Program Syllabus Booklet

Bachelor of Science in Hospitality and Hotel Management

(B.Sc. HHM- 1401)

Session: 2021-22

Institute of Hotel Management

Guru Kashi University, Talwandi Sabo

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Program Name: B.Sc. in Hospitality and Hotel Management

Program Code: - 1401

The Program Outcomes (POs) for B.Sc. in Hospitality and Hotel Management are as follows:

PO	Statement
PO1	Students in the Hospitality and Hotel sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality.
PO2	Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.
PO3	Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.
PO4	Apply the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems
PO5	To provide the basic understanding regarding the accounting practices in Hospitality industry.
PO6	Demonstrate the operations knowledge of lodging Housekeeping management.
PO7	Demonstrate and enhance the knowledge regarding the various basic and technical knowledge of Food Production.
PO8	Demonstrate working knowledge of food & beverage Management and controls in Hospitality industry.

The Program Specific Outcomes (PSOs) for B.Sc. in Hospitality and Hotel Management are as follows:

PSO	Statement
PSO1	Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.
PSO2	Understand and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality industry.
PSO3	Apply the knowledge gained to manage and evaluate functional systems in hospitality industry and he/she will also ready for the higher education.

**Semester: 1st**
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1401101	Foundation Food Preparation - I	T	3	0	0	3	50	50	100
2	1401102	Foundation Food and Beverage Service - I	T	3	0	0	3	50	50	100
3	1401103	Front Office -I	T	3	0	0	3	50	50	100
4	1401104	Accommodation Operations - I	T	3	0	0	3	50	50	100
5	1401105	Applications of Computer	T	3	0	0	3	50	50	100
6	1401106	Principle of Food Science	T	3	0	0	3	50	50	100
7	1401107	Foundation Food Preparation - I (Lab)	P	0	0	4	2	60	40	100
8	1401108	Foundation Food and Beverage Service - I (Lab)	P	0	0	4	2	60	40	100
9	1401109	Front Office -I (Lab)	P	0	0	4	2	60	40	100
10	1401110	Accommodation Operations - I (Lab)	P	0	0	4	2	60	40	100
	Total No. of Credits		26

Semester: 2nd										
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1401201	Foundation Food Preparation - II	T	3	0	0	3	50	50	100
2	1401202	Foundation Food and Beverages Services - II	T	3	0	0	3	50	50	100
3	1401203	Front Office - II	T	3	0	0	3	50	50	100
4	1401204	Accommodation Operations - II	T	3	0	0	3	50	50	100
5	1401205	Nutrition	T	3	0	0	3	50	50	100
6	1401206	Accountancy	T	3	0	0	3	50	50	100
7	1401207	Foundation Food Preparation - II (Lab)	P	0	0	4	2	60	40	100
8	1401208	Foundation Food and Beverages Services - II (Lab)	P	0	0	4	2	60	40	100
9	1401209	Front Office - II (Lab)	P	0	0	4	2	60	40	100
10	1401210	Accommodation Operations - II (Lab)	P	0	0	4	2	60	40	100
		Total No. of Credits					26			

Sr. No	Course Code	Course Name	Type of Course T/P	L	T	P	No. of Credits	Internal Marks	External Marks	Total Marks
					(Hours Per Week)					
1	A100302	Environment Studies	T	3	0	0	3	50	50	100
2	1401401	Food Preparation Operations	T	3	0	0	3	50	50	100
3	1401402	Food and Beverage Operations	T	3	0	0	3	50	50	100
4	1401403	Front Office Operations	T	3	0	0	3	50	50	100
5	1401404	Accommodation Operations	T	3	0	0	3	50	50	100
6	1401405	Travel and Tourism	T	2	0	0	2	50	50	100
7	1401406	Communication Skills	T	2	0	0	2	50	50	100
8	1401407	Food Preparation Operations (Lab)	P	0	0	4	2	60	40	100
9	1401408	Food and Beverages Operations (Lab)	P	0	0	4	2	60	40	100
10	1401409	Front Office Operations (Lab)	P	0	0	4	2	60	40	100
11	1401410	Accommodation Operations (Lab)	P	0	0	4	2	60	40	100
	Total No. of Credits						27			

Semester: 3rd

Semester: 4th										
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1401501	Advance Food Preparation Operations - I	T	3	0	0	3	50	50	100
2	1401502	Advance Food and Beverages Operations -I	T	3	0	0	3	50	50	100
3	1401503	Front Office Management - I	T	3	0	0	3	50	50	100
4	1401504	Accommodation Management - I	T	3	0	0	3	50	50	100
5		**Elective-IV**	T	3	0	0	3	50	50	100
6	1401513	Human Resource Management	T	3	0	0	3	50	50	100
7	1401507	Advance Food Preparation Operations-I (Lab)	P	0	0	4	2	60	40	100
8	1401508	Advance Food and Beverages Operations-I (Lab)	P	0	0	4	2	60	40	100
9	1401509	Front Office Management - I (Lab)	P	0	0	4	2	60	40	100
10	1401510	Accommodation Management - I (Lab)	P	0	0	4	2	60	40	100
Total No. of Credits							26			

Elective-IV (Select one of the following Courses)		
Sr. No	**Course Code**	**Course Name**
1	1401506	Hotel Engineering
2	1401511	Home Based Catering
3	1401512	Event Management

		Semester: 5th								
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1401601	Advance Food Preparation Operations - II	T	3	0	0	3	50	50	100
2	1401602	Advance Food and Beverages Operations-II	T	3	0	0	3	50	50	100
3	1401603	Front Office Management - II	T	3	0	0	3	50	50	100
4	1401604	Accommodation Management - II	T	3	0	0	3	50	50	100
5		**Choice Based Course-I**	T	3	0	0	3	50	50	100
6	1401605	Major Project	P	0	0	4	2	60	40	100
7	1401606	Advance Food Preparation Operations-II (Lab)	P	0	0	4	2	60	40	100
8	1401607	Advance Food and Beverages Operations -II (Lab)	P	0	0	4	2	60	40	100
9	1401608	Front Office Management - II (Lab)	P	0	0	4	2	60	40	100
10	1401609	Accommodation Management - II (Lab)	P	0	0	4	2	60	40	100
		Total No. of Credits					25			

Choice Based Course-I (Select one of the following Courses)		
Sr. No	Course Code	Course Name
1	CB100316	Fire Tech & Design
2	CB100323	Internet Applications
3	CB100329	Introduction to Floriculture and Landscape

Semester: 6th										
Sr. No	Course Code	Course Name	Type of Course T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1401301	Industrial Training/Internship (6 Months)	NA	NA	NA	NA	20	500	500	1000
Total No. of Credits							20			

Course Name: Foundation Food Preparation – I

Course Code: 1401101

Semester: 1st

Credits -3   **L T P**

                                                                                                 3 0 0

Course Outcomes:

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

CO	Statement
CO1	Learn the basic knowledge of culinary with the history of different cuisines.
CO2	Know the aesthetics and basic use of different equipment in a professional kitchen.
CO3	Understand the various duties and responsibilities of chefs on different levels in the hierarchy.
CO4	Acquire the basic knowledge of different ingredients used in the kitchen.
CO5	Learn the usage of various flavors, textures, aromas and tastes of different herbs and spices.

Course Content

Unit-1

Introduction to cookery: levels of skills and experiences, attitudes and behavior in the kitchen, personal hygiene, uniforms & protective clothing, safety procedure in handling equipment

Culinary history: origin of modern cookery, Hierarchy area of department and kitchen: classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments

Culinary terms: list of culinary (common and basic) terms, explanation with examples aims & objects of cooking food: aims and objectives of cooking food, various textures, various consistencies and techniques used in pre-preparation, techniques used in preparation

Unit-2

Basic principles of food production, Vegetable and fruit cookery: introduction – classification of vegetables, pigments and color changes, effects of heat on vegetables, cuts of vegetables, classification of fruits, uses of fruit in cookery, salads and salad dressings

Stocks: definition of stock, types of stock, preparation of stock, recipes, storage of stocks, uses of stocks, care and precautions

Sauces: classification of sauces, recipes for mother sauces, storage & precautions

Soups: classification with examples, basic recipes of consommé with 10 garnishes

Unit-3

Methods of cooking food: roasting, grilling, frying, baking, broiling, poaching, boiling: - principles of each of the above, care and precautions to be taken, selection of food for each type of cooking

Egg cookery: introduction to egg cookery, structure of an egg, selection of egg, uses of egg in cookery

Unit-4

Commodities: Shortenings (fats & oils): role of shortenings, varieties of shortenings, fats & oil – types, varieties. Raising agents: classification of raising agents, role of raising agents, actions and reactions. Thickening agents: classification of thickening agents, role of thickening agents.

Sugar: importance of sugar, types of sugar, cooking of sugar.

References:

- Friberg Bo. (March 2002). *The Professional Pastry Chef.* Wiley & Sons INC.
- Arora K. (January 2008). *Theory of Cookery.* Frank Brothers.
- Philip, Than gam E. (June 2018). *Modern Cookery*. Orient Blackswan Private Limited.
- Bali Parvinder S. (April 2014). *Food Production Operations*. Oxford University Press.
- Aggarwal. D.K. (2006). *Kitchen Equipment & Design*. Aman Publications. New Delhi.

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- https://www.youtube.com/watch?v=DWQm6g5ijhs
- https://www.youtube.com/watch?v=u4urr09oNwA
- https://www.youtube.com/watch?v=x22aJo_FpVI
- https://hmhub.me/classification-of-soup-with-examples/
- https://hmhub.me/basic-recipes-of-consomme-with-10-garnishes/
- https://hmhub.me/methods-of-cooking-food/

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	2	2	2	1	2	1
CO2	2	3	1	3	2	1	2	2	1	2	2
CO3	3	1	2	2	-	2	2	2	1	2	1
CO4	2	2	3	2	1	-	2	1	1	3	1
CO5	1	2	1	2	1	3	1	3	1	2	2
Average	2.2	1.8	1.8	2.2	1.2	2.2	1.8	2	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food and Beverage Service - I

Course Code: 1401102

Semester: 1st

Credits -3 L T P

3 0 0

Course Outcomes:

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

CO	Statement
CO1	Enhance the knowledge of hotel and catering industry.
CO2	Develop an insight into the growth of Catering Industry in the world from medieval period to till recent times.
CO3	Understand the different components of catering industry.
CO4	Acquire the required technical skills to work efficiently in Food and Beverage service industry.
CO5	Learn the appropriate usage of various equipment of food and beverage service.

Course Content

UNIT-1

THE HOTEL & CATERING INDUSTRY: Introduction to the Hotel Industry and Growth of the hotel Industry in India, Role of Catering establishment in the Travel/tourism industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential Welfare

Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc., Structure of the catering industry- a brief description of each

UNIT-2

DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B Department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a Waiter, Inter-departmental relationships (Within F&B and other department)

UNIT-3

FOOD SERVICE AREAS (F & B OUTLETS): Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque

ANCILLIARY DEPARTMENTS: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding F **& B SERVICE EQUIPMENT: -**Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above

UNIT-4

NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages), Tea- Origin & Manufacture, Types & Brands, Coffee- Origin & Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture

References:

- Lillicrap Dennis R. Cousins John A. 1 September 1993. *Food and Beverage Service.* John Wiley & Sons Inc; Subsequent edition.
- Negisingh Mahendra. 1 November 2019. *Training Manual for Food and Beverage Services*. Dreamtech Press.
- Singaravelavan.17 June 2016. *Food and Beverage Services*. Oxford University Press; Second Edition.
- Bagchi S. N. 1 January 2006. *Textbook of Food and Beverage Service.* Aman Publications; 3rd Edition

E-References: -

- https://www.youtube.com/watch?v=Ez4sAaoSjOc&t=149s
- https://www.youtube.com/watch?v=yu7nSustunI
- https://www.ihmnotes.in/firstyrnotes.html
- https://www.ihmnotessite.net/food-beverage

- https://hmhub.me/1st-sem-f-b-service-notes/
- http://rkiftmu.blogspot.com/2017/09/course-bhmct-subject-food.html

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	-	1	2	1
CO2	2	3	1	3	2	1	1	2	1	-	2
CO3	3	1	2	1	-	2	-	1	2	2	1
CO4	2	2	1	2	2	1	2	2	1	1	1
CO5	1	2	1	2	1	1	1	1	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.2**	**1.5**	**1.4**	**1.2**	**1.8**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office -I

Course Code: 1401103

Semester: 1st

Credits -3   **L   T   P**

                                                                                  3   0   0

Course Outcomes:

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

CO	Statement
CO1	Understand the evolution and growth of tourism & hospitality industry.
CO2	Acquire the knowledge about basic functions and procedures of front office.
CO3	Gain the knowledge about the classification of hotels & rooms.
CO4	Learn the structure and hierarchy of front office department.
CO5	Identify the various equipment used in front office operation.

Course Content

UNIT-1

INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY: Tourism and its Importance, Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office.

CLASSIFICATION OF HOTELS: Size, Star, Location & clientele Ownership basis, independent hotels, Management contracted hotel Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and Condominium

TIME SHARE & VACATION OWNERSHIP: What is time-share? Referral chains & Condominiums, how is it different from hotel business, Classification of Timeshares, Types of accommodation and their size.

UNIT-3

FRONT OFFICE ORGANIZATION: Function areas, Front office hierarchy, Duties and responsibilities, Personality traits

TYPES OF ROOMS: Single, Double, Twin, Suits.

BELL DESK: Functions, Procedures and records.

UNIT-4

HOTEL ENTRANCE, LOBBY AND FRONT OFFICE: Layout, Front office equipment (non- automated, semi-automated and automated).

FRENCH: To be taught by a professional French language teacher. Understanding and uses of accents, orthographic signs & punctuation, Knowledge Of carinae & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons.

References:

- Andrews Sudhir. (July 2017). *Front Office training manual*. McGraw Hill Education.

- Tewari Jatashankar R. (June 2016). *Front office operations and management*. Oxford University Press.

- Dix Colin. Baird Chris. (May 1998). *Front Office Operations*. Longman.

- Ismail Ahmed. (January 2002). *Front Office Operations and Management*. Delmar Cengage Learning.

- Kasavana Micheal. Brooks Richard M. (May 2009). *Managing Front Office Operations*. – Educational Institute of the Amer Hotel.

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- https://www.youtube.com/watch?v=QxqUGOHCZ2E

- https://www.youtube.com/watch?v=pgV6S-1w6_0

- https://hmhub.me/time-shares-and-condominium/

- https://www.ihmnotessite.net/hospitality-its-origin

The mapping of PO/PSO/CO attainment is as follow: -

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	1
CO2	3	3	2	3	2	1	1	3	1	3	2
CO3	3	1	3	2	1	2	-	2	2	2	1
CO4	1	2	1	1	2	1	2	1	1	1	1
CO5	1	2	1	2	1	2	1	2	1	2	2
Average	2.2	1.8	1.8	2	1.4	1.5	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations - I

Course Code: 1401104

Semester: 1st

Credits -3   **L T P**

                                                                                                          3 0 0

Course Outcomes:

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

CO	Statement
CO1	Know the importance of different sections of housekeeping department.
CO2	Acquire the knowledge of various duties and responsibilities of housekeeping personnel.
CO3	Learn the various cleaning procedures and tasks in hotel housekeeping operations.
CO4	Understand the handling, care, maintenance and usage of cleaning equipment & cleaning agents.
CO5	Gain the knowledge of Inter and Intra department co-ordination in hotel industry.

