company limited
6.	Effective Front Office Operations	Michael. L. Kasavana	AH&LA
7.	Front Office: Procedures, social skills, yield & management	Abbott, Peter & Lewry, Sue	Elsevier
8.	Hotel Front Office Operations & Management	Jatashankar R. Tewari	Oxford
9.	Hotel Front Office Management	James Bardi.	Wiley India

Course Code	: SFP451P	Semester	: Eighth
Name of the Course	: Specialisation in Food Production Operations – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO451P.1	: To plan and execute balanced diet menus for special dietary requirements using nutritional principles.
CO451P.2	: To demonstrate the use of kitchen software and modern technological tools in food production operations.
CO451P.3	: To create artistic non-edible displays and apply food styling and plate presentation techniques.
CO451P.4	: To prepare and present complete menu-based meals and theme lunches/dinners following professional culinary standards.

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

Unit	Topics
1.	Balanced Diet – Planning and executing menu for Special dietary requirements – 3 Practical
2.	Kitchen Software
3.	Non-edible Displays (Veg, Margarine, Chocolate, Ice, Sugar) – 02 Practical / Demonstration
4.	Food Styling & Plate Presentation – 02 Practical
5.	4-course Menu-based on Basket – 12 Practical
6.	Theme Lunch / Dinner – 2 Practical
7.	Internal Practical Exam – 1 Practical

Practical Examination: (Internal & External)

- Exams to be conducted on 4-course menu based on basket ingredients and application of Plate Presentation and food styling. The menu should comprise of Menu comprising of Starter or Salad, Soup, Main Course with starch & veg accompaniment, Bread & Dessert.
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Course Code	: SFB452P	Semester	: Eighth
Name of the Course	: Specialisation in Food & Beverage Service Operations – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO452P.1	: To prepare job descriptions, job specifications and staffing plans for various food and beverage outlets.
CO452P.2	: To develop recruitment, training, and performance appraisal strategies for food and beverage service personnel.
CO452P.3	: To evaluate sustainable hospitality practices and design SOPs for improving sustainability in food and beverage operations.
CO452P.4	: To create process blueprints, inventory management systems and facility layouts for efficient food and beverage outlet operations.

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

Unit	Topics
1.	Creating outlet specific Job descriptions, Job Specifications. (Different types of roles in various outlets) 4 Practical
2.	Identifying recruitment and training strategies for outlets. Drafting Performance appraisal standards – 4 Practicals
3.	Study the current sustainable practices used in the industry. Develop SOPs for inhouse enhancement of sustainability – 3 Practicals
4.	Creating Process Blueprints and monitoring systems for quality and Standardisation – 4 Practicals
5.	Drafting Inventory management systems – 4 Practicals
6.	Designing F&B outlets in Facilities – 5 Practicals

Course Code	: SRD453P	Semester	: Eighth
Name of the Course	: Specialisation in Rooms Division Operations – II (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Course Outcomes:	
CO453P.1	: To develop and implement Standard Operating Procedures for Front Office and Housekeeping operations.
CO453P.2	: To apply sustainable and guest-centric practices in Rooms Division operations.
CO453P.3	: To prepare departmental budgets and perform budgetary control through variance analysis.
CO453P.4	: To evaluate the role of digital transformation, AI and IoT applications in modern hospitality operations.
CO453P.5	: To conduct hospitality audits and prepare inspection checklists based on brand standards and HACCP principles.

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

Unit	Topics
1.	Preparation and drafting of SOPs for Front Office operations – 3 Practical
2.	Preparation and drafting of SOPs for Housekeeping operations – 3 Practical
3.	Sustainability audit and eco-friendly practices in Rooms Division
4.	Designing guest-centric sustainable initiatives for hotels.
5.	Preparation of Rooms Division departmental budgets – 4 Practical
6.	Budgetary control exercises and variance analysis – 2 Practical
7.	Case studies on digital transformation and AI in hospitality – 2 Practical
8.	PowerPoint Presentation on Smart guestroom and IoT applications in Rooms Division.
9.	Social media and guest relation management activities.
10.	Conducting mock audits based on brand standards and HACCP – 3 Practical
11.	Audit checklist preparation and hotel inspection exercises – 2 Practical
12.	Prelim Practical Examination

Course Code	: ABC454T	Semester	: Eighth
Name of the Course	: Advance Bakery & Confectionery (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course develops advanced skills in bakery, pastry, chocolate, sugar craft, breads, desserts, tortes, and French pastries. It enhances students' technical knowledge, creativity, artistic presentation, and professional competency through practical learning and modern production techniques, preparing them for careers in bakery, confectionery, patisserie, and hospitality industries.

