



Savitribai Phule Pune University

**Bachelors in Hotel Management and
Catering Technology with Honours /
Honours with Research
(BHMCT with Honours / Honours with Research)**

(Faculty of Commerce & Management)

(National Education Policy 2020)

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

I. TITLE

Name of the Programme: Bachelors in Hotel Management & Catering Technology with Honours / Honours with Research (BHMCT with Honours / Honours with Research)

Nature of the Programme:

BHMCT with Honours is a four year full-time undergraduate degree programme.

II. PREAMBLE

Curriculum of the BHMCT programme of SPPU was last revised in the year 2019, with implementation of choice-based credit system. This revision of BHMCT syllabus focusses on 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, have been kept in mind while framing the structure to ensure the knowledge and the 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 132 credits for a three-year programme and 176 credits for a four-year (honours/honours with research) programme. It 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 curriculum is designed based on Student Centric approach and keeping in mind the current industry requirement of multi-skilled professionals and to develop Entrepreneurs, therefore 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 ensures developing operational skills and giving exposure to the hotel industry.
5. Mandating of MOOC online courses in the sixth semester offers an alternative 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

C. Course Duration & Qualification:

Year	Qualification Title	Credit requirement	Mandate
1	UG Certificate in Hotel Management and Catering Technology.	$44 + 4^* = 48$	*8 weeks of training in the Hospitality Sector (04 credits)
2	UG Diploma in Hotel Management and Catering Technology.	$88 + 4^* = 92$	*8 weeks of training in the Hospitality Sector (04 credits)
3	Bachelor in Hotel Management and Catering Technology. (BHMCT)	132	-
4	Bachelor in Hotel Management and Catering Technology with Honours (BHMCT with Honours) or Bachelor in Hotel Management and Catering Technology Honours with Research (BHMCT Honours with Research)	176	-

Note: Exit & re-entry for the course will be as per NEP 2020 norms

D. 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 “learner-centric approach” in the entire education delivery mechanism and globally followed evaluation system. Therefore, there is a need to allow the flexibility in this BHMCT programme as well, so that students understanding and analysing their interests and aims can choose interdisciplinary, intra-disciplinary and skill-based courses. In this programme, Multi entry and Multi Exit offers students greater flexibility and control over their learning pathway.

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 shall undergo mandatory 20-week industrial training with renowned star hotel brands in all the four core operational hotel departments i.e. Food Production, Food and Beverage Service, Front office and Housekeeping. Apart from the four core departments, training in allied non-operational departments is recommended provided the training 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 shall undergo and submit the research project in the **eighth semester** on the approved topic relevant to the hospitality industry under the guidance of an allotted faculty. Student must submit two copies of the Research Project Report (one spiral bound, one golden embossed) with the certificate duly signed by the subject faculty and the Principal within a stipulated period.

X. ATTENDANCE

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

XI. 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	4%	08
AEC/VEC/IKS – Ability Enhancement Courses, Value Education Courses, Indian Knowledge System,	7%	12
CC/OJT/FP/CE – Co-curricular Courses, On Job Training, Field Project, Community Engagement	17%	30
TOTAL	100%	176

XII. 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/IKS – Ability Enhancement Courses, Value Education Courses, Indian Knowledge System	CC/OJT/FP/CE – Co-curricular Courses, On Job Training, Field Project, Community Engagement	Total
I	12	--	4	--	2	4	--	22
II	12	--	4	2	--	4	--	22
III	12	--	4	2	2	--	2	22
IV	16	--	4	2	--	--	--	22
V	12	--	4	2		4	--	22
VI	--	--	--	2	--	--	20	22
VII	--	12	4	--	2	--	4	22
VIII	--	12	4	--	2	--	4	22
Total	64	24	28	10	08	12	30	176

XIII. 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 secure at least (P) grade in both Concurrent and University Evaluation independently (theory and practical, as applicable) for passing in each course. A student shall be said to have earned the credits for a course if he/she earns minimum 40% marks.
- There will be an evaluation of each course at the end of every semester.
- 1 credit = 25 marks
- **Concurrent Evaluation:** The faculty has the flexibility to decide the evaluation parameters for concurrent evaluation along with Unit Test.

The suggested parameters are:

- Assignments – Individual / Group / On-field
- Live Projects
- Case Studies
- Group Discussions
- Presentations and Viva-voce
- Simulation Exercises
- Quizzes
- Planning, 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 $(M/x) + 1$

XIV. SELECTION OF ELECTIVE COURSES

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

XV. 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 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

XVI. Elective subject and Compulsory Audit Add- on course

Elective basket and Compulsory Audit Add -on Course of subject may change as per the updates from the Savitribai Phule Pune University or any Statutory body and will be informed to the students.

