

# **BACHELORS OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

## **BIRLA INSTITUTE OF TECHNOLOGY**



### **CHOICE BASED CREDIT SYSTEM (CBCS) CURRICULUM**

*(Effective from Academic Session: Monsoon 2018)*

# **DEARTMENT OF HOTEL MANGEMENT AND CATERING TECHNOLOGY**

## **Institute Vision**

To become a Globally Recognized Academic Institution in consonance with the social, economic and ecological environment, striving continuously for excellence in education, research, and technological service to the National needs.

## **Institute Mission**

- To educate students at Under Graduate, Post Graduate, Doctoral, and Post-Doctoral levels to perform challenging engineering and managerial jobs in industry.
- To provide excellent research and development facilities to take up Ph.D. programmes and research projects.
- To develop effective teaching learning skills and state of art research potential of the faculty.
- To build national capabilities in technology, education, and research in emerging areas.
- To provide excellent technological services to satisfy the requirements of the industry and overall academic needs of society.

**Department Vision:**

To become a globally recognized hospitality institution for creating skilled human resource to meet the professional Hospitality Industry needs across the globe.

**Department Mission**

- To create salubrious environment to provide excellent state of the art facilities meeting the hospitality industry requirement.
- To provide excellent technological support to bridge the gap between academic and industry to fulfill the overall academic need of the society.
- To ensure all round development of the students and to create a platform for turning out hospitality professional who can assume leadership position in society.
- To provide high quality course structure to enable qualified professionals to meet the hospitality needs globally.
- To develop effective teaching skill and research potentials of the faculty members.

## **Graduate Attributes**

- a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
- b) Making students familiar with the practical aspects of the hospitality industry.
- c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
- d) Enhance the techniques of advanced technological uses in hotel industry.
- e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
- f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
- g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
- h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
- i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
- j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.
- k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

- 1) *Demonstrate learning* – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

### **Programme Educational Objectives (PEOs)**

- To develop capability to understand the fundamentals of Hotel industry for analyzing the business problems with futuristic approach.
- To foster a confident and competent graduate capable to solve real life practical Hotel Industry problems fulfilling the obligation towards society.
- To inculcate an attitude for identifying and undertaking developmental work both in Industry as well as academic environment with emphasis to continuous learning enabling to excel in competitive participation at a global level.
- To nurture and nourish effective communication and interpersonal skill to work in a team with a sense of ethics and moral responsibility for achieving goal.

## Programme Outcomes (POs)

Graduates will be able to:

- a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.
- b) Making students familiar with the practical aspects of the hospitality industry.
- c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.
- d) Enhance the techniques of advanced technological uses in hotel industry.
- e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.
- f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.
- g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.
- h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.
- i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.
- j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

- k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.
- l) *Demonstrate learning* – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

### **Programme Specific Outcomes (PSOs)**

1. Use fundamentals of Hospitality Industry concepts to provide business solutions.
2. Use operational procedures to run all the departments of Hospitality Industry smoothly and honoring the social obligation.
3. Use the fundamentals of business management to effectively lead a work force aiming at organizational goals with a sense of business ethics and moral values in competitive environment.



# **SYLLABUS**

## **COURSE INFORMATION SHEET**

**Course code:** HM 101  
**Course title:** Food Science and Nutrition  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 2 L: 2 T: P:  
**Class schedule per week:** 02  
**Class:** BHMCT  
**Semester / Level:** First / First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand characteristics and metabolism of carbohydrate.                           |
| 2. | Know characteristics and metabolism of protein                                       |
| 3. | Understand characteristics and metabolism of lipid.                                  |
| 4. | Understand the biochemical role of vitamins and molecular aspects of transport.      |
| 5. | Outline general characteristic of microorganisms based on its occurrence, structure. |

### **Course Outcomes**

After the completion of this course, students will be to:

|     |   |
|-----|---|
| CO1 | Classify nutrients, carbohydrate and describe structure, properties and metabolism of carbohydrate.                   |
| CO2 | Classify protein and describe structure, properties and metabolism of protein.  |
| CO3 | Classify lipids and describe structure, properties and metabolism of lipid.   |
| CO4 | Ascertain the molecular aspects of transport and classify vitamins, describe biochemical role of inorganic elements.  |
| CO5 | Reproduce general characteristic of micro-organisms, common food borne diseases by pathogens its preventive measures. |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Carbohydrate:</b> Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and reducing action of sugars. Metabolism of carbohydrate. Glycolysis, TCA cycle & energy generation. Electron transport chain and oxidative phosphorylation.                   | 7                      |
| <b>Module- II</b><br><br><b>Protein:</b> Proteins - Definition, Classification, Structure: primary, secondary, tertiary and quaternary structure of proteins; Properties of proteins with emphasis on isoelectric pH, salting in and out, and heat coagulation. Amino acids - Classification, types, functions. General reaction of amino acid metabolism, urea cycle. | 7                      |
| <b>Module – III</b><br><br><b>Lipids:</b> Lipids - Definition, Classification & Properties with emphasis on saponification number, iodine number and rancidity of fats. Fatty acids - composition, properties, types. Digestion & Absorption. Oxidation and biosynthesis of fatty acids (saturated & mono-unsaturated)   | 7                      |
| <b>Module- IV</b><br><br><b>Vitamins and Minerals:</b> Vitamins: Chemistry and biochemical role of fat-soluble vitamins. A. D. E. and K. Water soluble vitamins – B <sub>1</sub> , B <sub>2</sub> , B <sub>6</sub> . Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, facilitated diffusion, active transport.     | 7                      |
| <b>Module - V</b><br><br><b>Microbiology:</b> General characteristic of microorganisms-based structure, factors affecting their growth in food (intrinsic and extrinsic), Microorganism Growth Phase, Microbial Food Spoilage, Controlling Food Spoilage, Food-Borne Diseases, Detection of Food-Borne Pathogens, Waterborne Diseases.                                 | 7                      |

### Text books:

1. Murray, R.K., Granner, D.K., Mayes, P.A. and Rodwell, V.W. *Harpers Biochemistry*. Macmillan Worth Publishers, 2000.
2. Nelson, D.L. and Cox, M.M. *Lehninger's Principles of Biochemistry*, Macmillan Worth Publishers. 2000.
3. Devlin, T.M. *Text book of Biochemistry with Clinical Correlations*, Wiley Liss Inc, 1997. Stryer, L. *Biochemistry*, WH Freeman and Co., 1998.
4. Rolando Mota. Linda Sherwood & Christophe Woolverton *Prescott, Harley, and Klein's Microbiology*.: McGraw-Hill NY, 2008.
5. Swaminathan, M., *Handbook of Food and Nutrition*, The Bangalore Press, 1978.

**Reference books:**

1. Voet, D. Voet, J.G. and Pratt, C.W., *Fundamentals of Biochemistry*. Wiley, 1999.
2. Tietz, N.W. *Fundamentals of Clinical Chemistry*. WB Saunders Co., 1976.
3. King, E.J. and Wootton, I.D.P. *Micro-Analysis in Medical Biochemistry*. J and A Churchill Ltd., 1956.
4. Conn, E.E., Stumpf, P.K., Bruening, G. and Doi, R.H.: Ed. *Outlines of Biochemistry*, John Wiley and Sons, 2001.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 1 | 1 | 1 | 1 |   | 1 | 1 | 1 | 1  | 1  | 1  | 3                                | 2  | 1  |
| CO2            | 3                      | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1  | 1  | 1  | 3                                | 2  | 2  |
| CO3            | 3                      | 1 | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 1  | 1  | 1  | 3                                | 2  | 2  |
| CO4            | 3                      |   | 1 | 3 |   |   | 1 | 3 | 2 | 2  | 2  | 1  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 |   | 2 | 2 | 1 | 3 | 1 | 2  | 2  | 1  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|-----------|---|-----------------------|------------------------------------|
| CD1       | Lecture by use of boards/LCD projectors                     | CO1                   | CD1, CD8                           |
| CD2       | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3       | Seminars  | CO3                   | CD1, CD8                           |
| CD4       | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5       | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6       | Industrial/guest lectures                                   |                       |                                    |
| CD7       | Industrial visits/in-plant training                         |                       |                                    |
| CD8       | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9       | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 102  
**Course title:** Food Production Foundation I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4 L: 3 T: 1 P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** First/ First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the basic knowledge of working in a professional kitchen.                    |
| 2. | Know the kitchen equipment, safety procedure, fuels, fire, firefighting and first aids. |
| 3. | Understand the use of various ingredients in kitchen and their preparation              |
| 4. | Explain the use of different methods of cooking   |
| 5. | Understand the basic bakery preparations  |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Describe the professional kitchen.   |
| CO2 | Classify kitchen equipment; conceptualize the safety procedure, fuels usages and precautions, fire, firefighting and first aids. |
| CO3 | Classify Herbs, spices, cereals, pulses, fruits and vegetables and Milk & Milk product   |
| CO4 | Apply different methods of cooking   |
| CO5 | Explain the basic bakery preparations  |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Kitchen Organization :</b> Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments. | 9                      |
| <b>Module- II</b><br><br><b>Kitchen Equipment, Fuels &amp; Safety:</b> Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; First Aid- Basic Burns, Scalds, Cuts.   | 9                      |
| <b>Module – III</b><br><br><b>Ingredients used in cooking:</b> Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.   | 9                      |
| <b>Module- IV</b><br><br><b>Methods of Cooking:</b> Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens  | 9                      |
| <b>Module - V</b><br><br><b>Bakery and Confectionary</b><br>Principles –Types of ovens used. Ingredients used in Bakery – Wheat and wheat products, flour-types, uses and storage, Different Methods of Bread Making.   | 9                      |

### Text Books:

1. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
2. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
3. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009.
4. D. Foskett, R. Kinton & V. Cessarani *Theory of Catering*. Hodder & Stoughton Educational, 1999.
5. K. Arora, *Theory of Cookery*, Frank Brothers, 1992.

### Reference Books:

1. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002.
2. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.

3. M.D.Donovan, Cooking Essentials for the New Professional Chef, John Wiley and Sons, 2001.
4. M J Leto & W K H Bode, *Larder Chef*. Butterworth- Heinemann, 1969.
5. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| <b>CO1</b>     | 3                      | 3 | 3 | 1 | 1 | 1 |   | 2 | 1 | 1  | 2  | 3  | 3                                | 3  | 1  |
| <b>CO2</b>     | 3                      | 3 | 3 | 2 | 1 | 1 |   | 2 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| <b>CO3</b>     | 3                      | 3 | 3 |   | 2 | 1 |   | 1 | 1 | 3  | 2  | 3  | 3                                | 3  | 2  |
| <b>CO4</b>     | 3                      | 2 | 3 | 2 | 3 | 1 |   | 2 | 2 | 1  |    | 3  | 3                                | 3  | 2  |
| <b>CO5</b>     | 3                      | 2 | 3 | 2 | 3 | 1 |   | 2 | 2 | 1  |    | 3  | 3                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)



### Mapping between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8, CD2                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8, CD2                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 103  
**Course title:** Food & Beverage Service I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4 L: 3 T: 1 P:  
**Class schedule per week:** 04  
**Class:** BHMCT  
**Semester / Level:** First / First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Gain a basic understanding of the food & beverage industry.                        |
| 2. | Understand the organization structure of F&B department of various types of hotel. |
| 3. | Examine the role of various types of F&B outlets and ancillary areas.              |
| 4. | Understand the use of various types of F&B equipment.                              |
| 5. | Learn different types of food & beverage service.                                  |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Classify food & beverage sector.   |
| CO2 | Explain the organization structure of F&B department of hotel.                       |
| CO3 | Differentiates between various types of food & beverage outlets and ancillary areas. |
| CO4 | Identify different types of Food & Beverage Equipment.                               |
| CO5 | Differentiate between different food and beverage service methods.                   |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>The Hotel &amp; Catering Industry:</b> Introduction to the hotel industry & the growth of the hotel industry in India, role of catering establishment in the travel/tourism industry. Classification of F & B sector, commercial and welfare catering.                                       | 9                      |
| <b>Module- II</b><br><b>Departmental Organization &amp; Staffing:</b> Organization of F& B department of hotel. Principle staff of various types of F & B Operation. French term related to F & B Staff. Duties & responsibilities of F & B Staff, Attributes of F & B Staff.  | 9                      |
| <b>Module – III</b><br><b>Food &amp; Beverage Service Areas (F &amp; B Outlets):</b> Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club.   | 9                      |
| <b>Module- IV</b><br><b>Ancillary Department and Food &amp; Beverage Service Equipment:</b> Pantry, Food pick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding. Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F & B Service. | 9                      |
| <b>Module - V</b><br><b>Food &amp; Beverage Service Methods:</b> Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.   | 9                      |

### Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011

### Reference books:

1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990

**Gaps in the syllabus (to meet Industry/Profession requirements)- Nil**

**POs met through Gaps in the Syllabus - N/A**

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

Indirect Assessment –

1. Student's Feedback on Course Outcome

Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 |   |   | 1 |   | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 2 |   | 2 | 2 |   | 1 |   | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 1 | 2 |   |   | 2 | 1 | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 1 | 2 | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 2 | 1 | 1  | 2  | 2  | 3                                | 3  | 2  |

Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8, CD2                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM104  
**Course title:** Foundation Course in Room Division -1  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** First/ First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the fundamentals of hotel like size, category and classification.                |
| 2. | Design and create organizational structure of Housekeeping dept. of various sizes of hotel. |
| 3. | Plan different types of guestrooms and design their layout.                                 |
| 4. | Describe various hotel chains operating in India.   |
| 5. | Understand organizational structure, layout and functioning of front office department.     |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Classify hotels based on size, category and location and understand the importance of Housekeeping and front office dept. |
| CO2 | Create organization structure for housekeeping department of various sizes of Hotel.                                      |
| CO3 | Explain different types of guestroom and design their layout.   |
| CO4 | Explain various hotel chain operating in India.   |
| CO5 | Explain the organization structure and functioning of front Office Department.  |

## SYLLABUS

| MODULE   | (NO.OF LECTURE HOURS) |
|--|-----------------------|
| <b>Module – I</b><br><br><b>Introduction to Room Division:</b> Hotel: Meaning, classification, size, category, location etc.<br>Room Division: Concept, Importance, classification, sections and sub-sections.<br>Housekeeping: Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.<br>Front office: Role of Front office and its importance, Functions of F.O. dept. | 8                     |
| <b>Module – II</b><br><br><b>Organization of Housekeeping department:</b> Organization structure of Housekeeping dept. (Small, medium, large hotels), Duties and responsibilities of H.K. staffs, Job description and Job specification, Personality traits of housekeeping personnel, Interdepartmental relationship with other departments, Role of Housekeeping in guest satisfaction.  | 8                     |
| <b>Module – III</b><br><br><b>Hotel Guestroom:</b> Importance of Guestrooms to a guest, Types of guestrooms, layout (single, double, suit, twin etc.), Guest room supplies and amenities, Guestroom status, Guest floor rules.   | 8                     |
| <b>Module- IV</b><br><br><b>Introduction to major Indian Hotel group:</b> Welcome group, Oberoi group, Taj group, Ambassador, HCI, Leela group, Park hotels, Jaypee hotels.  | 8                     |
| <b>Module- V</b><br><br><b>Front office organization:</b> Organization structure of Front office dept. (small, medium, large hotels).<br>Role and importance of various sub-section – Reservation, Reception, Information, Cash and Bills, Bell desk, Hospitality desk, Travel desk etc.   | 8                     |

### Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
3. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

**Reference books:**

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 05                                  |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 |   | 3 | 1 | 1 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 3  |
| CO2            | 3                      | 3 | 2 |   | 3 | 3 | 1 | 1 | 1 | 2  | 1  | 2  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3  | 3  | 3  | 2                                | 3  | 3  |
| CO4            | 3                      | 2 | 2 | 1 | 2 | 1 |   |   | 2 | 3  | 2  | 2  | 3                                | 1  | 1  |
| CO5            | 3                      | 3 | 2 | 1 | 3 | 3 | 2 | 1 | 2 | 2  | 2  | 2  | 3                                | 2  | 2  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)



### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 105  
**Course title:** Food Production Foundation Practical – I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: T: P: 6  
**Class schedule per week:** 06  
**Class:** BHMCT  
**Semester / Level:** First / First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the basic knowledge of working in a professional kitchen.       |
| 2. | Learn kitchen equipment, safety procedure and hygiene.                     |
| 3. | Understand the use of various ingredients in kitchen and their preparation |
| 4. | Learn the use of different methods of cooking                              |
| 5. | Understand the basic bakery preparations                                   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Describe the importance of professional kitchen, hygiene and grooming  |
| CO2 | Describe the kitchen equipment; the safety procedure, fuels usages and precautions, fire, firefighting and first aids. |
| CO3 | Explain the Herbs, spices, cereals, pulses, fruits and vegetables, Milk and Milk product and their uses in kitchen     |
| CO4 | Apply different methods of cooking.  |
| CO5 | Prepare basic bakery items.  |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Hygiene</b><br>Personal Hygiene & Kitchen Hygiene<br>Grooming for Professional Kitchen – Do's & don'ts  | 3                        |
| <b>Module- II</b><br><b>Kitchen</b><br>Familiarization with kitchen equipment and tools<br>Fuels –Their usage and precautions<br>Kitchen First Aid, Handling Fire & HACCP Standards Do's & Don'ts.  | 6                        |
| <b>Module – III</b><br><b>Common Ingredients</b><br>Familiarization, identification of commonly used ingredients in kitchen<br>Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne<br>Shredding, Mire- poix, Blanching of Tomatoes and Capsicum.<br>Vegetables –Their usage and cooking precautions | 6                        |
| <b>Module- IV</b><br><b>Methods of Cooking:</b><br>Boiling (potatoes, peas)<br>Frying (Aubergine, Potatoes)<br>Steaming (Cabbage)<br>Braising (Potatoes)<br>Braising (Onions, cabbage)<br>(All moist heat, dry heat and combination heat cooking methods)   | 15                       |
| <b>Module - V</b><br><b>Fermented dough</b><br>Bread (Bread Loaf-White and Brown), bread rolls (Various shapes), French bread and other fermented dough products  | 30                       |

### Textbooks:

1. D.D., Mary, *Cooking Essentials for the New Professional Chef*. John Wiley and Sons, 1997.
2. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009.
5. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999.

### Reference books:

1. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002.

2. Andrew Hale Feinstein and John M. Stefanelli, *Purchasing Selection and Procurement for the Hospitality Industry*. John Wiley and Sons, 2012

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| <b>CO1</b>     | 3                      | 3 | 3 | 3 | 1 | 3 |   | 2 |   | 2  | 1  | 2  | 3                                | 3  | 2  |
| <b>CO2</b>     | 3                      | 3 | 3 | 3 | 3 | 3 |   | 3 | 3 | 2  | 1  | 3  | 3                                | 3  | 1  |
| <b>CO3</b>     | 3                      | 3 | 3 | 2 | 2 | 3 |   | 2 |   | 2  | 1  | 3  | 3                                | 3  | 1  |
| <b>CO4</b>     | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2  | 1  | 3  | 3                                | 3  | 1  |
| <b>CO5</b>     | 3                      | 3 | 3 | 3 | 2 | 3 |   | 2 | 3 | 2  | 1  | 3  | 3                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)              2: Moderate (Medium)              3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8, CD1                      |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8, CD1                      |
| CD3            | Seminars  | CO3                   | CD5, CD8, CD1                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## COURSE INFORMATION SHEET

**Course code:** HM 106  
**Course title:** Food and Beverage Service Practical - I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L T P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** First /First  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Gain a basic understanding of the food & beverage industry.   |
| 2. | Understand the use of various types of F&B equipment.   |
| 3. | Learn the procedure of cleaning and polishing various types of glassware used in food & beverage service outlets. |
| 4. | Learn various types of napkin folds and organize sideboard for service in a restaurant.                           |
| 5. | Learn silver service.   |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Identify different kinds of service equipment used in a restaurant.                            |
| CO2 | Demonstrate the procedure of performing silver service in a restaurant.                        |
| CO3 | Explain the procedures of cleaning & polishing glassware used in a restaurant.                 |
| CO4 | Demonstrate different types of napkin folds & prepare side boards for service in a restaurant. |
| CO5 | Handle some of the common situations arising in a restaurant.                                  |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br>Identification of equipment.<br>Laying & relaying of tablecloth. | <b>6</b>                 |
| <b>Module- II</b>   | <b>6</b>                 |

|   |          |
|---|----------|
| Holding service gear, carrying a tray/ salver.<br>Service of water.   |          |
| <b>Module – III</b><br><br>Placing meal plates & clearing soiled plates.<br>Crumbing down.                              | <b>6</b> |
| <b>Module- IV</b><br><br>Stocking sideboard.<br>Napkin folds.   | <b>6</b> |
| <b>Module - V</b><br><br>Changing dirty ash tray.<br>Cleaning & polishing glassware.<br>Situation handling & role play. | <b>9</b> |

**Textbooks:**

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006

**Reference books:**

1. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 | 1 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 2 | 1 | 1 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO3            | 3                      | 3 | 2 | 2 | 1 |   |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO4            | 3                      | 3 | 2 |   | 1 | 1 |   | 1 |   |    |    | 3  | 3                                | 3  | 1  |
| CO5            | 3                      | 3 | 2 | 1 | 3 | 3 | 2 | 3 |   | 2  | 2  | 3  | 3                                | 3  | 1  |

Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |



### **COURSE INFORMATION SHEET**

**Course code:** HM 107  
**Course title:** Foundation Course in Room Division Practical-1  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** First / First  
**Branch:** HMCT  
**Name of Teacher:**

#### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Learn the layout of Housekeeping and Front office department.                                   |
| 2. | Understand organizational structure of Housekeeping department.                                 |
| 3. | Know the layout of different types of guestrooms.   |
| 4. | Understand the different types of guest supplies and amenities provided in the rooms.           |
| 5. | Understand the organisational structure of Front office department for different size of hotel. |

#### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Design layout of Housekeeping and Front office department.                              |
| CO2 | Create organizational structure of Housekeeping department.                             |
| CO3 | Design layout of different types of guestrooms.   |
| CO4 | Create list of different types guest supplies and amenities provided in the room.       |
| CO5 | Design organisational structure of Front office department for different size of Hotel. |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Layout of HK and FO dept.</b><br>Designing the layout of the Housekeeping<br>Designing the layout of Front office department.   | 9                        |
| <b>Module – II</b><br><br><b>Organizational structure of HK</b><br>Creating organizational structure of Housekeeping department for Small hotel and Medium hotel<br>Creating organizational structure of Housekeeping dept. for Large hotel   | 6                        |
| <b>Module – III</b><br><br><b>Layout of guestrooms</b><br>Drawing layout of Single room and Double room<br>Layout of Suite room and Twin room   | 6                        |
| <b>Module- IV</b><br><br><b>Guest supplies and amenities</b><br>Preparing list of guest supplies and amenities.   | 6                        |
| <b>Module- V</b><br><br><b>Organizational structure of FO</b><br>Creating organizational structure of Front office department for Small hotel.<br>Organizational structure of Front office department for medium size hotel.<br>Organizational structure of Front office department for Large size hotel. | 9                        |

### Textbooks:

- Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
- Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
- Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

### Reference books:

- Schneider, M. *The Professional Housekeeper*, Wiley, 1998
- Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007

3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 2 | 1 | 2 | 2 | 3 | 2  | 2  | 3  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 |   | 2 | 3 | 1 | 2 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 3 | 1  | 1  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      | 3 | 3 |   | 3 | 1 | 3 | 3 | 2 | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 1  | 2  | 3  | 3                                | 2  | 2  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1                  | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO 2                  | CD5, CD8                           |
| CD3            | Seminars  | CO 3                  | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO 4                  | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO 5                  | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 108  
**Course title:** Business Computing  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Second / First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the working of computer and its various functions. |
| 2. | Explain the working of Word processor.                        |
| 3. | Understand the working of Spreadsheet.                        |
| 4. | Explain the working of PowerPoint                             |
| 5. | Explain the working of Internet and its uses.                 |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Understand the basic function of computer parts. |
| CO2 | Demonstrate the working in word processor        |
| CO3 | Create the spreadsheet                           |
| CO4 | Prepare the presentation in power point.         |
| CO5 | Understand the working of Internet.              |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Introduction to Computer</b><br>Knowing computer: What is Computer, Basic Applications of Computer; Components of Computer System, Central Processing Unit (CPU), VDU, Keyboard and Mouse, Other input/output Devices, generation of computers, programming languages, Computer Memory, Concepts of Hardware and Software; Concept of Computing, Data and Information.                                     | 8                      |
| <b>Module- II</b><br><br><b>Understanding Word Processing</b><br>Word Processing Basics; Opening and Closing of documents; Text creation and Manipulation; Formatting of text; Customizing the Word Application, Document Views, Table handling; Spell check, language setting and thesaurus; Printing of word document, Mail merge.   | 8                      |
| <b>Module – III</b><br><br><b>Understanding Spreadsheet</b><br>Basics of Spreadsheet; Manipulation of cells; Workbook, Worksheet, Formatting in excel, Advanced formatting in Excel, Printing worksheets, Formulas and Functions; Editing of Spread Sheet, graph, switch between worksheets.   | 8                      |
| <b>Module- IV</b><br><br><b>Understanding Power point</b><br>Basics of presentation software; Creating Presentation; Preparation and Presentation of Slides; Slide Show; Taking printouts of presentation / handouts. Using Master slide and various theme. Functions of mouse over and mouse click. Inserting various media – Image, video, audio. Insert and modify table and chart. Insert and edit animation and slide transition. | 8                      |
| <b>Module - V</b><br><br><b>Introduction to Internet, WWW and Web Browsers</b><br>Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet; World Wide Web; Web Browsing software, Search Engines; Understanding URL; Domain name; IP Address; Using e-governance website, e mail, introduction to e-Commerce.                                   | 8                      |

### Textbooks:

1. Jaiswal, S, *Fundamental of Information Technology*, Galgotia Publications Pvt. Ltd., 1999.
2. Seal, Pratim Partho, *Computers in Hotel*, Oxford Publication, 2013.

3. Jain, Satish, Geetha, M, *MS Office 2010 Training Guide*, BPB Publication, 2010.

**Reference books:**

1. Kumar, Bittu, *Microsoft Office 2010*, V&S Publisher, 2013.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 1 | 3 | 1 | 3 | 1 | 1 | 3 |    |    | 2  | 1                                | 2  | 2  |
| CO2            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 2  | 1  |
| CO3            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 2  | 1  |
| CO4            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 3                                | 2  | 1  |
| CO5            | 2                      | 2 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 1  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |



## **COURSE INFORMATION SHEET**

**Course code:** HM 109  
**Course title:** Food production Foundation II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4 L:3 T: 1 P:  
**Class schedule per week:** 04  
**Class:** BHMCT  
**Semester / Level:** Second/First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the functioning of kitchen with different layouts. |
| 2. | Know about stocks, sauces, and soups                          |
| 3. | Understand the Eggs, Poultry and Meats cookery                |
| 4. | Understand the fish cookery                                   |
| 5. | Understand the dough, pastes and batters used in bakery       |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Design the kitchen layout of different kitchen areas.                              |
| CO2 | Classify stocks, sauces, and soups   |
| CO3 | Explain the Eggs, Poultry and Meats cookery  |
| CO4 | Explain the fish cookery   |
| CO5 | Assess the roles of ingredients used in bakery & different methods of cake making. |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Kitchen Layout</b><br>Types of Kitchen, General Planning & Layout of Food Production outlets in a five-star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.  | 9                      |
| <b>Module- II</b><br><br><b>Stocks, Sauces, and Soups</b><br>Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation                | 9                      |
| <b>Module – III</b><br><br><b>Eggs, Poultry and Meat</b><br>Eggs–Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine), Categories, Cuts of Meat, Storage and handling. | 9                      |
| <b>Module- IV</b><br><br><b>Fishes in cooking</b><br>Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.  | 9                      |
| <b>Module - V</b><br><br>Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents. Types of dough – fermented and pastry. Shortening Agents. Types of batters – cakes, pancakes.  | 9                      |

### Textbooks:

1. Arora, K, *Theory of Cookery*, Frank Brothers, 2008
2. Dubey, C, S, *Bakery & Confectionery*, Society of Indian Bakers, 2002
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery*, Hodder Education, 2009
5. Kinton, Ronald, Ceserani, Victor, *Theory of Catering*, Hodder Education, 2007

**Reference Books:**

1. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.
2. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999
3. M J Leto & W K H Bode, *Larder Chef*. Butterworth- Heinemann, 1969
4. Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016
5. Wayne Gislen, *Professional Cooking*. Le Cordon Bleu, 2002
6. Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef*, John Wiley, 1997.
7. Friberg Bo, *The Professional Pastry Chef, Fourth Edition*, Wiley & Sons, 2002

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 2 | 3 | 2 | 1 | 2 |   | 2 | 1 | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 2 | 3 | 2 | 1 | 2 |   | 2 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 2 | 3 | 2 | 1 | 3 | 3 | 2 | 1 | 2  |    | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 2 | 3 | 2 | 1 | 2 |   | 2 | 1 | 2  |    | 3  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 110  
**Course title:** Food and Beverage Service – II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4 L: 3 T: 1 P:  
**Class schedule per week:** 04  
**Class:** BHMCT  
**Semester / Level:** Second /First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Learn the various activities of restaurant. |
| 2. | Learn menu                                  |
| 3. | Understand menu planning process            |
| 4. | Understand the checking system              |
| 5. | Gain basic understanding of beverage        |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Demonstrate the flow of activities in a restaurant.                                  |
| CO2 | Explain different types of Menu, their features, advantages and limitations.         |
| CO3 | Identify factors influencing menu planning process.                                  |
| CO4 | Develop idea about the importance of checking system in the food service operations. |
| CO5 | Explain the term beverage, its classification with examples in French and English.   |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Preparation for Service &amp; Types of Meals</b><br>Organizing mise-en-scene, Organizing mise-en –place.<br>Early morning tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper                    | 9                      |
| <b>Module- II</b><br><br><b>Menu Planning:</b> Origin of menu, Objectives of menu planning, Types of menu (A la carte, Table d’hôte, Carte de jour, Plate de jour, Cyclic, Special Menu – Diet menu, Children menu, Low Calorie menu etc.)  | 9                      |
| <b>Module – III</b><br><br><b>French Classical Menu:</b> Courses and sequence of French Classical Menu, examples from each course, Classical food, Its accompaniments and cover.  | 9                      |
| <b>Module- IV</b><br><br><b>Sale Control System:</b> KOT/Bill control system (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill.<br>Making bill, Cash handling equipment, Record keeping (Restaurant Cashier). | 9                      |
| <b>Module - V</b><br><br><b>Non-Alcoholic Beverage</b><br>Definition, Classification and Characteristics. Tea- Origin & manufacture, Types & brands.<br>Coffee - Origin & manufacture, Types & brands.<br>Juices & soft drinks, Cocoa & other beverages, Origin & manufacture       | 9                      |

### Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011

### Reference books:

1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design– N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 |   | 2 | 2 |   |   |   | 1  |    | 2  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 2 |   | 2 |   |   |   |   | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 1 | 2 |   |   | 3 | 2 | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 |    |    | 2  | 3                                | 3  | 1  |
| CO5            | 3                      | 3 | 2 | 2 | 2 |   |   |   |   |    |    | 2  | 3                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8, CD2                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8, CD2                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |



## **COURSE INFORMATION SHEET**

**Course code:** HM 111  
**Course title:** Foundation Course in Room Division -II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Second/ First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the concept of cleaning science, various types of cleaning equipment methods applied in cleaning. |
| 2. | Classify various types of cleaning agents and procedure of using them.                                       |
| 3. | Know the cleaning of guestrooms and public areas.  |
| 4. | Evaluate the procedure of star rating in Hotel.  |
| 5. | Compile various types of guest services available in hotels.   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Identify various cleaning equipment and standard cleaning procedure to be followed.          |
| CO2 | Identify various cleaning agents and procedure to be followed for using the cleaning agents. |
| CO3 | Demonstrate the cleaning of Guestroom and public area.                                       |
| CO4 | Evaluate the process of giving star category to Hotels.                                      |
| CO5 | Demonstrate various guest services in hotels.  |

## SYLLABUS

| MODULE  | (NO.OF LECTURE HOURS) |
|---|-----------------------|
| <b>Module – I</b><br><b>Cleaning Organization:</b> Introduction, Reasons of cleaning, Standard of cleaning, Principles of cleaning.<br>Types of soil, Nature of soil.<br>Methods of cleaning: manual, mechanical.<br>Cleaning equipment: Manual and mechanical.<br>Care, storage and upkeep of cleaning equipment.<br>Characteristics and selection of good cleaning equipment                                  | 8                     |
| <b>Module – II</b><br><b>Cleaning Agents:</b> Definition, Function, Importance and Types of cleaning agent.<br>Water: Sources, Types, effects, Method of softening water.<br>Detergents: Composition, Types and action of detergents.<br>Abrasives, Reagents, Organic solvent, disinfectant & Bleaches.<br>Polishes, floor sealers, Floor strippers, carpet cleaners.<br>Selection, storage of cleaning agents. | 8                     |
| <b>Module – III</b><br><b>Cleaning of Guestrooms/ public areas:</b> Daily cleaning of rooms (occupied, departure, vacant, VIP, under repair etc.), Periodic /spring cleaning/special cleaning, Evening service/second service.<br>Public Area cleaning: Lobby, Restaurant, Bar, Corridor, Banquet hall, Swimming pool, offices etc.   | 8                     |
| <b>Module – IV</b><br><b>Requirement to be a star category hotel:</b> Role of HRACC, FHRAI, Fees and format of application, Criteria for Approval, A and B class city requirements.<br>Norms for Heritage Hotel   | 8                     |
| <b>Module – V</b><br><b>Guest Services:</b> Handling Guest mail, Message handling, Custody & Control of Key, Guest room change, Left luggage handling.  | 8                     |

### Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
3. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.

### Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooter Education, 1988.

4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 3 | 2 | 1 | 3 | 1 | 1 | 1  | 2  | 3  | 3                                | 2  | 3  |
| CO2            | 3                      | 3 | 2 | 3 | 3 | 3 | 2 | 1 | - | 2  | 1  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 1 | 2 | 2 | 2 | - | 1 | 3  | 2  | 2  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 2 | 2  | 2  | 1  | 3                                | 2  | 3  |
| CO5            | 3                      | 3 | 2 | 1 | 3 | 2 | 1 | 2 | 2 | 3  | 2  | 3  | 3                                | 3  | 3  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 112  
**Course title:** Business Computing Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Second / First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the working of computer and its various functions. |
| 2. | Explain the working of Word processor.                        |
| 3. | Understand the working of Spreadsheet.                        |
| 4. | Explain the working of PowerPoint                             |
| 5. | Explain the working of Internet and its uses.                 |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Understand the basic function of computer parts. |
| CO2 | Demonstrate the working in word processor        |
| CO3 | Create the spreadsheet                           |
| CO4 | Prepare the presentation in power point.         |
| CO5 | Understand the working of Internet.              |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br><b>Introduction to Computer</b><br>Introduction to various Hardware of computer<br>Introduction to various software of computers  | 6                        |
| <b>Module- II</b><br><b>Understanding Word Processing</b><br>Introduction to Word Processing and its basic feature<br>Advance feature of Word Processing   | 6                        |
| <b>Module – III</b><br><b>Understanding Spreadsheet</b><br>Introduction to Spreadsheet and its basic feature<br>Advance feature of Spreadsheet<br>Formulas used in Spreadsheet                   | 9                        |
| <b>Module- IV</b><br><b>Understanding Power point</b><br>Introduction to Power point and its basic feature<br>Advance feature of Power point<br>Preparation of Professional Power points.        | 9                        |
| <b>Module - V</b><br><b>Introduction to Internet, WWW and Web Browsers</b><br>Introduction to Internet and its basic feature<br>E – mail, Website: E Commerce sites, Introduction to Net Banking | 6                        |

### Text Books:

1. Jaiswal, S, *Fundamental of Information Technology*, Galgotia Publications Pvt. Ltd., 1999.
2. Seal, PratimPartho, *Computers in Hotel*, Oxford Publication, 2013.
3. Jain, Satish, Geetha, M, *MS Office 2010 Training Guide*, BPB Publication, 2010.

### Reference Books:

1. Kumar, Bittu, *Microsoft Office 2010*, V&S Publisher, 2013.

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 1 | 3 | 1 | 3 | 1 | 1 | 3 |    |    | 2  | 1                                | 2  | 2  |
| CO2            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 2  | 1  |
| CO3            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 2  | 1  |
| CO4            | 1                      | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 3                                | 2  | 1  |
| CO5            | 2                      | 2 | 3 | 2 | 2 | 3 | 1 | 1 | 2 | 1  | 1  | 3  | 2                                | 1  | 1  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 113  
**Course title:** Food Production Foundation Practical – II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: T: P: 6  
**Class schedule per week:** 06  
**Class:** BHMCT  
**Semester / Level:** Second/First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Know stock and sauces with derivatives.                            |
| 2. | Know various types of soup.  |
| 3. | Know varieties of egg dishes with accompaniments.                  |
| 4. | Know meat, fish and poultry items.                                 |
| 5. | Know various products from different pastes and batters in bakery. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Prepare stock and sauces with derivatives.                            |
| CO2 | Prepare various types of soup.  |
| CO3 | Prepare varieties of egg dishes with accompaniments.                  |
| CO4 | Prepare meat, fish and poultry items.                                 |
| CO5 | Prepare various products from different pastes and batters in bakery. |



## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br>Preparation of Stocks<br>Mother Sauces and at least two derivatives each.  | 6                        |
| <b>Module- II</b><br>Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)  | 6                        |
| <b>Module – III</b><br>Egg Preparations with accompaniments:<br>Hard boiled egg, soft boiled egg, fried eggs, poached eggs, scrambled eggs.<br>Omelet (Plain, Spanish, Stuffed, French etc) | 9                        |
| <b>Module- IV</b><br>Familiarization with poultry, meats & fishes – cuts and cooking  | 9                        |
| <b>Module - V</b><br>Varieties of biscuit dough, cake batters (all methods), products from pastes   | 30                       |

### Text books:

1. Arora, K, *Theory of Cookery*, Frank Brothers, 2008.
2. Dubey, C, S, *Bakery & Confectionery*, Society of Indian Bakers, 2002.
3. Thangam E. Philip, *Modern Cookery (Vol-I)*, Orient Longman, 2010.
4. Kinton, Ronald, Ceserani, Victor, *Practical Cookery*, Hodder Education, 2009.
5. Kinton, Ronald, Ceserani, Victor, *Theory of Catering*, Hodder Education, 2007.

### Reference books:

1. Bocuse Paul, Keller, Thomas, *The Professional Chef (4th Edition)*, CIA Publication, 2011.
2. Kauffman, Cracknell, *Practical Professional Cookery*, Macmillan, 1999.
3. Leto, J, M, Bode, W.K.H, *Larder Chef*, Butterworth- Heinemann, 1999.
4. Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016.
5. Gisslen, Wayne, *Professional Cooking*, Le Cordon Bleu Publications, 2002.
6. Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef*, John Wiley, 1997.
7. Friberg Bo, *The Professional Pastry Chef, Fourth Edition*, Wiley & Sons, 2002.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 | 3 |   |   | 1 |   | 2  |    | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 2 | 2 | 1 |   |   | 1 |   | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 1 |   |   | 1 |   | 2  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 2 | 2 | 1 |   |   | 1 |   | 2  |    | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 1 |   |   | 1 |   | 2  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD8, CD5                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD8, CD5                           |
| CD3            | Seminars  | CO3                   | CD8, CD5                           |
| CD4            | Mini Projects/Projects                                      | C04                   | CD8, CD5                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | C05                   | CD8, CD5                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

**Course code:** HM 114  
**Course title:** Food and Beverage Service Practical – II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Second/First  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Know the restaurant set up and services. |
| 2. | Know the covers for various meals        |
| 3. | Learn restaurant operation               |
| 4. | Understand tea and coffee service        |
| 5. | Understand the basics of menu planning.  |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Set the food & beverage outlet before the service.   |
| CO2 | Demonstrate the practical ability to set the covers for various types of breakfasts and meals. |
| CO3 | Demonstrate the practical ability to carry out activities in a restaurant.                     |
| CO4 | Demonstrate practical ability in the preparation and service of tea and coffee.                |
| CO5 | Design menu.   |

## SYLLABUS

| <b>MODULE</b>   | <b>(NO. OF PRACTICAL HOURS)</b> |
|---|---------------------------------|
| <b>Module – I</b><br>Mise-en-scene, Mise-en-place.  | <b>6</b>                        |
| <b>Module- II</b><br>Continental Breakfast Cover, American Breakfast Cover.<br>English Breakfast Cover, Indian Breakfast Cover.<br>A la carte Cover, Table d' Hote Cover.   | <b>9</b>                        |
| <b>Module – III</b><br>Taking guest reservations, receiving & seating of guests, order taking & Making a KOT, order processing.<br>Sequence of service, Crumbing, Clearing the table, presentation &en-cashing the bill, presenting & collecting guest comment cards, seeing off the guest. | <b>9</b>                        |
| <b>Module- IV</b><br>Tea – Preparation & Service.<br>Coffee – Preparation & Service.  | <b>6</b>                        |
| <b>Module - V</b><br>Special food service (Cover, accompaniments & service).<br>Writing a Menu in English.  | <b>6</b>                        |

**Textbooks:**

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.

**Reference books:**

1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2013.
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

## Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

## Indirect Assessment

1. Student's Feedback on Course Outcome.

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 |   | 2 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 2 | 2 | 2 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 1 | 2 | 2 | 3 |    | 1  | 3  | 3                                | 3  | 1  |
| CO4            | 3                      | 3 | 2 | 2 | 2 | 2 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO5            | 3                      | 3 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 1  | 2  | 3  | 3                                | 3  | 1  |

## Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

## Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 115  
**Course title:** Foundation course in Room Division Practical-II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Second/ First  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand and use different types of cleaning equipment.    |
| 2. | Examine and use different types of cleaning agents.          |
| 3. | Plan the process of bathroom and guestroom cleaning.         |
| 4. | Develop skill for public area cleaning.                      |
| 5. | Learn the process of guestroom, change and message handling. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Identify and use different types of cleaning equipment.           |
| CO2 | Apply different types of cleaning agents in the cleaning process. |
| CO3 | Explain the guestroom cleaning.                                   |
| CO4 | Explain the process of public area cleaning.                      |
| CO5 | Explain the process of room change and message handling.          |

## SYLLABUS

| MODULE   | (NO.OF PRACTICAL HOURS) |
|--|-------------------------|
| <b>Module – I</b><br><br><b>Introduction to Manual &amp; Mechanical equipment</b><br>Familiarization with Manual & Mechanical cleaning equipment.<br>Identification of cleaning equipment.<br>Functions of cleaning equipment. | <b>9</b>                |
| <b>Module – II</b><br><br><b>Introduction to Cleaning agents</b><br>Identification of cleaning agents.<br>Application of different types of cleaning agents.   | <b>6</b>                |
| <b>Module – III</b><br><br><b>Cleaning guestrooms</b><br>Guestrooms cleaning.<br>Bathroom cleaning.  | <b>6</b>                |
| <b>Module – IV</b><br><br><b>Public area cleaning</b><br>Public area cleaning (lobby, lounge, elevator, restaurants, coffee shops, staircase, corridor, banquet hall, swimming pool etc.)                                      | <b>9</b>                |
| <b>Module – V</b><br><br><b>Guestroom change and Message handling</b><br>Guest room change procedure.<br>Message handling procedure  | <b>6</b>                |

### Textbooks:

1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.

### Reference books:

1. Schneider, M. *The Professional Housekeeper*, Wiley, 1998.
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007.
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHILA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.



**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 | 1 | 3 | 2 | 2 | 2  | 2  | 3  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 |   | 2 | 3 | 2 | 2 |   | 3  | 1  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2  | 1  | 3  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 |   | 3 | 1 | 1 | 1 | 2 |    | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 3 | 1 | 2 | 2 | 3  | 3  | 3  | 3                                | 3  | 2  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8                           |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 201  
**Course title:** Introduction to Tourism, Travel & Hospitality Industry  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester/Level:** Third/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Learn the meaning and concepts of Hospitality Industry.                   |
| 2. | Know the differentiate between forms and types of tourism.                |
| 3. | Understand between hospitality and non-hospitality goods.                 |
| 4. | Know the various career prospects in hotel and tourism industry.          |
| 5. | Interpret the difference applications of tourism and hospitality product. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Describe the meaning and concepts of hospitality and tourism.                 |
| CO2 | Interpret the forms and types of tourism.                                     |
| CO3 | Develop the insight of hospitality and tourism products                       |
| CO4 | Conceptualize the various aspects of hospitality and tourism sector           |
| CO5 | Illustrate different career opportunities in hospitality and tourism industry |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Introduction:</b> Meaning and Nature of Tourism, The Historical Perspective of Tourism, The economic, social and cultural significance of tourism, tourist, Excursionist, Tourism Market, Tourism Resources, Tourism Product, Destination, Recreation, Pleasure, Relaxation.<br><b>Forms &amp; types of tourism:</b> Inter–regional and intra–regional tourism, Inbound and Outbound tourism, Domestic, International tourism. Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or ‘roots’ tourism and VFR.  | 8                      |
| <b>Module – II</b><br><br><b>Indian culture:</b> A brief introduction of Indian culture, architecture, dances & music, fair & festivals. Facilitators of Tourism: Accommodation - types of accommodation, classification of accommodation, Transportation: Types and Relevance in Tourism, Characteristics and Components of Tourism Industry. Why it is different from other types of consumer product?<br><b>Origin and growth of Hospitality:</b> Concept, origin and growth of Hospitality Industry, Hospitality as an industry & linkages with other industries, role in global and Indian economy. External environment and hospitality industry, Characteristics of the hospitality Industry. Major hotel chains operating in India. Future trends in Hospitality Industry. | 8                      |
| <b>Module – III</b><br><br><b>Organization structure of hotel:</b> Organization structure & Departments in hotels; Basic of Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts. Ancillary services, support services.   | 8                      |
| <b>Module – IV</b><br><br><b>Distribution Channel:</b> Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.   | 8                      |
| <b>Module – V</b><br><br><b>Wings of Hospitality Industry:</b> Hotels & Resorts, Restaurants & Commercial food services, Meeting & Event planning, Destination Managements companies (DMCs), Airlines, Cruises, etc.   | 8                      |

**Textbooks:**

1. Roday, Biswal, Joshi, *Tourism – Operations and Management*, Oxford Publications, 2010.
2. John R. Walker, *Introduction to Hospitality Management*, 2e, Pearson Education, 2008.

**Reference books:**

1. Sudhir Andrews, *Introduction to Tourism and Hospitality*, Tata McGraw Hill, 2010.
2. Charles R. Goeldner, *Tourism principles, practices, philosophies*, John Wiley Pub, 2007.
3. A. K. Bhatia, *International Tourism*, Sterling Publications, 2006.
4. P. N. Seth, *Introduction to Hospitality*, Sterling Publications, 2001.

**Gaps in the syllabus (to meet Industry/Profession requirements): Nil**

**POs met through Gaps in the Syllabus: -N/A**

**Topics beyond syllabus/Advanced topics/Design: -N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design: -N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 |   | 2 | 1 | 2 | 2 | 1  | 3  | 2  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 2 | 3 | 2 | 1 | 3 | 1 | 2 | 2  | 2  | 3  | 3                                | 2  | 1  |
| CO3            | 3                      | 3 | 3 | 1 | 3 | 3 | 2 | 3 | 1 | 1  | 3  | 3  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3  | 2  | 2  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 2  | 1  | 3  | 3                                | 2  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 202  
**Course title:** Food Production Operation I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4 L:3 T: 1 P:  
**Class schedule per week:** 04  
**Class:** BHMCT  
**Semester / Level:** Third/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the North Indian cuisine.  |
| 2. | Understand the South Indian cuisine.  |
| 3. | Know uses of masalas, pastes and gravies and various agents in cooking.             |
| 4. | Understand the Indian tandoori cooking, dum cooking and halwai cooking.             |
| 5. | Understand the techniques of chocolate work, sugar craft and ice-cream preparation. |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Interpret the philosophy of North Indian cuisine.                                    |
| CO2 | Interpret the tenets of South Indian cuisine.  |
| CO3 | Apply the various uses of masalas, pastes and gravies and various agents in cooking. |
| CO4 | Describe Indian tandoori cooking, dum cooking and halwai cooking.                    |
| CO5 | Explain the techniques of chocolate work, sugar craft and ice-cream preparation.     |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>North Indian Cooking</b><br>Introduction of North Indian cooking, key features, regional classification, Popular north Indian regional cuisines- food habits, popular dishes and accompaniments, historical and geographical impact, special ingredients.  | 9                      |
| <b>Module- II</b><br><br><b>South Indian Cooking</b><br>Introduction of South Indian cooking, key features, regional classification, Popular South Indian regional cuisines- food habits, popular dishes and accompaniments, historical and geographical impact, special ingredients.  | 9                      |
| <b>Module – III</b><br><br><b>Masalas, Pastes, Gravies and various agents in Indian cooking</b><br>Masalas and pastes: introduction, types, blending of spices, concept of dry and wet masalas, pastes used in Indian cooking, Basic Indian gravies: introduction, gravies and curries, gravy preparations; Various agents: souring agents, coloring agents, thickening agents, tendering agents, flavoring and aromatic agents, spicing agents in Indian kitchens   | 9                      |
| <b>Module- IV</b><br><br><b>Special Cooking techniques and food delivery system</b><br>Tandoori cooking- Types of tandoor, seasoning of tandoori pot. tandoori marination, tandoori masalas, tandoori preparations - chicken, mutton, fish, prawns, cottage cheese; Dum cooking – origin, method, special equipment, classical dishes; Halwai Indian sweets- origin and history, ingredients used, regional influences, religious importance; Home style cooking; Food delivery systems- cook chill, cook freeze and sous vide | 9                      |
| <b>Module -V</b><br><br><b>Advance Bakery preparations</b><br>Chocolate – production, types, tempering, decorations; Sugar techniques- boiling sugar, spun sugar, poured sugar, pulled sugar; marzipan, pastillage, nougatine, ice-cream and frozen desserts, sauces and coulis.   | 9                      |

### Text Books:

1. K G Dubey, *The Indian Cuisine*, PHI, 2013
2. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012
3. Kinton & Cessarani, *Theory of Catering*, ELBS, 2012
4. W. Gisslen, *Professional Baking*, John Wiley & Sons, 2009



**Reference Books:**

1. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
2. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 2 | 2 |   | 2 | 3 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 3 | 2 |   |   | 2 | 3 | 2  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1,           | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM203  
**Course title:** Food and Beverage Service - III  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 4      L: 3      T: 1      P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Gain basic understanding of alcoholic beverage.                                      |
| 2. | Differentiate between various types of fermented alcoholic beverage.                 |
| 3. | Learn the production and service process of various fermented beverages.             |
| 4. | Identify the factors that affect the quality of various types of fermented beverage. |
| 5. | Understand various wine producing regions of the world.                              |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Classify alcoholic beverage.   |
| CO2 | Explain the production process, types, service and storage procedure of beer, cider, perry and sake. |
| CO3 | Explain the production process, types, service and storage procedure of various types of wine.       |
| CO4 | Elucidate various types and principal wine regions of major wine producing countries of Europe.      |
| CO5 | Apply basic beverage knowledge.  |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Alcoholic Beverage:</b> Introduction & definition, Classification, A brief description of each type of alcoholic beverage.   | 9                      |
| <b>Module- II</b><br><br><b>Beer:</b> Introduction & definition, Types of beer, Production of each type, Storage, Service of Bottled, canned & draught beer.   | 9                      |
| <b>Module – III</b><br><br><b>Other Fermented &amp; Brewed Beverages:</b> Sake: Introduction; Production; Types; Storage & Service.<br>Cider: Introduction; Production; Types; Storage & Service.<br>Perry: Introduction; Production; Types; Storage & Service.  | 9                      |
| <b>Module- IV</b><br><br><b>Still, Sparkling, Fortified &amp; Aromatized Wine:</b> Introduction & definition, Classification, Table/still/natural, Fortified, Sparkling, Aromatized wine. Definition; Production; Classification; Storage; Service and Brand names of each category - White, Red and Rose, Sparkling wine/Champagne, Port wine, Sherry, Madeira, Marsala, Aromatized wine. | 9                      |
| <b>Module - V</b><br><br><b>Wine producing countries of Europe:</b><br>Wine of France: Introduction, The various categories, Principal wine regions of France.<br>Wine of Germany: Introduction, The various categories, Principal wine regions of Germany.<br>Wine of Italy: Introduction, The various categories, Principal wine regions of Italy.                                       | 9                      |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015.

### Reference books:

1. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011.
2. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.
3. Christian C. *The Complete Encyclopaedia of Wine*, Rebo Publishers. 2004-Second Edition

**Gaps in the syllabus (to meet Industry/Profession requirements)- Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design**

1. New world wine
2. Food & wine harmony

**POs met through Topics beyond syllabus/Advanced topics/Design**

2, 5, 6,8,11

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 1 | 1 | 2 |   |   | 1 |   | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 1 | 2 | 2 |   |   | 1 | 1 | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 1 | 2 | 2 |   |   | 1 | 1 | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 1 | 1 | 2 | 2 | 1 | 1 |   | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2  | 2  | 2  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8, CD2                      |
| CD3            | Seminars  | CO3                   | CD1, CD8, CD2                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8, CD2                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 204  
**Course title:** Accommodation Operation-I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the importance and functions of control desk.                                  |
| 2. | Learn about the daily routine and operational system of housekeeping department.          |
| 3. | Understand the role of housekeeping supervisor and critical issues related to inspection. |
| 4. | Examine cleaning skills for various types of surfaces.                                    |
| 5. | Assess the requirement of standard furniture, fixture and fittings in the hotel.          |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain the importance and functions of control desk.  |
| CO2 | Manage daily routine and operational systems of housekeeping department.                     |
| CO3 | Conceptualize the role of housekeeping supervisor and critical issues related to inspection. |
| CO4 | Apply skills for cleaning of different types of surfaces.                                    |
| CO5 | Explain standard requirement of guestroom furniture, fixture and fittings.                   |

## SYLLABUS

| MODULE   | (NO.OF LECTURE HOURS) |
|--|-----------------------|
| <b>Module – I</b><br><br><b>Housekeeping control Desk:</b> Importance, coordination with other departments (F.O., engineering, room service etc).<br>Handling telephone calls: answering calls, transferring calls, holding calls, taking calls, making calls.<br>Paging system and methods.<br>Handling complaints/requests and difficult situations, room transfer.<br>Forms and formats used in control desk.                                       | 8                     |
| <b>Module – II</b><br><br><b>Daily Routine and System:</b> Housekeeping day: Introduction, Opening the house, Shifts: Morning Shift: Briefing, Room assignment, Handover of keys, readying the cart, room status check, Room service & inspection.<br>Afternoon/Evening shift: Debriefing, Reporting, handover.<br>Night shift: Activities, Duties, staff scheduling.<br>Leave application procedure, Gate pass procedure, Formats & Records.          | 8                     |
| <b>Module – III</b><br><br><b>Housekeeping supervision:</b> Role of H.K. supervisor, Duties and Responsibilities of supervisor. Check list, Importance of inspection.<br>Typical area neglected, Area of special attention, handling guest complaints, Maid's trolley and Bed making.  | 8                     |
| <b>Module – IV</b><br><br><b>Cleaning of different surfaces:</b> Metals (silver, steel, copper, Bronze, iron etc.), Glass (flat glass, Hollow glassware, Chandeliers)<br>Leather, rubber etc.<br>Plastics: Types (thermosetting & thermoplastic)<br>Ceramics: Cleaning of various types of ceramics<br>Wood: solid woods, Hardboard, Plywood, Cork etc.  | 8                     |
| <b>Module – V</b><br><br><b>Standard content of a guestroom:</b> Guest room furniture: Introduction, selection criteria, Types of furniture, Furniture arrangement, Guest room fixture and fittings: Types of fixture and fittings.<br>Beds: Construction, types, Mattresses: Types, sizes and selection criteria<br>Bedding: Pillows and bolsters, Blankets – Types, Duvets and quilts.<br>Care and cleaning of bedding items, Guestroom accessories. | 8                     |



**Textbooks:**

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006

**Reference books:**

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A.Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 05                                  |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 3 | 3 | 1 | 3 | 2 | 2  | 3  | 3  | 2                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 3 | 1 | 3 | 1 | 3 | 2  | 1  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 3 | 1 | 3 | 2 | 3  | 3  | 2  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 1 | 3 | 2 | 3 | 2 | 1 | 2  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 | 2 | 3 | 2 | 3 | 1 | 2 | 2  | 2  | 3  | 3                                | 3  | 3  |

### Correlation Levels 1,2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM205  
**Course title:** Front Office Operation – I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Explain guest services and basic front office functions and responsibilities that allow staff to meet guest standards.                                     |
| 2. | Understand how a front office department in a small, medium and large hotel may be organized along with various meal plans being followed in these hotels. |
| 3. | Examine the role of Front office department in guest life cycle  |
| 4. | Understand why an efficient communication system is needed to operate within the front office.   |
| 5. | Explain Passport and Visa needed by tourist and various accommodation products available for them.   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Understand the origin and the nature of Hospitality Industry.                     |
| CO2 | Explain the operation of Front Office department in a hotel.                      |
| CO3 | Explain the role of Front office department in guest life cycle.                  |
| CO4 | Design different types of meal plan and explain different types of communication. |
| CO5 | Identify the difference between Passport & Visa.                                  |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>The Hospitality Industry:</b> Introduction, Origin of Hospitality Industry, Nature of Hospitality Industry. History and development of Hotel Industry, Defining the term hotel, Types of hotels, Target Market, Classifying hotels, levels of service, Ownership and affiliation                                | 8                      |
| <b>Module- II</b><br><br><b>Front Office Department:</b> Front office operations, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel, The Front desk: Functional Organization, Telecommunication.   | 8                      |
| <b>Module – III</b><br><br><b>Front Office Operations:</b> The guest cycle: Pre-Arrival, Arrival, Occupancy, Departure, Post Departure; Front office systems: Non-Automated, Semi Automated, Fully Automated; Front Office Process, Front office forms, the front desk, Front office equipment, Property Management Systems.                | 8                      |
| <b>Module- IV</b><br><br><b>Communication and Meal Plans:</b> Communication, verbal communication, non-verbal communication, written communication, general office practice, additional tasks. Meal plans - Types, needs and use of such plans, Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign. | 8                      |
| <b>Module - V</b><br><br><b>Passport &amp; Visa:</b> Passport- meaning and definition, Visa – meaning, Types of Visa – Tourist Visa, Business Visa, Employment Visa, Conference Visa, Student visa, Sports visa etc. Permits.   | 8                      |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K.Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011.
3. Sudhir Andrews, *Front Office: A Training Manual*, Tata McGraw Hill, 2011
4. Raymond S Schmidgall, *Hospitality Industry Managerial accounting*, AHLA, 2006
5. Michael Kasavana and Cahell, *Managing computers in hospitality industry*, AHLA, 1996

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 |   | 1 |   | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 1  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 |   | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 |   | 2 |   | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 | 2 | 3 | 2 |   | 1 | 2 | 3  | 3  | 2  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 206  
**Course title:** Food Production Operation Practical -I  
**Pre-requisite(s):** NIL  
**Credits:** 3      L: 0    T: 0    P: 6  
**Class schedule per week:** 6  
**Class:** BHMCT  
**Semester / Level:** Third/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the preparations of various masalas, pastes and gravies in Indian Kitchen. |
| 2. | Understand the preparations of dishes of North, East, and Central India.              |
| 3. | Understand the preparation of dishes of South, West and North-East India.             |
| 4. | Understand the preparations of tandoori, dum cooking and halwai techniques.           |
| 5. | Understand the preparations of bakery and confectionary items.                        |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Prepare various masalas, pastes and gravies in Indian Kitchen. |
| CO2 | Prepare dishes of North, East, and Central India.              |
| CO3 | Prepare dishes of South, West and North-East India.            |
| CO4 | Apply tandoori, dum cooking and halwai cooking techniques.     |
| CO5 | Prepare bakery and confectionary items.                        |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br>Preparations of Masalas, Pastes and Gravies in Indian Kitchen. Preparation of Makhni Gravy, Green Gravy, White Gravy, Lababdar Gravy, Kadhai Gravy, Achari Gravy, Malai Kofta Gravy, Yakhni Gravy, Yellow Gravy, Korma Gravy | 6                        |
| <b>Module- II</b><br>Understanding Indian cooking and preparation of popular foods of India (at least one three course menu from each region of North, East, and Central India).  | 6                        |
| <b>Module – III</b><br>Understanding Indian cooking and preparation of popular foods of India (at least one three course menu from each region of South, West and North-East India).  | 6                        |
| <b>Module- IV</b><br>Indian tandoori and dum preparation, Indian sweets preparation   | 12                       |
| <b>Module - V</b><br><b>Bakery and confectionary preparation</b> - chocolate work, sugar craft, almond paste, meringues, sponges, sponge goods, cake icing, puddings, ice-cream, frozen desserts, sauces and coulis                               | 30                       |

### Textbooks:

1. K G Dubey, *The Indian Cuisine*, PHI, 2013
2. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012
3. Kinton & Cessarani, *Theory of Catering*, ELBS, 2012
4. Y. Ashok Kumar, *Textbook of bakery and confectionary*, PHI, 2012
5. W. Gisslen, *Professional Baking*, John Wiley & Sons, 2009
6. L J Hanneman, *Patisserie*, Routledge, 2005

### Reference books:

1. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
2. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016
3. S. C. Dubey, *Bakery & Confectionery*, Society of Indian Bakers, 2012



**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 2 | 2 |   | 2 | 3 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 3 | 2 |   |   | 2 | 3 | 2  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8                           |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM207  
**Course title:** Food and Beverage Service Practical - III  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Learn the skill of taking beverage order.                           |
| 2. | Learn the skill of serving beer, cider, perry and sake.             |
| 3. | Learn the way of interpreting various types of wine bottle's label. |
| 4. | Learn the skill of serving various types of wine.                   |
| 5. | Learn skill of setting up table as per menu.                        |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Demonstrate ability in taking order for beverages.  |
| CO2 | Demonstrate practical ability in the service of beer, cider, parry, sake.                       |
| CO3 | Demonstrate practical ability in the service of different types of still & fortified wine.      |
| CO4 | Demonstrate practical ability in the service of different types of sparkling wine.              |
| CO5 | Demonstrate practical ability to set up a table in a professional manner for table d'hôte menu. |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br>Taking an Order for Beverages.  | <b>3</b>                 |
| <b>Module- II</b><br>Service of Bottled beer, Canned beer & Draught beer.  | <b>6</b>                 |
| <b>Module – III</b><br>Opening technique of wine bottle Still wine, Sparkling wine, Aromatized & fortified wine.<br>Service of Wine White wine, Red wine, Rose wine. | <b>9</b>                 |
| <b>Module- IV</b><br>Service of Sparkling wine & Champagne.<br>Service of Fortified wine and Aromatized wine.  | <b>6</b>                 |
| <b>Module - V</b><br>Set up a table with Prepared Menu with wines.   | <b>6</b>                 |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015

### Reference books:

1. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
2. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 2 | 2 | 1 | 3 |   | 1 | 2 | 2  | 2  | 2  | 3                                | 3  | 1  |
| CO2            | 3                      | 2 | 2 | 2 | 1 | 2 |   | 1 |   | 2  | 1  | 2  | 3                                | 3  | 1  |
| CO3            | 3                      | 2 | 2 | 2 | 1 | 2 |   | 1 |   | 2  | 1  | 2  | 3                                | 3  | 1  |
| CO4            | 3                      | 2 | 2 | 2 | 1 | 2 |   | 1 |   | 2  | 1  | 2  | 3                                | 3  | 1  |
| CO5            | 3                      | 2 | 2 | 2 | 1 | 1 |   | 1 |   | 2  | 2  | 2  | 3                                | 3  | 1  |

### Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8, CD9               |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 208  
**Course title:** Accommodation Operation Pratical-1  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Learn about cleaning of different surfaces.                  |
| 2. | Understand about telephone, paging and complaint handling.   |
| 3. | Evaluate various forms and formats used at control desk.     |
| 4. | Examine the use of maid's cart trolley for bed making.       |
| 5. | Design inspection check list for guestroom and public areas. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Develop skill about cleaning of different surfaces.                       |
| CO2 | Develop knowledge and skill in handling telephone, paging and complaints. |
| CO3 | Explain various forms and formats used at control desk.                   |
| CO4 | Explain the use maid's cart trolley for bed making.                       |
| CO5 | Design inspection check list for guestroom and public areas.              |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Cleaning of different surfaces</b><br>Cleaning of different surfaces: Wood, bronze, steel, brass, glass, rubber, ceramics.                        | <b>9</b>                 |
| <b>Module – II</b><br><br><b>Message handling</b><br>Telephone handling procedure<br>Procedure of Paging a guest.   | <b>6</b>                 |
| <b>Module – III</b><br><br><b>Control desk</b><br>Complaints handling procedure.<br>Filling up forms used in control desks.   | <b>6</b>                 |
| <b>Module – IV</b><br><br><b>Guest room service</b><br>Using maid's cart trolley.<br>Bed making, Turndown/ Evening service<br>Turndown/Evening service.                       | <b>9</b>                 |
| <b>Module – V</b><br><br><b>Guest room &amp; Public area inspection</b><br>Preparing Inspection checklist for guestrooms.<br>Preparing Inspection checklist for public areas. | <b>6</b>                 |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006

### Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.

