

COURSE INFORMATION SHEET

Course code: HM 3021

Course title: FOOD PRODUCTION – III

Pre-requisite(s):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes:

After completion of the course learners will be able to-:

- **Analyse menu planning, French classical menus, International menus,**
- **Differentiate Indian regional cuisine from its various regions.**
- **Demonstrate understanding of food commodities and think critically about their uses.**
- **Explain different types of food service system and quantity food production .**
- **Illustrate the types of cake chemistry.**

Syllabus:

Module 1. Menu Planning

Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning. Low calorie food- advantages and disadvantages with menu examples.

Module 2. Regional cuisine

Introduction to regional cooking, Factors affecting eating habits, Differentiation of regional cuisine, North Indian regional cuisine: Kashmir, Punjab, Bengal, Rajasthan, Avadhi, Gujrat; South Indian regional cuisine: Goa, Kerala, Karnataka, Tamil nadu, Hyderabadi, Chettinad, koorg- Ingredients used, Traditional preparation, methods, Utensils and accompaniments (pickles, chutneys, murabbas, papad etc). Indian Breads and sweets, Souring agents, Colouring agents, Thickening agents, Tendering agents, Flavouring & Aromatic agents used in Indian cooking.

Module 3 Food Commodities

Classification of milk and milk products including cheese, Production, Classification, and International cheese. Raising agents, setting agents, leavening agents, flavours, colouring agents, modifiers, brighteners and emulsifiers.

Module 4. Meat Cuts

Meat cookery-- Cuts of beef, pork, lamb, chicken, SPS, methods of cooking for each cut. Ham, bacon, sausages, common types of ham, preparation, selection, storage points. Pressed meats, Smoked Meats.

Module 5. Food service system

Cook chill systems-- Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system--Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

Module 6. Quantity food production

Introduction to large scale commercial cooking: contract catering, Industrial catering, Institutional catering, Airline and Cruise liner meal planning.

Layout of a large quantity kitchen, production, workflow.

Module 7. Cake making

Role of ingredients used- cake chemistry, Methods- sugar batter, flour batter, blending, boiled, sugar water and all in one process. Formula balance in cake- batter type, foam type and pound. Cake faults and remedies. Icing- types.

Text Books:

1. Food Production Operation: Parvinder S. Bali, Oxford publication
2. Theory of Catering: K. Arora, Frank Brothers
3. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip, Orient longman
4. Theory of Catering: Victor Cesrani & Ronald Kinton, ELBS
5. Food Science and Nutrition: Sunetra Roday, Oxford publication
6. Theory of Bakery and Confectionary: Yogambal, Ashok

Reference Books:

1. Herrings Dictionary of classical & modern cookery, Walter Bickel
2. Chef manual of Kitchen Management, John Fuller
3. The Professional Chef (4th edition), Le Rol A. Polsom
4. The Book of Ingredients, Jane Grigson
5. The Indian Food, K. T. Acharya, Oxford
6. Practical Cookery: Victor Cesrani & Ronald Kinton, ELBS

LECTURE PLAN**Department:** HMCT**Course:** HM 3021 Food Production III**Academic Year:** 2017-18**Class:** BHMCT**Semester:** III**Course Coordinator:** PRATIMA EKKA

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1	Identify prerequisite objective cum outcome of the course.		1,2,	6
2.		2,	Describe the menu planning and types of menu .	T1,T2,T4	1,2	
3.		3,4	Explain the French classical menu and international menu .	T1	1,2	
4.		5	Illustrate the factor that affect menu planning.	T1,T2	1,2,	
5.		6	Distinguish advantage and dis advantages of low calorie food with menu example.	T3	1,2,	
6.	II	7	Explain regional cuisine of India.	T2,R5	1,2	9
7.		8	Identify the factor affecting eating habits.	T5		
8.		9,10,11,12,	Differentiate the north India and south India cuisine. Traditional preparation, methods, utensils and accompaniments.	T1,T2	1,2	
9.		13, 14,15	Explain the souring agents,coluring agents thickening agents, colouring agents tendering agents ,flavouring &Aromatic agents used inindian cooking.	T1,T2	1,2	
10.	III	16,17	Classify milk and milk product.	T1,T3	1,2	6
11.		18,19	Identify cheese and cheese production.	T1,T3	1,2	