XVI. BHMCT COURSE STRUCTURE

Semester I							
Course Details & Teaching Scheme					Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	External	Total
BFP101MJ	Major	Basic Food Production – I (Theory)	2	2	20	30	50
BFP101MJP	Major	Basic Food Production – I (Practical)	4	2	20	30	50
BFB102MJ	Major	Basic Food & Beverage Service – I (Theory)	2	2	20	30	50
BFB102MJP	Major	Basic Food & Beverage Service – I (Practical)	4	2	20	30	50
BRD103MJ	Major	Basic Rooms Division – I (Theory)	2	2	20	30	50
BRD103MJP	Major	Basic Rooms Division – I (Practical)	4	2	20	30	50
CSC104MN	Minor	Catering Science	4	4	40	60	100
PCO105AEC	AEC	Professional Communication	3	2	20	30	50
IKS106	IKS	Indian Knowledge System – I	2	2	50	--	50
CAP107VSC	VSC	Computer Applications	3	2	20	30	50
ED108VSC	VSC	Entrepreneurship Development – I	2		50	--	
TOTAL			30	22	250	300	550

Note:

- S.P.P.U. Indian Knowledge System: Generic curriculum to be followed for IKS106.
- Food Production course will have an additional 01 hour for scullery work per practical.
- Minimum 15% of the total intake is mandatory to opt for electives (CAP107VSC & ED108VSC).

Semester II							
Course Details & Teaching Scheme					Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Total hrs	Credits	Concurrent	External	Total
BFP151MJ	Major	Basic Food Production – II (Theory)	2	2	20	30	50
BFP151MJP	Major	Basic Food Production – II (Practical)	4	2	20	30	50
BFB152MJ	Major	Basic Food & Beverage Service – II (Theory)	2	2	20	30	50
BFB152MJP	Major	Basic Food & Beverage Service – II (Practical)	4	2	20	30	50
BRD153MJ	Major	Basic Rooms Division – II (Theory)	2	2	20	30	50
BRD153MJP	Major	Basic Rooms Division – II (Practical)	4	2	20	30	50
TTS154MN	Minor	Travel and Tourism Studies	4	4	40	60	100
BFR155GE	GE	Basic French	3	2	20	30	50
BGR156GE	GE	Basic German					
MAR157AEC	AEC	Marathi	3	2	20	30	50
DMG158VEC	VEC	Disaster Management	1	1	25	--	25
NLM159VEC	VEC	Natural Lifestyle Management	2	1	25	--	25
DEM160VEC	VEC	Democracy, Election and Governance. (Compulsory Add-on 02 Credit Course)					
PED161VEC	VEC	Physical Education (Compulsory Add-on 02 Credit Course)					
TOTAL			31	22	250	300	550
Note: <ul style="list-style-type: none"> Food Production course will have additional 01 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (BFR155GE & BGR156GE). 							

Semester III								
Course Details & Teaching Scheme						Evaluation Scheme		
Course Code	Credit Verticals	Course Name		Total hrs	Credits	Concurrent	External	Total
BKC201MJ	Major	Bakery and Confectionary (Theory)		2	2	20	30	50
BKC201MJP	Major	Bakery and Confectionary (Practical)		4	2	20	30	50
FBO202MJ	Major	Food & Beverage Service Operations – I (Theory)		2	2	20	30	50
FBO202MJP	Major	Food & Beverage Service Operations – I (Practical)		4	2	20	30	50
RDO203MJ	Major	Rooms Division Operations – I (Theory)		2	2	20	30	50
RDO203MJP	Major	Rooms Division Operations – I (Practical)		4	2	20	30	50
POM204MN	Minor	Principles of Management		4	4	40	60	100
HAC205SEC	SEC	Hotel Accounts		2	2	20	30	50
HEQ206GE	GE	Hotel Equipment Care & Maintenance	<i>Select any one Course</i>	2	2	20	30	50
SIM207GE	GE	Store & Inventory Management						
NSS231CEP	CE	National Service Scheme (NSS)	<i>Select any one Course</i>	3	2	50	--	50
CSS232CEP	CE	Community and Social Services						
ED233VEC	VEC	Entrepreneurship Development – II						
TOTAL				29	22	250	300	550
Note: <ul style="list-style-type: none"> Food Production course will have an additional 01 hour for scullery work per practical. Minimum 15% of the total intake is mandatory to opt for electives (HEQ206GE & SIM207GE). 								

