



# **Savitribai Phule Pune University**

## **Bachelors of Hotel Management and Catering Technology – BHMCT (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 of Hotel Management & Catering Technology (BHMCT) (Honours/Honours with Research)**

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

BHMCT 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 fifth semester ensures developing operational skills and giving exposure to the hotel industry.
5. Mandating of MOOC, Swayam, NPTEL online courses in the fifth 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:**

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

**C. Course Duration & Qualification:**

<b>Year</b>	<b>Qualification Title</b>	<b>Credit requirement</b>	<b>Mandate</b>
<b>1</b>	UG Certificate in HMCT	44	8 weeks training in Hospitality Sector
<b>2</b>	UG Diploma in HMCT	88	8 weeks training in Hospitality Sector
<b>3</b>	Bachelors in Degree HMCT	132	-
<b>4</b>	Bachelors in Degree – Honours / 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"><li>• Creative Arts</li><li>• Universal Human Values</li><li>• Literary</li><li>• Proficiency Modules</li><li>• Lectures by Eminent People</li><li>• Visits to local Areas</li><li>• Familiarization to Department/Branch</li><li>• Innovation</li><li>• Physical activity</li></ul>

## 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 fifth 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
<b>MJ (DSC)</b> – Major Discipline Specific Courses	50 %	52
<b>MJ (FSC)</b> – Major Faculty Specific Courses		36
<b>MN</b> – Minor Courses	16%	28
<b>GE/OE</b> – Generic Elective, Open Elective	6%	10
<b>VSC/SEC</b> – Vocational Skill Courses, Skill Enhancement Courses	4%	08
<b>AEC/VEC/IKS</b> – Ability Enhancement Courses, Value Education Courses, Indian Knowledge System,	7%	12
<b>CC/OJT/FP/CE</b> – Co-curricular Courses, On Job Training, Field Project, Community Engagement	17%	30
<b>TOTAL</b>	<b>100 %</b>	<b>176</b>

## 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	--	--	--	2	--	--	20	22
VI	--	12	4	2	--	4	--	22
VII	--	12	4	--	2	--	4	22
VIII	--	12	4	--	2	--	4	22
<b>Total</b>	<b>52</b>	<b>36</b>	<b>28</b>	<b>10</b>	<b>08</b>	<b>12</b>	<b>30</b>	<b>176</b>

### XIII. EXAMINATION

A. University Evaluation – 50 %

B. Concurrent Evaluation – 50%

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

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

- There will be an evaluation of each course at the end of every semester.

- 1 credit = 25 marks

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

The suggested parameters are:

- a. Assignments – individual / group / on-field
  - b. Live Projects
  - c. Case Studies
  - d. Group Discussions
  - e. Presentations and Viva-voce
  - f. Simulation Exercises
  - g. Quizzes
  - h. Planning, Organising and Execution of Events
- **Progression to Next Academic Year:** The students should obtain at least 50% credits of total credits allotted to be promoted to the next year academic year.
    - a. A FYBHMCT student to be promoted to SYBHMCT should acquire minimum 22 credits out of 44 credits of FYBHMCT.
    - b. SYBHMCT student should acquire all FYBHMCT credits (44 credits) and minimum 22 credits of SYBHMCT to be promoted to TYBHMCT.
    - c. TYBHMCT student should acquire all FYBHMCT (44 credits) & SYBHMCT (44 credits) credits (88 credits) and minimum 22 credits of TYBHMCT to be promoted to Final Year BHMCT.

- **Mapping of Marks to Grades**

Marks	Grade	Grade Point
100-90	O: Outstanding	10
89-80	A: Excellent	09
79-70	B: Very Good	08
69-60	C: Good	07
59-50	D: Above Average	06
49-45	E: Average	05
44-40	P: Pass	04
39-0	F: Fail	0
	AB: Absent	0

### XIV. SELECTION OF ELECTIVE COURSES

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

## XV. 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	25	25	50
BFP101MJP	Major	Basic Food Production – I (Practical)	4	2	25	25	50
BFB102MJ	Major	Basic Food & Beverage Service – I (Theory)	2	2	25	25	50
BFB102MJP	Major	Basic Food & Beverage Service – I (Practical)	4	2	25	25	50
BRD103MJ	Major	Basic Rooms Division – I (Theory)	2	2	25	25	50
BRD103MJP	Major	Basic Rooms Division – I (Practical)	4	2	25	25	50
CSC104MN	Minor	Catering Science	4	4	50	50	100
PCO105AEC	AEC	Professional Communication	3	2	50	--	50
IKS106	IKS	Indian Knowledge System – I	2	2	50	--	50
CAP107VSC	VSC	Computer Applications	3	2	50	--	50
<b>TOTAL</b>			<b>30</b>	<b>22</b>	<b>350</b>	<b>200</b>	<b>550</b>
<b>Note:</b> <ul style="list-style-type: none"> <li>S.P.P.U. Indian Knowledge System Generic curriculum to be followed for IKS106.</li> <li>Food Production course will have additional 1 hour for scullery work per practical.</li> </ul>							



