



INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS)

(Deemed to be University Estd. u/s 3 of the UGC Act, 1956)

PALLAVARAM - CHENNAI

ACCREDITED BY **NAAC** WITH '**A**' GRADE

*Marching Beyond **25** Years Successfully*

B.Sc., HOTEL AND CATERING MANAGEMENT

Curriculum and Syllabus Regulation 2021

(Based on Choice Based Credit System (CBCS)

And

Learning Outcomes based Curriculum Framework (LOCF))

**Effective from the Academic year
2021-2022**

**Department of Hotel and Catering Management
School of Hotel and Catering Management**

Vision of the Department

To be the premier hospitality management school in training and developing future professionals for the hospitality & tourism industry.

Mission of the Department

To train students to be leaders in all the facets of the hospitality industry by imparting knowledge and affording hands on training.

PROGRAM EDUCATIONAL OBJECTIVES (PEO)

- PEO1:** To meet the demand for trained and professional people in the hospitality industry of our country.
- PEO2:** To provide opportunities to the students within the institution, for developing necessary operating skills, values and attitudes to occupy key operational positions in the hospitality sector.
- PEO3:** Function effectively as an individual, and as a member or leader in diverse teams, and In multidisciplinary settings.
- PEO4:** Apply ethical principles and commit to professional ethics and responsibilities and norms of the hospitality practice.
- PEO5:** Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management

PROGRAM OUTCOME (PO)

- PO1:** Executes work activities effectively and efficiently to the standards expected in the operation required in the hospitality sectors.
- PO2:** Manages tasks, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
- PO3:** Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and accommodation operations.
- PO4:** Exhibit the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- PO5:** Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.
- PO6:** Display awareness, understanding and skills necessary to live and work in a diverse world.
- PO7:** Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PROGRAMME SPECIFIC OUTCOME (PSO)

- PSO1:** Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
- PSO2:** Recognize and articulate written and oral communication as appropriate for hospitality environments.
- PSO3:** Demonstrate ability to apply policies for managing diverse, multicultural hospitality.
- PSO4:** Exhibit awareness of professional and ethical responsibility in all aspects of conduct.
- PSO5:** Illustrate the ability to manage the professional preparation, presentation, and service of quality food and beverages.

**VELS INSTITUTE OF SCIENCE, TECHNOLOGY AND ADVANCED STUDIES (VISTAS)
SCHOOL OF HOTEL & CATERING MANAGEMENT**

Minutes of the Board of Studies Meeting held on 21.04.2021 (Online)

I Members Present:

All the members of the board of studies were present in the BOS Meeting.

Board of Studies Members

Chairman

Mr. Mark Keith Faraday

HOD, School of Hotel & Catering Management,
VISTAS,
Pallavaram,
Chennai - 600 117.



External Members:

Mr. P.K. Sajith

Food & Beverage Manager,
Residency Towers Chennai,
15, Sir Theagaraya Rd,
Parthasarathi Puram, T. Nagar,
Chennai, Tamil Nadu 600017

Industry expert



Logesh.N

Assistant Professor and H.O.D
Department of Hotel & Catering Mgmt
Mohamed Sathak College of arts and scienc
Sholinganallur Main Road,
Medavakkam,
Chennai, Tamil Nadu 600100

Academic expert



Internal Members:

1. Mr. Arun .A

Asst. Professor,
School of Hotel & Catering Management,
VISTAS,
Pallavaram, Chennai - 600 117.



2. Mr. A.Wilfred Lawrence,

Asst. Professor,
School of Hotel & Catering Management,
VISTAS,
Pallavaram, Chennai - 600 117.



3. Mr. Srikumar, (M.Phil. Student)
School of Hotel & Catering Management,
VISTAS,
Pallavaram, Chennai - 600 117.

Alumnus



DEGREE OF BACHELOR OF SCIENCE IN HOTEL & CATERING MANAGEMENT
CBCS – CHOICE BASED CREDIT SYSTEM (B.Sc., HCM)
SEMESTER SYSTEM

Regulation and Syllabus (Effective from the Academic Year 2021-2022)

The curriculum and syllabus for the B.Sc. Hotel and Catering Management Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate what the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviours that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

Appropriateness of the program to be conducted to acquire specific skills and competence. It enriches the students with required skills, technical knowledge and the professional acumen to discharge their responsibilities in the hospitality sector.

1. Title of the Program

This degree shall be called Bachelor of Science in Hotel & Catering Management.

2. Course Duration

The B.Sc. HCM (Hotel and Catering Management) Course of School of Hotel and Catering Management, VELS Institute of Science Technology and Advanced Studies shall be spread in to three year duration with six semesters. Each semester shall comprise of a minimum of 18 instructional weeks of 5 days each 6 hours a day (Total contact hours 540). Continuous Internal evaluation referred to as CA (Continuous assessment) during the course period and university examination at the end of the each semester shall be conducted.

3. Medium of Instructions

The medium of instruction and examinations shall be English

4. Eligibility for Admission

4.1. A pass in the higher secondary or equivalent examinations conducted by boards/departments recognized by the University with a mark not less than 50% in aggregate including language.

4.2. Usual concession for minimum marks as stipulated by University and the State Government from time to time shall apply to SC/ST, OBC, and Other Categories of candidates.

5. Admission Procedure:

An admission Committee is constituted at the department level for administering the admission for B.Sc. Hotel and Catering Management every year subject to the approval of honorable Vice - Chancellor. The entire admission process will be monitored by the committee.

The admission shall be based on the following two components.

- a. Qualifying examination at Plus two level – 50% of total marks.
- b. Interview

6. COURSE OF STUDY, CREDITS AND SCHEME OF EXAMINATION

Credit Assignment Each course is assigned certain number of credits based on the following:
Contact period per week CREDITS

1 Lecture Period	-	1 Credit
1 Tutorial Period	-	1 Credit
2 Practical Periods	-	1 Credit

(Laboratory / Seminar / Project Work / etc.)

7 REQUIREMENTS FOR PROCEEDING TO SUBSEQUENT SEMESTER

7.1 Eligibility: Students shall be eligible to go to subsequent semester only if they earn sufficient attendance as prescribed therefor by the Board of Management from time to time.

7.2 Attendance: All Students must earn 75% and above of attendance for appearing for the University Examination. (Theory/Practical)

7.3 Condonation of shortage of attendance: If a Student fails to earn the minimum attendance (Percentage stipulated), the HODs shall condone the shortage of attendance up to a maximum limit of 10% (i.e. between 65% and above and less than 75%) after collecting the prescribed fee towards the condonation of shortage of attendance. Such fees collected and should be remitted to the University.

7.4 Non-eligibility for condonation of shortage of attendance: Students who have secured less than 65 % but more than 50 % of attendance are NOT ELIGIBLE for condonation of shortage of attendance and such Students will not be permitted to appear for the regular examination, but will be allowed to proceed to the next year/next semester of the program

7.5 Detained students for want of attendance: Students who have earned less than 50% of attendance shall be permitted to proceed to the next semester and to complete the Program of study. Such Students shall have to repeat the semester, which they have missed by rejoining after completion of final semester of the course, by paying the fee for the break of study as prescribed by the University from time to time.

7.6 Condonation of shortage of attendance for married women students: In respect of married women students undergoing UG programs, the minimum attendance for condonation (Theory/Practical) shall be relaxed and prescribed as 55% instead of 65% if they conceive during their academic career. Medical certificate from the Doctor together with the attendance details shall be forwarded to the university to consider the condonation of attendance mentioning the category.

7.7 Zero Percent (0%) Attendance: The Students, who have earned 0% of attendance, have to repeat the program (by rejoining) without proceeding to succeeding semester and they have to obtain prior permission from the University immediately to rejoin the program.

7.8 Transfer of Students and Credits: The strength of the credits system is that it permits inter Institutional transfer of students. By providing mobility, it enables individual students to develop their capabilities fully by permitting them to move from one Institution to another in accordance with their aptitude and abilities.

7.8.1. Transfer of Students is permitted from one Institution to another Institution for the same program with same nomenclature. Provided, there is a vacancy in the respective program of Study in the Institution where the transfer is requested. Provided the Student should have passed all the courses in the Institution from where the transfer is requested.

7.8.2. The marks obtained in the courses will be converted and grades will be assigned as per the University norms.

7.8.3. The transfer students are not eligible for classification.

7.8.4. The transfer students are not eligible for Ranking, Prizes and Medals.

7.8.5. Students who want to go to foreign Universities up to two semesters or Project Work with the prior approval of the Departmental/College Committee are allowed to get transfer of credits and marks which will be converted into Grades as per the University norms and are eligible to get CGPA and Classification; they are not eligible for Ranking, Prizes and Medals

**8. List of courses for B. Sc. HCM Program
Regulation 2021 - 2022**

SEMESTER I				Hours/Week			Maximum Marks			
Se m	Categor y	Sub Code	Title of the Course	Lectur e	Tutorial	Practica l	Credit s	CA	SEE	Total
I	SEC	21LBHM11	Communicative French – I	4	0	0	2	40	60	100
I	AEC	21BHEN11	English Paper – I	2	0	0	4	40	60	100
I	DSC	21CBHM11	Basic Front Office Operations	2	0	0	2	40	60	100
I	DSC	21CBHM12	Basic Food Production – I	2	0	0	2	40	60	100
I	DSC	21CBHM13	Basic Food and Beverage Service - I	2	0	0	2	40	60	100
I	DSE	21DBHM11	Food Science	2	0	0	2	40	60	100
I	DSC	21PBHM21	Practical - Basic Food Production	0	0	4		40	60	100
I	DSC	21PBHM22	Practical - Basic Food and Beverage Service	0	0	4		40	60	100
I	DSC	21PBHM23	Practical - Accommodation Operations –I	0	0	4		40	60	100
I	DSC	21PBHM24	Practical - Basic Front Office Operations	0	0	4		40	60	100
TOTAL				14	0	16	14			
SEMESTER II										
II	SEC	21LBHM21	Communicative French – II	4	0	0	4	40	60	100
II	AEC	21BHEN21	English Paper – II	2	0	0	2	40	60	100
II	DSC	21CBHM21	Accommodation Operations - I	2	0	0	2	40	60	100
II	DSC	21CBHM22	Basic Food Production – II	2	0	0	2	40	60	100
II	DSC	21CBHM23	Basic Food and Beverage Service - II	2	0	0	2	40	60	100
II	DSE	21DBHM21	Nutrition	2	0	0	2	40	60	100
II	DSC	21PBHM21	Practical - Basic Food Production	0	0	4	4	40	60	100
II	DSC	21PBHM22	Practical - Basic Food and Beverage Service	0	0	4	4	40	60	100
II	DSC	21PBHM23	Practical - Accommodation Operations –I	0	0	4	4	40	60	100
II	DSC	21PBHM24	Practical - Basic Front Office Operations	0	0	4	4	40	60	100
TOTAL				14	0	16	30			

SEMESTER III										
III	DSC	21CBHM31	Food and Beverage Management	2	0	0	2	40	60	100
III	DSC	21CBHM32	Quantity Food Production	2	0	0	2	40	60	100
III	DSC	21CBHM33	Bar and Beverage Operations	2	0	0	2	40	60	100
III	DSE	21DBHM31	Principles of Management	2	0	0	2	40	60	100
III	SEC	21DBHM32	Principles of Accounting	2	0	0	2	40	60	100
III	DSE	21DBHM33	Hotel Maintenance and Engineering	2	0	0	2	40	60	100
III	AEC	21ENVS31	Environmental Studies and Field Trip	2	0	0	2	40	60	100
III	SEC	21UGE511	Personality Development	2	0	0	2	40	60	100
III	DSC	21PBHM41	Practical - Quantity Food Production			4		40	60	100
III	DSC	21PBHM42	Practical - Bar and Beverage Operations			4		40	60	100
III	DSC	21PBHM43	Practical - Front Office Operations			2		40	60	100
III	DSC	21PBHM44	Practical - Accommodation Operations – II			2		40	60	100
III	DSE	21PBHM45	Practical - Hotel Maintenance & Engineering			2		40	60	100
TOTAL				16	0	14	16			
SEMESTER IV				Hours/Week						
Se m	Category	Sub Code	Title of the Course	Lecture	Tutorial	Practica l	Credits			
IV	DSC	21PBHM41	Practical - Quantity Food Production	0	0	4	5	40	60	100
IV	DSC	21PBHM42	Practical - Bar and Beverage Operations	0	0	4	5	40	60	100
IV	DSC	21PBHM43	Practical - Front Office Operations	0	0	6	4	40	60	100
IV	DSC	21PBHM44	Practical - Accommodation Operations–II	0	0	6	4	40	60	100
IV	DSE	21PBHM45	Practical - Hotel Maintenance and Engineering	0	0	6	4	40	60	100
IV	SEC	21IBHM41	Industrial Exposure Training (Four Months)	0	0		6	40	60	100
TOTAL				0	0	26	28			

SEMESTER V										
V	DSC	21CBHM51	Advanced Food Production - I	2	0	0	2	40	60	100
V	DSC	21CBHM52	Advanced Food and Beverage Service	2	0	0	2	40	60	100
V	DSC	21CBHM53	Advanced Front Office Operations	2	0	0	2	40	60	100
V	DSC	21CBHM54	Facility Planning	2	0	0	2	40	60	100
V	DSE	21DBHM51	Hotel Law	2	0	0	2	40	60	100
V	SEC	21DBHM52	Hotel Financial Management	2	0	0	2	40	60	100
V	DSE	21UGE529	Event Management	2	0	0	2	40	60	100
V	DSC	21PBHM61	Practical - Advanced Food Production			4		40	60	100
V	DSC	21PBHM62	Practical - Advanced Food and Beverage Service			4		40	60	100
V	DSC	21PBHM63	Practical-Advanced Front Office Operations			4		40	60	100
V	DSC	21PBHM64	Practical - Accommodation Operations III			4		40	60	100
TOTAL				14	0	16	14			
SEMESTER VI										
VI	DSC	21CBHM61	Advanced Food Production - II	2	0	0	2	40	60	100
VI	DSC	21CBHM62	Advanced Accommodation Operations	2	0	0	2	40	60	100
VI	DSE	21DBHM61	Marketing and Sales Management	2	0	0	2	40	60	100
VI	DSE	21DBHM62	Application of Computer	2	0	0	2	40	60	100
VI	DSE	21DBHM63	Research Methodology	2	0	0	2	40	60	100
VI	DSC	21PBHM61	Practical - Advanced Food Production	0	0	4	4	40	60	100
VI	DSC	21PBHM62	Practical - Advanced Food and Beverage Service	0	0	4	40	60	100	
VI	DSC	21PBHM63	Practical –Advanced Front Office Operations	0	0	4	40	60	100	
VI	DSC	21PBHM64	Practical - Accommodation Operations III	0	0	4	40	60	100	
VI	DSE	21PBHM65	Practical - Application of Computer	0	0	4	40	60	100	
VI	DSC	21RBHM61	Project	0	0	0	40	60	100	
TOTAL				10	0	20	38			

TOTAL CREDITS = 140
DSC- Discipline Specific Core
SEC - Skill Enhancement Elective
DSE - Discipline Specific Elective
AEC - Ability Enhancement Core

9. Course Calendar

Date of commencement of course will be done by the university. The course calendar published by the university shall be followed for ensuring timely conduct of the course, examination and publication of results.

10. Scheme of the course

B.Sc. Hotel & Catering Management will have 6 semesters. Each Course carries 100 marks (Internal 40 and external 60) excepting for Industry training and Project Report. An internal viva voce examination will be conducted at the end of the 6th semester. In the fourth semester there will be industry training for a period not less than 16 weeks.

11. Scheme of examination and Results

Assessment of students for each course will be done by continuous evaluation both internal and external. Internal evaluation shall be conducted by the faculty handling the course. End semester examinations of all subjects will be conducted by the university.

