



BENGALURU CITY UNIVERSITY

CHOICE BASED CREDIT SYSTEM

**(Semester Scheme with Multiple Entry and Exit Options for
Under Graduate Course- as per NEP 2020)**

Syllabus for BHM

2022-23

PREFACE

Education is fundamental for achieving full human potential, developing an equitable and novel society, and promoting national development. Providing access to quality education is the key to India's continued ascent, and leadership on the global stage in terms of economic growth, social justice and equality, scientific advancement, national integration, and cultural preservation. Universal high-quality education is the best way forward for developing and maximizing our country's rich talents and resources for the good of the individual, the society, the country, and the world. India will have the highest population of young people in the world over the next decade, and our ability to provide high-quality educational opportunities to them will determine the future of our country.

The world is undergoing rapid changes in the knowledge landscape. With various dramatic scientific and technological advances, such as the rise of big data, machine learning, and artificial intelligence, many unskilled jobs worldwide may be taken over by machines, while the need for a skilled workforce, particularly involving multidisciplinary abilities across the sciences, social sciences, and humanities, will be increasingly in greater demand. With climate change, increasing population, and depleting natural resources, there will be a sizeable shift in how we meet the need for garment resulting in the need of new skilled labour. As India moves towards becoming a developed country as well as among the three largest economies in the world, we need to upskill our younger workforce with relevant skills to employ them to benefit societies.

With the quickly changing employment landscape and global ecosystem, it is becoming increasingly critical that our youths not only learn, but more importantly learn how to learn. Education thus, must move towards less content, and more towards learning about how to think critically and solve problems with sustainable principles in their respective domains.

Hospitality management is a career path that typically falls under the hotels, resorts, and lodging industry. It involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants, catering establishments, shops, casinos, amusement parks and many other related businesses. From the big hotel chains to the smallest dining establishments, they are all part of the hospitality industry.

Proposing and developing a curriculum for Hotel Management is unique in several ways. The designed curriculum in Hotel Management program attributes to change the age-old paradigms of learning and utilizing knowledge. The proposed curricular framework designed by the subject expert committee was headed by eminent academicians in the field of Hospitality and Tourism.

The valuable support from the subject experts from various reputed universities and institutions has helped to draft and prepare the framework to implement the New Education Policy for the benefit of the students in the field of Hospitality.

We take this opportunity to thank the authorities of the Karnataka State Higher Education Council for giving us this opportunity to be a part of framing and implementation of the curriculum for Hotel Management under National Education Policy 2020.

PREAMBLE

The Curriculum designed by the Subject Expert Committee in trajectory with National Education Policy 2020 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries under the Choice Based Credit System.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Hotel Management course curriculum is designed to create market-ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the National Education Policy 2020 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Hospitality operations and management and cover various fields of study such as culinary, guest service management, Food and Beverage, Housekeeping, Tourism, Guest behaviors, Sustainability, and other allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges were instrumental in framing this new curriculum. The course curriculum presented in the following pages conforms to the general guidelines of the NEP 2020 scheme, semester schedule, evaluation criteria and course credit structure of the Hotel Management Program. It comprises 188 credits shared over a number of core papers, open electives, discipline specific electives, language papers and skill enhancement courses. Courses on life skills, Constitution of India, Environmental Studies are also included as per the UGC directives.

REGULATIONS PERTAINING TO BACHELORS OF HOTEL MANAGEMENT

According to NEP 2020

I. PROGRAM OUTCOMES

Upon successful completion of Hotel Management Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.

PO 3: Demonstrate leadership and teamwork to achieve common goals.

PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.

PO 5: Communicate effectively and confidently in the classroom, community and industry.

PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

II. GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

✓ **Disciplinary Knowledge**

Capability of executing comprehensive knowledge and understanding of one or more disciplines that form part of Hospitality and Tourism Management.

✓ **Communication Skills**

- i. Ability to communicate long standing, unsolved problems related to Hospitality and Tourism.
- ii. Ability to show the importance of Hospitality and Tourism as precursor to various market Developments.

✓ **Critical Thinking**

- i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Hospitality and Tourism Business;
- ii. Ability to examine the results and apply them to various problems appearing in different branches of Hospitality and Tourism Business.

✓ **Problem solving**

- i. Capability to reduce a business problem and apply the classroom learning into practice to offer solution for the same;
- ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
- iii. Able to comprehend solutions to sustain problems originating in the diverse management are such as Finance, Marketing, Human Resource, Taxation within the Hospitality and Tourism Industry.

✓ **Research Related Skills**

- i. Ability to search for. Locate, extract, organize, evaluate, and use or present information that is relevant to a particular topic
- ii. Ability to identify the developments in various branches of Hospitality and Tourism Management and Business

✓ **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing the information for business purposes.

✓ **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets Hospitality and Tourism

✓ **Moral and Ethical Awareness/Reasoning**

- i. Ability to ascertain unethical behaviour, falsification, and manipulation of information;
- ii. Ability to manage self and various social systems.

✓ **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Hospitality and Tourism Management.

III. ELIGIBILITY FOR ADMISSION:

A candidate who has passed two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

Lateral Entry

It is optional for the candidate to exit or not, after two, four and six semesters of the undergraduate Program with Certificate, Diploma and BSc Degree in Hotel Management,

respectively. He/she will be eligible to rejoin the Program at the exit level to complete either the diploma, degree, or the bachelor's degree. Further, all the candidates will be awarded bachelor's degrees on successful completion of Four academic years (Six Semesters) of the undergraduate Programs.

A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records.

IV. DURATION OF PROGRAMS, CREDITS REQUIREMENTS AND OPTIONS

The undergraduate degree should be three- or four-year, with multiple entries and exit options within this period. The four-year multidisciplinary Hotel Management programme should be the preferred option as it provides the opportunity to experience the full range of holistic and multidisciplinary education, focusing on major and minor subjects as per the student's preference.

Thus, the undergraduate programmes shall extend over four academic years (Eight Semesters) with multiple entries and exit options. The students can exit after the completion of one academic year (Two semesters) with the Certificate in Hotel Management; Diploma in Hotel Management after the study of two academic years (Four Semesters); and BSc in Hotel Management after the completion of three academic years (Six Semesters). The successful completion of Four Years undergraduate Programmes would lead to Bachelor's degrees in Hotel Management. Each semester shall consist of at least 16 weeks of study with a minimum of 90 working days (excluding time spent for the conduct of final examination of each semester).

The credit requirements are as follows.

Exit with	Minimum Credit Requirement*	NSQF Level
Certificate at the Successful Completion of First Year (Two Semesters) of Four Years Multidisciplinary Hotel Management Program	48	5
Diploma at the Successful Completion of the Second Year (Four Semesters) of Four Years Multidisciplinary Hotel Management Program	96	6
BBA in Hotel Management at the Successful Completion of the Third Year (Six Semesters) of Four Years Multidisciplinary Hotel Management Program	140	7
Bachelors in Hotel Management at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program	180	8

*Details of courses to be successfully completed equal to minimum credits requirement are described later

V. MEDIUM OF INSTRUCTION

The medium of instructions shall be English only (Except for Language subjects)

VI. ATTENDANCE

For the purpose of calculating attendance, each semester shall be taken as a Unit. A student shall be considered to have satisfied the requirement of attendance for S semester, if he/she has attended not less than 75% in aggregate of the number of work periods in each of the courses compulsorily.

A student who fails to satisfy the above condition shall not be permitted to take the University examination.

VII. TEACHING AND EVALUATION

Faculty members with BHM, MTA, MTTM or MBA (TTM) graduates with Hospitality, Culinary & Tourism as their specialization from recognized university are only eligible to teach and evaluate the Courses (except languages, compulsory additional subjects and core Information Technology related subjects) mentioned in this regulation. Languages and additional courses shall be taught by the graduates as recognized by the respective Board of Studies.

VIII. RECORD MAINTENANCE AND SUBMISSION

- Every college is required to establish a laboratory for delivering practical aspects of all core hospitality subjects. In addition, an Innovative business lab / computer lab should be established to enable students to get practical knowledge of hospitality and tourism business activities and online learning.
- In every semester, the student should keep a record of the activities conducted in the laboratories and submit it to the concerned faculty.
- The BOE is authorized to make random surprise visits to the colleges and verify record and internal marks awarded.

IX. PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial Training:

The course being a professional course, the students are required to undergo an Industrial Training in the 6th Semester if they wish to opt for a BSc in Hotel Management degree and in the 8th Semester in case, they opt for a Bachelor in Hotel Management degree.

The objective of the training is to introduce the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments specially to gain operational and managerial skills required to effectively manage a hotel. The minimum duration of the training is six months.

X. GUIDELINES FOR CONTINUOUS INTERNAL EVALUATION (CIE) AND SEMESTER END EXAMINATION (SEE)

The CIE and SEE will carry 40% and 60% weightage each, to enable the course to be evaluated for a total of 100 marks irrespective of its credits. The evaluation system of the course is comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No	Parameters for Evaluation	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE)	20 Marks
B	Mid Semester Exam (MSE)	20 Marks
	Total of CIE	40 Marks
C	Semester End Examination (SEE)	60 Marks
	Total of CIE & SEE	100 Marks

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 20% weightage (20 marks) of total marks of a course. The faculty member can select any four of the following assessment methods, Minimum of four of the following assessment methods of 5 marks each:

Individual Assignments	Practical activities/Problem Solving Exercises
Seminars/Classroom Presentations/Quizzes	Mini Projects/Capstone Projects
Group / Class Discussion/ Group Assignments	Participation in Research activities, etc.
Case studies/Case lets / Field visits	Any other academic activity.
Participatory & Industry-Integrated Learning	Practical activities/Problem Solving Exercises

B. Mid Semester Exam (MSE):

The MSE will carry a maximum of 20% weightage (20 Marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

XI. PATTERN OF QUESTION PAPER

A. Mid Semester Exams

Sections	Question Type	Mid Semester Exam
SECTION A 1. a, b, c, d, e, f	(Factual Questions) Answer any FOUR out of six Sub-questions	4 X 1 = 04 Marks
SECTION B 2, 3, 4	(Application Questions) Answer any TWO out of three questions	2 X 3 = 06 Marks
SECTION C 5, 6	(Analysis Questions) Answer any ONE out of two questions	1 X 10 = 10 Marks
	TOTAL	20 Marks

B. Semester End Exams

Sections		Semester End Exam
SECTION A 1. a, b, c, d, e, f, g	(Factual Questions) Answer any FIVE out of seven Sub-questions	5 X 2 = 10 Marks
SECTION B 2, 3, 4, 5, 6, 7	(Application Questions) Answer any FOUR out of five questions	4 X 5 = 20 Marks
SECTION C 8, 9, 10, 11, 12	(Analysis Questions) Answer any THREE out of five questions	3 X 10 = 30 Marks
TOTAL		60 Marks

XII. APPEARANCE FOR THE EXAMINATION

A Candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

ACKNOWLEDGEMENT

Preparing a syllabus is a daunting task and comes with a huge responsibility as it ultimately includes information that will facilitate the academic success of students. Therefore, on behalf of the Karnataka State Higher Education Council (KSHEC), we would like to acknowledge and show our gratitude to the Subject Expert Committee responsible for the formation of the Syllabus for Hotel Management Program as per the New Education Policy 2020. The guidance received from Dr B. Thimmegowda, Vice Chairman and Dr Tejaswini Yakkundimath, Special Officer, KSHEC, Bengaluru carried us through all the stages resulting in the formation of a good quality, upgraded and updated syllabus. Additionally, we would also like to thank Mr Somnath Mukherjee - General Manager-Taj West End, Bangalore and Area Director-Karnataka, Mr. Ralin Cunha Gomes - Associate Vice President Human Resources South India Sri Lanka Maldives Malaysia London - Taj Hotels Resorts And Palaces, Mr. Arulmani-Corporate Director - Learning & Development -The Indian Hotels Company Limited (IHCL), Ms Nayana Khanna- Learning & Development Manager at Indian Hotels Company Ltd, Mr Sandeep Narang, Executive Chef – Taj West End and Ms Nidhi Berry- Head Revenue Management Bangalore and Director Of Revenue – Taj Yeshwantpur for updating us the current realities in the hospitality industry and accordingly provide us valuable inputs for framing the syllabus. A Special thanks to Prof. Bhaskar Sailesh, Professor of Hospitality and Sustainable Tourism, Acharya Institute of Management and Sciences, Bangalore for working on the technical and operational aspects of the syllabus. His sincerity and smart work aided us in designing the entire syllabus and submit the same within the deadline. We would also like to show our gratitude to Prof Karthikeyan Kumar, Head - School of Hospitality & Tourism, Acharya Institute of Management and Sciences, Bengaluru, Prof Vishnu Jingade, Professor of Hospitality Management, Acharya Institute of Management and Sciences, Bangalore, Prof Ashoke Chatterjee, Professor of Food & Beverage, Acharya Institute of Management and Sciences, Bangalore, Prof Sarat Chandra Bardhan, Professor of Food & Beverage, Acharya Institute of Management and Sciences, Bangalore and Prof Paul P Jose, Professor of Hospitality Management, T. John College of Hotel Management, Bengaluru for their expertise and valuable inputs in the syllabus.