12.		20,21	Explain raising agents ,setting agents ,leavening agents, flavouring, colouring agents,modifiers, brighteners and emulsifiers.	T1	1,2	
13.	IV	22	Explain meat cookery.	T1,T2,T4	1,2,	8
14.		23,24,25	Illustrate cuts of beef, lamb, chicken ,	T2,T4	1,2,	
15.		26,27	Explain their SPS , methods of cooking for each cuts.	T2,T4	1,2,	
16.		28,29	Distinguish Ham, Bacon sausages, smoked Meats ,preparation ,selection storage points.	T2,T4	1,2,	
17.	V	30	Explain food service system.	T1	1,2,	6
18.		31	Illustrate cook chill system purpose of chilling food.	T1	1,2,	
19.		32	Design finishing kitchen.	T1	1,2,	
20.		33	Explain distribution of cook chill and types of containers to preserve food.	T1	1,2,	
21.		34,35	Illustrate the cook freeze system ,preparation of food for freezing. Explain the storage of frozen or cooked food, transport of frozen food,reheating of frozen or cooked food . Differentiate of cook freeze over cook chill.	T1	1,2,	
22.	VI	36	Illustrate the quantity food production.	T1,T3	1,2	4
23.		37,38	Identify the large scale commercial cooking-contract catering,industrial catering institutional catering, Airline and Cruise Liner meal planning	T1,T3	1,2	
24.		39	Design large quantity kitchen . Define production planning , workflow.	T1,T3	1,2	
25.	VII	40	Explain cake making.	T1,T6	1,2	6
26.		41	Illustrate the role of ingredients used in cake chemistry.	T1,T6	1,2	
27.		42	Explain the different types of cake methods - sugar batter , flour batter , blending, boiled, sugar water .	T1,T6	1,2	
28.		43	Define formula balance in cake – batter type, foam type and pound .	T1,T6	1,2	
29.		44	Illustrate the cake faults and remedies.	T1,T6	1,2	
30.		45	Explain different types of icing.	T1,T6	1,2	

Mapping Between ILOs and Course outcome (CO)

Identify the large scale

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H				
2.	H				
3.	H				
4.	H				
5.	H				
6.		H	L		
7.		H	L		
8.		H	L		
9.		H	L		
10.			H		
11.			H		
12.			H		
13.			H		
14.			H		
15.			H		
16.			H		
17.				H	
18.				H	
19.				H	
20.				H	
21.				H	
22.				H	
23.				H	
24.				H	

25			M		H
26			M		H
27			M		H
28			M		H
29			M		H
30			M		H

Course delivery Methods

- CD1 Lecture by use of boards
- CD2 LCD projectors
- CD3 Assignments
- CD4 Case study
- CD5 Mini projects
- CD6 Role play
- CD7 Self- learning such as internets
- CD8 Simulation

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	√	√	√	√	√
CD2	√	√	√	√	√
CD3					
CD4					
CD5					
CD6					
CD7					
CD8					
CD9					

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H		L			-	M	-	-	-	-	-
2	L					-	-	-	-	-	M	M
3	L					-	-	-	-	-	-	L
4	H					-L	-	M	-	-	-	
5	-				M							

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	60
Assignment	15

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3202

Course title: Food Production- III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate the Indian gravies and masalas.
2. Create Indian regional menu.
3. Prepare bakery products like short pastry, choux pastry, flaky and puff pastry.
4. Prepare elaborate Indian menu for large quantity.

Syllabus

Lab I

Preparation of gravies and commonly used Indian masalas.

Short crust pastry and their products- tarts, pie etc.

Lab II

North Indian regional cuisines with proper accompaniments like chutney, Indian breads rice preparations.

Choux pastry and its products-eclairs, profit rolls etc.

Lab III

East Indian regional cuisines with proper accompaniments like chutney, indian bread preparation.

Flaky pastry product patties, palmiers.

Lab IV

West Indian regional cuisines with proper accompaniments like chutney, Indian bread, and rice preparation.

Puff pastry product –vol au vent, cream horns.

Lab V

South Indian regional cuisines with their proper accompaniment like chutney, Indian bread rice preparations etc,

Cookies- sweet

Lab VI

Tandoor cooking.

Cookies-salted.

Lab VII

Preparation of elaborate Indian menu for 40 portions.

Cookies –assorted.