Course Content

UNIT-1

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business Organization Chart of the Housekeeping Department: Hierarchy in small, Medium, large and chain hotels.

UNIT-2

Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel, Duties and Responsibilities of Housekeeping staff, Layout of the Housekeeping Department.

UNIT-3

CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in Cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, Special, Design features that simplifies cleaning, Use and care of Equipment

CLEANING EQUIPMENTS/AGENTS: General Criteria for selection, Classification, Polishes, Floor Seats, Use, care and Storage Distribution and Controls, Use of Eco-friendly products in Housekeeping.

UNIT-4

INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

References:

- Raghubalan. G. Raghubalan Smitree. (July 2015). *Hotel Housekeeping Operations and Management*. Oxford University Press India.
- Hussain K.M Hasan. (January 2019). *Hotel housekeeping Management*. Notion Press.
- Andrews. (January 2015). *Text book of Hotel Housekeeping*". MHE Publisher.
- Cpillai Arun. K Pillai Chandrababu. (January 2021). *Text Book of Hospital Housekeeping*. Walnut Publication.

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- https://www.youtube.com/watch?v=5aVdlISx_qc
- https://www.ihmnotessite.net/accomodation
- https://hmhub.me/1st-sem-accommodation-operation-notes/
- https://www.ihmnotes.in/firstyrnotes.html
- https://www.ihmnotes.in/thirdyrnotes.html

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	3

CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	1	3	2	1	-	-	2	2	2	1
CO4	1	1	2	1	2	1	2	1	2	2	1
CO5	2	2	1	2	1	2	1	2	1	2	2
Average	**2.2**	**1.6**	**2**	**2**	**1.4**	**2**	**1.7**	**2**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Applications of Computer
Course Code: 1401105
Semester: 1st

Credits -3   **L T P**

                                                                        3 0 0

Course Outcomes:

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

CO	Statement
CO1	Gain the knowledge about computer fundamentals with their Elements.
CO2	Learn the various components of Computers system.
CO3	Enhance the knowledge related to the various software used in day to day work in the industry.
CO4	Understand the concept of operation system with their modules.
CO5	Develop the knowledge related to the basics of networking.

Course Content
UNIT-1

COMPUTER FUNDAMENTALS – THEORY INFORMATION CONCEPTS AND PROCESSING: Definitions, Need, Quality and Value of Information, Data Processing Concepts. ELEMENTS OF A COMPUTER SYSTEM: Definitions, Characteristics of Computers, Classification of Computers, Limitations.

UNIT-2

HARDWARE FEATURES AND USES: Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output

Devices. **SOFTWARE CONCEPTS**: System Software, Application Software, Language Classification, Compilers and Interpreters.

UNIT-3

OPERATING SYSTEMS/ENVIRONMENTS – THEORY BASICS OF MS-DOS: Internal commands, External commands. INTRODUCTION TO **WINDOWS**: GUI /Features, Parts of a Typical Window and their Functions.

UNIT-4

NETWORKS – THEORY: Network Topology-Bus, Star, Ring, Network Applications, Types of Network-LAN, MAN, WAN, Network Configuration Hardware-Server, Nodes, Channel-Fibre optic, Twisted, Co-axial, Hubs, Network Interface Card- Arcnet, Ethernet, Network Software- Novel, Windows NT.

References:

- Arora Ashok. & Bansal Shefali. (2000). *Computer Fundamentals*. New Delhi: Excel Books.

- Chauhan S. Saxena A. & Gupta K. (2006). *Fundamentals of Computer*. NP: Laxmi Publications.

- Sinha Pradeep Kumar. & Sinha Priti. (2007). *Computer Fundamentals*. New Delhi: BPB Publication.

- Stallings. William. (2007). *Computer Networking with Internet Protocols and Technology*. Delhi: Pearson Education.

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- https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/6HARDWARE%20FEATURES.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/10INTRODUCTION%20TO%20WINDOWS.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/7SOFTWARE%20CONCEPTS.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3

CO1	2	1	2	2	1	1	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	2	1	2	1	1	3	2	2	2	1
CO4	2	1	2	1	2	1	2	1	2	2	1
CO5	1	2	1	2	1	2	1	2	1	2	2
Average	2	1.8	1.6	2	1.4	1.6	2	2	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Principle of Food Science
Course Code: 1401106
Semester: 1st

Credits -3   **L T P**

                                                              3 0 0

Course Outcomes:

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

CO	Statement
CO1	Understand the importance and scope of nutrition in Food industry.
CO2	Acquire the knowledge of composition and sources of various nutrients.
CO3	Gain the knowledge about the structure and properties of proteins
CO4	Exhibit the various techniques of food processing.
CO5	Know the concept of emulsions in food science.

Course Content
UNIT-1

Definition and scope of food science and it's inter-relationship with food Chemistry, food microbiology and food processing.

CARBOHYDRATES: Introduction, Effect of cooking (gelatinization and retro Gradation), Factors 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-2

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 uses of proteins in different food preparations (like Egg Jells, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

UNIT-3

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

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

UNIT-4

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

References:

- Sunera Roday. (2015).*Food Science and Nutrition*. Oxford University press.
- Swaninathan. (2010).*Hand book of food and nutrition.* Bappco Publisher.
- David A. Bender.(2010) .*A Dictionary of Food and Nutrition*. Cookbook Publications.
- Karen Eich Drummond & Lisa M Brefere (2015). *Nutrition for Food Service & Culinary Professionals*. Fifth Edition. Culinary Institute of America. Global Books & Subscription Services.

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- https://www.ihmnotes.in/assets/Docs/Sem-1/NU/UNIT%204%20Vitamin%20&%20Minrals.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	2	1	1	2	-	1	2	3
CO2	2	3	2	3	2	3	2	2	2	3	2
CO3	3	2	1	2	3	-	3	1	2	2	1
CO4	2	1	2	2	2	1	2	2	2	2	1
CO5	2	1	2	1	1	-	2	1	1	2	2
Average	2.2	1.6	1.8	2	1.8	1.6	2.2	1.5	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

<div align="center">

Course Name: Applications of Computer

Course Code: 1401105

Semester: 1st

</div>

Credits -3   **L   T   P**

                                                                               3   0   0

Course Outcomes:

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

CO	Statement
CO1	Gain the knowledge about computer fundamentals with their Elements.
CO2	Learn the various components of Computers system.
CO3	Enhance the knowledge related to the various software used in day to day work in the industry.
CO4	Understand the concept of operation system with their modules.
CO5	Develop the knowledge related to the basics of networking.

<div align="center">

Course Content

UNIT-1

</div>

COMPUTER FUNDAMENTALS – THEORY INFORMATION CONCEPTS AND PROCESSING: Definitions, Need, Quality and Value of Information, Data Processing Concepts. ELEMENTS OF A COMPUTER SYSTEM: Definitions, Characteristics of Computers, Classification of Computers, Limitations.

UNIT-2

HARDWARE FEATURES AND USES: Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices. **SOFTWARE CONCEPTS**: System Software, Application Software, Language Classification, Compilers and Interpreters.

UNIT-3

OPERATING SYSTEMS/ENVIRONMENTS – THEORY BASICS OF MS-DOS: Internal commands, External commands. INTRODUCTION TO **WINDOWS**: GUI /Features, Parts of a Typical Window and their Functions.

UNIT-4

NETWORKS – THEORY: Network Topology-Bus, Star, Ring, Network Applications, Types of Network-LAN, MAN, WAN, Network Configuration Hardware-Server, Nodes, Channel-Fibre optic, Twisted, Co-axial, Hubs, Network Interface Card- Arcnet, Ethernet, Network Software- Novel, Windows NT.

References:

- Arora Ashok. & Bansal Shefali. (2000). *Computer Fundamentals*. New Delhi: Excel Books.
- Chauhan S. Saxena A. & Gupta K. (2006). *Fundamentals of Computer*. NP: Laxmi Publications.
- Sinha Pradeep Kumar. & Sinha Priti. (2007). *Computer Fundamentals*. New Delhi: BPB Publication.
- Stallings. William. (2007). *Computer Networking with Internet Protocols and Technology*. Delhi: Pearson Education.

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- https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/10INTRODUCTION%20TO%20WINDOWS.pdf
- https://www.ihmnotes.in/assets/Docs/Sem-1/Comp/7SOFTWARE%20CONCEPTS.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	2	1	1	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	2	1	2	1	1	3	2	2	2	1
CO4	2	1	2	1	2	1	2	1	2	2	1
CO5	1	2	1	2	1	2	1	2	1	2	2
Average	2	1.8	1.6	2	1.4	1.6	2	2	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food Preparation – I (LAB)

Course Code: 1401107

Semester: 1st

Credits -2   **L   T   P**

                                                                                  0   0   4

Course Outcomes:

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

CO	Statement
CO1	Identify the various equipment used in professional kitchen.
CO2	Understand the different types of cuts of vegetables used in a professional kitchen.
CO3	Gain the knowledge about usage of ingredients appropriately to produce desired recipes.
CO4	Acquire the knowledge regarding the basic cooking and pre-preparation.
CO5	Exhibit the working of various equipment used in bakery & patisserie section in hotel.

Course Content

1.Equipment's - Identification, Description, Uses & handling

- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen Demonstrations &simple applications

2.Vegetables - classification

- Cuts - julienne, jardinière, macaroni's, brunoise, pays sane, mignonette, dices, cubes, shred, mirepoix

- Preparation of salad dressings Demonstrations &simple applications by students

3.Identification and Selection of Ingredients – Qualitative and quantitative measures.

4.Basic Cooking methods and pre-preparations

- Blanching of Tomatoes and Capsicum

- Preparation of concasse

- Boiling (potatoes, Beans, Cauliflower, etc.)

- Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.

- Braising - Onions, Leeks, Cabbage

- Starch cooking (Rice, Pasta, and Potatoes)

5.Stocks - Types of stocks (White and Brown stock)

- Fish stock

- Emergency stock

- Fungi stock

6.Sauces - Basic mother sauces

- Béchamel

- Espagnole

- Veloute

- Hollandaise

- Mayonnaise

- Tomato

7.Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft & Hard)

- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)

- Poaches

- Scrambled

- Omelets (Plain, Stuffed, Spanish)

- En cocotte (eggs Benedict)

8.Simple Salads & Soups:

- Cole slaw,

- Potato salad,

- Beet root salad,

- Green salad,

- Fruit salad,

- Consommé

9.Simple Egg preparations:

- Scotch egg,

- Assorted omelets,

- Oeuf Florentine

- Oeuf Benedict

- Oeuf Force

- Oeuf Portugese

- Oeuf Deur Mayonnaise

10.Simple potato preparations

- Baked potatoes

- Mashed potatoes

- French fries

- Roasted potatoes

- Boiled potatoes

- Lyonnaise potatoes

- Allumettes

- Vegetable preparations

- Boiled vegetables

- Glazed vegetables

- Fried vegetables

- Stewed vegetables.

Bakery & patisserie

1. **Equipment's,**

   - Identification

   - Uses and handling Ingredients - Qualitative and quantitative measures

2. **BREAD MAKING**

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche Demonstration by instructor and applications by students

3. **SIMPLE CAKES**
   - Demonstration & Preparation of Simple and enriched Cakes, recipes
   - Sponge, Genoise, Fatless, Swiss roll.
   - Fruit Cake
   - Rich Cakes
   - Dundee
   - Madeira

4. **SIMPLE COOKIES**
   - Demonstration and Preparation of simple cookies like
   - Nan Khatai
   - Golden Goodies
   - Melting moments
   - Swiss tart
   - Tri color biscuits
   - Chocolate chip
   - Cookies
   - Chocolate Cream Fingers
   - Bachelor Buttons. Demonstration by instructor and applications by students

5. **HOT / COLD DESSERTS**
   - Caramel Custard,
   - Bread and Butter Pudding

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	3	2	1	1	2	2	1	2	3
CO2	2	3	2	1	2	-	2	2	2	3	2

CO										
CO3	3	2	1	2	3	1	3	2	2	2	1
CO4	2	1	2	2	2	-	1	2	2	2	1
CO5	2	1	2	1	1	1	2	1	1	2	2
Average	**2.4**	**1.8**	**2**	**1.6**	**1.8**	**1**	**2**	**1.8**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food and Beverage Service - I (LAB)
Course Code: 1401108
Semester: 1st

Credits -2   **L   T   P**

                                                                     0   0   4

Course Outcomes:

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

CO	Statement
CO1	Understand the different profiles of food & beverage areas.
CO2	Identify the various food and beverage service equipment and their appropriate use in the restaurants.
CO3	Gain the knowledge about different types of glassware, crockery, cutlery, trolley and tables etc. used in food and beverage service.
CO4	Demonstrate the skills related to the crumbing task.
CO5	Exhibit the service etiquettes during the service of water, juices, tonic water etc.

Course Content

Food Service areas – Induction & Profile of the areas

Ancillary F&B Service areas – Induction & Profile of the areas

Familiarization of F&B Service equipment

Care & Maintenance of F&B Service equipment

Cleaning / polishing of EPNS items by:

Plate Powder method

Polivit method

Silver Dip method

Burnishing Machine

Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

Tea – Preparation & Service

Coffee - Preparation & Service

Juices & Soft Drinks - Preparation & Service

Mock tails

Juices, Soft drinks, Mineral water, Tonic water

Cocoa & Malted Beverages – Preparation & Service

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	3	2	1	2	1	2	3	1	2	3
CO2	3	2	3	2	3	-	2	1	2	1	3
CO3	3	2	1	1	2	1	3	2	2	2	1
CO4	2	1	2	2	2	-	1	2	2	2	1
CO5	1	2	1	1	2	1	2	1	1	2	2
Average	**2.4**	**2**	**1.8**	**1.4**	**2.2**	**1**	**2**	**1.8**	**1.6**	**1.8**	**2**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office -I (Lab)

Course Code: 1401109

Credits -2   **L   T   P**

                                                                 0   0   4

Course Outcomes:

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

CO	Statement
CO1	Understand the functions and operation of various equipment in front office.
CO2	Develop the skills required for front office staff.
CO3	Gain the knowledge about the full procedure of welcoming the guests in a hotel.
CO4	Learn the various skills to communicate efficiently in front office department and co-ordinate with other departments as well.
CO5	Understand the basics of property management system used in hospitality industry.