The split up of the Continuous Assessment Marks are as follows

CA Class tests	3X5= 15
Class Assignment	1X5= 05
Model Examination	1X5= 05
Attendance	1X5= 05
Aptitude of the student	1X5= 05
Faculty assessment (by teacher)	1X5= 05
Total	40

The split up of the Continuous Assessment Marks for Practical are as follows

Record work	1X10= 10
Class Assignment	1X5 = 05
Model Practical	1X10= 10
Attendance	1X5 = 05
Aptitude of the student	1X5 = 05
Faculty assessment (by teacher)	1X5 = 05
Total	40

- The internal assessment marks shall be awarded by the concerned faculty members in charge of the course based on the guide lines as follows.
- Each faculty member shall maintain record of performance of each candidate and it shall be made available to the Head of the Department at the end of each semester.
- The same should be put on the notice board and students can make their representations if any. However the student shall file an appeal to the Head of the Department on his grievances in awarding the internal assessment within 3 days from the date of display of internal marks on the notice board. Head of the Department should take an appropriate decision within 5 days from the date of receipt of such appeal.
- No minimum marks are required in the internal assessment for both theory and practical. The student has to secure a minimum of 40% (24 marks out of 60) in the semester end examination and a total of 40% (40 marks out of 100) for a pass in the respective subject.
- Eligibility for appearing in examination a candidate shall attend 75% of the number of classes actually held for each of the courses in a semester will be eligible for appearing for examinations conducted by the university. However, the University may condone of 10% after collecting a condonation fee from the students who have secured 65% to 74% of attendance
- The students who have secured less than 65% attendance are not eligible to write the respective semester examination. He /She has to rejoin and redo the respective semester course in the next academic year by paying the prescribed tuition fee.
- Candidates who pass all the examinations prescribed for the course in the first appearance itself alone are eligible for Ranking/Distinction

12. Industrial Exposure Training Report

1. Every student should undergo Industrial Exposure training for a period not less than four months. This training will start during the fourth semester. Student should choose a star hotel (not below a four star hotel category) for this training. A certificate from the respective organization stating the completion of training shall be incorporated in the report. The report will be evaluated by two examiners and one of the examiners is duly appointed by the university from outside. If any student failed to secure minimum of 50% marks for project report he/she shall resubmit the revised project training report along with the immediate junior batch.

13. Commencement of the regulation

The regulation shall take effect from the academic year 2021-2022, i.e. for students who are admitted to the first year of the program, during the academic year 2021-2022 and thereafter.

14. Maximum period for completion of the programs to qualify for a degree

A Student who for whatever reasons is not able to complete the programs within the normal period (N) or the Minimum duration prescribed for the program, may be allowed two years period beyond the normal period to clear the backlog to be qualified for the degree. (Time Span = N + 2 years for the completion of program)

15. Revision of regulations, curriculum and syllabi

The University may from time to time revise, amend or change the Regulations, Curriculum, Syllabus and Scheme of examinations through the Academic Council with the approval of the Board of Management.

16. Pattern of Question Paper

	Part – A (30 words)	
10 out of 10 questions	10 X 2 marks =	20 marks
	Part – B (200 words)	
5 out of 8 questions	5x 4 marks =	20 marks
	Part – B (500 words)	
2 out of 4 questions	2 x 10 marks =	20 marks
	Total	60 marks

**Learning Outcomes based Curriculum Framework
(LOCF)
for
Undergraduate Programme
B.Sc. Hotel and Catering Management
2021**

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Learning Outcomes-Based Curriculum Framework for undergraduate education in Hotel and Catering Management

1. Introduction

The learning outcomes-based curriculum framework (LOCF) for the undergraduate program in Hotel and Catering Management like B.Sc. Hotel Catering Management is intended to provide a broad framework within which the undergraduate programs in Hotel and Catering Management helps to create an academic base that responds to the need of the students to understand the basics of Hotel and Catering Management and its ever evolving nature of applications in explaining all the observed natural phenomenon as well as predicting the future applications to the new phenomenon with a global perspective. The curriculum framework is designed and formulated in order to acquire and maintain standards of achievement in terms of knowledge, understanding and skills in Hotel and Catering Management and their applications to the natural phenomenon as well as the development of management attitudes and values appropriate for rational reasoning, critical thinking and developing skills for problem solving and initiating research which are competitive globally and are on par in excellence with the standard Higher Education Institutions (HEI) in the advanced countries of America, Asia and Europe. The multicultural fabric of our nation requires that the institutions involved in implementing this curriculum framework also work hard towards providing an environment to create, develop and inculcate rational, ethical and moral attitudes and values to help the creation of knowledge society needed for advancement of our nation.

The learning outcome based curriculum framework in Hotel and Catering Management also allows for the flexibility and innovation in the program design of the UG education, and its syllabi development, teaching learning process and the assessment procedures of the learning outcomes. The process of learning is defined by the following steps which forms the basis of the final assessment of the achievement at the end of the program.

- The accumulation of facts of nature and the ability to link the facts to observe and. develop an understanding and knowledge of the basic ethics in Hotel and Catering Management.
- The ability to use this knowledge to analyze new situations and learn skills of major departments in hotels to find the solution interpret the results and make predictions for the future developments.
- The ability to synthesize the acquired knowledge, understanding and experience for a better and improved comprehension of situational problems in nature and to create new skills and decision makings for their possible solutions.

The conceptualization and formulation of the learning outcomes for an undergraduate program in Hotel and Catering Management is aimed to acquire an excellent knowledge of the hospitality industry.

2. Learning Outcomes based approach to Curriculum planning

2.1 Nature and extent of UG program in Hotel and Catering Management:

The UG programs in Hotel and Catering Management builds on acquiring the basic knowledge of standard operating practices and procedures followed by the hotel industry.

Ideally, the hotel & catering Management program aims to achieve a sound grounding in understanding the basic Hotel and Catering Management with sufficient content of topics from modern Hotel and Catering Management and contemporary areas of exciting developments in hospitality knowledge to ignite the young minds. The curricula and syllabi is framed and implemented in such a way that the basic connection between theory and practical and its importance in understanding Hotel and Catering Management is apparent to the student. This is very critical in developing a scientific temperament and urge to innovate, create and actively execute practices of hotel and catering management.

The undergraduate program in Hotel and Catering Management is presently being offered through the courses designed for granting the degree by various colleges and universities in India. The B.Sc. Hotel and Catering Management is of three year duration spread over six semesters after the higher secondary (+2) level.

2.2 Aims of UG program in Hotel and Catering Management.

The aims and objectives of our UG educational programs in sciences in general and Hotel and Catering Management in particular is structured to:

- Create the facilities and environment to consolidate the knowledge acquired at +2 level and to motivate and inspire the students to create deep interest in Hotel Management and Catering skills, to develop broad and balanced knowledge and understanding of concepts, principles and practices and procedures in Hotel and Catering Managements.
- Learn, understand and acquire skills of hoteliers in the labs to demonstrate the concepts, operating procedures and theories learned in the classrooms.
- Develop the ability to apply the knowledge acquired in the classroom and laboratories to specific problems and executes them at situations in hotels.
- Expose the student to the vast scope of Hotel and Catering Management as a theoretical and experimental science with applications in decision makings and solving day to day operational problems.
- Emphasize the discipline of Hotel and Catering Management to be the most important branch of science for pursuing the interdisciplinary and multidisciplinary higher education and/or research in interdisciplinary and multidisciplinary areas.
- To emphasize the importance of Hotel and Catering Management as the most important discipline for sustaining the existing industries and establishing new ones to create job opportunities at all levels of employment.

In view of opening the new windows in higher education and research and opening job opportunities at all levels from low levels to higher levels of management, the undergraduate programs is offered in our department at the entry level of our higher education system.

3. Graduate attributes in hotel and Catering Management

Some of the characteristic attributes of a graduate in Hotel and Catering Management are

Disciplinary knowledge and skills: Capable of demonstrating

(i) Good knowledge and understanding of major concepts, standard operating practices, in various departments at hotels like Front Office, Housekeeping, Food and beverage Service and Food Production. Record maintenance and guest handling with an apt decision making skills. Ability to use modern equipment at various departments and understanding of updated software at hotels.

Skilled communicator: Ability to transmit communications of information relating all areas among departments in hotels. Hotel and Catering Management course in a clear and concise manner invokes the communication standard procedures in writing and oral ability to present complex and technical concepts in a simple language for better understanding.

- **Critical thinker and problem solver:** Ability to employ critical thinking and efficient problem solving skills in all the basic areas of hospitality and catering establishments.
- **Sense of inquiry:** Capability for asking relevant/appropriate questions relating to the issues and problems in the field of Hotel and Catering managements, and planning, executing and reporting the results of a theoretical or standard operational practices at hotels.
- **Team player/worker:** Capable of working effectively in diverse teams in both classroom, laboratory, Hotel and Catering Management workshop and in industry and field-based situations.
- **Skilled project manager:** Capable of identifying/mobilizing appropriate resources required for a project, and manage a project through to completion, while observing responsible and ethical scientific conduct; and safety and laboratory hygiene regulations and practices.
- **Digitally Efficient:** Capable of using computers for simulation studies in hotel and catering Management and computation and appropriate software for day to day operations at hotels. Numerical and statistical analysis of data, and employing modern e-library search tools like Inflibnet, various websites of the renowned hotels sites and software in countries like the USA, Europe, Japan etc. to locate, retrieve, and evaluate information about hotel and hospitality industry.
- **Ethical awareness / reasoning:** The graduate should be capable of demonstrating ability to think and analyze rationally with modern and scientific outlook and identify ethical issues related to one's work, avoid unethical behaviour such as fabrication, falsification or misrepresentation of data or committing plagiarism, not adhering to intellectual property rights, and adopting objectives, unbiased and truthful actions in all aspects of work.
- **National and international perspective:** The graduates should be able to develop a national as well as international perspective for their career in the chosen field of the academic activities. They should prepare themselves during their most formative years for their appropriate role in contributing towards the national development and projecting our national priorities at the international level pertaining to their field of interest and future expertise.
- **Lifelong learners:** Capable of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of hotels and catering establishments.

4. Qualification descriptors for a UG programs in Hotel and Catering Management

The qualification descriptors for a B.Sc. Hotel and Catering Management program may include the following.

The graduates should be able to:

- Demonstrate
 - i. A fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management , its different learning areas in major departments like Food and Production, Food and Beverage Service, Accommodation Operation, Front Office Operation, Facility Planning and Event Management.
 - ii. Procedural knowledge that creates different types of professionals related to different areas of study in Hotel and Catering Management outlined above, including research and development, teaching and government and public service;
 - iii. Skills in areas related to specialization area relating the subfields and current developments in the academic field of hotel and catering management.
- Use knowledge, understanding and skills required for identifying problems and issues relating to Hotels, collection of relevant quantitative and/or qualitative data drawing on a wide range of sources from various hotels of the world, and their application, analysis and evaluation using methodologies as appropriate to Hotel Management Principles for formulating new theories and concepts.
- Communicate the results of studies undertaken accurately in a range of different contexts using the main concepts, constructs and techniques of Hotel Management. Develop communication abilities to present these results in technical as well as popular management meetings organized in various universities and other private organizations.
- Ability to meet one's own learning needs, drawing on a range of current research and development work and professional materials, and interaction with other hoteliers around the world.
- Apply one's knowledge of hotel and catering management and theoretical and operational skills to new/unfamiliar contexts to identify and analyze problems and issues and solve complex problems in hotels and related areas with well-defined solutions.
- Demonstrate Hotel-related technological skills that are relevant to Hospitality-related job trades and employment opportunities.

5. Programme learning outcomes relating to B.Sc. Courses in Hotel and Catering Management

The student graduating with the Degree B.Sc. Hotel and Catering Management should be able to

Acquire

- (i) a fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management, its different learning areas and applications in departments of hotels like Front Office, Food Production, Food and Beverage Service and Accommodation Operations, and its linkages with related disciplinary areas / subjects like Facility Planning, Hotel Accounts, Environmental Studies, Computer Science.

(ii) procedural knowledge that creates different types of professionals related to the disciplinary/subject area of Hotel and Catering Management, including professionals engaged in research and development, teaching and government/public service;

(iii) Skills in areas related to one's specialization area within the disciplinary/subject area of Hotel and Catering Management and current and emerging developments in the field of Hotel Management.

- Demonstrate the ability to use skills in Hotel and Catering Management and its related areas of technology for formulating and tackling Hotel-related problems and identifying and applying appropriate Hotel Management principles and methodologies to solve a wide range of problems associated with the Hotel Industry.
- Recognize the importance of Management activities simulation and computing, and the role of approximation and management approaches in describing the hospitality world.
- Plan and execute hotel-related experiments or investigations, analyze and interpret data/information collected using appropriate methods, including the use of appropriate software such as programming languages and purpose-written packages, and report accurately the findings of the guest problems/investigations while relating the conclusions/findings to relevant theories of Hotel and Catering Management.
- Demonstrate relevant generic skills and global competencies such as (i) problem-solving skills that are required to solve different types of Hotel-related problems with well-defined solutions, and tackle open-ended problems that belong to the disciplinary-area boundaries;
- (ii) investigative skills, including skills of independent investigation of hotel-related issues and problems; (iii) communication skills involving the ability to listen carefully, to read texts, guest problems and research papers analytically and to present complex information in a concise manner to different groups/audiences of technical or popular nature; (iv) analytical skills involving paying attention to detail and ability to construct logical arguments using correct technical language related to hotel and catering management and ability to handle situations and decision making; (v) ICT skills; (vi) personal skills such as the ability to work both independently and in a group.
- Demonstrate professional behaviour such as (i) being objective, unbiased and truthful in all aspects of work and avoiding unethical, irrational behaviour such as fabricating, falsifying or misrepresenting data or committing plagiarism; (ii) the ability to identify the potential ethical issues in work-related situations; (iii) appreciation of intellectual property, environmental and sustainability issues; and (iv) promoting safe learning and working environment.

6. Teaching Learning Processes

The teaching learning processes play the most important role in achieving the desired aims and objectives of the undergraduate programs in Hotel and Catering Management as elaborated in detail in the learning based curriculum framework (LOCF). Hotel and Catering Management is basically a theory cum practical based studies learning practices and procedures at the hotel industry. The ideas and concepts originated and accepted worldwide anywhere and anytime.

To achieve this goal, the appropriate training of young individuals to become competent hoteliers in future has to be accomplished. For this purpose a very good undergraduate program in Hotel and Catering Management and other sciences is the first step. We should therefore have an excellent teaching-learning procedural protocol our department. To be specific, we have:

- Necessary and sufficient infrastructural facilities for the class rooms, laboratories and libraries equipped with adequate modern and modular equipment and accessories and other requirements.
- Modern and updated laboratory equipment needed for the undergraduate laboratories and reference and text books for the libraries.
- Sufficient infrastructure for ICT and other facilities needed for technology-enabled learning like Specialty Kitchens, Demonstration rooms, computer facilities, PCs, laptops, Wi-Fi and internet facilities with all the necessary software.
- Sufficient number of teachers in permanent position to do all the class room teaching and perform and supervise the laboratory experiments to be done by the students.
- All the teachers are qualified as per the UGC norms and have good communication skills.
- Sufficient number of technical and other support staff to run the laboratories, libraries, equipment and maintain the infrastructural facilities like buildings, electricity, sanitation, cleanliness etc.