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	25	25	50
BFP151MJP	Major	Basic Food Production – II (Practical)	4	2	25	25	50
BFB152MJ	Major	Basic Food & Beverage Service – II (Theory)	2	2	25	25	50
BFB152MJP	Major	Basic Food & Beverage Service – II (Practical)	4	2	25	25	50
BRD153MJ	Major	Basic Rooms Division – II (Theory)	2	2	25	25	50
BRD153MJP	Major	Basic Rooms Division – II (Practical)	4	2	25	25	50
TTS154MN	Minor	Travel and Tourism Studies	4	4	50	50	100
BFR155GE	GE	Basic French	3	2	50	--	50
BGR156GE	GE	Basic German					
MAR157AEC	AEC	Marathi / मराठी	3	2	50	--	50
DMG158AEC	AEC	Disaster Management	1	1	25	--	25
YMD159VEC	VEC	Yoga / Meditation	2	1	25	--	25
TOTAL			31	22	350	200	550

**Note:**

- 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 (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	25	25	50
BKC201MJP	Major	Bakery and Confectionary (Practical)		4	2	25	25	50
FBO202MJ	Major	Food & Beverage Service Operations – I (Theory)		2	2	25	25	50
FBO202MJP	Major	Food & Beverage Service Operations – I (Practical)		4	2	25	25	50
RDO203MJ	Major	Rooms Division Operations – I (Theory)		2	2	25	25	50
RDO203MJP	Major	Rooms Division Operations – I (Practical)		4	2	25	25	50
POM204MN	Minor	Principles of Management		4	4	50	50	100
HAC205SEC	SEC	Hotel Accounts		2	2	50	--	50
HEQ206GE	GE	Hotel Equipment Care & Maintenance	Select any one Course	2	2	50	--	50
SIM207GE	GE	Store & Inventory Management						
CSS231CEP	CE	National Service Scheme (NSS) / Community and Social Services		3	2	50	--	50
HRI208VEC	VEC	Human Rights (Compulsory non-credit course)						
TOTAL				29	22	350	200	550
Note:								
<ul style="list-style-type: none"><li>Food Production course will have additional 1 hour for scullery work per practical.</li><li>Minimum 15% of the total intake is mandatory to opt for electives (HEQ206GE &amp; SIM207GE).</li></ul>								

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	25	25	50
QFP251MJP	Major	Quantity Food Production (Practical)		4	2	25	25	50
FBO252MJ	Major	Food & Beverage Service Operations – II (Theory)		2	2	25	25	50
FBO252MJP	Major	Food & Beverage Service Operations – II (Practical)		4	2	25	25	50
RDO253MJ	Major	Rooms Division Operations – II (Theory)		2	2	25	25	50
RDO253MJP	Major	Rooms Division Operations – II (Practical)		4	2	25	25	50
FBC254MJ	Major	Food and Beverage Cost Control		4	4	50	50	100
MMG255MN	Minor	Marketing Management		4	4	50	50	100
MIC256GE	GE	Meeting, Incentive Conference/ Conventions Exhibitions (MICE)	Select any one Course	2	2	50	--	50
CRM257GE	GE	Customer Relationship Management (CRM)						
TOTAL				28	22	300	250	550
Note:								
• 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 Internship Scheme					Evaluation Scheme		
Course Code	Credit Verticals	Course Name	Weeks	Credits	Concurrent	External	Total
ITR341OJT	OJT	Industrial Training	20	20	250	250	<b>500</b>
MOO342OE	OE	MOOC / SWAYAM / NPTEL	--	2	50	--	<b>50</b>
<b>TOTAL</b>			<b>20</b>	<b>22</b>	<b>300</b>	<b>250</b>	<b>550</b>
<b>Note:</b> <ul style="list-style-type: none"> <li>MOOC / SWAYAM / NPTEL courses opted to be different from the courses listed in the BHMCT curriculum.</li> </ul>							

Semester VI								
Semester Details & Teaching Scheme						Evaluation Scheme		
Course Code	Credit Verticals	Course Name		Total hrs	Credits	Concurrent	External	Total
SFP351MJ	Major	Specialisation in Food Production Operations – I (Theory)	<i>Select any one Course</i>	4	4	50	50	100
SFB352MJ	Major	Specialisation in Food & Beverage Service Operations – I (Theory)						
SRD353MJ	Major	Specialisation in Rooms Division Operations – I (Theory)						
SFP351MJP	Major	Specialisation in Food Production Operations – I (Practical)	<i>Select any one Course</i>	8	4	50	50	100
SFB352MJP	Major	Specialisation in Food & Beverage Service Operations – I (Practical)						
SRD353MJP	Major	Specialisation in Rooms Division Operations – I (Practical)						
ABC354MJ	Major	Advanced Bakery and Confectionary (Theory)	<i>Select any one Course</i>	2	2	25	25	50
BOP355MJ	Major	Bar Operations (Theory)						
IPL356MJ	Major	Interior Planning (Theory)						
ABC354MJP	Major	Advanced Bakery and Confectionary (Practical)	<i>Select any one Course</i>	4	2	25	25	50
BOP355MJP	Major	Bar Operations (Practical)						
IPL356MJP	Major	Interior Planning (Practical)						
HRM357MN	Minor	Human Resource Management		4	4	50	50	100
SMS358AEC	AEC	Security Management System		2	2	50	--	50
IKS359	IKS	Indian Knowledge System – II		2	2	50	--	50
MEC360GE	GE	Managerial Economics	<i>Select any one Course</i>	2	2	50	--	50
NDM361GE		Nutrition & Dietetics Management						
TOTAL				28	22	350	200	550
<b>Note:</b> <ul style="list-style-type: none"> <li>Minimum 15% of the total intake is mandatory to opt for electives (for ABC354MJ, BOP355MJ, IPL356MJ, MEC360GE &amp; NDM361GE).</li> <li>IKS359: Indian Knowledge System – II will be Discipline Specific Course.</li> <li>Students should continue with the same specialisation elective from the Semester VI to Semester VIII.</li> <li>Students should select the same theory and practical elective courses.</li> </ul>								