Semester IV								
Course Details & Teaching Scheme						Evaluation Scheme		
Course Code	Credit Verticals	Course Name		Total hrs	Credits	Concurrent	External	Total
QFP251MJ	Major	Quantity Food Production (Theory)		2	2	20	30	50
QFP251MJP	Major	Quantity Food Production (Practical)		4	2	20	30	50
FBO252MJ	Major	Food & Beverage Service Operations – II (Theory)		2	2	20	30	50
FBO252MJP	Major	Food & Beverage Service Operations – II (Practical)		4	2	20	30	50
RDO253MJ	Major	Rooms Division Operations – II (Theory)		2	2	20	30	50
RDO253MJP	Major	Rooms Division Operations – II (Practical)		4	2	20	30	50
FBC254MJ	Major	Food and Beverage Cost Control		4	4	40	60	100
MMG255MN	Minor	Marketing Management		4	4	40	60	100
MIC256GE	GE	Meeting, Incentive Conference/ Conventions Exhibitions (MICE)	<i>Select any one Course</i>	2	2	20	30	50
CRM257GE	GE	Customer Relationship Management (CRM)						
TOTAL				28	22	220	330	550
Note: <ul style="list-style-type: none"> 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 (MIC256GE & CRM257GE). 								

Semester V								
Semester Details & Teaching Scheme						Evaluation Scheme		
Course Code	Credit Verticals	Course Name		Total hrs	Credits	Concurrent	External	Total
AFP301MJ	Major	Advanced Food Production Operations (Theory)		2	2	20	30	50
AFP301MJP	Major	Advanced Food Production Operations (Practical)		4	2	20	30	50
AFB302MJ	Major	Advanced Food & Beverage Service Operations (Theory)		2	2	20	30	50
AFB302MJP	Major	Advanced Food & Beverage Service Operations (Practical)		4	2	20	30	50
ARD303MJ	Major	Advanced Rooms Division Operations (Theory)		2	2	20	30	50
ARD303MJP	Major	Advanced Rooms Division Operations (Practical)		4	2	20	30	50
HRM304MN	Minor	Human Resource Management		4	4	40	60	100
SMS305AEC	AEC	Security Management System		2	2	20	30	50
FPL306 AEC	AEC	Facility Planning		2	2	20	30	50
MEC307GE	GE	Managerial Economics	<i>Select any one Course</i>	2	2	20	30	50
NDM308GE		Nutrition & Dietetics Management						
TOTAL				28	22	220	330	550
Note: <ul style="list-style-type: none"> 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 MEC307GE & NDM308GE). 								

Semester VI							
Semester Details Internship Scheme					Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Weeks	Credits	Concurrent	External	Total
ITR341OJT	OJT	Industrial Training	20	20	200	300	500
MOO342OE	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	External	Total
SFP401MJ	Major	Specialisation in Food Production Operations – II (Theory)	<i>Select any one Course</i>	4	4	40	60	100
SFB402MJ	Major	Specialisation in Food & Beverage Service Operations – II (Theory)						
SRD403MJ	Major	Specialisation in Rooms Division Operations – II (Theory)						
SFP401MJP	Major	Specialisation in Food Production Operations – II (Practical)	<i>Select any one Course</i>	8	4	40	60	100
SFB402MJP	Major	Specialisation in Food & Beverage Service Operations – II (Practical)						
SRD403MJP	Major	Specialisation in Rooms Division Operations – II (Practical)						
CMC404MJ	Major	Culinary Media and Communication (Theory)	<i>Select any one Course</i>	2	2	20	30	50
DCM405MJ	Major	Food and Beverage Merchandising (Theory)						
HYM406MJ	Major	Hospitality Yield and Revenue Management (Theory)						
CMC404MJP	Major	Culinary Media and Communication (Practical)	<i>Select any one Course</i>	4	2	20	30	50
DCM405MJP	Major	Food and Beverage Merchandising (Practical)						
HYM406MJP	Major	Hospitality Yield and Revenue Management (Practical)						
OBH407MN	Minor	Organisation Behaviour		4	4	40	60	100
RSM431RP	RP	Research Methodology		2	2	20	30	50
SED408FP	FP	Start-up & Entrepreneurship Development		3	2	50	--	50
HLE409SEC	SEC	Hotel Law and Ethics		2	2	20	30	50
TOTAL				29	22	250	300	550

Note:

- Minimum 15% of the total intake is mandatory to opt for electives (for CMC404MJ, DCM405MJ & HYM406MJ).
- 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	External	Total
SFP451MJ	Major	Specialisation in Food Production Operations – III (Theory)	<i>Select any one Course</i>	4	4	40	60	100
SFB452MJ	Major	Specialisation in Food & Beverage Service Operations – III (Theory)						
SRD453MJ	Major	Specialisation in Rooms Division Operations – III (Theory)						
SFP451MJP	Major	Specialisation in Food Production Operations – III (Practical)	<i>Select any one Course</i>	8	4	40	60	100
SFB452MJP	Major	Specialisation in Food & Beverage Service Operations – III (Practical)						
SRD453MJP	Major	Specialisation in Rooms Division Operations – III (Practical)						
FST454MJ	Major	Advanced Bakery and Confectionary (Theory)	<i>Select any one Course</i>	2	2	20	30	50
FBM455MJ	Major	Bar & Beverage Management (Theory)						
FMG456MJ	Major	Facility Management (Theory)						
FST454MJP	Major	Advanced Bakery and Confectionary (Practical)	<i>Select any one Course</i>	4	2	20	30	50
FBM455MJP	Major	Bar & Beverage Management (Practical)						
FMG456MJP	Major	Facility Management (Practical)						
RPR434RP	RP	Research Project		8	4	40	60	100
TQM457MN	Minor	Total Quality Management		4	4	40	60	100
EVM458VEC	VEC	Environment Management		2	2	50	-	50
TOTAL				32	22	250	300	550
Note:								
• Minimum 15% of the total intake is mandatory to opt for electives (for FST454MJ, FBM455MJ & FMG456MJ).								
• 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	:	BFP101MJ	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:		
CO101.1	:	To recognize the basic concepts of culinary history and skills.
CO101.2	:	To instil knowledge related to principles, aims and objectives of various classes of cookery.
CO101.3	:	To make students aware about the kitchen organization structures & importance of professional attributes in culinary.
CO101.4	:	To introduce students to various cooking methods.
CO101.5	:	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.

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
6.	MCQ		

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	:	BFB102MJ	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:		
CO102.1	:	To be aware of the origin and history of the industry.
CO102.2	:	To understand the organizational structure of the department.
CO102.3	:	To understand the care and maintenance of equipment used in the department.
CO102.4	:	To study the various types of meals.
CO102.5	:	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

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	:	BFB102MJP	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	:	BRD103MJ	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:		
CO103.1	:	To highlight the importance of tourism and hospitality industry and role of various organisations.
CO103.2	:	To identify various types of hotels and their departments, categorise various job profiles of personnel at various level of hierarchy.
CO103.3	:	To identify & classify various cleaning agents, equipment, their selection & uses.
CO103.4	:	To understand the daily routine activities conducted in housekeeping and front office departments.
CO103.5	:	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

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	:	BRD103MJP	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	:	CSC104MN	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:		
CO104.1	:	To understand the food science concepts and their application in catering.
CO104.2	:	To study the Microbial activity on food.
CO104.3	:	To understand the different areas of food storage and food preservation techniques.
CO104.4	:	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.

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	:	PCO105AEC	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:		
CO105.1	:	To understand and apply the principles of professional communication in hospitality settings.
CO105.2	:	To demonstrate active listening and accurate note-taking skills.
CO105.3	:	To develop the ability to write clear and professional documents, including emails, reports and memos.
CO105.4	:	To explore trending hospitality communication tools and techniques, enhancing digital communication.
CO105.5	:	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 Conservation • 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.

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	:	CAP107VSC	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:		
CO107.1	:	To identify and describe the components of a computer system and their functions.
CO107.2	:	To create and format professional documents, design engaging and interactive presentations, utilize Excel formulas for data analysis.
CO107.3	:	To develop infographics and marketing materials tailored to the hospitality industry.
CO107.4	:	To build sites for customer engagement and design feedback forms.
CO107.5	:	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.

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.	Microsoft Office Professional 2010: Step by Step	Joyce Cox, Joan Lambert, and Curtis Frye	Microsoft Press
5.	How to Use Canva: A Beginner's Guide	Canva	https://www.canva.com/learn/how-to-canva-beginners-guide/
6.	A step-by-step guide to designing from scratch	Canva	https://www.canva.com/learn/a-step-by-step-guide-to-designing-from-scratch/
7.	Google Workspace User Guide	Balaji Iyer, Abhi Jeevaganambi	Packt Publishing Ltd, 2022, ISBN 1801070687, 9781801070683
8.	The ultimate guide to G Suite	The Zapier Team	https://cdn.zapier.com/storage/learn_ebooks/66c3a6e092e0ee3771050331df69cbda.pdf

Semester II

Course Code	:	BFP151MJ	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:		
CO151.1	:	To impart knowledge of basic commodities used in cookery and its utilization.
CO151.2	:	To impart knowledge of the fundamental role of stocks in culinary applications
CO151.3	:	To understand the techniques of preparing and serving different sauces and gain practical knowledge of thickening agents.
CO151.4	:	To recognize different categories of soups.
CO151.5	:	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.

