

GURU KASHI UNIVERSITY



Master of Science in Hospitality and Hotel Management

Session: 2023-24

Department of Hotel Management

Graduate Outcomes of the Programme:

Graduates will possess a comprehensive grasp of hotel, hospitality, and tourism, combined with specialized expertise in their chosen field. Furthermore, graduates will skillfully employ contemporary management and IT tools, adapting them to the distinct context of the hospitality industry while acknowledging their limitations.

Program Learning Outcomes: After completing the programme, the learner will be able to:

1. Apply the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems.
2. Anticipate and manage labor and food costs in order to operate an economically stable Environment in hotel.
3. Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.
4. Apply ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality industry.
5. Competent in handling PMS and compiling bills and handling check in and check out and gain knowledge with regard to operation of Front Office.
6. Formulate a marketing plan including marketing objective, strategies, budgeting considerations and evaluation criteria. Able to prepare and deliver a sales presentation.

Programme Structure

SEMESTER: I						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
MHH114	Food Production Operations	Core	3	0	0	3
MHH115	Food and Beverage Service Operations	Core	3	0	0	3
MHH116	Room Division Operations	Core	3	0	0	3
MHH117	Food Production Operations (Lab)	Skill Based	0	0	4	2
MHH118	Food and Beverage Service Operations (Lab)	Skill Based	0	0	4	2
MHH119	Room Division Operations (Lab)	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
MHH120	Travel Agency & Tour Operations	Discipline Elective	3	0	0	3
MHH121	Tourism Resources of India					
Discipline Elective (Any one of the following)						
MHH112	Organisational Behaviour	Discipline Elective	3	0	0	3
MHH113	Human Resource Management					
Total			15	0	10	20

SEMESTER: II						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
MHH215	Food Science	Core	3	0	0	3
Value added courses (For other discipline also)						
MHH206	Food Journalism	VAC	2	0	0	2
Discipline Elective (Any one of the following)						
MHH202	Retail Management	Discipline Elective	3	0	0	3
MHH203	Customer Relationship Management					
Discipline Elective (Any one of the following)						
MHH204	Resort Management	Discipline Elective	3	0	0	3
MHH205	Entrepreneurship and Project Management					
Students will choose either Specialization Group 1 or Group 2 and will have to continue with the same specialization for rest of the programme.						
Group - 1, Food & Beverage Division Management						
MHH207	Food Production Management	Core	3	0	0	3
MHH208	Food and Beverage Service Management	Core	3	0	0	3
MHH209	Food Production Management (Lab)	Skill Based	0	0	4	2
MHH210	Food and Beverage Service Management (Lab)	Skill Based	0	0	4	2
Group - 2, Room Division Management						
MHH211	Front Office Management	Core	3	0	0	3
MHH212	Accommodation Management	Core	3	0	0	3
MHH213	Front Office Management (Lab)	Skill Based	0	0	4	2
MHH214	Accommodation Management (Lab)	Skill Based	0	0	4	2
	Total		17	0	8	21
Note: - Students will undergo the compulsory Internship for a period of 8 weeks in Summer Vacations after the End Term examination of 2nd Semester.						

SEMESTER: III						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
MHH302	Research Methodology	Research Skill	4	0	0	4
MHH398	Research Proposal	Research Skill	0	0	8	4
MHH304	Ethics & IPR	Research	2	0	0	2
MHH397	Proficiency in Teaching	Skill Based	2	0	0	2
MHH396	Service learning	Community Linkage	0	0	4	2
MHH307	Computer Lab	Skill based	0	0	4	2
MHH308	Summer Internship (08 Weeks)	Skill Based	0	0	0	8
MHH399	XXX	MOOC	-	-	-	4
Total			08	0	16	28



SEMESTER: IV						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
MHH401	Dissertation	Research Skill Based	0	0	0	20
Total No. of Credits			0	0	0	20
Grand Total			40	0	34	89

IOAC

Evaluation Criteria

1. Evaluation Criteria for Theory Courses

A. Continuous Assessment: [25 Marks]

i. CA1 [10 Marks] {Surprise test (Two best out of three)}

ii. CA2 [10 Marks] {Assignments}

iii. CA3 [05 Marks] {Term Paper}

A. Attendance [05 Marks]

B. Mid Semester Test: [30 Marks]

C. End-Term Exam: [40 Marks]

100A/C

SEMESTER-I**Course Title: Food Production Operations****Course Code: MHH114**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the modern cooking techniques in the food production.
2. Analyze the role of healthy diet in human life.
3. Create the organization structure of kitchen as per the latest standard of hotel industry.
4. Apply the required skills related to the basic cuts of vegetable and methods for food preparation.

Course Content**UNIT-I****12 Hours**

Introduction to the art of cookery: culinary history, Origins of modern cookery, Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry, Principles of a balanced and a healthy diet, Conversion Table.

UNIT-II**10 Hours**

Kitchen Hygiene and Professionalism: Personal hygiene and their importance, Levels of skill, Attitude towards work.

UNIT-III**12 Hours**

Kitchen Organization: Modern kitchen Brigade, Kitchen layout, Hierarchy and function, Duties and responsibilities of Executive Chef, Sous chef and Chef de parties, Different sections of kitchen and their responsibility, Co-ordination with other departments.

UNIT-IV**11 Hours**

Basic preparations: Mise-en-place of all the basic preparations cuts of vegetables, mire poix, bouquet garni, various textures, consistencies, various methods of mixing food.

Transactional Modes:

Brain Storming, Video based learning, Demonstration, Open talk, Cooperative Teaching

Suggested Readings:

- *Parvinder S. Bali. (2014). Theory of Cookery. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi*
- *Philip Thanqam. E. (2018). Modern Cookery. Orient Black swan Private Limited. Asaf Ali Rd, Kucha Pati Ram, Chandni Chowk, New Delhi.*

- *Bali Parvinder S. (2014). Food Production Operations. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi*
- *Aggarwal D.K. (2014). Kitchen Equipment & Design. Aman Publications. New Delhi.*

IOAFC

Course Title: Food and Beverage Service Operations

Course Code: MHH115

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the working procedure of F&B outlet.
2. Apply the required skills for using the various equipment in F & B services.
3. Exhibit the basic etiquettes and attributes required for F & B staff.
4. Operate the bar operation and handling the task in F & B outlet.

Course Content

UNIT-I

09 Hours

Introduction to Food & Beverage Service Industry: Classification and various sectors of Catering Industry.

UNIT-II

11 Hours

Introduction to F & B Service operations: Types of F&B Outlets - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Snack Bar, executive lounges, business- centers & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, Ancillary areas.

UNIT-III

13 Hours

F & B Service Tools, Equipment and Furnishings: Classification, Various Tools and Equipment's, Usage of Equipment, Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props Care and maintenance, Other new concepts of modern furnishings.

UNIT-IV

12 Hours

Food & Beverage Service Personnel: Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.

Transactional modes:

Ted Talks, Video based learning, E-Team-teaching, Open talk, Panel Discussions

Suggested Readings:

- *Negi Singh Mahendra. (2019). Training Manual for Food and Beverage Services. Dreamtech Press. Ansari Rd, Daryaganj, New Delhi.*
- *Singaravelavan. (2017). Food and Beverage Services. Oxford University Press. Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi*
- *Bagchi. S.N. (2009). Textbook of Food and Beverage Service. Aman Publications. New Delhi*
- *John Cousins, Dennis Lillicrap, Suzanne Weekes. (2014) Food and Beverage Service, Hodder Education. United Kingdom*

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Course Title: Room Division Operations**Course Code: MHH116**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the organization structure of front office and housekeeping department in hotel.
2. Operate the various sections of front office and types of rooms.
3. Exhibit the designing skills of tariff structure in hotel industry.
4. Apply the basic skills related to the guest handling.

Course Content**UNIT-I****11 Hours**

Introduction and Organization Structure of Front Office- Function areas, Front office hierarchy, Duties and responsibilities, Personality traits.

Introduction, Meaning and definition, Importance of Housekeeping. A career in the housekeeping department. Role of Housekeeping in guest satisfaction and repeat Business

UNIT- II**09 Hours**

Types of Rooms, Hotel Entrance, Lobby and Front Office: -Different types of rooms. Sub Sections of Front Office, Front office equipment.

Housekeeping Department: Organizational framework of the Department, Role of Key Personnel in Housekeeping, Attributes and Qualities of the Housekeeping staff - skills of a good, Housekeeper

UNIT- III**12 Hours**

Tariff Structure: -Basis of charging, Plans, competition, customer's profile, standards of service & amenities. Different types of tariffs

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items, Housekeeping control desk, Importance, Types of keys, key control, Handling Lost and Found, Forms, Formats and registers used in the Control Desk.