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	50	50	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	50	50	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	25	25	50
DCM405MJ	Major	Demand and Capacity Management (Theory)						
HYM406MJ	Major	Hospitality Yield and Revenue Management (Theory)						
CMC404MJP	Major	Culinary Media and Communication (Practical)	<i>Select any one Course</i>	4	2	25	25	50
DCM405MJP	Major	Demand and Capacity Management (Practical)						
HYM406MJP	Major	Hospitality Yield and Revenue Management (Practical)						
OBH407MN	Minor	Organisation Behaviour		4	4	50	50	100
RSM431FP	FP	Research Methodology		2	2	50	--	50
SED408FP	FP	Startup & Entrepreneurship Development		3	2	50	--	50
HLE409SEC	SEC	Hotel Law and Ethics		2	2	50	--	50
TOTAL				29	22	350	200	550

**Note:**

- Minimum 15% of the total intake is mandatory to opt for electives (for CMC404MJ, DCM405MJ & HYM406MJ).
- Students should continue with the same specialisation elective from the Semester VI to Semester VIII.
- 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	50	50	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	50	50	100
SFB452MJP	Major	Specialisation in Food & Beverage Service Operations – III (Practical)						
SRD453MJP	Major	Specialisation in Rooms Division Operations – III (Practical)						
FST454MJ	Major	Food Science and Technology (Theory)	<i>Select any one Course</i>	2	2	25	25	50
FBM455MJ	Major	Food and Beverage Merchandising (Theory)						
FMG456MJ	Major	Facility Management (Theory)						
FST454MJP	Major	Food Science and Technology (Practical)	<i>Select any one Course</i>	4	2	25	25	50
FBM455MJP	Major	Food and Beverage Merchandising (Practical)						
FMG456MJP	Major	Facility Management (Practical)						
RPR434FPP	FP	Research Project		8	4	50	50	100
TQM457MN	Minor	Total Quality Management		4	4	50	50	100
EVM458SEC	VSC/ SEC	Environment Management		2	2	50	--	50
TOTAL				32	22	300	250	550
Note:								
<ul style="list-style-type: none"><li>• Minimum 15% of the total intake is mandatory to opt for electives (for FST454MJ, FBM455MJ &amp; FMG456MJ).</li><li>• Students should continue with the same specialisation elective from the Semester VI to Semester VIII.</li><li>• Students should select the same theory and practical elective courses.</li></ul>								

# **Semester I**

<b>Course Code</b>	:	BFP101MJ	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Food Production - I	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.

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



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

**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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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		

<b>Course Code</b>	:	BFP101MJP	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Food Production – I (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical:	:	4 hrs. per week	End Term Practical exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>					
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:**

<b>Sr. No</b>	<b>Practical</b>
1.	<b>Demonstration of Food pre-preparation Methods</b> – 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.	<b>Introduction to various kitchen equipment</b> , tools and their usage. Safety precautions to be taken while handling equipment. <b>Hygiene &amp; Safety practices</b> to be observed in kitchen – 1 Practical
3.	<b>Basic Indian masalas &amp; gravies</b> (Dry & wet) - 2 Practicals
4.	<b>Indian Breakfast / Snack item.</b> – 2 Practicals
5.	<b>Basic Indian menu</b> consisting of a Meat, Vegetable, Rice, Dal / Raita, Bread and Sweet Preparation. – 12 practical
6.	<b>Basic Continental menu</b> – 2 practicals consisting of appetizer / soup, main course with starch and vegetables and dessert

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

<b>Course Code</b>	:	BFB102MJ	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Food & Beverage Service – I	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

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

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

**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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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

<b>Course Code</b>	:	BFB102MJP	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Food & Beverage Service – I (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical:	:	4 hrs. per week	End Term Practical exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcome:</b>					
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:**

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

<b>Course Code</b>	:	BRD103MJ	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Rooms Division – I	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.