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	:	BFP151MJP	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	:	BFB152MJ	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:		
CO152.1	:	To compile menus as per the meals.
CO152.2	:	To study the technology used in F&B Outlets.
CO152.3	:	To understand the different Non-Alcoholic beverages and their service procedure.
CO152.4	:	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 Menus 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

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	:	BFB152MJP	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 Theory 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 Practicals <ul style="list-style-type: none"> • Indian and Continental • Table Dhote 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 Practicals <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	:	BRD153MJ	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:		
CO153.1	:	To explain control desk operations, documentation, and lost-and-found procedures in rooms division.
CO153.2	:	To apply standard cleaning principles for guestrooms and public areas to maintain hygiene and presentation.
CO153.3	:	To analyse the guest cycle and pre-arrival processes to ensure smooth operational flow.
CO153.4	:	To demonstrate reservation, arrival, and registration procedures across different guest categories.
CO153.5	:	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"> Importance and functions of the control desk Housekeeping Records -Housekeeping Forms, Formats, Records, Registers :- Lost and Found procedure <ul style="list-style-type: none"> ➤ Classification of Lost and Found Articles - Valuable, Non - Valuable and Perishable ➤ Procedures for Lost and Found Articles ➤ Records and Registers Maintained Used For Lost and Found ➤ Disposal of Lost and Found Articles Coordination 	04
2.	Cleaning of Guestrooms <ul style="list-style-type: none"> Different Guest Room Status Sequencing of daily cleaning guest room <ul style="list-style-type: none"> ➤ According to guest room status (Vacant, Departure, Occupied, Under Repair) ➤ VIP ➤ On the basis of shift (morning , afternoon and night) ➤ Second service and turn-down service ➤ Minibar Operations Spring Cleaning 	04
3.	Cleaning of Public Area <ul style="list-style-type: none"> Implementation of Cleaning Methods : 	04

	<p>Public Areas Such As Lobby / Lounge, Restaurants, Bar, Banquet Halls, Elevators, Staircase, Guest Corridors, Wash Room, Spa, Swimming Pool, Coffee Shop, Shopping Arcades & Malls</p> <ul style="list-style-type: none"> • Frequency of Cleaning – <ul style="list-style-type: none"> ○ Daily ○ Periodic 	
4.	<p>Guest Cycle & Pre-arrival Procedures</p> <ul style="list-style-type: none"> • Guest Cycle: Introduction to the stages of Guest Cycle on the basis of Walk-in, FIT, Groups • Pre-Arrival – Reservations <ul style="list-style-type: none"> • Hotel Reservations: <ul style="list-style-type: none"> ➤ Importance ➤ Modes ➤ Sources ➤ Types • Reservation Process • Reservation Documents – Reservation Form, Amendment Form, Cancellation Form, Density Chart, Advance Letting Chart & Booking Diary • Procedure for handling Reservation Request: <ul style="list-style-type: none"> ➤ Telephone ➤ In-Person ➤ Email ➤ Travel Agents ➤ Online Travel Agents • Procedure for handling Cancellations and Amendments of Reservations • Reservation Reports: <ul style="list-style-type: none"> ➤ Expected Arrival List ➤ Expected Departure List ➤ VIP List ➤ Group Arrival List ➤ Guest Denial Report ➤ Hotel Refusal Report ➤ Guest History Report <p>Pre-Arrival – Pre-Registration</p> <ul style="list-style-type: none"> • Pre-arrival activities for FIT, VIP, Groups, Crews and Transient guests: <ul style="list-style-type: none"> ➤ Transportation requirements – shuttle, personalized ➤ Room allocation list ➤ Special requests ➤ Amenities voucher ➤ Pre-filled registration form 	06

5.	Arrival Procedure <ul style="list-style-type: none"> Registration activities – manual, semi-automatic & automatic: <ul style="list-style-type: none"> ➤ Welcoming the guest ➤ Registration of the guest <ul style="list-style-type: none"> ❖ Identification of the guest ❖ Completing & verification of guest details ❖ Room & rate assignment ❖ Billing mode confirmation – cash, credit card, debit card, travel agent voucher, traveler's cheques, personal cheques, demand draft, bill to company, e-wallet, pre-paid card ❖ Issuing room key ➤ Creating a guest folio ➤ Baggage handling Registration documents - Registration details: <ul style="list-style-type: none"> ➤ Loose leaf / card or register ➤ C form ➤ Notification slip ➤ Guest folio Express Check-in Self-service check-in kiosk Registration procedure for: <ul style="list-style-type: none"> ➤ Walk In - Scanty baggage procedure ➤ Group ➤ Crew ➤ International guests ➤ VIP Criteria for taking advance payment. Registration reports updated 	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.