3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| <b>CO1</b>     | 3                      | 3 | 3 | 3 | 2 | 1 | 3 | 2 | 3 | 2  | 2  | 3  | 3                                | 3  | 3  |
| <b>CO2</b>     | 3                      | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2  | 1  | 3  | 3                                | 3  | 3  |
| <b>CO3</b>     | 3                      | 3 | 3 | 1 | 2 | 2 | 1 | 2 | 3 | 1  | 1  | 3  | 1                                | 3  | 1  |
| <b>CO4</b>     | 3                      | 3 | 3 | 1 | 3 | 1 | 1 | 3 | 2 | 3  | 2  | 3  | 3                                | 3  | 1  |
| <b>CO5</b>     | 3                      | 3 | 2 | 1 | 2 | 3 | 3 | 2 | 2 | 1  | 2  | 3  | 2                                | 3  | 3  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)



### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1                  | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO 2                  | CD5, CD8                           |
| CD3            | Seminars  | CO 3                  | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO 4                  | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO 5                  | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 209  
**Course title:** Front Office Operation Practical – I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand geographical location of various countries.                             |
| 2. | Understand grooming standard required in the hospitality industry.                 |
| 3. | Explain requirement of effective verbal communication in hospitality industry.     |
| 4. | Explain requirement of effective non-verbal communication in hospitality industry. |
| 5. | Understand the use of forms and formats required in hospitality industry.          |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Understand geographical location of various continent and countries, its capital, flag and airlines. |
| CO2 | Illustrate various grooming standards and arrival activities of Front Office Department.             |
| CO3 | Illustrate verbal communication skills required in Front Office Department of a Hotel.               |
| CO4 | Illustrate non-verbal communication skills required in Front Office Department of a Hotel.           |
| CO5 | Prepare various forms and formats needed in Front Office Department.                                 |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Knowing the world</b><br>Understanding different continents and division of world.<br>Preparation and study of countries and capitals, currencies and airlines<br>Preparation and study of flags and chart.   | <b>9</b>                 |
| <b>Module- II</b><br><br><b>Front office department and its operation</b><br>Identification of equipment, work structure and stationery of Front Office.<br>Basic manners and grooming standards required for Front Office operation.<br>Role play of Pre-Arrival and Arrival activities.             | <b>9</b>                 |
| <b>Module – III</b><br><br><b>Communication Skill - Verbal</b><br>Understanding the importance of Communication skills – verbal, Presentation and public speaking.<br>Telecommunication skills telephonic situation handling  | <b>6</b>                 |
| <b>Module- IV</b><br><br><b>Communication Skill – Non-Verbal</b><br>Understanding the importance of Communication skills – Non-verbal.<br>Facial expressions, the tone and pitch of the voice.<br>Gestures, Body language (kinesics) and the physical distance between the communicators (proxemics). | <b>9</b>                 |
| <b>Module - V</b><br><br><b>Forms and Formats</b><br>Preparation of various Forms and Formats used in Front Office Department.<br>Preparation of various Formats used in Front Office Department.   | <b>6</b>                 |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. Meenakshi Ramand and Prakash Singh, *Business Communication*, Oxford Publication, 2012.

### Reference Books:

1. Vishwamohan, *English for Hotel Industry*, Pearson Publication, 2013

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |    |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|----|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4  | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 1 | 1 | 1  | 1 |   |   |   |   | 1  | 2  | 1  | 1                                | 1  |    |
| CO2            | 3                      | 3 | 1 | 1  | 1 |   | 1 |   |   | 1  | 2  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 3  | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      | 3 | 3 | 3  | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 2                      | 3 | 1 | 12 | 1 |   |   |   | 1 | 1  | 2  |    | 1                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8, CD9                      |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM210  
**Course title:** Basic Accounting  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L:3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the concept of accounting.                |
| 2. | Understand journal and ledger entries,               |
| 3. | Know depreciation concepts.                          |
| 4. | Understand trading account, profit and loss account. |
| 5. | Understand balance sheet.                            |

### **Course Outcomes**

After the completion of this course, students will be to:

|     |   |
|-----|---|
| CO1 | Outline the concept of accounting, its importance, types and application and solve journal entry. |
| CO2 | Solve and record transaction in ledger format   |
| CO3 | Solve and interpret accounting concept of depreciation  |
| CO4 | Deduce and solve from recording of a business transaction to preparation of trial balance         |
| CO5 | Classify assets and deduce and solve trading account, profit and loss account and balance sheet.  |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Introduction:</b> Accounting as an information system, Functions, advantages and limitations of accounting. Branches of accounting. Bases of accounting: cash basis and accrual basis. Basic concepts and conventions: entity, money measurement, going concern, cost, realization, accruals, periodicity, consistency, Recording of transaction: Journal.           | 9                      |
| <b>Module- II</b><br><b>Capital and Revenue Transaction:</b> Recording of transaction: Ledger, Capital Expenditure, Revenue Expenditure, Capitalized Expenditure, Deferred Revenue Expenditure, Capital and revenue receipts. Reserves and provisions: Meaning; Objective.   | 9                      |
| <b>Module – III</b><br><b>Concepts for determination of business income:</b> The nature of depreciation. The accounting concept of depreciation. Factors in the measurement of depreciation. Methods of computing depreciation: straight line method and diminishing balance method; Disposal of depreciable assets; change in method of charging depreciation. Accounting for depreciation. | 9                      |
| <b>Module- IV</b><br><b>Accounting Process:</b> From recording of a business transaction to preparation of trial balance including adjustments and rectification of errors.  | 9                      |
| <b>Module - V</b><br><b>Final Accounts and Balance Sheet:</b> Classification of assets, liabilities. Working capital, Trading Account, Profit and loss Account, Balance Sheet.   | 9                      |

### Textbooks:

1. Hanif M. and Mukherjee A. -*Financial Accounting-I*, McGraw - Hill Education India Pvt. Ltd. 4<sup>th</sup> Edition 2018.
2. Shukla M.C., Grewal T. S and Gupta S.C- *Advanced Accounts*, S. Chand & Co Ltd, New Delhi. 18<sup>th</sup> Edition 2010.
3. Maheshwari and Maheshwari-*Financial Accounting*, Vikas Publishing House. 6<sup>th</sup> Edition 2018
4. Gupta R.L and Radhaswamy M- *Advanced Accountancy*, Sultan Chand, New Delhi 2014.
5. Basu A - *Financial Accounting*, TEE DEE Publication, Kolkata. 2009.
6. Rawat D.S - *Student's Guide to Accounting Standard*, Taxmann, New Delhi. 33<sup>rd</sup> Edition 2018

**Reference books:**

1. Kotas R & Conlan M. *Hospitality Accounting* (Elements of Business Series), Cengage Learning EMEA, United Kingdom. 5<sup>th</sup> edition 1997
2. Boardman R.D. *Hotel & Catering Costing & Budgets*. Heinemann, USA. 3<sup>rd</sup> revised Edition 1978
3. Negi J. *Financial & Cost Control Techniques in Hotel & Catering Industry*. Jain Book Agency, New Delhi. 2<sup>nd</sup> Edition 2000.
4. Pandey I.M. *Introduction to Financial Management*. Vikas Publishing, New Delhi. 11<sup>th</sup> Edition 2015.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 1 | 3 | 3 | 3 | 1 | 1 | 3 | 2 | 2  | 3  | 3  | 3                                | 2  | 1  |
| CO2            | 3                      | 1 | 3 | 3 | 3 | 1 | 1 | 3 | 2 | 2  | 3  | 3  | 3                                | 2  | 2  |
| CO3            | 3                      | 1 | 3 | 3 | 3 | 1 | 1 | 3 | 2 | 2  | 3  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      |   | 3 | 3 | 3 | 3 |   | 2 | 2 | 3  | 3  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 2 | 3 | 3 | 3 | 1 | 3 | 3 | 2 | 2  | 3  | 3  | 3                                | 2  | 1  |



**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery MethodUsed</b> |
|-----------|---|-----------------------|-----------------------------------|
| CD1       | Lecture by use of boards/LCD projectors                     | CO1                   | CD1, CD8                          |
| CD2       | Tutorials/Assignments                                       | CO2                   | CD1, CD8                          |
| CD3       | Seminars  | CO3                   | CD1, CD8                          |
| CD4       | Mini projects/Projects                                      | CO4                   | CD1, CD8                          |
| CD5       | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                          |
| CD6       | Industrial/guest lectures                                   |                       |                                   |
| CD7       | Industrial visits/in-plant training                         |                       |                                   |
| CD8       | Self- learning such as use of NPTEL materials and internets |                       |                                   |
| CD9       | Simulation  |                       |                                   |

### **COURSE INFORMATION SHEET**

**Course code:** HM211  
**Course title:** Food production Operation II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class Schedule per week:** 0 3  
**Class:** BHMCT  
**Semester / Level:** Fourth/ Second  
**Branch:** HMCT  
**Name of Teacher:**

#### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand different types of large-scale catering services.   |
| 2. | Understand store management procedures and purchase procedure. |
| 3. | Know fast food, convenience food and rechauffe cooking.        |
| 4. | Understand popular western cuisine.                            |
| 5. | Understand various Oriental cuisines.                          |

#### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Differentiate large-scale catering operations              |
| CO2 | Apply purchase and store management system                 |
| CO3 | Explain Fast food, convenience food and rechauffe cooking. |
| CO4 | Examine popular western cuisine.                           |
| CO5 | Examine various Oriental cuisines                          |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Quantity Food Production</b><br>Introduction to quantity food production- industrial, institutional, commercial, welfare; planning for volume feeding, purchasing and indenting for volume feeding; Off premises catering, mobile catering and theme parties; Menu planning - standard recipe, pricing & costing, portion control; Equipment   | 8                      |
| <b>Module- II</b><br><br><b>Purchasing and store management</b><br>Principles of purchase, methods of purchasing, standard purchase specification, selecting the supplier, Purchase procedures, EOQ and ROL, Procedures of receiving and issuing; Storage, inventory procedures, forms and formats used storage, principles of storage, types of storage, layout of dry and cold storage-Functions of storage manager. | 8                      |
| <b>Module – III</b><br><br><b>Garde Manger, Fast Food &amp; Convenience Food</b><br>Garde Manger, charcuterie, butchery; Salad- composition, types, dressing; Sandwich- Parts, types, garnish; rolls, wraps, pizza, burger, canapes, hot dog; convenience food; <i>rechauffe</i> cooking   | 8                      |
| <b>Module- IV</b><br><br><b>Popular Western Cuisine</b><br>Origin, historical and geographical background, ingredients, cooking methods, regional classification of popular western cuisine- French, Italian, Mexican  | 8                      |
| <b>Module - V</b><br><br><b>Popular Oriental Cuisine</b><br>Origin, historical and geographical background, ingredients, cooking methods, regional classification of popular oriental cuisine- Chinese, Thai, Japanese   | 8                      |

### Text Books:

1. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012
2. Kinton & Cessarani, *Theory of Catering*, ELBS, 2012
3. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012

**Reference Books:**

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. M J Leto & W K h Bode, *Larder Chef*, Butterworth- Heinemann, 2006
3. Andrew hale, *Purchasing Selection and Procurement for the hospitality Industry*, Wiley & Sons, 2012
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons, 2002

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 3 | 2 | 3 | 1 | 2 | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 2 | 3 | 2 | 3 | 1 | 3 | 3 | 2 | 2  |    | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 2 | 3 | 2 | 3 | 1 |   |   | 1 | 3  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 2 | 3 | 2 | 3 | 1 |   |   | 1 | 3  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 2 | 3 | 2 | 3 | 1 |   |   | 1 | 3  | 3  | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (high)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

### **COURSE INFORMATION SHEET**

**Course code:** HM212  
**Course title:** Food and Beverage Service - IV  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth / Second  
**Branch:** HMCT  
**Name of Teacher:**

#### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Classify distilled beverage.   |
| 2. | Gain a basic understanding of proof system of distilled beverage.                                      |
| 3. | Learn the production, service & storage various types of distilled beverage.                           |
| 4. | To gain basic understanding of bar lay-out and bar design.   |
| 5. | To gain knowledge to operate a bar within legal requirement governing the sale of alcoholic beverages. |

#### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Differentiate between Pot & Patent still distillation method.                               |
| CO2 | Calculate alcoholic strength of various alcoholic beverages in different scales.            |
| CO3 | Explain the production process, types, service and storage procedure of distilled beverage. |
| CO4 | Demonstrate knowledge of liqueurs, aperitifs and cocktails.                                 |
| CO5 | Design bar and operate within legal requirements governing the sale of alcoholic beverages  |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Introduction of Distilled Beverage:</b> Introduction & Definition, Production of distilled beverage, Pot still distillation method, Patent still distillation method, Proof: Different scales. | 8                      |
| <b>Module- II</b><br><b>Spirits:</b> Production, classification, brand names & service of: Whisky, Rum, Gin, Vodka, Brandy, Tequila.   | 8                      |
| <b>Module – III</b><br><b>Liqueurs &amp; Aperitifs</b><br>Liqueur: Definition & history, Production method, Classification, Service.<br>Aperitif: Introduction & definition, Types & Service.                          | 8                      |
| <b>Module- IV</b><br><b>Cocktails:</b> Definition & history, Classification, Cocktail bar equipment, Components of cocktail, Methods of making cocktail, Preparation & service.  | 8                      |
| <b>Module - V</b><br><b>Bar:</b> Introduction, Types, Layout, Equipment used, Bar Licenses, Staffing, Job Description, Job Specification.  | 8                      |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015

### Reference books:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

**Gaps in the syllabus (to meet Industry/Profession requirements)- Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design – N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

### Indirect Assessment –

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 | 1 |   | 1 | 1 | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 2 | 1 | 2 | 1 | 2 | 1 |   | 1  |    | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3  | 1  | 2  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8, CD2               |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8, CD2               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8, CD2               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |



## **COURSE INFORMATION SHEET**

**Course code:** HM213  
**Course title:** Accommodation Operation-II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3      T:      P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand laundry procedures, equipment and laundry agents.     |
| 2. | Classify different types of stain and stain removal procedure.   |
| 3. | Plan the organization and functioning of linen and uniform room. |
| 4. | Understand the concept of soft furnishings and their importance. |
| 5. | Examine the purpose and activities of a tailor room.             |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain the laundry procedures, equipment and cleaning agents/aids.        |
| CO2 | Manage different types of stain and apply various stain removal procedure. |
| CO3 | Develop knowledge about layout and operations of linen and uniform rooms.  |
| CO4 | Conceptualize about soft furnishings and their importance.                 |
| CO5 | Explain the purpose and functions of a tailor room.                        |

## SYLLABUS

| MODULE  | (NO.OF LECTURE HOURS) |
|---|-----------------------|
| <b>Module – I</b><br><br><b>Laundry Operation:</b> Meaning, Types, Merits & demerits of different types of laundry, Planning of an OPL, layout of OPL, Laundry Equipment, Laundry process.<br>Laundry agent & aids: Soaps and detergents, Fabric stiffeners and softeners, Bleaches: types of bleach, alkaline agents, acid agents, organic solvent, absorbents<br>Handling guest laundry, Valet service, Discard management. | 8                     |
| <b>Module – II</b><br><br><b>Stain removal:</b> Introduction, procedure for stain removal<br>Identification & classification of stain & stain remover Principle of stain removal, Classification of stain removal procedure.<br>Removal of common stain   | 8                     |
| <b>Module – III</b><br><br><b>Linen and Uniform Room:</b> Organization, Layout of linen room, Planning of linen room, Activities of the linen room.<br>Par stock, Inventory/ stock taking of linen, Linen exchange procedure, Storage of linen and discard management, Selection & design of uniforms, Establishing Par level for uniform, Issuing & exchange of uniforms, Storage, Advantage of providing staff uniform.     | 8                     |
| <b>Module – IV</b><br><br><b>Soft furnishings:</b> Introduction, functions of soft furnishings, Types of soft furnishings: Cushions, blankets, bedspreads, loose covers. Window treatments, Stiff window treatment: Blinds, types of blinds, Shades and types of shades, Shutters, Screens, Soft window treatment: Curtains: Functions, importance, types, Valances and swags   | 8                     |
| <b>Module – V</b><br><br><b>Sewing Room:</b> Introduction, activities in sewing room, sewing area and equipment, Job specification of a seamstress/tailor.<br>Basic hand stitches: temporary and permanent stitches, Edge-finishing stitches, Fasteners, Advantages of sewing room.   | 8                     |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.

3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management. 1<sup>st</sup> ed*, New Delhi: Frank Bros. & Co, 2006

**Reference books:**

1. M. Schneider and G. Tucker, *The Professional Housekeeper. 4<sup>th</sup> ed.*, New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations. 5<sup>th</sup> ed.*, New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping. 5<sup>th</sup> ed*, London: Hodder Arnold, 1988.
4. M. Kappa and A.Nitschke, *Managing House Keeping Operation. 3<sup>rd</sup> ed*, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 3 | 2 | 1 | 2 | 1 | 1 | 2  | 2  | 3  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 1  | 1  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 1 | 3 | 2 | 2 | 2 | 2 | 2  | 3  | 2  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 1 | 3 | 3 | 1 | 3 | 2 | 3  | 2  | 2  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 2  | 2  | 3  | 2                                | 2  | 2  |

**Correlation Levels 1,2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

## Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 214  
**Course title:** Front Office Operation - II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the task being carried out in a Lobby of a Hotel   |
| 2. | Explain the procedures for effectively managing processes used for individual and group reservations. |
| 3. | Understand the importance of various selling technique in a hotel.                                    |
| 4. | Explain the process of Guest Registration in Hotel.   |
| 5. | Understand the responsibility of Front Office department in a hotel.                                  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Distinguish the role & function of various positions in the Front Office Lobby.   |
| CO2 | Create a reservation system that helps ensure a hotel's profitability while meeting the needs of guests by using effective reservation technique. |
| CO3 | Develop the selling technique needed for different category of hotels.  |
| CO4 | Demonstrate various activities which take place during guest registration.  |
| CO5 | Dissect the responsibility associated with the front office department.   |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Lobby and Bell Desk Operation:</b> Role of lobby managers, Role of guest relation executive, Function of bell desk, Layout and equipment used, Function of Hospitality desk / Concierge desk, Handling VIPs, Staff Organization, Duty Rota and Work schedule, Luggage handling procedure, Bell desk forms and formats, Car valet operations.                         | 8                      |
| <b>Module- II</b><br><br><b>Reservations:</b> Reservation methods, Types of Reservation, Reservation inquiries, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance Reservation reports, Reservation considerations.   | 8                      |
| <b>Module – III</b><br><br><b>Selling Techniques:</b> Elements of Marketing, Marketing strategies, Client behaviour and buying decision, recognizing customer motive for buying, Pricing strategies, Pricing influence, Market demand, Reception as a sales department, purpose of selling, the hotel product, selling methods.  | 8                      |
| <b>Module- IV</b><br><br><b>Registration:</b> Pre-registration activities, Registration activity, the registration record. Room and rate assignment – Check in Process for - FITs, Groups, Crew, Indian & Foreign national, Documents required for foreign national, Method of payment, Issuing the room key, fulfilling special requests, Creative options, Change of room, Over-booking cases. | 8                      |
| <b>Module - V</b><br><br><b>Front Office Responsibilities:</b> Front Office Communication: Guest Communication, Logbook, Information Directory, Mail and package handling etc. Guest services, Guest relations, Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.  | 8                      |

### Text Books:

1. Kasavana& Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K.Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006
3. Sangeeta Sahney, *Consumer Behaviour*, Oxford University Press, 2017
4. Vishwamohan, *English for Hotel Industry*, Pearson Publication, 2013

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011
3. Meenakshi Ramand and Prakash Singh, *Business Communication*, Oxford Publication, 2012.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 1 | 1 | 1  | 1  | 2  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 1 | 3 | 3 | 3 | 2  | 1  | 3  | 2                                | 1  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 2  | 3  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 2  | 2  | 3  | 2                                | 2  | 1  |
| CO5            | 2                      | 3 | 2 | 1 | 1 | 2 | 1 | 3 | 1 | 3  | 3  | 3  | 1                                | 3  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |



## **COURSE INFORMATION SHEET**

**Course code:** HM 215  
**Course title:** Food production Operation Practical II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: T: P: 6  
**Class schedule per week:** 06  
**Class:** BHMCT  
**Semester / Level:** Fourth/Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the quantity catering.   |
| 2. | Understand the preparations salads, sandwiches burger, pizza, hotdogs, wraps, rolls, canapés and various types of cold cuts |
| 3. | Understand the preparations of classical dishes of Western Cuisine  |
| 4. | Understand the preparations of classical dishes of Oriental Cuisine   |
| 5. | Understand the preparations of advance bakery products  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Prepare an elaborate menu for quantity catering.  |
| CO2 | Prepare salads, sandwiches burger, pizza, hotdogs, wraps, rolls, canapés and various types of cold cuts |
| CO3 | Prepare classical dishes of Western Cuisine.  |
| CO4 | Prepare classical dishes of Oriental Cuisine  |
| CO5 | Prepare advance bakery products   |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br><br><b>Quantity cooking</b><br>Elaborate Indian Menus up to 40 portions (bulk cooking); Theme Parties.  | 6                        |
| <b>Module- II</b><br><br><b>Garde Manger, Fast Food &amp; Cold Cuts</b><br>Salad, sandwich, wraps, rolls, burger, pizza, hotdog, canapés etc. Cold cuts – pate, terrine, galantine, ballotine etc. | 6                        |
| <b>Module – III</b><br><br><b>Western Cuisine</b><br>Menus from French, Italian and Mexican cuisine  | 9                        |
| <b>Module- IV</b><br><br><b>Oriental Cuisine</b><br>Menus from Chinese, Japanese and Thai cuisine  | 9                        |
| <b>Module - V</b><br><br><b>Advance Pastries And its Products</b><br>Puff pastry products; short pastries, flans and tarts; choux pastry products; fancy cakes, advance cake icing                 | 30                       |

### Text Books:

1. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012
2. K G Dubey, *The Indian Cuisine*, PHI, 2013
3. Kinton & Cessarani, *Practical Cookery*, ELBS, 2010
4. W. Gisslen, *Professional Baking*, John Wiley & Sons, 2009
5. L J Hanneman, *Patisserie*, Routledge, 20005

### Reference Books:

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. Kauffman & Cracknell, *Practical Professional Cookery*, Cengage learning, 1999
3. M J Leto & W K H Bode, *Larder Chef*, Butterworth- Heinemann, 2006
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons,

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

Indirect Assessment

1. Student's Feedback on Course Outcome.

Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |

Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM216  
**Course title:** Food and Beverage Service Practical - IV  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P:3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Get the technical know-how of distilled beverage service.  |
| 2. | Learn the skill of making and serving various types of classic cocktails and mocktails.                          |
| 3. | Learn the skill of making various types of liquor coffee and serving various types of liqueur and liquor coffee. |
| 4. | Get the technical know-how of dispense bar set up and understand dispense bar operation.                         |
| 5. | Effectively communicate with the guests.   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Demonstrate practical ability to prepare, present & serve a range of distilled beverages.       |
| CO2 | Demonstrate practical ability to prepare, present & serve a range of cocktails and mocktails.   |
| CO3 | Demonstrate practical ability to prepare, present & serve a range of liqueur and liquor coffee. |
| CO4 | Demonstrate ability to set-up and operate dispense bar.   |
| CO5 | Apply social and communication skills in order to respond to the needs of the guests.           |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br>Service of Whisky, Rum, Gin, Vodka, Brandy, Tequila.  | 6                        |
| <b>Module- II</b><br>Service of aperitifs & popular liqueur.<br>Service of liquor coffee (Irish Coffee; Monk Coffee; Russian Coffee; Highland Coffee etc.) | 6                        |
| <b>Module – III</b><br>Bar Set-up and operations.  | 6                        |
| <b>Module- IV</b><br>Cocktail/ Mocktail Preparation, presentation and service.   | 6                        |
| <b>Module - V</b><br>Social Skills & handling guest complaints.  | 6                        |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015

### Reference books:

1. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
2. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 1 |   | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 1 |   | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 1 |   | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 2 | 3 |   | 2 | 2 | 2  | 1  | 3  | 3                                | 3  | 1  |
| CO5            | 3                      | 3 | 3 | 1 | 2 | 3 |   | 2 | 1 | 3  | 3  | 3  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 217  
**Course title:** Accommodation Operation Practical-II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Fourth/ Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Explain various laundry equipment and their operations.     |
| 2. | Classify various types of stains and their removal process. |
| 3. | Learn about taking inventory of linen.                      |
| 4. | Plan setting of Par stock.                                  |
| 5. | Develop the art of stitching.                               |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Identify various laundry equipment.                            |
| CO2 | Plan laundry operations.                                       |
| CO3 | Identify various types of stains and process of removal.       |
| CO4 | Explain the process of taking inventory and compute par stock. |
| CO5 | Explain the art of stitching.                                  |

## SYLLABUS

| MODULE   | (NO.OF PRACTICAL HOURS) |
|--|-------------------------|
| <b>Module – I</b><br><br><b>Laundry</b><br>Identification of laundry equipment and its handling.<br>Laundry operation (Sorting, washing, pressing, folding and storing)<br>Planning and designing laundry cycle. | <b>9</b>                |
| <b>Module – II</b><br><br><b>Stain</b><br>Identify different types of stains.<br>Stain removal procedure (ink, blood, turmeric, beetle, nail polish, rust, gravy, lipsticks, dye, tea, coffee, butter etc.)      | <b>9</b>                |
| <b>Module – III</b><br><br><b>Laundry layout</b><br>Designing laundry layout.  | <b>6</b>                |
| <b>Module – IV</b><br><br><b>Linen Inventory</b><br>Linen and uniform inventory<br>Calculating par stock   | <b>6</b>                |
| <b>Module – V</b><br><br><b>Basics of Stitching</b><br>Identifying stitching tools and equipment.<br>Stitching.  | <b>6</b>                |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006

### Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.



3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A.Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 3 | 2 | 1 | 2 | 2 | 3 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 1 | 2 | 3 | 2 | 2 | 3 | 2  | 1  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 1  | 1  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 1 | 1 | 3 | 2 | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 1  | 2  | 3  | 2                                | 3  | 3  |

**Correlation Levels 1,2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1                  | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO 2                  | CD5, CD8                           |
| CD3            | Seminars  | CO 3                  | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO 4                  | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO 5                  | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 218  
**Course title:** Front Office Operation Practical - II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Third / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the task being carried out in a Lobby of a Hotel   |
| 2. | Explain the procedures for effectively managing processes used for individual and group reservations. |
| 3. | Understand the complains related to reservation.  |
| 4. | Explain the process of Guest Registration in Hotel.   |
| 5. | Understand the responsibility of Front Office department in a hotel.                                  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Plan a Lobby layout of a hotel.   |
| CO2 | Illustrate Reservation handling in semi-automated and fully automated hotels. |
| CO3 | Demonstrate the handling of reservation                                       |
| CO4 | Demonstrate various activities which take place during guest registration.    |
| CO5 | Explain the responsibility associated with the front office department        |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br><br><b>Lobby Layout</b><br>Planning a Lobby of a Hotel.<br>Identification of various equipment used in Lobby.   | 6                        |
| <b>Module- II</b><br><br><b>Role Play of Reservation handling</b><br>Role play of accepting reservations.<br>Role play of walking a guest and complaint handling for bumped reservations<br>Reservation handling by computers using PMS. | 9                        |
| <b>Module – III</b><br><br><b>Selling Technique</b><br>How to handle inquiries and do suggestive selling.<br>How to convert inquiries to valid reservations<br>Preparing and filling up reservation forms                                | 9                        |
| <b>Module- IV</b><br><br><b>Registration</b><br>Preparing and filling up registration card<br>Role play for different check ins as - Walk in, Corporate, VIP, CIP and Groups   | 6                        |
| <b>Module - V</b><br><br><b>Front Office Responsibilities</b><br>Role play on guest complaint handling,<br>Role play on critical and dangerous situation handling  | 6                        |

### Textbooks:

1. Sudhir Andrews, *Front Office: A Training Manual*, Tata McGraw Hill, 2011

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 1 | 1 | 1  | 1  | 2  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 1 | 3 | 3 | 3 | 2  | 1  | 3  | 2                                | 1  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 2  | 3  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 2  | 2  | 3  | 2                                | 2  | 1  |
| CO5            | 2                      | 3 | 2 | 1 | 1 | 2 | 1 | 3 | 1 | 3  | 3  | 3  | 1                                | 3  | 3  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8, CD9               |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8, CD9               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 301  
**Course title:** Industrial Training  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 20 L: T: P:  
(Training duration: Min. 18 weeks)  
**Class:** BHMCT  
**Semester/Level** Fifth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Gain the practical knowledge and skills with systems, standards, and practices of hotel industry.                   |
| 2. | Train, motivate, develop and build the confidence in the practical work of hotel operations in all four core areas. |
| 3. | Understand the practicality of real time operations in hotel.   |
| 4. | Develop the skill of team building and leadership.  |
| 5. | Apply the technique of trouble shooter practically in the field.  |

### **Course Outcomes**

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

|    |  |
|----|--|
| 1. | Identify their key operational areas of interest.  |
| 2. | Illustrate the first-hand practical knowledge on their areas of interest.  |
| 3. | Demonstrate the ability to work in a professional and commercial hotel   |
| 4. | Enhance employability skills with their requisite knowledge, skills, attitude and practical experience.            |
| 5. | Solidify the on-campus learning process and activities, while also provide students with relevant work experience. |

## SYLLABUS

| MODULE  | NO. OF WEEK     |
|---|-----------------|
| <b>Module I</b><br><b>Front Office:</b> Areas to be covered:<br>Reservation, Reception, Bell-desk, Cashier, Business center, Airport rep etc.   | <b>18 Weeks</b> |
| <b>Module II</b><br><b>Housekeeping:</b> Areas to be covered:<br>Floors, Public area, Linen / Laundry / Uniform Room, Housekeeping Desk, Florist and Housekeeping Stores.                           |                 |
| <b>Module III</b><br><b>Food Production:</b> Areas to be covered:<br>Main Kitchen, Garde Manger, Butchery, Bakery, Restaurant kitchen/ Stores - layout of kitchens - brand names of equipment used. |                 |
| <b>Module IV</b><br><b>Food and Beverage Service:</b> Areas to be covered:<br>Room Service, Coffee Shop, Banquets, Bar, Specialty Restaurants.  |                 |
| <b>Module V</b><br><b>Sales, Maintenance and Human Resource:</b> Areas to be covered:<br>Sales strategies, working of maintenance department, process of recruitment and training.                  |                 |

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem Evaluation     | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.
2. Student Feedback on Hotel

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 | 2 | 3 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 1 | 2 | 3  | 3  | 2  | 3                                | 2  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| CD  | Course Delivery methods                                     | Course Outcome | Course Delivery Method |
|-----|---|----------------|------------------------|
| CD1 | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD 7, CD 8             |
| CD2 | Tutorials/Assignments                                       | CO2            | CD 7, CD 8             |
| CD3 | Seminars  | CO3            | CD 7, CD 8             |
| CD4 | Mini projects/Projects                                      | CO4            | CD 7, CD 8             |
| CD5 | Laboratory experiments/teaching aids                        | CO5            | CD 7, CD 8             |
| CD6 | Industrial/guest lectures                                   |                |                        |
| CD7 | Industrial visits/in-plant training                         |                |                        |
| CD8 | Self- learning such as use of NPTEL materials and internets |                |                        |
| CD9 | Simulation  |                |                        |



## **COURSE INFORMATION SHEET**

**Course code:** HM 306  
**Course title:** Diet Therapy  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 2      L:2      T:      P:  
**Class schedule per week:** 2  
**Class:** BHMCT  
**Semester / Level:** Sixth/Third  
**Branch:** BHMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand different types of diet.                       |
| 2. | Know the type of diet required in fever and infections.   |
| 3. | Know the type of diet required in cardiovascular disease. |
| 4. | Know the type of diet required in liver disease.          |
| 5. | Know the type of diet required in renal disease.          |

### **Course Outcomes**

After the completion of this course, students will be to:

|     |  |
|-----|--|
| CO1 | Identify different types of diet.                              |
| CO2 | Describe the type of diet required in fever and infections.    |
| CO3 | Point out the type of diet required in cardiovascular disease. |
| CO4 | Identify the type of diet required in liver disease.           |
| CO5 | Point out the type of diet required in renal disease.          |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Nutrition and Dietetics:</b> Role of Dietitian, Diet Therapy: Routine hospital diet, Regular diet, Light diet, Soft Diet, Full, liquid diet. Principle of diet survey. Composition and nutritional value of common foodstuffs. Physiology of starvation and obesity. Basal metabolic rate - factors, Respiratory quotient. Specific dynamic action. Calorific value of foods. Body calorie requirements – adult consumption unit. | 7                      |
| <b>Module- II</b><br><br><b>Diet in Fever:</b> Diet in fevers and infections – Typhoid, Malaria and Tuberculosis. Diet in gastrointestinal disorders: Diarrhoea, Constipation, Peptic ulcer. Allergies: Definitions, symptoms, diagnosis and dietary management - food selection.   | 7                      |
| <b>Module – III</b><br><br><b>Diet in Cardiovascular Diseases:</b> Diet in Cardiovascular diseases. Dietary care: Ischemic Heart Disease - nutritional management. Hypertension - etiology, prevalence, nutritional management. Prevention of cardiovascular diseases and diet.   | 7                      |
| <b>Module- IV</b><br><br><b>Diet in Liver Diseases:</b> Diet in diseases of liver and gall bladder. Dietary management in Atherosclerosis and hypertension.   | 7                      |
| <b>Module - V</b><br><br><b>Diet in Renal Diseases:</b> Diet in Diabetes mellitus – Classification, predisposing factors, Diagnosis, Dietary Management in Glomerulonephritis, - Acute and chronic renal failure.   | 7                      |

### Textbooks:

1. Anderson, L., Dibble, P.R., Mitchall, H.S., and Rynbergin H. J.: *Nutrition in Health and Disease*. J. B. Lippincott & Co. Philadelphia. 17<sup>th</sup> Edition, 1982.
2. Anita F. P.: *Clinical Dietetics and Nutrition*, Second Edition, Oxford University Press, Delhi. 4<sup>th</sup> Edition 2002.
3. Mahan, L. K., Arlin, M. T.: *Krause's Food, Nutrition and Diet Therapy*. 8th edition, W. B. Saunders Company, London. 1993.
4. Robinson. C.H. Lawler, M.R. Chenoweth, W. L., and Garwick, A. E.: *Normal and Therapeutic Nutrition*. MacMillan Publishing Co, United Kingdom. 17<sup>th</sup> Edition, 1991.