<b>Unit</b>	<b>Topics</b>	<b>Hrs.</b>
<b>1.</b>	<b>Introduction to Tourism, Hospitality and Hotel Industry</b> <ul style="list-style-type: none"> <li>Introduction, Meaning and definition of important concepts.</li> <li>Importance of Tourism and Hospitality industry.</li> <li>Brief introduction to hotel core areas with special reference to Rooms Division.</li> <li>Role of Ministry of Tourism, Govt. of India, FHRAI, HRACC.</li> </ul>	<b>04</b>
<b>2.</b>	<b>Introduction to the Rooms Division Department</b> <ul style="list-style-type: none"> <li>Layout of the Housekeeping &amp; Front office department.</li> <li>Coordination with other departments – Culinary, F &amp; B Service, Human Resources, Purchase &amp; Stores, Maintenance, IT, Security, Sales &amp; Marketing, Finance, etc.</li> </ul>	<b>03</b>
<b>3.</b>	<b>Organisational Framework for Rooms Division Department</b> <ul style="list-style-type: none"> <li>Hierarchy of Housekeeping &amp; Front office department of a small, medium &amp; large hotel.</li> <li>Duties &amp; Responsibilities of rooms division department staff.</li> <li>Personality traits of rooms division department staff</li> </ul>	<b>03</b>
<b>4.</b>	<b>Cleaning Equipments and Agents</b> <ul style="list-style-type: none"> <li>Classification of Cleaning Equipments and Agents.</li> <li>Types of Soil</li> <li>Principles of cleaning.</li> <li>Selection of cleaning equipment &amp; agents.</li> <li>Use of eco-friendly products in housekeeping.</li> </ul>	<b>06</b>
<b>5.</b>	<b>Daily Routine of Housekeeping &amp; Front Office Department</b> <ul style="list-style-type: none"> <li><b>Housekeeping</b> <ul style="list-style-type: none"> <li>The housekeeping day</li> <li>Opening &amp; Closing of the house – Morning shift, afternoon shift, night shift</li> <li>Rules of the floor</li> </ul> </li> <li><b>Front Office</b> <ul style="list-style-type: none"> <li>Rules of the house – for guests &amp; staff</li> </ul> </li> </ul>	<b>04</b>

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

### **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
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.	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

<b>Course Code</b>	:	BRD103MJP	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Basic Rooms Division – I (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical	:	4 hrs. per week	End Term Practical exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>		
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:**

<b>Sr. No</b>	<b>Practical</b>
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.



<b>Course Code</b>	:	CSC104MN	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Catering Science	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	50
Theory:	:	4 hrs. per week	End Term Theory exam	:	50
<b>Credit:</b>	:	<b>04</b>	<b>Total Marks</b>	:	<b>100</b>

**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.

<b>Course Outcomes:</b>		
CO104.1	:	Understanding food science concepts and their application in catering.
CO104.2	:	Study of Microbial activity on food.
CO104.3	:	Understanding the different areas of food storage and food preservation techniques.
CO104.4	:	Identification of Food Adulterants and the role of FSSAI in food safety. Understanding the application/role of different Food additives in foods.

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

**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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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

<b>Course Code</b>	:	PCO105AEC	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Professional Communication	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25(T)+25(P)= 50
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.

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

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

#### **List of Practicals:**

<b>Sr. No</b>	<b>Practical</b>
<b>1.</b>	The importance of communication in the Hotel Industry using a case study approach.
<b>2.</b>	Mention the examples of body language used at workplace with suitable pictures and images.
<b>3.</b>	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)
<b>4.</b>	Write a Travelogue describing your visit to a place of your recent vacation highlighting its attractions, culture food and personal experience.
<b>5.</b>	Write a review of a book including its summery, themes and your opinion.
<b>6.</b>	Write a review of a Restaurant you have visited, discipline its ambience, food quality, service and overall experience.
<b>7.</b>	Draft a job application letter with resume.
<b>8.</b>	Present any 2 barriers to communication using Case Study.
<b>9.</b>	E – Mail drafting
<b>10.</b>	Explain the 7 Principles of effective Communication.
<b>11.</b>	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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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

<b>Course Code</b>	:	IKS106	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Indian Knowledge System – I	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	50
Theory:	:	2 hrs. per week	End Term Theory exam	:	--
Practical:	:	--	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>		
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)

<b>Course Code</b>	:	CAP107VSC	<b>Semester</b>	:	First
<b>Name of the Course</b>	:	Computer Applications	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25(T)+25(P) = 50
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.

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

**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	<a href="https://www.canva.com/learn/how-to-canva-beginners-guide/">https://www.canva.com/learn/how-to-canva-beginners-guide/</a>
6.	A step-by-step guide to designing from scratch	Canva	<a href="https://www.canva.com/learn/a-step-by-step-guide-to-designing-from-scratch/">https://www.canva.com/learn/a-step-by-step-guide-to-designing-from-scratch/</a>
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	<a href="https://cdn.zapier.com/storage/learn_ebooks/66c3a6e092e0ee3771050331df69cbda.pdf">https://cdn.zapier.com/storage/learn_ebooks/66c3a6e092e0ee3771050331df69cbda.pdf</a>



# **Semester II**

<b>Course Code</b>	:	BFP151MJ	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Food Production – II	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**Rationale:** This course aims to provide student 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 to students, which enables them to excel in diverse kitchen environments and enhance their overall competence in food preparation.