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	:	BRD153MJP	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	:	TTS154MN	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:		
CO154.1	:	To discuss tourism phenomenon, identify types of tourism & relate infrastructure required for the tourism.
CO154.2	:	To categorize the travel document breakdown the itinerary planning and explain the functions of tourism personnel.
CO154.3	:	To point out the impact of tourism and wonders of India and describe the role and functions of tourism organizations.
CO154.4	:	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 and Itinerary Planning <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 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	12
6.	Role and Functions of Tourism Organizations and Technology in Tourism <ul style="list-style-type: none"> • International Organizations: UNWTO, IATA, PATA • National & Regional Organizations: Ministry of Tourism, ITDC, State Tourism, MTDC Technology in Tourism <ul style="list-style-type: none"> • Tourism and Digitalization • Online Booking Systems and Travel Apps and web sites • Artificial Intelligence & Chat bots in Tourism 	10
	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)

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	:	BFR155GE	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:		
CO155.1	:	Introduction to basics of the language.
CO155.2	:	To be able to make basic conversation.
CO155.3	:	To understand travel related interactions.
CO155.4	:	To familiarise with food & wine terminologies.
CO155.5	:	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

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	:	BGR156GE	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:		
CO156.1	:	To communicate Effectively in Basic German.
CO156.2	:	To handle hotel and restaurant interactions, manage guest requests and complaints professionally.
CO156.3	:	To understand the basic hospitality related vocabulary.
CO156.4	:	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.

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	: MAR157AEC	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:	
CO१५७.१	: हॉटेलमधील वास्तविक जीवनातील परिस्थितीत विद्यार्थी मराठीत आत्मविश्वासाने संवाद साधू शकतील.
CO१५७.२	: विद्यार्थी अतिथींच्या विनंती, चौकशी आणि तक्रारी मराठीत हाताळण्यात प्रवीण असतील.
CO१५७.३	: स्थानिक संस्कृतीची समज मिळवून विद्यार्थ्यांचा गावातील बलुतेदारांशी परिचय होईल.
CO१५७.४	: विद्यार्थ्यांची लेखन आणि वक्तृत्व कौशल्ये जोपासली व वृद्धिंगत केली जातील.
CO१५७.५	: 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:

१. ५० आदरातिथ्य क्षेत्रातील मराठी शब्दांचा इंग्रजी प्रतिशब्दांसह शब्दकोश तयार करा.
२. अतिथींसाठी स्थानिक पर्यटन स्थळांची मराठीत माहिती देणारी माहिती पुस्तिका तयार करा.
३. कोणत्याही एका समकालीन विषयावर ५०० शब्दांत निबंध लिहा.
४. कोणत्याही एका प्रसिद्ध महाराष्ट्रीय व्यक्तिमत्त्वाची 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	:	DMG158VEC	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:		
CO158.1	:	To provide basic conceptual understanding of disasters.
CO158.2	:	To understand approaches of Disaster Management.
CO158.3	:	To build skills to respond to disaster.
CO158.4	:	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. 	05
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
	TOTAL	15

Suggested Assignments:

1. Presentation on disaster preparedness plan for disasters management with reference to the hotel industry
2. Recent tools and technology used in Disaster Management.
3. Case studies related to the Hospitality Industry from Social Economics and Environmental Impact

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	:	NLM159VEC	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:	
CO159.1	: Explain the core principles of health and disease from a naturopathy and lifestyle medicine perspective.
CO159.2	: Demonstrate appropriate dietary and physical activity practices for prevention and management of lifestyle disorders.
CO159.3	: Apply practical stress management, sleep hygiene, and circadian rhythm-based interventions in daily life.
CO159.4	: 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

- Nature Cure by Mahatma Gandhi
- Food Concept (English)- NIN Publication
- Yoga for Beginners- NIN Publication
- Nurturing Vitality- NIN Publication
- Publications of Bihar School of Yoga
- Publications of Kaivalyadhama Yoga Institute & Research Center
- CYP Protocol by Ministry of Ayush, Govt. of India
- Diet and Diet Reform by Mahatma Gandhi
- Practical Nature Cure by Lakshmana Sharma
- Lust, B. – The Naturopathic Way
- Henry Lindlahr – Nature Cure

Semester III

Course Code	:	BKC201MJ	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:		
CO201.1	:	To introduce students to the basic principles of Bakery and confectionary, ingredients and tools and equipment used.
CO201.2	:	To understand the basic concepts and techniques involved in making different types of leavened products, such as yeast-based dough and cakes.
CO201.3	:	To develop in depth understanding of flour pastries and their applications.
CO201.4	:	To recognize the characteristics in different types of cookies and preparing them to use various mixing methods.
CO201.5	:	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 	04
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, 2.4 Sponge and Dough, Salt Delayed, Continuous Bread making process and 2.5 Chorleywood Bread making process, Autolysis) • Faults, Causes, and Remedies • Characteristics of a Good Bread 	06
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 	06
5.	Basic Syrups, Creams, Sauces & Fillings <ul style="list-style-type: none"> • Sugar cooking • Basics Creams • Dessert Sauces • Sweet and Savoury Fillings 	04
	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.