Text Book :

1. Theory of bakery and confectionary.

Reference Books:

1. Prashad, Cooking with Masters: J. Inder Singh Kalra
2. A Taste of India: Madhur Jaffery
3. Dastarkhwan-e-Awadh: Sangeeta Bhatnagar & R.K. Saxena
4. Food Production Operation :Parvinder S. Bali.

LECTURE PLAN

Department: HMCT

Course: HM 3202 Food production Practical - III

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Pratima Ekka

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1, 2, 3, 4, 5, 6	Identify Indian masalas and gravies and short crust pastry products like tarts, pie.	T1, R 1	2, 9	6
2.	II	7, 8, 9, 10,11,12	Create north Indian cuisine and choux pastry products like eclairs,profits rolls etc.	T 1, R2, 3	2, 9	6
3.	III	13,14,15, 16,17,18	Demonstrate East Indian cuisine and flaky pastry products like patties, palmiers.	T 1, R 1,R2	2, 9	6
4.	IV	19, 20, 21, 22,23,24	Prepare West Indian cuisine and puff pastry products like cheese straw, vol au vent .	T 1 R2	2, 9	6
5.	V	25,26,27 28,29,30	Create south Indian cuisine and sweet cookies.	T 1, R 1, 2, 3	2, 9	6
6.	VI	31,32,33 34,35,36	Demonstrate tandoor cooking and salted cookies	T 1, 2 R 3, 4	2, 9	6

7.	VII	37,38,39 40,41,42	Prepare elaborate Indian menu for large quantity and assorted cookies.	T 1, 2 R 3,4	2, , 9	6
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Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes			
	CO1	CO2	CO3	CO4
1.	H	M	-	-
2.	H	-	H-	-
3.		H	-H	-
4.	-	-H	H	-
5.	-	-H	H	
6.	-	-	H	H
7.	-	-	-	-H

Course Delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards
CD2	LCD Projectors
CD3	Assignment
CD4	Case Study
CD5	Mini Project
CD6	Role Play
CD7	Self-Learning such as Internet
CD8	Simulation
CD9	Lab Experimental Learning

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes			
	CO1	CO2	CO3	CO4
CD1	-	-	-	-
CD2	√	√	√	√
CD3	-	-	-	-
CD4	-	-	-	-
CD5	-	-	-	-
CD6	-	-	-	-
CD7	-	-	-	-
CD8	-	-	-	-
CD9	√	√	√	√

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	L	-	-	-	-		-	-	-	-	-	-
2	-	-	-	-	-		-	-	-	-	-	-
3	H	-	-	-	-	-	-	-	-	-	-	-
4	H	-	-	-	-	-	-	-	-	-	-	-

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

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

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

FORMAT FOR PREPARING SYLLABUS AS PER NBA REQUIREMENT

COURSE INFORMATION SHEET

Course code: HM3023

Course title: FOOD AND BEVERAGE SERVICE - III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the production process, types, service and storage procedure of beer, cider, perry, sake and various types of wine.
2. Apply basic beverage knowledge.
3. Demonstrate knowledge of the menu, beverage items and other services offered by the hotel for room service.
4. Elucidate the concept and service procedure of afternoon tea and high tea.
5. Explain the production process, types, service and storage procedure of cheese.

Syllabus:

MODULE – I

Alcoholic Beverage

Introduction & definition, Classification.

MODULE – II

Beer

Introduction & definition, Types of beer, Production of each type, Storage, Service of Bottled, canned & draught beer.

MODULE – III

Other Fermented & Brewed Beverages

Sake, Cider, Perry, Alcohol free wines.

MODULE – IV

Wines

Introduction & definition, Classification, Table/still/natural, Fortified, Sparkling, Aromatized wine. Definition, Production, Classification and Brand names of each category - White, Red and Rose, Sparkling wine/Champagne, Port wine, Sherry, Madeira, Marsala, Aromatized wine. Wine producing countries of the world including India (New World) Principal wine regions of France, Germany, Italy, Spain. Food & wine harmony, Storage of wine, Service of Wine.

MODULE – V

Room Service:

Introduction, General principles and pitfalls to be avoided, Cycle of service, Scheduling and staffing, Room service Menu planning, Form & Formats, Order taking, thumb rules, suggestive selling, breakfast card, Time management, Lead time from order taking to clearance.

MODULE – VI

Afternoon, High Teas & Table Cheeses:

Introduction of afternoon tea & high tea, Menu, Cover & Service of afternoon tea & high tea. Introduction of cheese, Types, Production, Brands & Service, Storage of cheese.