<b>Course Outcomes:</b>		
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.	<b>Food Commodities (dry and fresh)</b> <ul style="list-style-type: none"> <li>• Cereals &amp; Pulses - Classification and varieties, catering uses</li> <li>• Fats and Oil – types, varieties, catering uses, hydrogenation and rendering of fat</li> <li>• Sweeteners - types, stages in sugar cooking, catering uses</li> <li>• Dairy products (milk, cream, cheese, curd) – types and uses</li> <li>• Spices, Herbs, Condiments &amp; Seasonings – used in Western &amp; Indian Cooking, examples and its uses</li> <li>• Vegetable and Fruit cookery – classification, selection criteria, colour pigments, effects of heat on colour pigments.</li> </ul>	12
2.	<b>Egg Cookery</b> <ul style="list-style-type: none"> <li>• Composition and structure of egg</li> <li>• Selection criteria for egg</li> <li>• Various ways of cooking egg</li> <li>• Uses of egg in cookery</li> </ul>	04
3.	<b>Stock</b> <ul style="list-style-type: none"> <li>• Definition &amp; Composition</li> <li>• Rules of stock making</li> <li>• Types of stocks</li> <li>• Recipe of 1 litre of various stocks (white, brown, fish and vegetable)</li> <li>• Uses of stocks</li> <li>• Reduction &amp; Glazes</li> </ul>	04
4.	<b>Sauces</b> <ul style="list-style-type: none"> <li>• Importance of Sauces in food preparation</li> <li>• Classification of Sauces (Kitchen &amp; Proprietary) - mother, dessert, proprietary, traditional accompanying sauces, flavoured butters</li> <li>• Thickening agents</li> </ul>	04

	<ul style="list-style-type: none"> <li>• Mother sauces - recipes and derivatives</li> </ul>	
<b>5.</b>	<b>Soup</b> <ul style="list-style-type: none"> <li>• Aim/principles of soup making</li> <li>• Classification of soups with examples</li> <li>• Classical accompaniments and garnishes</li> <li>• Consommé with 10 garnishes</li> </ul>	<b>06</b>
	<b>TOTAL</b>	<b>30</b>

**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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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

<b>Course Code</b>	:	BFP151MJP	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Food Production – II (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical:	:	4 hrs. per week	End Term Practical exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>		
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:**

<b>Sr. No</b>	<b>Practical</b>
1.	<b>Demonstration of Stocks, Soups and Sauces – 2 Practical</b>
2.	<b>Egg Cookery (Excluding Breakfast Preparations) – 2 Practical</b>
3.	<b>Continental breakfast menu – 1 Practical</b>
4.	<b>Indian Breakfast / Snack item. – 2 Practical</b>
5.	<b>Basic Continental menus</b> 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.

<b>Course Code</b>	:	BFB152MJ	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Food & Beverage Service – II	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.
<b>1.</b>	<b>Menu Knowledge and Accompaniments</b> <ul style="list-style-type: none"> <li>Factors to be considered while Compiling the Menu</li> <li>Compiling simple table d'hôte menus</li> <li>General Accompaniments and Covers for all courses</li> <li>Menu Terminology for different courses including common Sauces served with Meat, Fish, Poultry and Vegetables and other common French Menus terms</li> </ul>	<b>10</b>
<b>2.</b>	<b>Breakfast and Afternoon Service</b> <ul style="list-style-type: none"> <li>Types of Breakfast: Continental, Indian, American, English and House, Menu Planning</li> <li>Afternoon Tea Service- Menu Planning <ul style="list-style-type: none"> <li>Full Afternoon Tea</li> <li>High Tea</li> <li>Reception Tea</li> </ul> </li> </ul>	<b>6</b>
<b>3.</b>	<b>Technology in F&amp;B</b> <ul style="list-style-type: none"> <li>Reservations systems,</li> <li>Third party F&amp;B consolidators</li> <li>Order taking systems- POS, KOT, BOT, F&amp;B control system, Software used – Micros, IDS, Fidelio, Opera, Types of KOTs.</li> <li>Billing Methods</li> <li>Control System: Importance of Control, Flow Chart of KOT</li> </ul>	<b>6</b>
<b>4.</b>	<b>Non-Alcoholic Beverages:</b> <ul style="list-style-type: none"> <li>Classification, Types</li> <li>Brand Names for each type</li> <li>Non-Alcoholic Mixed drinks</li> </ul>	<b>6</b>

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

**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:**

<b>Sr. No.</b>	<b>Book Name</b>	<b>Author</b>	<b>Publisher</b>
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

<b>Course Code</b>	:	BFB152MJP	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Food & Beverage Service – II (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical	:	4 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>					
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:**

<b>SR. No.</b>	<b>Practical</b>
1.	Opening and closing of restaurant-check list – 1 Practical
2.	Menu planning - 3 Practicals <ul style="list-style-type: none"> <li>Indian and Continental</li> <li>Table Dhote and A La Carte Menus</li> </ul>
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"> <li>Ethical concerns of tobacco consumption</li> </ul>
7.	Menu Planning for other meals: Breakfast, Brunch, Hi tea - 2 Practicals <ul style="list-style-type: none"> <li>Service Procedure</li> </ul>
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.

<b>Course Code</b>	:	BRD153MJ	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Rooms Division – II	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	2 hrs. per week	End Term Theory exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**Rationale:** The course builds upon foundational knowledge by focusing on the operational aspects of housekeeping and front office departments. This syllabus ensures students develop a practical understanding of guest service flow, operational efficiency, and cleanliness standards essential for seamless hotel operations.