Teachers make use of all the approaches for an efficient teaching-learning process i.e. i). Class room teachings with lectures using traditional as well as electronic boards. ii). Use of Smart class rooms for simulation and demonstration for conveying the difficult concepts of Hotel and Catering Management in class room teaching and laboratories.

iii). Tutorials are an integral part of all the theory and laboratory courses. Theory courses have 1-2 tutorials every week depending upon the nature of the course.

iv). Teaching is complimented with students seminar that is organized frequently.

v). Guest lectures and seminars are arranged by eminent teachers who are invited by the department. vi). Open-ended project work is given to all students individually or in group to 2-3 students depending upon the nature of the course. vii). Internship (Industrial Exposure Training of duration Four Months during IV semester is arranged by the department for the students to visit hotels for an on job training. viii). Special attempts are made by the institution to develop problem-solving skills and design of laboratory experiments for demonstration at the UG level. For this purpose a mentor system has been evolved where 15 to 20 students are assigned to each faculty member.

ix). Teaching load is managed such that the teacher has enough time to interact with the students to encourage an interactive/participative learning.

7. Assessment Methods

In the undergraduate education of Hotel Management leading to the B. Sc with Hotel and Catering Management the assessment and evaluation methods focus on testing the conceptual understanding of the basic ideas, development of management skills and operational techniques retention and ability to apply the knowledge acquired to explain with analysis and reason what has been learnt and to solve new problems and communicate the results and findings effectively. Since the Learning Objectives are defined clearly for each course in detail, it is easier to design methods to monitor the progress in achieving the learning Objectives during the course and test the level of achievement at the end of the course.

- The courses offered in the undergraduate Hotel Management are the first courses at the college/university level; the priority is given to Formative Assessment for monitoring the progress towards achieving the Learning Objectives while keeping its weightages lower than Summative Assessments. This is to assure that the students know their strengths and weaknesses periodically through the results of Formative Assessments and make amends for the gaps in their knowledge without affecting their final grades in any significant way. In this context it is suggested that 25-30% weightage be given Formative Assessments in case of theory components while 30-40% weightage be given to the Laboratory/Field work/Projects/Case Study/Dissertation components of the various courses. Moreover use of more than one method of Assessment in each course is highly recommended.
 - Some of the methods used for Theory Component with regard to Formative Assessment are i) Regular Tutorial assignments ii) seminar presentations iii).Performance in group discussions iv) Problem based longer assignments (other than tutorials) v) True/False Tests vi) Multiple Choice Tests vii) Short Answer Tests viii) viva-voce tests ix) Any other innovative tests in the context of the course.
 - In the case of substantive Summative Assessment for the theory papers, can be a combination of the following i) Mid -Semester test ii) Seminar Report iii) Individual /Team Project report iv) Oral Presentations of Seminar/Projects v) Viva –Voce Examination on the above reports vi .End Semester closed book examination in the pattern of a) Multiple Choice b) Short Answer c) Long Answer vii) Peer examination by a group of experts a) Written b) Oral
- ix) Any other innovative method depending upon the nature of the course.

Laboratory Experiments / Field work / Projects / Case Study / Dissertation can be assessed for Formative Assessment through i) Regular evaluation of Lab. Experiments regarding a) written report of each experiment b) Viva-Voce on each experiment ii) Test through setting experiments by assembling components iii) Mid semester examination iv) Design innovative kits to test the comprehension and analysis of the experiment done by the students

- At the end, the main purpose of Hotel and Catering Management teaching is to impart objective knowledge to students in concrete, comprehensive and effective way.

Here, effectiveness implies gaining knowledge and skill which is applied to solve practical problems as well as attaining capability of logical thinking and imagination which are conducive to new knowledge and new discoveries. Once the student learns, ‘why is it worth learning?’ and ‘how does it connect to the real world?’ The student shall embrace the curriculum in a way which would incite imagination and imbibe a spirit of enquiry in them, so that in future they will opt for further investigations or research. Needless to say, there is a continuous evaluation system for the students. This will enable the teachers not only to ascertain the overall progress of learning by the students, but also to identify the students who are slow learners and for whom special care should be taken. An appropriate grading system is the ‘relative grading system’ is also be envisaged for certain papers, introducing a competitive element among the students. All in all, the teacher acts as a facilitator and guide and not as a guardian of curriculum.

- HEI design their own ways and methods to quantify the assessment and evaluation based on the above methods. It would then be converted to the letter grades by the procedure described by the template given by the UGC.
- Once the letter grade for a course is obtained for a course, it should be done for all the courses offered by the student. Once the letter grades for all the grades are accumulated then a CGPA is calculated by quantifying the letter grades as described by the template provided by the UGC.

LIST OF DISCIPLINE SPECIFIC CORE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC CORE COURSES
21CBHM13	Basic Food and Beverage Service-1
21CBHM11	Basic Front Office Operations
21CBHM12	Basic Food Production-1
21CBHM204	Accommodation Operations-1
21CBHM33	Bar and Beverage Operations-
21CBHM31	Food and Beverage Management
21CBHM32	Quantity Food Production
21CBHM51	Advanced Food Production-1
21CBHM53	Advanced Front Office Operations
21CBHM52	Advanced Food and Beverage Service
21CBHM54	Facility Planning
21CBHM62	Advanced Accommodation Operations
21CBHM61	Advanced Food Production-2
21RBHM61	Project Viva

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC ELECTIVE
21DBHM11	Food Science
21DBHM21	Nutrition
21DBHM31	Principles of Management
21DBHM33	Hotel Maintenance and Engineering
21DBHM51	Hotel law
21DBHM61	Marketing & Sales Management
21DBHM63	Research Methodology
21DBHM62	Application of Computer

LIST OF ABILITY ENHANCEMENT COMPULSORY COURSE

SUBJECT CODE	ABILITY ENHANCEMENT COMPULSORY COURSE
21LENG11	English Paper – I
21LENG21	English Paper – II
21ENVS31	Environmental Studies and Field Trip

LIST OF GENERIC ELECTIVES

SUBJECT CODE	GENERIC ELECTIVES
10X60308	Wireless Sensor Networks
10X20304	Food Adulteration
21UGE511	Personality Development
21UGE529	Event Management
10XDHM01	Food and Beverage Management
10XDHM03	Tourism Management
10XDHM02	Front Office Operations

LIST OF SKILL ENHANCEMENT COURSE

SUBJECT CODE	SKILL ENHANCEMENT COURSE
21LBHM11	Communicative French -I
21LBHM21	Communicative French -II
21DBHM32	Principles of Accounting
21UGE51	Personality Development
21IBHM41	Industrial Exposure Training
21DBHM52	Hotel Financial Management

I YEAR - I SEMESTER

COURSE OBJECTIVE:

Much of the Continental cuisines adopt French expressions in their cuisines, so to enable students to understand hotel and catering terminology through simple speaking and writing exercises: to develop correct pronunciation through basic grammar principles.

UNIT – I INTRODUCTION TO LANGUAGE 8

Introduction to language-letters of the alphabet and vowel - Self introduction and introducing the family to the friends -Welcoming – Conjugation of verbs – Present Tenses / Past Tense

UNIT – II ARTICLE 4

Indefinite article, Definite article - Because of / A / In my opinion

UNIT -III DIALOGUE 6

Dialogue- at the reception desk of the hotels - Verbs – to buy / to sell / to pay? -More / No... more

UNIT –IV NUMBERS 6

Numbers- from 1 to 100 - Names of the fruits and vegetables. -Imperative sentences

UNIT – V TRANSLATION 6

Translation from French to English - Translation from English to French

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Use definite and indefinite articles
- CO2: Translate sentences from French to English and vice versa
- CO3: Conjugate verbs in French
- CO4: Read and comprehend texts.
- CO5: Write number names, fruits and vegetables.

REFERENCE BOOKS:

1. Rajeswari Chandrasekar, Chitra Krishnan, Rekha Hangal, Asha Mokaski and Claude le Ninan A Votre Service-1, Français pour l'hôtellerie et le tourisme,
2. T.H. Bertenshaw, Long man French course, Orient Longman pvt.ltd, 2003

COURSE OBJECTIVE:

In view of short duration of study stretching only to 2 semesters there is need to infuse seriousness in teaching English Communication. Hence exposit practical situations are needed. Hence the syllabus is framed to confirm to pragmatic needs

UNIT – I	6
1. Resume and CV Writing	
2. Structure	
3. Complaint Letter	
4. Social Correspondence	
5. Letter of Enquiry	
6. About Hotels & Tourism	
UNIT-II	6
1. Short Essay Writing	
UNIT-III	6
1. Explaining Proverbs	
UNIT-IV	6
1. Use of Prepositions	
UNIT-V	6
1. Synonymous Words	

Total: 30 Hours

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Create a CV and write letters effectively.
- CO2: Apply techniques of essay writing.
- CO3: Demonstrate a significant increase in word knowledge.
- CO4: Use prepositions skillfully.
- CO5: Explain the meanings of proverbs.

Prescribed Book

1. V. Syamala, Effective English Communication for You, Emerald Publishers, Second Edition (1 January 2002) ,

COURSE OBJECTIVE

The student would understand the evolution growth and structure of hotel industry, its importance and relationship with Travel and Tourism Industry. Classifications of hotels and Types of Room, Layout of Front Office Sections and Front office organization, staff and their task. Bell desk and Concierge procedures and how front office coordinates with other departments of hotel, Reservation and Registration procedures.

UNIT- I INTRODUCTION TO HOTEL INDUSTRY**5**

Evolution of Hotel Industry in India & abroad, Growth and development of Hotel in India, Inter-relationship between travel, tourism and hospitality, Role of travel agents and airlines, Basic knowledge of city and knowledge of historical places of India, Classification of hotels, Departments of the hotel and Hotel Organization.

UNIT-II HOTEL FRONT OFFICE**8**

Front office-Basic Functions-Sections of front office and their main tasks, Layout of front office, Front office Systems Non –automated/semi-automated/&fully-automated system, Guest cycle, Front desk front office Equipment, Competencies of front office staff- Telephone Etiquette Front office Organization, Hierarchy chart : Small, medium and Large hotels, Job description and Job specification Duties and responsibilities of different front office personnel including uniformed service, Basic information for front desk agents, Communicating with various sections verbal, written. Coordination with other departments

UNIT-III LOBBY & BELL DESK CONCIERGE, INFORMATION & GRE**6**

Introduction-lobby desk-essentials of a lobby-Lobby organization-lobby manager- lobby terminology. Bell desk procedures Introduction Role of Concierge Duties and responsibilities Handling messages, Handling Mail Provide information City information functions in the hotel, Guest rack. GRE, Organization of GRE Importance of GRE General Duties and responsibilities GRE Log book, FAM tours

UNIT-IV RESERVATIONS**6**

Meaning and importance Types of reservations-Sources & Modes of reservation- Reservation Terminology-Different types of rooms-Numbering of rooms and food plan-Basic of charging a guest: Tariff, Rates, Discounts & policy -Facilities available in Hotels: Brochure & Tariff Card – Reservation procedures-Reservation records-contents of reservation form.

UNIT-V RECEPTION**5**

Introduction –Role of Receptionist, Basic role of reception, Reception Terminology, Arrival procedure, identification of guest, registration card, method of payment, room assignment, rooming the guest, automated systems, registration-options--self-registration, selling, up-selling, upgrades. The morning shift

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Manage the guest during check in and check out.

CO2: Preparing registration and reservation form of guest at hotel front office.

CO3: Execute the procedures and functions of front office and be familiar with front office terminology.

CO4: Executing basic Functions of the sections in the front office and its organizational structure.

CO5: Articulate the origin & growth of Hospitality Industry.

REFERENCE BOOKS

1. Sudhir Andrews. Hotel Front Office- A Training Manual, McGraw Hill Education Private Limited.
2. Jatashankar R.Tewari. Hotel Front Office--Operations and Management, Oxford University press, Second Edition.
3. Michael L. Kasavana Richard M, 2007. Brooks Managing Front Office Operation Educational Institute of the American Hotel and Lodging Association.
4. James A.Bardi. Hotel Front Office Management, Wiley India pvt.ltd, Fifth edition.
5. Colin Dix Chris Baird. Front Office Operations, Dorling Kindersley (India) pvt.ltd. Licensees of Pearson Education in South Asian, Fourth edition

COURSE OBJECTIVE:

To develop comprehensive knowledge of professional cookery in the Hotel and Catering industries. To induce in the student professional competence at commies de cuisine in any type of food production operation with grounding basic continental and other types of cookery as all related subjects

UNIT-I HISTORY**5**

History and evaluation of cookery * Personal and Kitchen hygiene * Aims & objectives of cooking food, presentation of food * various textures and consistencies * Preparation of ingredients * Classical cuts of vegetables * HACCP, Mise en place, Weights & measures.

UNIT- II KITCHEN BRIGADE**5**

*Classical Brigade & Modern staffing in various category hotels * Role of Executive Chef, Duties & responsibilities of various chefs * Functioning of various sections of the kitchen * Layout of a kitchen – factors to be considered.

UNIT-III METHODS OF COOKING**5**

Methods of cooking: Principles of different methods of cooking – roasting, baking, frying, boiling, poaching, steaming, stewing, braising, broiling, grilling * Basic rules of each method and selection of food for each.

UNIT –IV EQUIPMENT AND TOOLS**6**

Equipment & tools – small and large equipment used in the kitchen – their types and uses * Heat production equipment * Cold production equipment * Ancillary equipment – knives, utensils, pots & pans * Pastry & bakery equipment * Cleaning equipment.

UNIT – V STOCKS**9**

Stocks: Definition, Types, Preparation (Recipes), storage, uses, care in preparing * Thickening agents: Types & uses * Sauces: Classification of sauces, Recipes, Derivatives of mother sauces, Miscellaneous sauces, Butter sauces * Salads & Dressings * Soups: Classification with examples, Basic recipes, Garnishes & Accompaniments * Vegetables & Fruits: Classification and Uses * the three types of browning in cookery.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Plan and prepare raw materials and use appropriate equipment for various cooking Methods.
- CO2: Practice kitchen hygiene and personal hygiene.
- CO3: Describe, store and use stocks, sauces garnishes and accompaniments correctly.
- CO4: Explain the functions of the kitchen sections and be familiar with the kitchen brigade.
- CO5: Discuss the methods of cooking food and the rules for selecting food.

REFERENCE BOOKS:

1. Krishna Arora, Theory of cookery, Frank Bros, 2001
2. Ronaldkinton, David Forkett, Victor Cessarani, Theory of Catering, 2nd Revision, Hodder & Stoughton Educational, 1970.
3. Jerald W.Chesser, the Art of Science of Culinary Preparation, Educational Institute of American Culinary Federation, 1992.
4. ThangamE.Philip, Modern Cookery for Teaching Trade Volume -1, 6th Revised Edition, Orient Black Swan, 2010.

COURSE OBJECTIVE:

To introduce students to the food and beverage service department of the hotel and catering industry. To facilitate aspirants to acquire comprehensive knowledge and skills pertaining to restaurant operations. To assist a student to define common types of food menus, describe dining service staff positions and list equipment items used by food service personnel.

UNIT –I THE FOOD AND BEVERAGE SERVICE INDUSTRY**3**

Introduction to the Food and Beverage Industry- Classification of Catering - establishments (Commercial and Non-Commercial)- Introduction to Food and Beverage Operations (Types of F&B Outlets)

UNIT -II FOOD AND BEVERAGE SERVICE OUTLETS, AREAS & EQUIPMENT**8**

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive - Lounges, Business Centers, Discotheques & Night Clubs. -Ancillary department Types and Usage of Equipment- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables. - Special Equipment -Care & maintenance

UNIT-III FOOD AND BEVERAGE SERVICE PERSONNEL**6**

Food & Beverage Service Organization Structure - Job Descriptions - Attributes of Food and Beverage personnel. - Basic Etiquettes - Interdepartmental relationship

UNIT-IV TYPES OF FOOD AND BEVERAGE SERVICE**5**

Mise-en-place & Mise-en-scene - Table Service –English / Silver, American, French, Russian - Self Service – Buffet & Cafeteria -Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc. - Single Point Service – Take Away, Vending Kiosks, Food Courts &Bars, Vending machines.