MODULE – VII

Food & Beverage Terminology Related to the Inputs of the 3rd Semester.

Text Book :

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press.
2. United Colours of Alcohol, Jana & Srivastava, TRIDENT.

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS
2. The Beverage Manager's Guide to Wines, Beers and Spirits, Albert W.A. Schmid & John Peter Laloganes, Pearson.
3. Food & Beverage Service: A Training Manual, Sudhir Andrews, McGraw Hill Education.
4. Food & Beverage: F&B Simplified, Vara Prasad & R. Gopi Krishna, Pearson.

LECTURE PLAN

Department: HMCT

Course: HM3023 FOOD AND BEVERAGE SERVICE - III

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Abhisek Jana

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1	Identify pre-requisite objectives cum outcome of the course.		CD1	2
2.		2	Classify alcoholic beverage.	T1, T2, R2, R3	CD1,2,7	
3.	II	3	Define beer.	T1, T2,	CD1,2,7	5
4.		4	Describe the ingredients of beer.	T1, T2, R2, R3, R4	CD1,2,7	
5.		5	Explain beer manufacturing process.	T1, T2, R2, R4	CD1,2,7	
6.		6	Classify beer.	T1, T2,		
7.		7	Explain the service and storage procedure of various types of beer.	T1, T2, R2, R4		
8.	III	8	Explain sake manufacturing process.	T2, R2	CD1,2,7	5
9.		9	Elucidate the service and storage procedure of sake.	T2, R2	CD1,2,7	
10.		10	Explain the manufacturing, service and storage procedure of cider.	T2, R2	CD1,2,7	
11.		11	Describe the manufacturing, service and storage procedure of perry.	T2, R2	CD1,2,7	
12.		12	Explain various types of alcohol free wine.	T2, R2	CD1,2,7	
13.	IV	13	Classify wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	25

14.		14	Define various types of wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
15.		15	Identify various types of white and red vitis vinifera and the factors that affect the quality of wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
16.		16	Identify and treat various types of vine diseases.	T1, T2, R1, R2, R3, R4	CD1,2,7	
17.		17	Explain still wine manufacturing process.	T1, T2, R1, R2, R3, R4	CD1,2,7	
18.		18	Describe the service of still wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
19.		19	Differentiate between sparkling wine and champagne.	T1, T2, R1, R2, R3, R4	CD1,2,7	
20.		20	Explain four methods of sparkling wine manufacturing.	T1, T2, R1, R2, R3, R4	CD1,2,7	
21.		21	Classify champagne.	T1, T2, R1, R2, R3, R4	CD1,2,7	
22.		22	Describe the service of sparkling wine and champagne.	T1, T2, R1, R2, R3, R4	CD1,2,7	
23.		23	Explain port wine manufacturing, storage and service procedure.	T1, T2, R1, R2, R3, R4	CD1,2,7	
24.		24	Classify port wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
25.		25	Describe sherry manufacturing, storage and service procedure.	T1, T2, R1, R2, R3, R4	CD1,2,7	
26.		26	Classify sherry.	T1, T2, R1, R2, R3, R4	CD1,2,7	
27.		27	Differentiate between madeira, marsala and aromatized wine (vermouth).	T1, T2, R1, R2, R3, R4	CD1,2,7	
28.		28	Classify madeira and marsala.	T1, T2, R1, R2, R3, R4	CD1,2,7	

29.		29	Classify French wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
30.		30	Explain wines from different wine producing regions of France.	T1, T2, R1, R2, R3, R4	CD1,2,7	
31.		31	Classify German wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
32.		32	Explain wines from different wine producing regions of Germany.	T1, T2, R1, R2, R3, R4	CD1,2,7	
33.		33	Classify Italian wine.	T1, T2, R1, R2, R3, R4	CD1,2,7	
34.		34	Explain wines from different wine producing regions of Italy.	T1, T2, R1, R2, R3, R4	CD1,2,7	
35.		35	Explain wine of Spain	T1, R2,	CD1,2,7	
36.		36	Differentiate between old world and new world wine.	T1, R2	CD1,2,7	
37.		37	Pair wine with the food.	T1, T2	CD1,2,7	
38.	V	38	Classify room service	T1, R1, R3, R4	CD1,2,7	6
39.		39	Identify equipment that are essential to run room service department.	T1, R1, R3, R4	CD1,2,7	
40.		40	Develop room service layout.	T1, R1, R3, R4	CD1,2,7	
41.		41	Explain room service work flow.	T1, R1, R3, R4	CD1,2,7	
42.		42	Develop menu and duty roster for room service.	T1, R1, R3, R4	CD1,2,7	
43.		43	Explain the process of various types of employee scheduling.	T1, R1, R3, R4	CD1,2,7	
44.	VI	44	Differentiate between afternoon tea and high tea.	T1, R1	CD1,2,7	4
45.		45	Identify the crockeries and cutleries are required to set the cover for afternoon tea and high tea.	T1, R1	CD1,2,7	
46.		46	Classify cheese.	T1, R1, R3	CD1,2,7	
47.		47	Explain the manufacturing, service and storage procedure of cheese.	T1, R1, R3	CD1,2,7	
48.	VII	48,49	Define the culinary terminology used	T1, R1,	CD1,2,7	2