Proposed Curriculum Structure for Undergraduate Program In Bachelors of Hotel Management

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
1	HM C1 Food & Beverage Production – I (3+2) (3+0+4)	OE1 / OE2 / OE3 (3) (3+0+0) For Non-BHM Students	Language 1 – 1 (3) (4+0+0) Language 2 1 (3) (4+0+0)		SEC 1: Digital Fluency (2) (2+0+0)	Yoga (1) (0+0+ 2)	Health & Wellness (1) (0+0+2)	25
	HM C2 Accommodation Operations – I (3+2) (3+0+4)							
	HM C3 Food & Beverage Service – I (3+2) (3+0+4)							
2	HM C4 Food & Beverage Production – II (3+2) (3+0+4)	OE4 / OE5 / OE6 (3) (3+0+0) For Non-BHM Students	Language 1 – 2 (3) (4+0+0) Language 2 (3) (4+0+0)	Environmental Studies (2) (2+0+0)		Sports (1) (0+0+ 2)	NCC / NSS / R&R / (S&G) / Cultural (1) (0+0+2)	25
	HM C5 Food & Beverage Service – II (3+2) (3+0+4)							
	HM C6 Accommodation Operations – II (3+2) (3+0+4)							
Exit Option with Certificate in Hotel Management with the completion of courses equal to a minimum of 48 Credits								

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
3	HM C7 Food & Beverage Production – III (3+2) (3+0+4)	OE7 / OE8 / OE9 (3) (3+0+0) For Non-BHM Students	Language 1 – 3 (3) (4+0+0)	Constitution of India (2) (2+0+0)		Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
	HM C8 Food & Beverage Service – III (3+2) (3+0+4)		Language 2 3 (3) (4+0+0)					
	HM C9 Accommodation Operations – III (3+2) (3+0+4)							
4	HM C10 Food & Beverage Production – IV (3+2) (3+0+4)	OE10 / OE11 / OE12 (3) (3+0+0) For Non-BHM Students	Language 1 – 4 (3) (4+0+0)		SEC 2: Artificial Intelligence (2) (2+0+0)	Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
	HM C11 Food & Beverage Service – IV (3+2) (3+0+4)		Language 2 4 (3) (4+0+0)					
	HM C12 Accommodation Operations – IV (3+2) (3+0+4)							
Exit Option with Diploma in Hotel Management with the completion of courses equal to a minimum of 96 Credits								

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
5	HM C13 Management Principles and Practices (4) (4+0+0)	HM E 1: Travel & Tourism Management / Airlines and Airport Management (3) (3+0+0) OE 1: <i>Offered by other Programs</i> (3) (3+0+0)			SEC 3: Cyber Security (2) (2+0+0)	Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	22
	HM C14 Marketing for Hospitality & Tourism (4) (4+0+0)							
	HM C 15 Hotel Costing (4) (4+0+0)							
6	HM C 16 Food and Beverage Production Management (3+2) (3+0+4)	HM E2: Hygiene & Food Safety / Food Science & Nutrition (3) (3+0+0) OE 2: <i>Offered by other Programs</i> (3) (3+0+0)			SEC 4: Professional Communication (2) (2+0+0)	Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
	HM C 17 Food and Beverage Service Management (3+2) (3+0+4)							
	HM C 18 Hotel Property Management System (3+2) (3+0+0)							
Exit Option with BBA Degree in Hotel Management with the completion of courses equal to a minimum of 140 credits								

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement & Compulsory courses (AECC), Languages (Credits) (L+T+P)			Skill Enhancement Courses (SEC)			Total Credits
						Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
7	HM C 19 Accommodations Management (4) (4+0+0)	HM E 3 Elective III: Hospitality & Tourism Brand Management / Airline Marketing & Management (3) (3+0+0)							23
	HM C 20 Hotel Revenue Management (4) (4+0+0)	OE 3: <i>Offered by other Programs</i> (3) (3+0+0)							
	HM C 21 Strategic Management for Hospitality and Tourism (4) (4+0+0)	Research Methodology (3) (3+0+0)							
8	HM C 25 Industrial Training (Logbook + Viva) and Project Research on any Hospitality or Allied sectors (12 + 8 Credit)								20
	Award of Bachelor of Hotel Management with the completion of courses equal to a minimum of 180 Credits								

Course Details

COURSE DETAILS OF HOTEL MANAGEMENT PROGRAM											
Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instru ction n hrs. / Week	Durat ion of Exam (Hrs)	Scheme of Examination Evaluation			Credits	
							IA	Exa m	Total		
I	L11	AECC	Theory	Language 1	1 x 4	1 x 2.5	40	60	100	3	
	L2 1	AECC	Theory	Language 2	1 x 4	1 x 2.5	40	60	100	3	
	HM C 1 (T)	DSC	Theory	Food & Beverage Production I	1 x 3	1 x 2.5	40	60	100	3	
	HM C 1 (P)	DSC	Practical	Food & Beverage Production I	1 x 4	1 x 4	25	25	50	2	
	HM C 2 (T)	DSC	Theory	Accommodation Operations I	1 x 3	1 x 2.5	40	60	100	3	
	HM C 2 (P)	DSC	Practical	Accommodation Operations I	1 x 4	1 x 4	25	25	50	2	
	HM C 3 (T)	DSC	Theory	Food & Beverage Service I	1 x 3	1 x 2.5	40	60	100	3	
	HM C 3 (P)	DSC	Practical	Food & Beverage Service I	1 x 4	1 x 4	25	25	50	2	
	VB 1	VB	Practical	Physical Education Yoga	1 x 2		25	25	50	1	
	VB 2	VB	Practical	Physical Education Health & Wellness	1 x 2		25	25	50	1	
	SEC 1	SEC	Theory	Digital Fluency	1 x 2	2.5	40	60	100	2	
	TOTAL										25
		OE*	OE 1	Theory	Service Quality Management	1 x 3	1 x 2	40	60	100	3*
		OE 2	Housekeeping Decorations								
		OE 3	Food & Nutrition								
				*For Non BHM Students							

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams (Hrs)	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
II	L1 2	AECC	Theory	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2 2	AECC	Theory	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM C 4 (T)	DSC	Theory	Food & Beverage Production II	1 x 3	1 x 2.5	40	60	100	3
	HM C 4 (P)	DSC	Practical	Food & Beverage Production II	1 x 4	1 x 4	25	25	50	2
	HM C 5 (T)	DSC	Theory	Food & Beverage Service II	1 x 3	1 x 2.5	40	60	100	3
	HM C 5 (P)	DSC	Practical	Food & Beverage Service II	1 x 4	1 x 4	25	25	50	2
	HM C 6 (T)	DSC	Theory	Accommodation Operations II	1 x 3	1 x 2.5	40	60	100	3
	HM C 6 (P)	DSC	Practical	Accommodation Operations II	1 x 4	1 x 4	25	25	50	2
	VB 3	VB	Practical	Physical Education Sports	1 x 2		25	25	50	1
	VB 4	VB	Practical	Physical Education NCC / NSS / R&R (S & G) / Cultural	1 x 2		25	25	50	1
	AECC 1	AECC	Theory	Environmental Studies	1 x 2	1 x 1.5	40	60	100	2
	TOTAL									25
	OE*	OE 4	Theory	Tour Operations Management	1 x 3	1 x 2	40	60	100	3*
	OE 5	Hygiene & Food Safety								
	OE 6	Tourism and Climate Change								
*For Non BHM Students										
Exit Option with Certificate in Hotel Management with the completion of courses equal to a minimum of 48 Credits										

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits	
							IA	Exam	Total		
III	L1 3	AECC	Theory	Language 1	1 x 4	1 x 2.5	40	60	100	3	
	L2 3	AECC	Theory	Language 2	1 x 4	1 x 2.5	40	60	100	3	
	HM C7 (T)	DSC	Theory	Food & Beverage Production III	1 x 3	1 x 2.5	40	60	100	3	
	HM C7 (P)	DSC	Practical	Food & Beverage Production III	1 x 4	1 x 4	25	25	50	2	
	HM C8 (T)	DSC	Theory	Food & Beverage Service III	1 x 3	1 x 2.5	40	60	100	3	
	HM C8 (P)	DSC	Practical	Food & Beverage Service III	1 x 4	1 x 4	25	25	50	2	
	HM C9 (T)	DSC	Theory	Accommodation Operations III	1 x 3	1 x 2.5	40	60	100	3	
	HM C9 (P)	DSC	Practical	Accommodation Operations III	1 x 4	1 x 4	25	25	50	2	
	VB 5	VB	Practical	Physical Education Sports	1 x 2		25	25	50	1	
	VB 6	VB	Practical	Physical Education NCC / NSS / R&R S & G) / Cultural	1 x 2		25	25	50	1	
	AECC 2	AECC	Theory	Constitution of India	1 x 2	1 x 1.5	40	60	100	2	
	TOTAL									25	
	OE*	OE 7	Theory	Managing Hospitality & Tourism Products		1 x 3	1 x 2	40	60	100	3*
		OE 8		Sustainability in Hospitality and Tourism							
OE 9		Leadership and Team Development									
*For Non BHM Students											

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
IV	L1 4	AECC	Theory	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2 4	AECC	Theory	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM C10 (T)	DSC	Theory	Food & Beverage Production IV	1 x 3	1 x 2.5	40	60	100	3
	HM C10 (P)	DSC	Practical	Food & Beverage Production IV	1 x 4	1 x 4	25	25	50	2
	HM C11 (T)	DSC	Theory	Food & Beverage Service IV	1 x 3	1 x 2.5	40	60	100	3
	HM C11 (P)	DSC	Practical	Food & Beverage Service IV	1 x 4	1 x 4	25	25	50	2
	HM C12 (T)	DSC	Theory	Accommodation Operations IV	1 x 3	1 x 2.5	40	60	100	3
	HM C12 (P)	DSC	Practical	Accommodation Operations IV	1 x 4	1 x 4	25	25	50	2
	VB 7	VB	Practical	Physical Education Any Sport	1 x 2		25	25	50	1
	VB 8	VB	Practical	Physical Education NCC / NSS / R&R (S & G) / Cultural	1 x 2		25	25	50	1
	SEC 2	SEC	Theory	Artificial Intelligence	1 x 2	2.5	40	60	100	2
	TOTAL									25
	OE*	OE 10	Theory	Business and Environmental Sustainability	1 x 3	1 x 2	40	60	100	3*
		OE 11		Fundamentals of Alcohols and Spirits						
OE 12		Consumer Behaviour In Hospitality & Tourism								
*For Non BHM Students										
Exit Option with Diploma in Hotel Management with the completion of courses equal to a minimum of 96 Credits										

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
V	HM C 13	DSC	Theory	Management Principles and Practices	1 x 4	1 x 4	50	50	50	4
	HM C 14	DSC	Theory	Marketing for Hospitality & Tourism	1 x 4	1 x 2.5	40	60	100	4
	HM C 15	DSC	Theory	Hotel Costing	1 x 4	1 x 2.5	40	60	100	4
	HME 1	DSE	Theory	Elective I: Travel & Tourism Management / Airlines and Airport Management	1 x 3	1 x 2.5	40	60	100	3
	OE 1	DSE		<i>Offered by other Programs</i>	1 x 3	1 x 2.5	40	60	100	3
	SEC 3	SEC	Theory	Cyber Security	1 x 2	1 x 1.5	40	60	100	2
	VB 9	VB	Practical	Physical Education Any Sport	1 x 2		25	25	50	1
	VB 10	VB	Practical	Physical Education NCC / NSS / R&R (S&G) / Cultural	1 x 2		25	25	50	1
	TOTAL									22

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
VI	HM C 16 (T)	DSC	Theory	Food and Beverage Production Management	1 x 4	1 x 2	40	60	100	3
	HM C 16 (P)	DSC	Practical	Food and Beverage Production Management	1 x 4	1 x 2	25	25	50	2
	HM C 17 (T)	DSC	Theory	Food and Beverage Service Management	1 x 4	1 x 2	25	25	50	3
	HM C 17 (P)	DSC	Practical	Food and Beverage Service Management	1 x 4	1 x 2	25	25	50	2
	HM C 18 (T)	DSC	Theory	Hotel Property Management System	1 x 4	1 x 2	40	60	100	3
	HM C 18 (P)	DSC	Practical	Hotel Property Management System	1 x 4	1 x (3/4)	25	25	50	2
	HME 2	DSE	Theory	Elective II: Hygiene & Food Safety / Food Science & Nutrition	1 x 3	1 x 2	40	60	100	3
	OE 2	DSE		<i>Offered by other Programs</i>	1 x 3	1 x 2.5	40	60	100	3
	SEC 4	SEC	Theory	Professional Communication	1 x 2	1 x 2.5	40	60	100	2
	VB 11	VB	Practical	Physical Education Any Sport	1 x 2		25	25	50	1
	VB 12	VB	Practical	Physical Education NCC / NSS / R&R (S&G) / Cultural	1 x 2		25	25	50	1
TOTAL										25
Exit Option with BBA Degree in Hotel Management with the completion of courses equal to a minimum of 140 credits										

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	TOTAL	
VIII	HM C 25	DSC	Industrial Training	6 Months Industrial Training						
				Industrial Training (Logbook + Viva)			150	50	200	12
				Project +Research on any Hospitality and Allied sectors			100	50	150	8
	TOTAL					250	100	350	20	
TOTAL CREDITS									190	
Award of Bachelor of Hotel Management, BHM with the completion of courses equal to a minimum of 180 Credits										

1st SEMESTER

Name of the Program: Hotel Management
Course Code: HM C1 (T)
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production-I (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. Elaborate on the evolution of the culinary industry
- b. Explain the use and characteristics of food commodities
- c. Evaluate the various kitchen safety and security measures
- d. Acquire necessary knowledge required for a career in the field of culinary

Course Outcomes:

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen

UNIT-1: INTRODUCTION TO THE ART OF COOKERY

No of Hours: 15 Hrs.