Course Outcomes:	
CO454T.1	: To understand the types, processing, handling and artistic applications of chocolate in advanced bakery and confectionery production.
CO454T.2	: To develop knowledge and skills in preparing artisanal breads and laminated dough products using traditional and contemporary techniques.
CO454T.3	: To apply principles of dessert composition, presentation and flavour balance in the preparation of hot and cold plated desserts.
CO454T.4	: To demonstrate proficiency in the preparation, layering, finishing and decoration of tortes and specialty cakes.
CO454T.5	: To acquire skills in preparing and using decorative sugar techniques for artistic and professional pastry presentations.
CO454T.6	: To understand the preparation, characteristics and finishing techniques of classic and modern French pastries.

Unit	Topics	Hrs.
1.	Chocolate <ul style="list-style-type: none"> • Introduction, Processing of chocolate • Types of Chocolate, Composition, Ingredients • Handling Chocolate – tempering, shelf life, bloom • Bakery applications of chocolate – Moulding chocolate, Chocolate decorations and sculpting, equipment used for specialty chocolate work, current trends • Chocolate pairing and flavour development 	04
2.	Artisan Breads & Viennoiserie <ul style="list-style-type: none"> • Introduction to artisanal breads – Definition, Characteristics, Difference between Artisanal & Commercial • Ingredients used, pre-ferment and starters • Artisanal bread varieties • Dough handling and baking techniques • Introduction to Viennoiserie – Definition, characteristics • Viennoiserie Products • Fillings and Toppings • Artisan Bakery Trends • Common faults in breads and Viennoiserie, Causes and corrective measures 	08

3.	Plated Desserts – Hot and Cold <ul style="list-style-type: none"> • Introduction to Plated Desserts - Definition and Concept, Importance, balanced plating • Components of Plated Desserts • Principles of Dessert Presentation – Plate composition • Colour, texture, and height in plating • Portion control and presentation standards • Use of garnishes and edible decorations • Modern Dessert Techniques • Flavour Pairing and Menu Planning • Current Trends in Plated Desserts 	06
4.	Tortes and Specialty Cakes <ul style="list-style-type: none"> • Introduction to Tortes and Specialty Cakes • Ingredients and Their Functions – Flour, Eggs, Fats, Sweetener • Fillings and Icings • Tortes – Classical Varieties (Sacher Torte, Opera Cake, Dobos Torte, Swiss and European tortes) • Layering and Assembly Techniques • Flavour Pairing and Product Development • Current Trends in Specialty Cakes 	04
5.	Sugar Work <ul style="list-style-type: none"> • Introduction to Sugar Work • Types of Sugar and Sweeteners • Properties and Functions of Sugar • Sugar Cooking Stages • Basic Sugar Work Techniques • Confectionery Applications • Contemporary Trends in Sugar Art 	04
6.	French pastries <ul style="list-style-type: none"> • Introduction to French Pastry – History and evolution, Importance and Characteristics of classical French pastries. • Ingredients Used in French Pastry • Fundamental Pastry Doughs – Short-crust, Puff pastry, Choux pastry, Brioche, Danish and laminated doughs. • Classical French Pastries • Pastry Assembly and Finishing • Modern French Pastry Trends 	08
	TOTAL	30

Suggested Assignments:

1. Research modern trends in French pastry and sugar artistry in luxury hotels, patisseries, and international competitions (including Use of technology and innovation, Celebrity pastry chefs or brands, Sustainability and health trends). Analyse at least 3 modern pastry products, their techniques, aesthetics, and market appeal. At least one case study is mandatory.

2. Prepare a report on a comparative study between artisan bread and commercially produced bread available in the local market by visiting one bakery or supermarket, observing bread varieties and Recording labels.