			in food and beverage service related to food, wine, menu and cheese.	R3		
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Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	-	-	-	-	-
2.	H	H	-	-	-
3.	H	H	-	-	-
4.	H	H	-	-	-
5.	H	H	-	-	-
6.	H	H	-	-	-
7.	H	H	-	-	-
8.	H	H	-	-	-
9.	H	H	-	-	-
10.	H	H	-	-	-
11.	H	H	-	-	-
12.	H	H	-	-	-
13.	H	H	-	-	-
14.	H	H	-	-	-
15.	H	H	-	-	-
16.	H	H	-	-	-
17.	H	H	-	-	-
18.	H	H	-	-	-
19.	H	H	-	-	-
20.	H	H	-	-	-
21.	H	H	-	-	-

22.	H	H	-	-	-
23.	H	H	-	-	-
24.	H	H	-	-	-
25.	H	H	-	-	-
26.	H	H	-	-	-
27.	H	H	-	-	-
28.	H	H	-	-	-
29.	H	H	-	-	-
30.	H	H	-	-	-
31.	H	H	-	-	-
32.	H	H	-	-	-
33.	H	H	-	-	-
34.	H	H	-	-	-
35.	H	H	-	-	-
36.	H	H	-	-	-
37.	H	H	-	-	-
38.	-	-	H	-	-
39.	-	-	H	-	-
40.	-	-	H	-	-
41.	-	-	H	-	-
42.	-	-	H	-	-
43.	-	-	H	-	-
44.	-	-	-	H	-
45.	-	-	-	H	-
46.	-	-	-	-	H
47.	-	-	-	-	H
48.	M	M	M	-	M

Course delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards
CD2	LCD projectors
CD3	Assignments
CD4	Case study
CD5	Mini projects
CD6	Role play
CD7	Self- learning such as internets
CD8	Simulation

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	√	√	√	√	√
CD2	√	√	√	√	√
CD3					
CD4					
CD5					
CD6					
CD7	√	√	√	√	√
CD8					

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H	M	L	-	M	-	-	M	M	-	M	-
2	H	H	L	-	M	-	-	L	M	M	M	-
3	H	H	-	-	M	-	M	L	L	-	L	-
4	H	L	L	-	M	-	-	L	L	-	-	-
5	H	L	L	-	M	-	-	L	L	-	-	-

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	60
Assignment	15

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3204

Course title: FOOD AND BEVERAGE PRACTICAL - III

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Demonstrate ability in taking order for beverages.
2. Demonstrate practical ability in the service of a range of fermented beverages.
3. Demonstrate practical ability to set up a table in a professional manner for table d'hôte menu.
4. Demonstrate the service skills necessary in order to undertake room service well.
5. Demonstrate the ability to serve afternoon tea, high tea and cheese.

Syllabus:

Lab I

Taking an Order for Beverages.

Lab II

Opening technique of wine bottle Still wine, Sparkling wine, Aromatized & fortified wine

Lab III

Service of Wine White wine, Red wine, Rose wine, Sparkling wine, Fortified wine, Aromatized wine.

Lab IV

Service of beer Bottled beer, Canned beer, Draught beer.

Lab V

Set up a table with Prepared Menu with wines.

Lab VI

Room Service Tray & Trolley Lay-Up and service.

Room Service Amenities Set-up in Rooms.

Functional & Floor Layouts for room service.

Lab VII

Service of Afternoon, High teas & Service of cheese.