- 1.1 Introduction to Culinary
- 1.2 Evolution of Global Food Culture
- 1.3 Kitchen hierarchy and Job Description & Specification
- 1.4 Identification of Kitchen equipment, utensils, layout
- 1.5 Aims, Objectives, Principles & Methods of Cooking Food
- 1.6 Types of Cooking Fuels
- 1.7 Personal Hygiene & Kitchen Ethics

UNIT-2: FOOD COMMODITIES

No of Hours: 15 Hrs.

- 2.1 Classification, Origin & Cuts of fruits and vegetables
- 2.2 Role of Fats and Oils used in Cookery
- 2.3 Spices and Herbs used in Indian Cuisine
- 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery
- 2.5 Classification, Composition & Preparation of Eggs
- 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry)
- 2.7 Cleaning and pre-preparation of food commodities
- 2.8 Basics of Food Nutrition

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL

No of Hours: 10 Hrs.

- 3.1 Introduction to FSSAI & HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification & Handling of kitchen Knives
- 3.3 Food Safety & Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C1 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. Acquire knowledge and skills in the areas of culinary operations and management b. Get familiar with the latest food preparation skills and techniques		
Course Outcomes: a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits b. Demonstrate basic cooking techniques used in commercial kitchens c. Prepare culinary delicacies belonging to various Indian Cuisines		
WEEK1: Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients, Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene		
WEEK2: Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.) 1) Blanching 2) Boiling 3) Sautéing		
WEEK3: Basic Cooking Methods and Pre-Preparations - Cuts of Chicken 1) Roasting 2) Braising 3) Broiling		
WEEK4: Basic Cooking Methods and Pre-Preparations - Cuts of Fish 1) Frying (Deep Frying & Sallow Frying) 2) Stewing 3) Steaming		

WEEK 5: Egg Cookery

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull's Eye, Double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6: Karnataka Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Chettinad Cuisine - 3 Course Menu with Accompaniments

WEEK 8: Kerala Cuisine - 3 Course Menu with Accompaniments

WEEK 9: Andhra Cuisine - 3 Course Menu with Accompaniments

WEEK 10: Goan Cuisine - 3 Course Menu with Accompaniments

WEEK11: Maharashtrian Cuisine - 3 Course with Accompaniments

WEEK12: Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments

WEEK13: Hyderabadi Cuisine - 3 Course Menu with Accompaniments

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C2 (T)

Course category: Discipline Core Course

Name of the Course: Accommodation Operations - I (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes:

- a. Explain the meaning and evolution of Hospitality and Tourism Industry
- b. Compare the various types of Hotels, Guest rooms and Tariff plans
- c. Describe the various functional areas of the accommodations department
- d. Highlight the importance of intra & inter departmental coordination
- e. Identify various Guest services challenges faced by accommodations personnel

UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY

No of Hours: 13 Hrs.

- 1.1 Meaning, Definition & Origin of Hospitality Industry
- 1.2 Importance of Travel & Tourism sector for hotels
- 1.3 Evolution & Growth of Global & Indian Hospitality Industry
- 1.4 Classification of Accommodation facilities
- 1.5 Types of Guests Rooms
- 1.6 Core and Non-Core departments of a hotel
- 1.7 Organizational structure of a hotel
- 1.8 Role of Information Technology in Accommodation operations
- 1.9 Careers in Accommodations department

UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE)

No of Hours: 14 Hrs.

- 2.1 Functional Areas, Sections and Layouts of Hotel Front Office
- 2.2 Front Office Department Hierarchy
- 2.3 Duties and Responsibilities of Front Office Personnel
- 2.4 Qualities of Front Office Personnel

- 2.5 Front Office Communication
- 2.6 Interdepartmental Coordination & Communication
- 2.7 Introduction to Room Tariffs

UNIT- 3: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT(HOUSEKEEPING)

No of Hours: 13Hrs.

- 3.1 Functional Areas, Sections and Layouts of Housekeeping
- 3.2 Qualities of Front Office Personnel
- 3.3 Responsibilities and Functions of Housekeeping personnel
- 3.4 Role of Housekeeping in Allied Industries
- 3.5 Housekeeping Organizational Structure
- 3.6 Inter departmental Coordination
- 3.7 Job description and specification of housekeeping personnel

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties/>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C2 (P)

Course category: Discipline Core Course

Name of the Course: Accommodation Operations - I (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes:

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Efficiently handle guest requirements and complaints
- c. Perform guest reservation and registration functions

WEEK 1: Personal Hygiene, Grooming and Etiquette

WEEK 2: Positive Body language

WEEK 3: Welcoming / Greeting the guest

WEEK 4: Countries, Capitals & Currencies of the world

WEEK 5: Official Airlines of the world, Important Tourism destinations of the World

WEEK 6: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each

WEEK 7: Identification and usage of Cleaning Chemicals

WEEK 8: Identification of Housekeeping Equipment

WEEK 9: Bed Making Part 1

WEEK 10: Bed Making Part 2

WEEK 11: Identification and maintenance of Guest & Non-Guest Linen

WEEK 12: Glossary Terms Part 1 (Front Office)

WEEK 13: Glossary Terms Part 2 (Housekeeping)

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C3 (T)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - I (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

1. To provide an insight of the Global Hospitality and Catering industry
2. To illustrate the functioning of the Food & Beverage Service Department in Hotels.
3. To familiarize the ongoing and upcoming trends in the Food & Beverage industry

Course Outcomes:

1. To understand the importance of the Food & Beverage Service department
2. Describe a structure of the Food and Beverage Service sequence
3. Understand the scope of F & B and its role in Hotel Industry
4. Explain the various F & B Outlets in a hotel
5. Discuss the F & B Industry and its components
6. Explain the Role of F & B Service department

UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY

No. of Hours 15 Hrs.

- 1.1 Introduction to the Hospitality Industry and growth of the industry in India
- 1.2 Role of the Catering Establishment in the Travel and Tourism industry
- 1.3 History and achievements of accomplished hospitality brands/ leaders in India and abroad
- 1.4 Employment opportunities in Hospitality Industry
- 1.5 Types of Food & Beverage operations
- 1.6 Classification of catering operations
- 1.7 Organization of Food & Beverage department of a hotel
- 1.8 Principal staff of various types of Food & Beverage operations
- 1.9 Duties & responsibilities of Food & Beverage Service personnel
- 1.10 French terminologies related to Food & Beverage
- 1.11 Attributes of F&B Service personnel
- 1.12 Inter departmental and intra department co- ordination

UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENTS USED

No of Hours: 15 Hrs.

- 2.1 Speciality Restaurants
- 2.2 Coffee Shop
- 2.3 In Room Dining (IRD)
- 2.4 Banquet catering

- 2.5 Live Kitchen
- 2.6 Bar & Lounge
- 2.7 Butler Service
- 2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding
- 2.9 Cutlery & Crockery
- 2.10 Glassware & Hollow ware
- 2.11 Food service Trolleys
- 2.12 French glossary related to the above

UNIT- 3: NON-ALCOHOLIC BEVERAGES

No of Hours: 10 Hrs.

- 3.1 Classification of Non-Alcoholic Beverages
- 3.2 Tea - History, Origin, Manufacture, Types and Brands
- 3.3 Coffee - History, Origin, Manufacture, Types and Brands
- 3.4 Cocoa and Malted Beverages - Origin and manufacture
- 3.5 Preparation of different types of coffee - Recipe and Ingredients
- 3.6 Juices and Aerated beverages - History, Origin, Manufacture, Types and Brands
- 3.7 Service of non-alcoholic Beverage

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman

Online Resources

- a. Top 30 mocktail ideas
Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>
- b. Trends Affecting Restaurant Industry
Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>
- c. The Key Factors Driving and Hampering F&B Sustainability
Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management

Course Code: HM C3 (P)

Course category: Discipline core Courses

Name of the Course: Food & Beverage Service - I (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

1. To expose the students to the operational aspects of the Food & Beverage Department
2. To train the students on the hard and soft skills essential for efficient food and beverage service
3. To expose the students to the art of coffee making and its service

Course Outcomes:

1. Explain the various functional areas of a restaurant
2. Gain the essential skills needed in the Food and Beverage Service areas
2. Understand the scope of F & B and its role in Hotel Industry
4. Demonstrate the art of coffee making and service

WEEK 1: Familiarization of F&B Service department

WEEK 2: Food & Beverage Service Etiquette

WEEK 3: Familiarization of F&B Service Equipment

WEEK 4: Care & Maintenance Of Food & Beverage Service Equipment

WEEK 5: Basic Technical Skills - Handling Service Gear, Carrying a tray or salver

WEEK 6: Basic Technical Skills - Laying a Table Cloth, Changing a table cloth during service

WEEK 7: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water,

WEEK 8: Basic Technical Skills - Sequence of Food Service

WEEK 9: Basic Technical Skills - Sequence of Food Service

WEEK 10: Tea- Preparation & Service

WEEK 11: Coffee – Preparation & Service

WEEK 12: Coffee – Preparation & Service

WEEK 13: Service of other Non- alcoholic Beverages

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee – James Hoffman

Online Resources:

- a. Top 30 mocktail ideas
Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>
- b. Trends Affecting Restaurant Industry
Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>
- c. The Key Factors Driving and Hampering F&B Sustainability
Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management

Course Code: OE 1

Course category: Open Elective

Name of the Course: Service Quality Management

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To introduce the basic principles and applications of implementing and managing service quality in organizations
- b. To develop & implement service quality strategies to achieve excellence and meet customer's needs
- c. To build strong customer relationships and improve service to internal customers as well as external customers
- d. To help gain an understanding of the essential skills and behavior of effective team leaders

Course Outcomes:

- a. Explain the concept of Service Quality Management
- b. Evaluate the pros & cons of Quality Management
- c. Elaborate on the principles of Leadership
- d. Elucidate on Strategic Business Models in Service industry
- e. Analyze Service Quality Gaps in Service sectors
- f. Assess the role of people in Quality Management

UNIT-1: INTRODUCTION TO QUALITY MANAGEMENT

No of Hours: 10 Hrs.

- 1.1 Introduction to the concept of Quality
- 1.2 Background & History
- 1.3 Traditional Vs Non-Traditional Approaches to Quality
- 1.4 Tangible Vs Intangible Benefits
- 1.5 Deming's 14 Points for Transformation
- 1.6 Customers & Quality
- 1.7 Role of Internal & External Customers

UNIT- 2: LEADERSHIP IN QUALITY MANAGEMENT

No of Hours: 15 Hrs.

- 2.1 Principles of Leadership
- 2.2 Leadership Decision Making
- 2.3 Strategic Objectives of Businesses
- 2.4 Business Processes - Planning, Control & Capability
- 2.5 Managing Variation Reduction using SPC
- 2.6 The Transactional Supplier Relationship Model
- 2.7 Partnering beyond the Supply Chain

UNIT- 3: PEOPLE IN QUALITY MANAGEMENT

No of Hours: 15 Hrs.

- 3.1 Respect for Individuals
- 3.2 Empowerment, Motivation, Participation and Teamwork
- 3.3 Ethics and Corporate Social Responsibility
- 3.4 Learning, Change and Process Improvement
- 3.5 Delivering and Measuring Service Quality
- 3.6 Service Quality gaps
- 3.7 Implementing Quality Management

Suggestive Readings:

- a. Quality Management by Graeme Knowles
- b. Service Quality Management in Hospitality, Tourism, and Leisure by Mok Connie
- c. Service Quality Management in Hospitality and Tourism by Metti M.C
- d. Service Quality Management in Hospitality, Tourism, and Leisure by Beverley Sparks, Connie Mok, and Jay Kandampully
- e. Quality Management: Theory and Application by Peter D. Mauch

Online Resources

- a. How to measure the 5 dimensions of service quality
Link: <https://www.getfeedback.com/resources/cx/how-to-measure-the-5-dimensions-of-service-quality/>
- b. Service Quality and Customer Satisfaction in the Post Pandemic World
Link: <https://www.frontiersin.org/articles/10.3389/fpsyg.2022.842141/full>
- c. 8 must-have qualities of an effective leader
Link: <https://www.michaelpage.co.in/advice/management-advice/leadership/8-must-have-qualities-effective-leader>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 2

Course category: Open Elective

Name of the Course: Housekeeping Decorations

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To familiarize the students on the planning principles for designing various interior spaces
- b. To expose the students on the fundamentals of Space designing and management
- c. To aid the students apply aesthetics and creative abilities in making attractive and functional interiors.