Compare based on:

- Ingredients
- Fermentation process
- Texture and crust
- Flavour profile
- Shelf life
- Nutritional aspects
- Cost and production scale
- Consumer perception

3. Prepare a PPT on a Plated Dessert Development for a Fine-Dining Restaurant or luxury hotel. Design one hot and one cold dessert describing – Plate components, flavour combinations, Textures, Garnishes and edible decorations, Portion size, Plating sketch or digital presentation. (hand-drawn plating illustrations can be used).

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Professional Baking	Wayne Gisslen	John Wiley & Sons, Inc.
2.	Larousse Gastronomique – Desserts, Cakes and Pastries (Recipe Book)	President Joel Robuchon	Clarkson Potter/Publishers New York
3.	On Baking	Sarah. Labensky Priscilla Martel Eddy Van Damme	Pearson Education, Inc.
4.	Desserts Around the World	Compiled by Lee Engfer	Lerner Publications Company
5.	The Science of Bakery Products	W.P. Edwards	The Royal Society of Chemistry

Course Code	: BBM455T	Semester	: Eighth
Name of the Course	: Bar & Beverage Management (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course introduces students to the principles and practices of bar operations, bartending and beverages within the hospitality industry. It aims to develop practical appreciation of beverage knowledge, and mixology. Students will explore the role of the bartender as a professional, artist and host while learning how to design drinks, manage bar operations efficiently, and create memorable guest experiences whilst also sensitizing them to sustainability practices, emerging trends, and the ethical dimensions of alcohol service, which will prepare them for professional roles in modern hospitality settings.

Course Outcomes:	
CO455T.1	: To define key concepts and terminologies used in bar operations and identify various categories of alcoholic and non-alcoholic beverages.
CO455T.2	: To demonstrate standard mixology techniques and apply them in preparing classic, contemporary and signature beverages
CO455T.3	: To understand structures of cocktails and flavour pairing with food.
CO455T.4	: To design creative beverage menus and deliver engaging guest experiences while integrating sustainability and ethical practices.

Unit	Topics	Hrs.
1.	Introduction to Bar Operations and Bartender <ul style="list-style-type: none"> • Overview and Importance of Bar Operations in Hospitality • Bar Terminology and Jargon • Role and Responsibilities of a Bartender • Bartender as an Artist and Host (Creating Guest Experiences) • Flair Bartending (Techniques, Safety, and Showmanship) • Scope & Career Pathways in Bartending • Work Ethics, Communication, and Teamwork in a Bar Setting 	04
2.	Beverage Typology, Introduction to Mixology & Cocktail Craft <ul style="list-style-type: none"> • Classification of Beverages (Alcoholic & Non-Alcoholic) • Overview of Spirits, Beer, Wine, Liqueurs, and Non-Alcoholic Mixers • Storage, Service Temperatures, and Handling Standards • History and Evolution of Mixology • Definition & History of Cocktails • Understanding Drink Families (Sours, Highballs, Flips, Collins, etc.) • Structure and Balance of a Drink – The Science of Taste • Classic vs. Contemporary Cocktails, Signature and Thematic Cocktail Creations • Modern Trends in Mixology 	10

3.	Menu Design and Pairing Principles <ul style="list-style-type: none"> • Importance and Design of a Drink Menu • Flavour Profiles and Compatibility • Principles of Pairing Beverages with Food • Correlating Taste and Texture in Food-Beverage Pairing 	04
4.	Legal, Ethical & Responsible Service <ul style="list-style-type: none"> • Legal aspects affecting beverage industry (legal ages, drunk driving, public drinking, dry days, dry states, etc.) • Licensing & Types • Responsible Service of Alcohol (RSA) (intoxication management, refusing service, checking Ids, conflict handling, liability issues) • Bar Hygiene & Sanitation • Sustainability in Bar Operations (waste management, eco-friendly practices, energy and water conservation) 	06
5.	Bar Marketing & Guest Experience <ul style="list-style-type: none"> • Modern Bar Themes and Concepts • Marketing of Bars (promotions, happy hours, theme nights, loyalty programs, social media influence) • Customer Psychology & Experience (guest profiling, guest expectations, handling complaints, service recovery, upselling) • Emerging Trends (AI, Virtual bars, digital beverage menus) 	06
	TOTAL	30

Suggested Assignments:

1. Design a detailed bar layout blueprint with the essential bar equipment list.
2. Create a unique signature cocktail. Include recipe, method, drawing, glassware, and story behind the drink.
3. Outline a marketing plan to promote a unique bar concept to promote it in today's F&B landscape/ Responsible Service of Alcohol Case Studies.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	The Bar and Beverage Book, 4th Ed.	Katsigris, C. and Thomas, C. (2007)	New Jersey: John Wiley and Sons, Inc.
2.	The Beverage Manager's Guide, 3rd Ed.	Schmid, A. W. and Laloganes, J. P. (2014)	Edinburg Gate, Harlow: Pearson Education Limited
3.	Text Book of Food and Beverage Management	Andrews, S. (2008)	New Delhi: McGraw-Hill Publishing Company Limited
4.	The Bartender's Bible	Gary Regan	-
5.	The Craft of the Cocktail	Dale DeGross	-
6.	Mixology and Bartending Fundamentals	Jeffrey Morgenthaler	-
7.	Modern Cocktail: Artistry and Technique	Jim Meehan	-

Course Code	: FMG456T	Semester	: Eighth
Name of the Course	: Facility Management (Theory)		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: This course equips students with operational and administrative skills required for effective management of hospitality facilities. It emphasizes planning, budgeting, documentation, communication and maintenance practices while ensuring health, hygiene and safety standards. The course prepares students to manage facility services efficiently and maintain smooth operational workflow in hospitality establishments.

Course Outcomes:	
CO456T.1	: To employ appropriate practices to manage facility operations.
CO456T.2	: To apply proper procedures to perform administrative duties regarding facility services.
CO456T.3	: To prepare sample reports and documents, like facility management program, budget proposal, annual work plan, contracts, etc.
CO456T.4	: To apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow.
CO456T.5	: To apply appropriate practices to monitor health, hygiene and safety standards at the workplace.

Unit	Topics	Hrs.
1.	Introduction to Facility Management and Facility Management Executive <ul style="list-style-type: none"> • Job Role and Opportunities for a Facility Management Executive in Tourism and Hospitality • Grooming Standards for a Facility Management Executive • Importance of Professionalism, Etiquette, and Ethical Behaviour at the Workplace • Importance of Maintaining Hygiene and Wearing Designated Uniform 	04
2.	Organizing Soft Services Operations <ul style="list-style-type: none"> • Effective methods to identify client requirements in soft facility management services. • Key steps to deliver facility management services efficiently. • Categorize soft facility management services along with the necessary tools and equipment for each. • Techniques for vendor management, including background checks and obtaining quotes or tenders. • Proper allocation of equipment and materials, such as vacuum cleaners or safety gear, based on service needs. 	06
3.	Operational Excellence <ul style="list-style-type: none"> • Measures for Achieving Operational Excellence • Defining Scope of Work and Process Management Techniques • Workplace Health and Safety Requirements and Their Importance 	04

	<ul style="list-style-type: none"> • Statutory and Regulatory Requirements in Facility Management Services • Methods to Collect, Analyze, and Use Client Feedback for Better Service 	
4.	Maintain Facility Operations <ul style="list-style-type: none"> • Project Planning and Site Operations Management • Planning and Monitoring Staffing Levels for Effective Staff Utilization • Best Practices to Improve Efficiency of Facility Services • Administration and Maintenance Methods for Facilities • Monitoring Acquisition, Installation, and Commissioning of Equipment • Importance of Timely Repair, Maintenance, and Replacement of Office Assets 	06
5.	Liase with Clients and Vendors <ul style="list-style-type: none"> • Types of Contracts, Invoices, and Payment Methods • Billing and Payment Procedures • Building and Maintaining a Network of Local Vendors for Soft Services • Vendor and Client Management Processes • Methods to Maintain and Monitor Vendor Performance • Monitoring Delays and Effort Variations in Vendor Service Delivery • Importance of Timely Payment to Vendors and Suppliers 	04
6.	Monitor Health and Safety Standards <ul style="list-style-type: none"> • Concept and Importance of Personal and Workplace Hygiene • Procedures for Maintaining Personal Hygiene • Compliance Norms for Workplace Cleanliness and Sanitization • Standard Safety Procedures for Handling Tools, Materials, and Equipment • Components of a First-Aid Kit • Methods to Reduce Accidental Risks and Hazards in the Workplace • Safety Warning Signs and Labels at the Workplace 	06
	TOTAL	30

Suggested Assignments:

1. Identify major health and safety requirements for facility management staff with examples.
2. Prepare a project plan for starting soft facility management operations in a newly opened 100-room business hotel:
 - Staff planning
 - Equipment list
 - Material estimation
 - Frequency schedules
 - Monitoring method
3. Make a workplace sanitization protocol for a hotel lobby or office building.
4. Provide examples of workplace hazard signs and explain where they should be placed (e.g., wet floor, no entry, high voltage).