UNIT–V TYPES OF MEALS & MENU KNOWLEDGE**8**

Breakfast – Introduction, Types, Service- Methods, - Brunch - Elevenses
Lunch- Afternoon tea and High Tea - Dinner - Supper
Introduction - Types –Ala Carte and Table - d’hôte, Cyclic, Banquet.
Menu Planning, considerations and constraints - Menu terms, - Classical French Menu. -
Classical Foods & its Accompaniments.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO 1: Expound the origins and development of food service in hotels, restaurants, and hospitality institutions.
- CO 2: Perform the correct service requirements of all food and beverage items, discuss the limitations on customization of meal menus and take guests food and beverage orders effectively.
- CO3: Demonstrate knowledge of all the menu items and non-alcoholic beverages which are on offer in the outlet.
- CO 4: Explain the layout of all service areas and the function of each service area.
- CO 5: Identify the roles of the food and beverage service staff and use equipment in the restaurant appropriately.

REFERENCE BOOKS:

1. R. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University Press 2011.
2. Dennis Lillicrap, John Cousins, Food & Beverage Service, 8th Edition, Hodden Education, 2010.
3. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1ST Edition, Dorling Kindersley, Noida, UP, 2013.
4. Sudhir Andrews, Food & Beverage Service A Training Manual, 3rd Edition , Tata Mc Graw Hill Education, Noida, UP, 2015

ONLINE MATERIALS & WEBLINKS:

1. https://youtu.be/qg4UI6D_sGg
2. <https://youtu.be/XgUJR77G2do>
3. <https://youtu.be/01RdjP3MOA0>
4. https://youtu.be/nVb_E-jWRnc
5. <https://youtu.be/ME3ZVtbqU3s>
6. <https://youtu.be/OWMnZcK1ypM>

COURSE OBJECTIVE:

To enable students to obtain knowledge of different food groups and their contribution to nutrition. To enable them gain knowledge of beverages and its uses with attention to the preservation of their nutritive value - oriented to Traditional Indian beverages. To help them understand the food additives and food laws and standards governing the food adulteration.

UNIT I: Introduction to Food Science

Selection, nutritional contribution and changes during cooking of the following food groups: **15**

- Cereals - Pulses - Fruits and vegetables - Milk & milk products - Eggs
- Meat, poultry and fish - Fats and Oils

UNIT II: Spices and Condiments **3**

- Brief history of spices and condiments
- Uses
- Differences between spices and condiments

UNIT III: Beverages **4**

- Changes of Nutritive Value on processing of beverages
- Storage
- Traditional Indian beverage (Garam-Chai, Lassi, Chach, Sharbat, Thandai, Shikanjami, Kanj, or even sweetened milk)

UNIT IV: Food Additives **4**

- Leavening agents, shortenings, stabilizers, flavouring agents and food substitutes.

UNIT V: Food Adulteration **4**

- Types of adulteration - methods of detection, food laws and standards

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Prepare various beverages and preserve their nutritive value.

CO2: Explain origin of spices, its properties and its significance in the field of Ayurveda and medical applications.

CO3: Identify physical, chemical contaminants in foods and comply with current Food regulations and Food laws governing the food additives and food adulteration

CO4: Discuss the additives in food and the role they play in the colours and textures of food.

CO5: Identify different foods, effects of heat changes, its storage and its nutrient contribution.

REFERENCES

1. Lowe, B. 1955. Experimental Cookery, John Wiley & Sons Inc., New York.
2. Hughes, O and Bennion, M. 1970. Introductory Foods, 5th ed., The Macmillan Co., New York.
3. Griswold, R.M. 1962. Experimental Study of Foods, Houghton Mifflin Company, Boston.
4. Ghose, R.L.M., Ghate, M.B. and Subramaniam, V. 1960. Rice in India. ICMR, New Delhi.
5. Eckles, G.H., Combs, W.S. and Macy, H. 1951. Milk and Milk Products, RMB Publishing Co., Ltd., New Delhi.
6. Ireson, A.G. and Limscomb, S.F. 1978. Foods for One or Two or More, Houghton Mifflin Co., Boston.
7. Fisher, P. and Bender, A. 1971. The Value of Foods. Oxford University Press, London.
8. Birch, G.C. and Cameron, A.G. and Spencer, M. Food Science, 3rd ed., Pergamon Press, Oxford.
9. Sweetman, M.D. and Mackellar, I. 1954. Food Science and Preparation. 4th ed., John Wiley & Sons Inc., New York.
10. Paul, P.C. and Palmer, H.H. 1972. Food Theory and Application, 1st ed., John Wiley & Sons, Inc., New York.

I YEAR - II SEMESTER

COURSE OBJECTIVE:

To build the student's confidence to communicate in simple French terms and to be able to understand what a guest might need when attending to French guests.

UNIT- I VERBS **5**

Verbs- Regular Verbs and Irregular Verbs - Tenses- Conjugations

UNIT – II SENTENCES **6**

Sentences- Affirmative Sentences and Négatives Sentences - Complétez les phrases – Information about a Product

UNIT –III DIALOGUE **5**

Dialogue- Related to Restaurant/ Front Office - Conjugation – futur tense

UNIT -IV CONSTRUCTION OF DIALOGUE **8**

Construire – Des dialogues - Reconstituer – Les Dialogués - To ask for / propose a product – to accept / refuse - To invite and reply to an invitation

UNIT – V DIALOGUE WRITING **6**

Dialogue Writing - Translation from French to English - Translation from English to French

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Conjugate regular and irregular verbs.

CO2. Satisfy requirement of everyday situations.

CO3. Demonstrate good comprehension.

CO4. Execute food and beverage orders and take part in simple exchanges in French.

CO5. Frame simple sentences in French

REFERENCE BOOKS:

1. Rajeswari Chandrasekar, Chitra Krishnan, RekhaHangal,Asha Mokaski and Claude le Ninan A Votre Service-1, Français pour l'hôtellerie et le tourisme,
2. T.H. Bertenshaw, Long man French course, Orient Longman pvt.ltd, 2003

COURSE OBJECTIVE:

To improve the comprehension and expression of oral and written ideas in English. To enable hotel management students to develop the ability to use English with fluency

UNIT I

What is Communication?

Objectives of Communication

Types of Communication

UNIT II

Importance and benefits of effective Communication

Communication at work place

Components and process of communication

UNIT – III

Barriers to Communication

Principles of Communication

UNIT – IV

a) Report Writing

b) Writing Advertisements

c) Précis Writing

d) Letter Writing

UNIT – V

Group Discussion

Better Public Speaking and Presentation

Preparing for Job Interviews

Time Management

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Develop interview skills

CO2. Display no hesitation in communication.

CO3. Speak effectively and politely.

CO4. Master the art of writing letters.

CO5. Explain communication and its goals.

REFERENCE BOOKS:

1. Rajendra Pal, Korlahalli. J.S., Essentials of Business Communication, Sultan Chand & Sons, 2011
2. M S Sehgal and Vandana Khetarpal, Business Communication, Excel Books

COURSE OBJECTIVE:

To enable to have an insight into the importance of the Housekeeping Department. To know about the various personnel and their duties and responsibilities. To understand the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process.

UNIT I - Importance of Housekeeping: 3

Hospitality industry hotel industry definitions.

Departments in hotels Introduction to accommodation Operation

Organization Structure& Layout: 3

Organization structure of Accommodation Operation Department in small, large and medium hotels.

Layout of Accommodation Operation Department in small, large and medium hotels

UNIT II -Areas & Cleaning procedure in Housekeeping 6

Areas under the control of accommodation operation department, Guest areas and public areas, Definition and Dimensions of the public area

Lobby, F&B Outlets, swimming pool, Rest room, lounge, Definition and Dimension of the

Public areas Banquet halls, Guest lift areas, patio areas, corridor, and shopping arcade

Rooms – Double, Turin, Double, Deluxe, studio, interconnectivity, adjacent, executive, duplex, suite, presidential suite, pent house, cabana, Hollywood parlor etc.,

UNIT III - Duties and Responsibilities of Housekeeping Staff 6

Executive housekeeper –Deputy -Floor supervisor – morning shift, general shift, evening shift, night shift, break shift

Houseman; rooms public areas all -Desk controller - Linen room –Laundry

Co-ordination with other departments: Front Office, F&B Service, Maintenance, Security, Stores, Purchase, Accounts, Human resources

UNIT IV - Housekeeping inventory: 6

Classification and types of equipment with diagram - Mechanical, Electrical, How to use the above equipment-Safety procedures

Classifications and Types of Cleaning Agents.

Water, soap, detergent, alkali, acid, solvent, absorbs, deodorants, -disinfectants, polishes, seals -

Use, care storage - Distribution and inventory control

UNIT V- FLOOR OPERATION AND SAFETY PRACTICES 6

Lost and found, missing, damaged procedure and records, Babysitting, valet service, Floor Operation

Personal Hygiene, Rules on Rooms and Public area, Key and Key Control

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. State the role of the housekeeping department in hotels and its responsibilities.

CO2. Design the organizational structure and the functional layout of housekeeping departments in various sized hotels.

CO3. Co-ordinate with other departments in the hotel.

CO4. Suggest the types of cleaning agents for different level of cleaning.

CO5. Practice and create safe work environment.

REFERENCE BOOKS:

1. Sudhir Andrews Hotel House keeping a Training Manual – 2nd edition-Tata Mc graw hill – 2009
2. G.Raghubalan & Smrita Raghubalan Hotel Housekeeping Operations and Management - 2nd edition -Oxford University Press 2009.
3. Ursula Jones Cassell - Hotel & Catering Management – 2nd edition-Octopus Publishing Group Limited, 1997.
4. John C. Bronson and Margaret Lennox Hotel Hostel Hospital Housekeeping-5th edition– Edward Arnold Taylor& Francis Group -1988.

ONLINE MATERIALS & WEBLINKS:

- https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
- <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
- <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
- <https://www.youtube.com/watch?v=3F9Nc2rp2eA>
- <https://www.youtube.com/watch?v=JFWHLDWiSrY>

COURSE OBJECTIVE:

To enable the student to impart knowledge in various cuts of meat, cooking methods, different cereals and pulses, usage of shortening and dairy products.

To understand the basic needs, in order to know the concepts in Bakery.

UNIT- I MEAT COOKERY**6**

Introduction, Cuts, uses & selection of Beef, Veal, Mutton, Lamb & Pork * Cuts, uses & selection of chicken * Processed meats – types & uses * Seafood: Introduction, Classification with examples, cuts of fish, selection of fish & shellfish. Effects of cooking * Egg: Introduction, structure, selection tests, uses in cookery.

UNIT – II CEREALS & PULSES**6**

Introduction, classification, types, uses, cooking * Flour: Different types of flour & their uses in cooking * Types of Pastas * Raising Agents: Classification, uses & reactions during cooking.

UNIT- III FATS & OILS, SUGAR AND FLAVOURING AGENTS**6**

Definition, types of fatty acids, types of fats & oils, effects of cooking, storage & nutritional concerns * Sweetening agents: types & uses of sweetening agents, types & uses of sugar, stages of cooking sugar * Flavoring agents: Seasonings, spices, herbs & other flavoring agents and their uses.

UNIT – IV DAIRY PRODUCTS**6**

Introduction, processing, types, cooking & uses of milk, cream, butter & cheese * Culinary terms: Western & Indian.

UNIT – V BREADS**6**

Ingredients, straight Dough method – kneading, fermentation, proofing, knock back, baking, bread faults * Sponges: Ingredients, types – fat sponge & fatless sponge, cake faults * Cookies & Biscuits: Ingredients, types – rubbing in, foaming, creaming, all in one process * Pastries: Ingredients, types – short crust, puff / flaky, choux, filo, Danish, pastry faults.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Describe the stages of sugar and seasonings used in the culinary industry.

CO2. Examine practical skills and techniques to prepare pastas using raising agent that yields correct texture and consistency.

CO3. Use basic ingredients and methods in the preparation of breads, puff pastry, cookies and biscuits.

CO4. Assess store processed meats.

CO5. Explain the benefits and uses of dairy products and its preparations.

REFERENCE BOOKS:

1. Philip Dowel, Advian Bailey. The Book of Ingredients, Penguin Group – London, 1980.
2. J. Indher Singh Kalra, Pradeep Das Gupta, Prashad. Cooking with Indian Masters, Allied Publishers Private Ltd., 1986.
3. MadhurJuffery, a Taste of India, Wiley, 1988.
4. Madhur Juffery, Flavours of India, West One Hundred Seventy Five, 1998.

COURSE OBJECTIVE:

To provide students the knowledge of how a room service operation is organized and executed. The students will be able to categorize various types of banquets and procedures to organize a function. To classify nonalcoholic and alcoholic beverages and describe the method of beer production and service.

UNIT-I ROOM SERVICE/ IN ROOM DINING SERVICE**6**

Introduction, general principles, Cycle of Service, scheduling and staffing Forms and Formats - Order Taking, Suggestive Selling, and breakfast cards Time management- lead time from order taking to clearance.

UNIT-II BANQUETS & CATERING EVENTS**5**

Organization structure, duties and responsibilities of staff - Banquet functions prospects and function form, contract letter of agreement - Types of functions and buffet setup, seating arrangements - Menu planning for Banquet events - Off premises catering

UNIT -III CONTROL METHODS**5**

Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized- KOTs (Kitchen Order Ticket, Beverage Order Ticket). Flow chart of KOT. Presentation of bill.

UNIT- IV NON – ALCOHOLIC BEVERAGES**6**

Classification - Hot Beverages – Types, Service - Cold Beverages – Types, Service

UNIT- V ALCOHOLIC BEVERAGES & BEERS**8**

Definition - Classifications of Alcoholic Beverages - Fermentation Process
Introduction to beer - Ingredients used - Production - Types and Brands – Indian and International. Other fermented and brewed beverages – Sake, Cider, Perry

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Advise on menu selection.

CO2. Set up banquet halls for functions.

CO3. Exercise control in food and beverage operations.

CO4. Respond to room service orders.

CO5. Prepare and serve non-alcoholic and other fermented beverages.

REFERENCE BOOKS:

1. Dennis Lillicrap & John Cousins, Food & Beverage Service –, 8th Edition, Hodden Education, 2010
2. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1st Edition, Dorling Kindersley, Noida, UP, 2013
3. Singaravelavan. R, Food & Beverage Service, 1st Edition, Oxford University, 2011.
4. Lendal. H Kotschevar, Mary L. Tanke, Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009

ONLINE MATERIALS & WEBLINKS:

1. <https://www.youtube.com/watch?v=vHUrIf2Y-xo> – Room Service
2. <https://www.youtube.com/watch?v=h2EnimgdzP0> – Banquet Service
3. <https://www.youtube.com/watch?v=mfmXZEHc0s4> – Tea Processing
4. https://www.youtube.com/watch?v=nha_2b-0MXA – Coffee training
5. <https://www.youtube.com/watch?v=TY2xTdlJQrg> – Beer Production
6. <https://youtu.be/TY2xTdlJQrg> - Beer production

COURSE OBJECTIVE:

To familiarize students with fundamentals of food, nutrients and their relationship to health. To create awareness with respect to deriving maximum benefit from available food resources.

UNIT-I BASIC CONCEPTS IN FOOD AND NUTRITION**4**

- Basic terms used in study of food and nutrition
- Understanding relationship between food, nutrition and health
- Functions of food Physiological, psychological and social

UNIT-II ENERGY**4**

Energy units – Kilocalories, Mega joules, Basal metabolism – definition, factors affecting BMR energy requirements for various types of activities and for different use groups.

UNIT-III MACRO NUTRIENTS**9**

- a. Functions, dietary sources and clinical manifestations of deficiency / excess of the following nutrients- Carbohydrates, lipids and proteins.