<b>Course Outcomes:</b>		
CO153.1	:	To note the functions of control desk and records maintained.
CO153.2	:	To list daily routine of housekeeping department while cleaning guest rooms & public areas and to teach daily, weekly & spring-cleaning procedures.
CO153.3	:	To trace the stages of the guest cycle and practices reservation procedure.
CO153.4	:	To describe the arrival & guest stay stage of the guest cycle & enumerate the procedure followed.
CO153.5	:	To practice the guest departure procedure and understand modes of payment.

Unit	Topics	Hrs.
1.	<b>Control Desk</b> <ul style="list-style-type: none"> <li>Forms, Formats, Records &amp; Registers</li> <li>Coordination</li> </ul>	2
2.	<b>Cleaning of Guestrooms</b> <ul style="list-style-type: none"> <li>Guestroom Cleaning Process</li> <li>Evening Service &amp; Second Service</li> <li>Spring Cleaning</li> </ul>	3
3.	<b>Cleaning of Public Area</b> <ul style="list-style-type: none"> <li>Cleaning of Entrance, Lobby, Front desk, Corridors &amp; Elevators, Public Restrooms, Banquet Hall &amp; Dining areas</li> <li>Daily, weekly &amp; Spring-Cleaning procedures for public areas</li> </ul>	3
4.	<b>Guest Cycle Stage I – Pre-arrival</b> <ul style="list-style-type: none"> <li>Reservation – Importance, Modes of Reservations</li> <li>Channels &amp; sources of reservation</li> <li>Types of reservations</li> <li>Systems &amp; Equipment</li> <li>Cancellations, Amendments &amp; Overbooking</li> <li>Arrival List, special arrangements &amp; meal coupons</li> </ul>	5
5.	<b>Guest Cycle Stage II – Arrival</b> <ul style="list-style-type: none"> <li>Receiving of the guests</li> <li>Registration process – FIT, group, VIP, Foreigner</li> <li>Records for registration</li> <li>Notification of guest arrival</li> </ul>	6



6.	<b>Guest Cycle Stage III – Guest Stay</b> <ul style="list-style-type: none"> <li>Rooming of the Guest</li> <li>Guest Information Services</li> <li>Hospitality Desk, Role of GRE</li> <li>Guest History Card</li> <li>Room Change Procedure</li> <li>Safe Deposit Procedure</li> </ul>	5
7.	<b>Guest Cycle Stage IV – Departure</b> <ul style="list-style-type: none"> <li>Departure Procedure – FIT, group, VIP, Express checkout</li> <li>Understay, Late check-out &amp; charges</li> <li>Cash &amp; Credit settlements of bill</li> <li>Post Departure Courtesy Services</li> </ul>	6
	<b>TOTAL</b>	<b>30</b>

**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. Precautionary Measures to deal with frauds while handling Indian Currency & Credit Cards

**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

<b>Course Code</b>	:	BRD153MJP	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic Rooms Division – II (Practical)	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Practical	:	4 hrs. per week	End Term Practical exam	:	25
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

<b>Course Outcomes:</b>		
CO153P.1	:	To demonstrate guestroom cleaning and public area cleaning in compliance with industry procedures.
CO153P.2	:	To prepare and maintain various records, registers, vouchers, and reports required in Housekeeping and Front Office operations in both manual and semi-automated systems.
CO153P.3	:	To execute front office responsibilities through manual and automatic systems.
CO153P.4	:	To simulate guest handling scenarios for different guest types through roleplays.
CO153P.5	:	To develop professional communication skills and telephone etiquettes for enhancing guest service experience.

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

<b>Sr. No</b>	<b>Practical</b>
1.	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)
2.	Preparing various records – Room occupancy report, Floor register, Work/maintenance order, lost & found slips, Gate pass, Maid's report, Housekeeper's report, Logbook, Call register, Floor Linen register
3.	Spring cleaning of public areas
4.	Preparing Records, lists, books and forms required at front desk
5.	Telephone handling skills at the reception and taking reservations.
6.	Use of PMS and suggested tasks to be carried out: <ul style="list-style-type: none"> <li>• Various function keys</li> <li>• Taking reservation</li> <li>• Creating &amp; updating folios</li> <li>• Settlement of Bills</li> </ul>
7.	Roleplays on guest arrival – FIT, Group, VIP, Foreign National in manual, semi-automated & fully automated system
8.	Roleplays on rooming of the guest & handling guest information services
9.	Roleplays on room change & handling mails & messages – Hotel staff, Guest – Check-out, In-house & Future
10.	Roleplays on guest departure using various methods of payment – FIT, Group, BTC, Express Checkout
11.	Preparation of various vouchers – VPO, Miscellaneous, Allowance, Travel agent, cash receipt voucher
12.	Creation of guest folio, filling up, accounting and totalling (final) guest folio in semi-automated accounting system

<b>Course Code</b>	:	TTS154MN	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Travel & Tourism Studies	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	50
Theory:	:	4 hrs. per week	End Term Theory exam	:	50
Practical:	:	--	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>04</b>	<b>Total Marks</b>	:	<b>100</b>

**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.

<b>Course Outcomes:</b>		
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.