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author
1.	Hotel Facility Planning	Tarun Bansal
2.	The Professional Housekeeper	Margaret Schneider and Georgina Tucker
3.	Catering Management	Mohini Sethi
4.	The Bar and Beverage Book	Mary Porter
5.	Front Office Operations	Jatashankar Tiwari
6.	Facility Planning and Design	Edward Kagarian

Course Code	: ABC454P	Semester	: Eighth
Name of the Course	: Advance Bakery & Confectionery (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO454P.1	: To develop advanced skills in the preparation and handling of artistic presentation of chocolates, garnishes, and showpieces
CO454P.2	: To acquire proficiency in preparing artisanal breads and laminated dough products using traditional and contemporary bakery techniques
CO454P.3	: To apply principles of flavour balance, texture, and aesthetics in the preparation and presentation of hot and cold plated desserts
CO454P.4	: To demonstrate competency in the preparation, layering, finishing, and decoration of tortes, specialty cakes, and modern French entremets
CO454P.5	: To develop professional skills in sugar craft, decorative sugar work, and the preparation of classic French pastries

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Preparation of Assorted Chocolates
2.	Chocolate Garnishes and Showpiece preparation
3.	Preparation of Artisanal breads
4.	Preparation of laminated dough products
5.	Preparation and presentation of hot plated desserts
6.	Preparation and presentation of cold plated desserts
7.	Preparation of layered Tortes and specialty cakes
8.	Preparation of Modern French Entremets
9.	Preparation of Sugar Craft and Decorative Sugar Work
10.	Preparation of classic French pastries

Course Code	: BBM455P	Semester	: Eighth
Name of the Course	: Bar & Beverage Management (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO455P.1	: To demonstrate professional bar operational skills and service procedures.
CO455P.2	: To apply mixology techniques, cocktail structures, and beverage preparation methods in creating beverages.
CO455P.3	: To evaluate beverage characteristics and perform food and beverage pairing.
CO455P.4	: To practice responsible beverage service while delivering safe, ethical, and engaging guest experiences in accordance with legal and professional standards.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Organisation of Bar Operations <ul style="list-style-type: none"> • Bar Set up, Equipment, Supplies, Staffing, Bar Glassware • Mis-en-Place • Station preparation
2.	Flair Bartending Demonstration <ul style="list-style-type: none"> • Safety, showmanship and guest engagement • Professional Certifications and Competitions (WSET, BarSmarts, IBA, etc.) • Top 10 Bartenders – Top of their game
3.	Pairing Exercises <ul style="list-style-type: none"> • Understanding beverage flavours and sensory profiles • Beverage appreciation and evaluation (beer, wine, spirits) • Pairing beverages with food based on taste, texture, and aroma
4.	Presenting Lists & Taking Orders <ul style="list-style-type: none"> • Beers: Creating Beer Lists • Spirits/Liquors • Wines: Wine Lists • Proposing, Preparing, Presenting, and Serving Alcoholic and Non-Alcoholic Beverages
5.	Preparation and Service of cocktails <ul style="list-style-type: none"> • Ice – Types, Importance, and Usage • Garnishing and Presentation Styles • Building, Stirring, Shaking, Blending and Muddling, Layering
6.	Balanced Cocktails <ul style="list-style-type: none"> • Four Notable cocktail families (The spirit forward, the short sour, the highball and the long sour) • Classic Vs Contemporary Cocktails • Creating a Signature cocktail

7.	Responsible Service Roleplay <ul style="list-style-type: none">• Intoxication management, Refusing service, Checking Ids, Conflict Handling, Liability Issues, Local Authorities.• Demonstration of guest communication and conflict management.• Bartender: A professional, host and artist.
8.	Occupational Hazards and Safety <ul style="list-style-type: none">• Identifying occupational hazards in bar operations• Understanding licensing requirements, permits and local laws• Ethical considerations in bartending – Licenses & Permits