UNIT-IV MICRO NUTRIENTS**9**

- Fat soluble vitamins – A, D, E and K
- Water soluble vitamins – thiamin, riboflavin, niacin, pyridoxine, folate, vitamin B12 and Vitamin C
- Minerals – calcium, iron and iodine

UNIT-V WATER**4**

- Functions Water Balance
- ORS/ORT Water Retention

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Apply knowledge of micronutrients with their deficiencies.

CO2. Explain the functions of water with health and apply the knowledge in treating dehydration with ORS/ORT.

CO3. Identify the macronutrients and discuss their deficiencies.

CO4. Describe the basic terms related to food and nutrition and relate food, nutrition and health and their functions.

CO5. Define energy, learn energy units and associate knowledge on factors affecting BMR with their deficiencies and understand energy requirements for various types of activities and for different use groups.

REFERENCES:

1. Davidson C.H. Normal and Therapeutic Nutrition. Oxford IBH Publishing. Calcutta 1986.
2. Krause. M.V. Horsch, M.A., and Maham, F – Food Nutrition and Diet therapy W.R. Saunder. Company, Philadelphia 1986
3. Srilakshmi B. Dietetics, wiley Eastern Limited Machas, 1993

I YEAR – II SEMESTER – PRACTICAL

COURSE OBJECTIVE:

To develop the perfect basic skills in handling food stuffs and using dry and moist heat methods of cooking. To make the students learn continental cuisines in 14 application menus.

Menu – I Potage Madras, Poisson a la meunière, Pommes persillées, Haricot vert au beurre, Bread roll and Crème caramel.

Menu – II Crème de tomates, Steak au poivre, Baked Jacket potatoes, Petit pois à la française, French Bread and Bread & Butter Pudding.

Menu –III Crème de volaille princesse, Poulet à la King, Croquettes de pommes de terre, Ratatouille niçoise and Nankhatai.

Menu – IV Scotch broth, Suprême de volailles à la crème, Riz pilaf, Chou-fleur Mornay, French bread and Genoese au chocolat.

Menu – V Minestrone, Filet de Pomfret bonne femme, Pommes duchesse, Epinards au beurre and Queen of Puddings.

Menu – VI Plain rice, Drumstick sambar, Naattu kozhi varuval, Tomato rasam, Potato masala and Semiya payasam.

Menu – VII Oeuf Farci, Poulet rôti, Beignets d'aubergines, Pommes de Terre Rôti and Jam Tarts.

Menu – VIII Consommé brunoise, Spaghetti Napolitaine, Pommes Pontneuf, Vichy carrots and Strawberry mousse.

Menu – IX Crème d'asperges, Navarin Printanier, Chou-fleur polonaise, Pommes layonnaise and Macedoine de fruits.

Menu– X

Waldorf salad, Potato & leeksoup, Poulet poché avec sauce suprêmes, Pommes allumettes, Tomates grillées and plain sponge.

Menu– XI Gazpacho, Salade russe, Filet de pomfret grillées, Epinards à la crème, Pommes de terre Anna, and Fruit trifle.

Menu– XII Jeera pulao, Chicken butter masala, Phulka, Vegetable Jalfraizi, and Shahi thukra.

Menu– XIII Hot & sour egg drop soup, Vegetable fried rice, Chili chicken, Sweet & sour vegetables and Beijing Toffee bananas

Menu– XIV Cocktail de crevettes, Poulet sauté chasseur, Pommes hongroise, Soufflé d'épinards, Swiss roll.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Apply the appropriate cooking methods for different constituents.
- CO2. Design assorted French menus with the appropriate ingredients.
- CO3. Examine practical skills and techniques to prepare stocks and soups.
- CO4. Plan the menu consisting of soups, main course and desserts.
- CO5. Assess the yield of various foods.

COURSE OBJECTIVE:

To acquire the terms used for service equipment in a restaurant. To learn the skills in serving guests with food and beverages, Take orders, while applying the sequence of service and skills of suggestive and up selling.

- I. Restaurant Etiquette
- II. Restaurant hygiene practices
- III. Mis-en-place & mis-en-scene
- IV. Identification of Equipment
- V. Laying & Relaying of Table cloth
- VI. Rules for laying a table
- VII. Carrying a Salver / Tray
- VIII. Service of Water
- IX. Manipulation of Service spoon and fork for platter service
- X. Carrying Plates, Glasses & other Equipment
- XI. Clearing an Ashtray
- XII. Service of nonalcoholic beverages
- XIII. Setting of Table d'hôte & A La Carte covers.
- XIV. Breakfast Table Layout & Service (Indian, American, English, Continental)
- XV. Crumbing, Clearing, Presenting the bill
- XVI. Side board Organization
- XVII. Taking an Order –Food & Making a KOT
- XVIII. Napkin Folds
- XIX. Points to be remembered while setting a cover and during service
- XX. Silver Service (Classical menu - Hors D'oeuvres varies to Coffee)
- XXI. Service of Hot & Cold Non-Alcoholic Beverages
- XXII. Indian Cuisine- Accompaniments & Service
- XXIII. Service of Beer (Bottled, Canned and Draught).
- XXIV. Exercises for planning different menus.
- XXV. Room Service- Tray and trolley layup, breakfast hanger & service procedure.
- XXVI. Mini bar- format and operational procedures.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Prepare the restaurant for service.
- CO2. Greet, seat and take food and beverage orders.
- CO3. Suggest items on the menu.
- CO4. Demonstrate table service of guest orders and clear tables
- CO5. Execute room service orders and clear room service trays.

COURSE OBJECTIVE:

To discuss the types, use, storage and selection procedures of cleaning equipment and cleaning agents. To give an in-depth knowledge on standards of cleaning and principles of cleaning in guest rooms and public areas in a hotel.

- I. Identification of equipment and cleaning agents
- II. Basic cleaning: Dusting, sweeping, mopping, scrubbing, polishing, vacuuming, spot cleaning.
- III. Organizing cleaning: Individually groups.
- IV. Cleaning Frequency: Daily, weekly, periodically
- V. Cleaning various surfaces: Metals, Flooring, Leather, Wood, and Glass.
- VI. Guest Room Cleaning and Public areas, Bed making, Room cleaning, Bathroom cleaning, evening service.
- VII Room Inspection / Public area inspection prepare checklist. Job orders.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1.** Operate housekeeping equipment and identify required cleaning agents.
- CO2.** Clean guest rooms according to hotel standards.
- CO3.** Organize cleaning schedules.
- CO4.** Prepare job orders and carry out inspections.
- CO5.** Prepare a checklist of tasks to be carried out in public areas.

ONLINE MATERIALS & WEBLINKS:

- https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
- <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
- <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
- <https://www.youtube.com/watch?v=3F9Nc2rp2eA>
- <https://www.youtube.com/watch?v=JFWHLDWiSrY>

COURSE OBJECTIVE:

To learn how to use front office stationery, Grooming Standards Registration, Reservation, Amendment and Cancellation procedure, Bell desk and Concierge activities and develop general knowledge on countries capital currencies and language, tourism attractions, airports airlines and hotel chains.

TOURISM & GENERAL KNOWLEDGE FOR FRONT OFFICE

- I. Major tourist attractions in India.
- II. Major airports in India.
- III. International airlines.
- IV. International hotel chains
- V. World - countries, capitals and currencies.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Man the reception and reservation counter and use front office stationery.

CO2. Carry out standard front office operating procedures.

CO3. Take reservations; make amendments in Reservations, cancellation.

CO4. Prepare room availability charts

CO5. Use telephonic Conversations with standard phrases, manners, do's & don'ts

CO6. Communicate with concierge for guest requests.

II YEAR - III SEMESTER

COURSE OBJECTIVE:

To explore the nature of the foodservice product, gain an insight into service quality and quality management issues and set standards for food and beverage operations.

UNIT – I FOOD AND BEVERAGE SECTORS**6**

Origins & sectors of F&B Operations: * Commercial operations – Origin, present scenario, types and future * Non – commercial operations – Origin, present scenario, types and future * Responsibilities of Food & Beverage Management towards primary and secondary groups.

The fundamentals of management: * Definition of management * Resources available * the seven tasks of Management: Planning, Organizing, Coordinating, Staffing, Directing, Controlling and Evaluating * other management tasks like communicating, delegating, motivating, scheduling and disciplining.

UNIT – II MARKETING**6**

Food & Beverage Marketing: * Marketing – definition * Market analysis *marketing plan * Tools of Marketing: Sales, Advertising, Public relations & publicity.

Budgeting & Budgetary Control: * Objectives * types of budget: Department budgets, master budgets, long term & short term budgets, sales budgets, sales forecasting, production budgets, purchase budgets, other budgets * Budgetary controls.

Menu planning: * Menu pricing styles * Types of menu * components of operation influencing menu planning * Knowing the needs of the guest * Selection of menu items * Menu balance * Evaluating the menu.

UNIT-III FOOD AND BEVERAGE CONTROLS**6**

Definition of control * The Control process – establishing standards, measuring actual operating results, comparing actual results with standards, taking corrective action, reviewing the corrective action * Considerations in designing a control system.

Purchasing & purchase controls: *Introduction *the purchasing process * Aims of purchasing * Qualities of a purchaser * standard purchase specifications * Sources of supply *Selection of supplier *Purchasing procedures *Methods of purchasing *purchase requisition & purchase order.

UNIT-IV RECEIVING CONTROL**6**

Aims *Staff * Equipment *Documents handled – Bills, invoice, delivery note, Credit note, GRB etc., *Bind Receiving * Fraud in Receiving *Hygiene & Cleanliness.

Stores management & control: *Location, size and equipment used *Functions of stores
*Material control – FIFO, causes of food spoilage * Records maintained – bin card, meat tag,
Cardex, stock card, stock ledger, etc. *Inventory control – perpetual and physical inventory
systems *Issuing procedure.

UNIT-V FOOD PRODUCTION CONTROL

6

Introduction, *Forecasting *various standards – standard yield, yield testing, standard recipe,
standard portion size * Records maintained – stores issued note, indent cum issue note, inter
departmental transfers, production sheet, food cost sheet *Meat costing.

Food & Beverage service & Control: * Food sales – service charge, cash sales, credit sales,
credit to residential guests * Room service * Banquet sales * KOT, Bills, ECR, POS & Cashier
summary sheet * Special concerns for control in beverage sales.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Plan, prepare and present quality food and beverage for a variety of hospitality environments.
- CO2. Define food organization and workplace systems, processes, policies, standards, legal obligations and regulations with regard to receiving, storing and issuing of products
- CO3. Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.
- CO4. Apply skills to support the effective management and control of food and beverages operations of a variety of organizations.
- CO5. Compare the commercial and non-commercial sectors in Food & Beverage operations.

REFERENCE BOOKS:

1. Jack D. Ninemier, Food and Beverage Management, 3rd Edition, Educational Institute of the American Hotel & Motel Association, 2000
2. Jagmohan Negi, Professional Hotel Management, 3rd Edition, S. Chand Publishing, 1997
3. Peter Jones with Paul Merricks, The management of foodservice operations, Cassell, 1994
4. David Foskett and Victor Ceserani, Theory of Catering, 11th Edition, Dynamic Learning, 2007.

COURSE OBJECTIVE:

To acquire skills in the preparation of Indian cookery. To indent for bulk food production. To learn the origin of traditional foods and to use equipment and techniques for quantity cooking.

UNIT –I INDIAN COOKERY:**6**

Introduction to Indian food – various ingredients – spices – dry and green – condiments – herbs and flavourings – thickening agents – blending of spices – masalas – wet and dry composition of different masalas. Special masala blends – Indian gravies.

UNIT-II CLASSICAL INDIAN NATIONAL COOKERY INTRODUCTION TO REGIONAL COOKING**6**

Factors affecting the food habits – topography – historical back ground - invasion – climate – special crops – spices – seasonal availability – religious – people staple diet – methods of cooking – equipment and fuel – festivals.

States to be covered – Kerala, Tamil Nadu, Andhra Pradesh, Karnataka, Goa, Maharashtra, Gujarat, Rajasthan, Punjab, Kashmir, Uttar Pradesh, Madhya Pradesh, North Eastern states, Bengal, Pondicherry - Main meals – breakfast – Indian breads and Indian sweets.

UNIT –III QUANTITY FOOD PRODUCTION:**6**

Introduction to Industrial, Institutional, Welfare and transport catering.

Staff organization – kitchen layout - equipment – menu planning – storage facility – preparation – holding and service of cooked food – for various categories such as – schools/ colleges – industrial canteens – hospitals – services – camps – airways – sea catering – railways – high way catering – mobile catering – theme dinners.

IV MENU PLANNING AND INDENTING**6**

Principles of menu planning – emphasis on quantity food production outlets, Industrial, institutional, transport and fast food services. - Principles of Indenting: Quantities required for quantity production - practical difficulties involved in indenting.

UNIT -V ADAPTING RECIPES**6**

Standard recipe card - Objective and purpose - Sources – Competition - Costing and cost control

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Exhibit skills in national cookery.

CO2. Compile menus involving dishes based on various states.

CO3. Plan the layout of the quantity kitchen and menu for various categories- schools, colleges, Airlines, Hospitals etc.

CO4. Indent for ingredients based on requirements.

CO5. Adapt recipes, to control costs of ingredients and overheads.

REFERENCE BOOKS:

1. urohi Babbar, Rotis &Naans of India, Lorier Books Ltd, 2000
2. elcome Group Chefs, The Indian Menu Planner, Roli Booles, 2005.
3. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000

COURSE OBJECTIVE:

To create a comprehensive understanding of the fermented and distilled alcoholic beverages, their production and service in the hotel and catering industry. To introduce students to tobacco and the various forms of their presentations.

UNIT-I WINES**8**

Introduction, definition of Wines, Classification, Viticulture & Viticulture Methods, Vinification, Categories of wines - Still, Sparking, Aromatized & Fortified Wines, Vine Diseases

UNIT-II WINES OF THE WORLD**6**

France, Italy, Spain, Portugal, Germany, New World Wines (South Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities, Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.

UNIT-III APERITIFS**4**

Definition - Types- Wine based & spirit based

UNIT -IV SPIRITS & LIQUEURS**8**

Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International. – Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack, Fenny, Grappa, Calvados & other fruit brandies.

Types of Liqueurs - Productions - Brands & Service

UNIT –V TOBACCO**4**

Types – Cigars & Cigarettes - Cigar strengths and sizes - Brands – Storage and service

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Use the right equipment and glassware for preparation and service of alcoholic beverages.
- CO2. List wines of different regions of the world and suggest wines to accompany foods.
- CO3. Illustrate the process of modern wine production and the production of different types and styles of wine with their storage.
- CO4. Describe the production of spirits and liqueurs, its service and terminology.
- CO5. Discuss cigars and cigarettes of varying strengths, storage and method of serving them.

REFERENCE BOOKS:

1. Singaravelavan. R, Food & Beverage Service, 1st Edition, Oxford University, 2011.
2. Lendal H Kotschevar, Mary L. Tanke, Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. Dennis Lillicrap & John Cousins , Food & Beverage Service –, 8th Edition, Hodden Education,2010.
4. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1st Edition, Dorling, Kindersley, Noida, UP,2013.

COURSE OBJECTIVE:

To provide a strong foundation of managerial concepts and to address the behaviour of people as individual and as groups.

UNIT –I INTRODUCTION**6**

Meaning, definition of Management, Features of Management, importance of management, difference between administration & management, role of managers, GROUP CONCEPT, levels of management, managerial Skills.

UNIT –II PLANNING AND ORGANIZING**6**

Decision making, introduction, meaning, definition, characteristics, steps in planning process, methods of planning limitation, essential of good planning, process of organizing, departmentalization, types of decision, steps.