Text Book :

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press.
2. United Colours of Alcohol, Jana & Srivastava, TRIDENT.

Reference Books:

1. The Beverage Manager's Guide to Wines, Beers and Spirits, Albert W.A. Schmid & John Peter Laloganes, Pearson.
2. Food & Beverage Service: A Training Manual, Sudhir Andrews, McGraw Hill Education.
3. Food & Beverage: F&B Simplified, Vara Prasad & R. Gopi Krishna, Pearson.

LECTURE PLAN

Department: HMCT

Course: HM 3204 FOOD AND BEVERAGE PRACTICAL - III

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Abhisek Jana

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1, 2, 3	Operate within the establishment requirements for the efficient taking of beverage orders.	T1, R2, R3	2, 7, 9	3
2.	II	4, 5, 6	Use appropriate skill to open various types of still, sparkling, fortified and aromatized wine bottles that are stopped with cork or screw cap.	T1, T2, R1, R2, R3	2, 7, 9	3
3.	III	7, 8, 9, 10, 11, 12	Demonstrate the practical ability to serve white, red, rose and sparkling wine.	T1, T2, R1, R2, R3	2, 7, 9	9
4.		13, 14, 15	Demonstrate the practical ability to serve fortified and aromatized wine.	T1, T2, R1, R2, R3	2, 7, 9	
5.	IV	16, 17, 18, 19, 20, 21	Use appropriate skill to open and serve various types of beer (bottled, canned & draught).	T1, T2, R1, R2, R3	2, 7, 9	6

6.	V	22, 23, 24,	Demonstrate practical ability to plan table d'hôte menu along with wine. and set up a table in a professional manner for the same.	T1, R2, R3	2, 7, 9	6
7.		25, 26, 27	Demonstrate practical ability to set up a table for table d'hôte menu in a professional manner.	T1, R2, R3	2, 7, 9	
8.	VI	28, 29, 30	Demonstrate the communication skill and techniques necessary in order to undertake order taking procedure in room service.	T1, R2, R3	2, 7, 9	9
9.		31, 32, 33, 34, 35, 36	Demonstrate the service skills necessary in order to undertake room service well.	T1, R2, R3	2, 7, 9	
10.	VII	37, 38, 39	Demonstrate the service skills necessary in order to serve afternoon tea and high tea.	T1, R2, R3	2, 7, 9	6
11.		40, 41, 42	Demonstrate the presentation, and service of cheese.	T1, R2	2, 7, 9	

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	-	-	M	-
2.	-	H	-	M	-
3.	-	H	-	M	-
4.	-	H	-	M	-
5.	-	H	-	M	-
6.	-	-	H	M	-
7.	-	-	H	M	-

8.	-	-	-	H	-
9.		M		H	
10.			L		H
11.			L		H

Course Delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards
CD2	LCD Projectors
CD3	Assignment
CD4	Case Study
CD5	Mini Project
CD6	Role Play
CD7	Self-Learning such as Internet
CD8	Simulation
CD9	Lab Experimental Learning

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	-	-	-	-	-
CD2	√	√	√	√	√
CD3	-	-	-	-	-
CD4	-	-	-	-	-
CD5	-	-	-	-	-
CD6	-	-	-	-	-
CD7	√	√	√	√	√
CD8	-	-	-	-	-
CD9	√	√	√	√	√

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H	-	-	-	M	-	L	-	L	-	-	-
2	H	-	L	-	H	-	-	M	H	-	L	-
3	H	-	-	-	L	-	-	-	-	-	-	-
4	H	-	-	-	M	-	L	-	L	-	-	-
5	H	-	-	-	M	-	L	L	L	-	-	-

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

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

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3027

Course title: FRONT OFFICE OPERATION - I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Identify different categories of Hotel and their rooms.
2. Classify Front Office Department and explain the functions of front office department in a hotel.
3. Design tariff card and meal plans for different categories of guests in a hotel.
4. Explain different types of passport and Visa.
5. Illustrate different types of communication required in hotel industry.

Syllabus:

MODULE – I

History and development of Hotel Industry, Types of hotels, Defining the term hotel, Classifying hotels, levels of service.

MODULE – II

Front office operations, Organization chart of small, medium and large hotel, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel.

MODULE – III

The guest cycle, Front office systems, Front office forms, the front desk, Front office equipment's, Telecommunication, Property management systems.