<b>Unit</b>	<b>Topics</b>	<b>Hrs.</b>
<b>1</b>	<b>The Tourism Phenomenon</b> <ul style="list-style-type: none"> <li>• Definition: Tour, Visitor. Excursionist, Tourist, Tourism: Domestic &amp; International Tourism, Inbound and Outbound Tourism, Destination</li> <li>• Travel Agent: Role, Functions, Responsibilities, Online Travel Agencies (OTAs)</li> <li>• Tour Operator: Types (Inbound, Outbound, Domestic, Specialist, Wholesalers)</li> <li>• Tour Guide: Role, Customer Handling</li> </ul>	<b>10</b>
<b>2</b>	<b>4 A's of Tourism</b> <ul style="list-style-type: none"> <li>• Attraction: Natural, Man-made, Cultural, and Heritage Sites</li> <li>• Accessibility: Modes of Transport (Air, Rail, Road, Water)</li> <li>• Accommodation: Primary &amp; Secondary</li> <li>• Amenities: Essential and Supplementary Services (Food, Safety &amp; Security, Entertainment)</li> </ul>	<b>10</b>
<b>3</b>	<b>Impact of Tourism</b> <ul style="list-style-type: none"> <li>• Economic Impact: Revenue Generation, Employment, GDP Contribution</li> <li>• Socio-Cultural Impact: Cultural Exchange, Heritage Conservation, Social Issues</li> <li>• Environmental Impact: Positive &amp; Negative Aspects, Sustainable Practices</li> <li>• Political Impact: Tourism Policies, International Relations</li> </ul>	<b>8</b>

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

**Suggested Assignments:**

1. Impact of Artificial Intelligence & Chatbots 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:**

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Name of Author</b>	<b>Publication details</b>
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

<b>Course Code</b>	:	BFR155GE	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic French	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25(T)+25(P) = 50
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

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

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

**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

<b>Course Code</b>	:	BGR156GE	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Basic German	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25(T)+25(P) = 50
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>02</b>	<b>Total Marks</b>	:	<b>50</b>

**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.

<b>Course Outcomes:</b>		
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.	<b>Introduction to German</b> <ul style="list-style-type: none"> <li>Alphabet, pronunciation, and basic phonetics</li> <li>Numbers, days, months, seasons, and time</li> <li>Basic sentence structure and question formation</li> </ul>	3
2.	<b>Essential Grammar &amp; Vocabulary</b> <ul style="list-style-type: none"> <li>Articles (definite &amp; indefinite) and noun genders</li> <li>Personal pronouns and possessive pronouns</li> <li>Basic verbs: sein (to be), haben (to have), modal verbs (können, müssen, dürfen, etc.)</li> <li>Simple present tense and sentence formation</li> <li>Basic adjectives, synonyms and antonyms</li> </ul>	5
3.	<b>Customer Interaction in German</b> <ul style="list-style-type: none"> <li>Common hospitality-related phrases</li> <li>Introducing oneself and welcoming guests</li> <li>Asking and answering simple questions (How are you, how was your day, etc.)</li> <li>Providing hotel information (check-in, check-out, room types)</li> <li>Dealing with common guest requests and complaints (Basic phrases)</li> </ul>	2
4.	<b>Food &amp; Beverage Terminology</b> <ul style="list-style-type: none"> <li>Names of food, wines, drinks, and ingredients</li> <li>Designations for four core departments in hotels</li> <li>Taking food and beverage orders</li> <li>Special dietary needs and allergens (nuts, milk, etc)</li> </ul>	2



5.	<b>Directions &amp; Services</b> <ul style="list-style-type: none"> <li>Giving and understanding directions inside the hotel</li> <li>Locating hotel facilities (reception, spa, pool, gym, etc.)</li> <li>Transport-related vocabulary (airport, taxi, bus, train)</li> <li>Guiding guests to tourist attractions, travel related terms</li> <li>Emergency phrases and basic first-aid vocabulary</li> </ul>	3
	<b>TOTAL</b>	<b>15</b>

#### **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 / मराठी	Examination scheme:		
Teaching Scheme:			Concurrent evaluation	:	25(T)+25(P) = 50
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
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.	<b>आदरातिथ्य क्षेत्रासाठी मराठीचा परिचय</b> <ul style="list-style-type: none"> <li>मराठी भाषेचे महत्त्व व अतिथी सेवेमध्ये उपयोग</li> <li>हॉटेलमध्ये वापरल्या जाणाऱ्या सामान्य मराठी वाक्यरचना व शिष्टाचार</li> <li>अभिवादन व सन्मानार्थी शब्दांचा वापर</li> </ul>	०२
२.	<b>फ्रंट ऑफिस, हाऊसकीपिंग व अन्न-पेय सेवेतील संवाद</b> <ul style="list-style-type: none"> <li>हॉटेलमधील सेवांबद्दल अतिथींना मार्गदर्शन देणे</li> <li>अतिथींच्या विनंती, तक्रारी व चौकशी मराठीतून हाताळणे</li> <li>मेन्यू समजावून सांगणे, आहाराची आवड विचारणे व ऑर्डर घेणे</li> <li>अतिथींना माहिती देणारा संवाद</li> <li>आपत्कालीन संवाद व सूचना</li> </ul>	०४
३.	<b>स्थानिक संस्कृती व गावचे बलुतेदार</b> <ul style="list-style-type: none"> <li>स्थानिक पर्यटन, सण व परंपरा यांचे मराठीत परिचय</li> <li>गावचे बलुतेदार: सुतार, लोहार, चांभार, कुंभार, न्हावी, सोनार, जोशी, परीट, गुरव, कोळी</li> </ul>	०३