UNIT- IV**13 Hours**

Front Office and Guest Handling: -Introduction to guest cycle: Pre arrival, Arrival, Stay, Departure and after departure. During the Stay Activities, Message and Mail Handling, Complaint handling, Guest history

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest room, Furniture/Fixtures/Fittings/Soft-Furnishings/Accessories/Guest/Supplies/Amenities in a guest room (to be dealt in brief only), Types of Beds and Mattresses

Reservations: Importance of reservation, Modes, Channels and sources (FITs, Travel Agents, Airlines, GITs) Types of reservations (Tentative, confirmed, guaranteed etc.)

Transactional modes:

Role play, Project based learning, Flipped teaching, open talk, Collaborative Teaching.

Suggested Readings

- *Tewari. Jatashankar. R. (2016). Front office operations and management. Oxford University Press. Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi*
- *M Kasavana Michael. (2012). Managing front office operation. Lansing, Michigan: Educational Institute. UK.*
- *Ismail Ahmed. (2020). Front Office Operations and Management. Bharti Publications, 2020. New Delhi, India*
- *KasavanaMicheal. Brooks Richard M. (2009). Managing Front Office Operations. Educational Institute of the American Hotel. USA.*
- *Stallworth Shelia. (2019). Housekeeping Book. Independently Published, Chicago.*
- *Andrews. (2017). Hotel Housekeeping A Training Manual. MHE Publisher. USA.*
- *Ganguly Pralay. (2019). Housekeeping Management in Hotel and Service Industry. Wiley India.*
- *Negi Singh Deepak. Verma Dr. Shiv Mohan. (2020). Fundamentals of Hotel. Bharti Publications. Patna.*

Course Title: Food Production Operations (Lab)**Course Code: MHH117**

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply the skill related to usage of various equipment in Kitchen operations
2. Evaluate the usage of various raw material in food production.
3. Describe the importance and usage of First Aid Kit in kitchen.
4. Exhibit the working skills required in Food preparation as per the standard of hotels.

Course Content

1. Familiarization and understanding the usage of equipment and tools
2. Proper usage of a kitchen knife and hand tools
3. Cuts - julienne, jardinière, macaroni's, brunoise, pays sane, mignonette, dices, cubes, shred, mirepoix
4. Preparation of salad dressings Demonstrations & simple applications by students
5. Familiarization, identification of commonly used raw material: For commodities listed in theory.
6. Basic hygiene practices to be observed in the kitchen
7. First aid for cuts & burns
8. Safety practices to be observed in the kitchen
9. Demonstration of cooking methods – two items of preparation of each method:
10. Boiling: Potato and Rice
11. Poaching: Fish and Egg
12. Steaming: Rice, Pudding
13. Blanching: Vegetable
14. Stewing: Mutton and Vegetable stew
15. Frying: Fritters, Patties
16. Sautéing: Vegetable
17. Roasting: Potato and Vegetable roast
18. Grilling: Grilled Vegetable and Fish
19. Braising: Chicken
20. Broiling: Breads, Spices
21. Baking: Potato and vegetable
22. Micro waving: Rice and Vegetable
23. Basic cuts of vegetables, Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.
24. Caramel Custard,
25. Bread and Butter Pudding

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration.

Suggested Readings:

- *Bo. Friberg. (2017) The Professional Pastry Chef, Publisher: Wiley & Sons INC, New Jersey*
- *Fuller J. Barrie & Jenkins (2018) Accompaniments & Garnishes from waiter, MHE Publisher. New Delhi.*
- *Dubey S. C (2017) Bakery & Confectionery, Publisher: Society of Indian Bakers. New Delhi.*
- *Philip E. Thangam (2015) Modern Cookery, Publisher: Orient Longman. New Delhi.*

10A1C

**Course Title: Food and Beverage Service operations
(Lab)**

L	T	P	Cr.
0	0	4	2

Course Code: MHH118

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the restaurant etiquette required for food & beverage service
2. Apply the skills related to the hygiene practices used in F & B services
3. Describe the basics steps lay and relay of the table cloth & clearance
4. Apply the standard procedures of water service.

Course Content

1. Restaurant Etiquette
2. Restaurant Hygiene practices
3. Practice of Mise- En –Scene activities
4. Practice of Mise- En –Place activities
5. Cleaning / polishing of EPNS items by:
6. Plate Powder method
7. Polivit method
8. Silver Dip method
9. Burnishing Machine Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
10. Care and Maintenance of various Tools, Equipment's, Flatware's, Hollowware's etc.
11. Side board Organization
12. Laying & Relaying of Table cloth
13. Practice of 7 to 10 Napkin folds
14. Rules for Laying a Basic Cover
15. Carrying a Salver/Tray
16. Service of Water
17. Handling the Service Gear
18. Carrying Plates, Glasses & other Equipment's
19. Clearing an Ashtray
20. Handling precautions.

Transactional Modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration

Suggested Readings:

- *Dennis R. Lillicrap. &John. A. Cousins (2015) Food & Beverage Service, Publisher: ELBS, Germany.*
- *Andrews Sudhir (2018) Food & Beverage Service Training Manual, Tata McGraw Hill, New Delhi.*

- *Brown Grahm (2019) The Waiter Handbook Forth Edition, Publisher: Global Books & Subscription Services, New Delhi.*
- *Negi Dr. J M (2017) Food & Beverage Management & Control by, Kanishka Publications, New Delhi*

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Course Title: Room Division Operations (Lab)**Course Code: MHH119**

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the front office equipment and furniture with their arrangements in lobby area.
2. Create the various performs used in front office operations.
3. Operate the luggage, message, and mail handling in the hotel.
4. Apply the required skills in front office operations for better employability

Course Content

1. Introduction of front office equipment and furniture (Rack, counter bell desk)
2. Welcoming of guest
3. Telephone handling
4. Reservation
5. Luggage handling
6. Message and mail handling
7. Paging
8. Make FIT reservation
9. Send confirmation letters
10. Printing registration card Process a reservation deposit
11. Pre-register a guest
12. Put message and locator for a guest
13. Put trace for guest
14. Check in a reserved guest
15. Check in day use
16. Check -in a walk-in guest
17. Maintain guest history
18. Understanding Guest Room Layout (Double, Twin, suite room)
19. Identification of cleaning equipment – Manual & mechanical
20. Operation, maintenance, and storage of cleaning equipment's. (Manual and mechanical)
21. Setting up of maid's cart trolley.
22. Usage of different types of cleaning agents, polishes, detergent, acids etc.
23. Cleaning stains from different types of surfaces like wood, glass, plastic, Ceramic etc.
24. Handling Desk Control (preparing form and formats)
25. Handling guest requests and complains at control desk
26. Guest Room Supplies and Position
27. Standard room, Suite

28. VIP room special amenities
29. Checklist
30. Floor register
31. Work/ maintenance order
32. Lost and found
33. Maid's report
34. Housekeeper's report
35. Log book
36. Guest special request register

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Collaborative Teaching.

Suggested Readings:

- *Bhatnagar S. K. (2006). Front office Operation Management. Frank Brothers.*
- *Bardi James A. (2010). Hotel Front Office Management. Wiley International.*
- *Baker Sue, Huyton Jeremy, Bradley Pam, (2000) Principles of hotel front office operations, London, and New York: Continuum.*
- *Chkravarti B.K (2008) Front office management in hotel, CBS publishers and distributers. New Delhi.*

Course Name: Travel Agency & Tour Operations
Course Code: MHH120

L	T	P	Cr.
3	0	0	3

Total Hours:45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Design the different types of tour packages as per the guest requirements.
2. Sketch the organization structure and source of income of a travel agency
3. Recognize the visa formalities and other documentation at reservation counter.
4. Apply the working skills in the operation of travel agency and tour operators.

Course Contents

UNIT 1

13 Hours

TRAVEL AGENCY BUSINESS PERSPECTIVE- Introduction: Evolution of travel agency; Significance of travel agency; Skills and competencies for running a travel agency; Travel agency business and its growth
 THREATS IN TRAVEL AGENCY; Procedure for setting up of Travel Agency and Tour Operating Enterprises, Approval from Dept. of Tourism (DOT).

UNIT 2

11 Hours

THE TRAVEL AGENCY AND TOUR OPERATOR- The travel agency: Meaning, Concept, Types of travel agencies, Function of travel agent; The tour operator: Meaning, Function and Types of tour operator; Guide and escort.

ITINERARY: Meaning, concept, definition of itinerary, Basic information, Types of itineraries, Planning the itinerary, Resources of planning itinerary; Costing of a tour

UNIT 3

11 Hours

TOUR PACKAGING- Tour Packaging: Concept, Meaning, Component of tour package, Types of Tour Package, Designing and development process, Negotiation with tourism supplier, costing of a package Tour, Financial evolution and pricing, marketing of a Tour package, Operation and execution of a Tour, Post Tour management.

TRAVEL FORMALITY: Passport, Visa and Health Regulation along with Travel documents; Restricted Area Permit (RAP) and Inner Line Permit (ILP); Emigration and immigration; Travel insurance.