Course Outcomes:

- a. Explain the basic concepts of design
- b. Elaborate on the principles and elements of design
- c. Design layouts of Rooms, Restaurants, Lobby and other guest areas of a hotel
- d. Illustrate on color wheels and color combinations
- e. Explain various types of lighting
- f. Elucidate on different types of walls, furnishes and furniture

UNIT-1: INTRODUCTION TO INTERIOR DECORATION

No of Hours: 10 Hrs.

- 1.1 Concepts and definition of Design
- 1.2 Design: Structural & Decorative
- 1.3 Elements of Design
- 1.4 Principles of Design

UNIT- 2: LAYOUT OF ROOMS & COLOR SCHEMES

No of Hours: 15 Hrs.

- 2.1 Classification of Rooms
- 2.2 Basic furniture layout plan
- 2.3 Layout of rooms
- 2.4 Layouts of Food and Beverage outlets
- 2.5 Introduction to Colour
- 2.6 Colour wheel
- 2.7 Classification and importance of Colours
- 2.8 Colour Schemes

UNIT- 3: LIGHTING, FURNITURE AND FURNISHINGS

No of Hours: 15 Hrs.

- 3.1 Introduction to Light
- 3.2 Classification of Lighting
- 3.3 Use of Light in various areas of the hotel
- 3.4 Introduction to Wall coverings
- 3.5 Types of Windows
- 3.6 Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, Wood, Soft-carpet and types of carpets, rugs, durries)

Suggestive Readings:

- a. Hotel, hostel and hospital housekeeping, Branson and Lennox
- b. Hotel Housekeeping – Operations and Management, G. Raghubalan and Smritee Raghubalan
- c. The Professional Housekeeper – Schneider, Tucker and Scoviak
- d. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George
- e. Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>
- b. Everything You Need to Know About Hotel Interior Design
Link: <https://www.cvent.com/en/blog/hospitality/hotel-interior-design>
- c. New Trends in Hotel Guestroom Decoration
Link: <https://www.hycdesign.com/blogs/design-guides/2021-new-trends-in-hotel-guestroom-decoration>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 3

Course category: Open Elective

Name of the Course: Food & Nutrition

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To familiarize students with fundamentals of food, nutrients and their relationship to Health.
- b. To provides a broad overview of the concept of nutrition, along with how human health is affected by our dietary choices
- c. To examine the core principles of healthy eating, the causes and effects of eating disorders and how nutrition supports the immune system

Course Outcomes:

- a. Analyse the relation between food, nutrition, and health
- b. Elaborate on the Basic chemistry and composition of food, their role in the body and their impact on health
- c. Evaluate and predict ways in which complex interactions of components of the food system influence human health and nutrition
- d. Articulate the challenges the world is facing and will encounter in the future with respect to food and nutrition

UNIT-1: Basic concepts in food and nutrition

No of Hours: 10 Hrs.

- 1.1 Relationship between food, nutrition and health
- 1.2 Functions of Food-Physiological, Psychological and Social
- 1.3 Nutrition and Diet
- 1.4 Water as an essential nutrient
- 1.5 Health and Nutrition related Sustainable Development Goals

UNIT-2: Nutrients and Food Groups

No of Hours: 20 Hrs.

- 2.1 Carbohydrates, lipids and proteins
- 2.2 Vitamins & Minerals
- 2.3 Cereals & Pulses
- 2.4 Fruits and vegetables
- 2.5 Milk & Milk Products
- 2.6 Meat, poultry and fish
- 2.7 Fats & Oils

UNIT- 3: Methods of Cooking and Preventing Nutrient losses

No of Hours: 10 Hrs.

- 3.1 Dry, moist, frying and microwave cooking
- 3.2 Advantages, disadvantages and the effect of various methods of cooking on nutrients
- 3.3 Minimizing nutrient losses
- 3.4 Global Malnutrition Problem
- 3.5 New Trends in nutrition and diet planning

Suggestive Readings:

- a. Food Nutrition and Health by Clydesdale Fergus M
- b. Encyclopedia of Food Nutrition Dietetics & Health by Bhavana Sabarwal
- c. Food, Nutrition and Health by Beena Mathur
- d. Principles of food sanitation - Marriott hotels
- e. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

Online Resources

- a. Food & Nutrition Trends
Link: <https://nutritionfornonnutritionists.com/2022/01/food-nutrition-trends-2022/>
- b. Nutrition: Tips for Improving Your Health
Link: <https://familydoctor.org/nutrition-tips-for-improving-your-health/>
- c. Malnutrition is a world health crisis
Link: <https://www.who.int/news/item/26-09-2019-malnutrition-is-a-world-health-crisis>

Note: Any other Latest Edition of reference/textbooks can be included.

2nd SEMESTER

Name of the Program: Hotel Management

Course Code: HM C 4 (T)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Production-II (Theory)

Course Credits

No. of Hours per Week

Total No. of Teaching Hours

3 Credits

3 Hrs.

40 Hrs.

Course Learning Objectives:

- a. To elaborate the fundamentals concepts of Indian Cookery
- b. To introduce various types and categories of Indian Food
- c. To expose the students to the basics of bakery operations

Course Outcomes:

- a. Explain the history of Indian food Culture
- b. Compare various Indian Masalas and its characteristics
- c. Identify the emerging trends in Indian Cuisine
- d. Explain the various types of Indian Breads
- e. Explicate on Indian Regional, Traditional & Comfort foods

UNIT 1 -FUNDAMENTALS OF INDIAN COOKERY

No of Hours: 15 Hrs.

- 1.1 Introduction to Indian Food Culture
- 1.2 Heritage of Indian Cuisine
- 1.3 Role of Indian Condiments, Herbs & Spices in cookery
- 1.4 Different Masalas used in Indian cookery (Wet & Dry)
- 1.5 Blending of spices and concept of Masala Preparations
- 1.6 Indian Gravies & Curries
- 1.7 Thickening and Coloring Agents used in Indian cookery
- 1.8 Indian Culinary Glossary Terms and Popular dishes
- 1.9 Emerging Trends in Indian Cuisine

UNIT 2– INDIAN FOOD

No of Hours: 13 Hrs.

- 2.1 Indian breads – Roti, Naan, kulcha, Phulka Etc
- 2.2 Origin and history of Indian sweets
- 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets
- 2.4 Indian Regional, Traditional & Comfort Foods
- 2.5 Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends

UNIT 3 -INTRODUCTION IN BAKERY

No of Hours: 12 Hrs.

- 3.1 Origin & History of Baking
- 3.2 Flours - Types, Characteristics, Importance & Uses
- 3.3 Raising Agents - Types, Characteristics, Importance & Uses
- 3.4 Equipment and tools used in Bakery
- 3.5 Breads- Types, Preparation & Bread Faults

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C4 (P)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Production-II (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To provide the knowledge and skills pertaining to Indian Cuisine
- b. To acquaint with the latest skills and techniques used in preparing Indian food
- c. To train the students on the basic cooking techniques used globally

Course Outcomes:

- a. Prepare culinary delicacies belonging to various Indian Cuisines
- b. Demonstrate the preparation of various types of Breads
- c. Demonstrate the preparation of various types of Sponges
- d. Demonstrate the preparation of various types of Hot & Cold Desserts

WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments

WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments

WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments

WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments

WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments

WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Tandoori - 3 Course Menu with Accompaniments

WEEK 8: Indian Sweets (Any 4 Sweets)

WEEK 9: Bread Making-1

Demonstration and Preparation of

- 1) Bread Loaf (2 Varieties)
- 2) Bread Rolls (Soft rolls and Hard rolls)
- 3) Bread Sticks

WEEK 10: Bread Making -2

Demonstration and Preparation of

- 1) French Bread
- 2) Breakfast Rolls (Croissants, Danish Pastry, Doughnuts & Brioche)

WEEK 11: Basic Sponge Cakes

Demonstration and Preparation of

- 1) Plain Fatless Sponge Cake
- 2) Swiss Rolls
- 3) Fruit Cake & Muffins

WEEK 12: Simple Cookies

Demonstration and Preparation of

- 1) Melting moments
- 2) Tri colour biscuits
- 3) Chocolate chip Cookies
- 4) Salt Cookies

WEEK 13: Hot/Cold Desserts

Demonstration and Preparation of

- 1) Caramel Custard
- 2) Bread and Butter Pudding
- 3) Hot Soufflé – (2 Flavors)
- 4) Mousse (2 Types)

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C5 (T)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To acquire theoretical knowledge pertaining to Menu Planning
- b. To understand the operations behind Food & Beverage Service operations in hotels
- c. To understand the concept of using the French Classical Menu

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the various terminologies used in Food and Beverage operations
- b. Illustrate a flow chart for cover set up.
- c. Describe the cover layout based on the menu
- d. Explain the role of Food & Beverage Service in enhancing guest satisfaction

UNIT-1: FOOD SERVICE, MENU KNOWLEDGE AND PLANNING

No of Hours: 14 Hrs.

- 1.1 Food Service Styles - Waiter Service, Self Service, Assisted Service, etc
- 1.2 Origin, Functions & Types of Menus
- 1.3 French Classical Course
- 1.4 Dishes and their Description for French Classical Menu
- 1.5 Cover and Accompaniments
- 1.6 Factors influencing planning menu
- 1.7 Compiling A La Carte & Table D'hôte Menu
- 1.8 Menu as a Sales & Marketing tool

UNIT- 2: FOOD SERVICE OPERATIONS

No of Hours: 14 Hrs.

- 2.1 Breakfast, Lunch, Dinner - Origin & Types
- 2.2 Planning a Breakfast, Lunch, Dinner Menu
- 2.3 Service of Breakfast in Restaurants
- 2.4 Brunch & Afternoon Tea - Origin & Types
- 2.5 Room Service - Concept & Origin
- 2.6 Location & Equipments required for Room Service
- 2.7 Room Service Procedure
- 2.8 Guéridon Service - Concept & Origin
- 2.9 Types of Guéridon Trolleys
- 2.10 Equipments used in a Guéridon Trolley

2.11 Guéridon Food Preparation Techniques

2.12 Pros & Cons of Guéridon Service

2.13 Basic Guéridon Dishes

UNIT- 3: PERSONALIZED SERVICE / BUTLER SERVICE

No of Hours: 12 Hrs.

3.1 Butler service – History, Meaning and Importance

3.2 Core values and Skills of a Butler

3.3 Essential techniques of Butler service

3.4 Types of Butler service

3.5 Butler Service Operations - House management, Staff Management, Table Management , Laundry and Wardrobe Management, Valet skills

3.6 Standard Operating Procedures

3.7 F&B Situation Handling

Suggestive Readings:

a. Food & Beverage Service Training Manual- By Sudhir Andrews

b. Food & Beverage Service By R Singaravelan

c. The Steward By Peter Diaz

d. Food & Beverage Service By Anil Sagar

e. The World Atlas of Coffee – James Hoffman

f. A butler's life: scenes from the other side of the silver salver – Christopher Allen

Online Resources

a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: HM C 5 (P)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
<p>Course Learning Objectives:</p> <ul style="list-style-type: none"> a. To acquaint the students with the basics of menu engineering b. To train the students on basic food and beverage service sequence c. To expose the students on the fundamentals of Guéridon and Butler Service 		
<p>Course Outcomes: On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> a. To understand the importance of the Food & Beverage Service department b. Describe a structure of the Food and Beverage Service sequence c. Understand the scope of F & B and its role in Hotel Industry d. Explain the various F & B Outlets in a hotel e. Discuss the F & B Industry and its components f. Explain the Role of F & B Service department 		
WEEK 1: Menu Engineering		
WEEK 2: Menu Planning		
WEEK 3: Cover Setup - All Meals		
WEEK 4: Sequence of Service		
WEEK 5: Sequence of Service		
WEEK 6: Room Service Tray Setup		
WEEK 7: Room Service Order taking Operations		
WEEK 8: Banquet functions and Board Room Set-up		
WEEK 9: Guéridon Service - Banana Flambé, Crêpe Suzette or Similar		
WEEK 10: Guéridon Service - Cocktail de Crevettes, De-boning of Grilled fish or Similar		
WEEK 11: Butler Service - Basic Butler Etiquette, Styles of Butler Service		
WEEK 12: Butler Service - House, Table & Wardrobe Management, Valet Skills		
WEEK 13: Food & Beverage Situation Handling		

Suggestive Readings:

- a. Food & Beverage Service Training Manual by Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman
- f. A butler's life: scenes from the other side of the silver salver by Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Name of the Program: Hotel Management

Course Code: HM C 6 (T)

Course category: Discipline core Courses

Name of the Course: Accommodation Operations - II (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To understand the basic accommodation operations in hotels and identify the associated challenges.
- b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department.
- c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations.

Course Outcomes:

- a. Explain the basic concepts of accommodation processes
- b. Explain the significance of accommodation operations in allied sectors
- c. Analyze the various operational processes in accommodations sector
- d. Evaluate the changing trends in accommodations operations
- e. Appreciate the role of accommodations personnel during natural & manmade disasters

UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT

No of Hours: 13 Hrs.