Course Code	: FMG456P	Semester	: Eighth
Name of the Course	: Facility Management (Practical)		
Teaching Scheme:		Examination scheme:	
Practical	: 04 per week	Concurrent evaluation	: 20
Total Hours	: 04 per week	End Term Practical exam	: 30
Credit:	: 02	Total Marks	: 50

Course Outcomes:	
CO456P.1	: To employ appropriate practices to manage facility operations.
CO456P.2	: To apply proper procedures to perform administrative duties regarding facility services.
CO456P.3	: To prepare sample reports and documents, like facility management program, budget proposal, annual work plan, contracts, etc.
CO456P.4	: To apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow.
CO456P.5	: To apply appropriate practices to monitor health, hygiene and safety standards at the workplace.

Minimum 12 practicals to be conducted during the semester. The practical should comprise of the following:

Unit	Topics
1.	Survey client location for facility management services' operational requirements and identify gaps in the existing services at client premises
2.	Create a sample facility management program including preventive maintenance and project lifecycle requirements. Apply proper procedure to estimate for resource requirements
3.	Draft a sample budget proposal for facility management service
4.	Prepare a sample metrics to monitor quality and performance for the services and Show how to conduct and document regular facilities inspections as well as supervise maintenance and repair of facilities and equipment
5.	Draft a sample annual work plan for the client facility as per standard
6.	Apply proper practices to monitor energy efficiency, safety and security of the facility
7.	Apply proper procedure to maintain soft services stores and stocks and indent monthly requirements for soft services as per the monthly budget
8.	Create sample reports on finances, contracts, expenditures, and purchases for facility services
9.	use and dispose of relevant protective equipment as per tasks and work conditions
10.	Apply appropriate practices to follow basic first-aid procedures by self and team members
11.	effective waste management procedures at the workplace depending on the types of waste
12.	Prepare a sample incident report

Course Code	: RPR434P	Semester	: Eighth
Name of the Course	: Research Project		
Teaching Scheme:		Examination scheme:	
Practical	: 08 per week	Concurrent evaluation	: 40
Total Hours	: 08 per week	End Term Practical exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The Research Project enables students to apply research methodology concepts to real-world hospitality issues through fieldwork and market-oriented studies. It develops analytical thinking, problem-solving, data interpretation, report writing and presentation skills, preparing students for professional decision-making, academic research and industry-oriented investigations within their area of specialisation.

Course Outcomes:	
CO434P.1	: To identify and formulate hospitality-related research problems within the chosen specialization area.
CO434P.2	: To apply appropriate research methodology, sampling and data collection techniques for field-based studies.
CO434P.3	: To analyse and interpret research data using suitable graphical and analytical tools.
CO434P.4	: To prepare a structured research report following academic and professional documentation standards.
CO434P.5	: To present and defend research findings effectively through presentations and viva voce examinations.

I. PROGRESS REPORT:

Students have to submit progress reports at the end of every month to update the progress of the project to be eligible to appear for the examinations. Students to submit at least 02 such progress report in the semester and would score 10 marks for each progress report on the basis of the progress.

II. PROJECT REPORT: (Internal & External)

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

The format of the project report is as detailed below:

- Cover Page
- Title Page
- Certificate
- Acknowledgements
- Index
- Abstract of the study
- Introduction – explanation of macro and micro concepts used in the study, Background of the topic, History, Contents from secondary Data, etc.
- Theoretical framework of the topic – Objectives of the study, Need of the study, Scope of the study, Limitations of the study
- Research Methodology – Brief research process, Research Design, Data collection method, Sampling method
- Data Analysis & Data Interpretation – Graphical presentation of collected data

- Key Findings & Suggestions / Recommendations
- Conclusions & Limitations
- Bibliography
- Appendix (Any relevant material to support the project)

III. VIVA VOCE: (Internal & External)

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

Note:

1. The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodations).
2. A Senior Lecturer / Asst Prof./ HOD of the concerned course will be the guide for the Project Report. The Synopsis and the title should be approved by the Project Guide prior to the commencement of the project.
3. The font should be Times New Roman, font size should be 16 for Chapter Headings, 14 for Subheadings and 12 for the content with 1.5 line spacing.
4. The documentation and presentation should be conducted before an external examiner.
5. Marks would be awarded for Project Report, Presentation & Viva voce.