### Reference books:

1. Begum R: A textbook of food, nutrition and dietetics Sterling Publishers, New Delhi. 3<sup>rd</sup> Edition 2009.
2. Williams. S. R.: *Nutrition & Diet Therapy*, Times Mirror/Mosby College Publishing, St. Louis. 6<sup>th</sup> Edition. 1989.

3. Joshi, S. A.: *Nutrition and Dietetics*, Tata McGraw Hill, Publications, New Delhi.1994.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design-N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design-N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 1                      | 2 | 3 |   | 2 | 1 | 3 | 1 | 2 |    | 2  | 1  | 3                                | 2  | 1  |
| CO2            | 1                      | 2 | 3 |   | 2 |   | 3 | 1 | 2 | 1  | 2  |    | 3                                | 2  | 1  |
| CO3            | 1                      | 2 | 3 | 1 | 2 | 1 | 3 |   | 2 | 1  | 2  | 1  | 3                                | 2  | 1  |
| CO4            | 1                      | 2 | 3 | 1 | 2 | 1 | 3 | 1 | 2 | 1  | 2  | 1  | 3                                | 2  | 2  |
| CO5            | 2                      | 2 | 3 | 1 | 2 |   | 3 |   | 2 | 1  | 2  | 1  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|-----------|---|-----------------------|------------------------------------|
| CD1       | Lecture by use of boards/LCD projectors                     | CO1                   | CD1, CD8                           |
| CD2       | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3       | Seminars  | CO3                   | CD1, CD8                           |
| CD4       | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5       | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6       | Industrial/guest lectures                                   |                       |                                    |
| CD7       | Industrial visits/in-plant training                         |                       |                                    |
| CD8       | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9       | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM307  
**Course title:** Hotel Marketing  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the concept and nature of service and service marketing. |
| 2. | Assess different hotel products and services and its marketing.     |
| 3. | Plan the pricing and promotion of hotel services.                   |
| 4. | Understand the role and importance of CRM in hotel industry.        |
| 5. | Explain the role of technology in hotel business operation.         |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Explain the concept of service and its marketing.                   |
| CO2 | Identify hotel products and services for its marketing strategy.    |
| CO3 | Apply pricing and promotion strategy of hotel services.             |
| CO4 | Explain the concept of CRM and its significance in hotel marketing. |
| CO5 | Explain the role of technology in hotel business operation.         |

## SYLLABUS

| MODULE  | (NO.OF LECTURE HOURS) |
|---|-----------------------|
| <b>Module – I</b><br><br><b>Nature and scope of Hotel service:</b> Introduction, meaning of Hotel, growth of hotel sectors. Classification of hotels, Concept of service, Level of service, unique characteristics, difference between services and tangible products, evolution of services marketing.   | 8                     |
| <b>Module – II</b><br><br><b>Marketing hotel services:</b> Introduction to hotel product and services, types of hotel services, salesmanship quality of hotel staffs, selling technique, Up-selling, Suggestive selling, Customer expectation of the service, Measuring and monitoring service quality, service value, Monitoring customer satisfaction.<br>Service marketing triangle: External marketing, Interactive marketing and Internal marketing  | 8                     |
| <b>Module – III</b><br><br><b>Pricing and Promotion of Hotel services:</b> Definition and meaning, Pricing objectives, significance, Approaches to pricing service: Cost based pricing, Competition based pricing, Demand based pricing, Relationship between price and value.<br>Promotion: Meaning, Objectives of promotion, promotion as a component in marketing communication, promotion mix, Personal selling, Publicity, Public relation, Sales promotion: Importance, Advertisement, event management, Promotion and communication channels of hotel. | 8                     |
| <b>Module – IV</b><br><br><b>Customer relationship management:</b> Meaning, definition, Objectives of CRM, Significance of CRM, Dimensions of CRM, Components of CRM, Role of CRM in customer satisfaction and retention, Role of CRM in hotel business performance, Advantages of CRM in Hotels.   | 8                     |
| <b>Module – V</b><br><br><b>Technology in hotel marketing:</b> Application of technology at the front desk: Information, reservation, accounting and billing. Application of technology at POS, sales promotion, advertisement, database management, Relationship marketing, Public relation, Publicity, Web site design, Market research. Internet marketing, Advantages of technology in hotel service.   | 8                     |

**Textbook:**

1. V. S. Ramaswamy and S. Namakumari, *Marketing Management: Planning, Implementation & Control*. 3<sup>rd</sup> ed, New Delhi: Macmillan India Ltd, 2005.
2. R. Shankar, *Services Marketing*. 1<sup>st</sup> ed., New Delhi: Excel Books, 2009.
3. Valarie A. Zeithaml and M. J. Bitner, *Services Marketing*. 2<sup>nd</sup> ed., New Delhi: Tata McGraw Hill, 2001.
4. James C. Maken, P. Kotler and John T. Bowen, *Marketing for Tourism and Hospitality*. 4<sup>th</sup> ed., New Jersey: Pearson Education, 2005.

**Reference books:**

1. D. Bowie and F. Buttle, *Hospitality Marketing: Principle and Practices*. UK:Elsevier Butterworth-Heinemann, 2011.
2. K. Prasanna, *Marketing of Hospitality and Tourism Services*. New Delhi: Tata McGraw Hill Education Private Limited, 2010.
3. Robert D. Reid and David C. Bojanic, *Hospitality Marketing Management*. 6<sup>th</sup> ed., New York: John Wiley & Sons, 2016.
4. S. Dickman, *Tourism and Hospitality Marketing*. New Delhi: Oxford university Press, 1999.
5. Michael L. Kasavana and John J. Cahil, *Managing Computers in the Hospitality Industry*. 2<sup>nd</sup> ed., New York: AHMA, 1992.
6. P. Greenberg, *CRM at the Speed of Light*. 4<sup>th</sup> ed., New Delhi: Tata McGraw Hill, 2010.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

## Indirect Assessment –

### 1. Student's Feedback on Course Outcome

#### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3  | 3  | 3  | 3                                | 2  | 3  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 2 | 2  | 2  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 2  | 3  | 3  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3  | 3  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 3  |

#### Correlation Levels 1,2 or 3 as defined below:

1: Slight (Low)          2: Moderate (Medium)          3: Substantial (High)

#### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |



**Course code:** HM 308  
**Course title:** CRM in Hospitality Industry  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand role of Consumer Behaviour and its implication in Customer Relationship Management. |
| 2. | Explain the nature of CRM in Hotel Industry.   |
| 3. | Understand the importance of CRM in Hotel Industry   |
| 4. | Explain the requirement of support needed for effective CRM                                    |
| 5. | Understand the importance of E-CRM in Hospitality segment.                                     |

### Course Outcomes

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

|     |   |
|-----|---|
| CO1 | Explain the meaning and importance of Customer Relationship Management in Hospitality Industry. |
| CO2 | Analyse the nature of consumer behaviour.   |
| CO3 | Develop a CRM process for Hospitality industry.   |
| CO4 | Explain the technological support required in CRM.  |
| CO5 | Develop E CRM for Hospitality Industry.   |

### SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Customer Relationship Management:</b> Introduction, Meaning and Definition of CRM, Importance of CRM, Concept and Growth of Relationship Marketing, Scope of Relationship Marketing, concept of Lifetime Customer and Customer Loyalty, Benefits and difficulties of CRM                         | 8                      |
| <b>Module- II</b><br><br><b>Consumer Behaviour:</b> Defining Consumer behaviour, Nature and scope of consumer behaviour, Production concept, product concept, selling concept, marketing concept, societal marketing concept, customer concept, Holistic Marketing concept.  | 8                      |
| <b>Module – III</b><br><br><b>CRM Process:</b> Introduction, Customer Development Process, customer Retention, Customer satisfaction, Importance of customer retention, Customer Retention Strategies, Customer Lifetime Value, types of Relationship Management   | 8                      |
| <b>Module- IV</b><br><br><b>Technological support in CRM:</b> Introduction, technological Applications in CRM, types of Technological Applications in CRM, Customer Databases and Information Systems, Database Marketing Strategies, CRM Software Solutions for B2C, Customer Loyalty and Profitability through Technology. | 8                      |
| <b>Module - V</b><br><br><b>E – CRM:</b> Introduction, importance of e-CRM in Service Marketing, Challenges involved in formulating and implementing e-CRM strategies, e-CRM architecture and its components, Engines of e-CRM, Evolution of e-customer and e-marketing, e-CRM for personalized services                     | 8                      |

**Textbooks:**

1. Jagdish N Seth, Atul Parvatiyar, G. Shairesh, *Customer Relationship Management: Emerging Concepts, Tools and Application*, Tata McGraw Hill, 2000
2. Ken Burnett, *The Handbook of Key Customer Relationship Management*, Pearson, 2000.
3. Sangeeta Sahney, *Consumer Behaviour*, Oxford University Press, 2017

**Reference Books:**

1. Jorge Carrola Rodrigue, *CRM for Dummies*, John Wiley & Sons, 2012.

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 2 | 3 |   | 2 | 2 | 1 | 2 | 1 | 2  | 2  | 2  | 2                                | 1  | 2  |
| CO2            | 1                      | 1 | 2 |   | 1 | 2 |   | 1 |   | 2  | 1  |    | 1                                | 1  | 1  |
| CO3            | 1                      | 1 | 3 | 2 | 3 | 2 | 2 | 3 | 1 | 3  | 2  | 3  | 3                                | 1  | 2  |
| CO4            | 1                      | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 2  | 2  | 3  | 1                                | 2  | 3  |
| CO5            | 1                      |   | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3  | 3  | 3  | 1                                | 2  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 309  
**Course title:** Advance Indian Cuisine  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Indian Cuisine Practical HM 318  
**Credits:** 3 L:3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand North Indian cooking and preparations.   |
| 2. | Understand South Indian cooking and preparations.   |
| 3. | Understand East Indian cooking and preparations.    |
| 4. | Understand West Indian cooking and preparations.    |
| 5. | Understand Central Indian cooking and preparations. |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Decipher the North Indian cuisine on its merit.  |
| CO2 | Decipher the South Indian cuisine on its merit   |
| CO3 | Decipher the East Indian cuisine on its merit    |
| CO4 | Decipher the West Indian cuisine on its merit    |
| CO5 | Decipher the Central Indian cuisine on its merit |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Indian Cuisines from North region</b><br>Introduction, geographical perspectives, brief historical background, characteristics & salient features of cuisine, key ingredients, popular foods, seasonal foods, special equipment, staple diets, specialties during festivals and other occasions, community foods.  | 8                      |
| <b>Module- II</b><br><b>Indian Cuisines from South region</b><br>Introduction, geographical perspectives, brief historical background, characteristics & salient features of cuisine, key ingredients, popular foods, seasonal foods, special equipment, staple diets, specialties during festivals and other occasions, community foods.  | 8                      |
| <b>Module – III</b><br><b>Indian Cuisines from East region</b><br>Introduction, geographical perspectives, brief historical background, characteristics & salient features of cuisine, key ingredients, popular foods, seasonal foods, special equipment, staple diets, specialties during festivals and other occasions, community foods. | 8                      |
| <b>Module- IV</b><br><b>Indian Cuisines from West region</b><br>Introduction, geographical perspectives, brief historical background, characteristics & salient features of cuisine, key ingredients, popular foods, seasonal foods, special equipment, staple diets, specialties during festivals and other occasions, community foods.   | 8                      |
| <b>Module - V</b><br><b>Indian Cuisines from Central region</b><br>Introduction, geographical perspectives, brief historical background, characteristics & salient features of cuisine, key ingredients, popular foods, seasonal foods, special equipment, staple diets, specialties during festivals and other occasions, community foods | 8                      |

### Textbooks:

1. Dubey *The Indian Cuisine*, PHI, 2013
2. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012

### Reference Books:

1. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
2. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016
3. Madhur Jaffrey, *A Taste of India*, Wiley, 1988

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 3 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 3 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 3 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 3 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 2 | 2 |   | 3 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |



## **COURSE INFORMATION SHEET**

**Course code:** HM 310  
**Course title:** Food Production and Bakery Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L:3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the operational aspects of various commercial kitchens.   |
| 2. | Understand the planning of an efficient kitchen.   |
| 3. | Understand various elements of costs and sales.  |
| 4. | Understand the principles and concepts of control system to typical decisions in food and beverage establishments. |
| 5. | Understand the principles and concept of labour control as an integral part of a hospitality operation.            |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Distinguish the operational aspects of various commercial kitchens.   |
| CO2 | Plan an efficient kitchen.  |
| CO3 | Evaluate various elements of costs and sales.   |
| CO4 | Apply the principles and concepts of control system to typical decisions in food and beverage establishments. |
| CO5 | Apply the principles and concept of labour control as an integral part of a hospitality operation.            |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Production Management</b><br>Catering System- planning, controlling, components; Menu- sales & working, food policy, composition of menu, types of menu, menu engineering; Production planning and control- production and service systems, catering information system, projected sales mix, purchasing policy, production planning & control | 8                      |
| <b>Module- II</b><br><b>Kitchen Planning and management</b><br>Kitchen planning- plan, location, area, workflow, layout, kitchen sections, facility management; kitchen equipment- principles, types; kitchen maintenance and energy management- preventive and remedial maintenance, energy management, energy conservation measures                                  | 8                      |
| <b>Module – III</b><br><b>Cost &amp; Sales Concepts</b><br>Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts, Cost/Volume/Profit Relationships (Break-even analysis).   | 8                      |
| <b>Module- IV</b><br><b>Food Control</b><br>Purchasing Control, Receiving Control, Storing and Issuing Control, Production Control, Cost Control, Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes.   | 8                      |
| <b>Module - V</b><br><b>Labour Control</b><br>Labour cost considerations, Types of compensations; Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.  | 8                      |

### Textbooks:

1. J Fuller & D Kirk, Kitchen Planning and Management, Butterworth- Heinemann, 1991
2. Davis B, Lockwood A, Stone S, Butterworth-Heinemann. *Food & Beverage Management*, Elsevier, 2012.

### Reference Books:

1. Cousins J, Foskett, D, Gillespie C. *Food and Beverage Management*, Pearson Education India, 2006.
2. Varghese B. *Food & Beverage Service Management*, Macmillan India Limited, 2009.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## COURSE INFORMATION SHEET

**Course code:** HM311  
**Course title:** Advance Food and Beverage Service  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Food and Beverage Service Practical HM 319  
**Credits:** 3 L:3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Guide through new world wine.   |
| 2. | Get the technical know- how of function catering.                               |
| 3. | Get the technical know- how of afternoon tea and high tea and gueridon service. |
| 4. | Understand the fundamentals of cheese.  |
| 5. | Gain an in-depth understanding of tobacco.                                      |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Elucidate various types of wine and principal wine regions of new world wine.                |
| CO2 | Elucidate various types of tobacco products.   |
| CO3 | Explain the concept and operation procedure of function catering and buffet.                 |
| CO4 | Elucidate the concept and service procedure of gueridon service, afternoon tea and high tea. |
| CO5 | Explain the types, service and storage procedure of cheese.                                  |

### SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>New World Wine:</b> Wine of Australia; New Zealand; South Africa; United States of America; Chile; Argentina and India.   | 8                      |
| <b>Module- II</b><br><br><b>Tobacco:</b> History, Production, Processing for cigarettes & cigars, Cigarettes – Types & Brand names, Cigars – Shapes, Sizes, Colours & Brand names, Care & Storage of Cigarettes & Cigars. | 8                      |

|   |          |
|---|----------|
| <b>Module – III</b>   |          |
| <p><b>Function Catering &amp; Buffet:</b> Introduction, Types – Formal and Informal, Organisation of banquet dept., Duties and responsibilities, Sales and booking procedure, Banquet menu, Space requirement and sitting plan, Misce-en place, Service.</p> <p>Introduction of buffet, Types of buffet (display, sit down, fork, finger, cold and breakfast buffet), Factors to plan buffet, Area requirement, Planning and organization, Menu planning and sequence of food, Equipment, supplies and checklist.</p> | <b>8</b> |
| <b>Module- IV</b>   |          |
| <p><b>Afternoon, High Tea &amp; Table Cheese</b></p> <p>Introduction of afternoon tea &amp; high tea, Menu, Cover &amp; Service of afternoon tea &amp; high tea. Introduction of cheese, Types, Brands &amp; Service, Storage of cheese.</p>  | <b>8</b> |
| <b>Module - V</b>   |          |
| <p><b>Gueridon Service</b></p> <p>History and Definition, Advantages and Disadvantages, Types of Gueridon trolley, Gueridon equipment, Common preparations, Flambé dishes, Carving, Salad making etc., Trolley service - Beverages, Starters, Desserts etc.</p>   | <b>8</b> |

**Textbooks:**

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015
3. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.

**Reference books:**

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Albert W.A. Schmid & Laloganes John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

**Gaps in the syllabus (to meet Industry/Profession requirements)- Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design – N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

### Indirect Assessment –

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 |   | 2 | 2 |   | 2 | 1 | 1  | 2  | 2  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 2 | 1 | 2 | 2 |   | 1 |   | 2  | 2  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 3 | 1 | 2 | 2 | 1  | 2  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 2 |   | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 2 |   | 1  | 2  | 2  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8, CD2               |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8, CD2               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8, CD2               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM312  
**Course title:** Food and Beverage Control  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Gain sufficient knowledge to analyse and improve existing food, beverage and labour control systems. |
| 2. | Understand various elements of costs and sales.  |
| 3. | Calculate Break Even Point (Value & Volume) and P/V ratio.   |
| 4. | Understand the importance of food & beverage control as an integral part of a hospitality operation. |
| 5. | Understand the importance of labour cost control as an integral part of a hospitality operation.     |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Describe the concept of food and beverage controls as an integral part of a hospitality operation.                            |
| CO2 | Identify various elements of costs and sales.   |
| CO3 | Analyse C/V/P; Break Even Point; P/V Ratio.   |
| CO4 | Apply the principles and concepts of food & beverage control system to typical decisions in food and beverage establishments. |
| CO5 | Apply the principles and concept of labour control as an integral part of a hospitality operation                             |



## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>F&amp;B Control Overview:</b> Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.   | 8                      |
| <b>Module- II</b><br><br><b>Cost &amp; Sales Concepts:</b> Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts, Cost/Volume/Profit Relationships (Break-even analysis).                           | 8                      |
| <b>Module – III</b><br><br><b>Food Control:</b> Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes. | 8                      |
| <b>Module- IV</b><br><br><b>Beverage Control:</b> Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.                                 | 8                      |
| <b>Module - V</b><br><br><b>Labour Control:</b> Labour cost considerations, Types of compensations; Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.                                  | 8                      |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Davis B, Lockwood A, Stone S, Butterworth-Heinemann. *Food & Beverage Management*, Elsevier, 2012.

### Reference books:

1. Cousins J, Foskett, D, Gillespie C. *Food and Beverage Management*, Pearson Education India, 2006.
2. Varghese B. *Food & Beverage Service Management*, Macmillan India Limited, 2009.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design– N/A**

### **Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

#### **Direct Assessment**

| <b>Assessment Tool</b>   | <b>% Contribution during CO Assessment</b> |
|--------------------------|--|
| First Quiz               | 10   |
| Mid Semester Examination | 25   |
| Second Quiz              | 10   |
| Teacher's Assessment     | 5  |
| End Semester Examination | 50   |

#### **Indirect Assessment**

1. Student's Feedback on Course Outcome.

### **Mapping of Course Outcomes onto Program Outcomes**

| <b>Course Outcome</b> | <b>Program Outcomes (POs)</b> |          |          |          |          |          |          |          |          |           |           |           | <b>Program Specific Outcomes (PSOs)</b> |           |           |
|-----------------------|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|---|-----------|-----------|
|                       | <b>1</b>                      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> | <b>7</b> | <b>8</b> | <b>9</b> | <b>10</b> | <b>11</b> | <b>12</b> | <b>13</b>                               | <b>14</b> | <b>15</b> |
| <b>CO1</b>            | 3                             | 3        | 2        | 1        | 3        | 1        | 1        | 2        | 1        | 1         |           | 2         | 3                                       | 3         | 2         |
| <b>CO2</b>            | 3                             | 3        | 2        |          | 3        | 1        | 2        | 3        | 2        |           |           | 2         | 3                                       | 3         | 2         |
| <b>CO3</b>            | 3                             | 3        | 2        |          | 3        | 2        | 3        | 3        | 2        |           |           | 2         | 3                                       | 3         | 2         |
| <b>CO4</b>            | 3                             | 3        | 2        | 2        | 3        | 3        | 3        | 3        | 2        | 2         | 1         | 2         | 3                                       | 3         | 2         |
| <b>CO5</b>            | 3                             | 3        | 2        | 2        | 3        | 3        | 3        | 3        | 2        | 2         | 2         | 2         | 3                                       | 3         | 3         |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD2, CD8                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD2, CD8                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 313  
**Course title:** Front Office Management – I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Front Office Management – II HM 314  
Front Office Management Practical HM 320  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the security function                                    |
| 2. | Explain the operational reports of a hotel.                         |
| 3. | Explain the process of developing Front office department's budget. |
| 4. | Understand the process of data generation in Hotel Industry.        |
| 5. | Understand the process of human resource recruitment.               |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Develop security function for a hotel for protection of funds.                  |
| CO2 | Evaluate various operational report of a hotel.                                 |
| CO3 | Design the budget of a hotel front office department.                           |
| CO4 | Rearrange the data for revenue generation and report formation in front office. |
| CO5 | Create the human resource recruitment process for a hotel.                      |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Front Office Security Functions :</b> Role of Front Office in Hotel Security, check in: use of metal detectors, validations, scanty baggage handling, Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards, Guest & staff movement & access control, Protection of funds, safe deposit boxes. | 8                      |
| <b>Module- II</b><br><br><b>Planning and Evaluating Operations:</b> Evaluating Front Office Operations – Daily operation report, occupancy ratios, room revenue analysis, Hotel income statement, room division income statement, rooms division budget report, Operating ratio, Ratio Standard  | 8                      |
| <b>Module – III</b><br><br><b>Budgeting:</b> Definition, kind of budget, advantage of budget control, limitation of budget, Operating expense budget, Cost of sale budget, Selling and distribution cost budget, Labour cost budget, Overhead cost budget, front office budget.  | 8                      |
| <b>Module- IV</b><br><br><b>Management of Data Generating Front office subsystems :</b> Overview of front office data subsystem, Management of interfaced subsystem – telephone, recordable locks, pay per view service, in room vending Management of non-interfaced subsystems – telephone, internet access, pay per view, in room vending, guest laundry.                                 | 8                      |
| <b>Module - V</b><br><br><b>Managing Human Resource:</b> Recruiting: Internal recruitment, External Recruitment. Selecting: Selection Tool, Evaluating Applicants. Interviewing. Hiring: Job Offer, Processing personnel records, Orientation, Skill Training, Staff Motivation: Training, Cross-Training, Recognition, Incentive program, performance appraisals.                           | 8                      |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006
3. Robert H Woods, Jack D Ninemeier, *Professional Front office Management*, Pearson, 2006.

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 3 | 2 | 3 | 1 | 1 |   | 1 | 2 | 2  | 1  | 2  | 2                                | 2  | 1  |
| CO2            | 2                      | 1 | 2 | 1 | 1 | 2 | 1 | 2 |   | 1  | 1  | 2  | 2                                | 2  | 1  |
| CO3            | 1                      | 2 | 3 | 1 | 3 | 1 | 3 | 2 |   | 1  |    | 3  | 2                                | 1  | 1  |
| CO4            | 1                      | 2 | 3 | 1 | 3 | 1 | 3 | 2 |   | 1  |    | 3  | 2                                | 1  | 1  |
| CO5            | 1                      | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 3  | 3  | 2  | 1                                | 2  | 2  |

**Correlation Levels 1, 2 or 3 as defined below :**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 314  
**Course title:** Front Office Management - II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Front Office Management – I HM 313  
Front Office Management Practical HM 320  
**Credits:** 3 L: 3 T: 0 P: 0  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth /Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course enables the students:

|    |  |
|----|--|
| 1. | Explain the check-out and settlement procedures.   |
| 2. | Understand basic hotel accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk |
| 3. | Explain the process of Audit in Hotel.   |
| 4. | Understand procedures for handling complaints.   |
| 5. | Understand the credit policy of a Hotel.   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Illustrate the steps involved in check out and settlement process of a hotel guest.  |
| CO2 | Understand the importance of cash handling and credit control.                       |
| CO3 | Perform the front office audit.  |
| CO4 | Handle the common complaints of guest arising in the hotel.                          |
| CO5 | Explain policies and procedures needed to establish and monitor guest credit limits. |



## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Front Office cash / Checkout and Settlement :</b> Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier, Check out Process -Checkout and account settlement – cash, credit card, personal checks, Direct billing, credit etc., Checkout options, Unpaid account balances.  | 8                      |
| <b>Module- II</b><br><br><b>Front Office Accounting:</b> Accounting fundamentals, Hotel credit management (including credit cards), foreign currency awareness and handling procedures, the guest folio, tracking transactions account allowance, Internal control - Transcript, cash sheet, cash banks. Front office record – Guest History.   | 8                      |
| <b>Module – III</b><br><br><b>The Front office audit:</b> Role of Front Office Auditor, establishing end of the day, Audit posting formula, Daily and supplemental transcript. Function of audit process – Complete outstanding postings, reconcile room status discrepancies, balance all departmental accounts, verify room rate & No-show reservations, post room rate and taxes, prepare report, distribute report. | 8                      |
| <b>Module- IV</b><br><br><b>Guest complaint handling / Problem solving:</b> Process, thumb rules, Common complaints / problems / situations handling, Role of emotions in situation handling.   | 8                      |
| <b>Module - V</b><br><br><b>Credit Control:</b> Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders. Credit card users, Control measures at the time of: reservation, check-in, during stay, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.  | 8                      |

### Text books:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006
3. Woods, *Professional Front Office Management*, Pearson, 2013.

### Reference books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 3 | 1 | 1 | 2 | 2 | 1 |   |   | 1  |    | 1  | 1                                | 3  | 2  |
| CO2            | 2                      | 2 | 1 |   | 2 |   | 3 | 2 | 1 | 1  |    | 2  | 2                                | 1  | 1  |
| CO3            | 2                      | 2 | 1 |   | 2 |   | 3 | 2 | 1 | 1  |    | 2  | 1                                | 2  | 2  |
| CO4            | 2                      | 2 | 3 |   | 2 | 2 |   | 1 |   | 1  | 2  | 2  | 2                                | 3  | 1  |
| CO5            | 2                      | 2 | 1 |   | 2 |   | 3 | 2 | 1 | 1  |    | 2  | 1                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 315  
**Course title:** Accommodation Management -I  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Accommodation Management-II HM 316  
Accommodation Management Practical HM 321  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Develop knowledge and skill of making flower arrangement.                             |
| 2. | Apply the concept and art of interior design for guestrooms.                          |
| 3. | Understand the importance and apply various elements of interior decorations.         |
| 4. | Develop planning and operational process of housekeeping department.                  |
| 5. | Understand the concept of contract cleaning, its type and various methods of pricing. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Create various types of flower arrangement.                               |
| CO2 | Conceptualize the art of interior design for the guestrooms.              |
| CO3 | Combine and apply various elements of interior decoration for guestrooms. |
| CO4 | Explain planning and operational process of housekeeping department.      |
| CO5 | Apply the concept of contract cleaning and pricing of contract.           |

## SYLLABUS

| MODULE   | (NO.OF LECTURE HOURS) |
|--|-----------------------|
| <b>Module – I</b><br><br><b>Flower arrangement:</b> Introduction, importance & use in hotels.<br>Basic ingredients: mechanics, equipment, containers, plant material, bases.<br>Care and conditioning of flowers, guidelines for flower arrangement.<br>Principles of flower arrangement, elements of flower arrangement<br>Types of flower arrangement based on angle, space, type of plant material, on effect of the arrangement. | 8                     |
| <b>Module – II</b><br><br><b>Interior design:</b> Importance, definition, types, objective.<br>Principle of design: Harmony, Rhythm, Balance, Proportion, Emphasis<br>Element of design: Line, Form, Colour, texture.<br>Designing guest rooms for the physically challenged.<br>Planning trends in Hotels.  | 8                     |
| <b>Module – III</b><br><br><b>Interior Decoration:</b> Concept and importance, Colour: dimension, warm & cool colour, advance & receding colour, colour wheel, colour scheme, Planning colour scheme.<br>Lighting: Importance, Types, methods & lighting plans.<br>Floor covering, selection, types, characteristics, Wall coverings.  | 8                     |
| <b>Module – IV</b><br><br><b>Planning housekeeping operation:</b> Introduction, Planning process<br>Division of work document, Area inventory list, Frequency scheduling, Performance standards, Productivity standard, Equipment & operating supply inventory level.  | 8                     |
| <b>Module – V</b><br><br><b>Contract cleaning:</b> Definition, Importance, Situation for deciding contract services, Contract services in H.K., Types of contract, Guidelines of hiring contract services, contract specification, Pricing contract.<br>Advantage & disadvantages of contract cleaning services.   | 8                     |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006.

**Reference books:**

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 2 | 2  | 2  | 2  | 1                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 3 | 1 | 2 | 3 | 3 | 3  | 3  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3  | 3  | 3  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 1 | 2  | 2  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3  | 1  | 2  | 3                                | 2  | 3  |

**Correlation Levels 1,2 or 3 as defined below:**

1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 316  
**Course title:** Accommodation Management -II  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Accommodation Management-I HM 315  
Accommodation Management Practical HM 321  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Classify various types of Pests found in hotels and measures to eradicate them.   |
| 2. | Explain the concept of Ecotel and know the criteria of its certification.   |
| 3. | Apply the concept of ergonomics and its application in housekeeping.  |
| 4. | Understand about the importance of housekeeping safety programme and actions to be taken in the event of accident, fire and other issues. |
| 5. | Create awareness about security issues of the hotel guests and employees and develop security management programme.                       |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain about various types of pests and take appropriate actions to eradicate them.     |
| CO2 | Conceptualize the concept of Ecotel and criteria of its certification.                   |
| CO3 | Interpret the meaning of ergonomics and its application in housekeeping.                 |
| CO4 | Develop safety awareness programme in the hotels.  |
| CO5 | Explain various security issues related to guests and employee and ways to prevent them. |



## SYLLABUS

| MODULE  | (NO.OF LECTURE HOURS) |
|---|-----------------------|
| <b>Module – I</b><br><br><b>Pest control:</b> Importance, definition of pest, Types of Pests, Pest control goals. Common pests and their control, integrated pest management, Methods of pest control: natural, applied, biological, mechanical/physical, Waste disposal.   | 8                     |
| <b>Module – II</b><br><br><b>Ecotel:</b> Introduction, ecotel certification and its criteria, green building concept and its merits.<br>Energy conservation: Introduction, energy monitoring and tips for conservation.<br>Water conservation: Concept, tips for conservation.<br>Waste management: Reuse and recycle<br>Environment friendly housekeeping  | 8                     |
| <b>Module – III</b><br><br><b>Ergonomics in Housekeeping:</b> Introduction, Meaning, Principles, Ergonomics in Hotel housekeeping, Significance & need of ergonomics, Analysis of Risk factor in housekeeping: Ergonomics perspective, Mitigation of Risks in Housekeeping by applying ergonomics principles, Modifying the workplace layout and equipment, modifying way of lifting, modifying personal habits, controlling the work environment, redesigning work practice    | 8                     |
| <b>Module – IV</b><br><br><b>Housekeeping Safety:</b> Introduction, Three E's of safety, Safety management programme. Safety awareness & accident prevention, Basic guidelines for prevention of accident, procedure followed in case of accident.<br>Fire prevention and firefighting: Classification, Fire warning system, Firefighting equipment, fire emergency.<br>First aid: Principles of first aid, first aid box, first aid procedure, first aid for common situation. | 8                     |
| <b>Module – V</b><br><br><b>Hotel security:</b> Introduction to hotel security, Keys: Importance, types of keys and their control.<br>Lost and found article, dealing with emergencies, crime prevention, Dealing with bomb threats, Terrorism- steps & prevention.<br>Guest & Employee theft.  | 8                     |

**Textbooks:**

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006.