- 1.1 Guest Cycle
- 1.2 Types, Modes & Sources of Reservation
- 1.3 Processing Reservation Requests
- 1.4 Guest Registration & Check-In
- 1.5 Guest Services & Complaints
- 1.6 Guest Check-out and Settlement
- 1.7 Potential Check-out Problems & Solutions
- 1.8 Post Check-out Services

UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT

No of Hours: 14 Hrs.

- 2.1 Guest Rooms - Types and Layouts
- 2.3 Cleaning Schedule - Daily, Monthly and Annually
- 2.4 Types of Cleaning agents & Cleaning equipment
- 2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment
- 2.6 Cleaning of Guest Rooms and Public Areas
- 2.7 Pest control, Hygiene & sanitation
- 2.8 Key Operations in Housekeeping
- Interdepartmental Co-ordinations

- Communication with Guests
- Inter & Intra Departmental Communication
- Preparation of Daily routines
- Key Control & Lost & Found
- Linen & Uniform room and laundry operations

MODULE 3: SAFETY AND SECURITY IN HOTELS

No of Hours: 13 Hrs.

- 3.1 Hotel security Staff & Systems
- 3.2 OSHA Guidelines for Workplace Safety
- 3.3 Security & Control of Room Keys
- 3.4 Fire Safety – Classification of Fire, SOPs in the event of Fire
- 3.5 Accidents – Accidents in Hotels, Accident Report
- 3.6 First Aid – First Aid Box, first-aid for some common problems
- 3.7 Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report
Link: <https://hoteltchreport.com/news/hotel-housekeeping-duties>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department by Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C6 (P)

Course category: Discipline core Courses

Name of the Course: Accommodation Operations - II (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Objectives:

- a. To understand the basic accommodation operations in hotels and identify the associated challenges.
- b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department.
- c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations.

Course Outcomes:

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Handle guest complaints and fulfill guest requirements
- c. Perform various housekeeping operational tasks and deliver superior quality services

WEEK 1: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews

WEEK 2: Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests

WEEK 3: Check In processes - Filling Registration Forms for Groups & Crews

WEEK 4: Check-out processes - Guest Check-out and Settlement procedures

WEEK 5: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest

WEEK 6: Role play: Handling Special Requests, Guest Services & Complaints

WEEK 7: Cleaning procedures – Bathroom cleaning & Glass cleaning

WEEK 8: Cleaning procedures – Area cleaning - Rooms & Public Areas

WEEK 9: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design

WEEK 10: Towel Art - Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design

WEEK 11: Identification of various wall covering

WEEK 12: Identification of various floor surfaces

WEEK 13: Forms & Formats used in Accommodations department

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department by Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 4

Course category: Open Elective

Name of the Course: Tour Operations Management

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To enable students to gain an insight into the framework of various aspects of tour operations management.
- b. To provide expertise in the management of tour-operating agencies, as well as other jobs in the tourism and hospitality sector.
- c. To develop skills to analyze the current and upcoming travel and hospitality trends and plan strategies to capitalize on the same.

Course Outcomes:

- a. Explain the fundamentals of tourism from the management, marketing and financial perspectives
- b. Elaborate on the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism
- c. Explain the diverse nature of tourism, including culture and place, global/local perspectives, and experience design and provision

UNIT-1: INTRODUCTION TO TRAVEL AND TOURISM

No of Hours: 10 Hrs.

- 1.1 Basic Concepts of Travel and Tourism
- 1.2 Origin growth and development of Global Tourism
- 1.3 Linkage between Hospitality & Tourism
- 1.4 Travel Agencies & Tour Operators
- 1.5 Major Travel destinations of the World
- 1.6 Sustainable Tourism and its significance

UNIT- 2: TRAVEL OPERATIONS

No of Hours: 15 Hrs.

- 2.1 Transport Systems – Air, Rail, Road, Waterways
- 2.2 Traditional and Supplementary Accommodation
- 2.2 Major Travel Destinations of the World
- 2.3 Introduction to Travel Itineraries
- 2.4 Basic Components of an Itinerary
- 2.5 Challenges associated with Itineraries
- 2.6 Tour Package - Meaning and Types

2.7 Sources and Modes of Travel reservations

2.8 MICE Tourism

UNIT- 3: TOUR MANAGEMENT

No of Hours: 15 Hrs.

3.1 Tour Escorts and Tour Managers

3.2 Butler's Model and Leiper's Model of Tourism

3.3 Travel Behaviour

3.4 Marketing Travel Destinations

3.5 Segmenting the Travel Market

3.6 Passports & Visas

3.7 Travel Formalities

Suggestive Readings:

- a. Hotel for Tourism Development- Dr Jagmohan Negi
- b. Profiles of Indian Tourism – Shalini Singh
- c. Tourism Today – Ratnadeep Singh
- d. Dynamics of Tourism – Pushpinder S Gill
- e. Operations Management in the Travel Industry by Peter Robinson

Online Resources

- a. Tourism Trends That Will Shape the Travel Industry
Link: <https://pro.regiondo.com/tourism-trends-2018-2/>
- b. Tourism in the post-COVID world: Three steps to build better forward
Link: <https://blogs.worldbank.org/voices/tourism-post-covid-world-three-steps-build-better-forward>
- c. Sustainable Tourism
Link: <https://www.unep.org/regions/asia-and-pacific/regional-initiatives/supporting-resource-efficiency/asia-pacific-roadmap-3>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 5

Course category: Open Elective

Name of the Course: Hygiene & Food Safety

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To illustrate the framework of various aspects of Food Safety and Hygiene
- b. To develop skills for maintaining appropriate hygienic conditions in commercial and non-commercial catering establishments
- c. To explain the legal procedures pertaining to food safety practices, controlling hazards, food storage and overall cleanliness in catering establishments.

Course Outcomes:

- a. Discuss the various nutrients that provide the essential components for our bodies
- b. Describe the minerals required for forming essential structural components of tissues, bones and other organs
- c. Analyze the factors behind the contamination and spoilage of food
- d. Adopt and practice food hygiene practices and work safely in an environment that can prevent cross-contamination.

UNIT-1: INTRODUCTION TO FOOD HYGIENE AND SANITATION

No of Hours: 10 Hrs.

- 1.1 Importance of hygiene in catering establishments
- 1.2 Sanitation and its importance
- 1.3 Common Foodborne microorganisms
- 1.4 Role of microorganisms in food & beverage operations
- 1.5 Sustainable Development Goals
- 1.6 Water, Sanitation and Health
- 1.7 Global Scenario of Malnutrition

UNIT- 2: FOOD CONTAMINATION AND SPOILAGE

No of Hours: 15 Hrs.

- 2.1 Types of Contaminants in Foods
- 2.2 Signs of spoilage in common foods
- 2.3 Reasons for Food Spoilage
- 2.4 Source of Food contamination
- 2.5 Food-borne illnesses
- 2.6 Types of Eating Disorders and their Symptoms
- 2.7 Food Preparation and Storage

UNIT- 3: SAFE FOOD OPERATIONS

No of Hours: 15 Hrs.

- 3.1 Receiving and Inspecting Food deliveries
- 3.2 Food storage techniques
- 3.3 Minimizing microbial load
- 3.4 Common faults in food faults
- 3.5 Protective display of foods
- 3.6 Rules to be observed during food service

Suggestive Readings:

- a. Food hygiene and sanitation - S. Roday
- b. Managing food hygiene - Nicholas John
- c. Food hygiene for food handlers - Jill Trickett
- d. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton
- e. Fundamentals of Foods, Nutrition and Diet Therapy by Sumati R. Mudambi

Online Resources

- a. Food safety definition & why is food safety important
Link: <https://www.fooddocs.com/post/why-is-food-safety-important>
- b. Why Hygiene is Important in Maintaining High Standards for Restaurants
Link: <https://restaurant.indianretailer.com/article/Why-Hygiene-is-Important-in-Maintaining-High-Standards-For-Restaurants.10874>
- c. Food Safety Basics: A Reference Guide for Foodservice Operators
Link: <https://www.ndsu.edu/agriculture/extension/publications/food-safety-basics-reference-guide-foodservice-operators>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 6

Course category: Open Elective

Name of the Course: Tourism and Climate Change

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To illustrate the relationships between the Earth's natural features and tourism, in a way that fosters environmental and cultural understanding, appreciation and conservation
- b. To elaborate on the complex relationships between geology, landscape, tourism and the environment from both spatial and temporal perspectives
- c. To develop a greater awareness of sustainable tourism practices through the context of environmental change.

Course Outcomes:

- a. Illustrate the basic processes behind global warming and climate change
- b. Evaluate the new realities of climate change with respect to tourism industry
- c. Explain the human influence on climate change
- d. Assess the impact of climate change on tourism supply
- e. Evaluate the demand implications of climate induced environmental changes on tourism
- f. Identify mitigation strategies in the tourism transport sector
- g. Analyze the pro-environmental behaviour of tourists
- h. Identify tourism and climate change related Knowledge gaps and Research needs

UNIT-1: Climate change and its implications for the Tourism

No of Hours: 08 Hrs.

- 1.1 The New Realities of Tourism in an Era of Global Climate Change
- 1.2 Distinguishing Weather, Climate, and Climate Change
- 1.3 Human Influence on Climate Change
- 1.4 Global and Regional Climate Change in the 21st Century

UNIT- 2: Impacts and Adaptation at Tourism Destinations

No of Hours: 16 Hrs.

- 2.1 Impacts on Tourism Supply
- 2.2 Adaptation to Climate Change
- 2.3 Consumer Response to a Changing Climate
- 2.4 Demand Implications of Climate-induced Environmental Change
- 2.5 Current CO₂ Emissions and Radiative Forcing from Tourism
- 2.6 Emissions Related to Individual Holiday

UNIT- 3: Mitigation Policies and Measures

No of Hours: 16 Hrs.

- 3.1 Mitigation in the transport sector - Air, Surface, Water
- 3.2 Destination Mobility Management
- 3.3 Tourism Establishments - Mitigation Options & Emissions Management
- 3.4 The Role of Tour Operators and other Organizations
- 3.5 Tourist Behaviour - Consumer Choices & Carbon Offsetting
- 3.6 Knowledge Gaps and Research Needs

Suggestive Readings:

- a. Climate Change and Tourism by Becken Susanne
- b. Tourism, Climate Change and Sustainability by Maharaj Vijay Reddy
- c. Climate Change and Tourism by Kalacas Maria Rellie B.
- d. Tourism and Climate Change by Scott Daniel
- e. Sustainable Tourism - A Global Perspective by Rob Harris, Tony Griffin & Peter Williams

Online Resources

- a. Climate Change Adaptation and Mitigation in the Tourism Sector

Link: <https://www.unep.org/resources/report/climate-change-adaptation-and-mitigation-tourism-sector-frameworks-tools-and>

- b. Combat Climate Change

Link: <https://sustainabletravel.org/our-work/climate-change/>

- c. How Tourism Contributes to Global Warming

Link: <https://ecobnb.com/blog/2020/12/tourism-contributes-global-warming/>

Note: Any other Latest Edition of reference/textbooks can be included.

3rd Semester

Name of the Program: Hotel Management

Course Code: HM C7 (T)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Production - III (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To provide an exposure to the basic concepts of Bakery & Confectionery
- b. To familiarize on the essentials of volume cooking
- c. To inform on the fundamentals of International Cuisines

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the basic concepts of Bakery & Confectionery
- b. Elaborate on the essentials of volume cooking
- c. Elucidate the fundamentals of International Cuisines

UNIT-1: BAKERY & CONFECTIONERY

No of Hours: 13 Hrs.

- 1.1 Commodities used in Bakery & Confectionery
- 1.2 Bread Fabrication
- 1.3 Basic Sponges & Cakes
- 1.4 Pastes, Creams, Fillings & Sauces
- 1.5 Laminated Pastries
- 1.6 Chocolates, Ice Creams & Desserts
- 1.7 Sauces & Coulis
- 1.8 Cookies & Biscuits

UNIT- 2: INTRODUCTION TO VOLUME COOKING

No of Hours: 14 Hrs.

- 2.1 Equipments used in Volume Cookery
- 2.2 Types of Volume Catering Establishments
- 2.3 Purchasing & Indenting for Volume cooking
- 2.4 Menu Planning for Volume Cooking
- 2.5 Tandoori & Dum Cooking

UNIT- 3: FUNDAMENTALS OF INTERNATIONAL CUISINES

No of Hours: 13 Hrs.