UNIT –III STAFFING**6**

Training of development, introduction, definition, elements, functions of staffing advantages, recruitment, need for training, on the job training, off the job training, characteristics of good training

UNIT -IV COMMUNICATION**6**

Introduction, meaning, definition, importance, effects of communication objective, barriers, overcoming barriers, characteristics of effective communication

UNIT –V COORDINATION**6**

Need and importance steps in effective coordination , motivation, Maslow's hierarchy of needs, Hertzberg two factor theory- leadership- styles management grid theory of leadership

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Demonstrate the ability to communicate well.

CO2. Apply effective management strategies for productive coordination.

CO3. Determine the effective strategies for recruiting, selecting qualified job applicants and training approaches.

CO4. Determine what management is and explain the primary functions of management.

CO5. Demonstrate the stages of the planning cycle

REFERENCE BOOKS:

1. B.S. Moshal, Principles of Management, Ane Books Pvt. Ltd., 2009
2. K. Ravichandran, S. Nakkiran, Principles of Management, Avinash Paper Backs, 2009
3. Gupta C.B., Management Theory and Practice, 14th Edition, Sultan Chand & Sons, 2009.
4. HeroltKoontez, Principles of Management, 1st Edition, Tata Mcgraw Hill, 2004

COURSE OBJECTIVE:

To handle accounting procedures in the hotel and hence a strong foundation in accountancy will help in the long run. Classification of accounts- Journalizing, posting and ledgers – balancing of ledger accounts – subsidiary journal , purchase book sales book cash book petty cash book closing of ledgers Trial balance preparation – trading accounts – profit and loss account balance sheet are of prime importance.

UNIT – I MEANING AND SCOPE OF ACCOUNTING**4**

Basic Accounting Concepts and Conventions - Objectives of Accounting - Accounting Transactions

UNIT – II ACCOUNTING TRANSACTIONS**8**

Double Entry Book Keeping - Journal, Ledger, Preparation of Trial Balance - Preparation of Cash Book - Petty Cash book - Imprest system - analytical petty cash book.

UNIT-III FINAL ACCOUNTS**6**

Meaning – Definition of final account – Preparation of Trading account, profit and loss account and balance sheet with simple adjustments.

UNIT – IV DEPRECIATION**8**

Meaning, Causes, Types - Straight Line Method - Written Down Value Method.

UNIT – V AUDITING**4**

Auditing –Meaning- Definition- Importance and Scope of auditing- Advantages and limitations of auditing- Types of audit.

Total Hrs.3**COURSE OUTCOME:****On successful completion of this course learners will be able to:**

- CO1. Demonstrate knowledge of accounting for cash, receivables, inventory long-term assets, current liabilities, and long-term liabilities.
- CO2. Demonstrate knowledge of the business accounting cycle for the corporate form of business.
- CO3. Identify and describe terms associated with financial accounting.
- CO4. Draw from financial information to construct a debit/credit transaction.

REFERENCE BOOKS:

1. T.S. Reddy & A.Moorthy, Financial accounting - Margham Publications, Chennai.
2. T.S. Reddy & Hari Prasad Reddy , Cost accounting –, Margham Publications, Chennai.
3. T.S. Grewal, Double entry book keeping – Sultan Chand
4. Dr.L.Natarajan , Practical Auditing -- Margham Publication, Chennai.

COURSE OBJECTIVES:

To enable the student to comprehend the basics of the engineering and maintenance department which is adopted in hotels industry and create awareness to real situation.

UNIT -I INTRODUCTION AND SCOPE IN HOTELS**6**

Types of maintenance - Maintenance Program- Role and importance in the hotel industry & its relation with other department - Organization chart - Duties and responsibilities of maintenance department

UNIT -II ELECTRICITY**6**

Sources and use - Fundamentals of electricity - Alternative current and direct current - Signs and symbols - Single phase and 3 phase - Electricity circuits - Series and parallel connections - Fuses MCB - Short circuits – Earthing - Switches and sockets - Calculation of electric energy consumption - Precaution to be taken while using electric appliances - Electrical maintenance equipment- Energy conservation Techniques

UNIT -III FIRE FIGHTING SYSTEM**6**

Introduction - Fire prevention - Fire detection - Class of fire - Fire notification - Methods of extinguishing fires.

UNIT-IV HEATING, VENTILATION, AIR-CONDITIONING AND REFRIGERATION**6**

Introduction - Heat – Definition - Human Comfort Standards - Designing Building as to control Heat and Heat transfer - Ventilation - Its need - Different types of ventilation - Air-conditioning - Cooling systems operation and maintenance - Air-conditioning conditions for comfort- Window air conditioner - Central air conditioning – Refrigeration- Basic scientific principle of refrigerators - Principles of refrigeration - Refrigeration cycle - Refrigerants- Types of refrigerant units

UNIT -V AUDIO VISUAL EQUIPMENT**6**

Introduction - Various audio visual equipment used in hotel - Care and cleaning of OHP, slide projector, LCD and power point presentation - Maintenance of computer - Care and cleaning of PC, CPU, modem, UPS, printer, Laptops - Sensors – various sensors used in different location of hotel, types uses and cost effectiveness

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Practice to handle and care of audio visual equipment.
- CO2. Relate concepts of electricity to operation of equipment.
- CO3. Identify the classes of fire and adept with the working principle of fire extinguishers and follow the fire safety measures required in the hospitality industry.
- CO4. Plan the comfort levels of heating, ventilation and air conditioning in the establishment.
- CO5. Express the importance of maintenance and engineering department in hospitality industry and appreciate support of other departments in satisfying guest demand and be instrumental in maintaining the profit level of hotels.

REFERENCE BOOKS:

1. Sujit Ghosal, Hotel Engineering, Oxford University Press, 2011
2. Dr. K.C. Arora &Dr. N.C. Goyal, Hotel Maintenance Standard Publishers Distributors, 2006.
3. M. R. Frank D. Boronik, The Management of Maintenance and engineering systems in Hospitality Industry, John Wiley & Sons, 2010.

COURSE OBJECTIVES:

To gain knowledge with regard to the present issues and environmental problems and to know their responsibilities.

UNIT -I INTRODUCTION TO ENVIRONMENTAL STUDIES**3**

Introduction - Definition - Types of Environment - Scope and Importance of Environmental Studies

UNIT -II NATURAL RESOURCES**3**

Types of Natural Resources - Case Studies - Role of an individual in Conservation of Natural Resources - Equitable use of Resources for sustainable life style - Field study of local area

UNIT -III ECOSYSTEMS**5**

Concept of ecology and ecosystem - Types of ecosystem - Structure of ecosystem - Function of an ecosystem - Energy flowing ecosystem - Ecological succession - Food chain
Food web - Ecological pyramids -Field study of simple ecosystems

UNIT -IV BIODIVERSITY**4**

Significance of Biodiversity - Classification of biodiversity - Threats to biodiversity - Conservation of biodiversity

UNIT -V ENVIRONMENTAL POLLUTION**4**

Types of environmental pollution - Role of an individual in prevention of pollution - Solid waste management - Case studies

UNIT -VI DISASTER MANAGEMENT**3**

Floods- Cyclones – Landslides – Earthquakes –Tsunami - Case Studies - Field study

UNIT -VII SOCIAL ISSUES IN THE ENVIRONMENT**5**

Urban problem related to energy - Water conservation - Method of water conservation - Resettlement and rehabilitation of people -Climate - Greenhouse effect -Acid Rain -Ozone layer depletion -Nuclear Accidents -Waste land reclamation -Consumerism and was products -Issues involved in enforcement of environmental legislation -Public awareness

UNIT -VIII HUMAN POPULATION AND THE ENVIRONMENT**3**

Population Growth and explosion - Family welfare programme-Environmental and human health- Human rights -Value education -HIV / AIDS-Women and child welfare -Role of information technology in environment and human health - Case studies

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Create appropriate planning, preparation and response during disaster like Floods, Cyclones, Landslides, Earthquakes and Tsunami.
- CO2. Identify common pollution and adverse impact on biotic communities, soil, water, and air quality and suggest sustainable strategies to mitigate these impacts.
- CO3. Relate to social issues in the environment and understand their responsibilities.
- CO4. Recognize the interdisciplinary nature of environment and need for public awareness.
- CO5 State the natural resources and relate them human use and exploitation of natural resources and learn to conserve them.
- CO6. Define the ecosystem, classify them and understand the ecological concepts, possible solutions and sustainable practices.

REFERENCE BOOKS:

1. Kathlyn. *Saving the environment: debating the costs*. New York, Franklin Watts, 1996.
2. Thomas R., and Robert C. Mebane. *Environmental experiments about life*. Hillside, N.J., Enslow Publishers, 1993.
3. Nick. *Atlas of environmental issues*. New York, Facts on File, 1989.
4. William G., Thomas B. Daugherty, and Carla Kirts. *Managing our natural resources*. 3rd -Albany, N.Y., Delmar Publishers, 1997.

II YEAR - IV SEMESTER

COURSE OBJECTIVE:

To introduction to quantity Food Production emphasizing regional Indian dishes, Indian breads and sweets.

MENU – I

Plain Rice - Avial –Sambar-MeenVarathathu-Nenthra Kai Chips-Inji Puli Kari-ParippuVadai – Prathamam

Attukal Soup-Plain Rice-Veechchu Parotta-ChettinaduChicken Curry-Moolai MuttaVaruval Urundai Kuzhambu-Beetroot Karaporiyal-Curd Rice-Kesari

MENU – III

Tomato Bath-Kholapuri Mutton Masala-Potato Vadai-Chappathis-Jallebi

MENU - IV

Kitchidi-Tomato Baingan Ambal-Dal Philani-Macher Jal-Loochi-GulabJamun

MENU - V

Bisbella Hullianna-Baesserattu-Mysore Bonda-Manglore Fish Fry-Potato Fry-Appalam Mysore Pak

MENU - VI

Chicken Biryani-Vegetable Biryani-Baghara Baingan-Onion Raitha-Semiya Payasam

MENU - VII

JeeraPulao-Dhal Makhani -Aloo Capsicum-Fish Amritsari-Phulka-Beetroot Halwa

MENU - VIII

Coconut Rice-Ven Pongal-Meat ball curry-Cabbage and Carrot foogath-Curd rice-Rose cookies

MENU IX

Plain Rice

Mutton Vindaloo-Ambiachi Dhal-Mix Vegetable Chilly Fry-Curd Rice-Bean, Kajoo & Coconut -Burfi

MENU – X

Chettinadu Mutton Biryani-Cheruva-Kallu Dosa-Vadai Curry-Curd Rice Kuzhi Paniyaram

MENU - XI

Mutter Pulao-Bhaturas-Peshawari Chole-Palak Ghost-Aloo Gobi-Gajar ka Halwa

MENU – XII

Kachchi Biryani-Mirchi Ka Salan-Nellore Mutton Curry-Kulcha-Double Ka Meetha

MENU - XIII

Yakhni Pulao-Aloo Paratha-Mutton Do Piazza-Dal Palak-Phirnee-

MENU - XIV

Ghee Bhat –Kachori-Doi Mach-Aloo Posto-Baigun Bhaja-Rasogulla-

MENU - XV

Tandoori Naan-Tandoori Murg-Sheek Kabab-Paneer Tikka-Tandoori Pomfret

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Create desserts with correct texture and consistency.

CO2. Demonstrate the techniques of preparation of dishes from states of India.

CO3. Incorporate the spices and condiments that are unique to each province.

CO4. Prepare Indian breads and their variations.

CO5. Prepare assorted Indian foods in bulk quantities.

COURSE OBJECTIVE:

To enable students to develop proficiency in identifying alcoholic and nonalcoholic beverages and the right means of serving each drink.

- I. Conducting Briefing / De- briefing for Food and Beverage outlets
- II. Taking an order for Beverages
- III. Service of aperitifs
- IV. Wine bottle, Identification, Glasses, equipment, required for service
- V. Reading a wine labels (French, German)
- VI. Types of Glasses & equipment used in the bar
- VII. Service of Sparkling, Aromatized, Fortified, still wine
- VIII. Menu planning with wines and service of food & wine
- IX. Service of cigars and cigarettes
- X. Service of spirits – rum, gin, vodka, whisky, brandy, tequila etc.,

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Take orders for beverages.
 - CO2. Suggest cocktails and wines to accompany foods.
 - CO3. Prepare conventional cocktails.
 - CO4. Serve cigar and cigarettes applying proper techniques
 - CO5. Read wine labels of various countries and open and serve champagnes and wines.
- .

COURSE OBJECTIVE:

To learn Standard Operating Procedures in Front Office Functions of front office during check – out and settlement, methods of settlement and check-out options. To study Front Office Accounting procedures and Night Audit. Log Book, Handling Guest Complaints and Basic Courtesy Conversation with Guest at Front Office.

STANDARD OPERATING PROCEDURE IN FRONT OFFICE

- I. Checkout and Settlement – Functions of Front Office during Check – out and Settlement, Departure Procedure, Methods of Settlements – Foreign Exchange, Traveller’sCheque, Debit Card, Credit Card Charge Card, Travel Agent Voucher, Corporate Billing / Bill to company. Late Check – out, late charges, Check out Options – Express Check out, Self-Check-out-in-room and Self-Check-out Terminals.
- II. Front Office Accounting Fundamentals – Functions of F.O. Accounting – types of Accounts – Guest & Non- guest Accounts, Folio, Posting, Types of Folio Vouchers, POS, Ledgers – Types, Accounting Systems – Non-automated, Semi – Automated and Fully Automated. Guest Accounting Cycle Creation of Accounts, Maintenance of Accounts and Settlement of Accounts Methods.
- III. Internal Controls and Tracking Transactions – Cash payments, Charge Purchase, Accounts Correction, Accounts Allowance, Accounts Transfer Cash Advance, Cash Bank, Front Office Cash Sheet.
- IV. Night Audit – Function of Night Audit, Night Auditor Duties and Responsibilities, Night Audit Process – Establishing the end of the Day, Complete Outstanding Posting and Verify Transactions, Reconciling Transactions, Verifying No- Shows, Preparing Reports.
- V. Log Book and Information Directory
- VI. Situation Handling and Guest Complaints
- VII. Basic Courtesy Conversation with Guest at Front Office.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Perform standard operation procedures in the front office.

CO2. Demonstrate checkouts and settlements.

CO3. Perform front office accounting.

CO4. Interpret log book.

CO5. Evaluate guest situation in front office and Communicate effectively.

COURSE OBJECTIVE:

To induce in students the types of weaves in the Industry and a in depth knowledge on the finishes and fabrics used in the Hotel Industry. To inculcate the activities procedures followed in linen department. To make flower arrangements in various shapes. To organize a theme decoration.

PRACTICALS

- I. Fabric weaves
- II. Linen laundering
- III. Uniform pressing
- IV. Fabric stain removal
- V. Floor stain removal
- VI. Flower arrangement
- VII. Theme Decoration

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Create floral arrangements and theme decorations.
- CO2. Plan the physical layout of an on-premises laundry operation,
- CO3. Develop procedures for laundering different fabrics,
- CO4. Organize the flow of linens through the laundering process
- CO5. Treat diverse stains.
- CO6. Identify fabric weaves.

ONLINE MATERIALS & WEBLINKS:

1. <https://www.slideshare.net/SunilKumar148/flower-arrangements-33437848>
2. <http://robertsonclass.weebly.com/floral-design.html>
3. <https://www.coursehero.com/file/15349407/housekeeping-notes-1455191913907/>
4. <https://www.slideshare.net/SunilKumar148/fabric-fibres>
5. <https://hmhub.me/stain-removal>

21PBHM45 HOTEL MAINTENANCE AND ENGINEERING – PRACTICAL 0084

COURSE OBJECTIVE:

To provide students with hands on training, to achieve minimum breakdown and to keep machinery in good working condition at the lowest possible cost. To increase safety of guests and employees of the hotel.