UNIT 4**10 Hours**

TOURISM ORGANIZATION- Need for tourism organization; International organization (IATA, PATA, UNWTO, WTTC, UFTAA); Government organization in India; (ITDC, TFCI, STDC, ASI); Private organization (TAAI, IATO).

CASE STUDY: Thomas Cook, SOTC, Cox and Kings, Yatra.com, Makemytrip.com

Transactional modes:

Case based Teaching, Collaborative Teaching, Project based learning, Team Teaching, Field Visit.

Suggested Readings:

- Swain, S. K. and Jitendra (2017). *Tourism Principle and Practices.*: Oxford University Press. New Delhi, India
- Kamra, K. K., & Chand, M. (2015) *Basics of tourism theory operation and practice.* India: Kanishka Publisher Distributers. New Delhi,
- Roday S., Biwal, A. and Joshi, V. (2016). *Tourism operation and management.* New: Oxford University Press. Delhi, India
- Chand, M. (2007). *Travel Agency Management: An Introductory Text (2nd Ed.).* Anmol Publishers Delhi, India

Course Name: Tourism Resources of India**Course Code: MHH121**

L	T	P	Cr.
3	0	0	3

Total Hours:45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Create awareness about the various natural, architectural heritage, culture and handicrafts of India.
2. Describe the major tourist attractions and cultural destinations of India.
3. Conceptualize and prepare a tour itinerary based on variety of themes.
4. Execute the basic knowledge about the spiritual destinations of India.

Course Content

UNIT 1

13 Hours

NATURAL TOURISM RESOURCES-CONCEPT OF RESOURCES, TOURISM PRODUCT: Typology and unique feature. Natural Tourism resources in India: Wildlife Sanctuaries, National Parks in India (Jim Corbett Tiger Reserve, Bharatpur Bird Sanctuary, Sunderbans, Kanha, Kaziranga, Gir, Dachigam, Ranthambhore)
FAMOUS HILL STATION OF INDIA: Mussoorie, Srinagar, Shimla, Munnar and Ooty. Famous beaches in Goa, Kerala, Orissa. Andaman Nicobar & Lakshadweep islands.

UNIT 2

11 Hours

ARCHITECTURAL MARVELS POPULAR CITIES- Delhi, Agra, Jaipur, Khajuraho, Varanasi, Mumbai, Kolkata, Chennai, Madurai, Tanjore, Hampi, Ellora. Monuments- Location and unique feature: Kirtistambha (Chittor), Sher Shah Suri's Tomb (Sasaram), Sikandara (Agra), Bara Imambara (Lucknow), Konark Sun temple, Buland Darwaza (Fatehpur Sikri), Rock cut caves (Mahabalipuram), Elephanta Caves (Mumbai).

UNIT 3

11 Hours

SPIRITUAL DESTINATIONS HINDU: Charo Dham of India, Jyotirlingas, Kamakhya (Assam), Vaishnavadevi (Jammu), Gaya, Ayodhya, Mathura-Vrindavana, Allahabad, Ujjain, Hardwar, Nasik.
BUDDHIST: Lumbini, Bodhgaya, Sarnath, Kushinagar, Nalanda, Sanchi, Ajanta.
JAIN: Kashi, Pavapuri, Shatrunjaya, Girnar, Mt. Abu, Sharavanbelgola, Palitana.
MUSLIM: Ajmer Sharif, Nizamuddin (Delhi), Fatehpur Sikri.
SIKH: Patna, Nanded, Guru-ka-Tal (Agra), Amritsar.

UNIT 4**10 Hours**

EXPERIENTIAL RESOURCES ART FORMS OF INDIA: Major Dance Forms (Classical and Folk), Music. Crafts in India: Famous Handicrafts and Paintings of India.

FAIRS AND FESTIVALS: Importance and Role of Fairs and Festivals in Indian Tourism Industry; Major fairs and festivals of India: Kumbhmela, Onam, Mahashivratri, Holi, BaishakhiTeej, Dussehra, Diwali, Bihu Festival, Pushkar fair, Goa Carnival.

Transactional modes:

Project based learning, Case based Teaching, Collaborative Teaching, Team Teaching, Field Visit.

Suggested Readings:

- Agarwal, N. (2015). *Tourism and Cultural Heritage of India.:* Aman Publications. New Delhi, India
- Gupta, S .P., Lal, K. and Bhattacharyya, M. (2002). *Cultural tourism in India: Museums, Monuments & Arts: Theory and Practice.:* Indraprastha Museum of Art and Archaeology & D.K. Print World. New Delhi
- Rajaram, K. (2018). *Facets of Indian Culture (27 th ed.). India: Spectrum. New Delhi*
- Gupta, S.P (2002) *Cultural Tourism in India, Indraprastha Museum of Art and Archaeology, New Delhi.*

Course Title: Organizational Behavior**Course Code: MHH112**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the concept of Individual and Organizational Behavior.
2. Describe the role and importance of Perception and Attitude.
3. Create various strategies to overcome the problems of Job Stress.
4. Apply the knowledge related to Organizational Conflicts and implement the Various Techniques to Resolve Conflicts.

Course Content**Unit I****11 Hours**

ORGANIZATIONAL BEHAVIOR– What is O.B., Nature and Structure, approaches to O.B. behaviorists frame work, social learning frame work. Basic understanding of Individual behaviors: - personality – meaning, development, Freudian stage, Neo Freudian stage.

Unit II**11 Hours**

PERCEPTION-nature, Importance, meaning, learning & perception. Attitudes & satisfaction: - nature, dimensions of attitudes, meaning of job satisfaction. Sources & consequences of job satisfaction.

Unit III**11 Hours**

JOB STRESS– meaning, causes & effects.
GROUP DYNAMICS: - Nature of Groups, types- committee organization, its nature & functions. Informal Organization structure, Informal communication system.

Unit IV**12 Hours**

CONFLICTS– Organizational conflicts, types of conflict, Strategies of interpersonal conflicts.
GROUP DECISION MAKING & CONTROL: - Nature and meaning of decision making, phases of decision-making process, Meaning of Control, elements of control process.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Collaborative Teaching.

Suggested Readings:

- Robbins P.Stephen.(2016).*Organisation Behaviour*. Pearson Education
- Luthans, Fred.(1992).*Organizational Behaviour*. Mc Graw Hill Publication
- Prasad, L. M.(2019). *Organizational Behaviour*. Sultan Chand & Sons
- Robbins, S.P,Judge& T.A, Sanghi.(2009).*Organizational Behavior*. Pearson Education
- Aswathappa, K.(2016).*Organisational Behaviour*. Himalaya Publishing House

Course Title: Human Resource Management
Course Code MHH113

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the different types of working procedure of Manpower Planning.
2. Operate the Recruitment and Selection procedure in Hospitality industry.
3. Apply the required skills in the concept of Training & Development.
4. Execute the Performance Appraisal system of Hospitality & Hotel Industry.

Course Content

Unit I

12 Hours

DEFINITION of role of human resources development role of human manager, Manpower planning definition need for manpower planning analyzing & forecasting human resources demand and supply, JOB DESIGN job analysis job description job enlargement / job rotation enrichment job specification.

Unit II

11 Hours

RECRUITMENTS and placement sources of Recruitments – internal & external selection process and techniques. Application. Interview; types, Test types, Group selection process, references, job offers, INDUCTION– orientations program, general property orientation; specific job orientation, follow up and evaluation.

Unit III

11 Hours

TRAINING– meaning and advantages. Purpose of training analyzing training need types or method of training on the job: of the job aids used while training, evaluations and monitoring of training.

Unit IV

11 Hours

DEVELOPMENT PROGRAM– function of a development program in HR, Career development program in hospitality & tourism industry, management development & organization strategy, organizing & implementing management development program and mentoring.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Collaborative Teaching.

Suggested Readings:

- *Armstrong, M. (2009) Armstrong's handbook of human resource*

- management” (11th edition). London: Kogan Page
- Dessler, Garg, (2002) “Human Resource Management” (5th edition), Pearson education
 - K. Aswa thappa (2015) “Human Resource Management” (2nd edition), Tata McGraw Hill
 - Rao V.S.P. (2014) “Human Resource Management” (1st edition) Excel books

IOAIC

SEMESTER- II**Course Title: Food Science****Course Code: MHH215**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the basic concepts and scope of food science.
2. Evaluate the usage of carbohydrates in food preparations
3. Apply the skills related to the types of proteins and effect of heat on it.
4. Describe the various methods of browning and flavoring the food.

Unit I**13 Hours**

DEFINITION and scope of food science and It's inter-relationship with food Chemistry, food micro biology and food processing.