**Reference books:**

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A.Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 1 | 1 | 2 | 3 | 3 | 2  | 3  | 3  | 2                                | 3  | 1  |
| CO2            | 3                      | 3 | 3 | 1 | 3 | 1 | 3 | 2 | 2 | 2  | 2  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2  | 3  | 3  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3  | 2  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 3  | 3  | 3  | 3                                | 3  | 3  |

### Correlation Levels 1,2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 317  
**Course title:** Personality Development Lab  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth /Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the component of Personality Development.               |
| 2. | Explain types of personality.                                      |
| 3. | Understand the do's and don'ts of group discussion and interviews. |
| 4. | Explain the preparation of resume.                                 |
| 5. | Understand the types of Job interviews.                            |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Understand the importance of Personality Development.     |
| CO2 | Explain various personality types.                        |
| CO3 | Explain the components of successful Group Discussion.    |
| CO4 | Develop a Resume.   |
| CO5 | Understand the Behavioural requirement in Job Interviews. |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Personality Enrichment</b><br>Importance of Grooming and Personal Hygiene.<br>Social and Business Dining Etiquettes.              | 6                        |
| <b>Module- II</b><br><br><b>Personality Development Strategies</b><br>Importance of Communication Skill<br>Public Speaking and Extempore<br>Personality Types | 9                        |
| <b>Module – III</b><br><br><b>Group Discussion</b><br>Group Discussion Dos and Don'ts<br>Group Discussion Situations<br>Group Discussion                      | 9                        |
| <b>Module- IV</b><br><br><b>Resume</b><br>Understanding Resume<br>Several types of Resume   | 6                        |
| <b>Module - V</b><br><br><b>Job Interview</b><br>Job Interview – Dos and Don'ts<br>Mock Session of Job Interview  | 6                        |

### Textbooks:

1. Barun K Mitra, *Personality Development and Soft Skill*, Oxford Publication, 2011.

### Reference Books:

1. Rajiv K Mishra, *Personality development: Transform Yourself*, Rupa Publication, 2004

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 3 | 2 | 1 | 1 | 2 |   | 1 |   | 1  | 1  | 2  | 1                                | 1  |    |
| CO2            | 1                      | 1 | 2 |   | 1 | 3 |   | 1 | 1 | 2  | 1  | 2  |                                  | 2  | 1  |
| CO3            |                        |   |   |   | 1 | 3 |   | 2 |   | 2  | 3  | 1  |                                  |    | 2  |
| CO4            |                        | 1 | 2 |   | 1 | 3 |   | 1 |   | 1  |    |    |                                  |    |    |
| CO5            | 1                      | 3 | 2 |   | 2 | 3 |   | 3 | 1 | 2  | 1  | 2  | 1                                |    |    |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8, CD9               |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 318  
**Course title:** Advance Indian Cuisine Practical  
**Pre-requisite(s):**  
**Co- requisite(s):** Advance Indian Cuisine HM 309  
**Credits:** 1.5 Cr. L: 0 T: 0 P: 3  
**Class schedule per week:** 3  
**Class:** BHMCT  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand North Indian cooking and preparations.   |
| 2. | Understand South Indian cooking and preparations.   |
| 3. | Understand East Indian cooking and preparations.    |
| 4. | Understand West Indian cooking and preparations.    |
| 5. | Understand Central Indian cooking and preparations. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Prepare the North Indian cuisine on its merit.  |
| CO2 | Prepare the South Indian cuisine on its merit   |
| CO3 | Prepare the East Indian cuisine on its merit    |
| CO4 | Prepare the West Indian cuisine on its merit    |
| CO5 | Prepare the Central Indian cuisine on its merit |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><b>North Indian Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of North Indian Cuisines     | <b>9</b>                 |
| <b>Module- II</b><br><b>South Indian Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of South Indian Cuisines     | <b>6</b>                 |
| <b>Module – III</b><br><b>East Indian Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of East Indian Cuisines     | <b>6</b>                 |
| <b>Module- IV</b><br><b>West Indian Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of West Indian Cuisines       | <b>9</b>                 |
| <b>Module - V</b><br><b>Central Indian Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of Central Indian Cuisines | <b>6</b>                 |

### Textbooks:

1. Dubey *The Indian Cuisine*, PHI, 2013
2. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012

### Reference Book:

1. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
2. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016
3. Madhur Jaffrey, *A Taste of India*, Wiley, 1988

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**



**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## **Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

### **Direct Assessment**

| <b>Assessment Tool</b> | <b>% Contribution during CO Assessment</b> |
|------------------------|--|
| Progressive Evaluation | 60   |
| End Sem. Evaluation    | 40   |

### **Indirect Assessment**

1. Student's Feedback on Course Outcome.

### **Mapping of Course Outcomes onto Program Outcomes**

| <b>Course Outcome</b> | <b>Program Outcomes (POs)</b> |          |          |          |          |          |          |          |          |           |           |           | <b>Program Specific Outcomes (PSOs)</b> |           |           |
|-----------------------|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|---|-----------|-----------|
|                       | <b>1</b>                      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> | <b>7</b> | <b>8</b> | <b>9</b> | <b>10</b> | <b>11</b> | <b>12</b> | <b>13</b>                               | <b>14</b> | <b>15</b> |
| <b>CO1</b>            | 3                             | 3        | 3        | 2        | 2        | 2        |          | 3        | 2        | 2         | 3         | 3         | 3                                       | 3         | 2         |
| <b>CO2</b>            | 3                             | 3        | 3        | 2        | 2        | 2        |          | 3        | 2        | 2         | 3         | 3         | 3                                       | 3         | 2         |
| <b>CO3</b>            | 3                             | 3        | 3        | 2        | 2        | 2        |          | 3        | 2        | 2         | 3         | 3         | 3                                       | 3         | 2         |
| <b>CO4</b>            | 3                             | 3        | 3        | 2        | 2        | 2        |          | 3        | 2        | 2         | 3         | 3         | 3                                       | 3         | 2         |
| <b>CO5</b>            | 3                             | 3        | 3        | 2        | 2        | 2        |          | 3        | 2        | 2         | 3         | 3         | 3                                       | 3         | 2         |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### **Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8                           |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM319  
**Course title:** Advance Food and Beverage Service Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Food & Beverage Service HM311  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Learn the service skill of cigar and cigarette.   |
| 2. | Get the technical know-how of gueridon service.   |
| 3. | Learn the skill of serving afternoon tea, high tea and cheese.                              |
| 4. | Get the technical know-how of function catering and understand function catering operation. |
| 5. | Carry out service in bulk catering assignments.   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Demonstrate the ability to present and serve cigar and cigarette.   |
| CO2 | Demonstrate skill to prepare and present the dishes that are served from the guéridon trolley.                          |
| CO3 | Demonstrate the ability to serve afternoon tea, high tea and cheese.  |
| CO4 | Demonstrate practical ability in the layout of buffet, banquet booking, filling banquet form and to do banquet service. |
| CO5 | Demonstrate the service skills necessary to undertake Continental & Oriental theme parties and food festivals.          |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br>Service of Cigar and Cigarette.  | 3                        |
| <b>Module- II</b><br>Gueridon service – Basic preparation, classical dishes.  | 6                        |
| <b>Module – III</b><br>Service of Afternoon, High tea & Service of cheese.  | 6                        |
| <b>Module- IV</b><br>Buffet Layup, theme Buffets set up<br>Taking Banquet Booking<br>Filling - Banquet F.F.<br>Formal Banquet Service | 6                        |
| <b>Module - V</b><br>Continental & Oriental theme party and food festivals.   | 12                       |

### Textbooks:

1. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.

### Reference books:

1. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.
2. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
3. John F. *Modern Restaurant Service*, Nelson Thornes Ltd, 1990.
4. Jones P. *Food Service Operations*, Cengage Learning, 1988.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 | 3 |   | 1 |   | 2  | 1  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 2 | 2 | 2 | 3 |   | 1 |   | 1  | 2  | 3  | 3                                | 3  | 1  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 3 |   | 1 |   | 1  | 2  | 3  | 3                                | 3  | 1  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3                                | 3  | 3  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8, CD9               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD4, CD5, CD8               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 320  
**Course title:** Front Office Management Practical  
**Pre-requisite(s)** NIL  
**Co- requisite(s)** Front Office Management – I HM 313  
Front Office Management - II HM 314  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth /Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Explain the check-out and settlement procedures.   |
| 2. | Understand basic hotel accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk |
| 3. | Explain the process of Audit in Hotel.   |
| 4. | Understand procedures for handling complaints.   |
| 5. | Understand the credit policy of a Hotel.   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Illustrate the steps involved in check out and settlement process of a hotel guest.  |
| CO2 | Understand the importance of cash handling and credit control.                       |
| CO3 | Perform the front office audit.  |
| CO4 | Handle the common complaints of guest arising in the hotel.                          |
| CO5 | Explain policies and procedures needed to establish and monitor guest credit limits. |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Front Office cash / Checkout and Settlement:</b><br>Role play of guest Check-out.   | 3                        |
| <b>Module- II</b><br><br><b>Front Office Accounting:</b><br>Preparation of guest folio.<br>Filling up, accounting and totalling guest folios - Semi automated.<br>Filling up, accounting and totalling guest folios - Fully Automated<br>Calculating various occupancy percentages<br>Making of discount grid | 15                       |
| <b>Module – III</b><br><br><b>The Front office audit:</b><br>Preparing and filling up of forms and format related to Front Office Audit.<br>Computer application of cashiering, night audit and front office accounting.<br>Preparation of transcript and night auditor's sales.                              | 9                        |
| <b>Module- IV</b><br><br><b>Guest complaint handling / Problem solving:</b><br>Role play of handling Guest complaints handling.   | 3                        |
| <b>Module - V</b><br><br><b>Credit Control:</b><br>Role play of control measures during Check-in<br>Role play of prevention of skipper  | 6                        |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006

### Reference books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## **Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

### **Direct Assessment**

| <b>Assessment Tool</b> | <b>% Contribution during CO Assessment</b> |
|------------------------|--|
| Progressive Evaluation | 60   |
| End Sem. Evaluation    | 40   |

### **Indirect Assessment**

1. Student's Feedback on Course Outcome.

### **Mapping of Course Outcomes onto Program Outcomes**

| <b>Course Outcome</b> | <b>Program Outcomes (POs)</b> |          |          |          |          |          |          |          |          |           |           |           | <b>Program Specific Outcomes (PSOs)</b> |           |           |
|-----------------------|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|---|-----------|-----------|
|                       | <b>1</b>                      | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> | <b>7</b> | <b>8</b> | <b>9</b> | <b>10</b> | <b>11</b> | <b>12</b> | <b>13</b>                               | <b>14</b> | <b>15</b> |
| <b>CO1</b>            | 2                             | 3        | 1        | 1        | 2        | 2        | 1        |          |          | 1         |           | 1         | 1                                       | 3         | 2         |
| <b>CO2</b>            | 2                             | 2        | 1        |          | 2        |          | 3        | 2        | 1        | 1         |           | 2         | 2                                       | 1         | 1         |
| <b>CO3</b>            | 2                             | 2        | 1        |          | 2        |          | 3        | 2        | 1        | 1         |           | 2         | 1                                       | 2         | 2         |
| <b>CO4</b>            | 2                             | 2        | 3        |          | 2        | 2        |          | 1        |          | 1         | 2         | 2         | 2                                       | 3         | 1         |
| <b>CO5</b>            | 2                             | 2        | 1        |          | 2        |          | 3        | 2        | 1        | 1         |           | 2         | 1                                       | 3         | 1         |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### **Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8, CD9                      |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8                           |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8, CD9                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8, CD9                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 321  
**Course title:** Accommodation Management Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Accommodation Management -I HM 315  
Accommodation Management -II HM 316  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Sixth / Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Identify tools and equipment, and its application in various types of flower arrangement. |
| 2. | Develop three-dimensional structure of rooms.   |
| 3. | Explain and develop area inventory list.  |
| 4. | Develop contract specification and pricing a contract.                                    |
| 5. | Design theme decoration.  |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Identify tools and equipment and create various types of flower arrangement. |
| CO2 | Design three-dimensional structure of rooms.                                 |
| CO3 | Prepare area inventory list.   |
| CO4 | Develop contract specification and price a contract.                         |
| CO5 | Manage and organize theme decoration.  |



## SYLLABUS

| MODULE  | (NO.OF PRACTICAL HOURS) |
|---|-------------------------|
| <b>Module – I</b><br><br><b>Flower arrangement</b><br>Identification of flower arrangement tools and equipment.<br>Flower arrangement (line, horizontal, mass, angle based, Ikebana, free style). | <b>12</b>               |
| <b>Module – II</b><br><br><b>Guest room designing</b><br>Three-dimensional model of rooms.<br>Designing guest rooms for physically challenged people.   | <b>6</b>                |
| <b>Module – III</b><br><br><b>Documentation</b><br>Preparing area inventory list.<br>Designing various work documents.  | <b>6</b>                |
| <b>Module – IV</b><br><br><b>Dealing Contract</b><br>Preparing contract specification.<br>Pricing contract.   | <b>6</b>                |
| <b>Module – V</b><br><br><b>Decoration</b><br>Theme decoration.   | <b>6</b>                |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006.

### Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.

4. M. Kappa and A.Nitschke, *Managing House Keeping Operation.3<sup>rd</sup> ed*, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

2. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| <b>CO1</b>     | 3                      | 3 | 3 | 3 | 2 | 1 | 2 | 2 | 3 | 2  | 2  | 3  | 3                                | 1  | 2  |
| <b>CO2</b>     | 3                      | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2  | 2  | 3  | 3                                | 3  | 3  |
| <b>CO3</b>     | 3                      | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 1  | 1  | 3  | 3                                | 3  | 3  |
| <b>CO4</b>     | 3                      | 3 | 3 | 3 | 3 | 1 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 3  | 2  |
| <b>CO5</b>     | 3                      | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 1  | 2  | 3  | 3                                | 3  | 2  |

**Correlation Levels 1,2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1                  | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO 2                  | CD5, CD8                           |
| CD3            | Seminars  | CO 3                  | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO 4                  | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO 5                  | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 400  
**Course title:** Research Project/Industrial internship  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 12 L: T: P:  
**Class:** BHMCT  
**Semester/Level** Eighth/ Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Know the concept of research, procedure, and application for various real-life situations. |
| 2. | Understand different research design, tools and techniques to conduct research.            |
| 3. | Learn report writing and presentation  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Assess real life problems and solutions.                |
| CO2 | Plan research design.                                   |
| CO3 | Apply correct tools and techniques to conduct research. |
| CO4 | Prepare research report and presentations.              |

## SYLLABUS

Students may opt for either Research Project (A) or Industrial internship (B).

| MODULE  | Time Period  |
|---|--|
| <b>A. Research Project:</b><br><br>Each student shall submit proposal(s) for the project, he/she wants to undertake in order of preference from which the final topic may be selected. Research project shall be done at the institute labs (experimental method) or as field study (survey method).<br><br>Mandatory contact classes of Research Methodology and Business Statistics shall be arranged. Departmental Project Evaluation Committee (DPEC) shall finalize the topics to be covered during contact classes.<br><br>Project report shall be submitted as specified by the DPEC with the timeframe. | <b>14 weeks</b>  |
| <b>B. Industrial internship:</b><br><br>Students opting for Industry Internship in lieu of research project work shall do it preferably from the reputed organisations with prior NOC from HOD.<br><br>Students shall produce an internship / project completion certificate from the concerned organisation to the HOD before the final examination.<br><br>Project report shall be submitted as specified by the DPEC with the timeframe.   | <b>14 weeks</b><br><br><i>(As deemed suitable by the industry, the no. of weeks can be increased with the prior approval of HOD)</i> |

### Textbooks:

1. C.R. Kothari, *Research Methodology Methods and Techniques*, Vishwa Prakashan, 2006.
2. Chawla, D. *Research Methodology: Concepts and Cases: Concepts & Cases*
3. G.M. Jenkins, and, D.G Watts, *Spectral Analysis and its Applications*, Holden Day, 1986.

### Reference books:

1. Levin, R, I, Rubin, D, S. *Statistics for Management*, Pearson Education, 2005.
2. R, Donald, Cooper, Pamela S. Schindler, *Business Research Methods*, Tata McGraw-Hill Co. Ltd., 2006.

**Gaps in the syllabus (to meet Industry/Profession requirements):** - Nil

**POs met through Gaps in the Syllabus:** - N/A

**Topics beyond syllabus/Advanced topics/Design:** - N/A

**POs met through Topics beyond syllabus/Advanced topics/Design:** - N/A

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem Evaluation     | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 | 2 | 3 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

## Mapping Between COs and Course Delivery (CD) methods

### A. Research Project

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used       |
|---------|---|----------------|-----------------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD2, CD3, CD5, CD6, CD7, CD8 |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD2, CD3, CD5, CD6, CD7, CD8 |
| CD3     | Seminars  | CO3            | CD1, CD2, CD3, CD5, CD6, CD7, CD8 |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD2, CD3, CD5, CD6, CD7, CD8 |
| CD5     | Laboratory Experiments/Teaching Aids                        |                |                                   |
| CD6     | Industrial/Guest Lectures                                   |                |                                   |
| CD7     | Industrial Visits/In-plant Training                         |                |                                   |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                                   |
| CD9     | Simulation  |                |                                   |

### B. Industrial internship

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD7, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD7, CD8                    |
| CD3     | Seminars  | CO3            | CD7, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD7, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        |                |                             |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 401  
**Course title:** Tourism Operations  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 3 L: 2 T: P: 2  
**Class schedule per week:** 04  
**Class:** BHMCT  
**Semester/Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Learn about various attributes of tourism.                                 |
| 2. | Know the meaning of travel agent and tour operator.                        |
| 3. | Explain the aptitude of tour operations and executions.                    |
| 4. | Develop the knack of handling tour operation file and other documentation. |
| 5. | Apply the technique of trouble shooter practically in the field.           |

### **Course Outcomes**

After the completion of this course, students will be to:

|    |  |
|----|--|
| 1. | Explain the meaning and nature of tourism. Conceptualize the various forms & types of tourism along with its important constituents. |
| 2. | Illustrate the functions of tour operator and develop the methodology for tour operations.   |
| 3. | Create the insight on tourism products   |
| 4. | Apply the functions of various travel formalities  |
| 5. | Conceptualize the significance impact from tourism and identify the trends on tourism.   |



## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Introduction Tourism, Tour Operator and Travel Agent:</b> Meaning and Nature of Tourism, The Historical Perspective of Tourism, Forms & types of Tourism. Meaning of a Travel Agent & a Tour Operator. Role of Tour Operator and Travel agent in tourism promotion. Nature and functions of operation. Difference between guide and escort.  | 8                      |
| <b>Module – II</b><br><b>Functions of a Tour Operator:</b> Market research and tour package formulation, assembling, processing and disseminating information on destinations, Liaising with principles. Itinerary Planning & Costing- concept of tour itinerary, preparation of sample itinerary with the timings of Air/Train or by surface and details of Sightseeing, Modes of transportation and length of stay. Tour costing – Methodology of quotation preparation, sample of quotation preparation for FIT, GIT and Incentives.  | 8                      |
| <b>Module – III</b><br><b>Ticketing and Travel formalities:</b> Domestic ticketing, International ticketing, reservations, terms & conditions, documents required, Billing & payment procedure, Commission structure, Travel related vouchers like MCOs, PTA, PSR etc. Procedure of lost ticket, refund & cancellation charges. Problem faced by clients with domestic & international airlines. Passport, Visa, Health requirements, taxes, customs, currency, travel insurance, baggage and airport information. Computerized Reservations System (CRS) – Amadeus / Galileo etc. for learning fare construction, calculation, routing, creating PNR, cancellation. | 8                      |
| <b>Module – IV</b><br><b>Tourism Impacts:</b><br>Socio-cultural impacts of tourism, Economic impact and Environmental impact- Environment Impact Assessment, Approach to evaluating Impacts and Control Measures, Measuring Economic Costs and Benefits  | 8                      |
| <b>Module – V</b><br>World Tourism Organization, PATA, International Air Transport Association, India Tourism Development Corporation, Department of Tourism, India, IATO. Contribution from these organization in promotion of world tourism.   | 8                      |

### Textbooks:

1. Sunetra Roday, *Tourism – Operations and Management*, Oxford Publications, 2010.
2. John R. Walker, *Introduction to Hospitality Management*, 2/e Pearson Education, 2008.

**Reference books:**

1. A. K. Bhatia, *The Business of Travel Agency & Tour Operations Management*, Sterling Publications, 2012.
2. P. N. Seth, *Successful Tourism Management*, Sterling Publication, 2008.
3. Sampad Kumar Swain, *Tourism*, Oxford Publications, New Delhi, 2008.
4. Mohinder Chand, *Travel Agency and Tour Operation- An introductory Text*, Anmol Publishers, 2010.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 | 2 | 3 |   |   | 3  | 3  | 2  | 3                                | 2  | 2  |
| CO2            | 3                      | 2 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 2  | 1  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 2 | 3 | 3 | 2 | 3 | 1 |   | 1  | 3  | 2  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM402  
**Course title:** Professional Practice Law & Ethics  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 2 L: 2 T: P:  
**Class schedule per week:** 02  
**Class:** BHMCT  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Learn different kinds of acts  |
| 2. | Know different types of Industrial act.  |
| 3. | Know food & liquor legislation, principles of food laws & adulteration of food |
| 4. | Understand different types of Licenses and Permits                             |
| 5. | Gain ethical dilemma of business   |

### **Course Outcomes**

After the completion of this course, students will be to:

|    |   |
|----|---|
| 1. | Apply different kind of acts  |
| 2. | Critically examine different types of Industrial act.                           |
| 3. | Apply food & liquor legislation, principles of food laws & adulteration of food |
| 4. | Ascertain different types of Licenses and Permits                               |
| 5. | Apply essentials of business ethics.  |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Business Law:</b> The Indian Contract Act, 1872, Types of contract, booking contract, Law relating to Registration of guest, Rules for registration, Breach of contract, Laws relating to death in a hotel, infectious diseases of a guest, guest causing disturbance, guests animals, property lost and found. The Partnership Act, 1932, Nature of partnership, Rights and duties of partner, The Companies Act, 1956, Essential features of company, Legal aspects of corporate social responsibility.  | 7                      |
| <b>Module- II</b><br><br><b>Food and Liquor Legislations:</b> The Industrial Disputes Act, 1947, Definition of industry, Settlement of industrial disputes- Strike, lock-out, lay off, retrenchment and closure. Definition and brief description of others industrial laws, The Payment of Wages Act, 1936, The Minimum Wages Act, 1948. Employment of women, children, leave, health, safety and hygiene provision. Provident fund act 1952. Employees provident fund, Labour License.   | 7                      |
| <b>Module – III</b><br><br>The Prevention of Food Adulteration Act, 1954, Public Analysts and Food Inspectors, Sealing, Fastening and Dispatch of Samples, The Food Safety And Standards Act, 2006 Food Safety and Standards Authority of India, General Principles of Food Safety, General Provisions as to Articles of Food, Special Responsibilities as to Food Safety, Offences and Penalties, The Consumer Protection Act, 1986, Consumer complaint, Remedies for deficiency in services, Liquor legislation. conduct of license premises, sales of liquor, offences against licensing laws, permitted hours, occasional license, principle matters affecting licenses. | 7                      |
| <b>Module- IV</b><br><br><b>Licenses and Permits:</b> Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken, Procedure for applying and renewal of licenses and permits, Provisions for suspension and cancellation of licenses, By-laws of local authorities, Trade License, GST, PPL.   | 7                      |
| <b>Module - V</b><br><br><b>Professional Ethics:</b> Introduction – Meaning - Scope – Types of Ethics – features – Factors influencing Business Ethics – significance of Business Ethics - Arguments for and against business ethics- Basics of business ethics - Ethical dilemma [basic idea, features and significance of each of element].  | 7                      |

**Textbooks:**

1. Kuchhal M.C. and Kuchhal V, *Business Law*, Vikas Publishing House, New Delhi. 7<sup>th</sup> Edition.2018.
2. Singh A, *Business Law*, Eastern Book Company, Lucknow. 17<sup>th</sup> Edition 2018
3. Kumar R *Legal Aspects of Business*, Cengage Learning. 4<sup>th</sup> Edition-2016.
4. Maheshwari S.N and Maheshwari SK, *Business Law*, National Publishing House, New Delhi. 2014.

**Reference books:**

1. Goyal B. K and Jain K, *Business Laws*, International Book House, India.2013.
2. Sushma A, *Business Laws*, Taxmann Publications, India.2015.
3. Pathak A, *Legal Aspects of Business*, McGraw Hill Education, India, 6<sup>th</sup> Edition.2014.
4. Tulsian P C and Tulsian B, *Business Law*, McGraw Hill Education, India, 2014.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure****Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 1                      | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | 1  | 1  | 1  | 3                                | 2  | 1  |
| CO2            | 1                      |   | 3 | 1 | 1 |   | 1 | 3 | 3 | 1  |    | 1  | 3                                | 2  | 3  |
| CO3            | 1                      | 1 | 3 | 1 | 1 | 1 | 1 | 3 | 3 | 1  | 1  | 1  | 3                                | 2  | 3  |
| CO4            | 1                      | 1 | 3 | 1 |   | 1 |   | 3 | 3 | 1  |    | 1  | 3                                | 2  | 2  |
| CO5            |                        | 1 | 3 | 1 | 1 | 1 | 2 | 3 | 3 |    | 3  | 3  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping between COs and Course Delivery (CD) methods**

| <b>CD</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|-----------|---|-----------------------|------------------------------------|
| CD1       | Lecture by use of boards/LCD projectors                     | CO1                   | CD1, CD8                           |
| CD2       | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3       | Seminars  | CO3                   | CD1, CD8                           |
| CD4       | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5       | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6       | Industrial/guest lectures                                   |                       |                                    |
| CD7       | Industrial visits/in-plant training                         |                       |                                    |
| CD8       | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9       | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 403  
**Course title:** International Cuisine  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** International Cuisine Practical HM 407  
**Credits:** 3 L:3 T:0 P: 0  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand European cuisines.             |
| 2. | Understand Mediterranean cuisines.        |
| 3. | Understand Oriental and Pacific cuisines. |
| 4. | Understand American cuisines.             |
| 5. | Understand Middle East cuisines.          |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Decipher the European cuisines on its merit.            |
| CO2 | Decipher the Mediterranean cuisines on its merit        |
| CO3 | Decipher the Oriental and Pacific cuisines on its merit |
| CO4 | Decipher the American cuisines on its merit             |
| CO5 | Decipher the Middle East cuisines on its merit          |



## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>European Cuisines</b><br>Foods of British Isles, Scandinavia, central Europe, eastern Europe, Italy and France | 8                      |
| <b>Module- II</b><br><b>Mediterranean Cuisines</b><br>Foods of Spain, Portugal, Greece, Turkey, North Africa – Egypt and Morocco       | 8                      |
| <b>Module – III</b><br><b>Oriental and Pacific Cuisines</b><br>Foods of China, Japan, Korea, Polynesia and South East Asia- Thailand   | 8                      |
| <b>Module- IV</b><br><b>American Cuisines</b><br>Foods of South America, Caribbean Islands, central America- Mexico                    | 8                      |
| <b>Module - V</b><br><b>Middle East Cuisine</b><br>Foods of Arab, Persia and Afghanistan   | 8                      |

### Text Books:

1. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012
2. Mc Williams, *Food around the world*, Pearson, 2012

### Reference Books:

1. M Milona, *Culinaria Greece*, Culinaria Konemann, 2004
2. C Piras, *Culinaria Italy*, Culinaria Konemann, 2004
3. M Trutter, *Culinaria Spain*, Culinaria Konemann, 2004
4. C B Teichmann, *Europe Master Chefs*, Culinaria Konemann, 2004

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM404  
**Course title:** Food & Beverage Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Food and Beverage Management practical HM408  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh / Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Gain sufficient knowledge pertaining to develop business plan of a restaurant.           |
| 2. | Understand the menu engineering process.   |
| 3. | Gain sufficient knowledge to manage inventory in food & beverage service establishments. |
| 4. | Gain sufficient knowledge to manage materials in food & beverage service establishments. |
| 5. | Gain a basic understanding of budget & budgetary control process.                        |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Develop business plan of a restaurant.                      |
| CO2 | Design and analyze menu for food service establishments.    |
| CO3 | Manage inventory in food & beverage service establishments. |
| CO4 | Manage materials in food & beverage service establishments. |
| CO5 | Explain budget and budgetary control process.               |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Restaurant Planning:</b> Physical lay-out of functional & ancillary areas, Objectives of a good lay-out, Steps in planning, Factors to be considered while planning, calculating space requirement, Various set-up for sitting, Planning staff requirement, Menu planning, Selection of equipment, lighting, fixtures, crockery, cutlery etc. | 8                      |
| <b>Module- II</b><br><br><b>Menu Management:</b> Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.  | 8                      |
| <b>Module – III</b><br><br><b>Inventory Control:</b> Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory.   | 8                      |
| <b>Module- IV</b><br><br><b>Materials Management:</b> Introduction, Necessity & Function, Technique- JIT, ABC Classification, Kanban system, Technology used in materials management: AGV & Others.   | 8                      |
| <b>Module - V</b><br><br><b>Budgetary Control:</b> Introduction, Objective, Kind of Budget, Budgetary Control Process, Stages in the preparation of Budgets, Budgeting for F&B Operations, Variance Analysis.   | 8                      |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Davis D, Lockwood A and Stone S. *Food & Beverage Management*, Butterworth-Heinemann (Elsevier), Third Edition, 2008.
3. Sven A. *Inventory Control*, Springer, Third Edition, 2015.
4. Chapman S, Arnold J. R. and Gatewood A. K. *Introduction to Materials Management*, Essex, England: Pearson Education Limited, 2017.
5. Kasavana M. L. and Smith I. D. *Menu Engineering: A Practical Guide to Menu Analysis*, Hospitality Publication, 1982.

### Reference books:

1. Kotschevar L. H, Withrow D. *Management by Menu*, New Jersey: Wiley & Sons, 2008.
2. Rainsford P, Bangs H. D. *Restaurant Planning Guide*, Jere L. Calmes, 1996.
3. Katz J. B. *Restaurant Planning, Design, and Construction: A Survival Manual for Owners*,

*Operators, and Developers*, New York: Wiley & Sons, 1997.

4. Muller M. *Essentials of Inventory Management*, AMACOM, 2011.
5. Jacobs F. R, Chase R. *Operations and Supply Chain Management*, McGraw Hill Education, 2010.
6. Gopalakrishanan P and Sundaresan M. *Materials Management: An Integrated Approach*, Prentice Hall India Learning Private Limited, 2000.
7. Cousins J. Foskett D and Gillespie C. *Food and Beverage Management*, Pearson Education Limited, 2011.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design– N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 2  | 2  | 1  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2  | 2  | 1  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2  |    | 1  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2  |    | 1  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2  |    | 1  | 3                                | 3  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8, CD2                      |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 405  
**Course title:** Advance Front Office Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Front Office Management Practical HM 409  
**Credits: 3 Cr.** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh / Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the importance of quality service in Hotel.         |
| 2. | Explain the use of data in forecasting                         |
| 3. | Understand the strategies for revenue generation               |
| 4. | Explain the importance of Property Management System in Hotel. |
| 5. | Understand various channel of distribution for hotel.          |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Create quality service in Front Office department of a hotel.                  |
| CO2 | Evaluate various historical, current, and future data to estimate room demand. |
| CO3 | Develop various revenue management strategies for hotel.                       |
| CO4 | Select Property Management System for hotel.                                   |
| CO5 | Develop Distribution channel for the Hotel.                                    |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Quality service in Front office:</b> Lodging as a guest service business, developing a quality culture: Role of Manager in quality, determining guest service expectation, planning guest service process – recognizing basic concerns, determining guest service expectations, Delivering guest service through employees.   | 8                      |
| <b>Module- II</b><br><br><b>Managing Forecast Data:</b> Tracking room demand: Computation of occupancy forecast, No Shows, early departure, Overstay, use of current and future data. Predictive data sources: Internal Data & External Data. Managing occupancy forecast report – pick up report, ten-day forecast, extended forecast, Other forecast issues – impact on pricing and Evaluation of effectiveness.  | 8                      |
| <b>Module – III</b><br><br><b>Revenue Management:</b> Room rate management, room rate economics – rate types, rate determination, revenue management tool, revenue management essentials. Traditional pricing strategy, web-based pricing strategy, Yield Management – Implementation and Techniques.   | 8                      |
| <b>Module- IV</b><br><br><b>Front office Property Management System:</b> Four R's of Front office information management – Reservation Management, Rooms Management, Revenue Management, Record and Account management, PMS report development, distribution and analysis.  | 8                      |
| <b>Module - V</b><br><br><b>Distribution Channel Management:</b> Overview of distribution channels- brief history of distribution channels, use of intermediaries, current distribution channels. Management of distribution channels – walk in guest, Group sales department, Global Distribution system, Central reservation system, Internet, Telephone, Fax etc. challenges of distribution channel management. | 8                      |

### Textbooks:

1. Robert H Woods, Jack D Ninemeier, *Professional Front office Management*, Pearson, 2006.

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.