Course Content

1   Appraisal of front office equipment and furniture

2   Rack, Front desk counter & bell desk

3   Filling up of various Performa

4   Welcoming of guest

5   Telephone handling

6   Role play:

- Reservation

- Arrivals

- Luggage handling

- Message and mail handling

- Paging

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	3	2	1	2	-	2	3	1	2	3
CO2	3	2	3	2	3	1	2	1	2	1	3

CO3	3	2	2	1	1	1	3	2	2	3	1
CO4	1	2	2	2	2	-	1	2	1	2	1
CO5	2	2	1	1	2	1	2	1	1	2	2
Average	**2.4**	**2.2**	**2**	**1.4**	**2**	**1**	**2**	**1.8**	**1.4**	**2**	**2**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations - I (Lab)

Course Code: 1401110

Semester: 1st

Credits -2   **L   T   P**

                                                                         0   0   4

Course Outcomes:

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

CO	Statement
CO1	Acquire the knowledge regarding the various layouts of guest rooms according to industry standards.
CO2	Gain the knowledge about the equipment used in housekeeping and their appropriate use during operation.
CO3	Learn the cleaning of various surfaces and precautions needed to be taken during cleaning.
CO4	Exhibit the skills regarding the setup of maid's trolley
CO5	Understand the basics of property management system.

Course Content

01 Sample Layout of Guest Rooms

- Single room
- Double room
- Twin room
- Suite

02 Guest Room Supplies and Position

- Standard room

- Suite

- VIP room special amenities

03 Cleaning Equipment-(manual and mechanical)

- Familiarization

- Different parts

- Function

- Care and maintenance

04 Cleaning Agent

- Familiarization according to classification

- Function

05 Maid's trolley

- Contents

- Trolley setup

06 Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double

- Suite

- Conference etc.

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	3	2	1	2	2	1	2	1	2	1
CO2	2	2	3	2	3	1	3	3	2	1	3
CO3	3	2	2	1	1	-	2	1	1	3	2
CO4	2	2	2	1	2	1	1	2	1	2	1
CO5	1	1	2	1	2	-	2	1	1	2	2
Average	**2.2**	**2**	**2.2**	**1.2**	**2**	**1.3**	**1.8**	**1.8**	**1.2**	**2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food Preparation – II

Credits -3   **L   T   P**

                                                                 3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn the basic preparation of soups, sauces and gravies used in industry for basic cooking.
CO2	Acquire the required skills to clean and debone a fish, and their different types of cuts.
CO3	Develop the skills for preparation of breads and pastry creams.
CO4	Enhance the knowledge regarding the structure of kitchen with the duties and responsibilities of each position/person.
CO5	Acquire the food preparation skills in small and large quantities by using different techniques.

Course Content

UNIT-1

SOUPS: Basic recipes other than consommé with menu examples-Broths, Bouillon, puree, cream, Veloute, Chowder, Bisque etc., Garnishes and Accompaniments, International soups.

SAUCES & GRAVIES: Difference between sauce and gravy, Derivatives of Mother sauces, Contemporary & Proprietary.

UNIT-2

MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each).

FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat).

RICE, CEREALS & PULSES: Introduction, Classification and identification, cooking of rice, cereals and pulses, Varieties of rice and other cereals.

UNIT-3

PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, Differences, uses of each pastry, Care to be taken while Preparing pastry, Role of

each ingredient, Temperature of baking pastry.

Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE.

BREADS: Principles of bread making, Simple yeast breads, Role of each Ingredient in break making, Baking temperature and its importance.

PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production.

UNIT-4

BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese,

Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter.

BASIC INDIAN COOKERY: - CONDIMENTS & SPICES: Introduction to Indian food, Spices used in Indian Cookery, Role of spices in Indian cookery, **MASALAS:** Blending of spices, Different masalas used in Indian Cookery-Wet Masalas, Dry masalas, Composition of different masalas, Varieties of masalas Available in regional areas, Special masalas blends.

KITCHEN ORGANIZATION AND LAYOUT: General layout of the kitchen in various Organizations, Layout of receiving areas, Layout of service and wash up.

References:

- Singh Vikas. (2011). *Text Book Of food Production (BTK).*Aman Publication New Delhi.
- Bali. Parvinder S. (September 2017).*Quantity Food Production Operations and Indian Cuisine*. Oxford University Press.
- Folsom. LeRoi A. (January 1974).*The Professional Chef.* Boston CBI Pub.
- Arora K. (January 2008).*Theory of Cookery.* Frank Brothers.
- Friberg Bo. (March 2002). The Professional Pastry Chef. Wiley & Sons INC.

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- https://www.ihmnotes.in/assets/Docs/Sem-2/Food%20Production/Unit-3%20Meat.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-2/Food%20Production/Unit%20-5%20CEREALS%20&%20rice.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.2**	**1.4**	**2**	**1.2**	**2.2**	**1.6**	**1.8**	**1.8**	**1.6**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food and Beverage Services – II

Course Code: 1401202

Semester: 2ⁿᵈ

Credits -3   **L   T   P**

                                                                3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn the basic knowledge about menu planning in a hotel.
CO2	Understand the different types of menus such as ala carte, Table d hote, French Classical Menu etc.

CO3	Know the different KOT control systems used in the hotel Industry.
CO4	Develop the skills related to the different types of Tobaccos products used in the hotel Industry.
CO5	Acquire the knowledge regarding the structure of Food & beverage department with the duties and responsibilities of each position/person.

Course Content
UNIT-1

MEALS & MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes, Types of Meals-Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner Supper.

UNIT-2

PREPARATION FOR SERVICE: Organizing Mise-en-scene, Organizing Mis-en-Place, TYPES OF FOOD SERVICE-Silver service, pre-plated service, Cafeteria Service, Room service, Buffet service, Gueridon service, Lounge service.

UNIT-3

SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill. Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

UNIT-4

TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,

Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names, Cigars – shapes, sizes, colors and Brand names, Care and Storage of cigarettes & cigars

References:

- Andrews Sudhir.1 July 2017. *Food and Beverage Services: A Training Manual.* McGraw Hill Education.
- Kant Jay Prakash. 1 January 2015. *Food & Beverage: Management and Cost Control.* Aman Publications.
- George Bobby. And Chatterjee Sandeep.1 August 2008. *Food & Beverage - Service and Management.* Jaico Publishing House.

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- https://hmhub.me/2nd-sem-f-b-service-notes/
- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	2	2	1	2	2	1	2	1	2	1
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	3	1	3	1	3	2	2	3	2	1	2
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	2.6	1.6	2	1	2.2	2	1.8	1.8	1.4	1.8	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office – II

Course Code: 1401203

Semester: 2nd

Credits -3   **L T P**

                                                                      3 0 0

Course Outcomes:

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

CO	Statement
CO1	Know the basic engineering of tariff structure used in industry.
CO2	Acquire the knowledge about guest cycle with the role & responsibility of front office staff

CO3	Gain the knowledge about basics of reservation system used by the hotel.
CO4	Understand the process of key handling, mail and message handling.
CO5	Learn the Check in or check out procedures as per the standards of hotel industry.

Course Content

UNIT-1

TARIFF STRUCTURE: Basis of charging, Plans, competition, customer's profile, Standards of service & amenities, Hubbart formula, Different types of tariffs-Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents

UNIT-2

FRONT OFFICE AND GUEST HANDLING: Introduction to guest cycle, Pre-Arrival, Arrival, during guest stay, Departure, after departure FRONT OFFICE CO-ORDINATION: With other departments of hotel.

UNIT-3

RESERVATIONS: Importance of reservation, Modes of reservation, Channels and sources (Fits, Travel Agents, Airlines and Gist), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non-automatic, semi-automatic Fully automatic), Cancellation, Amendments, Overbooking, Room Selling Techniques: Up selling, Discounts.

UNIT-4

ARRIVALS: Preparing for guest arrivals at Reservation and Front Office, receiving of guests, Pre-registration, Registration (non-automatic, semi-Automatic and automatic), Relevant records for Fits, Groups, Air crews & VIPs During the Stay Activities: Information services-Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints Handling, Guest handling, Guest history.

References:

- Tewari Jatashankar R. (June 2016). *Front office operations and management*. Oxford University Press.

- Bhakta Anu tosh. (August 2011). *Professional Hotel Front Office Management*. McGraw Hill Education.

- Baker Sue. Huyton Jermy. (2000). *Principles of Front Office Operations*. Publisher Thomson Learning.

- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel*

Operations. Pearson Prentice Hall.

- Beavis J. R. S. Medlik S. (1969). *A Manual of Hotel Reception*. Heinemann Professional

E-References:

- https://www.youtube.com/watch?v=5E-FGxfqJbo

- https://www.youtube.com/watch?v=tAgYPqEk_KI

- https://hmhub.me/key-handling-in-front-office/

- https://www.ihmnotes.in/assets/Docs/Sem-2/Front%20office-done/Ch-4%20ROOM%20SELLING%20TECHNIQUES.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	2	2	1	2	2	1	2	1	2	1
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	2	1	2	1	2	-	2	1	1	1	2
CO5	2	2	1	1	2	-	1	1	2	1	2
Average	**2.4**	**1.8**	**1.6**	**1**	**2**	**2**	**1.6**	**1.4**	**1.4**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations – II

Course Code: 1401204

Semester: 2nd

Credits -3   **L   T   P**

                                                                 3   0   0

Course Outcomes:

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

CO	Statement
CO1	Gain the knowledge about the room layouts and types of beds and mattresses
CO2	Know the various techniques required in public area cleaning.

CO3	Acquire the knowledge regarding the routine record system of housekeeping department as per hotel standards
CO4	Learn the various types of lost and found procedures with the functions of control desk.
CO5	Understand the various categories of pests, and the techniques of pest control.

Course Content

UNIT-1

ROOM LAYOUT AND GUEST SUPPLIES: Standard Rooms, VIP, Rooms, Guest Special Requests. Types of Beds and Mattresses

UNIT-2

AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the House Areas, Work routine and associated problems e.g., high traffic Areas, Façade cleaning etc.

UNIT-3

ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists

UNIT-4

PEST CONTROL: Areas of infestation, Preventive measures and Control Measure

KEYS: Types of keys, computerized key cards, Key control

References:

- Stallworth Shelia. (January 2019). *Housekeeping Book*. Independently Published.
- Andrews, (July 2017). *Hotel Housekeeping A training Manual*. 3rd Edition. MHE Publisher
- Ganguly Pralay. (January 2019). *Housekeeping Management in Hotel and Service Industry*. Wiley India.
- Negi Singh Deepak. Verma Dr. Shiv Mohan. (January 2020). *Fundamentals of Hotel*. Bharti Publications.

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- https://www.ihmnotes.in/firstyrnotes.html
- https://www.ihmnotes.in/thirdyrnotes.html

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.6**	**1.4**	**1.8**	**1**	**2**	**1.7**	**1.2**	**1.6**	**1.8**	**1.6**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Nutrition

Course Code: 1401205

Semester: 2nd

Credits -3   **L   T   P**

                                                                   3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn the significance of nutrition in daily life.
CO2	Gain the knowledge about various terms like food, health, nutrition, malnutrition, and nutritional status.
CO3	Understand the relationship between macro nutrients and micro nutrients and their effects on our body.
CO4	Acquire the required skills to plan balanced and nutritious meals according to the needs of the customer.

| CO5 | Understand the effects of mass production cooking on nutritional value of food. |

Course Content

UNIT-1

BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food (Physiological, Psychological and Social function of food) in maintaining good health, Classification of nutrients.

ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy Contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors Affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of Food, Dietary sources of energy. Concept of energy balance and the health Hazards associated with Underweight, Overweight.

UNIT-2

MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and Polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids-Definition, Classification: Saturated and Unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins- Definition, Classification based Upon amino acid composition, Dietary sources, Functions, Methods of improving Quality of protein in food (special emphasis on Soya proteins and whey proteins).

UNIT-3

MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats Soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor),Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine &Fluorine WATER: Definition, Dietary Sources (visible, invisible), Functions Of water, Role of water in maintaining health (water balance).

BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, Physiological state

UNIT-4

MENU PLANNING: Planning of nutritionally balanced meals based upon the three Foods group system-Factors affecting meal planning, Critical evaluation of few Meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of

dishes/meals.

MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP).

NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health Specific meals, Critical evaluation of fast foods, new products being launched in the market (nutritional evaluation).

References:

- Robinson Lawlar C. H. 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 Aspect.* Ganesh & Co.

- Hughes O. Bennion M. (1970). *Introductory foods*. Macmillan Company.

- Karen Eich Drummond. & Lisa M Brefere. (2015). *Nutrition for Food Service & Culinary Professionals*. Fifth Edition. Culinary Institute of America. Global Books & Subscription Services.

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- https://www.youtube.com/watch?v=EifqVW0u6aI

- https://www.ihmnotes.in/assets/Docs/Sem-1/NU/UNIT-2-ENERGY.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-1/NU/UNIT%208%20Mass%20Food%20Production.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.2**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

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Course Name: Accountancy

Course Code: 1401206

Semester: 2nd

</div>

Credits -3   **L   T   P**

                                                                 3   0   0

Course Outcomes:

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

CO	Statement
CO1	Develop the basic knowledge related to the accounting terms.
CO2	Acquire the knowledge about the usage of cash book in organization.
CO3	Learn the procedure to prepare the bank reconciliation statement.
CO4	Gain the knowledge about different types of accounting books used in hotel industry.
CO5	Know the essentials of capital and revenue expenditure.

<div align="center">

Course Content

UNIT-1

</div>

INTRODUCTION TO ACCOUNTING: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, generally Accepted Accounting Principles (GAAP). PRIMARY BOOKS

(JOURNAL): Meaning and Definition, Format of Journal, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's

<div align="center">

UNIT-2

</div>

SECONDARY BOOK (LEDGER): Meaning and Uses, Formats, Posting, Practical's
SUBSIDIARY BOOKS: Need and Use, Classification, Purchase Book, Sales Book, Purchase Returns, Sales Returns, Journal Proper, Practical's.
CASH BOOK: Meaning, Advantages, Simple, Double and Three Column, Petty Cash Book with Interest System (simple and tabular Forms), Practical's

<div align="center">

UNIT-3

</div>

BANK RECONCILIATION STATEMENT: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement, No Practical's.
Trial balance: Meaning, method, advantage, Limitations & practical.

FINAL ACCOUNTS: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four), Closing Stock, Pre-paid Expenses, Outstanding Expenses, Depreciation.

CAPITAL AND REVENUE EXPENDITURE: Meaning, Definition of Capital and Revenue Expenditure

References:

- Sharma R.K. and Shashi K. Gupta. (2019). *Management Accounting*. Kalyani Publisher. Ludhiana.

- Ozi A.D Cunha. & Gleson O. D Cunha. (2014). *Hotel Accounting & Financial Control*. Dicky's Enterprize Mumbai.

- David Alexander. Christopher Nobes. *Financial accounting: an international introduction*. Wiley Publication.

- Bierman H. (2011). *Financial and Management Accounting: An Introduction*. MacMillian. New York.