CARBOHYDRATES: Introduction, Effect of cooking (gelatinization and retro Gradation), Factor affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization, Uses of carbohydrates in food preparations

FAT&OILS: Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation& winterization, Effect of heating on fats & oils with respect to Smoke point, Commercial uses of fats (with emphasis on shortening value of Different fats)

Unit II**12 Hours**

PROTEINS: Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelatin, Emulsification, Formability, Viscosity),

COMMERCIAL USE SOFPROTEINS in different food preparations (like Egg jells, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

Unit III**09 Hours**

FOODPROCESSING: Definition, Objectives, Types of treatment, Effect of Factors like heat, acid, alkali on food constituents

EVALUATI ON OF FOOD: Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological Aspects of food

Unit IV**11 Hours**

EMULSIONS: Theory of emulsification, Types of emulsions, Emulsifying Agents, Role of emulsifying agents in food emulsions

COLLOIDS: Definition, Application of colloid systems in food preparation

FLAVOUR: Definition, Description of food flavors (tea, coffee, wine, meat, fish spices,

BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevent on of undesirable browning.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Collaborative Teaching.

Suggested Readings:

- *Robinson, C.H. Lawlar, M. R. Chenoweth W. L .and Garwick A. E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.*
- *Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.*
- *Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.*
- *Williams, S. R. (1989): Nutrition and Diet Therapy, C.V. Mosby Co.*
- *Guthrie, A. H. (1986): Introductory Nutrition, C.V. Mosby Co.*

Course Title: Food Journalism**Course Code: MHH206**

L	T	P	Cr.
2	0	0	2

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the basic concept of Journalism
2. Exhibit the skills related to the creative writing and its applications.
3. Create a content for Travel and Tourism magazine.
4. Apply the research skills related to hospitality industry for journalism.

Course Content

Unit I 08 Hours

Journalism, hospitality & tourism: introduction to journalism. Definition of a journalist. Nature & scope of journalism. Careers & opportunities.

Unit II 08 Hours

Familiarization with tasks and profile of a journalist; ethics for journalists; current issues for journalists. Travel, tourism & hospitality writing; types of travel writing.

Unit III 06 Hours

Creative travel, tourism & hospitality writing. Introduction to creative writing; information collection; writing for hospitality.

Unit IV 08 Hours

Tourism and travel magazines; writing for online magazines; studies from hospitality biz India. Travel biz monitor and express hospitality magazines.

Transactional modes:

Collaborative Teaching, Case based Teaching, Panel Discussions, Project based learning, Team Teaching, E-Team Teaching

Suggested Readings:

- Corinna Gisseman, (2018) *Food Photography*, Rocky Nook Publisher. California.
- Nicole S. Young, (2019) *Food Photography: From Snapshots to Great Shots*, Peachpit Press. United States.
- Lara Ferroni, (2018) *Food Photography: Pro Secrets for Styling, Lighting, and Shooting*, Lark Books. Bhuvneshwar.

Course Title: Retail Management**Course Code: MHH202**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Evaluate the retailing and retailer's role in Distribution channel.
2. Recognize the benefits of retailing to customers, manufacturers, wholesalers and Economy.
3. Apply the required skills for analyzing the consumer buying behavior.
4. Design the various pricing strategies for Retail Business.

Course Content**UNIT-I****11 Hours**

Introduction to retailing: What is retailing, Structure of retailing and distribution, Opportunities in retailing. Types of retailers: Retailer characteristics, Food retailers. General merchandise retailers, Service retailing, Types of ownership, Retail channels, Benefits & Challenges of retail channels.

UNIT-II**11 Hours**

Retail buying behavior: The buying process, Types of buying decisions. Retailing strategy: Retail market strategy, Target market and retail formats, Growth strategies. Financial strategy and retail locations: Financial objectives and goals, Analysis of financial strength, Types of locations, Location and retail strategy.

UNIT-III**11 Hours**

Merchandise management: Merchandise management overview, forecasting sales, developing an assortment plan, setting inventory and product availability levels. Establishing a control system for managing inventory, allocating merchandise to stores.

UNIT-I**12 Hours**

Retail pricing: Pricing strategies, Consideration in setting retail prices, Legal and ethical pricing issues. Store Management: Store management responsibilities, Recruiting and selecting employees, Motivating and managing store employees, Compensating and rewarding store employees, Store design objectives, Store design elements, Visual merchandising. merchandising.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- *Pandit Ajay, Weitz Barton & Levy Michael. Retailing management. 8th Edition. M.G.Hills,*
- *Zentes, J., Morschett, D., & Schramm-Klein, H. (2007). Strategic retail management. Betriebswirtschaftlicher Verlag Dr. Th. Gabler GWVF achier lager GmbH, Wiesbaden (GWV).*
- *Bhatia, S. C.(2008).Retail management. Atlantic Publishers& Dist.*
- *Berman, B., Evans, J.R., & Chatterjee. (2018). Retail management: strategic approach. Pearson Education Limited*

100A/C

Course Title: Customer Relationship Management
Course Code: MHH203

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the basic concepts of Customer relationship management.
2. Determine the marketing aspects of Customer relationship management.
3. Create the business strategies for Customer relationship management.
4. Apply the working skills in customer centric approach of CRM.

Course Content

Unit I

12 Hours

Customer Relationship Management: CRM Definition, Need and Importance: Conceptual Framework of Customer Relationship Management; the Value Pyramid, Customer Interaction Cycle, Customer Profiling and Total Customer Experience, Goals of a CRM Strategy and Obstacles.

Unit II

11 Hours

CRM Solutions Map, Discussing People, Processes and Technology, CRM myths. CRM as a Business Strategy: CRM - Issues and Strategies; Winning Markets through Effective CRM; CRM as a business strategy. CRM Process, Effective Customer Relation Management through Customer Knowledge Management; Customer Interaction Management, Call Centre management in CRM.

Unit III

11 Hours

Customer Centricity in CRM-Concept of Customer centricity, Customer touch points, Customer Service. Measuring Customer life time value-. Customer life cycle Management. Technological Tools for CRM and Implementation: Data Mining for CRM.

Unit IV

11 Hours

Changing Patterns of e-CRM Solutions in the Future; Structuring a Customer Focused IT Organization to Support CRM. Organizational Framework for Deploying Customer Relationship; measuring profitability.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- *Peelan, E. (2005). Customer Relationship Management. Pearson Education, New Delhi.*

- *Ken, B. (2000). Customer Relationship Management: The Handbook of Key Customer Relationship Management. Prentice Hall, New Delhi.*
- *Greenberg, P. (2001). CRM at the speed of light: Capturing and keeping customers in Internet real time. Elsevier. ISBN: 0072127821.*
- *H.Peeru Mohamed , A Sagadevan, Customer Relationship Management, A Step by Step Approach, Vikas Publishing House, Delhi.*
Jagdish N Sheth, Parvatiyar Atul, G Shainesh, Customer Relationship Management: Emerging Concepts, Tools and Applications, 1st Edition, Tata McGraw Hill, USA.

IOAACC

Course Name: Resort Management
Course Code: MHH204

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Describe the history, growth, and development of resorts in India.
2. Evaluate the process of resort planning and development.
3. Recognize the recreational activities and facilities common to resorts.
4. Identify the key components of the organizational structure of resorts.

Course Contents

UNIT-I

13 Hours

THE CONCEPT OF RESORT- The History and Characteristics of Resorts, Indian Scenario. The Development of Gaming, Resorts in the 21st Century – a comparison

UNIT-II

11 Hours

RESORT PLANNING AND RECREATIONAL ACTIVITIES- Investment Consideration, The Role of Planning and Management, Facilities, Grounds Maintenance, the Leisure Concept, Food and Beverage planning.

RECREATIONAL ACTIVITIES- Golf, Tennis, Snow Sports, Water sports, Spa and Health Club Facilities, Recreational Infrastructure and Nature Loading facilities, landscaping, Theme Resorts.

UNIT-III

11 Hours

RESORT MANAGEMENT, SAFETY AND SECURITY- Personnel organization and Human Relations, Wage and Salary Administration, Employee Productivity, Labor force (hiring, retention, turnover).

Resort Operation, and Human Relations. Safety and Security: Rules and protection in Casino management planning, Guest Safety, Surveillance, Human Resource Training

UNIT-IV

10 Hours

MARKETING THE RESORT EXPERIENCE- Resort Marketing and Sales Promotion, Market Segmentation and potential guest markets.

Advertising, Promotion, and Publicity, The Casino concept in relation to other Resort services, Customer service.

Transactional modes:

Video based Teaching, Cooperative Teaching, E-Team-teaching, Project Based Teaching, Demonstration

Suggested Readings:

- *Gee, C. Y., (2010). Resort development and management. (3rd ed.). East Lansing, MI: Educational Institute of the American Hotel & Motel Association. USA.*
- *Philip Kotler and Gray Armstrong, 1987, Marketing- An Introduction Prentice Hall Inc. New Jersey.*
- *Philip Kotler, 1985, Marketing for non-profit organization, Prentice Hall of India.*

IOAACC

Course Title: Entrepreneurship and Project Management
Course Code: MHH205

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the various strategy used in entrepreneurship.
2. Create the different types of strategies for the growth of hotel business.
3. Devise the procedure of Project Analysis in Business Management.
4. Apply the basic skills in the use of PERT & CPM in Project Management.