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 Marilynn 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	:	BKC201MJP	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, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)

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

Course Code	:	FBO202MJ	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:		
CO202.1	:	To understand the history, evolution, and classification of alcoholic beverages with emphasis on brewed and fermented types
CO202.2	:	To explain the processes of winemaking, and identify major grape varieties, wine types, and faults.
CO202.3	:	To recognize International wine regions, wine laws, and recent global trends in wine production and service.
CO202.4	:	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 equipment's) • 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.

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	:	FBO202MJP	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.	Service of Wines <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.	Menu Planning and Wine Pairing <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	:	RDO203MJ	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:		
CO203.1	:	To explain supervisory roles, inspection procedures, and duty rosters in housekeeping operations.
CO203.2	:	To apply hygiene, sanitation, pest control, and waste management practices to maintain guestroom standards.
CO203.3	:	To identify textile types and demonstrate their appropriate application in hotel operations.
CO203.4	:	To perform guest stay, service, departure, and settlement procedures for different guest categories.
CO203.5	:	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 & Importance of Supervision • General Duties of Supervisor • Role of a Supervisor shift-wise (room and public areas supervision)) • Specific functions of Supervisor – Inspection Checklist, Guestroom Inspection, Inspection of VIP guestrooms, Inspection for commonly neglected areas, Duty roster, Room status report, Scheduling and assigning daily and periodic cleaning activities 	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 Service • 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"> • Types of Guest Accounts – Resident and non- Resident • Types of Folios – Guest ,Master, Employee, Non-guest • Front Office Accounting Cycle • Types of Vouchers- Charge, Correction, Allowance, Transfer, VPO • Types of Ledgers – Guest and City • Transferring Guest Charges • Early and Late Check Outs and Charges • Posting of Guest Charges and Payment from individual POS • Records maintained by Front Office Cashier • 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. Preparing a Guest Satisfaction Tracking System template.
4. Enlist the suppliers in the city supplying housekeeping materials. Collect their brochures & visiting cards.

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	:	RDO203MJP	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	:	POM204MN	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 prepares 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:		
CO204.1	:	To define Management, its levels, and managerial skills and management theory.
CO204.2	:	To note the definition, importance and steps in planning and categorize types of plans, and leadership styles.
CO204.3	:	To comprehend the process of organizing, its importance, principles, describe theory of motivation and trace the benefits of motivated staff.
CO204.4	:	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 	12

	<ul style="list-style-type: none"> Theories of Motivation – Maslow’s theory of need hierarchy, McGregor’s theory ‘X’ and theory ‘Y’, Hertzberg two factor theory 	
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.

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 Weihrich	Tata McGraw Hill

Course Code	:	HAC205SEC	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 Practical 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:		
CO205.1	:	To know the concepts of accounts.
CO205.2	:	To understand the golden rules of accounts.
CO205.3	:	To learn journalizing entries & prepare a ledger.
CO205.4	:	To be able to prepare accounting for special functions at the hotel.
CO205.5	:	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.

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	:	HEQ206GE	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:		
CO206.1	:	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.
CO206.2	:	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.
CO206.3	:	To explain different types of maintenance contracts and maintenance practices such as preventive, predictive, and corrective maintenance, and their application in hotel operations.
CO206.4	:	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.

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	:	SIM207GE	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:		
CO207.1	:	To study the basic concepts, functions, and importance of stores and inventory management and the risks associated with inappropriate inventory management.
CO207.2	:	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.
CO207.3	:	To analyse and evaluate purchasing methods, supplier relationship management and inventory control.
CO207.4	:	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.

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	:	QFP251MJ	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:		
CO251.1	:	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.
CO251.2	:	To develop an awareness & understanding of Indian regional cuisine in relation to its culture, eating habits, religion, history, & other factors of culinary arts.
CO251.3	:	To make students familiar with the practical & theoretical accepts of selection and fabrication of meat, fish, & poultry
CO251.4	:	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 and Religious menus (Eating Habits, Religious constraints, regional specialties seasonal availabilities) • Characteristics of Indian cooking techniques • Culinary terms 	06

3.	Meat Cookery <ul style="list-style-type: none"> • Understanding meats – Composition, structure & basic quality factors • Aging, Factors affecting tenderness • Appropriate cooking methods. Lamb / Beef / Veal / Pork <ul style="list-style-type: none"> • Selection Criteria • Principles of Storage & thawing • Cuts (uses & suitable cooking methods) • Offals Poultry & Game <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. Fish Mongery <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.	Convenience foods <ul style="list-style-type: none"> • Characteristics • Processing methods • Advantages & Disadvantages 	04
5.	Volume forecasting <ul style="list-style-type: none"> • Volume Forecasting – Definition, Importance, Concept of judgments • Factors influencing Volume Forecasting • Merits & Limitations of Volume forecasting 	02
	TOTAL	30

Suggested Assignments: -

1. Power point presentation on 05 authentic Regional festive or religious wedding Menu
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

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	:	QFP251MJP	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.