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- https://www.ihmnotes.in/assets/Docs/Sem-2/Accounts-done/Ch-4%20SUBSIDIARY%20BOOKS.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-2/Accounts-done/CH-6%20BANK%20RECONCILATION%20STATEMENT.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	1	2	1	2	1	2	2	2
CO2	3	1	2	1	2	-	1	2	3	3	1
CO3	3	2	2	2	2	2	1	2	1	3	1
CO4	2	1	2	1	2	-	2	1	2	2	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.4**	**1.2**	**1.8**	**1.2**	**2**	**1.3**	**1.4**	**1.4**	**2**	**2.2**	**1.6**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High

Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food Preparation -II (LAB)
Course Code: 1401207
Semester: 2nd

Credits – 2   **L   T   P**

                                                                    0   0   4

Course Outcomes:

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

CO	Statement
CO1	Understand the classification of meats and different types of cuts of meat products.
CO2	Develop the knowledge of identification, selection and processing of meat, fish and poultry.
CO3	Acquire the required skills needed in plating of food and exotic dishes prepared in hotels.
CO4	Learn the various bakery dishes using different types of pastries.
CO5	Exhibit the various Indian cold & hot sweet dishes.

Course Content

1 **Meat – Identification of various cuts, Carcass**

   ● Demonstration

   ● Preparation of basic cuts-Lamb and Pork Chops,

   ● Tornado, Fillet, Steaks and Escalope

   ● Fish-Identification & Classification

   ● Cuts and Folds of fish

2 **Identification, Selection and processing of Meat, Fish and poultry.**

   ● Slaughtering and dressing

3 **Preparation of menu: Salads & soups**-

   ● Waldr of salad, Fruit salad, Russian

   ● Salad, saladenicoise,

   ● Cream (Spinach, Vegetable, and Tomato),

- Puree (Lentil, Peas Carrot)

- International soups

4 **Chicken, Mutton and Fish Preparations**-

- Fish only**,** a la anglaise, Colbert, meuniere, poached, and baked

- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &

- Lamb/Pork chops, Roast chicken, grilled chicken, Leg of

- Lamb, Beef

5 **Simple potato preparations-**

- Basic potato dishes

- Vegetable preparations-

- **Basic vegetable**

- **Indian cookery-**Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

BAKERY & PATISSERIE

1 **PASTRY:**

Demonstration and Preparation of dishes

using Varieties of Pastry

- Short Crust – Jam tarts, Turnovers

- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

- Choux Paste – Éclairs, Profiteroles

2 **COLD SWEET**

- Honeycomb mould

- Butterscotch sponge

- Coffee mousse

- Lemon sponge

- Trifle

- Blancmange

- Chocolate mousse

- Lemon soufflé

3 **HOT SWEET**

Bread & butter pudding, Caramel custard

- Albert pudding
- Christmas pudding

4 INDIAN SWEETS

- Simple ones such as chicoti, gajjar halwa, kheer

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	2	1	1	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	2	1	2	3	-	3	2	2	2	1
CO4	2	1	2	2	2	1	2	2	2	2	1
CO5	2	1	2	1	1	-	2	1	1	2	2
Average	**2.2**	**1.6**	**1.8**	**2**	**1.8**	**1.6**	**2.2**	**2**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Foundation Food & Beverage Service-II (Lab)

Course Code: 1401208

Semester: 2nd

Credits – 2   **L   T   P**

                                                                   0   0   4

Course Outcomes:

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

CO	Statement
CO1	Understand the different types of breakfast menus along with their cover layouts.
CO2	Learn the importance of mise-en-place in restaurant
CO3	Know the procedure of order taking in restaurant.
CO4	Exhibit the setup procedure of table cover for a room service tray and trolley.
CO5	Acquire the service skills of cigarettes and tobaccos in hotels.

Course Content

REVIEW OF SEMESTER -1

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Enchasing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar

- Smoke Salmon

- Pate de Foie Gras

- Snails

- Melon

- Grapefruit

- Asparagus

Service of Tobacco

- Cigarettes & Cigars

Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)

- French Classical Menu Planning

- French for Receiving, Greeting & Seating Guests

- French related to taking order & description of dishes

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office-II (Lab)

Course Code: 1401209

Semester: 2ⁿᵈ

Credits – 2

L	T	P
0	0	4

Course Outcomes:

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

CO	Statement
CO1	Know the basic key functions of property management systems
CO2	Learn the procedure of reservation system of the hotel
CO3	Exhibit the standardize reservation procedure followed by the hotel industry.
CO4	Understand the basic skills required for customer service in Front office
CO5	Acquire the knowledge about Check in or check out procedures as per the standards of hotel industry.

Course Content

1. Hot function keys
2. Create and update guest profiles
3. Make FIT reservation
4. Send confirmation letters
5. Printing registration cards
6. Make an Add-on reservation
7. Amend a reservation
8. Cancel a reservation-with deposit and without deposit
9. Log onto cashier code
10. 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. Issue a new key
19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys

25. Programme one key for two rooms

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	1	3	2	1	-	-	2	2	2	1
CO4	1	1	2	1	2	1	2	1	2	2	1
CO5	2	2	1	2	1	2	1	2	1	2	2
Average	2.2	1.6	2	2	1.4	2	1.7	2	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations-II (Lab)

Course Code: 1401210

Semester: 2nd

Credits – 2   **L   T   P**

                                                                                                          0   0   4

Course Outcomes:

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

CO	Statement
CO1	Learn the cleaning procedure of guest room in different situations for example vacant, Occupied and check out.
CO2	Understand the different types of equipment and how to use them in housekeeping department.
CO3	Develop the knowledge related to the preparation of room occupancy report.
CO4	Acquire the skills related to preparation procedure of inspection report of guest rooms.
CO5	Know the basic of property management system.

Course Content

Review of semester 1

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

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

Records Room occupancy report

- ✔ Checklist
- ✔ Floor register

- ✓ Work/ maintenance order]
- ✓ Lost and found
- ✓ Maid's report
- ✓ Housekeeper's report
- ✓ Log book
- ✓ Guest special request register
- ✓ Record of special cleaning
- ✓ Call register
- ✓ VIP list
- ✓ Floor linen book/ register

Guest room inspection Minibar management

- ✓ Issue
- ✓ stock taking
- ✓ checking expiry date
- ✓ Handling room linen/ guest supplies
- ✓ maintaining register/ record
- ✓ replenishing floor pantry
- ✓ stock taking
- ✓ Guest handling
- ✓ Guest request
- ✓ Guest complaints

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	3	2	1	2	2	1	2	1	2	1
CO2	2	2	3	2	3	1	3	3	2	1	3
CO3	3	2	2	1	1	-	2	1	1	3	2
CO4	2	2	2	1	2	1	1	2	1	2	1
CO5	1	1	2	1	2	-	2	1	1	2	2
Average	**2.2**	**2**	**2.2**	**1.2**	**2**	**1.3**	**1.8**	**1.8**	**1.2**	**2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Correlation and "-" indicates there is no correlation.

<div align="center">

Course Name: Environment Studies

Course Code: A100302

Semester: 3rd

</div>

Credits -3   **L   T   P**

                                                           3   0   0

Course Outcomes:

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

CO	Statement
CO1	Understand the multidisciplinary approach to environment studies.
CO2	Acquire the knowledge related to the natural resources
CO3	Know the concept of ecosystem with their structure.
CO4	Get the knowledge of environment pollution.
CO5	Learn the social issues and their impact on environment.

<div align="center">

Course Content

Unit 1

</div>

The Multidisciplinary nature of environmental studies

Definition, scope and importance, Need for public awareness.

<div align="center">

Unit 2

</div>

Natural Resources: Renewable and non-renewable resources: Natural resources and associated problems. Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. Water resources: Use and over-Utilization of surface and ground water, floods, drought, conflicts and water, dams-benefits and problems. Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. Role of an individual in conservation of natural resources.

Equitable use of resources for sustainable lifestyles.

Unit 3

Ecosystems Concept of an ecosystem. Structure and function of an ecosystem. Producers, consumers and decomposers. Energy flow in the ecosystem. Ecological succession. Food chains, food webs and ecological pyramids. Introduction, types, characteristic features, structure and function of the following ecosystem: - Forest ecosystem Grassland ecosystem Desert ecosystem

Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 4

Biodiversity and its conservation Introduction – Definition: genetic, species and ecosystem diversity. Biogeographically classification of India, Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values Biodiversity at global, National and local levels. India as a mega-diversity nation Hot-spots of biodiversity. Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts. Endangered and endemic species of India Conservation of biodiversity: In-situ conservation of biodiversity.

Unit 5

Environmental Pollution Definition Causes, effects and control measures of:-Air pollution Thermal pollution nuclear hazard sill-effects of fireworks Solid waste Management: Causes, effects and control measures of urban and industrial wastes. Role of an individual in prevention of pollution. Pollution case studies. Disaster management: floods, earthquake, cyclone and landslides.

Unit 6

Social Issues and the Environment from Unsustainable to Sustainable development urban problems related to energy Water conservation, rain water harvesting, and watershed management Resettlement and rehabilitation of people; its problems and concerns. Case studies. Environmental ethics: Issues and possible solutions. Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies. Wasteland reclamation. Consumerism and waste products. Environment Protection Act. Air (Prevention and Control of Pollution) Act. Water (Prevention and control of Pollution) Act Wildlife Protection Act Forest Conservation Act Issues involved in enforcement of environmental legislation. Public awareness.

Unit 7

Human Population and the Environment Population growth, variation among nations. Population explosion – Family Welfare Programme. Environment and human health. Human

Rights. Value Education. HIV / AIDS Women and Child Welfare. Role of Information Technology in Environment and human health. Case Studies.

Unit 8

Field work

Visit to a local area to document environmental and river forest grassland Hill Mountain.

Visit to a local polluted site – Urban / Rural / Industrial / Agricultural

Study of common plants, insects, birds.

References:-

- Hawkins R.E., (2012) "*Encyclopedia of Indian Natural History*", Natural History Society, Bombay

- Jadhav, H & Bhosale, V.M., (1998) "*Environmental Protection and Laws*" Himalaya Pub. House, Delhi

- Mckinney, M.L. & School, R.M. (2002) "*Environmental Science systems & Solutions*", Web enhanced edition. 639

- Miller T.G. Jr. (2010) "*Environmental Science*", Wadsworth Publishing Co

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- https://www.swcarr.arizona.edu/sites/default/files/ACCSWUS_Ch8.pdf

- https://dducollegedu.ac.in/Datafiles/cms/ecourse%20content/PK%20(AECC-EVS)%20Chapter%20-%204%20Biodiversity.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.2**	**1.4**	**2**	**1.2**	**2.2**	**1.6**	**1.8**	**1.8**	**1.6**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Preparation Operations

Course Code: 1401401

Semester: 3ʳᵈ

Credits -3   **L   T   P**

                                                                    3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn the various equipment and their appropriate use in bulk cooking processes.
CO2	Acquire the knowledge regarding quality and Portion control.
CO3	Enhance the skills related to the indenting and planning of operation.
CO4	Gain the knowledge about different types of catering units.
CO5	Demonstrate the cooking skills of regional Indian cuisines.

Course Content

UNIT-1

QUANTITY FOOD PRODUCTION EQUIPMENT: Equipment required for Mass/volume feeding Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.

MENU PLANNING: Basic principles of menu planning – recapitulation, Points to Consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport Facilities, cruise lines, airlines, railway, Nutritional factors for the above.

UNIT-2

INDENTING: Principles of Indenting for volume feeding, Portion sizes of various Items for different types of volume feeding, modifying recipes for indenting for Large scale catering, Practical difficulties while indenting for volume feeding,

PLANNING: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

UNIT-3

VOLUME FEEDING: Institutional and Industrial Catering, Types of Institutional &

Industrial Catering, Problems associated with this type of catering, Scope for Development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development, Menu Planning and Theme Parties Concept of a Central Production Unit Problems Associated with off- premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase & Storage, Introduction to purchasing, purchasing system, Purchase Specifications, purchasing techniques, Storage.

UNIT-4

REGIONAL INDIAN CUISINE: Introduction to Regional Indian Cuisine: -Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed: Geographic Location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special Occasions.

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.

COMMUNITIES: Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian, Christian and Bohri

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

References:

- Bali Parvinder S. (September 2017). *Quantity Food Production Operations and Indian Cuisine.* Oxford University Press.

- Knight John B. Kotschevar Lendal H. (December 1988). *Quantity Food Production. Planning, and Management.* John Wiley & Sons.

- Arora K. (January 2008). *Theory of Cookery.* Frank Brothers.

- Bali Parvinder S. (May 2012). *International Cuisine and Food Production Management*. Oxford University Press.

- Chaini Susanta. (January 2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine.* Shroff Publishers & Distributors Pvt. Ltd.

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- https://www.youtube.com/watch?v=DDTSNbMgPh0
- https://www.youtube.com/watch?v=aBS1KFs66
- https://hmhub.me/regional-indian-cuisine/
- https://hmhub.me/off-premises-catering/
- https://hmhub.me/indenting-in-quantity-food-kitchen/
- https://hmhub.me/principles-of-planning-for-quantity-food-production-with-regard-
  to-space-allocation-equipment-selection-staffing/

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	1
CO2	3	3	2	3	2	1	1	3	1	3	2
CO3	3	1	3	2	1	2	-	2	2	2	1
CO4	1	2	1	1	2	1	2	1	1	1	1
CO5	1	2	1	2	1	2	1	2	1	2	2
Average	**2.2**	**1.8**	**1.8**	**2**	**1.4**	**1.5**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food and Beverage Operations

Course Code: 1401402

Semester: 3rd

Credits -3   **L   T   P**

                                                                              3   0   0

Course Outcomes:

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

CO	Statement
CO1	Acquire the basic knowledge of wines with their history and growth.
CO2	Develop the knowledge about concepts of Alcoholic Beverages and Spirits.
CO3	Understand the importance of Alcoholic Beverages in revenue generation in hospitality industry.

CO4	Get the knowledge of manufacturing process of beer with their classification.
CO5	Obtain the skills for preparing various liqueurs.

Course Content

UNIT-1

ALCOHOLIC BEVERAGE:

Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World. Wines: Principal wine regions wine laws, grape varieties, production and brand names (France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

UNIT-2

DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar. Bar stock – alcohol & non-alcoholic beverages, Bar equipment.

BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage.

UNIT-3

SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Sikes Scale. Gay - Lussac) OIML Scale

UNIT-4

APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)

LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Name, colour, predominant flavor & country of origin).

References: -

- Fearn David A. 1 June 1973.*Food and Beverage Management*. Butterworth-Heinemann Ltd.

- Lillicrap D.R. Robert Smith John. Cousins. 31 August 2011.*Food and Beverage Management*. Good fellow Publishers Limited; 3rd Edition.

- Negi Jagmohan. Manoher Gaurav. 3 October 2011. *Food and Beverage Management*. Himalaya Publishing House.

- Foster Dennis L. 1 April 1992. *Food and Beverage Operations*. McGraw-Hill Inc. Us.

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- https://www.youtube.com/watch?v=acIHuIykgGE

- https://www.ihmnotes.in/secondyrnotes.html

- https://www.ihmnotessite.net/3-food-beverage-service

- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operations

Course Code: 1401403

Semester: 3rd

Credits -3   **L T P**

                                                                                           3 0 0

Course Outcomes:

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

CO	Statement
CO1	Learn the usage of information technology in front office operation.
CO2	Acquire the knowledge about the property management system.
CO3	Understand the usage of accounting system in front office operation.
CO4	Gain the knowledge about the night auditing procedure in hotel.
CO5	Exhibit the safety & security procedures followed in the hotel in emergency situation.