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

**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.

<b>Course Code</b>	:	DMG158AEC	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Disaster Management	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	1 hr. per week	End Term Theory exam	:	--
Practical:	:	--	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>01</b>	<b>Total Marks</b>	:	<b>25</b>

**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.

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

**Suggested Assignments:**

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

**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.

<b>Course Code</b>	:	YMD159VEC	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Yoga / Meditation	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	50(P)
Theory:	:	--	End Term Theory exam	:	--
Practical:	:	2 hrs. per week	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>01</b>	<b>Total Marks</b>	:	<b>50</b>

**Rationale:** For promotion of well-being of oneself and society at large; assist in conducting group classes for Yoga Volunteer, Yoga classes in the park, Yoga related IDY programs.

<b>Course Outcomes:</b>		
CO159.1	:	To demonstrate the basic yogic cleansing techniques and explain their physiological and psychological benefits.
CO159.2	:	To perform loosening exercises and various asanas and understand their contraindications and holistic benefits.
CO159.3	:	To practice pranayama and meditation techniques.
CO159.4	:	To develop self-awareness and inner stillness through guided meditation.
CO159.5	:	To relate yogic principles to preventive health and life management for improving lifestyle and personal well-being.

**List of Practicals:**

<b>SR. No.</b>	<b>Practical</b>
<b>1.</b>	Prayer: Concept and recitation of Pranava and hymns.
<b>2.</b>	Cleansing Practice (Technique, Contraindications and Benefits): <ul style="list-style-type: none"> <li>• Neti</li> <li>• Trataka</li> <li>• Kapalabhati</li> </ul>
<b>3.</b>	Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits): <ul style="list-style-type: none"> <li>• Neck Movement (Griva Shakti Vikasaka I, II, III, IV)</li> <li>• Shoulder Movement</li> <li>• Bhujavalli Shakti Vikasaka</li> <li>• PurnaBhujavalli Shakti Vikasaka</li> <li>• Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V)</li> <li>• Knee Movement (Janu Shakti Vikasaka)</li> </ul>
<b>4.</b>	Yogasana (Technique, Contraindications and Benefits): <ul style="list-style-type: none"> <li>• Standing Posture- Tadasana, Vrikshasana, Ardha Chakrasana, Padahasthasana, Trikonasana.</li> <li>• Sitting Posture - Bhadrasana, Vajrasana, Ardha - Ushtrasana, Ushtrasana, Shashankasana</li> <li>• Mandukasana, Uttana Mandukasana, Vakrasana.</li> <li>• Prone Posture - Makarasana, Bhujangasana, Shalabhasana.</li> <li>• Supine Posture – Uttanapadasana, Ardhaahasthasana, Setubandhasana, Markatasana,</li> <li>• Pawanamuktasana, Shavasana.</li> </ul>
<b>5.</b>	Pranayama (Technique, Contraindications and Benefits): <ul style="list-style-type: none"> <li>• Anuloma Viloma/NadiShodhana</li> <li>• Ujjayi (without Kumbhaka)</li> <li>• Shitali (without Kumbhaka)</li> </ul>

	<ul style="list-style-type: none"> <li>• Bhramari (without Kumbhaka)</li> </ul>
6.	Dhyana (Technique and Benefits): <ul style="list-style-type: none"> <li>• Body Awareness</li> <li>• Breath Awareness</li> <li>• Yoga Nidra</li> </ul>
7.	Sessions related to life management and preventive health

#### Reference Books:

SR. No.	Name of the Book	Publication details
1.	Common Yoga Protocol	Ministry of AYUSH, Government of India AYUSH Bhawan, B-Block, GPO Complex, INA, New Delhi-110023
2.	Asana Pranayama Mudra Bandha	Bihar School of Yoga, Munger, 2006
3.	Yoga Teachers Manual for School Teachers	MDNIY, New Delhi, 2010

<b>Course Code</b>	:	DEM160AEC	<b>Semester</b>	:	Second
<b>Name of the Course</b>	:	Democracy	<b>Examination scheme:</b>		
<b>Teaching Scheme:</b>			Concurrent evaluation	:	25
Theory:	:	--	End Term Theory exam	:	--
Practical:	:	--	End Term Practical exam	:	--
<b>Credit:</b>	:	<b>Compulsory non-credit</b>	<b>Total Marks</b>	:	<b>25</b>

Savitribai Phule Pune University's Democracy, Governance and Election Syllabus

<https://www.aitpune.com/Documents/ASGE/Democracy,%20Election%20%20and%20Governance%20Syllabus.pdf>