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 practical's including - Dry veg, meat, Pulse, Dal, Rice, Dessert
4.	Continental Industrial Menu -2 practical's – Soup, Meat, vegetable preparation potato preparation , Bread, Dessert
5.	Industrial Menu – 4 practical's -2 practical's - Snacks and 2 practical's breakfast Menu
6.	Internal Practical examination – 1 practical

Course Code	:	FBO252MJ	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:		
CO252.1	:	To explain the production and classification of various spirits and liqueurs.
CO252.2	:	To understand the principles and techniques of cocktail making and basics of mixology.
CO252.3	:	To identify popular brands, styles, and uses of spirits, bitters, digestifs, and liqueurs.
CO252.4	:	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 Whisky <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) Brandy <ul style="list-style-type: none"> • Definition • Raw Materials and Manufacturing Process • Cognac, Armagnac • Classic Cocktails • Popular Brands (National and International) Rum <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.

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	:	FBO252MJP	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	:	RDO253MJ	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:		
CO253.1	:	To explain guest complaint handling systems, linen and laundry operations and night audit procedures in a hotel environment.
CO253.2	:	To apply linen control methods, laundry processes and night audit reporting techniques in operational scenarios.
CO253.3	:	To calculate occupancy, revenue and market share ratios using hotel statistical data.
CO253.4	:	To analyse room performance trends and credit monitoring reports for managerial decision-making.
CO253.5	:	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 Procedures Skills required for complaint handling 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 facilities and conditions Linen Exchange Process – Room Linen, Restaurant Linen, Uniforms Linen Control <ul style="list-style-type: none"> ➤ Calculating and setting par stock levels of different linen types ➤ Linen Inventory – Type, Process and Record ➤ Discards Process and Records ➤ Recycling of Linen 	04
3.	Laundry Operations <ul style="list-style-type: none"> Introduction Types of laundries Layout of an on-premise laundry Classification of laundry equipment 	06

	<ul style="list-style-type: none"> • Laundry Agents – Detergents, Softeners, Stiffners, Bleaches, Disinfectants • Laundry Process flow- On- Premise and Off-premise • Stain Removal • Dry cleaning process • 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, NRevPAR, TRevPAR, Average Revenue per Guest • Other Ratios – Walk-in%, No show%, Cancellation%, Overstay%, Understay% • Market Share Index • Numerical based on the 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.

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	:	RDO253MJP	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	:	FBC254MJ	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:		
CO254.1	:	To understand importance of food and beverage cost control and describe the stages of the control cycle (pre-operation, operation, and post-operation)
CO254.2	:	To analyse cost elements (food, labour, overhead) and apply marginal analysis and break-even techniques for decision-making in hotel operations.
CO254.3	:	To demonstrate knowledge of purchasing procedures, supplier evaluation, and preparation of standard purchase specifications to ensure cost efficiency.
CO254.4	:	To apply effective receiving and storing practices, including inventory control methods (FIFO, LIFO, JIT, ABC analysis), to minimize losses and maintain stock accuracy.
CO254.5	:	To utilize standard recipes, portion sizes, and preparation methods (cook-chill, cook-freeze, sous vide) to control food production costs.
CO254.6	:	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.	Receiving and storing Stage Receiving stage: <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 Storing Stage: <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.	Preparation of Food & Beverage Item and analysis <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. F and B analysis <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.

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	:	MMG255MN	Semester	:	Fourth
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 analyze and develop critical thinking, problem-solving skills to ensure ethical and socially responsible professionals.

Course Outcomes:					
CO255.1	:	To understand the customers and the market place.			
CO255.2	:	To identify the appropriate market segment for various products.			
CO255.3	:	To understand the effective use of 7Ps through the product life cycle.			
CO255.4	:	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 Behavior <ul style="list-style-type: none"> Analysis of Business environment Customer Buying Behavior 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.

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	:	MIC256GE	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:		
CO256.1	:	To understand the basic fundamental concepts, components, and purpose of the MICE. Identify difference between leisure & Corporate travellers.
CO256.2	:	To be able to identify the essential infrastructural requirements & other necessary factors needed to host MICE.
CO256.3	:	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.
CO256.4	:	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.
CO256.5	:	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.

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	:	CRM257GE	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:		
CO257.1	:	To explain the fundamentals, evolution, and importance of CRM in the hospitality industry.
CO257.2	:	To recognize and analyse customer behaviour, segmentation, and relationship marketing strategies used.
CO257.3	:	To evaluate customer satisfaction, loyalty, retention programs, and service quality measurement tools.
CO257.4	:	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.

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