Course Code	: TQM457T	Semester	: Eighth
Name of the Course	: Total Quality Management		
Teaching Scheme:		Examination scheme:	
Theory	: 04 per week	Concurrent evaluation	: 40
Total Hours	: 04 per week	End Term Theory exam	: 60
Credit:	: 04	Total Marks	: 100

Rationale: The main objective is to equip students with a clear understanding of the concepts, tools and systems essential for delivering consistent quality in hospitality operations. To enable students to apply continuous improvement techniques that enhance efficiency, customer satisfaction in service organizations.

Course Outcomes:	
CO457T.1	: To explain the basic concepts, principles and philosophies of TQM.
CO457T.2	: To learn various quality tools and techniques used for measuring and improving service performance.
CO457T.3	: To apply quality improvement tools (PDCA, Kaizen, 5S, Pareto, Ishikawa, etc.) for analysing problems, improving processes and enhancing customer satisfaction in hospitality settings.
CO457T.4	: To demonstrate effective teamwork, communication and customer-focused strategies in implementing TQM practices.

Unit	Topics	Hrs.
1.	Total Quality Management: An Overview <ul style="list-style-type: none"> • Quality Basics (Definition, Importance, Dimensions) • Historical Review of TQM • 8 Building Blocks of TQM • Advantages and Limitations of TQM • Strategic Tools for TQM (Cause and Effect, Check Sheet, Control Chart, Histogram, Pareto Chart, Scatter Diagram, Stratification / Flowchart) • Quality Costs • Quality Assurance (QA Vs QI) • Quality Plan 	14
2.	Quality Advocates <ul style="list-style-type: none"> • The received wisdom on TQM • Vision of Quality Gurus (W. E. Deming, Juran's Trilogy, Philip B Crosby) • Contributions of Genichi Taguchi & Armand V Feigenbaum • Core Values of Japanese Philosophy 	10
3.	Quality Improvement <ul style="list-style-type: none"> • Continuous Improvement Frameworks (PDCA Cycle, Kaizen - 5 'S' Principle) • Problem Solving Tools (Brainstorming, Pareto Analysis with Charting, Ishikawa, Cause and Effect) 	10
4.	Quality Management Systems <ul style="list-style-type: none"> • Standards and Certifications relevant to hospitality <ul style="list-style-type: none"> ➤ ISO 9001 (Overview and Clauses) ➤ ISO 14001/ Environmental Management Systems (Overview) 	12

	<ul style="list-style-type: none"> ➤ Brief introduction to HACCP/ISO 22000 ➤ Six Sigma Basic Principles (DMAIC- DMADV) • Audits (Objectives, Audit Types, Audit Checklist Design, Nonconformity Reporting, Corrective Actions) • Quality Metrics and Measurement (KPI's, Guest Satisfaction Score, On time Service, Comment Cards, Complaint Rate, NPS) 	
5.	Customers, Culture and Communication <ul style="list-style-type: none"> • Internal Customers (Empowerment, Training, Team & Teamwork, Motivation, Recognition / Reward, Performance Appraisal, Engagement Strategies) • Suppliers (Selection, Partnering, Sourcing, Supplier Rating, Relationship Development) • Quality Information (Feedback/Complaints, Purpose, Importance, Complaint Handling Scripts) • Work Culture (Vision, Mission, Pillars) • Communication skills for TQM (Effective Communication Methods, Feedback Loops, dealing with barriers) 	14
	TOTAL	60

Suggested Assignments:

1. Case Study Analysis for identifying areas where TQM tools (e.g., cause-and-effect diagram, Pareto chart) can improve performance.
2. Conduct a mock quality audit of a restaurant / hotel / café and prepare a short report highlighting non-conformities and corrective actions.
3. Form groups and design a small Kaizen project in the area of specialization and present outcomes.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Total Quality Management	D.H. Besterfield, C Besterfield-Michna, G.H. Besterfield, M. Besterfield-Sacre	Pearson Education
2.	Juran's Quality Handbook	J.M. Juran & A. B. Godfrey	McGraw Hill
3.	Quality Control and TQM	P.N. Mukherjee	PHI Learning
4.	Total Quality Management	Kanishka Bedi	Oxford University Press
5.	Total Quality Management	Subburaj Ramasamy	McGraw Hill Education