Course Content

UNIT-1

COMPUTER APPLICATION IN FRONT OFFICE OPERATION: Role of Information technology in the hospitality industry, Factors for need of a PMS in the Hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus Control of Cash and Credit

UNIT-2

FRONT OFFICE (ACCOUNTING): Accounting fundamentals, Guest and non-guest accounts, accounting system (non-automated, semi-automated and fully Automated)

UNIT-3

CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, Transfer of guest accounts, Express check out)

NIGHT AUDITING: Functions, Audit procedures (non-automated, semi-Automated and fully automated

UNIT-4

FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of Security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) FRENCH Expressions de politesse et les commander et Expression's encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.

References:

- Ismail Ahmed. (2001). *Front Office operations and management*. Delmar Cengage Learning.
- Bhatnagar S. K. (January 2006). *Front office Operation Management*. Frank Brothers.

- Bardi James A. (November 2010). *Hotel Front Office Management*. Wiley International.
- Baker Sue, Huyton Jermy, (2000). *Principles of Front Office Operations*. Publisher: Thomson Learning.
- Kasavana Michael L. Cahill John J. (February 1992). *Managing Computers in Hospitality Industry*. Educational Institute of the Amer Hotel.

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- https://www.youtube.com/watch?v=hZ_jSZ8mQDs
- https://www.ihmnotes.in/assets/Docs/Sem-3&4/Front%20office/Ch-1COMPUTER%20APPLICATION%20IN%20FRONT%20OFFICE%20OPERATION.pdf
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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	2	1	1	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	2	1	2	3	-	3	2	2	2	1
CO4	2	1	2	2	2	1	2	2	2	2	1
CO5	2	1	2	1	1	-	2	1	1	2	2
Average	2.2	1.6	1.8	2	1.8	1.6	2.2	2	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations

Course Code: 1401404

Semester: 3rd

Credits -3
L T P
3 0 0

Course Outcomes:

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

CO	Statement
CO1	Learn the procedures and record system of linen and uniform room operations
CO2	Know the tracking system used for linen control and discarded linen in the hotel.
CO3	Determine the importance and process of laundry services in hotel operations.
CO4	Develop the skills required for using the laundry equipment and laundry agents in the industry.
CO5	Understand the Requirement Procedure for equipment and material for flower arrangement in the hotel.

Course Content

UNIT-1

LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and Records, Stocktaking-procedures and records, recycling of discarded linen, Linen Hire.

UNIT-2

UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of Uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.
SEWING ROOM: Activities and areas to be provided, Equipment provided.

UNIT-3

LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering- OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

UNIT-4

FLOWER ARRANGEMENT: Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower Arrangements, Principles of design as applied to flower arrangement.

References:
- Hasani Keshav. (January 2020). *Major Topic in Housekeeping*. Blue Rose Publishers.

- Rai Shaliendra. (January 2020). *Hotel Housekeeping Operations*. Orange Book Publication.

- Raghubalan G. (August 2018). *Hotel Housekeeping Operations and Management.* 2nd Edition. Oxford University.

- Institute Good housekeeping. (October 2013). *The Good Housekeeping Christmas Cookbook*. Sterling.

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- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_672068c1535740b1aa656ff4ca1baaa6.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.6**	**1.4**	**1.8**	**1**	**2**	**1.7**	**1.2**	**1.6**	**1.8**	**1.6**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Travel & Tourism

Course Code: 1401405

Semester: 3rd

Credits – 2

L   T   P

2   0   0

Course Outcomes:

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

CO	Statement

CO1	Understand the tourism Phenomenon in detail.
CO2	Learn the impact of tourism industry on development of the country.
CO3	Acquire the knowledge regarding the organizational structure of tourism industry.
CO4	Gain the knowledge about engineering of tour packages.
CO5	Explore the role and functions of government and non-government organizations in tourism sector.

Course Content

UNIT - 1

The tourism phenomenon: -Definition- tourism; tourist; visitor; excursionist; domestic; international; inbound; out band; destination Growth of tourism/evolution/history of tourism & present status of tourism in India Thomas cook grand circular tour Constituents of tourism industry Primary constituent's Secondary constituents The 4A's of tourism- attraction, accessibility, accommodation, amenities Career opportunities for tourism professional

UNIT-2

Infrastructure of tourism Role of transport in tourism Modes of transport- road, rail, area, sea Types of accommodation- main & supplementary Types of tourism: various motivator's holiday, social & cultural, MICE religious, VFR (visiting friends and relatives) sports, political, health, senior citizen sustainable tourism Alternative tourism: Eco tourism, agro rural tourism The impact of tourism Economic impact- employment generation, foreign exchange earnings, multiplier effect, leakage, infrastructure development Social, culture & political impact- standard of living, passport to peace, international understanding, social integration, regional growth, national integration Environment impact- tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry

UNIT - 3

The tourism organizations Objectives, role & function of government organizations: DOT, ITDC, MTDC, ASI, TFCL Domestic organizations: TAAI, FHRAI, IATO International organizations: WTO, IATA, PATA NGO: role of NGO in making responsible tourists, the travel agency Meaning & definition of travel agent Types of travel agent: retail & wholesale Functions of travel agent Provisions of travel information

- Ticketing
- Itinerary preparation

- Planning & costing

- Settling of accounts

- Liaisons with service providers

- Role of travel agent in promotion of tourism

UNIT - 4

The tour operator meaning & definition Types of tour operator: inbound, outbound & domestic Tour packaging- definition, components of a tour package

Types packaging tour:

- Independent tour

- Inclusive tour

- Escorted tour

- Business tour

Guide & escorts- their role and function qualities required to be a guide or escort Travel formalities & regulations Passport- definitions, issuing authority, types of passport, requirements for passport Visa- definition, issuing authority, types of visa, requirements for visa Health regulation- vaccination, health insurance, Economic regulation- foreigner exchange Itinerary planning: - Definition, steps to plan a tour, route map, transport booking, accommodation reservation, food facilities, local guide/escort, climate/seasonality, shopping & cultural show, costing. Note: Glossary of Terms Students should be familiar with the glossary of terms pertaining to above mentioned topics. Tutorials Preparation of itinerary- 2days, 7 days for well-known tourist destinations Preparation of passport, visa, requirements Field visit to a travel agency, airport etc.

References:

- Negi Jag Mohan (2001) "*Travel agency & our operation concepts & principles*" Kanishka publishes, distributors.

- Bhatia A.K. (1996) "*International tourism- fundamentals & practices*", sterling publishers private limited.

- Goswami B. K & Ravendran G. (2003). "*A textbox of India tourism*", Anand publications Pvt. Ltd.

- Singh Ratandeep, (1999). "*Dynamics of modern tourism*" Kanishka publishers.

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	2	2	1	2	2	1	2	1	2	1
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	3	1	3	1	3	2	2	3	2	1	2
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.6**	**1.6**	**2**	**1**	**2.2**	**2**	**1.8**	**1.8**	**1.4**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Communication Skills

Course Code: 1401406

Semester: 3rd

Credits – 2   **L   T   P**

                                                                                          2   0   0

Course Outcomes:

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

CO	Statement
CO1	Understand the need of efficient communication skills in Hospitality Industry.
CO2	Learn the professional speaking, listening and writing skills.
CO3	Acquire the knowledge about the Content Writing and its uses in hotel industry.
CO4	Gain the knowledge about importance of communication in inter and intra departmental co-ordination.
CO5	Explore the role of communication skills in any organization.

Course Content

UNIT - 1

Introduction: Theory of Communication, Types and modes of Communication Language of Communication: Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication

UNIT – 2

Speaking Skills: Monologue Dialogue, Group Discussion, Effective Communication/ Mis-Communication, Interview, Public Speech

UNIT – 3

Reading and Understanding Close Reading Comprehension, Summary Paraphrasing Analysis and Interpretation, Translation (from Indian language to English and vice-versa) Literary/Knowledge Texts

UNIT – 4

Writing Skills: - Documenting, Report Writing, Making notes, Letter writing

References:

- Promodini Varma. (2006). *Fluency in English Part II*. Oxford University Press.

- Kumar S P. (2002). *Language Literature and Creativity*. Orient Blackswan Pvt Ltd.- New Delhi.

- Gauri Dr. Mishra. Ranjana Dr. Kaul. Brati Dr. Biswas. (1998). *Language through Literature*. Primus Books.

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- https://hmhub.me/communication-models/

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3

CO											
CO1	3	2	3	2	1	1	2	2	1	2	3
CO2	2	3	2	1	2	-	2	2	2	3	2
CO3	3	2	1	2	3	1	3	2	2	2	1
CO4	2	1	2	2	2	-	1	2	2	2	1
CO5	2	1	2	1	1	1	2	1	1	2	2
Average	**2.4**	**1.8**	**2**	**1.6**	**1.8**	**1**	**2**	**1.8**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Preparation Operations (Lab)

Course Code: 1401407

Semester: 3rd

Credits – 2   **L   T   P**

                                                                      0   0   4

Course Outcomes:

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

CO	Statement
CO1	Exhibit the preparation of Indian dishes according to different regions of India.
CO2	Understand the pre preparation and experimenting of Indian Cuisine with various spices.
CO3	Know the flavors, textures and Courses about the practical use of certain ingredients.
CO4	Develop the knowledge of gravies used in different regions of India.
CO5	Demonstrate and prepare the various Indian cuisine dishes.

Course Content

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamil Nādu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri

Suggested Menus:

MAHARASTRIAN

MENU 01: - Masala Bhatt, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir,

Coconut Poli.

MENU 02: - Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

AWADHI

MENU 01: - Yakhni Pulao, Mughlai Paratha, Gosht Do Piaza, Badin Jaan, Kulfi with Falooda.

MENU 02:- Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

BENGALI

MENU 01:- Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

MENU 02:- Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

MENU 03:- Mach Bhape, Luchi, Sukto, Kala Jamun.

MENU 04:- Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

GOAN

MENU 01:- Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

MENU 02:- Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

PUNJABI

MENU 01:- Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.

MENU 02:- Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

MENU 03:- Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

MENU 04:- Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

SOUTH INDIAN

MENU 01:- Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02:- Lime Rice, Meen Moilee, Olan, Malabari Pratha, Parappu Payasam.

MENU 03:- Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

MENU 04:- Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

RAJASTHANI

MENU 01:- Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

MENU 02:- Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

GUJRATI

MENU 01:- Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

MENU 02:- Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.

HYDERABADI

MENU 01:-Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piazka Raita, Double Ka Meetha.

MENU 02:-Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas**Meat Preparations:** Gushtaba, Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwanganchaman, Choekwangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

Sweet Dishes: KongehPhirin (Soojiphirni with Saffron), Aae'tphirin (Wheat Flour Phirni), Halwa

Chutneys: Mujehcheten, Ganda Cheten, Dueencheten, Alehcheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	3	2	1	1	2	2	1	2	3
CO2	2	3	2	1	2	-	2	2	2	3	2
CO3	3	2	1	2	3	1	3	2	2	2	1
CO4	2	1	2	2	2	-	1	2	2	2	1
CO5	2	1	2	1	1	1	2	1	1	2	2
Average	2.4	1.8	2	1.6	1.8	1	2	1.8	1.6	2.2	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food and Beverages Operations (Lab)

Course Code: 1401408

Semester: 3rd

Credits – 2	**L**	**T**	**P**
	0	**0**	**4**

Course Outcomes:

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

CO	Statement
CO1	Understand the setup procedure of dispense bar in hotel industry.
CO2	Learn the usage of beer equipment at the time of serving
CO3	Gain the skills for professional Wine Services with their handling procedure.
CO4	Acquire the required skills needed in Service of Spirits& liqueurs.
CO5	Develop the knowledge about pairing of food with different types of wines.

Course Content

Dispense Bar - Organizing Mise-en-place

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 bar stock - alcoholic & non-alcoholic beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

Service of Wines

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

Task-01 Service of Bitters

Task-02 Service of Vermouths

04 Service of Beer

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

05 Service of Spirits

Task-01 Service styles - neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

06 Service of Liqueurs

Task-01 Service styles - neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

07 Wine & Drinks List

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

09 Matching Wines with Food

Task-01 Menu Planning with accompanying Wines Continental Cuisine Indian Regional Cuisine

Task-02 Table laying & Service of menu with accompanying Wines Continental Cuisine

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	2	2	1	2	2	1	2	1	2	1
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	3	1	3	1	3	2	2	3	2	1	2
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.6**	**1.6**	**2**	**1**	**2.2**	**2**	**1.8**	**1.8**	**1.4**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operations (Lab)

Course Code: 1401409

Semester: 3rd

Credits – 2   **L   T   P**

Course Outcomes:

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

CO	Statement
CO1	Learn about the hot function keys and its uses in front desk.
CO2	Acquire knowledge about the skills required in processing of guest reservations.
CO3	Exhibit the handling procedure of different categories of guests.
CO4	Understand the accounting systems of hotel industry.
CO5	Demonstrate the IT skills related to various software used in front office operation.

Course Content

- Hot function keys

- Create and update guest profiles

- Send confirmation letters

- Print registration cards

- Make FIT reservation & group reservation

- Make an Add-on reservation

- Amend a reservation

- Cancel a reservation-with deposit and without deposit

- Log onto cahier code

- Process a reservation deposit

- Pre-register a guest

- Put message and locator for a guest

- Put trace for guest

- Check in a reserved guest

- Check in day use

- Check -in a walk-in guest

- Maintain guest history

- Make sharer reservation

- Add a sharer to a reservation

- Make A/R account

- Take reservation through Travel Agent/Company/ Individual or Source

- Make room change

- Make check and update guest folios

- Process charges for in-house guests and non-resident guests.

- Handle allowances and discounts and packages

- Process advance for in-house guest

- Put routing instructions

- Print guest folios during stay

- Processing foreign currency exchange/ cheque exchange

- Process guest check out by cash and credit card

- Check out without closing folio-Skipper accounts

- Handle paymaster folios

- Check out using city ledger

- Print guest folio during check out

- Close bank at end of each shift

- Check room rate and variance report

- Tally Allowances for the day at night

- Tally paid outs for the day at night

- Tally forex for the day at night

- Credit check report

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	3	2	1	1	2	2	1	2	3
CO2	2	3	2	1	2	-	2	2	2	3	2
CO3	3	2	1	2	3	1	3	2	2	2	1
CO4	2	1	2	2	2	-	1	2	2	2	1
CO5	2	1	2	1	1	1	2	1	1	2	2
Average	**2.4**	**1.8**	**2**	**1.6**	**1.8**	**1**	**2**	**1.8**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations (Lab)

Course Code: 1401410

Semester: 3rd

Credits – 2   **L   T   P**

                                                                              0   0   4

Course Outcomes:

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

CO	Statement
CO1	Understand the layout of laundry and linen/uniform room.
CO2	Know about the various types of machinery and equipment used in laundry operations
CO3	Develop the technical skills required for stain removal in the hotel.
CO4	Exhibit the skills of Floral Arrangement for guest rooms in the hotel.
CO5	Understand the selection and designing of different types of linen and uniforms required in hotel operations.