Course Content

Unit I

12 Hours

Introduction to Entrepreneur: Concept, Characteristics, functions of an entrepreneur, Entrepreneur Manager, Types of entrepreneurs, Entrepreneurial Mind Set, Key attributes of an entrepreneur, desirable and acquirable traits and behaviors.

Rural entrepreneurship, social entrepreneurship, Entrepreneurship Development, Entrepreneurial support systems and role of government in Entrepreneurship Development.

Unit II

11 Hours

Entrepreneurial Strategy: Creativity and Business Idea Generation: Concept of creativity, ideas from trend analysis, sources of new ideas, Methods of generating new ideas, Creative problem solving, creativity and entrepreneurship.

Entrepreneurial Innovation: Concept and types, Opportunity Recognition and opportunity assessment plan, product planning and development process.

Unit III

11 Hours

Project Management: Concept, facets, and Key Issues of project management. Generation and screening of project ideas.

Project Analysis: Market and demand analysis, technical analysis, financial estimates and projection.

Project Selection: Investment criteria, Risk analysis, Social Cost Benefit analysis.

Unit IV

11 Hours

Project Financing: Financing of projects, Concept of Venture Capital in detail, Difference between Venture Capital, and Private Equity.

Project Implementation: Project planning and control.

Network techniques for project management: PERT and CPM Models, Project Review: Post Audit and Administrative Aspects.

Transaction Modes:

E-Team-teaching, E-Monitoring, Video based Teaching, Collaborative Teaching, Brainstorming, Ted Talks, flipped teaching, open talk, Question

Suggested Readings: -

- *Vasanth Desai (2017) "Dynamics of Entrepreneurial Development and Management Himalaya Publishing House. New Delhi.*
- *Poornima M Charantimath, (2017) Entrepreneurship Development -Small Business Enterprises - Pearson Education. England.*
- *M.P. Spinner, (2016) Project management: principles and practices, Prentice-Hall International. United Kingdom.*
- *H. Kerzner. (2017) Project Management: A Systems Approach to Planning, Scheduling and Controlling. John Wiley & Sons. USA.*

Course Title: Food Production Management
Course Code: MHH207

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply the working skills in the preparation of traditional classical breakfast items.
2. Evaluate the structure of Egg and usage of egg in cookery.
3. Exhibit the basic preparation skills of national and international soups
4. Determine the techniques of bread and dough making in bakery section.

Course Content

UNIT- I **10 Hours**
 Breakfast preparation of traditional / classical items, Continental breakfast, English breakfast, Indian breakfast, Breakfast accompaniments and Garnishes.
 Egg cookery, Structure of egg, types, cooking methods, uses in cookery, Selection, purchasing and storing of eggs, Classical Egg preparations.

UNIT- II **10 Hours**
 Fish cookery, Introduction to fish Cookery- Classification of fish with examples, Standard purchase specification, and Different cuts of fish, Purchasing and storing fish. Classical Fish preparations.

UNIT- III **12 Hours**
 Basic Preparation: Stocks-Definition, principles of stock making, types, preparation, uses, Care & Precaution of Soups: Definitions, Classification on soups.
 Cold and international soups. Consommé- preparation and precautions, Sauces: Definition, Use and importance of sauces. Mother Sauces- Recipes, Derivative sauces. Garnishes and Accompaniments.

UNIT- IV **13 Hours**
 PRODUCTION MANAGEMENT Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.
 Principles of bread making Method of bread making:
 (i) Straight dough method,
 (ii) Sponge and dough method,
 (iii) Salt Delayed method,
 (iv) Flying ferment method.

Bread faults and remedies, Bread diseases, Bread varieties.

Transactional modes:

Video based Teaching, Collaborative Teaching, Peer Demonstration, Role play, Demonstration.

Suggested Readings:

- *Philip, Thangam E. (June 2018). Modern Cookery. Orient Blackswan Private Limited. Telangana.*
- *Williams Mary Emma, (2015). Elements Of The Theory And Practice Of Cooker. Palala Press, India*
- *Campbell John; Foskett David; Ceserani Victor(April 2008).Practical Cookery. Hodder Education. UK.*
- *Bode W. K. H. Leto M. J. (June 2006). The Larder Chef: Food Preparation and Presentation. A Butterworth-Heinemann. UK.*

Course Title: Food and Beverage Service Management
Course Code: MHH208

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the types of menus such as ala carte, Table d hote, French Classical Menu etc.
2. Operate the different KOT control systems used in hotel industry
3. Exhibit the order taking steps and procedures of hotel industry.
4. Apply the basics skills related to the preparation of various beverages

Course Content

UNIT-I **10 Hours**

Types of Meals, Breakfast-Introduction, Types, Service Methods, A la carte and TDH set ups. Brunch, Lunch, Hi-Tea, Dinner, Supper, Relevancies, and others.

FOOD & BEVERAGE STAFF ORGANISATION: Categories of staff, Hierarchy, Job description and specification, Duty roster

UNIT-II **11 Hours**

Types of Menus: Introduction- Origin & Definition, Types-Ala Carte & Table D'hôte, Menu Planning, considerations and constraints, Menu Terms & Menu Design.

French Classical, Menu- 11, 13 and 17 courses, Classical Foods & its accompaniments with cover, Indian regional dishes, accompaniments, and service.

UNIT-III **12 Hours**

Order taking, Service and Billing: Handling Table reservation, KOTs & BOTs Duplicate & Triplicate System.

Computerized K.O. T's Sequence of Food Service, Table Clearing Process, Billing Methods, Payment methods and Cash Handling.

MANAGING FOOD & BEVERAGE OUTLET: Supervisory skills, Developing efficiency, Standard Operating Procedure

UNIT-IV **12 Hours**

Non-Alcoholic Beverages, Definition and Classification, Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation & Service.

BAR OPERATIONS: Types of Bars (Cocktail, Dispense), Area of Bar, Front Bar, Back Bar, Under Bar (Speed Rack, Garnish Container, Ice well etc.), Bar Stock, Bar Control, Bar Staffing, Opening and closing duties.

Transactional modes:

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

Suggested Readings: -

- *Davis Bernard ; Lockwood Andrew ; Alcott Peter ; PantelidisIoannis S (2018). Food and Beverage Management. NY : Routledge, New York*
- *Lillicrap D.R. Robert Smith John Cousins. (August 2020) Food and Beverage Management. Good fellow Publishers Limited. England.*
- *Negi Jagmohan. Manohar Gaurav. (October 2017). Food and Beverage Management. Himalaya Publishing House. New Delhi.*
- *Foster Dennis L. (April 2000). Food and Beverage Operations. Tata Mc Graw-Hill Inc. US.*

100A/C

Course Title: Food Production Management (Lab)
Course Code: MHH209

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Demonstrate the preparation of various breakfasts as per guest requirements.
2. Apply the basic skills for preparation of different types of stocks used in hotels for basic cooking.
3. Demonstrate the preparations of basic mother sauces with their derivatives.
4. Exhibit the basics skills related to the continental cookery

Course Content

Egg cookery including 5 classical preparations

1. Continental & English breakfast: Hash Brown, Baked and Glazed Vegetables, Egg to order (Boiled, Poached, Scrambled etc.), Toasts, Porridge, Cereal flakes
2. Breakfast Rolls: Muffins, 2 Breads, Brioche, Bread sticks
3. Tea/ Coffee.
4. Indian breakfast: Poori Bhaji with Raita and pickle, Stuffed paranthas with curd/ chutney and pickle, Poha and Upma.
5. Basic stock preparations: White and Brown.
6. Basic Mother sauces preparations and 2 commonly used derivatives.
7. Preparation of basic continental cookery-stews, soups, and basic fish preparations.
8. Stews: Fricassee, Navarin Printainaire, Ragout.
9. Soups preparations varieties: 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 2 International soups, 1 cold soup. Bakery& patisserie
10. Equipment's,
11. Identification
12. Uses and handling Ingredients - Qualitative and quantitative measures
13. BREAD MAKING
14. Demonstration & Preparation of Simple and enriched bread recipes
15. Bread Loaf (White and Brown)
16. Bread Rolls (Various shapes)
17. French Bread
18. Brioche Demonstration by instructor and applications by students

Transactional modes:

Peer Demonstration, Group Assignments, Video Demonstration, Instructional Teaching, Inquiry Based Learning.