- 3.1 Popular Cuisines of the World
- 3.2 Basic Principles of Vegetable Cookery
- 3.3 Classification of Stocks, Soups & Sauces
- 3.4 Basics of Salad Preparation – Simple & Compound Salads
- 3.5 Introduction to Rice, Cereals & Pulses
- 3.6 International Food Standards

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia
Link: <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias
Link: <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C7 (P)
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production- III (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To improve basic bakery & Confectionery skills
- b. To acquaint the students with skills essential for volume cooking
- c. To expose the students on the basic French cooking techniques

Course Outcomes: On successful completion of the course, the students will be able to

- a. Demonstrate essential Skills needed for preparing Bakery & Confectionery products
- b. Develop essential skills required for bulk cooking
- c. Develop skills essential for demonstrating French cooking techniques

WEEK 1: Preparation of Sandwich Bread, Bread Rolls, Bread Sticks & Pretzels

WEEK 2: Preparation of Cup Cakes, Swiss Rolls, Genoise Sponge (Petit fours)

WEEK 3: Preparation of Fresh Cream based Pastries (Pineapple pastry & Chocolate Ganache)

WEEK 4: Preparation of Cheese Straws, Mushroom vol-au-vent, Apple Strudel

WEEK 5: Preparation of Truffle Chocolate, Mint Chocolate, Coffee Bavarian cream

WEEK 6: Preparation of Ice cream-based Sundaes with Sauces & Coulis

WEEK 7: Preparation of Ginger Biscuits, Biscotti, Choco-chip Cookies, Fortune cookies

WEEK 8: Volume Cooking - Four Course Indian Menu

WEEK 9: Volume Cooking – Four Course Indian Menu

WEEK 10: Four course menu based on French Cuisine

WEEK 11: Four course menu based on French Cuisine

WEEK 12: Four course menu based on French Cuisine

WEEK 13: Four course menu based on French Cuisine

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
6. Green Housekeeping - By Christina Strutt

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia
Link: <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias
Link: <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C 8 (T)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Service - III (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To introduce the basics of Alcoholic Beverages
- b. To inform the concepts behind the manufacturing of various types of wines
- c. To develop skills for wine tasting and pairing food & wine.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the basic concepts of alcoholic beverages
- b. Elaborate on the fundamentals of wine from cultivation to consumption
- c. Pair food with appropriate wine – both for Western and Indian Cuisines

UNIT-1: INTRODUCTION TO ALCOHOLIC BEVERAGES

No of Hours: 13 Hrs.

- 1.1 Introduction to Alcohols
- 1.2 Types of Alcohols
- 1.3 Methods of preparing Alcohols – Fermentation & Distillation
- 1.4 Classification of Alcoholic Beverages
- 1.5 Proof System and measurement of alcoholic strength
- 1.6 Calorific value of alcoholic beverages
- 1.7 Benefit and detriments of consuming alcoholic beverages

UNIT- 2: THE VINE & WINE

No of Hours: 14 Hrs.

- 2.1 History & Evolution of Wines
- 2.2 Grape Vines – Characteristics, Terroir, Pests diseases & their effects on grape vines
- 2.3 Grapes – Introduction, Constituents (Grape & Must), Life Cycle & Characteristics
- 2.4 Regional & International Grape varieties– 12 White & 12 Red with their characteristics
- 2.5 The Wine Calendar
- 2.6 Vinification – Red, White, Blush & Rosé
- 2.7 Oak wood – Origin, types and importance of Ageing Wines in Oak Barrels
- 2.8 Old World Vs New World Wines
- 2.9 Old World Wine Regions – France, Italy, Portugal, Spain and Germany
- 2.10 New World Wine Regions – United States, Australia, New Zealand, South Africa, China, Argentina and Switzerland

- 211 Indian Wines - History, Regions, Climates, Varieties and Styles, Famous Producers, Opportunities & Challenges
- 212 Other Wine Producing Countries
- 213 Fortified Wines (Sherry, Port, Madeira, Marsala, Vermouth, Commandaria) - Manufacturing Processes & Brands
- 214 Introduction to Bitters
- 215 Wine Laws – European Union, USA, India
- 216 Label Reading, Classification, Service & Storage of Wines
- 217 Champagne – Introduction, Manufacturing Process, Types, Label reading, Growing regions, leading Champagne houses
- 218 Prosecco & Cava - Introduction, Manufacturing Process, Types, Label reading, leading brands

UNIT- 3: FOOD & WINE HARMONY

No of Hours: 13 Hrs.

- 3.1 Fundamentals of Wine & Food Paring
- 3.2 The 14 Wine Families
- 3.3 Wine Tasting – Method & Principles
- 3.4 Sommelier – Introduction, Job Description & Attributes

Suggestive Readings:

- a. Larousse Encyclopedia of Wines by Hamlin Publication
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Great Wines Made Simple by Andrea Immer
- e. The World Atlas of Wines by Mitchell Beazley

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs
Link: <https://www.mixolopedia.com/>
- b. Alcohol: Balancing Risks and Benefits
Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>
- c. Encouraging Responsible Consumption
Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C8 (P)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Production- III (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To train the students identify the types of wines using sensory
- b. To train the students to professionally serve alcoholic beverages
- c. To improve skills for wine tasting and paring food & wine.

Course Outcomes:

- a. Identify various types of wines – Red, White, Blush & Rosé
- b. Provide professional service of wines
- c. Design Menus with appropriately paired wines
- d. Identify the various characteristics of wines using sensory skills

WEEK 1: Identification of different Wines

WEEK 2: Reading Wine Labels

WEEK 3: Service of White Wine

WEEK 4: Service of Red Wine

WEEK 5: Service of Sparkling Wine

WEEK 6: Service of Aromatized and Fortified Wines

WEEK 7: Menu Planning – Five Course Menu with Wines

WEEK 8: Menu Planning – Five Course Menu with Wines

WEEK 9: Menu Planning – Five Course Menu with Wines

WEEK 10: Wine Tasting – 3 Reds & 3 Whites

WEEK 11: Wine Tasting – 3 Reds & 3 Whites

WEEK 12: Indian Wine Paring with Indian Food

WEEK 13: Indian Wine Paring with Indian Food

Suggestive Readings:

- a. Larousse Encyclopedia of Wines by Hamlin Publication
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Great Wines Made Simple by Andrea Immer
- e. The World Atlas of Wines by Mitchell Beazley

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

Link: <https://www.mixolopedia.com/>

- b. Alcohol: Balancing Risks and Benefits

Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C9 (T)
Course category: Discipline Core Course
Name of the Course: Accommodation Operations - III (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To make the students learn the basic concepts of Front Office Accounting
- b. To aid the students understand the fundamental operational tasks in Housekeeping
- c. To help the students adapt to the new requirements of the hospitality accommodation sector
- d. To train the students to design and develop sustainable practices that can be implemented in the accommodation sector

Course Outcomes: On successful completion of the course, the students will be able to

- f. Describe the basics of Front Office Accounting
- g. Illustrate the Front Office Accounting Cycle
- h. Elaborate on the duties and responsibilities of a Night Auditor
- i. Explain the Night Auditing Process
- j. Illustrate the functioning of Control Desk Operations
- k. Explain the concept of sustainability in Accommodation sector

UNIT-1: FRONT OFFICE ACCOUNTING

No of Hours: 13 Hrs.

- 1.1 Introduction to Front Office Accounting
- 1.2 Types of Accounts, Vouchers, Folios and Ledgers
- 1.3 Front Office Accounting Cycle
- 1.4 Introduction to Night Auditing
- 1.5 Duties & Responsibilities of a Night Auditor
- 1.6 Night Auditing Process

UNIT- 2: SUPERVISION & CONTROL DESK OPERATIONS IN HOUSEKEEPING

No of Hours: 14 Hrs.

- 2.1 Introduction to Housekeeping Supervision
- 2.2 Role Housekeeping Supervisors
- 2.3 Job Description and Specification of Housekeeping Supervisors
- 2.4 Handling Guest Complaints
- 2.5 Control Desk Operations in Housekeeping
- 2.6 Handling Contracts – Types and Pricing, Common Contracts in Hotels

UNIT- 3: SUSTAINABILITY IN ACCOMMODATIONS SECTOR

No of Hours: 13 Hrs.

- 3.1 Sustainability in Accommodation operations
- 3.2 Environment policy related to hotels
- 3.3 Introduction & concept of eco-friendly practices in hotels
- 3.4 Energy, Water & Landscape management in hotels
- 3.5 Cleaning Agents used in hotels – Types & Uses
- 3.6 Characteristics of a good cleaning agent
- 3.7 Eco-friendly cleaning procedures
- 3.8 Sustainable use of and disposal of cleaning agents

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Industry: Everything You Need to Know About Hotels!

Link: <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

Link: <https://community.hospitalityconnaissanceur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

Link: <https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C9 (P)

Course category: Discipline Core Course

Name of the Course: Accommodation Operations - III (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To develop PMS software skills essential for hotel operations
- b. To improve basic housekeeping skills required in the hospitality sector
- c. To introduce the basic concepts of flower arrangements, color schemes and cleaning techniques
- d. To develop skills to handle various guest & non-guest situations in the accommodations sector.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Demonstrate PMS skills essential for hotel operations
- b. Prepare Snagging list and Supervisors checklist used in hotels
- c. Design classical and contemporary flower arrangements
- d. Handle guest & non-guest situations arising in the accommodations sector

WEEK 1: PMS activity - Feeding a reservation & Room Assignment

WEEK 2: PMS activity - Amendment, Cancellation and Reinstating a reservation

WEEK 3: PMS activity - Feeding Guest Message, Guest Check -in & posting of charges

WEEK 4: PMS activity - Feeding Guest Message, Guest Check -in & posting of charges

WEEK 5: PMS activity - Splitting folio & Guest Check-out

WEEK 6: PMS activity - Splitting folio & Guest Check-out

WEEK 7: Supervisors Checklist

WEEK 8: Snagging List

WEEK 9: Flower Arrangement

WEEK 10: Housekeeping Situation Handling

WEEK 11: Planning a color scheme of a room based on different schemes

WEEK 12: Cleaning procedures – Area cleaning, bathroom cleaning, glass cleaning

WEEK 13: Glossary Terms (Housekeeping & Front Office)

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Industry: Everything You Need to Know About Hotels!

Link: <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

Link: <https://community.hospitalityconnaisseur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

Link:<https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE-7

Course category: Open Elective

Name of the Course: Managing Hospitality & Tourism Products

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To familiarize the students with the practical implementation of product-centric projects.
- b. To aid the students to develop critical business skills and a strategic framework for superior Product Management
- c. To acquaint the students to analyze hospitality product markets, developing strategies and make decisions about price, advertising, promotion, channels of distribution and service.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Apply the fundamental concepts of product and brand development and management.
- b. Recognize the importance of teamwork to coordinate multiple interdisciplinary tasks.
- c. Use portfolio analysis and product life cycle to understand how a firm manages its product mix.
- d. Apply an understanding of the product manager's role in product pricing, sales, and promotion.

UNIT-1: Role and Operation of Product Management

No of Hours: 14 Hrs.

- 1.1 The New dimensions of Product Management
- 1.2 Introduction to Hospitality & Tourism Products
- 1.3 Characteristics of Hospitality & Tourism Products
- 1.4 Cross-functional role of Product Managers
- 1.5 Market Differentiation, Targeting and Positioning

UNIT- 2: Planning Skills for Hospitality Product Managers

No of Hours: 12 Hrs.

- 2.1 Product Marketing Planning Process
- 2.2 Guest Value Management in Hotels
- 2.3 The Annual Product Plan
- 2.4 Product Management Vs Marketing Management
- 2.5 Hospitality Product Lifecycle and The Ansoff Matrix

UNIT- 3: Product Management Skills

No of Hours: 14 Hrs.

- 3.1 Evaluating Product Portfolio
- 3.2 Strategic Product Planning
- 3.3 New Product Development in Travel & Hospitality
- 3.4 Financial aspects of Product Management
- 3.5 Pricing & Promoting Hospitality Products and Services
- 3.6 Product Launch

Suggestive Readings:

1. The Product Management Handbook by Linda Gorches
2. The Product Manager Handbook by Carl Shan & Britany Cheng
3. Tourism Product Development by Government of Northwest Territories

Online Resources

1. Exploring Travel & Hospitality Products

Link: <https://www.lonelyplanet.com/>

2. Top Hospitality Industry Trends

Link: <https://hospitalityinsights.ehl.edu/hospitality-industry-trends>

3. Steps in Planning Process in Tourism and Hospitality Industry

Link: <https://www.mywestford.com/blog/steps-in-planning-process-in-tourism-and-hospitality-industry/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 8

Course category: Open Elective

Name of the Course: Sustainable Travel and Hospitality

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To provide students with a broad understanding of environmental issues and their impact upon the tourism industry.
- b. To explore the natural and cultural environments of communities and global destinations affected by tourism.
- c. To explore current and future impacts and benefits, tourism has on the environment, identifying and evaluating the economic and socio-cultural issues of a destination, its attractions and accommodations.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Analyze the debate on the acceptance of sustainable tourism, exploring barriers and potential solutions.
- b. Define the difference in sustainable and eco-tourism determining the role of eco in sustainable tourism and critically evaluate the impact this has had on the events industry.
- c. Describe the stakeholders and their influence on tourism development
- d. Identify and report on sustainable trends within major hospitality/tourism-based companies.
- e. Analyze methods to reduce the negative impact to the environment of a host destination due to tourism development.
- f. Apply sustainable principles to the different sectors of tourism

UNIT-1: INTRODUCTION TO SUSTAINABILITY IN TRAVEL & HOSPITALITY

No of Hours:

- 1.1 Meaning & Definition of Sustainability
- 1.2 The meaning of environment
- 1.3 Changing perceptions of the natural environment
- 1.4 Tourist motivations and types of tourists
- 1.5 Ethical considerations of tourism
- 1.6 Changing perceptions of tourism's relationship with the natural environment
- 1.7 The negative consequences of tourism for the environment
- 1.8 How tourism can aid conservation

UNIT- 2: ECONOMY, ENVIRONMENT, POVERTY AND SUSTAINABLE TOURISM

No of Hours:

- 2.1 The relationship between economics and the natural environment
- 2.2 Issues of economic growth, common pool resources and externalities
- 2.3 Using tourism to conserve the environment using an economic rationale

- 2.4 Poverty's link to environmental degradation
- 2.5 The relevance of tourism to alleviating poverty in developing countries
- 2.6 Origins of sustainable development
- 2.7 Meaning of sustainable development
- 2.8 Roles of different stakeholders in the environmental planning and management of tourism

UNIT- 3: CLIMATE CHANGE, NATURAL DISASTERS AND TOURISM

No of Hours:

- 3.1 Understand the causes and significance of climate change
- 3.2 Reciprocal relationship between climate change and tourism
- 3.3 Natural disasters and its impact on Tourism
- 3.4 growth of green consumerism and its effect on tourism
- 3.5 Significance of alternative tourism and ecotourism
- 3.6 Future of tourism's relationship with the environment

Suggestive Readings:

- a. Environment & Tourism by Andrew Holden
- b. Sustainability in the Hospitality Industry by Willy Legrand, Philip Sloan, Joseph S. Chen
- c. Sustainable Value Creation in Hospitality by Elena Cavagnaro
- d. Climate Change and Tourism: Responding to Global Challenges by UNWTO & UNEP
- e. Global Climate Change and Coastal Tourism by Andrew L. Jones, Michael R. Phillips

Online Resources

- 1. Sustainable Tourism
Link: <https://www.unep.org/regions/asia-and-pacific/regional-initiatives/supporting-resource-efficiency/asia-pacific-roadmap-3>
- 2. Ecotourism and Protected Areas
Link: <https://www.unwto.org/sustainable-development/ecotourism-and-protected-areas>
- 3. Climate Change Adaptation and Mitigation in the Tourism Sector
Link: <https://www.unep.org/resources/report/climate-change-adaptation-and-mitigation-tourism-sector-frameworks-tools-and>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 9

Course category: Open Elective

Name of the Course: Leadership and Team Development

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To help leaders adapt their leadership style to achieve greater business results and employee engagement.
- b. To develop a range of essential leadership skills useful in an organizational setup.
- c. To aid the students identify where and how they can extend their influence and value to create maximum business results.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Gain greater understanding of a leader's responsibilities
- b. Identify actions that set the stage for a leader's success
- c. Create a platform for motivation and employee engagement
- d. Maximize your team performance by understanding human behaviour
- e. Strengthen their techniques for managing the performance of the team

UNIT-1: OVERVIEW OF LEADERSHIP

No of Hours: 12 Hrs.

- 1.1 Meaning & Definition of Leadership
- 1.2 Leadership in Transition
- 1.3 Leadership Models and Theories
- 1.4 Contingency Theory and Situational Leadership Theory
- 1.5 Styles of Leadership

UNIT- 2: CRITICAL LEADERSHIP BEHAVIOURS, TRAITS AND COMPETENCIES

No of Hours: 13 Hrs.

- 2.1 Leadership Character
- 2.2 Leadership Behaviour
- 2.3 Traits of a successful leader
- 2.4 Hard Skills Vs Soft Skills
- 2.5 Interpersonal Skills

UNIT- 3: FUNCTIONAL ASPECTS OF A LEADER

No of Hours: 15 Hrs.

- 3.1 Leader's role in Change management
- 3.2 Change Leadership Vs Change Management
- 3.3 Envisioning and Strategic Thinking
- 3.4 Leader as an enabler
- 3.5 Building Leadership Capacity in the Organization

3.6 Leader Vs Manager

3.7 Leadership & Accountability

Suggestive Readings:

1. Building Organizational Leadership Capacity by David R. Kolzow
2. Leadership in Organizations by Gary A. Yukl
3. Next Generation Leadership by Adam Kingl
- d. Organizational Leadership by John Bratton
- e. Organizational Culture and Leadership by Edgar Schein

Online Resources

- a. What Is organizational leadership and why is it important?

Link: <https://www.betterup.com/blog/what-is-organizational-leadership-and-why-is-it-important>

- b. A guide to becoming an effective leader

Link: <https://www.betterup.com/blog/a-guide-to-becoming-an-effective-leader>

- c. 8 must-have qualities of an effective leader

Link: <https://www.michaelpage.co.in/advice/management-advice/leadership/8-must-have-qualities-effective-leader>

Note: Any other relevant reference/textbooks can be included.

4th Semester

Name of the Program: Hotel Management
Course Code: HM C10 (T)
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production - IV (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3Hrs	40Hrs

Course Learning Objectives:

- a. To acquaint the students with the basic concepts of Cold Kitchens
- b. To expose the students to the popular cuisines of the world
- c. To familiarize the students with the fundamentals of Food Production Management

Course Outcomes: On successful completion of the course, the students will be able to

- a. Elaborate the fundamentals of Cold Kitchen operations
- b. Explain the basics of various international cuisines
- c. Elucidate the basics of Food Production Management

UNIT-1: INTRODUCTION TO COLD KITCHEN

No of Hours: 13 Hrs.

- 1.1 Fundamentals of Larder kitchen
- 1.2 Charcuterie
- 1.3 Appetizers and Garnishes
- 1.4 Sandwiches & Burgers
- 1.5 Uses of Herbs & Wines in Cooking

UNIT- 2: CUISINES OF THE WORLD

No of Hours: 14 Hrs.

- 2.1 French Cuisine
- 2.2 Mediterranean Cuisine
- 2.3 Mexican Cuisine
- 2.4 German Cuisine
- 2.5 Oriental Cuisine
- 2.6 Scandinavian Cuisine
- 2.7 Cuisines of UK

UNIT- 3: BASICS OF FOOD PRODUCTION MANAGEMENT

No of Hours: 13 Hrs.

- 3.1 Kitchen Organization
- 3.2 Production Planning & Scheduling
- 3.3 Production Quality & Quantity Control
- 3.4 Forecasting & Budgeting
- 3.5 Yield Management
- 3.6 Food Research & Product Development

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia
Link: <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias
Link: <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C10 (P)
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production - IV (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To expose the students on the cooking techniques used in Mediterranean, Italian, German & Spanish Cuisines
- b. To improve basic cooking skills essential for western cuisines
- c. To enhance food cost management skills of the students

Course Outcomes: On successful completion of the course, the students will be able to

- a. Develop skills essential for demonstrating Mediterranean cooking techniques
- b. Develop skills essential for demonstrating Italian cooking techniques
- c. Develop skills essential for demonstrating German cooking techniques
- d. Develop skills essential for demonstrating Spanish cooking techniques

WEEK 1: Four course menu based on Mediterranean Cuisine

WEEK 2: Four course menu based on Mediterranean Cuisine

WEEK 3: Four course menu based on Mediterranean Cuisine

WEEK 4: Four course menu based on Italian Cuisine

WEEK 5: Four course menu based on Italian Cuisine

WEEK 6: Four course menu based on Italian Cuisine

WEEK 7: Four course menu based on German Cuisine

WEEK 8: Four course menu based on German Cuisine

WEEK 9: Four course menu based on German Cuisine

WEEK 10: Four course menu based on Spanish Cuisine

WEEK 11: Four course menu based on Spanish Cuisine

WEEK 12: Four course menu based on Spanish Cuisine

WEEK 13: Four course menu based on Fusion Cuisine

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia
Link: <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias
Link: <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C11 (T)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Service - IV (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To inform about the basic concepts behind Brewed & Fermented Beverages
- b. To familiarize the students in the fundamentals of Distilled Beverages
- c. To acquaint the students with the basics of Mixology, Liqueurs & Eaux-De-Vie

Course Outcomes: On successful completion of the course, the students will be able to

- a. Elaborate on the basic concepts of Brewed & Fermented Beverages
- b. Explain the fundamentals of distilled beverages
- c. Elucidate the concepts around mixology, Liqueurs & Eaux-De-Vie

UNIT-1: BREWED & FERMENTED BEVERAGES

No of Hours: 13 Hrs.

- 1.1 **Beer** – History, Ingredients used, Manufacturing process, Types, Service procedure, Storage conditions and Brands
- 1.2 **Cider** – Manufacturing process, Types, Brands and Service of Cider
- 1.3 **Perry** - Manufacturing process, Types, Brands and Service of Perry

UNIT- 2: DISTILLED BEVERAGES

No of Hours: 14 Hrs.

- 2.1 **Whisky/ey:** History & Evolution, Manufacturing process, Characteristics, Types, Brands and Service of Whisky/ey
- 2.2 **Brandy:** Cognac & Armagnac - History & Evolution, Regions, Manufacturing process, Types, Label Reading, Brands and Service styles; Other grape Brandies
- 2.3 **Gin:** History & Evolution, Types, Manufacturing Process, Brands & Service of Gin
- 2.4 **Rum:** History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service of Rum
- 2.5 **Vodka:** History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service of Vodka, Flavored Vodka
- 2.6 **Tequila:** History & Evolution, Manufacturing Process, Types & Categories, Controlling Authority, Brands, Service & Traditional way of drinking tequila.
- 2.7 **Mezcal:** History & Evolution, Manufacturing Process, Brands, Service and Traditional way of drinking Mezcal; Difference between Tequila & Mezcal
- 2.8 **Other Spirits** (Introduction & Brands) – Fenny Pastis, Akvavit, Sake, Grappa, Absinthe, Marc, Poteen, Pisco, Korn, Arrack, Toddy, Tiquira, Okolehao, Moonshine

UNIT- 3: MIXOLOGY, LIQUEURS & EAUX-DE-VIE

No of Hours: 13 Hrs.

3.1 **Cocktails & Mocktails:** History & Evolution, Components of Cocktails, Methods of Preparation, Equipments & tools used, Glassware for mixed drinks, Bar Stock, Classic Styles of Mixed Drinks, Classical & Contemporary Cocktails & Mocktails and their Bases, Molecular Mixology

3.2 **Liqueurs:** History & Evolution, Manufacturing Process, Brand Names with Base, Colors, Flavors & Country of origin

3.3 **Eaux – de – vie** (Introduction & Brands): Calvados, Applejack, Poire Williams, Stone Fruit Brandies, Soft Fruit Brandies

3.4 Upselling Techniques for Alcoholic Beverages

Suggestive Readings:

- a. The Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs by Stuart Walton & Brian Glover
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Handbook of Alcoholic Beverages by Alan J. Buglass
- e. Cocktails, Mocktails, and Garnishes from the Garden by Katie Stryjewski

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

Link: <https://www.mixolopedia.com/>

- b. Alcohol: Balancing Risks and Benefits

Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C11 (P)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Service - III (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To develop the skills required to serve distilled, brewed & fermented beverages
- b. To train the students to prepare cocktails and mocktails
- c. To develop upselling and cross-selling skills required in a Bar

Course Outcomes:

- a. Provide a professional service of distilled, brewed & fermented beverages
- b. Prepare classical and innovative cocktails & mocktails
- c. Upsell and Cross-sell beverages sold in a Bar

WEEK 1: Service of Beer, Perry & Cider

WEEK 2: Service of Spirits – Rum, Whisky/ey, Vodka, Gin, Tequila, Mezcal, Brandy

WEEK 3: Setting up of a Bar counter

WEEK 4: Mixology – Art of Cocktail Garnishes

WEEK 5: Mixology – Preparation of five classical Vodka based cocktails

WEEK 6: Mixology – Preparation of five classical Gin based cocktails

WEEK 7: Mixology – Preparation of five classical Tequila, Beer & Wine based cocktails

WEEK 8: Mixology – Preparation of five classical Rum based cocktails

WEEK 9: Mixology – Preparation of five classical Rum based cocktails

WEEK 10: Mixology – Preparation of five classical Whisky/ey based cocktails

WEEK 11: Mixology – Molecular Mixology

WEEK 12: Mixology – Preparation of innovative Cocktails & Mocktails

WEEK 13: Role play on Upselling & Cross-selling Techniques in a Bar

Suggestive Readings:

- a. The Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs by Stuart Walton & Brian Glover
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Handbook of Alcoholic Beverages by Alan J. Buglass
- e. Cocktails, Mocktails, and Garnishes from the Garden by Katie Stryjewski

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

Link: <https://www.mixolopedia.com/>

- b. Alcohol: Balancing Risks and Benefits

Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C12 (T)
Course category: Discipline Core Course
Name of the Course: Accommodation Operations - IV (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To inform the students the theoretical aspects of hotel performance and quality management
- b. To introduce the basic concepts of linen and laundry operations
- c. To acquaint the student on the safety and security aspects of a hotel

Course Outcomes: On successful completion of the course, the students will be able to

- a. Evaluate performance and conduct quality checks of a hotel
- b. Explain the basic aspects of linen and laundry operations
- c. Elaborate on the concept of TQM in hotels
- d. Elaborate on the safety and security systems of a hotel
- e. Evaluate the OSHA Guidelines for Workplace Safety
- f. Elucidate on Laundry Department, Laundry Equipments and Laundry Agents

UNIT-1: EVALUATING PERFORMANCE & QUALITY IN HOTELS

No of Hours: 13 Hrs.