Course Content

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2

| Average | 2.2 | 1.4 | 2 | 1.2 | 2.2 | 1.6 | 1.8 | 1.8 | 1.6 | 1.8 | 1.8 |

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

<div align="center">

Course Name: Advance Food Preparation Operations - I
Course Code: 1401501
Semester: 4th

</div>

Credits – 3   L   T   P

                  3   0   0

Course Outcomes:

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

CO	Statement
CO1	Possess the basic structure of LARDER kitchen with its operation
CO2	Know the duties and responsibilities of the larder chef.
CO3	Develop the skills related to preparation of galantines and pates.
CO4	Gain the knowledge about classification of appetizers and their accompaniments.
CO5	Demonstrate the usage of wine & herbs in food preparation.

<div align="center">

Course Content

UNIT-1

</div>

LARDER: - LAYOUT & EQUIPMENT Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various sections.

TERMS & LARDER CONTROL Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing,

DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef.

<div align="center">

UNIT-2

</div>

CHARCUTIERIE: - Introduction to charcutierie,

SAUSAGE - Types & Varieties Casings - Types & Varieties, Fillings - Types & Varieties, Additives & Preservatives

FORCEMEATS, Types of forcemeats, Preparation of forcemeats, Uses of forcemeats,

BRINES, CURES & MARINADES, Types of Brines, Preparation of Brines, Methods of

Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades,

HAM, BACON & GAMMON, Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts,

GALANTINES making of galantines, Types of Galantine Ballotines,

PATES Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - Sources, Cultivation and uses and Types of truffle

UNIT-3

MOUSE & MOUSSELINE: -Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.

CHAUD FROID Meaning of Chaudfroid, Making of Chaudfrod & Precautions, Types of chaudfroid, Uses of chaudfroid.

ASPIC & GELEE Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee.

QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades

NON-EDIBLE DISPLAYS Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermal work

UNIT-4

APPETIZERS & GARNISHES: -Classification of Appetizers, Examples of Appetizers, Historic Importance of culinary Garnishes, Explanation of different Garnishes.

SANDWICHES Parts of Sandwiches, Types of Bread, Types of filling – classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, and Storing of Sandwiches.

USE OF WINE AND HERBS IN COOKING Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking

References:

- Philip, Thangam E. (June 2018) "*Modern Cookery*". Orient Blackswan Private Limited.
- Kinton Ronald. Ceserani Victor. Foskett David. (April 2000). "*Practical Cookery*". Hodder Education.
- Bode W. K. H., Leto M. J. (June 2006) "*The Larder Chef: Food Preparation and Presentation*". A Butterworth-Heinemann.
- Budgen June, (February 1988), "*The Book of Garnishes*", HP Trade.

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- https://www.ihmnotes.in/assets/Docs/Sem-5/FOOD%20PRODUCTION/Ch-
  4%20SANDWICHES.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.2**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food and Beverages Operations - I

Course Code: 1401502

Semester: 4th

Credits - 3   **L T P**

                                                                            3 0 0

Course Outcomes:

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

CO	Statement
CO1	Understand the planning procedure of Food and Beverage service outlets operated by the hotels.
CO2	Learn the structure and operation of banquet in hotel industry.
CO3	Apply the planning and organizing skills of buffets system as per the guest demand.

CO4	Get the knowledge and skill required to do the gueridon service.
CO5	Demonstrate the kitchen stewarding skills in food and beverage department.

Course Content
UNIT-1

PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

UNIT-2

FUNCTION CATERING: -

BANQUETS History, Types, and Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.

BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc.-en-place, Service, Toast & Toast procedures.

INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

UNIT-3

FUNCTION CATERING: -

BUFFETS Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list

UNIT-4

GUERIDON SERVICE

History of gueridon, Definition, General consideration of operations, Advantages & Dis-advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients,

KITCHEN STEWARDING Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

References:

- Fuller John. 1983. *Modern restaurant service*. London Hutchinson

- Deegan Alan. Brown Graham. And Hepner Karon. 2 march 1998. *Introduction to Food and Beverage Service*. Longman.

- Kivela Jaksa. 1st December 1994. *Menu Planning for the Hospitality Industry*. Hospitality Press.

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	2.2	1.4	2	1.2	2.2	1.6	1.8	1.8	1.6	1.8	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management - I

Course Code: 1401503

Semester: 4th

Credits – 3

L T P

3 0 0

Course Outcomes:

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

CO	Statement
CO1	Explore the tools and techniques used for tariff structure.
CO2	Acquire the knowledge regarding the forecasting concept used in the industry
CO3	Learn various ratios used for the analysis of busi ness growth.
CO4	Exhibit the budget preparation methodology for smooth functioning of organization.
CO5	Demonstrate the various software and systems of front office operations.

Course Content

UNIT-1

PLANNING & EVALUATING FRONT OFFICE OPERATIONS

Setting Room Rates (Details/Calculations thereof), Hubbard Formula, market condition approach & Thumb Rule, Types of discounted rates - corporate, rack etc. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstaying, % of under stay,)

UNIT-2

FORECASTING

Forecast formula, Types of forecasts, Sample forecast forms, Factors for evaluating front office operation

UNIT-3

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-4

PROPERTY MANAGEMENT SYSTEM: Fidelio / IDS / Shawman, Amadeus

References:

- Kasavana Michael L. Cahill John J. (February 1992). Managing Computers in Hospitality Industry. Educational Inst of the Amer Hotel.
- Bhatnagar S. K. (January 2006). Front office Operation Management. Frank Brothers.

- Bhakta Anutosh. (August 2011). *Professional Hotel Front Office Management*. McGraw Hill Education.

- Baker Sue. Huyton Jermy. (2000). *Principles of Front Office Operations*. Publisher: Thomson Learning.

- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall.

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.6**	**1.4**	**1.8**	**1**	**2**	**1.7**	**1.2**	**1.6**	**1.8**	**1.6**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management – I

Course Code: 1401504

Semester: 4th

Credits – 3   **L   T   P**

                                                                          3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn the planning and organizing procedure of housekeeping department.
CO2	Understand the various forms, formats & record management system of housekeeping department.
CO3	Acquire knowledge about the procedure of budgetary control used by the hotel.
CO4	Determine the importance of energy and water conservation in housekeeping operations.
CO5	Acquainted with the basic knowledge of contract services and the guidelines for hiring contract services.

Course Content

UNIT-1

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping

UNIT-2

BUDGETING

Inventory level for non-recycled items, Budget and budgetary controls, the budget process, Planning capital budget, Planning operation budget, Operating budget controlling expenses - income statement, Purchasing systems - methods of buying, Stock records - issuing and control

UNIT-3

Energy and Water Conservation in Housekeeping Operations, Housekeeping in Institutions & Facilities Other Than Hotels, First Aid

UNIT-4

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

References:

- Vladimir Andrew (January 2020), "*Hospitality Today*", VNR Publisher, Attn.

- Susannah Tee. (January 2021). *Good Housekeeping Microwave*. Good Housekeeping Institute (Ed).

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	3
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	1	3	2	1	-	-	2	2	2	1
CO4	1	1	2	1	2	1	2	1	2	2	1
CO5	2	2	1	2	1	2	1	2	1	2	2
Average	**2.2**	**1.6**	**2**	**2**	**1.4**	**2**	**1.7**	**2**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Human Resource Management

Course Code: 1401513

Semester: 4th

Credits - 3   **L T P**
                                                                                   3 0 0

Course Outcomes: On successful completion of this course, the students will:

CO	Statement
CO1	Learn the basics of Human Resource Management
CO2	Understand the procedure of Manpower Planning
CO3	Acquire the knowledge regarding the Recruitment and Selection procedure of Hospitality industry
CO4	Acquaint with the concept of Training & Development
CO5	Know the Performance Appraisal system used in Hospitality & Hotel Industry

Course Content

Unit 1

Human Resource Management: Introduction, Definition & Concept, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers.

Unit 2

Recruitments, Learning & Development: Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organizational Culture & Training.

Unit 3

TRAINING & DEVELOPMENT: Meaning & Concept of Training & Development, Methods of Training & Development, Difference Between Training & Development, Aligning Training to Business Needs, Future of Training & development. Career Planning & Coaching & Mentoring.

Unit 4

Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance, Incentive and benefits – advantages of incentives programs

Reference: -

- 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. Aswathappa (2015) "*Human Resource Management*" (2nd edition), Tata McGraw Hill

- Rao V.S.P. (2014) "*Human Resource Management*" (1st edition) , Excel books

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- https://www.youtube.com/watch?v=RTVcJNQG-eg

- https://egyankosh.ac.in/bitstream/123456789/25722/1/Unit-13.pdf

- https://core.ac.uk/download/pdf/236119895.pdf

- https://aissmschmct.in/wp-content/uploads/2019/05/27.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	-	3	-	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	-	1
CO4	2	2	1	-	2	1	2	1	-	1	1
CO5	1	2	1	2	-	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Hotel Engineering

Course Code: 1401506

Semester: 4th

Credits – 3   **L   T   P**

                                                                   3   0   0

Course Outcomes:

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

CO	Statement
CO1	Understand the importance of maintenance department in hotels.
CO2	Learn the duties and responsibilities of Chief Engineering Officer.
CO3	Gain the knowledge of pollution in details.
CO4	Acquire knowledge about the types of AC system used in hotel.
CO5	Understand the concept of energy conservation.

Course Content

UNIT -1

Maintenance & Replacement Policy, Importance of maintenance department in hotel industry, Organization of maintenance department in 3/4/5 Star hotel, Duties & Responsibility of Chief. Engineer of a hotel, Types of maintenance with example of each, Advantages & Disadvantages, Maintenance Chart: for swimming pool, Kitchen, Reasons for replacement of equipment, Replacement factors, Economic replace of equipment, Contract of maintenance Definition & Procedure, Types, Advantages & Disadvantages of Refrigeration, Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat, Relative humidity, DBT, WBT, Block diagram and function of Bioler, Condenser, Compressor, Evaporator, Heat Exchanger, Unit of refrigeration, Vapor compression Refrigeration system (Block diagram), Absorption refrigeration system (Block diagram), Domestic Refrigerator, defrosting, need, Methods, Maintenance of refrigerator, Refrigerant types, Properties of good refrigerant, Ammonia as a refrigerant, Air-Conditioning, Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air), Factors affecting on AC Load, Types of AC systems Central AC, Unitary AC : AC equipment : Air Filter, Humidifier, Dehumidifier, Window AC walk in freezer, Cold storage

UNIT – 2

Air Pollution, Sources, Control-Collectors, Filters, Govt. Stipulated conditions for air pollution, Water Pollution, Water pollution sources in hotels, Control Methods, Govt. Stipulated conditions for water pollution Waste Disposal, Waste Handling equipment – (Shredders, Compactors, Transportation separation), Controlling methods (recycled material, land filling, heat recovery by incineration), Noise Pollution Control, Source of noise in hotel & its unit, Introductory control methods, Govt. Stipulated conditions for noise pollution, Environmental Degradation, Global warming and methods of conservation. Concept of recycling.

UNIT- 3

Water and Sanitation, Water purification methods, Methods of water softening (lon exchange, Zeolite process), Cold and hot water distribution system, Various plumbing fixtures, Types of sanitary traps and their applications, Types of water closets and flushing, Fuels and Electricity, Methods of heat transfer, Units of heat, Solid, Liquid, Gas, Electricity, Biogas, Fuels, Importance of earthing, Safety devices such as fuse, circuits breaker, Methods of lighting (Direct, Indirect), Types of electric supply (single phase, three phase), Calculation of electricity bill

UNIT - 4

Energy Conservation, Importance of energy conservation, Simple methods of energy conservation, Developing energy conservation program for hotel, Use of solar energy for various activities, Safety in hotel Industry, Classification of fire symbols, Methods and types of fire extinguishers, Fire detectors alarm, Various security system for hotel (key control, Door, valuable guest)

References: -

- Goyal. N.C. & Goyal. K.C. (2008). *Textbook of Hotel Maintenance*. Standard Publishers Distributor.

- Gupta R.C. (2012). *Hotel Engineering*. Aman Publication. Delhi.

- Ghosal Sujit. (1998). *Hotel Engineering*. Oxford University Press.

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- https://www.youtube.com/watch?v=BoNSiBvNHuc

- https://www.youtube.com/watch?v=0FTxzpV_Nek

- https://www.ihmnotes.in/assets/Docs/Sem-1/HE/unit%202%20Fule%20and%20gas.pdf

- https://www.ihmnotes.in/assets/Docs/Sem-1/HE/unit%208%20Pollution%20&%20Waste%20Management.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	1
CO2	3	3	2	3	2	1	1	3	1	3	2
CO3	3	1	3	2	1	2	-	2	2	2	1
CO4	1	2	1	1	2	1	2	1	1	1	1
CO5	1	2	1	2	1	2	1	2	1	2	2
Average	2.2	1.8	1.8	2	1.4	1.5	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food Production Operations - I (Lab)

Course Code: 1401507

Semester: 4th

Credits – 2   **L T P**

Course Outcomes:

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

CO	Statement
CO1	Gain the knowledge of cold buffet systems and buffet desserts.
CO2	Determine the different types of sandwich preparations that are trending in Hotel Industry.
CO3	Understand two course menus of international cuisine.
CO4	Demonstrate the process of making different types of cakes and meringues and breads.
CO5	Exhibit the various plating styles used by the chefs in hotels.

Course Content

MENU 01 Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts

MENU 02 Bisque D'écrevisse, Escalope De Veauviennoise, Pommes atailles, Epinards au Gratin

MENU 03 Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois a La Flamande

MENU 04 Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glace Au Gingembre

MENU 05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille

MENU 06 Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf

MENU 07 Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets

MENU 08 Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati

MENU 09 Vol-Au-Vent De Volaille ET Jambon, Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas

MENU 10 Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne

Plus 5 Buffets

Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays

Bakery & patisserie (Practical)

Brioche Baba au Rhum

Soft Rolls, Chocolate Parfait

French Bread, TarteTartin

Garlic Rolls,Crêpe Suzette

Harlequin Bread, Chocolate Cream Puffs

Foccacia, Crème Brûlée

Vienna Roll, Mousse Au Chocolat

Bread Sticks, SouffleMilanaise

Brown Bread, Pâte Des Pommes

Clover Leaf Rolls, Savarin des fruits

Whole Wheat Bread, Charlotte Royal

Herb & Potato Loaf, Doughnuts

Milk Bread, Gateaux des Peache

Ciabatta, Chocolate Brownie

Buffet desserts, Modern Plating Styles

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food and Beverages Operations - I (Lab)

Course Code: 1401508

Semester: 4th

Credits – 2   **L T P**

                                                      0 0 4

Course Outcomes:

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

CO	Statement

CO1	Learn about the planning and organizing of various types of F & B outlets.
CO2	Demonstrate the structure and layout of banquets hall.
CO3	Gain the knowledge about different dishes prepared on a gueridon trolley.
CO4	Understand the precautions while using kitchen stewarding machines.
CO5	Demonstrate the usage of kitchen stewarding machine.