Practical:

- I. Identification of tools and accessories
- II. Replacement of fluorescent tubes and incandescent bulbs
- III. Replacing tap washer
- IV. Testing of supply system
- V. Plug and socket wiring

Demonstration

- I. Air conditioner and Refrigeration system
- II. Firefighting extinguisher

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Use appropriate tools for various repairing activities.
- CO2. Replace lights and carry out plumbing procedures.
- CO3. Test the supply system.
- CO4. Care and maintenance of Air-conditioners and refrigerators.
- CO5. Operate portable fire extinguishers.

III YEAR - V SEMESTER

COURSE OBJECTIVE:

To acquire Supervisory skills in Kitchen Organization and also specialize in Bakery and Confectionery.

UNIT – I KITCHEN SUPERVISION**5**

Kitchen supervisor – supervisory functions - Technical – administrative & social functions - Elements of supervision – forecasting, planning

UNIT – II KITCHEN MANAGEMENT**5**

Organizing – commanding – co-coordinating controlling responsibilities of supervisor – delegating - Motivating – welfare understanding and communicating

UNIT – III BAKERY**5**

Introduction - Layout & equipment-Heavy and ancillary – cleaning & maintenance.-Ingredients used in bakery.

UNIT – IV BREAD MAKING**5**

Bread – recipe – different methods of preparations – different types of bread.- Faults in bread making – rectification and prevention

Cakes & Frostings: - Cakes – recipe – different methods of preparation – different types -Faults in cake making – rectification and prevention - fondant, butter cream, Foam, Fatty types – Glace, Royal, Fudge

UNIT – V PASTRY MAKING**5**

Introduction & meaning, Breakfast rolls – Introduction, Types of pastry - Short crust, Choux, Puff, Danish, Croissants, Brioche -Frozen Desserts: -Ice creams – Sorbets – Parfait – Bombes - Frozen Mousse.

UNIT –VI DECORATIVE WORK**5**

Chocolate work – Cutouts, Curbs, and Shavings – Marzipan – Pastillage – Nougat -Sugar – Spun, Pulled & Blown Jelly works

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Exhibit supervisory skills in kitchen organization.
- CO2. Demonstrate skills in manning the kitchen effectively.
- CO3. Display skills in Bakery and confectionery.
- CO4. Apply standard procedures involved in pastry preparations.
- CO5. Display creativity in cake decorations.

REFERENCE BOOKS

1. Wayne Gisslen, Professional Baking, Wiley, 2008.
2. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000
3. Anthony D roily, The Complete Cookery Manuel, 1993
4. William J Sultan, Practical Baking, John Wley& sons, 1989

COURSE OBJECTIVE:

To develop a comprehensive knowledge of a bar, the types of bars and their layouts. The students will be able to know how Champagne is produced and served. To prepare and 1 cocktail and learn table side service using the gueridon trolley and execute in a professional manner.

UNIT- I THE BAR**7**

Definition of Bar- Bar and its layout - Types of bar - Classification of bar - Cellar Management - Bar Control

UNIT- II BANQUETS**6**

Organization structure, Duties & Responsibilities of banqueting staff
Administrative Procedures, Formats Maintained
Banquet Function Prospectus
Types of Functions (Formal and Informal)
Menu Planning (Indian, Continental, Theme, conference, cocktail, others)
Seating Arrangements
Off Premise/ outdoor catering..

UNIT -III BUFFETS**6**

Introduction, Types of establishment, Different types of buffet, buffet setting, Menu planning.

UNIT IV - COCKTAILS & Mocktails**7**

Introduction, History, Methods of Mixing cocktails - Rules of mixing cocktails - Classic Cocktails- Recipes, innovative cocktails & mocktails (at least 5 from each base) - Cocktail Bar Equipment, garnishes, decorative accessories.- Definition of other mixed drinks – e.g. Cobblers, Daisies, Daiquiris, flips, etc.

UNIT -V GUERIDON SERVICE**4**

Origin and definition - Types of Trolleys and layout - Special equipment - Service Procedures - Service of important classical dishes

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Plan, coordinate and execute food and beverage service requirements for a Bar, bar control and cellar management.
- CO2. Manage the banquet functions with a crew of people tasked with providing a smooth event.
- CO3. Apply the principles of preparing classic and innovative cocktails and mocktails in food and beverage service outlets.
- CO4. Demonstrate carvings, filleting, flambéing and preparing dishes on the gueridon trolley.

REFERENCE BOOKS:

1. Vara Prasad, Gopi Krishna, Food & Beverage Simplified,- 1st Edition, Dorling Kindersley, Noida, UP,2013
2. Lendal H Kotschevar, Mary L. Tanke Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. LendalH .Kotschevar& Ronald F. Cichy, Managing Beverage Service, 1st Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2004
4. Robert A. Lipinski & Kathleen A. Lipinski, Professional guide to alcoholic beverages VanNostrand Reinhold, 2nd Edition, 1989. 3. Stuart Walton ,The New York Bar Tenders Guide to Cocktails & Mixed Drinks, 3rd Edition, Hermes House, 2008

COURSE OBJECTIVE:

To develop a comprehensive Knowledge about managerial level of various management functions like Planning and Evacuating Front Office Operations such as Establishing Room Rates, Budgeting, Forecasting Room Availability and Daily Operations Report, Income Statements and Budget Reports ,Yield Management, Property Management Systems, Hotel Security and Guest Quality Service Budgeting for operations-Forecasting rooms revenue - Estimating expenses

UNIT - I PLANNING & EVALUATING FRONT OFFICE OPERATIONS 6

Management objectives - (Planning, organizing, staffing, directing, controlling, coordinating, evaluating) - Planning for front office operations - Establishing room rates - Market condition approach - II Rule of thumb approach – III –Hobart’s formula approach- Forecasting room availability Budgeting for operations Forecasting rooms revenue Estimating expenses

UNIT - II YIELD MANAGEMENT 6

Concept - Applicability to Rooms’ division. (Capacity management, discount allocation, duration control) - Basic formulation in measuring yield - Potential high & low demand tactics. –

UNIT – III COMPUTER APPLICATION IN FRONT OFFICE OPERATION 6

Role of information technology in the hospitality industry - Factors for need of a PMS in the hotel Factors for purchase of PMS by the hotel - PMS applicants and Interface –

UNIT –IV FRONT OFFICE SECURITY 6

Importance, organization of security department - In house security service, verses contracts security services - Key safety & fire safety - Hotel safety committee - Emergency procedure - Code of conduct for safe and Honorable tourism. Procedure followed during Pandemic Situation.

UNIT – V QUALITY GUEST SERVICE 6

Quality control, quality assurance and TQM - Documenting systems and procedures -ISO - Quality guest services and moments of truth in hotels

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Plan and evaluate functions of front office.
- CO2. Calculate yield using the formulae. Adopt tactics and strategies of yield management.
- CO3. Demonstrate property management systems.
- CO4. Implement hotel safety and security procedures.
- CO5. Execute quality guest service.

REFERENCE BOOKS:

1. Sudhir Andrews, Text book of Front Office Management & Operations, Tata McGraw Hill Education Private Limited, 2009
2. JatashankarR.Tewari, Hotel Front Office--Operations and Management, Oxford University Press, 2009.
3. Michael L. Kasavana Richard M Brooks, Managing Front Office Operation, AH&LA, 2007.
4. Gary K-Vallen Jerome J. Vallen, Check in Check Out – Managing Hotel Operation, Indian edition published by Dorling Kindersley India pvt.ltd, 8th Edition, 2009.

COURSE OBJECTIVE:

To make the students understand the importance of the facility planning in the various departments of a hotel. To develop their knowledge in the designing, planning and executing the projects in the hotels. To create an awareness among the students about the eco-friendly procedures in the building operations.

UNIT - I DESIGN CONSIDERATION**6**

Guest room, suites, physically challenged - The lobby, portico, business centers, car parking Administration Offices - Back of the house areas -The project planning team – planning, organizing, & executing.

UNIT – II PROJECT PLANNING AND DEVELOPMENT**6**

The systematic layout - Planning consideration - Flow process and flow diagram - Procedure for determining space relationship - Architectural consideration - Difference between carpet area and plinth area - Approximate cost of construction estimation - Approximate operation areas in budget - Approximate budget for other operating areas per guest room - Approximate water - electrical power consumption requirement – estimation

UNIT –III F&B OUTLET DESIGN**6**

Physical layout - Objectives of a good layout - Planning a restaurant, banquet hall, lounge, coffee shop etc., - Decision prior to planning - Steps in planning – Location - Space allocation - Staffing - Equipment and erecting – Furniture – Linen - Cutlery and Crockery requirement - Types of seating - Table arrangement – Assistants - Restaurant Costing – Performance measure

UNIT – IV KITCHEN DESIGN**6**

Physical layout - Objectives of a good layout - Layout of commercial kitchen - Sample layout Space requirements - Work area requirement - Equipment requirement for commercial kitchen - Specification of kitchen equipment - Planning of various supporting service - Kitchen safety - Stores, stewarding, receiving and ancillary area, planning and design

UNIT - V DESIGNING AN ECO FRIENDLY HOTEL**6**

Evolution of an eco-friendly hotel. - Steps involved saving environment – in project stage. - Waste management in the entire department - Energy Efficiency Measures. -Waste conservation. - Safe environment & public awareness.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Develop and design Eco Friendly concepts in Hotel Facility Planning
- CO2: Plan and design a Food and Beverage outlets at start property.
- CO3: Estimate the project cost
- CO4: Determine the space requirement for 100 to 1000 rooms' hotel property.
- CO5: Interpret the blueprint of various facilities with their features.

REFERENCE BOOKS:

1. Tarun Bansal , Hotel Facility Planning- Oxford university Press Oxford university press
YMCA library building Jaisingh road New Delhi 110001
2. David M.Stipnauk , Hospitality Facilities Management Design -American Hotel And
lodging association,2113 North high street Lansing, Michgan 48906-4221
3. Joseph Ransley - Butterworth Heinemann Developing Hospitality Properties And Facilities-
Butterworth Heinemann Hadyn Ingram
4. Raphael R.Kava / Naugh /Jack D.Ninemer, Supervision in the hospitality industry - -
Educational Institute American Hotel and Location association

ONLINE MATERIALS & WEBLINKS:

1. <https://www.yumpu.com/en/document/view/63707815/download-in-pdf-the-complete-guide-to-facility-management-txtpdfpub>
2. <https://thebookee.net/fa/facilities-planning-james-a-tompkins-4th-edition-ebook-free-download>
3. <https://www.slideshare.net/manjunathnr00/facility-planning-60377253>
4. <https://www.ihmnotes.in/assets/Docs/Sem-2/Food%20Production/Unit%2010%20Kitchen%20Organization%20and%20layout.pdf>
5. <https://www.uou.ac.in/sites/default/files/slm/HM-403.pdf>

COURSE OBJECTIVE:

The course enables students to understand the intricacies of various laws relating to hotel industry. It also helps in providing training to the students which is needed to prepare them for effective job performance in the hotel industry.

Unit I: INTRODUCTION

Law and Society – Classification of Laws: Public Law and Private Law – Criminal Law and Civil Law – Substantive Law and Procedural Law – Municipal Law and International Law – Common Law and Equity

Unit II: LAW OF CONTRACTS

Definition of Contract – Essentials of Contract – Salient features: Indian Contract Act, 1872 – Sale of Goods Act, 1930 – Consumer Protection Act, 1986 – Negotiable Instruments Act, 1981 – Insurance Act, 1939 – Essential Commodities Act, 1955.

Unit III: LICENSES

Licenses and Permits Required: Building Permit – Fire Safety Permit – Police License for Hotels – Trade License – ESI Registration – PF Registration – Bar License – FSSAI Food Business License – Service Registration – GST Registration

Unit IV: WAGES AND WORKING HOURS

– Relevant Provisions of Minimum Wages Act, 1948 – Industrial Disputes Act, 1947 – Unfair Labour Practice

Unit V: CONSTITUTIONAL LAW:

Constitutional Law: Right to Equality under Art. 14 – Abolition of Untouchability under Art. 17 – The Civil Rights Act, 1991 – Relevant Provisions

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

Course Outcomes:

Upon completing this course, students will be able to

- CO1: Describe various Constitutional provisions relating to workplace environment
- CO2: State laws relating to contracts and business in India
- CO3: List various licenses and permits relating to hotel industry in India
- CO4: Apply various labour related laws in India
- CO5: Define Law and describe various classifications of Law

References: (Bare Acts)

1. Industrial Disputes Act, 1947
2. The Civil Rights Act, 1991
3. Constitution of India (relevant provisions)
4. Minimum Wages Act, 1948

COURSE OBJECTIVE:

To impart the skills required for Financial and Management Accounting in the hospitality industry.

UNIT – I TYPES OF BUSINESS ORGANIZATIONS 6

Sole proprietorship, Partnership, Joint Stock Companies, Co-operative Society Formation, Registration & Management of Business organization

UNIT – II FINANCIAL MANAGEMENT 7

Objectives of Financial Management, Optimum Financial decision making - Profit maximization approach - wealth maximization approach - scope and functions of financial management, Investment decision making.

UNIT – III TYPES OF RATIOS 5

Definition - Types of Ratios and how to calculate them.

UNIT – IV COST BENEFIT 6

Cost Sheet - Inventory valuation – The FIFO, LIFO.

UNIT – V BUDGET & BUDGETARY CONTROL 6

Capital Structure - importance of working capital - need for working capital - conference of working capital - relevant methods of control projection of working capital.

Total Hrs.30

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1. Prepare budgets and the relevant methods of control
- CO2. Determine the procedure for registration of a business.
- CO3. Apply precautions when making financial decisions.
- CO4. Use financial ratios.
- CO5. Calculate the costs and benefits of a business.
- CO6. List the types of business organizations.

REFERENCE BOOKS:

1. S. N. Magheswari , Financial Management-, Sultan Chand Sons, New Delhi.
2. A. Moorthy, Financial Management- Margham Publications, Chennai.
3. T.S.Reddy and Y.Hari Prasad Reddy, Cost and Management Accounting- -Margham Publication, Chennai.
4. M.C.Shukla, Business Organization and Management -- Sultan Chand and Sons Publishing house, New Delhi.

III YEAR - VI SEMESTER

COURSE OBJECTIVE:

To prepare foods using methods that conserve nutritional value. To exhibit ability to prepare and serve many foods of international cuisines attractively and efficiently. To select and use appropriate advanced techniques in planning, storing, and serving foods.

UNIT-I BRIEF STUDY ON INTERNATIONAL CUISINE**6**

Factors affecting the various cuisines – Location, Historical background, Availability of ingredients & cooking methods

- French Cuisine - Italian Cuisine - Chinese Cuisine

UNIT-II INTERNATIONAL CUISINES**6**

Japanese cuisine -Thai Cuisine- Oriental Cuisine - Mediterranean Cuisine - Nouvelle Cuisine

UNIT-III GARDE MANGER**6**

Introduction, Layout, Equipment, Location, Space requirements -Functions of the larder - department - Duties and responsibilities of larder chef - Butchery – Cuts of pork, beef, chicken & fish, steaks

UNIT- IV LARDER CONTROL**6**

Butchery control sheet – yield calculation - Yield control – larder the center of food cost control
Larder Preparations: - Sandwiches – parts, preparation, lipid scoring, storage - short term & long term - \Cold appetizers – garnishes – cold sauces - Salad dressings & compound butters - Carvings – vegetable, fruits, ice & butter

UNIT-V CHARCUTERIE**6**

Force meats - types, preparation & uses - Sausages - types, casings, fillings, - Additives& preservatives - Ham, Bacon & Gammon – preparation, uses and differences - Galantines, Pâtés, Terrines and Mousses - Aspic & jelly – preparation, uses and difference

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO.1. Prepare foods using methods that conserve nutritional value.

CO2. Demonstrate the skills and techniques in preparation of foods of International cuisines.