**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 2 | 2 | 2 | 2 | 1 | 3 | 2 | 1  | 1  | 2  | 3                                | 3  | 1  |
| CO2            | 2                      | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 1 |    | 1  | 2  | 2                                | 1  | 2  |
| CO3            | 2                      | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 1 |    | 1  | 2  | 2                                | 1  | 2  |
| CO4            | 2                      | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 1  | 1  | 3  | 2                                | 3  | 2  |
| CO5            | 1                      | 2 | 3 | 1 | 3 | 2 | 1 |   | 1 | 2  | 1  | 2  | 2                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 406  
**Course title:** Advance Accommodation Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Accommodation Management Practical HM 410  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh / Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Develop managerial skill in housekeeping operation like determining staff strength, manpower recruitment, orientation and training programme. |
| 2. | Explain budget preparation for the housekeeping department.   |
| 3. | Classify fibres (textiles) with their construction and characteristics.   |
| 4. | Explain the changing trends in housekeeping and design services for typical market segment  |
| 5. | Explain the role of housekeeping in new property operation.   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain the managerial aspect of manpower recruitment, staffing, orientation and training programme required for the housekeeping personnel. |
| CO2 | Conceptualize the budgeting process for the housekeeping department.   |
| CO3 | Classify textiles enabling them to make better decision regarding selection of fabrics for hotel's use.                                      |
| CO4 | Identify changing trends in housekeeping department and apply the knowledge for designing services for typical market segment.               |
| CO5 | Manage the role of housekeeping department in new property operation and efficient planning before countdown.                                |

## SYLLABUS

| MODULE   | (NO.OF LECTURE HOURS) |
|--|-----------------------|
| <b>Module – I</b><br><br><b>Managing housekeeping Personnel:</b> Introduction, document for personnel management: job description, position description, job specification, job list, job assignment, job breakdown, determining staff strength, staffing guide, scheduling, work schedule, Recruiting, Selecting, Hiring, Orienting & training.   | 8                     |
| <b>Module – II</b><br><br><b>Budgeting for Housekeeping:</b> Introduction, Types of budget: Capital, operating, master, departmental, fixed and flexible budget.<br>Housekeeping expenses: operating and capital expenses.<br>Budget planning process, Controlling expenses: operating expenses, cost control in specific areas.<br>Inventory control & Stock taking: Stock taking, Establishing Par levels, Purchasing: principles, steps, Types of purchasing.                                       | 8                     |
| <b>Module – III</b><br><br><b>Textiles:</b> Introduction of textile fibres: source based, length based, content based.<br>Identification of fibres: Tactile & visual examination, Microscopic analysis, chemical method, solubility test, burning test.<br>Characteristics of textile fibres: Natural: vegetable, Animal & Manmade.<br>Yarn: Types characteristics, Fabric construction: weaving, knitting, Netting, Braiding, Bonding.  | 8                     |
| <b>Module – IV</b><br><br><b>Changing trends in housekeeping:</b> Outsourcing, training, motivation, Eco-friendly amenities, product and process, IT in the housekeeping department.<br>Designing services for typical market segmentation: airline crews, physically challenged person, single lady.  | 8                     |
| <b>Module – V</b><br><br><b>New property operation:</b> Introduction, Starting up Housekeeping.<br>Role of Housekeeper in new property: Material resources, system and procedure, division of work, plan of area responsibility, organizing new work force, House break up, planning workload of GRA and supervisor, Orientation and training, scheduling new employees.<br>Countdown: Three months before the opening, two months in advance, six weeks in advance, four weeks to go, one week to go. | 8                     |

**Textbooks:**

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.

**Reference books:**

1. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
2. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
3. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed., Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.
4. S. Malini and Jaya B. George, *Housekeeping Operations, Design and Management*. Mumbai: Jaico Publishing House, 2008.
5. J M S. Negi, *Professional Hotel Management*. 3<sup>rd</sup> ed. New Delhi: S. Chand & Company Private Ltd., 2014.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 2 | 3 | 2 | 2 | 1 | 2  | 1  | 2  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 | 2 | 3 | 1 | 2 | 3 | 2 | 2  | 1  | 2  | 2                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 3  | 3  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3  | 3  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 1 | 3  | 2  | 3  | 3                                | 3  | 3  |

### Correlation Levels 1,2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 407  
**Course title:** International Cuisine Practical  
**Pre-requisite(s):**  
**Co- requisite(s):** International Cuisine HM 403  
**Credits:** 1.5 Cr.      L : 0   T : 0   P : 3  
**Class schedule per week:** 3  
**Class:** BHMCT  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the European cuisines and cross-cultural influences on international cuisines      |
| 2. | Understand the Mediterranean cuisines and cross-cultural influences on international cuisines |
| 3. | Understand the Oriental cuisines and cross-cultural influences on international cuisines      |
| 4. | Understand the American cuisines and cross-cultural influences on international cuisines      |
| 5. | Understand the Middle East cuisines and cross-cultural influences on international cuisines   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Prepare the European cuisines on its merit.             |
| CO2 | Prepare the Mediterranean cuisines on its merit.        |
| CO3 | Prepare the Oriental and Pacific cuisines on its merit. |
| CO4 | Prepare the American cuisines on its merit.             |
| CO5 | Prepare the Middle East cuisines on its merit.          |

## **SYLLABUS**

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><b>European Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of European Cuisines                           | 9                        |
| <b>Module- II</b><br><b>Mediterranean Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of Mediterranean Cuisines                 | 6                        |
| <b>Module – III</b><br><b>Oriental and Pacific Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of Oriental and Pacific Cuisines | 9                        |
| <b>Module- IV</b><br><b>American Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of American Cuisines                           | 6                        |
| <b>Module - V</b><br><b>Middle East Cuisines</b><br>Staple food with regional influence, regional cooking style, methods of cooking, menu preparation of Middle East Cuisines                     | 6                        |

**Textbooks:**

1. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012
2. Mc Williams, *Food around the world*, Pearson, 2012

**Reference books:**

1. M Milona, *Culinaria Greece*, Culinaria Konemann, 2004
2. C Piras, *Culinaria Italy*, Culinaria Konemann, 2004
3. M Trutter, *Culinaria Spain*, Culinaria Konemann, 2004
4. C B Teichmann, *Europe Master Chefs*, Culinaria Konemann, 2004

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**



## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD8,CD5                     |
| CD2     | Tutorials/Assignments                                       | CO2            | CD8,CD5                     |
| CD3     | Seminars  | CO3            | CD8,CD5                     |
| CD4     | Mini Projects/Projects                                      | CO4            | CD8,CD5                     |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD8,CD5                     |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## COURSE INFORMATION SHEET

**Course code:** HM408  
**Course title:** Food and Beverage Management Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Food and Beverage Management HM404  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Learn the skill of setting up various types of restaurant.       |
| 2. | Learn the skill of menu designing.                               |
| 3. | Gain an in-depth understanding of menu engineering.              |
| 4. | Learn menu costing.  |
| 5. | Learn the practical ability to organize various types of events. |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Demonstrate practical ability to set-up various types of restaurants in a professional manner for service.       |
| CO2 | Design and analyse menu for food service establishments.   |
| CO3 | Calculate the cost of menu items.  |
| CO4 | Organize various types of Indian theme parties, cocktail parties and food festivals.                             |
| CO5 | Analyse various problems that arise during the hotel operations and find the possible solutions of the problems. |

## SYLLABUS

| MODULE   | (NO. OF PRACTICAL HOURS) |
|--|--------------------------|
| <b>Module – I</b><br>Restaurant Set-ups of different types.              | 6                        |
| <b>Module- II</b><br>Set up a table with Prepared Menu with wines.       | 3                        |
| <b>Module – III</b><br>Menu Designing, Planning, Costing, Engineering.   | 6                        |
| <b>Module- IV</b><br>Indian themes and food festivals, Cocktail parties. | 12                       |
| <b>Module - V</b><br>Case Studies.                                       | 6                        |

**Textbooks:**

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Andrews S. *Food & Beverage Management*, McGraw Hill Education, 2008.
3. LillicrapDennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.

**Reference books:**

1. Kasavana M. L. and Smith I. D. *Menu Engineering: A Practical Guide to Menu Analysis*, Hospitality Publication, 1982.
2. Kotschevar L. H, Withrow D. Management by Menu, New Jersey: Wiley & Sons, 2008.
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 3 | 1 |   | 2 | 2 | 1  | 2  | 3  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 1 | 3 | 2 | 3 | 3 | 3 | 2  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 3  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8, CD9               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD4, CD5, CD8               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

**COURSE INFORMATION SHEET**

**Course code:** HM 409  
**Course title:** Advance Front Office Management Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Front Office Management HM 405  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh / Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the importance of quality service in Hotel.               |
| 2. | Explain the use of data in forecasting                               |
| 3. | Understand the strategies for revenue generation                     |
| 4. | Explain the importance of Property Management System in Hotel.       |
| 5. | Understand various situation which may arise during hotel operation. |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Demonstrate guest service delivery.                                |
| CO2 | Compute Occupancy percentages.                                     |
| CO3 | Develop Room Rate using different approach.                        |
| CO4 | Demonstrate PMS application for various Front Office Functions.    |
| CO5 | Handle various situation arising in day to day operation of hotel. |

### SYLLABUS

| <b>MODULE</b>   | <b>(NO. OF PRACTICAL HOURS)</b> |
|---|---------------------------------|
| <b>Module – I</b><br><br><b>Quality Service in Front office</b><br>Role play of planning guest service for quality service.<br>Role play of delivering guest service through employees.                             | <b>6</b>                        |
| <b>Module- II</b><br><br><b>Computation of occupancy forecast</b><br>Computation of occupancy forecast percentage.<br>Computation of availability forecast percentage.  | <b>6</b>                        |
| <b>Module – III</b><br><br><b>Revenue Management</b><br>Computation of room rate by applying Hubbart Formula.<br>Computation of room rate by 1 per 1000 approach  | <b>6</b>                        |
| <b>Module- IV</b><br><br><b>Front office Property Management System</b><br>PMS Lab for reservation management.<br>PMS Lab for room management.<br>PMS Lab for revenue management<br>PMS Lab for account management. | <b>12</b>                       |
| <b>Module - V</b><br><br><b>Case Studies</b><br>Case Studies.<br>Situation handling   | <b>6</b>                        |

**Textbooks:**

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001

**Reference Books:**

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

## Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

## Indirect Assessment

1. Student's Feedback on Course Outcome.

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 2 | 2 | 2 | 2 | 1 | 3 | 2 | 1  | 1  | 2  | 3                                | 3  | 1  |
| CO2            | 2                      | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 1 |    | 1  | 2  | 2                                | 1  | 2  |
| CO3            | 2                      | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 1 |    | 1  | 2  | 2                                | 1  | 2  |
| CO4            | 2                      | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 1  | 1  | 3  | 2                                | 3  | 2  |
| CO5            | 2                      | 2 | 2 | 1 | 1 | 2 |   | 3 | 1 | 1  |    | 2  | 3                                | 3  | 1  |

## Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

## Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8, CD9               |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 410  
**Course title:** Advance Accommodation Management Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Advance Accommodation Management HM 406  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** BHMCT  
**Semester / Level:** Seventh / Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Explain job description, job specification, staffing guide and duty roaster. |
| 2. | Design the process of advertisement design for recruitment.                  |
| 3. | Explain the process of preparing budget.                                     |
| 4. | Classify different types of fibre.   |
| 5. | Design services for typical market segment.                                  |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Develop job description, job specification, staffing guide and duty roaster for the housekeeping staffs. |
| CO2 | Design advertisement for recruitment.  |
| CO3 | Conceptualize the skill of preparing budget.   |
| CO4 | Identify different types of fibre.   |
| CO5 | Explain services required for typical market segment.  |

## **SYLLABUS**



| <b>MODULE</b>   | <b>(NO.OF PRACTICAL HOURS)</b> |
|---|--------------------------------|
| <b>Module – I</b><br><br><b>Housekeeping operation</b><br>Preparing job description and job specification.<br>Preparing staffing guide and duty roaster.            | <b>6</b>                       |
| <b>Module – II</b><br><br><b>Designing advertisement</b><br>Designing advertisement for recruitment.  | <b>6</b>                       |
| <b>Module – III</b><br><br><b>Budgeting</b><br>Identifying housekeeping expenses.<br>Preparing operational budget.<br>Preparing Capital budget.                     | <b>9</b>                       |
| <b>Module – IV</b><br><br><b>Fibre identification</b><br>Identification of fibre (manual and burning test)<br>Identification of fibre (chemical, microscopic)       | <b>6</b>                       |
| <b>Module – V</b><br><br><b>Special Service design</b><br>Designing services for typical market segment (single lady, physically challenged person, airlines crew). | <b>9</b>                       |

#### **Textbooks:**

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.

#### **Reference books:**

1. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
2. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.
3. S. Malini and Jaya B. George, *Housekeeping Operations, Design and Management*. Mumbai, Jaico Publishing House, 2008.

4. J M S. Negi, *Professional Hotel Management*. 3<sup>rd</sup> ed. New Delhi: S. Chand & Company Private Ltd., 2014.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 2 | 1 | 3 | 2 | 3 | 2  | 2  | 3  | 3                                | 3  | 3  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 1  | 1  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 1 | 2 | 3 | 2 | 3  | 2  | 3  | 2                                | 1  | 2  |
| CO5            | 3                      | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 1  | 3  | 3  | 3                                | 3  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1                  | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO 2                  | CD5, CD8                           |
| CD3            | Seminars  | CO 3                  | CD5, CD8                           |
| CD4            | Mini projects/Projects                                      | CO 4                  | CD5, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO 5                  | CD5, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **Open Elective**

## **COURSE INFORMATION SHEET**

**Course code:** HM224  
**Course title:** Retail Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Open elective  
**Semester / Level:** Fourth/Second  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the concepts of retailing, types of stores and their layouts/designs and consumer behaviour. |
| 2. | Understand the consumer behaviour of different market segments  |
| 3. | Understand the retail location decisions and site selection   |
| 4. | Understand the merchandise assortment and retail prices   |
| 5. | Understand the communication strategy for retail stores   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain the concepts of retailing, types of stores and their layouts/designs and consumer behaviour. |
| CO2 | Examine the consumer behaviour of different market segments  |
| CO3 | Evaluate the retail location decisions and site selection  |
| CO4 | Design the merchandise assortment and retail prices  |
| CO5 | Employ the communication strategy for retail stores  |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>Retailing</b><br>Introduction, retail industry in India, retailers, retail institutions - store base retailing, non-store-based retailing, store layout    | 8                      |
| <b>Module – II</b><br><b>Retail customers</b><br>Consumer behaviour, buying decisions, buying process, retail market segmentation  | 8                      |
| <b>Module – III</b><br><b>Retail locations and site selections</b><br>Importance of locations, Types, location decision, site selection, site selection analysis                   | 8                      |
| <b>Module- IV</b><br><b>Merchandise management</b><br>Merchandise assortment, assortment planning process, financial aspect, buying, retail pricing                                | 8                      |
| <b>Module - V</b><br><b>Retail communications</b><br>Communication methods, Planning communications, Promotions mix - advertisement, sales promotions, personal selling, publicity | 8                      |

### Textbooks:

1. Levy & Weitz, *Retailing Management*, Tata McGraw-Hill publishing Company Ltd., 2013
2. Chetan Bajaj, Rajnish Tuli and Nidhi Srivastava, *Retail Management*, Oxford University Press, 2010

### Reference books:

1. Roger Cox and Paul Brittain, *Retailing An Introduction*, Pearson Education, 2004
2. Barry R. Berman, Joel R. Evans and Patrali M. Chatterjee, *Retail Management: A Strategic Approach* by, Pearson Education, 2018
3. David Gilbert, *Retail Marketing Management*, Pearson Education, 2006
4. R. K. Jain, *Retail Management*, Vayu Education of India, 2009

**Gaps in the syllabus:** Nil

**POs met through Gaps in the Syllabus:** - N/A

**Topics beyond syllabus/Advanced topics/Design:** -N/A

**POs met through Topics beyond syllabus/Advanced topics/Design** -N/A

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 2 | 2 |   | 1 | 2 | 2 | 2 |   |    |    | 1  | 2                                | 2  |    |
| CO2            | 2                      | 2 | 2 |   | 2 | 1 | 2 | 2 |   |    |    | 1  | 2                                | 2  |    |
| CO3            | 2                      | 2 | 2 |   | 1 | 1 | 2 | 2 |   | 2  |    | 1  | 2                                | 2  |    |
| CO4            | 2                      | 2 | 2 |   | 1 | 3 | 2 | 2 |   |    |    | 1  | 2                                | 1  |    |
| CO5            | 2                      | 2 | 2 |   | 2 | 2 | 2 | 2 |   | 1  |    | 1  | 2                                | 1  |    |

### Correlation Levels 1, 2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 322  
**Course title:** Hospitality Marketing  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL-Open Elective  
**Semester / Level:** Fifth / Third  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Explain the concept of marketing, its features and its application in hospitality industry.                      |
| 2. | Describe the meaning of segmentation, criteria of segmentation and its need for marketing.                       |
| 3. | Identify various types of hospitality products and its pricing.  |
| 4. | Understand the concept of promotion and distribution of hotel's product and services.                            |
| 5. | Assess the three additional P's of marketing mix for service industry and application in relationship marketing. |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Explain the concept of marketing, features of hospitality marketing, distinguish between marketing of goods and services. |
| CO2 | Conceptualize the need and bases of market segmentation and apply for hospitality marketing.                              |
| CO3 | Develop different types of products and its pricing strategy.   |
| CO4 | Apply the promotion and distribution strategy for hotels products and services.   |
| CO5 | Explain the extended 3 P's of marketing mix in the hospitality industry and its relevance in relationship marketing.      |

## **SYLLABUS**



| <b>MODULE</b>  | <b>(NO.OF LECTURE HOURS)</b> |
|--|------------------------------|
| <b>Module – I</b><br><br><b>Basics of marketing:</b> Definition of marketing: concept of exchange- needs and wants; Evolution of marketing- production era, sales era and marketing era.<br>Hotel marketing: Difference between goods and services; Features of Hospitality marketing, Customer expectation from Hospitality services; Value chain linkage in hotel industry, Customer relationship management.  | <b>8</b>                     |
| <b>Module- II</b><br><br><b>Market segmentation:</b> Need for segmentation, market segmentation level- segment marketing, individual marketing, and local marketing. Selection of segmentation variables- criteria for segmenting consumer market, criteria for segmenting organizational market, Effective segmentation- measurable, sustainable and accessible.  | <b>8</b>                     |
| <b>Module – III</b><br><br><b>Product&amp; Pricing:</b> Hospitality products: Rooms, food and beverage and value-added products like recreation & health, shops, car rental service, gymnasium etc.<br>Travel agency and tour operator’s products, New service product development, levels of service and product.<br>Price: Definition, meaning, Role of pricing in competition, Objectives of product pricing decision, Importance, Pricing methods, Factors influencing pricing policy. | <b>8</b>                     |
| <b>Module- IV</b><br><br><b>Promotion:</b> Introduction, definition, Objectives, Advantages, Advertising and marketing mix, Advertisement and modern world, Application of technology in advertisement and promotion: Internet and its application, Web advertising, classified advertising, Banners, e-mail.<br>Sales promotion, types of sales promotion, personal selling- negotiation, publicity, Public relations in hotel industry, Word of mouth, Event management.                 | <b>8</b>                     |
| <b>Module - V</b><br><br><b>Extended Ps:</b> People: - Role of employees in service delivery; Recruitment, selection and training of employees; Relationship marketing. Physical evidence: - Elements of Physical evidence, Maintenance of physical evidence, role of physical evidence. Process: Service blueprint, benefits of service blueprint, building a blueprint, Process and steps in service delivery, Level of customer involvement   | <b>8</b>                     |

**Textbooks:**

1. D. Bowie and F. Buttle, *Hospitality Marketing: Principle and Practices*. UK: Elsevier Butterworth-Heinemann, 2011.
2. K. Prasanna, *Marketing of Hospitality and Tourism Services*. New Delhi: Tata McGraw Hill Education Private Limited, 2010.
3. R. Shankar, *Services Marketing. 1st ed.*, New Delhi: Excel Books, 2009.
4. Valarie A. Zeithaml and M. J. Bitner, *Services Marketing. 2nd ed.*, New Delhi: Tata Mc Grow Hill, 2001.
5. James C. Maken, P. Kotler and John T. Bowen, *Marketing for Tourism and Hospitality. 4th ed.*, New Jersey: Pearson Education, 2005.

#### References books:

1. Robert D. Reid and David C. Bojanic, *Hospitality Marketing Management. 6<sup>th</sup> ed.*, New York: John Wiley & Sons, 2016.
2. S. Dickman, *Tourism and Hospitality Marketing*. New Delhi: Oxford university Press, 1999.
3. Michael L. Kasavana and John J. Cahil, *Managing Computers in the Hospitality Industry. 2<sup>nd</sup> ed.*, New York: AHMA, 1992.
4. P. Greenberg, *CRM at the Speed of Light. 4th ed.*, New Delhi: Tata McGraw Hill, 2010.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

#### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

#### Indirect Assessment

1. Student's Feedback on Course Outcome.

## Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3                                | 2  | 3  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 2  | 3  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2  | 3  | 2  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3  | 2  | 3  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3                                | 3  | 3  |

Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

## Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

**Course code:** HM 323  
**Course title:** Tourism Management  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 3 L:3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Open elective  
**Semester/Level:** Fifth/Third  
**Branch:** ALL  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the meaning and concepts of Hospitality Industry.     |
| 2. | Learn between forms and types of tourism.                        |
| 3. | Provide between hospitality and non-hospitality goods.           |
| 4. | Know the various career prospects in hotel and tourism industry. |
| 5. | Apply the different techniques in tour operations.               |

### Course Outcomes

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

|     |   |
|-----|---|
| CO1 | Identify the meaning and concepts of hospitality and tourism.                 |
| CO2 | Interpret the forms and types of tourism.                                     |
| CO3 | Develop the insight of hospitality and tourism products                       |
| CO4 | Conceptualize the various aspects of hospitality and tourism sector           |
| CO5 | Illustrate different career opportunities in hospitality and tourism industry |

### SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <p><b>Module – I</b></p> <p><b>Meaning and Nature of Tourism:</b> Meaning and Nature of Tourism, The Historical Perspective of Tourism, The economic, social and cultural significance of tourism, tourist, Excursionist, Tourism Market, Tourism Resources, Tourism Product, Destination, Recreation, Pleasure, Relaxation.</p> <p>Inter–regional and intra–regional tourism, Inbound and Outbound tourism, Domestic, International tourism. Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or ‘roots’ tourism and VFR.</p>  | 8                      |
| <p><b>Module – II</b></p> <p><b>Culture and Hospitality of India:</b> A brief introduction of Indian culture, architecture, dances &amp; music, fair &amp; festivals. Facilitators of Tourism: Accommodation - types of accommodation, classification of accommodation, Transportation: Types and Relevance in Tourism, Characteristics and Components of Tourism Industry. Why it is different from other types of consumer product? Concept, origin and growth of Hospitality Industry, Hospitality as an industry &amp; linkages with other industries, role in global and Indian economy. External environment and hospitality industry, Characteristics of the hospitality Industry. Major hotel chains operating in India. Future trends in Hospitality Industry.</p> | 8                      |
| <p><b>Module – III</b></p> <p><b>Organization structure of hospitality:</b> Organization structure &amp; Department in hotels; Basic of Front office, Housekeeping, Food and Beverage (service &amp; production), Engineering &amp; Maintenance, Security, Human Resource dept., Sales &amp; Marketing, Purchase &amp; Stores, Accounts. Ancillary services, support services.</p>  | 8                      |
| <p><b>Module – IV</b></p> <p>Distribution channel: Meaning &amp; definition, Functions &amp; levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.</p>  | 8                      |
| <p><b>Module – V</b></p> <p><b>Supporting component of Tourism Industry:</b> Hotels &amp; Resorts, Restaurants &amp; Commercial food services, Meeting &amp; Event planning, Destination Managements companies (DMCs), Airlines, Cruises, etc.</p>  | 8                      |

**Textbooks:**

1. Roday, Biswal, Joshi, *Tourism – Operations and Management*, Oxford Publications, 2010.
2. John R. Walker, *Introduction to Hospitality Management*, 2e, Pearson Education, 2008.

#### Reference books:

1. Sudhir Andrews, *Introduction to Tourism and Hospitality*, Tata McGraw Hill, 2010.
2. Charles R. Goeldner, *Tourism principles, practices, philosophies*, John Wiley Pub, 2007.
3. A. K. Bhatia, *International Tourism*, Sterling Publications, 2006.
4. P. N. Seth, *Introduction to Hospitality*, Sterling Publications, 2001.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

#### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

#### Indirect Assessment

1. Student's Feedback on Course Outcome.

#### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 1  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 2  | 2  | 3  | 3                                | 1  | 3  |
| CO3            | 3                      | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 3  | 1  | 3  | 3                                | 1  | 2  |
| CO5            | 3                      | 3 | 1 | 3 | 3 | 2 | 2 | 1 | 2 | 3  | 3  | 2  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

**COURSE INFORMATION SHEET**

**Course code:** HM 324  
**Course title:** Consumer Behaviour  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Open elective  
**Semester / Level:** Fifth/Third  
**Branch:** ALL  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the importance of Consumer Behaviour |
| 2. | Explain Target segmentation                     |
| 3. | Understand Consumer Decision making             |
| 4. | Explain the process of communication            |
| 5. | Understand the importance of opinion Leadership |

### Course Outcomes

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

|     |   |
|-----|---|
| CO1 | Explain the importance of Consumer Behaviour.       |
| CO2 | Evaluate target market.                             |
| CO3 | Explain stages in Consumer Decision Making Process. |
| CO4 | Explain component of communication process          |
| CO5 | Understand characteristic of opinion leadership.    |

## SYLLABUS



| <b>MODULE</b>   | <b>(NO. OF LECTURE HOURS)</b> |
|---|-------------------------------|
| <b>Module – I</b><br><b>Introduction to Study of Consumer Behaviour:</b> Defining Consumer Behaviour, why study Consumer Behaviour, Nature and scope of Consumer Behaviour, Consumer Behaviour and the Marketing Concept: Production concept, selling concept, Marketing Concept, Societal Marketing Concept, Holistic Marketing Concept. Customer, Client and Consumer. The changing market scenario, Application of Consumer Behaviour. | <b>8</b>                      |
| <b>Module- II</b><br><b>Market Segmentation and Positioning:</b> Aggregate Marketing and Market segmentation, Target Marketing, Market Segmentation: Alternative level of Segmentation, Basis of segmentation. Targeting, Viability of the segment, Evaluation and Selection of target markets: Pattern of target market selection. Positioning & Positioning strategies  | <b>8</b>                      |
| <b>Module – III</b><br><b>Consumer Decision Making Process:</b> Decision Making, Consumer decision making, Level of consumer decision making, buying roles, Consumer Decision Making process: Stages in consumer decision making process. Models of Consumer Behaviour: General Model, Basic Model and specific Model.  | <b>8</b>                      |
| <b>Module- IV</b><br><b>Consumer Communication:</b> Meaning and definition of Consumer Communication, Component of the communication process, Models of communication, consumer communication process: Sender, Medium, Receiver, Feedback. Designing a communication strategy: Objective of communication, Target Audience, Message, Media, Feedback. Integrated Marketing communication and models of communication strategy.            | <b>8</b>                      |
| <b>Module - V</b><br><b>Interpersonal Communication and Influence of Opinion Leader:</b> Word of Mouth communication, Dynamic word of mouth communication, Electronic word of Mouth, Opinion Leader and Opinion Leadership, Motive behind opinion leadership, Dynamics of the opinion leadership process, Measurement of Opinion Leadership, Trait and characteristics of Opinion Leaders.  | <b>8</b>                      |

**Textbooks:**

1. Sangeeta Sahney, *Consumer Behaviour*, Oxford University Press, 2017

**Reference Books:**

1. Rajneesh Kumar, *Consumer Behaviour*, Oxford Publication, 2014.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 2                      | 2 | 2 |   | 1 | 2 | 2 | 2 |   |    |    | 1  | 2                                | 2  |    |
| CO2            | 2                      | 2 | 2 |   | 2 | 1 | 2 | 2 |   |    |    | 1  | 2                                | 2  |    |
| CO3            | 2                      | 2 | 2 |   | 1 | 1 | 2 | 2 |   | 2  |    | 1  | 2                                | 2  |    |
| CO4            | 2                      | 2 | 2 |   | 1 | 3 | 2 | 2 |   |    |    | 1  | 2                                | 1  |    |
| CO5            | 2                      | 2 | 2 |   | 2 | 2 | 2 | 2 |   | 1  |    | 1  | 2                                | 1  |    |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)          2: Moderate (Medium)          3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

**COURSE INFORMATION SHEET**

**Course code:** HM325  
**Course title:** Hotel Entrepreneurship  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL- Open Elective  
**Semester / Level:** Fifth/Third  
**Branch:** ALL  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Recognise opportunities in entrepreneurship.                                |
| 2. | Do feasibility analysis for a start-up.                                     |
| 3. | Highlight the reality faced in entrepreneurship.                            |
| 4. | Learn from missteps taken by an entrepreneur.                               |
| 5. | To partner effectively with attributes of successful entrepreneurial firms. |

### Course Outcomes

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

|     |   |
|-----|---|
| CO1 | Explain the concept of entrepreneur and entrepreneurship.   |
| CO2 | Interpret the perspectives of the entrepreneurial function. |
| CO3 | Develop a business plan for a start-up.                     |
| CO4 | Apply the various practices to manage the enterprise.       |
| CO5 | Apply the various practices to grow the enterprise.         |

### SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Decision to become an entrepreneur :</b> Introduction to entrepreneurship-definition, entrepreneur, characteristics, common myths; entrepreneurship's importance-economic impact, impact on society, impact on larger firms; entrepreneurial process-decision to become an entrepreneur, developing successful business ideas, moving from an idea to entrepreneurial firm, managing and growing an entrepreneurial firm.   | 8                      |
| <b>Module- II</b><br><br><b>Developing successful business ideas:</b> Recognising opportunities and generating ideas-identifying and recognising opportunities, solving a problem, personal characteristics; Techniques for generating ideas-brainstorming, focus group, survey; Encouraging and protecting new ideas-establishing focal point, encouraging creativity, protecting new idea; Feasibility analysis-Product/service, industry/market, organisational, financial; Industry and competitor analysis-types of hotels, importance of hotel industry, Porter's Five Forces, identifying competitors, competitive analysis grid; Developing an effective business model-business model, components.   | 8                      |
| <b>Module – III</b><br><br><b>Moving from an idea to entrepreneurial firm:</b> Building a new venture team-creating, founder, recruitment, professional advisor; Assessing a new venture's financial strength and viability-financial management, financial statements and forecasts, pro forma financial statements; Preparing the proper ethical and legal foundation-Initial ethical and legal issues facing a new firm-departing from employer, choosing attorney, founders' agreement, avoiding legal disputes; Form of business organisation-sole proprietorship, partnership, corporation, LLC; Writing a business plan-importance, outline, investors; Getting financing or funding-importance, source of equity funding, debt financing; creative sources-leasing, grants, strategic partners. | 8                      |
| <b>Module- IV</b><br><br><b>Managing an entrepreneurial firm:</b> Unique Marketing Issues-Market segmentation, Target marketing, Positioning, Benefits and features, Branding, 4P's of marketing; Importance of intellectual property-Patents, Trademarks, Copyrights, Trade secrets, IP audit.   | 8                      |
| <b>Module - V</b><br><br><b>Growing an Entrepreneurial firm:</b> Preparing for and evaluating the challenges of growth-preparing for growth, challenges of growth, attributes of successful growth firms; Strategies for firm growth-internal growth strategies, external growth strategies; Franchising-definition, establishing franchise system, buying a franchise, legal aspects of franchise relationship.  | 8                      |

**Textbooks:**

1. Barringer & Ireland, *Entrepreneurship: Successfully Launching New Ventures*, Pearson, 2016

#### **Reference Books:**

1. S. S. Khanka, *Entrepreneurial Development*, S. Chand, 2012.
2. A. K. Singh, *Entrepreneurship Development and Management*, University Science Press, 2006.
3. Arduser & Brown, *The Professional Caterer's Handbook: How to open a financially successful Bed and Breakfast or small hotels*, Atlantis Publication, 2006.
4. J. Negi, *Hotel and tourism laws*, Frank Brothers, 2012.