- 1.1 Introduction to Quality & Performance Management in Hotels
- 1.2 Front Office Calculations – Occupancy Ratio, Average Daily Rate, Average Room Rate Per Guest, Revenue Per Available Room, Fair Share & Market Share
- 1.3 Meaning, importance and benefits of Quality audits
- 1.4 Guest’s perception of Quality
- 1.5 Quality audits in hotels
- 1.6 Total Quality Management (TQM)
- 1.7 Practices in TQM – Japanese 5S Practice, Business Process Re-engineering, Quality Control Circles, Benchmarking and Kaizen

UNIT- 2: INTRODUCTION TO LINEN AND LAUNDRY OPERATIONS

No of Hours: 14 Hrs.

- 2.1 Linen and Uniform Room – Storage of Linen, Linen Exchange, Par stock
- 2.2 Linen Control, Quality & Lifespan
- 2.3 Introduction to Laundry Department, Laundry Equipments and Laundry Agents
- 2.4 Types of Laundry and Layouts
- 2.5 Laundry Processes
- 2.6 Dry Cleaning and stain removal
- 2.7 Handling Guest Laundry

UNIT- 3: SAFETY & SECURITY IN HOTELS

No of Hours: 13 Hrs.

- 3.1 Hotel security - Staff & Systems
- 3.2 Role of Accommodation department personnel
- 3.3 OSHA Guidelines for Workplace Safety
- 3.3 Safety management Programs
- 3.4 Security & Control of Room Keys
- 3.5 Fire Safety – Classification of Fire, SOPs in the event of Fire
- 3.6 Accidents – Accidents in Hotels, Accident Report
- 3.7 First Aid – First Aid Box, first-aid for some common problems
- 3.8 Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Industry: Everything You Need to Know About Hotels!

Link: <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

Link: <https://community.hospitalityconnaisseur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

Link:<https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: HM C12 (P)

Course category: Discipline Core Course

Name of the Course: Accommodation Operations - IV (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Learning Objectives:

- a. To develop PMS software skills essential for hotel operations
- b. To enhance essential housekeeping skills required in the hospitality sector
- c. To introduce the fundamental concepts of sewing, uniform designing, classifying & identifying textile fabrics.
- d. To develop skills to provide basic first-aid.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Demonstrate PMS skills essential for hotel operations
- b. Provide First-aid to anyone in need of it.
- c. Set up a Room attendant's Trolley
- d. Classify & Identify Textile fabrics
- e. Demonstrate fabric sewing techniques
- f. Design uniforms for hotel staffs

WEEK 1: PMS activity Point of Sale Module - Table selection & Order Entry

WEEK 2: PMS activity Point of Sale Module - Table Transfer, Modify Order, Split and Settle Bill

WEEK 3: PMS activity - Generation of POS Reports

WEEK 4: PMS activity - Banquet & Conferencing Module- Banquet Function Prospectus

WEEK 5: PMS activity - Revision of Front Office Module

WEEK 6: PMS activity - Revision of Food & Beverage Module

WEEK 7: First aid procedures – Demonstration

WEEK 8: Converting waste to wealth

WEEK 9: Setting a Room attendant's Trolley

WEEK 10: Classification & Identification of Textile Fibers

WEEK 11: Sewing & Uniform Designing

WEEK 12: Fabric stain removal techniques

WEEK 13: Glossary Terms (Housekeeping & Front Office)

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Industry: Everything You Need to Know About Hotels!

Link: <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

Link: <https://community.hospitalityconnaisseur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

Link:<https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 10

Course category: Open Elective

Name of the Course: Business and Environmental Sustainability

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To illustrate how businesses can thrive and grow while simultaneously solving some of the world's biggest sustainability related challenges
- b. To train the students to develop and motivate an action plan for sustainable business practices.
- c. To provide students with the skills and knowledge necessary to address critical sustainability issues in business organizations

Course Outcomes: On successful completion of the course, the students will be able to

- a. Articulate the importance of sustainability in business, and drive social responsibility across an organization's value chain.
- b. Discuss the key interrelationships among human, earth, and natural systems and why these are important for sustainable businesses.
- c. Explain how public policies and government influence markets for sustainable businesses.
- d. List the factors that are influencing an increase in interest and activity in business accountability.
- e. Discuss what is meant by entrepreneurship and why it is important to sustainable enterprise.
- f. Describe sustainable marketing and how it differs from traditional marketing.

UNIT-1: SUSTAINABLE BUSINESS AND THE SCIENCE OF SUSTAINABILITY

No of Hours: 14 Hrs.

- 1.1 Overview of Sustainable Business
- 1.2 What Is Required for a Sustainability Perspective?
- 1.3 A Strategic Approach to Sustainable Business Practice
- 1.4 Sustainability Economics
- 1.5 Life and Climate System of Earth
- 1.6 Human Activity Impacts on Ecosystems

UNIT- 2: PUBLIC POLICY AND ACCOUNTABILITY FOR BUSINESS SUSTAINABILITY

No of Hours: 13 Hrs.

- 2.1 How Do Government and Business Interact?
- 2.2 Market Failures and the Role of Public Policy
- 2.3 Environmental and Energy Policies
- 2.4 Sustainability Reporting
- 2.5 Sustainability Certification
- 2.6 Life Cycle Management and Sustainability

**UNIT- 3: ENTREPRENEURSHIP, INNOVATION AND SUSTAINABLE BUSINESS
MARKETING**

No of Hours: 13 Hrs.

- 3.1 Overview of Entrepreneurship
- 3.2 The Keys to Successful Sustainability Entrepreneurship
- 3.3 Innovation and Sustainability
- 3.4 Green Marketing Strategy and the Four P's of Marketing
- 3.5 Market Barriers to Sustainability Products
- 3.6 Business Risks of Sustainability Marketing
- 3.7 Keys to Marketing a Sustainable Brand

Suggestive Readings:

- a. The Sustainable Business Case Book by The Saylor Foundation
- b. Business and Environmental Sustainability by Sigrun M. Wagner
- c. Business and Sustainability by Mick Blowfield
- d. Foundations of Sustainable Business: Theory, Function, and Strategy by John D. Wood and Nada R. Sanders
- e. Strategy for Sustainability: A Business Manifesto by Adam Werbach

Online Resources

- a. Why you need Sustainability in your Business Strategy?
Link: <https://online.hbs.edu/blog/post/business-sustainability-strategies>
- b. Corporate Sustainability reporting
Link: <https://www.unep.org/explore-topics/resource-efficiency/what-we-do/responsible-industry/corporate-sustainability>
- c. Sustainable Enterprises
Link: https://www.ilo.org/rome/approfondimenti/WCMS_773303/lang--en/index.htm

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 11

Course category: Open Elective

Name of the Course: Fundamentals of Alcohols and Spirits

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To outline the definition of 'spirits', their unique manufacturing process the raw materials required to produce various types and their aging processes.
- b. To introduce the history, composition, and nuances of the various families of distilled and fermented beverages, including all types of liquor, liqueurs, beer and wine.
- c. To familiarize about the processes involved in the manufacture of alcoholic drinks – how they are produced, how the wide range of flavors are generated and how scientists ensure the safety of what we drink.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the Origin and History of various types of Alcohols
- b. Describe the process of distillation and fermentation during the manufacturing process of alcoholic beverages
- c. Elucidate the long- and short-term effects of alcohols on the human body.
- d. Elaborate on the significance of responsible consumption of alcohols
- e. Explain the importance of responsible marketing of alcohols

UNIT-1: INTRODUCTION TO ALCOHOLIC BEVERAGES

No of Hours: 12 Hrs.

- 1.1 Introduction to Alcohols
- 1.2 Types of Alcohols
- 1.3 Methods of preparing Alcohols – Fermentation & Distillation
- 1.4 Classification of Alcoholic Beverages
- 1.5 Proof System and measurement of alcoholic strength
- 1.6 Calorific value of alcoholic beverages
- 1.7 Benefit and detriments of consuming alcoholic beverages

UNIT- 2: DISTILLED, BREWED AND FERMENTED ALCOHOLIC BEVERAGES

No of Hours: 16 Hrs.

- 2.1 **Wine:** History, Regions, Climates, Varieties, Famous Producers, Opportunities & Challenges
- 2.2 **Beer** –History, Ingredients used, Manufacturing process, Types, Service procedure, Storage conditions and Brands
- 2.3 **Whisky/ey:** History & Evolution, Manufacturing process, Characteristics, Types, Brands and Service styles
- 2.4 **Brandy:** Cognac & Armagnac - History & Evolution, Regions, Manufacturing process, Types, Label Reading, Brands and Service styles; Other grape Brandies

2.5 **Gin:** History & Evolution, Types, Manufacturing Process, Brands & Service styles

2.6 **Rum:** History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service styles

2.7 **Vodka:** History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service, Flavored Vodka

2.8 **Tequila:** History & Evolution, Manufacturing Process, Types & Categories, Controlling Authority, Brands, Service & Traditional way of drinking tequila.

UNIT- 3: RESPONSIBLE CONSUMPTION OF ALCOHOL

No of Hours: 12 Hrs.

3.1 Meaning & Definition of Responsible drinking

3.2 Strengths of various alcoholic Drinks

3.3 Laws pertaining to alcohol service and consumption

3.4 Impact of alcoholic consumption on the human body

3.5 Tackling Underage Drinking

3.6 Responsible Marketing of Alcohols

3.7 Tips for safe Drinking

Suggestive Readings:

- a. Handbook of Alcoholic Beverages by Alan J Buglass
- b. Responsible Service of Alcohol: A Server's Guide by Brett Bivans
- c. Natural Beverages by Alexandru Mihai Grumezescu, Alina Maria Holban
- d. Food and Beverage Service by Bruce H Axler and Carol A. Litrides
- e. The Ultimate Encyclopedia of Wine, Beer, Spirits, & Liqueurs by Brian Glover and Stuart Walton

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

Link: <https://www.mixolopedia.com/>

- b. Alcohol: Balancing Risks and Benefits

Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: OE 12
Course category: Open Elective
Name of the Course: Consumer Behaviour in Tourism Sectors

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To introduce the learner to behavioral dimensions of consumer marketing in Tourism Sector
- b. To create awareness of the theories of motivation and perception as applied to consumer behavior.
- c. To acquaint the students with the theories of consumer decision making in Tourism Sector.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the basic concepts of Consumer Behaviour and its linkages to Travel marketing
- b. Analyze the phenomenon of consumer learning about a brand and forming perceptions about it
- c. Compare how the theoretical aspects of Consumer Behaviour are practiced in real life scenarios.
- d. Apply the concepts of market segmentation and product positioning in the Travel sector.
- e. Explain Role of CRM in Consumer Behavior

UNIT-1: INTRODUCTION TO TRAVEL CONSUMER BEHAVIOUR

No of Hours: 12 Hrs.

- 1.1 Introduction and History of tourist behaviour
- 1.2 Need to understand Travel consumer behaviour
- 1.3 Major concepts in consumer behaviour
- 1.4 Leiper's Model of Tourism System
- 1.5 Butler's Model of Tourism Destination Life Cycle
- 1.6 Purchase and Decision-making Process – Motivators & Determinants
- 1.7 Models of the purchase decision-making process

UNIT- 2: TOURISM DEMAND AND MARKETS

No of Hours: 14 Hrs.

- 2.1 Typologies of tourist behaviour and segmentation of the tourism market
- 2.2 The global pattern of tourism demand
- 2.3 National differences: domestic, outbound and inbound
- 2.4 The nature of demand in different segments of the tourism market
- 2.5 Consumer behaviour and markets in the different sectors of tourism

UNIT- 3: CONSUMER BEHAVIOUR AND MARKETING

No of Hours: 14 Hrs.

- 3.1 Researching tourist behaviour:
- 3.2 The marketing mix and tourist behaviour
- 3.3 The green tourist: myth or reality?
- 3.4 Rise of the global/Euro tourist?

3.5 The emergence of new markets and changes in tourist demand

3.6 Quality and tourist satisfaction

3.7 The future of tourist behaviour

Suggestive Readings:

- a. Consumer Behaviour in Tourism by John Swarbrooke and Susan Horner
- b. Consumer Behaviour by Michael R Solomon
- c. Consumer Behaviour in Tourism by Horner Susan
- d. Consumer Behaviour: Insights from Indian Market by Ramanuj Majumdar
- e. Hospitality Marketing and Consumer Behavior by Vinnie Jauhari

Online Resources

- a. How COVID-19 Is Reshaping Consumer Behavior

Link: <https://www.mckinsey.com/industries/retail/our-insights/how-covid-19-is-changing-consumer-behavior-now-and-forever>

- b. The Consumer trends seeping into the Travel industry

Link: <https://www.phocuswire.com/consumer-trends-2022>

- c. The never-ending travel customer journey

Link: <https://www.thinkwithgoogle.com/feature/travel-customer-journey-in-2020>

Note: Any other relevant reference/textbooks can be included.