Course Content

01 Planning & Operating Food & Beverage Outlets

Class room Exercise

Developing Hypothetical Business Model of Food & Beverage Outlets

Case study of Food & Beverage outlets - Hotels & Restaurants

02 Function Catering – Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing Outdoor caterings

03 Function Catering – Buffets

Planning& organizing various types of Buffet

04Gueridon Service

Organizing Mise-en-place for Gueridon Service

Dishes involving work on the Gueridon

Task-01 Crepe Suzette

Task-02 Banana au Rhum

Task-03 Peach Flambe

Task-04 Rum Omelette

Task-05 Steak Diane

Task-06 Pepper Steak

05 Kitchen Stewarding

Using & operating Machines

Exercise - physical inventory

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	2	3

CO											
CO2	2	3	2	3	2	3	2	3	2	3	2
CO3	3	1	3	2	1	-	-	2	2	2	1
CO4	1	1	2	1	2	1	2	1	2	2	1
CO5	2	2	1	2	1	2	1	2	1	2	2
Average	**2.2**	**1.6**	**2**	**2**	**1.4**	**2**	**1.7**	**2**	**1.6**	**2.2**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management - I (Lab)

Course Code: 1401509

Semester: 4th

Credits - 2   **L   T   P**

                                                                                                        0   0   4

Course Outcomes:

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

CO	Statement
CO1	Learn the usage of Hot Function keys in front office department.
CO2	Demonstrate the Process of registration.
CO3	Acquire the Knowledge of account settlement process of customer.
CO4	Exhibit the check in and check out procedure of hotel.
CO5	Implement the Knowledge and skills related to folio Management.

Course Content

1. HMS Training - Hot Function keys

2. How to put message

3. How to put a locator

4. How to check in a first-time guest

5. How to check in an existing reservation

6. How to check in a day use

7. How to issue a new key

8. How to verify key

9. How to cancel a key

10. How to issue a duplicate key

11. How to extend a key

12. How to print and prepare registration cards for arrivals

13. How to programme keys continuously

14. How to programme one key for two rooms

15. How to re-programme a key

16. How to make a reservation

17. How to create and update guest profiles

18. How to update guest folio

19. How to print guest folio

20. How to make sharer reservation

21. How to feed remarks in guest history

22. How to add a sharer

23. How to make add on reservation

24. How to amend a reservation

25. How to cancel a reservation

26. How to make group reservation

27. How to make a room change on the system

28. How to log on cashier code

29. How to close a bank at the end of each shift

30. How to put a routing instruction

31. How to process charges

32. How to process a guest check out

33. How to check out a folio

34. How to process deposit for arriving guest

35. How to process deposit for in house guest

36. How to check room rate variance report

37. How to process part settlements

38. How to tally allowance for the day at night

39. How to tally paid outs for the day at night

40. How to tally forex for the day at night

41. How to pre-register a guest

42. How to handle extension of guest stay

43. Handle deposit and check-ins with voucher

44. How to post payment

45. How to print checked out guest folio

46. Check out using foreign currency

47. Handle settlement of city ledger balance

48. Handle payment for room only to Travel Agents

49. Handle of banquet event deposits

50. How to prepare for sudden system shutdown

51. How to checkout standing batch totals

52. How to do a credit check report

53. How to process late charges on third party

54. How to process late charges to credit card

55. How to check out during system shut down

56. Handling part settlements for long staying guest

57. How to handle paymaster folios

58. How to handle bills on hold

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.6**	**1.4**	**1.8**	**1**	**2**	**1.7**	**1.2**	**1.6**	**1.8**	**1.6**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management - I (Lab)
Course Code: 1401510
Semester: 4th

Credits – 2   **L   T   P**

                                                                  0   0   4

Course Outcomes:

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

CO	Statement
CO1	Enhance the Team Management Skills in Accommodation Operation
CO2	Acquaint with the various forms and formats that are maintained by housekeeping departments in hotels.
CO3	Exhibit the knowledge related to Inspection checklist.
CO4	Learn the Time and motion study in accommodation operation.
CO5	Demonstrate the procedure of efficient training modules for effective learning.

Course Content

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Inspection checklists

Time and motion study

- Steps of bed making
- Steps in servicing a guest room etc.

Devising/ designing training module

- Refresher training (5 days)
- Induction training (2 days)
- Remedial training (5 days)

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Home Based Catering

Course Code: 1401511

Semester: 4th

Credits – 3
       L   T   P

       3   0   0

Course Outcomes:

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

CO	Statement
CO1	Learn and evaluate the factors contributing in growth of Food Industry.
CO2	Develop a professional attitude required in catering business.
CO3	Understand the importance of effective menu planning
CO4	Acquaint with the knowledge of time facilities and Equipment Utilities.
CO5	Understand the planning procedure of Food Service Unit.

Course Content

UNIT 1

Introduction to Food Service Factors contributing to the growth of food service industry 4 Kinds of food service establishments

UNIT-2

Food Production 7 Menu planning: Importance of menu, Factors affecting menu planning,

Menu planning for different kinds of food service units Food Purchase and Storage Standardization of recipes, Hygiene and Sanitation

UNIT 3

Resources 3 Money Manpower Time Facilities and equipment Utilities

UNIT-4

Planning of A Food Service Unit Preliminary, Planning Survey of types of units, identifying clientele, menu, operations and delivery planning the set up: - Identifying resources, Developing Project plan, Project Proposal

References: -

- Bessie West B. & Levelle Wood. (2008). *Food Service in Institutions.* Macmillian Publishing Company New York.
- Sethi Mohin. (2001). *Institution Food Management*. New Age International Publishers.
- Knight J. B. & Kotschevar LH. (1998). "*Quantity Food Production Planning & Management*. John Wiley & Sons.
- Thangam Philip E. (2011). *Modern Cookery for teaching and Trade Part I& II*. Orient Longmam.
- Taneja S. and Gupta SL. (1998). *Entrepreneurship development*, Galgotia Publishing.

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- https://www.youtube.com/watch?v=m8qXKzv8-dQ
- https://study.com/academy/lesson/equipment-layout-planning-for-food-service-facilities.html
- https://ncert.nic.in/textbook/pdf/lehe104.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	2	2	1	1	1	2	1	2
Average	2.6	1.4	1.8	1	2	1.7	1.2	1.6	1.8	1.6	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High

Correlation and "-" indicates there is no correlation.

Course Name: Event Management

Course Code: 1401512

Semester: 4ᵗʰ

Credits – 3   **L   T   P**

                                                                                                                      3   0   0

Course Outcomes:

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

CO	Statement
CO1	Know the concept of events management with their nature & scope.
CO2	Understand the organization and designing of the events.
CO3	Determine the marketing and promotional strategies used for event management.
CO4	Demonstrate the planning & organizing procedure of successful event/s.
CO5	Exhibit the cash management skills in event management.

Course Content

UNIT – I

Events- the Concept, Nature, Definition and scope, C‟s of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be good Event Planners.

UNIT - 2

Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media

UNIT – 3

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, the Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.

UNIT -4

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation.

Note: An Event such as Conference/ Seminar may be planned and organized to supplement learning of students.

References-

- Bhatia K. (2002). *Event Management*. Sterling Publishers Pvt. Ltd. Delhi.
- Anton Shone. Bryn Parry. (2009).*Successful Event Management*. Coleman Lee. & Frankle. Powerhouse Conferences.
- H. Hoyle Jr. (1998). *Event Marketing*. John Willy and Sons. New York.
- Gaur Singh Sanjay. Saggere. Sanjay V. (2001). *Event Management*. Pearson New Delhi.
- John Beech. Sebastian Kaiser. Kaspar Robert (2011). *Event Marketing Management*. Vikas Publication. New Delhi.

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- https://ncert.nic.in/textbook/pdf/lehe209.pdf
- https://www.uou.ac.in/sites/default/files/slm/HM-402.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.2**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food Preparation Operations - II

Course Code: 1401601

Semester: 5th

Credits - 3   **L T P**

Course Outcomes:

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

CO	Statement
CO1	Acquaint with the knowledge of culture, eating habits, preparation of popular dishes from the cuisines around the world.
CO2	Acquire the desired skills needed in the preparation of various types of appetizers and garnishes.
CO3	Demonstrate the advance skills required in Bakery & Confectionery section
CO4	Understand and enhance the knowledge of production management in kitchen organization.
CO5	Develop the skills related to the research of new things in food preparation

Course Content

UNIT-1

INTERNATIONAL CUISINE

Geographic location, Historical background, Staple food with regional Influences, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic. **CHINESE** Introduction to Chinese foods, Historical background, regional cooking styles, Methods of cooking, Equipment & utensils

UNIT-2

BAKERY & CONFECTIONERY:

ICINGS & TOPPINGS Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes,

FROZEN DESSERTS Types and classification of frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.

MERINGUES Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.

BREAD MAKING Role of ingredients in bread Making, Bread Faults, and Bread Improvers.

CHOCOLATE History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications

UNIT-3

PRODUCTION MANAGEMENT

Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.

PRODUCT & RESEARCH DEVELOPMENT Testing new equipment, developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

<div align="center">

UNIT-4

</div>

FRENCH: Culinary French, Classical recipes (recettesclassique), Historical Background of Classical

References:

- Bali Parvinder S. (May 2012). International Cuisine and Food Production Management. Oxford University Press.
- Knight John B. Kotschevar Lendal H. (December 1988). *Quantity Food Production. Planning, and Management.* John Wiley & Sons.
- Philip, Thangam E. (June 2018). Modern Cookery. Orient Blackswan Private Limited.
- Folsom LeRoi A. (January 1974). *The Professional Chef.* Boston CBI Pub.

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- https://www.youtube.com/watch?v=niycWxlUfYs
- https://www.youtube.com/watch?v=0s8cz0XfqFc
- https://hmhub.me/types-of-meringues/
- https://hmhub.me/icings-and-its-varieties/

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	2	1	2	2	1	2	3	2	1
CO3	3	2	2	1	2	2	1	2	1	2	1
CO4	2	1	2	1	2	-	2	1	2	1	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	**2.6**	**1.4**	**1.8**	**1**	**2**	**1.7**	**1.2**	**1.6**	**1.8**	**1.6**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Credits – 3   **L   T   P**

                                                              3   0   0

Course Outcomes:

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

CO	Statement
CO1	Know the organizational structure of F & B department.
CO2	Exhibit the supervisory skills for professional management of food and beverage outlets.
CO3	Develop the knowledge about the bar equipment and staffing
CO4	Understand the various commodities required for bar operations
CO5	Learn about the making of cocktails with their service style.

Course Content

UNIT-1

FOOD & BEVERAGE STAFF ORGANISATION:

Categories of staff, Hierarchy, Job description and specification, Duty roaster

UNIT-2

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

UNIT-3

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

UNIT-4

COCKTAILS & MIXED DRINKS: Definition and History, Classification, Recipe, Preparation and Service of Popular Cocktails, Martini - Dry & Sweet, Manhattan - Dry & Sweet, Dubonnet, Roy-Roy, Bronx, White Lady, Pink Lady, Side Car, Bacardi, Alexandra, John Collins, Tom

Collins Gin FIZZ, Pimm's Cup - no. 1,2,3,4,5, Flips, Nogs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila Sunrise, Gin-Sling, Planters Punch,

Singapore Sling, Pina colada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail

References:

- Arduser Lora. Brown Douglas. Centers Taylor.January2017. *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic Publishing Group Inc.

- THOMAS CHRIS. And Katsigris Costas. March 1999. *Design and Equipment for Restaurants and Foodservice*. wiley Publisher.

- Walton Stuart. September 2001.*The World Encyclopedia of Wine.* Lorenz Books.

- Dhawan Vijay. 2008. *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd.

- Singaravelavan R. 2016. *Food and Beverage Service*. New Delhi: Oxford University Press.

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The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management - II

Course Code: 1401603

Semester: 5th

Credits – 3
                                                        L   T   P

                                                        3   0   0

Course Outcomes:

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

CO	Statement
CO1	Understand the usage of yield Management Concept in hospitality industry
CO2	Explore the tools and techniques for measuring the risks in hotel industry.
CO3	Develop the knowledge related to the Timeshare & Vacation Ownership.
CO4	Learn about the government intervention in the concept of Timeshare in India.
CO5	Explore the usage of French language in Front office operations.

Course Content

UNIT-1

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

UNIT-2

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

UNIT-3

Exchange companies -Resort Condominium International, Intervals International How to improve the timeshare / referral/condominium concept in India- Government's Role/industry role

UNIT-4

FRENCH Conversation with guests, providing information to guest about the hotel, city, sight-seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk.

References:

- Dix Colin. Baird Chris. (August 1997). *Front Office Operations*. Longman.

- Bhatnagar S. K. (January 2006). Front office Operation Management. Frank Brothers.

- Kasavana Michael L. Cahill John J. (February 1992). "Managing Computers in Hospitality Industry. Educational Institute of the Amer Hotel.

- Bhattacharya S. (2005). French for Hotel management and tourism industry. Frank Bros. and Co.

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- https://www.youtube.com/watch?v=hSKcld_yHZw

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- https://www.ihmnotes.in/assets/Docs/Sem-6/Front%20Office/Ch-1%20YIELD%20MANAGEMENT.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.2**	**1.4**	**2**	**1.2**	**2.2**	**1.6**	**1.8**	**1.8**	**1.6**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management - II

Course Code: 1401604

Semester: 5th

Credits - 3   **L T P**

                                                                                                                    3 0 0

Course Outcomes:

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

CO	Statement

CO1	Learn the safety and security standards followed by the Hotels.
CO2	Demonstrate the dealing procedure of guests in emergency situations.
CO3	Gain the knowledge regarding the interior decoration and its uses in the Hospitality industry.
CO4	Enhance the knowledge about different types of guest room layouts in Hotels.
CO5	Understand the importance of new property countdown.

Course Content

UNIT-1

SAFETY AND SECURITY Safety awareness and accident prevention, Fire safety and firefighting, Crime prevention and dealing with emergency situation

UNIT-2

INTERIOR DECORATION Elements of design, Color and its role in décor -types of color schemes, Windows and window treatment Lighting and lighting fixtures, Floor finishes, Carpets, Furniture and fittings, Accessories

UNIT-3

LAYOUT OF GUEST ROOMS Sizes of rooms, sizes of furniture, furniture arrangement, Principles of design, Refurbishing and redecoration

UNIT-4

NEW PROPERTY COUNTDOWN

References:

- Sudhir Andrew. (1985). *Housekeeping Management*. Tata Mc graw Hill Publication.
- RaghubalanG. Rasghubalan S. (1988). *Hotel Housekeeping operation Management*. Oxford University.
- Kappa Marget. M NitschkeAleta. (1985). *Managing Housekeeping Operations*. EI – AH AND LA, USA.
- Jones Martin. (2015). *Professional Management of Housekeeping Operations*. Wiley & sons.