#### **Gaps in the syllabus (to meet Industry/Profession requirements)**

1. When and how to decide to take up an entrepreneurial route?

#### **POs met through Gaps in the Syllabus**

2, 3, 5, 7, 8

#### **Topics beyond syllabus/Advanced topics/Design - N/A**

#### **POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

#### **Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

##### **Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

##### **Indirect Assessment**

1. Student's Feedback on Course Outcome.

#### **Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 1  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 | 2 | 3 | 2 | 2 | 1 | 2 | 3  | 3  | 2  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)          2: Moderate (Medium)          3: Substantial (High)

**Mapping between COs and Course Delivery (CD) methods**

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD2, CD8               |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD2, CD8               |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD2, CD8               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

### **COURSE INFORMATION SHEET**

**Course code:** HM326  
**Course title:** Event Management  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL- Open elective  
**Semester / Level:** Fifth/Third  
**Branch:** ALL  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the basic concepts of events.            |
| 2. | Understand designing and planning part of an event. |
| 3. | Get the legal know-how of managing an event.        |
| 4. | Get the technical know-how of managing an event.    |
| 5. | Understand various risks involved during an event.  |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Identify different categories of Events and Develop & Manage teams for such events.                              |
| CO2 | Conceptualize design and planning of events.   |
| CO3 | Analyse feasibility of an event and Apply relevant legislative acts to organize such events.                     |
| CO4 | Manage operations & logistics of an event and Develop marketing & promotional tools for that event.              |
| CO5 | Identify risks involved in an event and Illustrate different risk management & control procedures applied there. |

## SYLLABUS



| <b>MODULE</b>   | <b>(NO. OF LECTURE HOURS)</b> |
|---|-------------------------------|
| <b>Module – I</b><br><br><b>Introduction to Event Management:</b> Meaning of event, Size of events, Types of events, MICE- Meetings, Incentives, Conferencing and Exhibitions/Expositions; Event team, Staffing and Leadership: Organization chart and job description, Recruitment and selection, Training and development.  | <b>8</b>                      |
| <b>Module- II</b><br><br><b>Concept Design and Planning:</b> Developing and analysing the concept, designing the event, Logistics of the concept, Establish the aims and objectives of the event, planning tools.   | <b>8</b>                      |
| <b>Module – III</b><br><br><b>Feasibility and Legal Compliance:</b> Key to success, SWOT Analysis, Budget, Relevant Legislation and Trade Act, Liquor licensing, Contracts, Stake holders and official bodies.  | <b>8</b>                      |
| <b>Module- IV</b><br><br><b>Marketing, Operations and Logistics:</b> Nature and process of event management, Marketing Mix, Pricing/Sponsorship, Image/Branding, Promotion – Advertising, Publicity and Public relations, Logistics, Policies, Procedure and performance standards, Functional areas, Choosing the event site and theme, providing services – Catering, Accommodation and environment, Protocol, Titles and Dress, General rules. | <b>8</b>                      |
| <b>Module - V</b><br><br><b>Risk Management and Control:</b> Risk, Process and standards for Risk Management, Safety and security, Crowd management plan, Operational monitoring and control system, Leadership and staff motivation, Time management.  | <b>8</b>                      |

**Textbooks:**

1. Wagen, *Event Management*, Pearson, 2002.
2. Harichandan and Musgrve, *Event Management*, Global Vision Publishing House, 2017.

**Reference Books:**

4. Fenich, *Meetings, Expositions, Events and Conventions: An Introduction to the Industry*, Pearson, 2016.
5. Sayre, *Entertainment Marketing and Communication: Selling Branded Performance, People and Places*, Pearson, 2008.
6. Gaur and Saggere, *Event Marketing and Management*, Vikas Publishing House Pvt. Ltd, 2018.
7. Sople, *Logistics Management*, Pearson, 2012.
8. Mathur, *Brand Management*, Trinity, 2014.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 3 | 1 | 1 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 1  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 | 2 | 3 | 2 | 1 | 1 | 2 | 3  | 3  | 2  | 3                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping between COs and Course Delivery (CD) methods**

| CD Code | Course Delivery Methods | Course Outcome | Course Delivery Method Used |
|---------|-------------------------|----------------|-----------------------------|
|---------|-------------------------|----------------|-----------------------------|

|     |   |     |               |
|-----|---|-----|---------------|
| CD1 | Lecture by use of Boards/LCD Projectors                     | CO1 | CD1, CD8      |
| CD2 | Tutorials/Assignments                                       | CO2 | CD1, CD8      |
| CD3 | Seminars  | CO3 | CD1, CD2, CD8 |
| CD4 | Mini Projects/Projects                                      | CO4 | CD1, CD2, CD8 |
| CD5 | Laboratory Experiments/Teaching Aids                        | CO5 | CD1, CD2, CD8 |
| CD6 | Industrial/Guest Lectures                                   |     |               |
| CD7 | Industrial Visits/In-plant Training                         |     |               |
| CD8 | Self- learning such as use of NPTEL Materials and Internets |     |               |
| CD9 | Simulation  |     |               |

**COURSE INFORMATION SHEET**

**Course code:**

**HM 219**

**Course title:** Fundamentals of Hospitality & Tourism  
**Pre-requisite(s)** NIL  
**Co-requisite(s):** NIL  
**Credits:** 2 L:2 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Minor Breadth  
**Semester/Level:** Fifth/Second  
**Branch:** HMCT  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Introduce and familiarize the concept of tourism & hospitality.                   |
| 2. | Elaborate the origin of tourism & hospitality.                                    |
| 3. | Elucidate the various travel motivations and components of tourism & hospitality. |
| 4. | Analyse the various impacts of tourism & hospitality.                             |
| 5. | Interpret the applications of tourism and hospitality products.                   |

### Course Outcomes

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

|     |  |
|-----|--|
| CO1 | Describe the meaning and concepts of tourism and hospitality.                                    |
| CO2 | Interpret the origin of tourism and hospitality.   |
| CO3 | Explain the various components of tourism and hospitality.                                       |
| CO4 | Conceptualize the various aspects of motivations & feasibility of hospitality and tourism sector |
| CO5 | Illustrate different impacts of tourism and hospitality.   |

### SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Nature and Concept of Tourism &amp; Hospitality:</b> Definition, Origin and growth of tourism; Characteristics of Tourism, Interrelationships and classifications Tourism System; Typologies of tourists, Distinction between travellers, visitor, tourists, excursionists and transit visitor. History of Tourism, Famous Travelers –Tourism Deterrents War, Political and Civil Unrest, Inadequate Facilities, Non-Accessibility, International and national growth; Development of tourism in India, Sargent committee, Tourist Information offices, Formation of Ministry of Tourism, Setting up of Department of Tourism, developments that have taken place, and the present position.  | 8                      |
| <b>Module – II</b><br><br><b>Approaches to the study of Tourism:</b> Product approach, institutional approach, managerial approach, geographical approach, sociological approach, historical approach, economic approach, inter-disciplinary approach.<br>Sociology of tourism; Effects on the individual, effects on the family, effects on the society, life characteristics and travel, emergence of group travel patterns, social(subsidized)tourism, Barriers to travel.   | 8                      |
| <b>Module – III</b><br><br><b>Travel Motivations:</b> Purpose of travel, travel for business, travel for pleasure, romance of pleasure travel, changing perspective of pleasure, need for change, travel for health, travel for seeking knowledge, Tourist learning process, motivation for travelling/ tourism, tourists with no or constrained choice, studies on travel motivations, Gray's interpretations, Lundberg's View; Educational and cultural motives, relaxation and pleasure, ethnic and others, MacIntosh Categorization, Robinson's Classifications; relaxation and refreshment of body and mind, health, pleasure, curiosity and culture, Interpersonal reasons, spiritual purpose, Professional or Business reasons, Maslow's Hierarchy of needs model and travel motivations, Travel Motivations as related to Demographics. | 8                      |
| <b>Module – IV</b><br><br><b>Components of Tourism &amp; Hospitality:</b> Major and Minor Components of Tourism: Attraction, Accommodation, Accessibility, Amenities, Activities; Ancillary components; geographical elements, Types of Travel: Leisure, Cultural Tourism, VFR, Corporate, Incentive, Wildlife, Adventure, Pilgrimage, Education, Ecotourism, Study and analysis, International – Domestic – Regional Tours Tourism Components and Supply; Supply components, Natural resources, Built environments, Operating sectors, Matching supply with demand.  | 8                      |
| <b>Module – V</b>   | 8                      |

**Impacts of Tourism & Hospitality:** Economic- The generation of economic impacts by tourist spending, leakages of expenditure, out of local economy, measurement of economic impact, multiplier concept, types of multiplier, methodological approaches, weakness and limitations of multiplier model, policy implication of multiplier analysis. Environmental Impacts- Environmental impact assessment, EIA process, environmental auditing, environmental action programmes. Socio- Cultural Impacts- Nature of socio-cultural impact of tourism approaches to the study of socio-cultural impact of tourism, tourism developmental process, psychological basis of tourism development, sociological basis of tourism development, general negative socio- cultural impacts of tourism, specific negative socio-cultural impacts of tourism, general positive socio-cultural impacts associated with tourism, methods of measuring the socio- cultural impacts of tourism.

### Textbooks:

1. Walker, R., & Harding, K, *Tourism*, Oxford University Press, 2010.
2. John R. Walker, *Introduction to Hospitality Management*, 2e, Pearson Education, 2008.
3. Robinson, P., Luck, M., & Smith, S. L. *Tourism*, Wallingford, Oxfordshire: CABI, 2013.

### Reference books:

1. Hannam, K., & Ateljevic, I. *Backpacker Tourism: Concepts and profiles*, Clevedon, UK: Channel view publications, 2007.
2. Charkes R. Goeldner, *Tourism principles, practices, philosophies*, John Wily Pub, 2007.
3. Roday, Biswal, Joshi, *Tourism – Operations and Management*, Oxford Publications, 2010
4. P. N. Seth, *Introduction to Hospitality*, Sterling Publications, 2001.
5. A. K. Bhatia, *International Tourism*, Sterling Publications, 2010.

**Gaps in the syllabus (to meet Industry/Profession requirements):** Nil

**POs met through Gaps in the Syllabus:** -N/A

**Topics beyond syllabus/Advanced topics/Design:** -N/A

**POs met through Topics beyond syllabus/Advanced topics/Design:** -N/A

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

### Direct Assessment

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 3  |
| CO2            | 3                      | 3 | 2 | 2 | 3 | 3 | 3 | 1 | 3 | 1  | 1  | 1  | 3                                | 2  | 3  |
| CO3            | 3                      | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3  | 3  | 3  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 1 | 2 | 3 | 3 | 2 | 1 | 1 | 2 | 3  | 3  | 2  | 3                                | 1  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8                    |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |



## **COURSE INFORMATION SHEET**

**Course code:** HM 220  
**Course title:** Food Production  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Food Production Practical HM 222  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL- Minor Breadth  
**Semester / Level:** Fifth/Second  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand various methods of cooking.             |
| 2. | Understand meat, fish and egg.                     |
| 3. | Know the role of different ingredients in Cooking. |
| 4. | Understand Indian regional cuisine.                |
| 5. | Understand bakery processes and products           |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Distinguish the various methods of cooking.             |
| CO2 | Classify meat, fish and egg.                            |
| CO3 | Illustrate the use of different ingredients in cooking. |
| CO4 | Evaluate Indian regional cuisine.                       |
| CO5 | Explain basic bakery processes and products.            |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Methods of Cooking</b><br>Objective of cooking, methods of cooking (moist, dry, combination method), microwave cooking-advantage & disadvantage, Effect of cooking on food nutrients.  | 8                      |
| <b>Module- II</b><br><br><b>Meat, Fish and Egg</b><br>Beef, pork, lamb, poultry, game, fish and shellfish, egg – structure, composition, classification, cuts, selection and their uses, buying points, food value, storage.   | 8                      |
| <b>Module – III</b><br><br><b>Uses of Ingredients in Cooking</b><br>Cereals, pulses, vegetables, fruits, milk and milk products – cheese, raising agents, setting agents, leavening agents, flavours, colouring agents and foundation ingredients. use of wine and herbs, <i>mise-en-place</i> - masalas, pastes, gravies etc. | 8                      |
| <b>Module- IV</b><br><br><b>Indian Regional Cooking</b><br>Introduction, factors affecting eating habits, staple diet, historical and geographical background, availability of raw material, special equipment & fuel and popular festival foods.  | 8                      |
| <b>Module - V</b><br><br><b>Basic Bakery</b><br>Ingredients and their role, Bread Making- steps, methods, Various pastes- puff, choux, short crust and Danish, Cake making- methods, Icing.  | 8                      |

### Textbooks:

1. K G Dubey, *The Indian Cuisine*, PHI, 2013
2. Parvinder S. Bali, *Food Production Operations*, Oxford University Press, 2014
3. K Arora, *Theory of Cookery*, Frank Brothers, 2009
4. Y. Ashok Kumar, *Textbook of bakery and confectionary*, PHI, 2012

### Reference Books:

1. S. C. Dubey, *Bakery & Confectionery*, Society of Indian Bakers, 2012
2. Philip E. Thangam, *Modern Cookery (Vol-I)*, Orient Longman, 2014
3. Philip E. Thangam, *Modern Cookery (Vol-II)*, Orient Longman, 2014
4. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
5. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 2 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 2  | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 2 | 3 | 2 | 2 |   |   | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 2 | 3 | 2 | 2 |   |   | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 2 | 3 | 2 | 2 |   |   | 2 | 2 | 2  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 2 | 3 | 2 | 2 |   |   | 2 | 2 | 2  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8, CD2                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8, CD2                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8, CD2                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM221  
**Course title:** Food & Beverage Service  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** HM223 Food & Beverage Service Practical  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Minor Breadth  
**Semester / Level:** Five / Two  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Gain a basic understanding of the food & beverage industry. |
| 2. | Differentiate between various types of F&B outlets.         |
| 3. | Learn various types of food & beverage service methods.     |
| 4. | Learn different types of food & beverage service.           |
| 5. | Gain a basic understanding of menu & beverage.              |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Classify food & beverage sector.                                   |
| CO2 | Differentiates between various types of food & beverage outlets.   |
| CO3 | Differentiate between different food and beverage service methods. |
| CO4 | Design and analyze menu for food service establishments.           |
| CO5 | Classify beverage.   |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>The Hotel &amp; Catering Industry:</b> Introduction to the hotel industry & the growth of the hotel industry in India, role of catering establishment in the travel/tourism industry. Classification of F & B sector, commercial and welfare catering.  | 8                      |
| <b>Module- II</b><br><br><b>Food &amp; Beverage Service Areas (F &amp; B Outlets):</b> Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Bistro, Brasserie, Executive lounge, Vending machines, Discotheque, Night club.   | 8                      |
| <b>Module – III</b><br><br><b>Food &amp; Beverage Service Methods:</b> Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.  | 8                      |
| <b>Module- IV</b><br><br><b>Menu Planning &amp; Management:</b> Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as an In-House Marketing Tool.  | 8                      |
| <b>Module - V</b><br><br><b>Beverage:</b> Non-Alcoholic Beverage: Definition, Classification and Characteristics of each type of non-alcoholic beverage.<br>Alcoholic Beverage: Introduction & definition, Classification, Production of fermented & distilled beverage and brief description of each type of alcoholic beverage. | 8                      |

### Textbooks:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
3. Michael L. Kasavana, Donald I. Smith. *Menu Engineering: A Practical Guide to Menu Analysis*, Hospitality Pub, 1990.

### Reference books:

1. Dhawan V. *Food & Beverage Service*, Franc Brothers, 2008.
2. Walker R. John, *The Restaurant (From Concept to Operation)*, Wiley, 2018
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.
4. Kotschevar H. Lendal, Withrow Diane. *Management by Menu*, Wiley Publication, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design– N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 1 | 2 |   |   | 1 |   | 1  | 1  | 2  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 2 | 1 | 2 |   |   | 2 | 1 | 1  | 1  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 2 | 1 | 1  | 2  | 2  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2  | 2  | 1  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 2 | 2 |   |   |   |   |    |    | 2  | 3                                | 3  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD2, CD8                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD2, CD8                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |



## COURSE INFORMATION SHEET

**Course code:** HM 222  
**Course title:** Food Production Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Food Production HM 220  
**Credits:** 3 L:0 T:0 P:3  
**Class schedule per week:** 1.5  
**Class:** UG ALL- Minor Breadth  
**Semester / Level:** Fifth/Second  
**Branch:** ALL  
**Name of Teacher:**

### Course Objectives

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand commonly used ingredients and <i>mise-en-place</i> . |
| 2. | Understand methods of cooking.                                  |
| 3. | Understand various Indian masala mixes, pastes and gravies.     |
| 4. | Understand Indian regional cuisine.                             |
| 5. | Understand the basic bakery preparations.                       |

### Course Outcomes

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

|     |   |
|-----|---|
| CO1 | Describe commonly used ingredients in kitchen & different cuts of vegetables and meats. |
| CO2 | Apply various methods of cooking.   |
| CO3 | Contrast various Indian masala mixes, pastes and gravies.                               |
| CO4 | Prepare dishes of Indian regional cuisine.  |
| CO5 | Prepare basic bakery and confectionary products.  |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Cuts and <i>mise en place</i></b><br>Handling of tools and equipment, identification of commonly used ingredients in kitchen, cuts of vegetables, fish and poultry, stock preparation             | 6                        |
| <b>Module- II</b><br><br><b>Methods of Cooking</b><br>Methods of cooking (moist, dry, combination method) – popular dishes from each cooking methods.   | 9                        |
| <b>Module – III</b><br><br><b>Preparations of Indian Masala mixes, pastes and gravies</b><br>Masala mixes, pastes, basic gravies - makhni, green, white, red, kadhai, achari, yellow, korma gravy, dishes from basic gravies. | 6                        |
| <b>Module- IV</b><br><br><b>Basic dish preparations</b><br>Dishes with accompaniments from Indian regional cuisines.  | 9                        |
| <b>Module - V</b><br><br><b>Basic Bakery</b><br>Fermented dough preparations, cake making with basic icing, basic preparations from various pastes.   | 9                        |

### Textbooks:

1. K G Dubey, *The Indian Cuisine*, PHI, 2013
2. Parvinder S. Bali, *Food Production Foundation*, Oxford University Press, 2014
3. K Arora, *Theory of Cookery*, Frank Brothers, 2009
4. Y. Ashok Kumar, *Textbook of bakery and confectionary*, PHI, 2012

### Reference Books:

1. S. C. Dubey, *Bakery & Confectionery*, Society of Indian Bakers, 2012
2. Philip E. Thangam, *Modern Cookery (Vol-I)*, Orient Longman, 2014
3. Philip E. Thangam, *Modern Cookery (Vol-II)*, Orient Longman, 2014
4. M. Baljekar, *The complete Indian Cookbook*, Om books, 2008
5. J Kalra and P. D. Gupta, *Prasad: Cookery with Indian masters*, Allied Publishers, 2016

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 1 | 1 |   | 2 | 2 | 3  |    | 3  | 3                                | 3  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 1 |   | 2 | 2 | 3  |    | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 1 |   | 2 | 2 | 3  | 3  | 3  | 3                                | 3  | 2  |
| CO4            | 3                      | 3 | 3 | 2 | 2 | 1 |   | 2 | 2 | 3  | 3  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 3 | 2 | 2 | 1 |   | 2 | 2 | 3  |    | 3  | 3                                | 3  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8                           |
| CD3            | Seminars  | CO3                   | CD5, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM223  
**Course title:** Food and Beverage Service Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** HM221 Food & Beverage service  
**Credits:** 1.5 L T P: 3  
**Class schedule per week:** 03  
**Class:** UG ALL – Minor Breadth  
**Semester / Level:** Fifth / Second  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Gain a basic understanding of the food & beverage industry.   |
| 2. | Understand the use of various types of F&B equipment.   |
| 3. | Learn the procedure of cleaning and polishing various types of glassware used in food & beverage service outlets. |
| 4. | Learn various types of napkin folds and organize sideboard for service in a restaurant.                           |
| 5. | Learn silver service.   |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Identify different types of service equipment used in a restaurant.                            |
| CO2 | Demonstrate the procedure of performing silver service in a restaurant.                        |
| CO3 | Explain the procedures of cleaning & polishing glassware used in a restaurant.                 |
| CO4 | Demonstrate different types of napkin folds & prepare side boards for service in a restaurant. |
| CO5 | Handle some of the common situations arising in a restaurant.                                  |

## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br>Identification of equipment.<br>Laying & relaying of tablecloth.                               | 6                        |
| <b>Module- II</b><br>Holding service gear, carrying a tray/ salver.<br>Service of water.                            | 6                        |
| <b>Module – III</b><br>Placing meal plates & clearing soiled plates.<br>Crumbing down.                              | 6                        |
| <b>Module- IV</b><br>Stocking sideboard.<br>Napkin folds.   | 6                        |
| <b>Module - V</b><br>Changing dirty ash tray.<br>Cleaning & polishing glassware.<br>Situation handling & role play. | 9                        |

### Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. LillicrapDennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.

### Reference books:

1. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

### Indirect Assessment

1. Student's Feedback on Course Outcome.

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 2 | 2 | 1 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO2            | 3                      | 3 | 2 | 1 | 1 | 1 |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO3            | 3                      | 3 | 2 | 2 | 1 |   |   |   |   |    |    | 3  | 3                                | 3  | 1  |
| CO4            | 3                      | 3 | 2 |   | 1 | 1 |   | 1 |   |    |    | 3  | 3                                | 3  | 1  |
| CO5            | 3                      | 3 | 2 | 1 | 3 | 3 | 2 | 3 |   | 2  | 2  | 3  | 3                                | 3  | 1  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8                    |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 302  
**Course title:** Front Office  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Front Office Practical HM 304  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL – Minor Breadth  
**Semester / Level:** Sixth / Third  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Explain guest services and basic front office functions and responsibilities that allow staff to meet guest standards.                                     |
| 2. | Understand how a front office department in a small, medium and large hotel may be organized along with various meal plans being followed in these hotels. |
| 3. | Examine the role of Front office department in guest life cycle  |
| 4. | Understand the task being carried out in a Lobby of a Hotel  |
| 5. | Demonstrate various activities which take place during guest registration.   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Understand the origin and the nature of Hospitality Industry.                   |
| CO2 | Explain the operation of Front Office department in a hotel.                    |
| CO3 | Explain the role of Front office department in guest life cycle.                |
| CO4 | Distinguish the role & function of various positions in the Front Office Lobby. |
| CO5 | Create various formats for guest Registration.                                  |



## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><b>The Hospitality Industry:</b> Introduction, Origin of Hospitality Industry, Nature of Hospitality Industry. History and development of Hotel Industry, Defining the term hotel, Types of hotels, Target Market, Classifying hotels, levels of service, Ownership and affiliation.  | 8                      |
| <b>Module- II</b><br><b>Front Office Department:</b> Front office operations, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel, The Front desk: Functional Organization, Telecommunication.  | 8                      |
| <b>Module – III</b><br><b>Front Office Operations:</b> The guest cycle: Pre-Arrival, Arrival, Occupancy, Departure, Post Departure; Front office systems: Non-Automated, Semi Automated, Fully Automated; Front Office Process, Front office forms, the front desk, Front office equipment, Property Management Systems.   | 8                      |
| <b>Module- IV</b><br><b>Lobby and Bell Desk Operation :</b> Role of lobby managers, Role of guest relation executive, Function of bell desk, Layout and equipment used, Function of Hospitality desk / Concierge desk, Handling VIPs, Staff Organization, Duty Rota and Work schedule, Luggage handling procedure, Bell desk forms and formats, Car valet operations.                        | 8                      |
| <b>Module - V</b><br><b>Registration:</b> Pre-registration activities, Registration activity, the registration record. Room and rate assignment – Check in Process for - FITs, Groups, Crew, Indian & Foreign national, Documents required for foreign national, Method of payment, Issuing the room key, fulfilling special requests, Creative options, Change of room, Over-booking cases. | 8                      |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006

### Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011.
3. Sudhir Andrews, *Front Office: A Training Manual*, Tata McGraw Hill, 2011
4. Raymond S Schmidgall, *Hospitality Industry Managerial accounting*, AHLA, 2006
5. Michael Kasavana and Cahell, *Managing computers in hospitality industry*, AHLA, 1996

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 |   | 1 |   | 1 | 1 | 2  | 3  | 2  | 3                                | 2  | 1  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 3 |   | 1 | 3 | 2  | 1  | 3  | 3                                | 2  | 3  |
| CO3            | 3                      | 3 | 3 | 2 |   | 2 |   | 2 | 3 | 3  | 3  | 2  | 3                                | 2  | 3  |
| CO4            | 3                      | 3 | 2 | 2 | 2 | 1 |   | 1 | 1 | 1  | 1  | 2  | 3                                | 3  | 3  |
| CO5            | 3                      | 3 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 2  | 2  | 3  | 2                                | 2  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 303  
**Course title:** Accommodation Operation  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Accommodation Operation Practical HM 305  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** UG ALL- Minor Breadth  
**Semester / Level:** Sixth / Third  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand the organization structure of the housekeeping department and its importance.   |
| 2. | Assess the importance of cleaning organization by application of various methods of cleaning, type of cleaning equipment and agents. |
| 3. | Develop operational procedure and supervision in the housekeeping department.  |
| 4. | Design various types of flower arrangement.  |
| 5. | Understand various types of expenses and budgeting process.  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Explain the various types of organization structure in the housekeeping department. |
| CO2 | Manage different types of cleaning equipment and agents.                            |
| CO3 | Explain the system of housekeeping operation and supervision.                       |
| CO4 | Create different types of flower arrangement.                                       |
| CO5 | Explain the various types of housekeeping expenses and budgeting for the department |

## SYLLABUS

| MODULE   | (NO.OF LECTURE HOURS) |
|--|-----------------------|
| <b>Module – I</b><br><br><b>Organization of Housekeeping department:</b> Organization structure of Housekeeping dept. (Small, medium, large hotels), Duties and responsibilities of H.K. staffs, Job description and Job specification<br>Personality traits of housekeeping personnel, Interdepartmental relationship with other departments, Role of Housekeeping in guest satisfaction, Types of guestroom.                               | 8                     |
| <b>Module – II</b><br><br><b>Cleaning Organization:</b> Principles of cleaning, Methods of cleaning.<br>Cleaning equipment: Manual & Mechanical, Cleaning Agents, Cleaning of guestrooms & Public areas, Bed making, Replacing and positioning guestroom supplies.   | 8                     |
| <b>Module – III</b><br><br><b>Housekeeping operation:</b> Control desk: Importance, functions, complaint handling, forms & formats.<br>Daily routine and system: Briefing, debriefing, key control, routine and periodic cleaning.<br>Laundry supervision: laundry equipment, laundry flow process, Stain removal, linen and uniform supervision.<br>Guestroom inspection check list.  | 8                     |
| <b>Module – IV</b><br><br><b>Flower arrangement:</b> Importance, Styles of flower arrangement, Flower arrangement material and equipment, Principles of flower arrangement, Guidelines for making flower arrangement.  | 8                     |
| <b>Module – V</b><br><br><b>Housekeeping budgeting:</b> Introduction, Types of budget: Capital, operating, master, departmental, fixed and flexible budget, Housekeeping expenses: operating and capital, Budget planning process, Controlling expenses: operating expenses, cost control in specific areas.<br>Inventory control & Stock taking: Stock taking, Establishing Par levels, Purchasing: principles, steps, Types of purchasing. | 8                     |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006.

**Reference books:**

1. M. Schneider and G. Tucker, *The Professional Housekeeper. 4<sup>th</sup> ed.*, New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations. 5<sup>th</sup> ed.*, New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping. 5<sup>th</sup> ed.*, London: Hodder Arnold, 1988.
4. M. Kappa and A. Nitschke, *Managing House Keeping Operation. 3<sup>rd</sup> ed.*, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 2 | 2  | 3  | 3  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 3 | 2  | 1  | 3  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 1 | 3  | 3  | 2  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 1 | 2 | 1 | 2 | 3 | 1 | 1  | 3  | 3  | 1                                | 2  | 3  |
| CO5            | 3                      | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3  | 1  | 2  | 3                                | 3  | 3  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

**Mapping Between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of boards/LCD projectors/OHP projectors      | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8                           |
| CD4            | Mini projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory experiments/teaching aids                        | CO5                   | CD1, CD8                           |
| CD6            | Industrial/guest lectures                                   |                       |                                    |
| CD7            | Industrial visits/in-plant training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL materials and internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 304  
**Course title:** Front Office Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Front Office HM 302  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** UG ALL – Minor Breadth  
**Semester / Level:** Sixth/Third  
**Branch:** All  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Understand geographical location of various countries.                             |
| 2. | Understand grooming standard required in the hospitality industry.                 |
| 3. | Explain requirement of effective verbal communication in hospitality industry.     |
| 4. | Explain requirement of effective non-verbal communication in hospitality industry. |
| 5. | Explain the process of Guest Registration in Hotel.                                |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Understand geographical location of various continent and countries, its capital, flag and airlines. |
| CO2 | Illustrate various grooming standards and arrival activities of Front Office Department.             |
| CO3 | Illustrate Verbal communication skills required in Front Office Department of a Hotel.               |
| CO4 | Illustrate Non-Verbal communication skills required in Front Office Department of a Hotel.           |
| CO5 | Demonstrate various activities which take place during guest registration.                           |



## SYLLABUS

| MODULE  | (NO. OF PRACTICAL HOURS) |
|---|--------------------------|
| <b>Module – I</b><br><br><b>Knowing the world</b><br>Understanding different continents and division of world.<br>Preparation and study of countries and capitals, currencies and airlines<br>Preparation and study of flags and chart.   | 9                        |
| <b>Module- II</b><br><br><b>Front office department and its operation</b><br>Identification of equipment, work structure and stationery of Front Office.<br>Basic manners and grooming standards required for Front Office operation.<br>Role play of Pre-Arrival and Arrival activities.             | 9                        |
| <b>Module – III</b><br><br><b>Communication Skill - Verbal</b><br>Understanding the importance of Communication skills – verbal, Presentation and public speaking.<br>Telecommunication skills telephonic situation handling  | 6                        |
| <b>Module- IV</b><br><br><b>Communication Skill – Non-Verbal</b><br>Understanding the importance of Communication skills – Non-verbal.<br>Facial expressions, the tone and pitch of the voice.<br>Gestures, Body language (kinesics) and the physical distance between the communicators (proxemics). | 9                        |
| <b>Module - V</b><br><br><b>Registration</b><br>Preparing and filling up registration card<br>Role play for different check ins as - Walk in, Corporate, VIP, CIP and Groups  | 6                        |

### Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. Meenakshi Ramand and Prakash Singh, *Business Communication*, Oxford Publication, 2012.

### Reference Books:

1. Vishwamohan, *English for Hotel Industry*, Pearson Publication, 2013

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

Indirect Assessment

1. Student's Feedback on Course Outcome.

Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 1 | 1 | 1 | 1 |   |   |   |   | 1  | 2  | 1  | 1                                | 1  |    |
| CO2            | 3                      | 3 | 1 | 1 | 1 |   | 1 |   |   | 1  | 2  | 2  | 3                                | 3  | 2  |
| CO3            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO4            | 3                      | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3  | 2  | 3  | 3                                | 2  | 2  |
| CO5            | 3                      | 3 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 2  | 2  | 3  | 2                                | 2  | 1  |

Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD5, CD8, CD9               |
| CD3     | Seminars  | CO3            | CD5, CD8                    |
| CD4     | Mini Projects/Projects                                      | CO4            | CD5, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD5, CD8, CD9               |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 305  
**Course title:** Accommodation Operation Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** Accommodation Operation HM 303  
**Credits:** 1.5 L: T: P: 3  
**Class schedule per week:** 03  
**Class:** UG ALL -Minor Breadth  
**Semester / Level:** Sixth / Third  
**Branch:** ALL  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Assess organizational structure of the Housekeeping department and layout of different types of guestrooms. |
| 2. | Explain different types of cleaning equipment and their use.  |
| 3. | Plan the use of Maid's cart trolley and bed making.   |
| 4. | Understand the concept and principles of stain removal.   |
| 5. | Explain the concept and prepare various flower arrangement.   |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Design organizational structure of the Housekeeping department and layout of different types of guestrooms. |
| CO2 | Identify different types of cleaning equipment and their use.   |
| CO3 | Explain the process of setting up Maid's cart trolley and bed making.                                       |
| CO4 | Apply the principles of stain removal.  |
| CO5 | Create different types of flower arrangements.  |

## SYLLABUS

| MODULE   | (NO.OF PRACTICAL HOURS) |
|--|-------------------------|
| <b>Module – I</b><br><b>Housekeeping Organization</b><br>Organizational structure of Housekeeping department.<br>Layout of guestrooms.         | <b>6</b>                |
| <b>Module – II</b><br><b>Housekeeping cleaning</b><br>Identification of manual & mechanical equipment.<br>Guestrooms and public area cleaning. | <b>6</b>                |
| <b>Module – III</b><br>Layout and organization of Maid's cart trolley.<br>Bed Making.  | <b>9</b>                |
| <b>Module – IV</b><br>Identification of stains.<br>Stain removal (ink, rust, turmeric, nail polish, blood, lipstick, grease)                   | <b>6</b>                |
| <b>Module – V</b><br>Flower arrangement: (line, horizontal, mass, angle-based arrangement)   | <b>9</b>                |

### Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3<sup>rd</sup> ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1<sup>st</sup> ed, New Delhi: Frank Bros. & Co, 2006.

### Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4<sup>th</sup> ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5<sup>th</sup> ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5<sup>th</sup> ed, London: Hodder Arnold, 1988.
4. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3<sup>rd</sup> ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

## Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

### Direct Assessment

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Evaluation         | 40                                  |

### Indirect Assessment –

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | 3 | 3 | 1 | 2 | 1 | 2 | 3 | 1 | 2  | 2  | 3  | 3                                | 2  | 2  |
| CO2            | 3                      | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2  | 2  | 3  | 3                                | 3  | 3  |
| CO3            | 3                      | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 1 | 3  | 1  | 3  | 3                                | 3  | 3  |
| CO4            | 3                      | 3 | 3 | 2 | 3 | 1 | 1 | 3 | 3 | 3  | 2  | 3  | 3                                | 3  | 2  |
| CO5            | 3                      | 3 | 2 | 1 | 2 | 3 | 2 | 3 | 2 | 3  | 3  | 3  | 1                                | 2  | 2  |

### Correlation Levels 1,2 or 3 as defined below:

- 1: Slight (Low)      2: Moderate (Medium)      3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| CD Code | Course Delivery methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of boards/LCD projectors/OHP projectors      | CO 1           | CD5, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO 2           | CD5, CD8                    |
| CD3     | Seminars  | CO 3           | CD5, CD8                    |
| CD4     | Mini projects/Projects                                      | CO 4           | CD5, CD8                    |
| CD5     | Laboratory experiments/teaching aids                        | CO 5           | CD5, CD8                    |
| CD6     | Industrial/guest lectures                                   |                |                             |
| CD7     | Industrial visits/in-plant training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL materials and internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 327  
**Course title:** Travel Agencies and Tour Operations  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3      T:      P:  
**Class schedule per week:** 03  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Understand the conceptual meaning and differentiation between travel agency and tour operation. |
| 2. | Illustrate the organisational structure and documentation of a travel agency.                   |
| 3. | Prepare the tour package and budgeting.   |
| 4. | Create and develop itinerary and brochure program.  |
| 5. | Evaluate the role of various tourism organisation in the field of tourism.                      |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Identify the meaning and difference between travel agent & tour operator.      |
| CO2 | Differentiate between forms and types of tourism.                              |
| CO3 | Understand the meaning of tour package and costing.                            |
| CO4 | Formulate various itineraries and tourism business.                            |
| CO5 | Compare the different tourism organisation and their role in tourism industry. |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Travel Agency &amp; Tour Operator:</b> Travel Agency and Tour Operator – meaning, concept. Difference between Travel Agency and Tour Operator, Types (Inbound, Outbound & Domestic) and importance. History background of Travel Trade, Evolution of Travel Agency Business. Emergence of Thomas Cook – Travel Intermediaries.<br><br>Functions of Travel Agency and Tour Operator, Understanding the functions of a travel agency - travel information and counseling to the tourists, Itinerary preparation, and marketing of Tour packages, Market research and tour package formulation, assembling, processing and disseminating information on destinations, Liaisoning with principles, preparation of Itineraries, tour operation and post tour Management. Sources of income for tour operation | 8                      |
| <b>Module- II</b><br><br><b>Organizational Structure:</b> Organizational Structure of Travel Agency and Tour Operator, Ownership structure – MNCs, Franchise, Collaborative and others. Important International and national Travel Agency and Tour Operator. Travel Agency HR planning and job analysis of major positions.<br>Setting up a Travel Agency and Tour Operation business, Skills and Competencies for running a Travel Agency, Approval procedure from Ministry of Tourism, Govt. of India and IATA. Regulations for accreditation, Documentation, Entrepreneurial skill for travel, Tourism and Hospitality: problems of entrepreneurship in travel trade.  | 8                      |
| <b>Module – III</b><br><br><b>Tour Operations:</b> Meaning and concept of Tour Package, Types and Forms of Tour Package, Costing, Quotations, FIT and GIT tariffs, Confidential tariffs, Voucher- hotel and airline and exchange order, Pax docket, status report, AGT statements, merits and demerits of package tour, special requirements for outbound packages, liaison and selling package tours, Commission, Mark up, Services charges. Package Tour and its increasing Demand and Value   | 8                      |
| <b>Module- IV</b><br><br><b>Itinerary Preparation:</b> Itinerary planning – Principles of itinerary planning, Resource for planning Travel itineraries, Steps for planning an itinerary. Types and structure of itinerary. Component of a tour Brochure. Revenue from Tour Operations Business.  | 8                      |
| <b>Module - V</b><br><br><b>Tourism Organisation:</b> Role of Govt. and other Organization in Travel Trade – Role and contribution of Department of Tourism, ITDC, and State Govt. Tourism Development, Travel Trade Association and organization role of WTO, IATA, IATO and TAAI. Emerging trend among Travel Agent and Tour Operator.   | 8                      |

**Textbooks:**

1. Bhatia, A.K., *The Business of Travel Agency & Tour Operations Management*, Sterling Publications, 2012
2. Negi, J., *Travel Agency and Tour operation Concepts and Principles*, Himalayan Publications, 2000

**Reference books:**

1. Sinha, P.C., *Encyclopedia of Tourism Management*
2. Negi, Jagmohan, *Regional Development, Tourism Hotels & Travel Trade*, Himalayan Publications, 2002.
3. Walker C, Walker, J. *Tourism*, Wiley Publications, 2001.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome



### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 2 | - | - | 2 | - | - | - | 2  | -  | -  | 2                                | -  | 2  |
| CO2            | 3                      | - | 2 | 1 | - | - | 2 | - | 1 | -  | -  | 2  | 1                                | 2  | -  |
| CO3            | 3                      | 2 | - | 2 | - | 1 | - | 2 | - | -  | 1  | -  | -                                | -  | 2  |
| CO4            | 3                      | - | 2 | 1 | 2 | - | - | 1 | 1 | -  |    | -  | 1                                | -  | 3  |
| CO5            | 3                      | - | 2 | 1 | 1 | - | 2 | - | 2 | -  | -  | 1  | -                                | 2  | -  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8,                   |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8,                   |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 328  
**Course title:** E Tourism  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3      T:      P:  
**Class schedule per week:** 03  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Cite the meaning and historical perspective of E-tourism.     |
| 2. | Distinguish the various types of global distribution systems. |
| 3. | Develop the operational method of ticketing and payment.      |
| 4. | Analyse the various payment procedure with documentation.     |
| 5. | Choose the right online platform for E-business.              |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Analyse and plan development steps of e-business for a company in the field of tourism and hospitality. |
| CO2 | Diagnose the impact of Information Technology on tourism and travel industry.                           |
| CO3 | Explore the scope of entrepreneurship in the emerging e-tourism business.                               |
| CO4 | Analyze and evaluate existing e-business solutions and decisions.                                       |
| CO5 | Setup the payment procedure with documentation.   |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>About E-tourism:</b> Introduction to E-tourism, Historical Development - Electronic technology for data processing and communication - Strategic, Tactical and operational use of IT in Tourism.  | 8                      |
| <b>Module- II</b><br><br><b>Evolution of GDS:</b> Global Distribution System: History & Evolution - GDS & CRS - Levels of CRS Participation - Hotel Distribution System - Cases of Amadeus - Galileo, World Span, Sabre, Abacus - Changing Business models of GDS   | 8                      |
| <b>Module – III</b><br><br><b>Typologies of E-tourism:</b> Business models - Business to Business (B2B) - Business to Consumer (B2C) - Consumer to Business (C2B) - Consumer to consumer (C2C) - Business to Employees (B2E) - & Business to Government (B2G).  | 8                      |
| <b>Module- IV</b><br><br><b>Payment Systems in E-tourism:</b> Payment Gateway - Billing and Settlement Plan (BSP) - Security Issues and Certification -Future of E-tourism - Travel Blogs - E-marketing and promotion of Tourism Products - Challenges for conventional business models & Competitive strategies. | 8                      |
| <b>Module - V</b><br><br><b>Basic Amadeus Practical:</b> Hands on Amadeus Software - Searching – Building, Retrieval, Display & Cancel of PNR – Fare display – Itinerary pricing – Issuance of tickets  | 8                      |

**Textbooks:**

1. Sheldon P., *Tourism Information Technology*, CABI, 2002.
2. Inkpen G., *Information technology for Travel and Tourism*, Addison Wesley, 2000.

**Reference books:**

1. Buhalis D., *Etourism: Information Technology for Strategic Tourism Management*, Prentice Hall India, 2004.
2. Poon A., *Tourism, Technology and Competitive Strategies*, CABI, 1998.
3. Rayport J.F. & Jaworski B.J., *Introduction to Ecommerce*, McGraw-Hill, 2002.
4. Malvino A.P, *Electronic Principles*, McGraw-Hill, 1995.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 2 | - | - | - | - | - | - | -  | 2  | -  | -                                | 2  | -  |
| CO2            | 3                      | 2 | - | 1 | - | 1 | - | 2 | - | 2  | -  | 2  | 1                                | -  | 3  |
| CO3            | 2                      | - | 3 | - | 1 | - | 2 | - | 2 | -  | 2  | -  | -                                | 1  | -  |
| CO4            | 3                      | - |   | 2 | - | - | - | - | 2 | -  | 2  | -  | -                                | 2  | -  |
| CO5            | 2                      | 2 | 2 | - | 1 | - | 2 | - | - | 3  | -  | -  | 1                                | -  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8,                   |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8,                   |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 329  
**Course title:** Introduction to Ticketing Practical  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 2 L: T: P: 4  
**Class schedule per week:** 04  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Sixth/Third  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Identify the various components of CRS and air segments.                                  |
| 2. | Describe about PNR and various applications.  |
| 3. | Demonstrate the air ticketing process and other hospitality related product reservations. |
| 4. | Examine the various travel documentation required for an international tourist.           |
| 5. | Organise the reference check for any online booking.                                      |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Demonstrate CRS and its various functions.             |
| CO2 | Create PNR.  |
| CO3 | Apply the ticketing method and practice.               |
| CO4 | Prepare air fare, hotel tariff and car rental charges. |
| CO5 | Evaluate the reference for online reservations.        |

## SYLLABUS

| <b><u>MODULE</u></b>  | <b>(NO. OF PRACTICAL HOURS)</b> |
|---|---------------------------------|
| <b><u>Module – I</u></b><br><b>Introduction to CRS:</b> Flight availability, Selling Air segments. Aviation Geography: IATA areas, sub-areas, sub-regions. - Time calculation: GMT variation, concept of standard time and daylight saving time, calculation of elapsed time, flying time and ground time.  | <b>9</b>                        |
| <b><u>Module- II</u></b><br><b>Passenger Name Record (PNR):</b> Supplementary data, Modifying PNR. Planning Itinerary by Air, Creating PNR, Amendment, and Cancellation, Familiarization with OAG: 3 letters city code and airport code, airline designated code, minimum connecting time, global indicator. - Familiarization with Air tariff: currency regulation, NUC conversion factors, general rules. | <b>9</b>                        |
| <b><u>Module – III</u></b><br><b>Fair Calculation:</b> Fare display, Air itinerary pricing, Issuing Tickets. Introduction to Fare construction - Mileage Principles - Fare Construction with Extra Mileage Allowance (EMA) - Extra Mileage Surcharge (EMS).   | <b>9</b>                        |
| <b><u>Module- IV</u></b><br><b>Travel Documentation:</b> Advance seat assignment, Queues, Customer profiles. Familiarization with TIM: Passport, Visa, currency regulation, custom regulation, health regulation and airport tax. - Passenger needing special attention. - Credit Cards: Concepts, Types & Benefits, Eligibility criteria, Validity, Insurance cover. Different types of credit card.       | <b>9</b>                        |
| <b><u>Module – V</u></b><br><b>Reference check:</b> Reference Information, Hotel Reservations, Car Rentals, Miscellaneous Entries.  | <b>9</b>                        |

### Textbooks:

1. Sheldon P., *Tourism Information Technology*, CABI, 2002.
2. Inkpen G., *Information technology for Travel and Tourism*, Addison Wesley, 2000.

### Reference books:

1. IATA Ticketing Handbook.
2. OAG hand book.
3. Amadeus Training Manual.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool        | % Contribution during CO Assessment |
|------------------------|-------------------------------------|
| Progressive Evaluation | 60                                  |
| End Sem. Evaluation    | 40                                  |

**Indirect Assessment**

1. Student's Feedback on Course Outcome.

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 2 | - | 2 | - | - | 2 | - | 1  | -  | 2  | 3                                | -  | -  |
| CO2            | 2                      | - | 1 | - | 2 | - | 2 | - | 2 | 2  | -  | -  | -                                | -  | 3  |
| CO3            | 3                      | 2 | - | - | 2 | 2 | 2 | 1 | - | 2  | -  | 1  | 1                                | 3  | -  |
| CO4            | 3                      | - | 2 | 1 | - | 1 | - | 1 | - | -  | -  | 2  | -                                | 2  | 3  |
| CO5            | 3                      | 1 | - | - | 1 | - | 2 | 2 | 1 | -  | 2  | -  | 3                                | -  | 2  |

**Correlation Levels 1, 2 or 3 as defined below:**



1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

### Mapping Between COs and Course Delivery (CD) methods

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD5, CD8, CD9                      |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD5, CD8, CD9                      |
| CD3            | Seminars  | CO3                   | CD5, CD8, CD9                      |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD5, CD8, CD9                      |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD5, CD8, CD9                      |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 411  
**Course title:** Meeting, Incentive, Conference and Exhibition  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3      T:      P:  
**Class schedule per week:** 03  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Define a sense of responsibility for the multi-disciplinary nature of MICE.   |
| 2. | Develop best practice in the development and delivery of successful conference and corporate gatherings   |
| 3. | Cite the various dimensions of event tourism & their impact   |
| 4. | Ascertain management essentials such as developing budgets, critical paths, work breakdown structures, risk mitigation and contingency planning |
| 5. | Evaluate the characteristics of MICE business.  |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Define the various component of MICE.                        |
| CO2 | Illustrate the functions of MICE tourism.                    |
| CO3 | Relate the requisite infrastructure of MICE.                 |
| CO4 | Identify the various socio-economic aspects of MICE tourism. |
| CO5 | Interpret the important characteristics of MICE components.  |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><b>Nature &amp; Scope of MICE:</b> Nature, scope, significance and components of event tourism, relationship between business and leisure tourism, Responsibility of event planners, identifying suitable venue, layout.                 | 8                      |
| <b>Module- II</b><br><b>Meaning and functions of MICE tourism:</b> meeting, incentive, conference and exposition, need for mice growth of incentive travel and incentive program, motivation for incentive travel, profile of business & corporate travelers. | 8                      |
| <b>Module – III</b><br><b>Infrastructure for mice tourism:</b> players in the event industry, convention centres Transportation, accommodation, logistics catering, human resources, civic amenities and other supporting services.                           | 8                      |
| <b>Module- IV</b><br><b>Significance of MICE:</b> Socio-economic signification of event tourism, economic, social and culture and environments impact of mice tourism, issues and challenges.   | 8                      |
| <b>Module - V</b><br><b>MICE Economics:</b> Supply and Demand; Traveller characteristics; Trip characteristics; Trend and Development. Official; Association; Organizer; Planner; Exhibitor; Speakers; Participants; Visitors.                                | 8                      |

### Textbooks:

1. Fenich, G. G., *Meetings, expositions, events, and conventions. An introduction to the industry.* Upper Saddle River, NJ: Prentice Hall, 2005.
2. Davidson, R., *Business travel: Conferences, incentive travel, exhibitions, corporate hospitality, and corporate travel.* Harlow, England: Prentice Hall/Financial Times, 2003.

### Reference books:

1. Buhalis & E. Laws (EDS), *Tourism distribution channels: Practices, issues and transformation* London: continuum, 2001.
2. Lawson, F., *Congress, convention & exhibition facilities: Planning, Design & Management* Oxford: Architectural press, 2000.
3. Rogers, T., *Conference & Conventions: A Global industry.* Oxford: Butterworth – Heinemann, 1998, 2003.
4. Swarbrooke, J., *Business travel and tourism.* Oxford: Butterworth-Heinemann, 2001.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

**Mapping of Course Outcomes onto Program Outcomes**

| Course Outcome | Program Outcomes (POs) |   |   |    |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|----|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4  | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 2 | -  | 1 | - | 2 | - | - | 2  | -  | -  | 3                                |    | 1  |
| CO2            | 3                      | 2 | 1 | -- | 2 | - | 1 | - | 2 | -  | -  | 2  | -                                | 2  | -  |
| CO3            | 2                      | 2 | 1 | 2  | - | 2 | - | 2 | - | -  | 2  | -  | 1                                | -  | 3  |
| CO4            | 3                      | - | 1 | -  | 2 | - | 2 | - | 1 | -  | -  | 2  | 2                                | -  | 3  |
| CO5            | 2                      | - | 2 | -  | - | 2 | 1 | - | 2 | -  | 2  | -  | 2                                | -  | 1  |

**Correlation Levels 1, 2 or 3 as defined below:**

1: Slight (Low)

2: Moderate (Medium)

3: Substantial (High)

**Mapping between COs and Course Delivery (CD) methods**

| <b>CD Code</b> | <b>Course Delivery Methods</b>                              | <b>Course Outcome</b> | <b>Course Delivery Method Used</b> |
|----------------|---|-----------------------|------------------------------------|
| CD1            | Lecture by use of Boards/LCD Projectors                     | CO1                   | CD1, CD8                           |
| CD2            | Tutorials/Assignments                                       | CO2                   | CD1, CD8                           |
| CD3            | Seminars  | CO3                   | CD1, CD8,                          |
| CD4            | Mini Projects/Projects                                      | CO4                   | CD1, CD8                           |
| CD5            | Laboratory Experiments/Teaching Aids                        | CO5                   | CD1, CD8,                          |
| CD6            | Industrial/Guest Lectures                                   |                       |                                    |
| CD7            | Industrial Visits/In-plant Training                         |                       |                                    |
| CD8            | Self- learning such as use of NPTEL Materials and Internets |                       |                                    |
| CD9            | Simulation  |                       |                                    |

## **COURSE INFORMATION SHEET**

**Course code:** HM 412  
**Course title:** Destination Studies  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3      T:      P:  
**Class schedule per week:** 03  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Illustrate the types and characteristics of Destination.                     |
| 2. | Analyse and develop the destination planning at Regional and National level. |
| 3. | Create the image building applications and practices.                        |
| 4. | Examine various tourist destinations in India.                               |
| 5. | Create the image & brand development of any destination.                     |

### **Course Outcomes**

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

|     |  |
|-----|--|
| CO1 | Explain the meaning and nature of Destination. Conceptualize the various characteristics of Destination with important destinations of India           |
| CO2 | Elucidate the operational areas and develop the methodology for destination management   |
| CO3 | Ability to critically observe social processes and issues and be able to discuss both in written and oral form these in a tourism studies perspective. |
| CO4 | Able to manage destinations.   |
| CO5 | Assess the prerequisites and consequences of different strategies for sustainable tourism destination development                                      |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><b>Introduction:</b> Definition, Typology of destinations – Destination mix, Tourism System: Leiper’s Model. The elements of Geography- Themes of Geography - Importance of geography in tourism, Destination geography- attractions, accessibility, cost and amenities, culture, climate; Physical geography, Cultural geography, World’s continents, Destinations on world map, Latitudes, Longitudes, International Date Line, Time zones and calculation of time, Time differences, GMT and flying time. | 8                      |
| <b>Module- II</b><br><b>Types &amp; Characteristics:</b> Destination Development - Types of destinations, Characteristics of destinations - Destinations and products - Destination Management Systems - Destination planning guidelines - Destination Selection Process - The Values of Tourism.   | 8                      |
| <b>Module – III</b><br><b>Destination Planning Process and Analysis:</b> National and Regional Tourism Planning and Development - Assessment of tourism potential - Planning for Sustainable Tourism Development - Contingency Planning - Economic, Social, Cultural and Environmental considerations - Demand and supply match - Design and innovations.   | 8                      |
| <b>Module- IV</b><br><b>India as a destination:</b> Study on various destinations of India – North India, South India, Central India, and Eastern & Western India.  | 8                      |
| <b>Module - V</b><br><b>Destination Image Development:</b> Attributes of Destinations: Person’s determined image, Destination determined image, measurement of destination image - Destination branding perspectives and challenges- Creating the Unique Destination Proposition - Place branding and destination image - Destination image formation process; unstructured image - Product development and packaging - Destination branding and the web - Case Study of Jharkhand as a brand.                                    | 8                      |

**Textbooks:**

1. Melanie S., Nicola M. & Margaret H. R., *Destination Management*, Sage Publications, 2016.
2. C. Gunn, *Tourism Planning: Basic, Concepts and Cases*, Cognizant Publication, 2002.

**Reference books:**

1. Singh S., Dallen J.T. & Ross K. D., *Tourism in Destination Communities*, CABI Publishing, 2002.
2. Kant A., *Branding India An Incredible Story*, Harper Collins, 2009.
3. Morgan N., Annette P. & Roger P., *Destination branding: Creating the Unique Proposition*, Butterworth and Heinemann, 2001.
4. Sampad K. S., *Tourism*, Oxford Publications, New Delhi, 2008.
5. Seth P.N., *Successful Tourism Planning Management*, Cross publication, 2002
6. Baud, Bovy M. and Lawson, *Tourism and Recreation Development*, C.B.I. Pub, 1999.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome



### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 2 | - | 2 | 1 | - | 2 | - | -  | 3  | -  | 3                                | -  | 2  |
| CO2            | 2                      | - | 2 | - | 1 | - | 2 | - | 2 | -  | 2  | -  | 3                                | 1  | -  |
| CO3            | 3                      | - | 1 | 2 | - | 2 | - | - | 2 | -  | 2  | -  | 2                                | 1  | 2  |
| CO4            | 2                      | - | - | - | 2 | - | - | 2 | - | 2  | -  | 2  | -                                | 2  | -  |
| CO5            | 3                      | 2 | - | 2 |   | 1 | - | - | 2 | -  | 2  | -  | 1                                | -  | 3  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8,                   |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8,                   |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 413  
**Course title:** Adventure Tourism  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3      L: 3    T:          P:  
**Class schedule per week:** 3  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |   |
|----|---|
| 1. | Cite Adventure tourism activities.  |
| 2. | Identify the several types of Adventure tourism sports available in India and abroad.           |
| 3. | Illustrate the role of various government and private bodies in promotion of Adventure Tourism. |
| 4. | Understand the application of adventure activities in Desert areas.                             |
| 5. | Apply the professional skill with public and private sector in the field of adventure tourism.  |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Apply knowledge on various aspects of Adventure Tourism   |
| CO2 | Ability to understand the resource potential for adventure tourism in India and the existing popular destinations and activities              |
| CO3 | Evaluate the role of leadership and group/team dynamic involved in adventure activities and apply the knowledge in a class-based environment. |
| CO4 | Explore the key risk factors and current legislation influencing the adventure and activity tourism product                                   |
| CO5 | Create the interpersonal relationship with public and private sector.   |

## SYLLABUS

| MODULE  | (NO. OF LECTURE HOURS) |
|---|------------------------|
| <b>Module – I</b><br><br><b>Introduction to adventure tourism:</b> Definition, Nature and scope, Adventure in the present context, contemporary trends in Adventure Tourism Geographical diversities and opportunities for A.T.in India. Potential and existing adventure tourism in different states. Planning and development perspective, major thrust areas, promotional steps taken by states and centers. Organization and institutions promoting Adventure Tourism in India.   | 8                      |
| <b>Module- II</b><br><br><b>Land Water Based Adventure Tourism:</b> Land based Adventure activities - Mountaineering, Trekking, Rock climbing, skiing, skating; their necessary equipment, techniques and problems. Wildlife tourism: status of wildlife tourism, popular National parks and Wildlife sanctuaries.<br>Water resources of India; rivers, sea and lakes. River reading, nature of white water, silent water and sea water. Rafting, Kayaking canoeing, yachting, water scooter, Hover craft. Surfing, SCUBA diving, under water activities, coastal activities. Places, organizations, equipment associated with above activities.<br>Air based activities, Atmosphere, seasons, wind pressure and wind movement in India.<br>Hang gliding, Ballooning, Para jumping, Sky diving, Para sailing. Places, organizations and equipment associated with above activities. | 8                      |
| <b>Module – III</b><br><br><b>An overview of law &amp; regulations:</b> Law designed for Adventure Tour operation, special permits for rafting, paragliding, heli-skiing and angling. Peak booking formalities, IMF rules for mountain expeditions, cancellation of permits and bookings.   | 8                      |
| <b>Module- IV</b><br><br><b>Desert Tourism</b> - Its challenges, attractions and activities; challenges of wind and water, sand and heat, silence and spatial vastness; attractions natural and manmade and activities ranging from relaxation to adventure to recreation to tourism.   | 8                      |
| <b>Module - V</b><br><br><b>Organization role &amp; emerging trends:</b> The role of public sector and private sector in the promotion of Adventure tourism, Problems and potential of Adventure tourism. Emerging Trends in Adventure Tourism. Challenges and Threats to Govt. and Private Sector in Adventure Tourism.  | 8                      |

**Textbooks:**

1. Lozawa, Tomoya, *Trekking in the Himalayas*, Allied published Pvt. Ltd., 1980
2. Negi, Jagmohan, *Adventure Tourism and sports*, Kanishka Publishers, 2001

**Reference books:**

1. Bose, S.C., *Geography of the Himalayas*, National Book trust, India, 1976
2. Chand G. and Puri M., '*Trekking*', International publisher India, 1989
3. Gamma, Karl, *The Handbook of Skiing*, Pelham Books, 1985
4. Dixit M. and Charu S., *Tourism Products*, New Royal Books, 2006
5. Aluwalia H.P.S. and Manfred G., *Himalayas: A Practical Guide*, Himalayan Books, 1985
6. Singh, R.L. (ed) India, *A Regional Geography*, National Geographical Society of India, 1985

**Gaps in the syllabus (to meet Industry/Profession requirements)- Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome

### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | - | - | 2 | - | - | - | - | 2  | -  | -  | 3                                |    | 2  |
| CO2            | 3                      | - | - | 2 | - | - | - | 2 | - | -  | 1  | -  | -                                | 2  | -  |
| CO3            | 3                      | 2 | - | - | 2 | - | 3 | - | - | -  | 2  | -  | 3                                | -  | 1  |
| CO4            | 3                      | - | 3 | - | - | - | - | 2 | - | -  | -  | -  |                                  | 3  | 1  |
| CO5            | 3                      |   | 2 |   | 2 | - | - |   | 2 | -  | 1  | -  | 2                                | -  | 2  |

### Correlation Levels 1, 2 or 3 as defined below:

1: Slight (Low)                      2: Moderate (Medium)                      3: Substantial (High)

### Mapping between COs and Course Delivery (CD) methods

| CD Code | Course Delivery Methods                                     | Course Outcome | Course Delivery Method Used |
|---------|---|----------------|-----------------------------|
| CD1     | Lecture by use of Boards/LCD Projectors                     | CO1            | CD1, CD8                    |
| CD2     | Tutorials/Assignments                                       | CO2            | CD1, CD8                    |
| CD3     | Seminars  | CO3            | CD1, CD8,                   |
| CD4     | Mini Projects/Projects                                      | CO4            | CD1, CD8                    |
| CD5     | Laboratory Experiments/Teaching Aids                        | CO5            | CD1, CD8,                   |
| CD6     | Industrial/Guest Lectures                                   |                |                             |
| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |

## **COURSE INFORMATION SHEET**

**Course code:** HM 414  
**Course title:** Tourism Concept and Impact  
**Pre-requisite(s):** NIL  
**Co- requisite(s):** NIL  
**Credits:** 3 L: 3 T: P:  
**Class schedule per week:** 03  
**Class:** BHMCT (Specialization – Tourism Management)  
**Semester / Level:** Seventh/Fourth  
**Branch:** HMCT  
**Name of Teacher:**

### **Course Objectives**

This course envisions to impart to students to:

|    |  |
|----|--|
| 1. | Cite the basic knowledge of tourism studies and overview of tourism industry |
| 2. | Elucidate the tourism product and characteristics                            |
| 3. | Relate to the fast growing tourism industry                                  |
| 4. | Analyse the tourism impact and its significance.                             |
| 5. | Evaluate the economics of tourism supply & demand.                           |

### **Course Outcomes**

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

|     |   |
|-----|---|
| CO1 | Define the various types of tourism.  |
| CO2 | Identify the important components of tourism impacts.                           |
| CO3 | Define the numerous types and forms of tourism.                                 |
| CO4 | Illustrate the demand and supply characteristics of tourism concept and impacts |
| CO5 | Measure the supply and demand of tourism.                                       |

## SYLLABUS

| MODULE   | (NO. OF LECTURE HOURS) |
|--|------------------------|
| <b>Module – I</b><br><br><b>Concept of tourism:</b> Definition and Concept of Tourism. Leisure and Recreation, Excursionist, Business Tourism, VFR, Mass Tourism, Adventure Tourism, Sports Tourism, Rural Tourism. Tourism education. Typology of Tourism. Tourism Statistics. Difference between visitors, tourists and excursionist. Tourism as an industry.  | 8                      |
| <b>Module- II</b><br><br><b>Tourism Products &amp; Attraction:</b> Nature, Characteristics and Components of Tourism Industry. Why it is different from other types of consumer product? Elements and characteristics of tourism products. Tourism product production system, Tourism Product Life Cycle, typology of tourism products.  | 8                      |
| <b>Module – III</b><br><br><b>Types and Forms of Tourism:</b> Inter–regional and intra–regional tourism, inbound and outbound tourism, domestic, international tourism. Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or ‘roots’ tourism and VFR. | 8                      |
| <b>Module- IV</b><br><br><b>Impact of Tourism:</b> Positive and Negative Impacts of Tourism; Socio Cultural, Economic, Environmental and Political- Impact Assessment: Social Impact Assessment, Environmental Impact Assessment and Environmental Impact Assessment. – Environmental and Social Accounting and Auditing-Tourism Satellite Accounting (TSA)  | 8                      |
| <b>Module - V</b><br><br><b>Tourism Economics:</b> Demand- Supply Characteristics-Concepts, definitions and indicators of demand. Measuring demand for tourism-International and Domestic Tourism. Technological progress and Globalization. Concept and resources for Ecotourism. Motivation for tourism.   | 8                      |

**Textbooks:**

1. Mill and Morrison, *The Tourism System: An Introductory Text*, Prentice Hall, 1992.
2. Mill R., *The Tourism System: An Introductory Text*, Hall International, London, 1992.

**Reference books:**

1. Kamra, K., *Basics of Tourism: Theory, Operation*, Kanishka Publishers, New Delhi, 2002.
2. Gee, Chuck. G. *Travel Industry* AHLA Publications, 1999.
3. Bhatia, A.K., *International Tourism Marketing*, Sterling, New Delhi, 2008.
4. Kabia S. K., *Tourism and Environment*, Himalayan Publisher, 2010.
5. Wahab, S.E., *Tourism Management*, Tourism International Press, London, 1986.
6. Dr. Jasbir Singh, *Eco-Tourism*, I.K. International Publishing, New Delhi, 2010.

**Gaps in the syllabus (to meet Industry/Profession requirements) - Nil**

**POs met through Gaps in the Syllabus - N/A**

**Topics beyond syllabus/Advanced topics/Design - N/A**

**POs met through Topics beyond syllabus/Advanced topics/Design – N/A**

**Course Outcome (CO) Attainment Assessment tools & Evaluation procedure**

**Direct Assessment**

| Assessment Tool          | % Contribution during CO Assessment |
|--------------------------|-------------------------------------|
| First Quiz               | 10                                  |
| Mid Semester Examination | 25                                  |
| Second Quiz              | 10                                  |
| Teacher's Assessment     | 5                                   |
| End Semester Examination | 50                                  |

**Indirect Assessment –**

1. Student's Feedback on Course Outcome



### Mapping of Course Outcomes onto Program Outcomes

| Course Outcome | Program Outcomes (POs) |   |   |   |   |   |   |   |   |    |    |    | Program Specific Outcomes (PSOs) |    |    |
|----------------|------------------------|---|---|---|---|---|---|---|---|----|----|----|----------------------------------|----|----|
|                | 1                      | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13                               | 14 | 15 |
| CO1            | 3                      | - | 1 | - | 2 | - | 2 | - | 1 | -  | 2  |    | 3                                | -  | 2  |
| CO2            | 2                      | 2 | 2 | - | 2 | - | 2 | - | - | 2  | -  | 2  | 3                                | 2  | -  |
| CO3            | 3                      | 2 | 1 | - | 2 | - | 2 | - | 2 | -  | 1  | -  | -                                | 2  | 3  |
| CO4            | 2                      | - |   | 2 | - | - | 2 | - | 1 | -  |    | -  | 2                                | -  | 1  |
| CO5            | 3                      | - | 2 | - | 2 | - | 1 | - | 2 | -  | 2  | 1  |                                  | 2  | 3  |

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| CD7     | Industrial Visits/In-plant Training                         |                |                             |
| CD8     | Self- learning such as use of NPTEL Materials and Internets |                |                             |
| CD9     | Simulation  |                |                             |