Suggested Readings:

- *K. Arora, (2011) Theory of Cookery, Frank Bros &Co. New Delhi*
- *Kinton Cesserani (2012) Practical Cookery, Hodder & Stoughton, London, UK.*
- *Carole Clement (2013) Ultimate Cooking Course, Joana Lorrenz, New York.*
- *James Peterson (2015) Essential of Cooking, Artisan Publisher, USA*

HOAC

**Course Title: Food and Beverage Service
Management (Practical)
Course Code: MHH210**

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the process of cleaning & polishing the equipment.
2. Exhibit the skills related to the welcoming and escorting the guests in hotel premises.
3. Identify the process of laying and relaying of covers setup and clearance.
4. Apply the basic knowledge of order taking and Restaurant reservation.

Course Content

1. Care & maintenance of equipment including cleaning/polishing of EPNS items by:
 - Plate Powder method
 - Polivit method
 - Silver dip method
 - Burnishing machine
 - Table laying for different meals
2. Restaurant reservation.
3. Receiving and seating the guest.
4. Taking the order.
5. Cover layout for breakfast service: Continental, American, Modified American and English.
6. Cover layout for Elevenies, High Tea.
7. Cover layout: A la carte, Table d' hote for lunch, dinner.
8. Preparation and service of Tea, coffee, juice, soft drinks and cocktail.
9. Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoke Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Transactional modes:

Team Demonstration, Group Assignments, Video Demonstration, Mock Exercise, Instructional based Teaching.

Suggested Readings:

- *Bagchi S N & Sharma Anita (2017) Food & Beverage Services, Aman Publications, New Delhi*
- *Andrews Sudhir (2011) F & B Service Manual by, Tata McGraw Hill. New Delhi.*
- *Negi Dr. J M (2012) Food & Beverage Management & Control, Kanishka Publications, New Delhi.*
- *Singaravelavan R. (2016) Food & Beverage Service, Oxford University Press, London, UK.*

IQAACC

Course Title: Front Office Management**Course Code: MHH211**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the concept of safety and security of guests in hotel
2. Exhibit the working skills in night auditing section of front office department.
3. Demonstrate the various room selling techniques used in hotel operations
4. Execute the various software used in Front office like PMS, GDS and CRS.

Course Content

UNIT-I**12 Hours**

Front office Guest Security & Safety, Introduction to security systems, Types of security, Key control, Safe deposit, lost & found, Handling emergency situations.

The Night Audit, Importance & functions of night audit, operating modes: non automated, semi - automated, automated, Night audit process, the night audit reports –generations& utility. Verifying the night audit.

UNIT-II**10 Hours**

TIMESHARE & VACATION OWNERSHIP: Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.

UNIT-III**12 Hours**

Room Selling Techniques, Targeting the Market, Front Office selling tips, Selling Techniques, up selling, Discounts.

BUDGETING Types of budget & budget cycle, making front office budget, Factors affecting budget planning, Capital & operations budget for front office, refining budgets, budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting

UNIT-IV**11 Hours**

YIELD MANAGEMENT: Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.

Transactional modes:

Flipped teaching, Open talk, Brainstorming, Role play, Project Based Learning, Inquiry Based Learning.

Suggested Readings: -

- *Ismail Ahmed. (January 2020). Front Office Operations and Management. New Delhi, India: Bharti Publications.*
- *Bardi James A. (November 2014). Hotel Front Office Management. Wiley International. USA.*
- *Baker Sue, Huyton Jermy. (June 2012). Principles of Front Office Operations. Thomson Learning Publisher. United States.*
- *Lago -Elpedia Marta (November 2020). Front Office Systems and Procedure, Archer Education Inc. Canada.*

HOAC

Course Title: Accommodation Management**Course Code: MHH212**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Operate the various cleaning equipment used in housekeeping department.
2. Execute the inspection procedure of room after the cleaning process.
3. Create a different type of strategies for contract services.
4. Recognize the concept and importance of Linen/Uniform room and Tailor Room in hotels.

Course Content**UNIT-I****12 Hours**

Cleaning Equipment, Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep.

Maintenance of equipment. Care and Cleaning of Different Surfaces, Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

UNIT -II**11 Hours**

Cleaning of Guest Rooms, Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms Weekly cleaning/spring cleaning, Evening service.

Systems & procedures involved, Forms and Formats, Guest room cleaning – Replenishment of Guest supplies and amenities.

UNIT-III**11 Hours**

Cleaning of Public Area, Cleaning process, Cleaning, and upkeep of public areas (Lobby, Cloak rooms, Restaurant, bar, banquet Halls, Administration offices, Lifts and Elevators, Staircase, back areas, Front areas, Corridor).

CONTRACT SERVICES Types of contract services, Guidelines for hiring contract services Advantages & disadvantages of contract services

UNIT-IV**11 Hours**

Linen/ Uniform / Tailor Room, Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities, and conditions Par stock: Factors affecting par stock, calculation of par stock,

Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock, Function of Tailor room.

Transactional modes:

Flipped teaching, Open talk, Video based Teaching, Role play, Video Demonstration, Group Assignments.

Suggested Readings:

- *Hasani Keshav. (January 2020). Major Topic in Housekeeping. Blue Rose Publishers. Delhi.*
- *Rai Shaliendra. (January 2020). Hotel Housekeeping Operations. Orange Book Publication. Chattisgarh.*
- *Raghubalan. G. (August 2018). Hotel Housekeeping Operations and Management. Oxford University. UK.*

Course Title: Front Office Management (Lab)
Course Code: MHH213

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the key control procedure followed by the hotel.
2. Operate the working procedure of lost and found section.
3. Exhibit the procedure of night auditing in accounting operations.
4. Demonstrate the various room selling techniques used in front office department.

Course Content

- 1) Lost and Found
- 2) Process and documentation of Night Auditing
- 3) Making Sales call
- 4) Computer training for the students
- 5) Processing foreign currency exchange/ cheque exchange
- 6) Process guest check out by cash and credit card
- 7) Check out without closing folio-Skipper accounts
- 8) Handle paymaster folios
- 9) Check out using city ledger
- 10) Print guest folio during check out
- 11) Close bank at end of each shift
- 12) Check room rate and variance report
- 13) Tally Allowances for the day at night
- 14) Tally paid outs for the day at night
- 15) Tally forex for the day at night
- 16) Credit check report

Transactional modes:

Role Play, Team Demonstration, Instructional Teaching, Mock Exercise, Flipped Classroom.

Suggested Readings:

- James, B. (2011). *Hotel Front Office Management;(6 ed), John Wiley & sons. USA.*
- Ahmed, I. (2002) *Front Office Operations and Management; Thompson& Delmar. NY*
- Bhatnagar, S. K. (2010). *Hotel Front Office. Oxford publications. London.*
- Dix, C. (1998). *Front Office Operations (4 ed.). Pearson education India.*

Course Title: Accommodation Management (Lab)
Course Code: MHH214

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the basic skills for room services.
2. Exhibit the deep cleaning schedules of public areas.
3. Apply the basic skills of guest room service.
4. Demonstrate the procedure of washroom cleaning in guest room.

Course Content

Servicing guest room (checkout/ occupied and vacant) ROOM

- Task 1- open curtain and adjust lighting
- Task 2-clean ash and remove trays if any
- Task 3- strip and make bed
- Task 4- dust and clean drawers and replenish supplies
- Task 5-dust and clean furniture, clockwise or anticlockwise
- Task 6- clean mirror
- Task 7- replenish all supplies
- Task 8-clean and replenish minibar
- Task 9-vaccum clean carpet
- Task 10- check for stains and spot cleaning
- Task 11- Layout of Linen and Uniform Room/Laundry
- Task 12- Laundry Machinery and Equipment
- Task 13- Stain Removal
- Task 14- Flower Arrangement
- Task 15- Selection and Designing of Uniforms

BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanitory unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

BED MAKING SUPPLIES

- Step 1-spread the first sheet (from one side)

- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner
- Step 9- change side and finish the bed in the same way
- Step 10- spread the bed spread and place pillow

Transactional modes:

Role play, Peer Demonstration, Video Demonstration, Mock Exercise, Group Assignments, Instructional Teaching.

Suggested Readings:

- *Raghubalan- G. & Raghubalan- S. (2016). Hotel housekeeping operations and management. New Delhi: Oxford university press.*
- *Casado, Matt A. (2015). Housekeeping Management (Course Smart) Wiley. USA.*
- *Jones, Thomas J. A. (2007). Professional Management of Housekeeping Operations, Wiley Publication, USA.*

SEMESTER-III**Course Title: Research Methodology****Course Code: MHH302**

L	T	P	Cr.
4	0	0	4

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Evaluate the research process, including the identification of research problems, formulation of research questions, and the steps involved in designing, conducting, and reporting research studies.
2. Apply appropriate research design and sampling techniques based on the research objectives, ensuring the selection of suitable methods for data collection and analysis.
3. Analyze and interpret research data using both quantitative and qualitative techniques, including descriptive and inferential statistics, thematic analysis, and content analysis.
4. Evaluate the ethical considerations involved in conducting research, including obtaining informed consent, ensuring participant confidentiality, and maintaining integrity in data collection and reporting.