MODULE – IV

Need for hotel product brochures, tariff cards, Types of guest rooms and suites, Types of room rates, basis for charging room rates.

MODULE – V

Meal plans - Types, needs and use of such plans, Types of guests - FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign.

MODULE – VI

Passport- meaning and definition, Visa – meaning, Types of Visa – Tourist Visa, Business Visa, Employment Visa, conference Visa, student visa, sports visa etc. Permits

MODULE – VII

Communication, verbal communication, nonverbal communication, written communication, telecommunication, general office practice, additional tasks, legal requirement.

Text Book :

1. Managing front office operations by Kasavana & Brooks, AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Front office training manual by Sudhir Andrews, Tata McGraw Hill.
4. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann

LECTURE PLAN

Department: HMCT

Course: HM 3027 Front office Operation

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Praveen Srivastava

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1	Explain the development of hotel industry in India and world.	T2,R1	CD1,2,3,7	4
2.		2,3	Distinguish between different types of hotels	T1, T2	CD1,2,3,7	
3.		4	Explain the level of service in different hotels.	T1, T2	CD1,2,3,7	
4.	II	5,6	Explain the different front office operations in a hotel.	T1	CD1,2,3,7	6
5.		7	Compare the Organisation chart of different categories of hotel	T2, R2	CD1,2,3,7	
6.		8,9	Identify various factors effecting the work schedule, work shift and staffing of a hotel.	T2, R2	CD1,2,3,7	
7.		10	Differentiate between Job Description and Job Specification of front office personnel.	T2,R2	CD1,2,3,7	
8.	III	11,12	Identify various phase of Guest life cycle – Pre-Arrival, Arrival, Stay and Departure.	T2	CD1,2,3,7	5
9.		13	Differentiate between Non-Automated, Semi Automated and Automated front office system	T2	CD1,2,3,7	
10.		14	Identify various equipment of front office	T2	CD1,2,3,7	

11.		15	Explain the procedure of reservation and registration using Property Management System.	T2	CD1,2,3,7	
12.	IV	16	Explain the need of hotel product brochure	T1, T2	CD1,2,3,7	6
13.		17,18	Differentiate between different type of hotel room.	T1, T2	CD1,2,3,7	
14.		19	Explain the importance of tariff card and various types of room rate used in a hotel.	T1, T2	CD1,2,3,7	
15.		20,21	Interpret basis of charging the room rate for various room types.	T1, T2	CD1,2,3,7	
16.	V	22	Identify different meal plans used in a hotel.	T2, R2	CD1,2,3,7	4
17.		23,24	Explain the need of different types of meal plans for the hotels.	T2, R2	CD1,2,3,7	
18.		25, 26	Distinguish between different types of guest – FIT, GIT, Domestic, Foreign, Business & Special Interest	T2, R2	CD1,2,3,7	
19.	VI	27	Explain the use of passport	T1	CD1,2,3,7	7
20.		28, 29	Distinguish between different types of Passport	T1	CD1,2,3,7	
21.		30, 31	Differentiate between passport and Visa	T1	CD1,2,3,7	
22.		32,33	Explain different types of Visas – Business, employment, conference, student, sports etc.	T1	CD1,2,3,7	
23.	VII	34	Explain the importance of communication in hotel industry	T1	CD1,2,3,7 8	7
24.		35,36	Differentiate between verbal and nonverbal communication	T1	CD1,2,3,7, 8	
25.		38,38	Illustrate written communication required in hotel industry	T1	CD1,2,3,7, 8	
26.		39	Perform telecommunication activities in the front office department of a hotel.	T1	CD1,2,3,7,8	
27.		40	Illustrate the general office practices in front office department of a hotel.	T1	CD1,2,3,7,8	

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	-	-	-	-
2.	H	-	-	-	-
3.	H	-	-	-	-
4.	L	H	-	-	-
5.	L	H	-	-	-
6.	-	H	-	-	-
7.	-	H	-	-	-
8.	-	H	-	-	-
9.	-	H	-	-	-
10.	-	H	-	-	-
11.	-	H	-	-	-
12.	-	-	H	-	-
13.	-	-	H	-	-
14.	H	-	M	-	-
15.	-	-	H	-	-
16.	-	-	H	-	-
17.	-	-	H	-	-
18.	-	-	H	-	-
19.	-	-	-	H	-
20.	-	-	-	H	-
21.	-	-	-	H	-
22.	-	-	-	H	-