Course Code	: EVM458T	Semester	: Eighth
Name of the Course	: Environment Management		
Teaching Scheme:		Examination scheme:	
Theory	: 02 per week	Concurrent evaluation	: 20
Total Hours	: 02 per week	End Term Theory exam	: 30
Credit:	: 02	Total Marks	: 50

Rationale: The course is designed to highlight the significance of environmental issues within the hospitality sector. It offers a comprehensive understanding of environmental management practices in hotels and equips students with the knowledge to recognize the advantages of adopting eco-friendly approaches. By doing so, students will learn how to integrate sustainable practices into the daily operations of hotels to promote a greener and more responsible industry.

Course Outcomes:	
CO458T.1	: To understand the concept of environment and its significance in the hospitality industry.
CO458T.2	: To identify different types of pollution (air, water, soil, noise) and their impact on hotel operations.
CO458T.3	: To demonstrate knowledge of Ecotel principles (water conservation, energy efficiency, waste management, employee/community engagement).
CO458T.4	: To apply Eco-Friendly Practices in Hotel Operations
CO458T.5	: To develop Green Marketing Strategies by analyse consumer segments based on environmental attitudes and formulating marketing strategies

Unit	Topics	Hrs.
1.	Environment management <ul style="list-style-type: none"> • Introduction & Definition • Importance of environment with respect to Hospitality Industry Concepts Environment system, Global warming, Greenhouse gasses, Carbon foot print, LEED, Sustainable, Corporate Social Responsibility, Acid rain, Disaster, TERI, IGBC, ISO (14,004, 14010, 14011, 1401) Green building.	04
2.	Environmental Pollution <ul style="list-style-type: none"> • Air pollution: Definition, Classification, sources, effects, prevention in Hospitality Industry • Water Pollution: Definition, Classification, sources, effects, prevention in Hospitality Industry • Soil Pollution and Hazardous waste: Definition, sources, effects, prevention in Hospitality Industry • Noise Pollution: Definition, sources, effects, prevention in Hospitality Industry 	08
3.	Ecotel- 5 globes <ul style="list-style-type: none"> • Water conservation • Energy efficiency • Solid waste management (3 Rs) • Environmental commitment • Employee education and community development – Education, creating awareness, providing support, rewarding efforts and celebrating success, training and communication 	08

	<ul style="list-style-type: none"> Community – Guest Participation, Business Partner, Local Community 	
4.	Guidelines and Best Practices in Hotels <ul style="list-style-type: none"> Housekeeping (Linen, Laundry, Guest rooms, Horticulture) Front Office Kitchen Restaurants and Banquets Engineering and Maintenance Swimming Pool and Health club Purchases – Eco -friendly product and purchasing 	06
5.	Green marketing strategy. <ul style="list-style-type: none"> Characteristics of Green Consumers – Defined by Ginsberg and Bloom (True Blue Green, Green Back Green, Sprouts, Grouzers & Basic Browns) Green Marketing Strategy – Lean Green, Defensive Green, Shaded Green and Extreme Green by Ginsberg and Bloom 	04
	TOTAL	30

Suggested Assignments:

1. Design an Eco-Friendly Hotel Operations Plan for a mid-sized 100 rooms hotel.
2. Activities under Swacch Bharat Abhiyan.
3. Visit to Engineering and Maintenance Department of Hotels to observe the environmental practices.
4. Presentation on “Innovative Environmental Practices Hotels can adopt in the Next Decade.”
5. Case studies related to Hospitality Industry.

Glossary:

Students should be familiar with the glossary pertaining to above-mentioned topics.

Reference Books

SR. No.	Name of the Book	Name of Author	Publication Details
1.	Hotel Housekeeping Operations and Management	R. Raghubalan	Oxford Publication, New Delhi.
2.	Hotel Front Office Operations and Management	Jatashankar R. Tewari	Oxford Publication, New Delhi.
3.	Environmental Management for Hotels – A student’s handbook	David Kirk	Butterworth Heinemann
4.	Environment Manual for Hotels and Restaurants in India	-	FHRAI, New Delhi
5.	Food and Beverage Service	R Singaravelavan	Oxford Publication, New Delhi.