Course Content**UNIT I****16 Hours**

Research: Nature, Purpose, and Scope of Research, Definition of research, Importance of research in various fields, Characteristics of good research.

Research Process: Steps and Components Identification of research problem, Formulation of research objectives and questions, Literature review and theoretical framework, Research design and methodology, Data collection and analysis, Interpretation and reporting of results, Ethical considerations in research

UNIT II**14 Hours**

Research Design: Types and Selection, Experimental, quasi-experimental, and non-experimental designs, Cross-sectional and longitudinal designs, Case study, survey, and ethnographic designs.

Sampling Techniques: Principles and Methods, Probability sampling techniques (simple random sampling, stratified sampling, cluster sampling), non-probability sampling techniques (convenience sampling, purposive sampling, snowball sampling), Sample size determination

UNIT III**15 Hours**

Data Collection Methods: Questionnaires and surveys, Interviews (structured, semi-structured, and unstructured), Observations (participant and non-participant).

Data Analysis Techniques: Descriptive statistics (measures of central tendency and variability), Inferential statistics (hypothesis testing, correlation, regression), Qualitative data analysis (thematic analysis, content analysis)

UNIT IV

15 Hours

Research Ethics: Ethical considerations in research involving human participants, Informed consent and confidentiality, Integrity and responsible conduct of research.

Research Reporting and Presentation: Writing a research proposal, Structure and format of a research report, Effective presentation of research findings, Publication and dissemination of research results.

Transaction Mode

Face-to-face classroom instruction, offline synchronous sessions, online asynchronous discussions, Individual research projects, Group discussions and presentations, Practical exercises and data analysis tasks

Suggested Readings

- *Creswell, J. W. Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. Sage Publications.*
- *Sekaran, U., & Bougie, R. Research Methods for Business: A Skill-Building Approach. Wiley*
- *Neuman, W. L. Social Research Methods: Qualitative and Quantitative Approaches. Pearson.*
- *Saunders, M., Lewis, P., & Thornhill, A. Research Methods for Business Students. Pearson.*
- *Kothari, C. R. Research Methodology: Methods and Techniques. New Age International Publishers.*
- *Panneer selvam, R. Research Methodology. PHI Learning Pvt. Ltd.*

Course Title: Research Proposal

Course Code: MHH398

L	T	P	Credits
0	0	8	4

Learning Outcomes

After completion of the course, the learner will be able to

1. Get deep insights to collect, review and analyze the related literature.
2. To apply the knowledge to formulate hypothesis & design research process.
3. Find the research titles which are significant, applicable and researchable.
4. Interpret the findings to design statistical strategies & write references, bibliography and webliography.

Course Content

A research proposal contains all the key elements involved in the research process and proposes a detailed information to conduct the research.

The students are supposed to prepare the research proposal of any research area of their choice following these steps:

1. Selection of topic
2. Significance of the research area
3. Formulation of hypothesis/Research questions
4. Review of related literature
5. Method & Procedure (Includes sampling & design)
6. Data collection and proposed statistical analysis
7. Delimitations
8. Reference/Bibliography

Evaluation

The students will have to complete the writing process of each topic given above within one week, which will be evaluated at the end of every week. It will consist of 8 marks each. The final proposal shall be of 15 marks, Viva 16 marks and attendance 5 marks.

Transaction Mode

Collaborative learning, Group Discussion, E team Teaching, Activities, Assessments, Collaborative teaching, Peer Teaching, Video Based Teaching, Quiz, Open talk, E team Teaching, Case analysis, Flipped Teaching

Course Title: Ethics & IPR**Course Code: MHH304**

L	T	P	Cr.
2	0	0	2

Total Hours: - 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Evaluate the ethical principles and their application in various contexts, including business, technology, research, and professional practice.
2. Analyze ethical issues and dilemmas related to intellectual property rights, technology development, and the digital era.
3. Describe the legal framework and concepts of intellectual property rights, including patents, copyrights, trademarks, and their implications in innovation and creativity.
4. Develop ethical decision-making strategies to navigate complex ethical challenges in business, technology, research, and professional settings.

Course Content

UNIT I

07 Hours

Ethics and IPR: Meaning, importance, and ethical principles.

Intellectual Property Rights: Types of IPR, significance, and legal framework.

Ethical Decision-Making in Business: Ethical theories and frameworks

Ethical Issues in Technology: Privacy, security, artificial intelligence, and digital rights

UNIT II

08 Hours

Patents: Concept, patentability, and patent infringement

Copyrights: Scope, protection, and fair use

Trademarks: Registration, infringement, and brand protection

Research Ethics: Responsible conduct of research, plagiarism, and data integrity

Ethical Considerations in Technology Development: Implications of emerging technologies, ethical design, and social impact

Ethical Governance: Role of ethics in organizational decision-making, corporate culture, and stakeholder management

Corporate Social Responsibility: Definition, implementation, and impact on society and environment

UNIT III

08 Hours

Global Ethics: Cultural relativism, ethical challenges in international business, and ethical standards

International Intellectual Property Rights: Global treaties, challenges, and harmonization efforts

Digital Ethics: Privacy, data protection, cyber security, and online ethics

Ethical Issues in the Use of Artificial Intelligence (AI) and Big Data

Ethical Leadership: Traits, responsibilities, and ethical decision-making in leadership roles

Professional Ethics: Ethical codes and standards in various professions

UNIT IV

07 Hours

Bioethics: Ethical considerations in genetic engineering, human subjects research, and healthcare delivery

Ethical Issues in Healthcare: Patient rights, end-of-life decisions, and access to healthcare

Technology Transfer: Licensing, commercialization, and intellectual property valuation

Open Source and Open Innovation: Ethical considerations and impact on innovation

Transaction Mode

Lectures, Discussions, Workshops, Case Studies, Research Proposal, Presentations, Practical Exercises, One-on-One Consultations

Suggested Readings

- *Velasquez, M. G. Business Ethics: Concepts and Cases. Pearson.*
- *Lawrence, A. T., & Weber, J. Business and Society: Stakeholders, Ethics, Public Policy. McGraw-Hill Education.*
- *Beauchamp, T. L., & Bowie, N. E. Ethical Theory and Business. Pearson.*
- *Kizza, J. M. Ethical and Social Issues in the Information Age. Springer.*
- *Patterson, D. Ethics in Business: A Guide for Managers. Routledge.*
- *Waelde, C., Kheria, S., & Cornwell, J. Contemporary Intellectual Property: Law and Policy. Oxford University Press.*

Course Title: PROFICENCY IN TEACHING**Course Code: MHH397**

L	T	P	Credits
2	0	0	2

Total Hours: 30**Learning Outcomes**

After completion of this course, the learner will be able to:

1. Design the learner-centered instructional plans and learning outcomes.
2. Apply innovative teaching strategies and technologies to engage learners.
3. Analyze the different assessment methods to evaluate student learning.
4. Reflect on teaching experiences and continuously improve teaching practices.
5. Develop effective communication and classroom management skills.

Course content**UNIT I****10 Hours**

Overview of the course and its objectives – Specify 1-2 theories or give overview of theories of learning for teaching - Understanding the role of the teacher and student in the learning process - Writing clear and measurable learning outcomes -

Meaning Nature, definition, scope, and importance Pedagogy, Andragogy, and Heutagogy – Skills-based approach to teaching (Teaching skills), Micro-teaching, Macro teaching. Methods and approaches of teaching - CAM, Structure-function approach, Synthetic and Analytic approach, Jurisprudential inquiry model

UNIT II**6 Hours**

Understanding the diverse needs and backgrounds of learners - Creating an inclusive and supportive learning environment - Facilitating active learning and student engagement strategies

Lectures, discussions, and demonstrations - Group work, collaborative learning, and cooperative learning - Problem-based learning, case studies, and simulations

UNIT III**7 Hours**

Integrating technology tools into instruction – Online, blended learning, flipped learning, and M-learning approaches - Using educational software and platforms effectively

Formative and summative assessment methods – Difference between Assessment, Evaluation and Measurement, E-assessment tools,

UNIT IV**7 Hours**

The importance of reflective practice in teaching - Self-assessment and evaluation of teaching effectiveness –Need for Professional development - Teaching in multicultural and international classrooms - Culturally responsive teaching practices

Meaning, Definition of teaching model - Assumptions, Importance, Role, and type of teaching models. Historical teaching model, Philosophical model of teaching

Transaction Mode

Discussions, Case Studies, Microteaching, Classroom Observations, Peer Teaching: Video Analysis, Role-Playing, Lecture-cum-demonstration, Classroom Simulations, Reflective Journals/Blogs, Teaching Portfolios and Technology Integration, Flipped Teaching