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- https://hmhub.me/5th -sem-accommodation-management-notes/
- https://www.ihmnotes.in/thirdyrnotes.html
- https://www.ihmnotes.in/thirdyrnotes.html

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.2**	**1.4**	**2**	**1.2**	**2.2**	**1.6**	**1.8**	**1.8**	**1.6**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Major Project

Course Code: 1401605

Semester: 5th

Credits – 2   **L   T   P**

                                                                                0   0   4

Course Outcomes:

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

CO	Statement
CO1	Discover the practical knowledge by visiting the live cooking outlet.
CO2	Determine the importance of research in hospitality industry
CO3	Understand the basic use of Indian Masalas and Gravies in food production
CO4	Acquire the basic knowledge about gravies and their uses in Indian cooking.
CO5	Apply the theoretical knowledge into practical work

Course Content

Major Project Work aims at developing innovative skills in the students whereby they apply in totality the knowledge and skills gained through the course work in the solution of particular problem or by undertaking a project. The aim of this course is to enable students to develop their hospitality skills and practices. Under professional oversight, students will utilize contextually-appropriate behaviours, tools, techniques and/or dispositions. Each student shall prepare a Project Report on the topic based on the Hospitality Industry under the guidance of an internal teacher and submit the same to the Mentor. Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Sixth Semester. The Project Report will be assessed by a panel of examiners comprising of one external examiner and one internal examiner.

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food Preparation Operations- II (Lab)

Course Code: 1401606

Semester: 5th

Credits – 2   **L   T   P**

                                                                                0   0   4

Course Outcomes:

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

CO	Statement
CO1	Demonstrate the preparation of internationally famous food items in all around world.

CO2	Exhibit the skills of Bakery & Patisserie Chef.
CO3	Acquire the required skills for the preparation of various appetizers and garnishes.
CO4	Acquaint with the preparation of international breads and desserts according to international standards.
CO5	Learn about the preparation of various internationally famous food items in all around world.

Course Content

CHINESE

MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noodles

MENU 02 Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers, Chinese Fried Rice

MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice

MENU 04 Wanton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein

MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles

SPAIN

MENU 06, Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana

ITALY

MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane

GERMANY

MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad

U.K.

MENU 09 Scotch Broth, Roast Beef, Yorkshire pudding, Glazed Carrots & Turnips, Roast Potato

GREECE

MENU 10 Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

DEMONSTRATION:

Charcuterie Galantines, Pate, Terrines, Mousselines New Plating Techniques

Bakery & patisserie (Practical)

1. Grissini, Tiramisu

2. Pumpernickle, Apfel Strudel

3. Yorkshire Curd Tart, Crusty Bread

4. Baklava, Harlequin Bread

5. Baugette, Crepe Normandy

6. Crossiants, Black Forest Cake

7. Pizza base, Honey Praline Parfait

8. Danish Pastry, Cold Cheese Cake

9. Soup Rolls, Chocolate Truffle cake

10. Ginger Bread, Blancmange

11. Lavash, Chocolate Parfait

12. Cinnamon & Raisin Rolls, Souffle ChaudVanille

13. Fruit Bread, Plum Pudding

14. Demonstration of: Meringues, Icings & Toppings

15. Demonstration of: Wedding Cake & Ornamental cakes

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Advance Food and Beverage Operations-II (Lab)
Course Code: 1401607
Semester: 5th

Credits – 2

L   T   P

0   0   4

Course Outcomes:

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

CO	Statement
CO1	Acquire the required skill for being a part of Food and Beverage Services staff.
CO2	Develop the knowledge regarding organizational structure of various food and beverage outlets.
CO3	Exhibit the supervisory skills of F & B Manager.
CO4	Understand the operational structure and layout of bar
CO5	Demonstrate the service skills of cocktails and mixed drinks.

Course Content

01 F&B Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

02 **Supervisory Skills**

- Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations
- Preparing Restaurant Log

03Bar Operations

- Designing & setting the bar
- Preparation & Service of Cocktail & Mixed Drinks

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1

CO5	2	1	2	1	2	-	2	1	1	1	2
Average	2.2	1.4	2	1.2	2.2	1.6	1.8	1.8	1.6	1.8	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management - II (Lab)

Course Code: 1401608

Semester: 5th

Credits – 2   **L   T   P**

                                                                                0   0   4

Course Outcomes:

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

CO	Statement
CO1	Demonstrate the procedure of Hot Function keys
CO2	Exhibit the preparation procedure of Guest registration and folios.
CO3	Understand the procedure of Guest reservation.
CO4	Acquire the required skills to create or update Guest profiles in property management system.
CO5	Apply the knowledge of folios and vouchers in accounting systems

Course Content

1. HMS Training - Hot Function keys

2. How to put message

3. How to put a locator

4. How to check in a first-time guest

5. How to check in an existing reservation

6. How to check in a day use

7. How to issue a new key

8. How to verify key

9. How to cancel a key

10. How to issue a duplicate key

11. How to extend a key

12. How to print and prepare registration cards for arrivals

13. How to programmed keys continuously

14. How to programmed one key for two rooms

15. How to re-program a key

16. How to make a reservation

17. How to create and update guest profiles

18. How to update guest folio

19. How to print guest folio

20. How to make sharer reservation

21. How to feed remarks in guest history

22. How to add a sharer

23. How to make add on reservation

24. How to amend a reservation

25. How to cancel a reservation

26. How to make group reservation

27. How to make a room change on the system

28. How to log on cashier code

29. How to close a bank at the end of each shift

30. How to put a routing instruction

31. How to process charges

32. How to process a guest check out

33. How to check out a folio

34. How to process deposit for arriving guest

35. How to process deposit for in house guest

36. How to check room rate variance report

37. How to process part settlements

38. How to tally allowance for the day at night

39. How to tally paid outs for the day at night

40. How to tally forex for the day at night

41. How to pre-register a guest

42. How to handle extension of guest stay

43. Handle deposit and check in with voucher

44. How to post payment

45. How to print checked out guest folio

46. Check out using foreign currency

47. Handle settlement of city ledger balance

48. Handle payment for room only to Travel Agents

49. Handle of banquet event deposits

50. How to prepare for sudden system shutdown

51. How to checkout standing batch totals

52. How to do a credit check report

53. How to process late charges on third party

54. How to process late charges to credit card

55. How to check out during system shut down

56. Handling part settlements for long staying guest

57. How to handle paymaster folios

58. How to handle bills on hold

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.25**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management - II (Lab)

Course Code: 1401609

Semester: 5th

Credits – 2   **L   T   P**

                                                                                                         0   0   4

Course Outcomes:

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

CO	Statement
CO1	Learn the various techniques of cleaning and polishing glass, brass etc.
CO2	Know the usage of first aid kit and how to use it in emergency situations.
CO3	Demonstrate the Fire fighting and fire safety measures.
CO4	Exhibit the procedure of indenting, costing, planning and executing in housekeeping operations.
CO5	Display the skills regarding the guest room's setup.

Course Content

01 Standard operating procedure

Skill oriented task (e.g., cleaning and polishing glass, brass etc.)

02 First aid

First aid kit

Dealing with emergency situation

Maintaining records

03 Fire safety fire fighting

Safety measures

Fire drill (demo)

Special decorations (theme related to hospitality industry)

Indenting costing

Planning with time split

Executing

Layout of guest room to the scale

Earmark pillars

Specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc.

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3

CO											
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.2	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Fire Tech & Design

Course Code: CB100316

Semester: 5th

Credits – 3   **L   T   P**

                                                                                3   0   0

Course Outcomes:

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

CO	Statement
CO1	Exhibit the fire inspections to limit the occurrence and spread of fire
CO2	Learn about the hose and hose fittings
CO3	Acquire the knowledge regarding the various tools & techniques used for fire protection & prevention
CO4	Learn the various codes and standards related to the fire operations.
CO5	Demonstrate the procedure of fire safety in hotel

Course Content

UNIT-I

Classification of fire, Portable fire extinguishers, Pumps and primers, Foam and foam making equipment's

UNIT-II

Hose and hose fittings, Water relay systems, breathing apparatus, Small gears

UNIT-III

Fire protective clothing, Ladders, Ropes and lines, bends & hitches, Fire prevention

UNIT-IV

Special appliances, Firefighting codes and standards, Electrical fire hazards, Structures under fire

References: -

- Ganguly Dr. DSS. & Changeriya C.S. (2011). *Fire Technology (Fire Engineering) English*. Chetan Prakashan.
- Rathore R S. & Changeriya C S.(2015).*Agni Surksha or Roktham (Fire Engineering)*. Chetan Prakashan.
- Bag S.P. (2008). *Fire Services in India: History, Detection, Protection, Management, Environment, Training and Loss Prevention*. Mittal Publications.

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- http://mohua.gov.in/upload/uploadfiles/files/Chap-7.pdf
- https://www.y-yokohama.com/global/mb/pdf/resource/hose-and-fittings.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	1.8	1.8	1.4	2	1.4	1.5	1.5	2	1.2	2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Internet Applications
Course Code: CB100323
Semester: 5th

Credits – 3

L T P

3 0 0

Course Outcomes:

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

CO	Statement
CO1	Understand the basic knowledge of Internet
CO2	Learn the process of internet connectivity
CO3	Understand the Electronic Mail and Telnet
CO4	Gain the knowledge about the concept of FTP
CO5	Explore the knowledge regarding different Search Engines.

Course Content

UNIT-I

Introducing the Internet

Overview: Internet - working and development, Architecture, internet, intranet and extranet, design goals, issues and related aspects, Internet Domain Names and IP addresses, connecting LAN to Internet.

Internet Connectivity: Connection concepts, FDDI, ISDN, ADSL, PPP and ATM, web servers and browsers

UNIT-II

Electronic Mail and Telnet

Overview: Working of email, Advantages of email, Understanding of Internet email addresses using Telnet to access a remote machine. FTP Connecting to an Anonymous FTP site using FTP to retrieve a file, common FTP commands.

UNIT-III

Search Engines

Introduction to UseNet, organization of UseNet articles, reading, saving, mailing, writing and posting of an article. Basic gopher commands, accessing virtual reference desk through gopher, WWW-World Wide Web Working of WWW, Hypertext and Hypermedia, URL, Searching WWW

References:

- Jony Kris & Cope Ken. (2002). *Learning to use the Internet by Ernest Ackermann*. Franklin. Beedle Associates Inc.

- Horowitz and Sahani. (2001).*Internet Programming*. Galgotia Publications.

- Jain Raj. (2009). *The Art of Computer Systems Performance Analysis*. John Wiley and Sons.

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- https://ftms.edu.my/v2/wp-content/uploads/2019/02/csca0101_ch09.pdf

- https://egyankosh.ac.in/bitstream/123456789/12027/1/Unit-2.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	1	1	2	2	1	-	2	2	1	2	1
CO2	2	3	1	3	2	1	1	3	1	3	2
CO3	3	1	2	1	1	2	-	2	2	2	1
CO4	2	2	1	2	2	1	2	1	1	1	1
CO5	1	2	1	2	1	1	1	2	1	2	2
Average	**1.8**	**1.8**	**1.4**	**2**	**1.4**	**1.2**	**1.5**	**2**	**1.2**	**2**	**1.4**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Introduction to Floriculture and Landscape

Course Code: CB100329

Semester: 5th

Credits – 3   **L   T   P**

                                                                                  3   0   0

Course Outcomes:

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

CO	Statement
CO1	Enhance the knowledge related to Elements of Horticulture.
CO2	Learn the importance of fruits & vegetables in human health.
CO3	Acquire the knowledge of Agro-climate requirements.

CO4	Understand the concept of Kitchen gardening.
CO5	Develop the knowledge regarding the Floriculture.

Course Content

UNIT – 1

Elements of Horticulture; types of fruits and vegetables; their economic importance and role in human nutrition;

UNIT - 2

Agro-climatic requirements; methods of propagation and cultural practices of important fruits and vegetables in the State.

UNIT - 3

Kitchen gardening; introduction to floriculture, landscape and gardening; annual and woody

References: -

● Lersen R. A. (2008) *Introduction to Floriculture*. Academic press. New York.

● Prof. Bhattacharjee S. K. (2009).*Advanced Commercial Floriculture*. Aavishkar Publishers Distributor. Jaipur – 320003.

● Randhawa G. S. and Mukhopadhyaya A. 2004. *Floriculture in India*. Allied Publishers Pvt. Ltd., New Delhi.

● Bose T. K. Malti R.G. Dhua R. S. and Das P. (1998). *Floriculture and Landscaping*. Nayaprakash. Calcutta.

E-References: -

• https://www.youtube.com/watch?v=cMmKWxOIUfE

• https://www.youtube.com/watch?v=uapqIZf5pjA

• http://kvkeastkhasihills.nic.in/kvkekh/publication/kitchen%20garden.pdf

• http://epgp.inflibnet.ac.in/epgpdata/uploads/epgp_content/S000017GE/P001789/M02 5466/ET/1512709815Agro-climaticzones_e-text.pdf

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	2	1	2	1	2	1	2	1	2	2	2

CO											
CO2	3	1	2	1	2	-	1	2	3	3	1
CO3	3	2	2	2	2	2	1	2	1	3	1
CO4	2	1	2	1	2	-	2	1	2	2	2
CO5	2	1	1	1	2	1	1	1	2	1	2
Average	2.4	1.2	1.8	1.2	2	1.3	1.4	1.4	2	2.2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Industrial Training
Course Code: 1401301
Semester: 6th

Credits - 20   **L   T   P**

                                                                NA   NA   NA

Course Outcomes:

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

CO	Statement
CO1	Build a good communication skill with group of employees and showcase proper behavior of corporate life in industrial sector.
CO2	Enhance the strength, teamwork spirit and self-confidence in his/her life.
CO3	Develop the skills required in the hotel and hospitality industry.
CO4	Improve the sense of responsibility and good working habits.
CO5	Explore the interpersonal skills in working environment.

Course Content

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:

Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization where placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

Criteria for internal assessment by Weight age organization where placed (%) for practical/professional training

- 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) External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis:

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	2	1	2	1	2	1
CO2	3	1	3	1	3	2	2	3	2	1	2
CO3	2	2	1	1	2	-	3	1	2	3	3
CO4	1	1	2	2	2	1	1	2	2	2	1
CO5	2	1	2	1	2	-	2	1	1	1	2
Average	**2.2**	**1.4**	**2**	**1.2**	**2.2**	**1.6**	**1.8**	**1.8**	**1.6**	**1.8**	**1.8**

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Total Number of Course:	59
Number of theory Course:	35
Number of Practical Course:	24
Total number of Credits:	**150**

Attendance Requirements

A student shall have to attend 75% of the scheduled periods in each course in a semester; otherwise he / she shall not be allowed to appear in that course in the University examination and shall be detained in the course(s). The University may condone attendance shortage in special circumstances (as specified by the Guru Kashi University authorities). A student detained in the course(s) would be allowed to appear in the subsequent university examination(s) only on having completed the attendance in the program, when the program is offered in a regular semester(s) or otherwise as per the rules.

Assessment of a course

Each course shall be assessed out of 100 marks. The distribution of these 100 marks is given in subsequent sub sections (as applicable).

	Internal (50)						External (50)	Total
Components	**Attendance**	**Assignment**			**MST1**	**MST2**	**ETE**	
		A1	A2	Quiz				
Weightage	10	10	10	10	30	30	50	
Average Weightage	10	10			30		50	100

Passing Criteria

The students have to pass both in internal and external examinations. The minimum passing marks to clear in examination is 40% of the total marks.