CO3. Carry out Garde manger duties.

CO4. Prepare, display and store force meats.

CO5. Exhibit professionalism in the Organizing the kitchen.

REFERENCE BOOKS:

1. Kinton & Cessarani, Practical cookery--Hodder & Strouhton Educational, London
2. Anthony D Reilly. The Complete Cookery Manual — Longman Group Ltd., UK.
3. Clive Finch, Food Preparation and Cookery –Pearson,1998
4. H.L. Cracknell, Practical Professional Catering – Cengage Learning, 2002

COURSE OBJECTIVE:

To enable the students to gain practical exposure in Accommodation Operation and also to motivate them to do the Job in a proper manner.

UNIT-I PLANNING & ORGANIZING THE ACCOMMODATION OPERATION**DEPARTMENT****5**

Area Inventory List - Frequency Schedule - Performance Standard - Productivity Standard - Equipment & Supply Inventory Level

UNIT-II MOTIVATING AND TRAINING**5**

Definition- Types - Methods- Evaluating

UNIT-III CONTROLLING EXPENSES**6**

Budget process, types - Using operating budget as a control tool - Powering budget and income statement - Room division income statement - Budgeting expenses : salaries and wages - Employee benefit outside service - In house laundry, linen, operating supplies uniforms

UNIT-IV INTERIOR DECORATION & ECOTEL CONSIDERATIONS**8**

Important of design, patterns, art & décor - Decorating the various public areas of the hotel - Importance & study of colours - Types of furniture - Lights & lighting – energy saving - Door & window - Walls & Ceilings - Designing physical challenged rooms.
Ecotels & Energy Conservation at Accommodation Operation Department

UNIT-V HOUSEKEEPING IN OTHER OUTLETS**6**

Hospitals - Hostel- Guest Houses - Contract Services -Control Services - Multinational Company – Airlines
Practice and Procedures to overcome pandemic Situations

Total Hrs.30**COURSE OUTCOME:****On successful completion of this course learners will be able to:**

- CO1: Develop area inventory list, frequency schedule, performance and productive standards
- CO2: Prepare training modules for the staff in the departments
- CO3: Plan and budget housekeeping expenses.
- CO4: Exhibit the importance in design, pattern, colors in the rooms
- CO5: Apply housekeeping in other outlet than hotels, Energy and Water conservation Practices

REFERENCE BOOKS:

1. John C Bronson and Margaret Lennox, Hotel, Hostel and Housekeeping, Hodder Arnold H&S, 5th Edition
2. Ursula Jones, Hotel & Catering Studies – Hodder Arnold H&S, 1992
3. Edwin B. Feldman, Managing Housekeeping Custodial Operation, Prentice Hall Direct (March 1, 1992)
4. Robert J Martin & Thomas J.A. Jones. Professional Management of Housekeeping Operations (2ndEdn)

ONLINE MATERIALS & WEBLINKS:

1. https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
2. <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
3. <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
4. <https://www.slideshare.net/duanesrt/rt-trainer-guide-unit-10en-160414>
5. https://www.boeken.com/file/ebooksample/9789001878917_h1.pdf

COURSE OBJECTIVE:

To provide and understanding on the process of marketing and sales management and gain additional exposure.

UNIT-I MARKET**6**

Overview of service sector and hospitality - Definition of market, marketing and selling - The marketing concept - types - marketing environment - Market segmentation - Differences between consumer behaviour and buyer behavior.

UNIT- II CONCEPT OF MARKETING MIX**6**

Product - The hotel product and its components - New product development - brand names - overview of a marketing plan - product life cycle - product differentiation in Hotel and catering industry.

UNIT-III PLACE**6**

Distribution - Scope of distribution - channel functions an flow - organizational patterns in hospitality marketing channels - location of services - current trends in hotel and catering industry-Definition of pricing - types of pricing - policy - importance of pricing in hotel industries. - Promotion - promotional mix- kinds of sales promotion advertising salesmen - selection, training - advertising agency - media selection type of media sales promotion.

UNIT-IV ADVERTISING AND PROMOTION**6**

The role of promotion - promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / public relations / publicity - advertising - communication problems - budgeting the promotion mix. - Sales promotion, direct sales, Advantages & disadvantages - sponsorship management:

UNIT-V INTERNATIONAL MARKETING**6**

Emergence of global marketing - significance of international marketing for developing countries - liberalization role of foreign MNC. Marketing of services - Business - goals of business - growth of service marketing - classification of service marketing business ethics current trends in marketing.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Execute advertising, sales promotion and public relations.

CO2. Examine the pricing strategies for products and services

CO3. Classify organizational markets and buyer behavior.

CO4. Implement interactive and multichannel marketing and List ways to reach global markets.

CO5. Interpret the marketing mix and identify market segments and targets.

REFERENCE BOOKS:

1. Dr.Varshney R.L &Bhattacharya.B , International marketing management 22nd edition Sultan chand& sons 2009.
2. S.A. Sherlekar marketing management Meerapandey 2006.
3. Sudhir Andrews, Sales & marketing Tata Mcgraw hill 2006.
4. Philip Kotler, Marketing management, Pearson Ltd 2012.

COURSE OBJECTIVE:

To create an awareness among students the use and application of computers and information technology in hospitality industry. To make them understand the use of computers in day today operations and to realize its advantages.

UNIT- I FUNDAMENTALS OF COMPUTERS 6

Introduction to computers – History of computers – Definition – Generation of computers – types of computers – uses – advantages.

UNIT-II COMPONENTS OF COMPUTERS 6

Hardware – Software – Types of S/W – Input and Output Devices – CPU – ALU – Memory – Types of memory – Files – Types of files.

UNIT-III FUNCTIONS OF COMPUTERS 6

Data types – architecture of computers – organization of computers
Network – types of network – topologies – operating systems – types of operating system

UNIT-IV PROGRAMMING 6

Introduction to programming languages – types of programming languages – uses
DBMS – Advantages – RDBMS – Multimedia – Uses.

UNIT- V INTERNET 6

Introduction to Internet – Uses of Internet – types of internet – Intranet – Extranet – ISP – Types of Email, Chatting, Browsing. WWW – Webpage, Web browser, Web server – uses – advantages – search engines.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. List the types of computers and distinguish Hardware and Software components of a computer system.
- CO2. Explain the functions of a computer
- CO3. Identify the various input and output units and explain their purposes
- CO4. Explain the program languages and their uses.
- CO5. Use the internet.

REFERENCE BOOKS:

1. Alexis Leon – ORACLE The Application Development Handbook – Comdex computer publishing, 1996.
2. Rajaraman.V – Computer programming in C – Prentice Hall of India, 2008.
3. Taxali.R.K. – PC software – Tata McGraw Hill, 2001.

COURSE OBJECTIVE:

To make the students to gain knowledge with regard to research and apply in terms of doing the research.

UNIT- I INTRODUCTION**6**

Meaning of research - Objective of research - Motivation of research -Types of research - Research approaches - Significance of research - Research methodology - Research process - Criteria of good research

UNIT -II RESEARCH PROBLEM**6**

Defining the research problems - meaning - importance of selecting a research problem

UNIT-III RESEARCH DESIGN**6**

Meaning - need for research design - Sampling design - Census and sample survey - implications of a sample design - Steps in sampling design

UNIT- IV DATA COLLECTION**6**

Methods of data collection - primary & secondary data - Observation method- other methods.

UNIT-V REPORT WRITING**6**

Analysis of Data Preparation of Report – Rough Draft and Final Report – Types of Report – Bibliography.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Define research and develop an understanding on various types of research objectives of doing research, research process, and criteria of good research.
- CO2. Identify the research problem and specific research problem.
- CO3. Select the appropriate research design and sampling design.
- CO4. Plan on data collection methods.
- CO5. Express the purpose of different sections of a report and write in an appropriate style for an academic or scientific report.

REFERENCE BOOK:

1. K.N. Krishnaswamy , Research methodology, Darling Kindersley 2009.
2. Uma sekaran, Research methodology, John wiley 2012.
3. Roger Bougle, Research methodology, John wiley 2012.

III YEAR - VI SEMESTER - PRACTICAL

COURSE OBJECTIVE: To familiarize with and to develop skill in advanced continental and international cuisines.

MENU – I

Consomme Carmen -Poulet Saute Chasseur-Pommes Lorette-Haricots Verts-Salade de Betterave
Brioche-Baba au Rhum

MENU – II

Bisque D' Crevisse-Escalope De Veau Viennoise-Pommes Battaille-Courge Provençale-Epinard
au Gratin-Croissants-Gateau De Ananas

MENU – III

Crème Dubarry-Darne De Saumon Grille-Sauce Polonaise-Pommes Fondant-Petits Pois A la
Flammande-French Bread-Banana Tart

MENU – IV

Veloute Dame Blanc-Côte De Porc Charcuterie-Pommes De Terre A La Crème-Carottes Glace
Au Gingembre-Salade Verte-Harlequin Bread-Chocolate Cream Puffs

MENU –V

Cabbage Chowder-Poulet à la Rex-Pommes Marquise-Ratatouille-Salade De Carottes et Celeri,
Clover Leaf Bread-Savarin Des Fruits

MENU –VI

Barquettes Assortis-Stroganoff De Bœuf-Pommes Persilles-Salade De Concombre-Garlic Rolls
Crepe Suzette

MENU –VII

Duchesse Nantua--Poulet Maryland-Croquette Potatoes-Salade Niçoise-Brown Bread-Pate Des
Pommes

MENU –VIII

Kromeskies-Filet De Sole Walweska-Pommes Lyonnaise-Champignon au beurre-Bread Sticks
Souffle Milanaise

MENU –IX

Vol-Au-Vent De Volaille St. Jambon-Crab Thermidor-Salade Waldorf-Vienna Rolls-Mousse Au
Chocolat.

MENU –X

Crabe En Coquille-Quiche Lorraine-Salade de Viande-Pommes Parisienne-Foccacia
Crème Brulee PLUS 4 BUFFETS:
Cold Buffet-Hot Continental-Indian Regional,

CHINESE MENUS:

MENU – I

Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noodles, Apple Toffee

MENU – II

Hot & Sour Soup-Beans Szechwan-Stir Fried Chicken & Peppers-Chinese Fried Rice
Bananas Cooked in coconut milk

MENU – III

Sweet corn soup-Shao Mai-Tung-Po Mutton-Yangchow Fried Rice-Fried Ice cream

MENU – IV

Wanton Soup-Spring Rolls-Stir Fried Beef & Celery-Chow Mein-Lychees with Ice cream

MENU – V

Prawns in Garlic Sauce-Fish Szechwan-Hot & Sour Cabbage-Steamed Noodles-Sweet peanut
Dumplings

INTERNATIONAL MENUS:

SPAIN

Gazpacho-Pollo En Pepitoria-Paella-Fritata De patata-Pastel De Mazana

ITALY:

Minestrone-Ravioli Arabeata-FettucineCarbonara-PolloAlla Cacciatore-MedanzaneParmigiane
Grissini-Tiramisu

GERMANY:

Linsensuppe-Sauerbraten-Spatzlle-Kartoffel Potato Salad-Pumpernickel-Apfel Strudel

U.K.

Scotch Broth-Roast Beef-Yorkshire Pudding-Glazed Carrots & Turnips-Roast Potato-Yorkshire
Curd Tart-Crusty Bread

GREECE:

Soupe Avogolemeno-Moussaka A La Greque-Dolmas-Tzaziki-Baklava-Harlequin Bread

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Prepare global cuisine dishes.

CO2. Show the skills and demonstrate the techniques in International cuisines.

CO3. Display the techniques involved in continental & International cuisines.

CO4. Prepare, display and store force meats.

CO5. Carry out Garde manger duties

COURSE OBJECTIVE:

To facilitate the setup of a restaurant. To handle banquet mock bookings and deal with food and beverage controls.

Practical:

- I. Filling of Banquet function prospectus, Menu Planning & Service (International menus - French, Chinese, Mexican & Italian)
- II. Formal banquets (Seating arrangements and service procedures)
- III. Banquet seating styles, formal banquet service
- IV. Setting up of bar with glasses & equipment
- V. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes
- VI. (flambé & salads)
- VII. Setting up of buffets and service procedures.
- VIII. Guest Situation Handling
- IX. Planning a restaurant (Specialty, fast food, and coffee shop) .
- X. Planning of a bar with the factors mentioned in theory
- XI. Preparation of duty rosters in restaurants and function catering
- XII. Menu planning – Indian and International with wines
- XIII. Formats of records maintained in restaurants and bars (booking, Diary,
- XIV. KOT, Sales summary sheet, Guest comments, Log Book, etc.)
- XV. List of restaurant equipment manufacturers (Assignment)
- XVI. List of licenses required (Assignment)
- XVII. Compiling Beverage lists

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1. Fill up the function prospectus and plan seating arrangements for diverse banquet function sheets.
- CO2. Set up a buffet and organize service.
- CO3. Handle guest situations.
- CO4. Prepare duty rosters for restaurants and banquet functions
- CO5. Maintain formats of records for in restaurants and bars

COURSE OBJECTIVE:

To practice the students will gain knowledge with regard to Front Office department in the Hotel and to know the advantages and disadvantages of the department.

- I. Field visits (self) assignments to observe Cashiers Desk in classified Hotels and small hotels.
- II. Log book and information director
- III. Situation handling
- IV. Basic conversations with guest at front office
- V. Foreign exchange regulation awareness
- VI. Package tours and itinerary
- VII. Costing of tour
- VIII. Hands on front office computer package

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Execute Managerial Skills in Front office Procedures
- CO2. Interpret log book entries..
- CO3. Evaluate guest requests and solve complaints effectively.
- CO4. Plan tours and itineraries
- CO5. Demonstrate front office software.

COURSE OBJECTIVE:

To enable the students to gain knowledge with regard to Housekeeping department in terms of fulfilling the department needs.

- I. To calculate the labour cost in housekeeping department
- II. To calculate the staffing requirement
- III. To calculate the monthly consumption of the department
- IV. To budget for renovation, refurnishing, redecoration.
- V. Assignment with power point presentation skills
- VI. To budget for linen, cleaning agents and cleaning equipment for a housekeeping department

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Estimate the labor cost and staff requirement
- CO2: Plan monthly indent and budget for housekeeping department
- CO3: Prepare the linen budget for the department
- CO4: Design the budget for the operational expenses
- CO5: Arrange renovation procedures and practices at hotel industry.

ONLINE MATERIALS & WEBLINKS:

1. https://www.academia.edu/5741582/Planning_and_Organizing_the_Housekeeping_Department_p_66_107
2. <http://paramjamwal.blogspot.com/2015/09/h3-direction-ltr-h3.html>
3. <https://www.slideshare.net/Nabin2058/presentation-of-housekeeping-and-accommodation-operation-hospitality-service>
4. <https://www.slideshare.net/duanesrt/trainer-guide-unit-10en-160414>
5. https://www.boeken.com/file/ebooksample/9789001878917_h1.pdf

COURSE OBJECTIVE:

To gain computer knowledge and to use computers knowledgably in hotel operations to perform the managerial functions efficiently.

MS – OFFICE:**I. MS-Word**

Create a document - Open a document-Alignment-Colour / Font-Usage of spell check- Usage of find & replace-Insert functions-Mail merge

II. MS-Excel

Create a worksheet-Open a worksheet-Alignment-Usage of formula-Usage of charts- Insert functions

III. MS-Power Point

Create a presentation- Open a presentation- Layout / Design-Usage of Insert function- Run a presentation

IV. Internet

Create an Internet Account-Access of Email, chatting, browsing- Sending, attachment files-Searching and down loading

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Generate a word document.

CO2. Make an excel worksheet and use formulae.

CO3. Produce and present a basic PowerPoint presentation complete with headings, bullet points and pictures.

CO4. Create an email, compose a message, attach files, download and use the internet effectively.