Suggested Readings

- Ali, L. (2012). *Teacher education*. New Delhi: APH Publishing Corporation.
- Anandan, K. (2010). *Instructional technology in teacher education*. New Delhi: APH Publishing Corporation.
- Bruce R Joyce and Marsha Weil, *Models of Teaching*, Prentice Hall of India Pvt Ltd, 1985.
- Chalan, K. S. (2007). *Introduction to educational planning and management*. New Delhi: Anmol Publications Pvt. Ltd.
- Chand, T. (2008). *Principles of teaching*. New Delhi: Anmol Publications Pvt. Ltd.
- Chiniwar, P. S. (2014). *The technology of teaching*. New Delhi: Anmol Publications Pvt. Ltd.
- Curzon, L. B., & Tummons, J. (2004). *Teaching in future education*. U.S.A: Bloomsbury Academic Publications.
- Das, R.C. (1993): *Educational Technology – A Basic Text*, Sterling Publishers Pvt. Ltd.
- Evaut, M. *The International Encyclopedia of Educational Technology*.
- Gage N L, *Handbook of Research on Teaching*, Rand Mc Nally and Co., Chicago, 1968.
- Graeme, K. (1969): *Blackboard to Computers: A Guide to Educational Aids*, London, Ward Lock.
- Haas, K.B. and Packer, H.Q. (1990): *Preparation and Use of Audio Visual Aids*, 3rd Edition, Prentice Hall, Inc.
- Haseen Taj (2006): *modern Educational Technology*, Agra: H.P Bhargava Book House.
- Jarvis, M. (2015). *Brilliant ideas for ICT in the classroom*. New York: Routledge Publications.

Course Title: Service Learning

Course Code: MHH396

L	T	P	Cr.
0	0	4	2

Learning Outcomes

On the completion of the course, the students will be able to

1. Participate in community activities to establish connections and build relationships.

2. Evaluate community needs through conversations with community members.
3. Develop and implement initiatives that address community needs.
4. Reflect on personal growth, community impact and ethical considerations related to service activities.

Course Content

This course aims to engross students in meaningful service-learning activities that foster community linking. Students will actively participate in community-based projects, collaborate with community members and organizations and reflect on the impact of their service activities. Through this experiential learning approach, students will develop a deep understanding of community needs, build relationships with diverse stakeholders and contribute to community development.

In this course, students are expected to be present in the community throughout the semester and reflect on their experiences regularly after working with them. The students will use experiential learning for providing service learning. They will be able to analyse and have understanding of the key theoretical, methodological and applied issues.

Select 10 community related activities which are to be performed in nearby villages. Students in groups of 8-10 shall work on one activity.

Evaluation Criteria

1. Every activity shall be evaluated on the same day out of 10 marks.
2. Total 10 activities out of 100 shall be evaluated and submitted to Examination branch.

Activity Evaluation

1. Type of activity- 2 marks
2. Participation of student- 2 marks
3. Engagement in the activity- 2 marks
4. Outcome of the activities- 2 marks
5. Attendance- 2 marks

Transaction Mode

Problem-solving learning, Blended learning, Gamification, Cooperative learning, Inquiry-based learning, Visualization, Group discussion, Experiential learning, Active participation.

Course Title: Computer Lab
Course Code: MHH307

L	T	P	Cr.
0	0	4	2

Total Hours: - 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the hardware, software, components of a network and the interrelations.
2. Apply the skills related to the database management to conduct the different types of research work.
3. Execute the different types of ICT tools for conducting the research work.
4. Recognize the different types of data graphical techniques which is used for research.

Course Content

Unit I

17 Hours

Fundamentals of computers and their components, Hardware and software, Operating systems, Word processing programme: basics, editing, referencing, Spread sheet programme: application, features and functions, formulas, statistics, graphs.

Unit II

15 Hours

Presentation programme: application, features and functions, creating presentations, Database management systems: Creation, updating, indexing and searching of data.

Unit III

15 Hours

Use of ICT: Web based resources, search engines and techniques, Web as a tool for scientific literature survey, archive browsing, Research purpose softwares: Origin and MS Excel.

Unit IV

13 Hours

Graph plotting and its types, Curve fitting, and data management. Chemdraw: Use of Chemdraw, The Basics, Drawing Resonance Structures, Drawing Reactions, Drawing Schematics.

Transaction Mode

Problem-solving learning, blended learning, Gasification, Cooperative learning, Inquiry-based learning, Visualization, Group discussion, experiential learning, Active participation

Suggested Readings:

- *Taxli R.K., (2012) PC Software made simple, Tata Mc-Grave Hill, New Delhi.*
- *Long, L., (2016) Computers Englewood cliffs, Prentice Hall, New Jersey.*
- *Summer, M., (2018) Computers Concepts and Users Englewood cliffs, Prentice Hall, New Jersey.*
- *Raman Raja, (2011) Fundamentals of Computers, Prentice Hall, New Delhi.*

HOAC

Course Title: Summer Internship (08 Weeks)

Course Code: MHH308

Learning Outcomes

L	T	P	Cr.
0	0	0	8

Learning Outcomes: After successful completion of this course, the students will be able to

1. Build a good communication skill with group of employees and showcase proper behavior of corporate life in industrial sector.
2. Enhance the teamwork spirit and self-confidence in his/her life.
3. Develop various skills to sustain in the hotel and industry.
4. Improve the sense of responsibility and good working habits.

Course Content

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:

- A. Professional training will have 100 marks.
- B. Monthly Evaluation will be conducted (50 Marks)

The criteria for evaluation will be as under in the industry:

- Attendance/Punctuality 10%.
- Proficiency in organizing departmental task 30%.
- Preparation of portfolio based on day-to-day work done in various department 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) At the end of industrial training students will submit the below mentioned material to the department:
 - i. Log Book
 - ii. Training completion certificate
 - iii.** Training Project

SEMESTER-IV**Course Title: Dissertation****Course Code: MHH401**

L	T	P	Cr.
4	0	0	4

Learning Outcomes: After completion of this course, the learner will be able to:

1. Plan, and engage in, an independent and sustained critical investigation and evaluation of a chosen research topic relevant to environment and society
2. Identify the relevant theory and concepts, relate these to appropriate methodologies and evidence.
3. Engage in systematic discovery and critical review of appropriate and relevant information sources
4. Appropriately apply qualitative and/or quantitative evaluation processes to original data
5. Communicate research concepts and contexts clearly and effectively both in writing and orally

Course Content**FORMATFORPREPARATIONOFPROJECTREPORT**

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM-III, plant writing the final research project during SEM-IV. Keep in mind the following:

The candidate is required to make three copies of the project report.

3. ARRANGEMENT OF CONTENTS:

The sequence in which the project report material should be arranged and bound should be as follows:

- A.** Cover Page & Title Page
- B.** Bonafide Certificate
- C.** Abstract
- D.** Table of Contents
- E.** Chapters
- F.** Introduction to the topic
- G.** Literature review
- H.** Research methodology
- I.** Data collection
- J.** Analysis& interpretation
- K.** Conclusion
- L.** Suggestion
- M.** Appendices
- N.** References

The table and figures shall be introduced in the appropriate places.

4. PAGE DIMENSION AND BINDING SPECIFICATIONS:

- The dimension of the project report should be in A4 size.
- The project report should be bound using flexible cover of the thick white art paper.
- The cover should be printed in black letters and the text for printing should be identical.

5. PREPARATION FORMAT:

- A.** Cover Page & Title Page–A specimen copy of the Cover page & Title page of the project report will be provided by the department.
- B.** Bonafide Certificate–The Bonafide Certificate shall be in double line spacing using Font Style Times New Roman and Font Size 14.
- C.** Abstract–Abstract should be one page synopsis of the project report typed double line spacing, Font Style Times New Roman and Font Size 14.
- D.** Table of Contents–The table of contents should list all material following it as well as any material which precede it. The title page and Bonafide Certificate will not find a place among the items listed in the Table of Contents but the page numbers of which are in lower case Roman letters. One and a half spacing should be adopted for typing the matter under this head.
- E.** Chapters–The chapters may be broadly divided into 3 parts: -
 - i. Introductory chapter
 - ii. Chapters developing the main theme of the project work
 - iii. Conclusion.
 - The main text will be divided into several chapters and each chapter may be further divided into several divisions and sub-divisions.
 - i. Each chapter should be given an appropriate title.
 - ii. Tables and figures in a chapter should be placed in the immediate vicinity of the reference where they are cited.
 - iii. Foot notes should be used sparingly. They should be typed single space and placed directly underneath in the very same page, which refers to the material they annotate.
- F.** List of References–The listing of references should be typed 4 spaces below the heading “REFERENCES” in alphabetical order in single spacing left– justified. The reference material should be listed in the alphabetical order of the first author. The Title of the author/authors should be immediately followed by the year and other details.

6. TYPING INSTRUCTIONS:

- The impression on the typed copies should be black in color.
- One and a half spacing should be used for typing the general text.
- The general text shall be typed in the Font style ‘Times New Roman’ and Font size 14.