23.	-	-	-	-	H
24.	-	-	-	-	H
25.	-	-	-	-	H
26.	-	-	-	-	H
27.	-	-	-	-	H

Course delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards
CD2	LCD Projectors
CD3	Assignment
CD4	Case Study
CD5	Mini Project
CD6	Role Play
CD7	Self-Learning such as Internet
CD8	Simulation
CD9	Lab Experimental Learning

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	√	√	√	√	√
CD2	√	√	√	√	√
CD3	√	√	√	√	√
CD4					
CD5					
CD6					
CD7	√	√	√	√	√
CD8					√
CD9					

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H	-	-	-	-	-	-	-	-	-	-	-
2	H	-	-	-	-	-	-	-	-	-	-	-
3	L	H	-	-	-	-	-	-	-	-	-	-
4	H	-	-	-	-	-	-	-	-	-	-	-
5	L	-	-	-	-	H	-	-	-	-	-	

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	60
Assignment	15

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3208

Course title: FRONT OFFICE PRACTICAL - I

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	3	2

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Apply the communication skill in business communication, presentation, and public speaking.
2. Illustrate telecommunication skill & handle different telephonic situation in hotel industry.
3. Design various forms and formats used in front office department of a hotel and explain countries, capital, airline and flags.
4. Identify equipment, work structure and stationery used in hotels.
5. Explain the basic manners and grooming required in hotel industry.

Syllabus:

Lab I

Communication skills - verbal, nonverbal.

Lab II

Presentation and public speaking.

Lab III

Telecommunication skills telephonic situation handling

Lab IV

Preparation and study of countries, capitals, currencies, airlines and flags chart

Lab V

Forms and formats related to 3rd semester

Lab VI

Identification of equipment, work structure and stationery

Lab VII

Basic manners and grooming standards required for Front Office operation

Text Book :

1. Front office Training Manual by Sudhir Andrews, Tata McGraw Hill.
2. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks, AHLA
4. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.

LECTURE PLAN

Department: HMCT

Course: HM 3208 Front office Practical - I

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Praveen Srivastava

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1, 2, 3, 4, 5, 6	Identify prerequisite objectives cum outcome of the course & illustrate verbal and non-verbal communication skill in different business communication.	T1,2 R 1	2, 6, 7, 9	6
2.	II	7, 8, 9, 10,11,12	Apply the skill of presentation and public speaking	T 1, 2 R2, 3	2, 6, 7, 9	6
3.	III	13,14,15, 16,17,18	Apply the telephonic skill needed for a Front office staff of a hotel.	T 1, 2 R 3, 4	2, 6, 7, 9	6
4.	IV	19, 20, 21, 22,23,24	Explain continent of different countries, its capital, currency, flag and airlines.	T 1	2, 7, 9	6
5.	V	25,26,27	Design forms and formats related to Front office department of a hotel.	T 1, 2 R 1, 2, 3	2,7, 9	3
6.	VI	28,29,30, 31,32,33	Identify equipment, work structure and stationary used in front office department of a hotel.	T 1, 2 R 3, 4	2, 7, 9	6

7.	VII	34,35,36	Explain basic manners and grooming standards required for Front Office operation	T 1, 2 R 3,4	2, 7, 9	3
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Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	M	-	-	-
2.	H	-	-	-	-
3.	L	H	-	-	-
4.	-	-	H	-	-
5.	-	-	H	M	-
6.	-	-	-	H	-
7.	-	-	-	-	H

Course Delivery Methods

Course Delivery Methods	
CD1	Lecture by use of boards
CD2	LCD Projectors
CD3	Assignment
CD4	Case Study
CD5	Mini Project
CD6	Role Play
CD7	Self-Learning such as Internet
CD8	Simulation
CD9	Lab Experimental Learning

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	-	-	-	-	-
CD2	√	√	√	√	√
CD3	-	-	-	-	-
CD4	-	-	-	-	-
CD5	-	-	-	-	-
CD6	√	√	-	-	-
CD7	√	√	√	√	√
CD8	-	-	-	-	-
CD9	√	√	√	√	√

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	L	-	-	-	-	H	-	-	-	-	-	-
2	-	-	-	-	-	H	-	-	-	-	-	-
3	H	-	-	-	-	-	-	-	-	-	-	-
4	H	-	-	-	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-	H	-	-	-

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

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

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3025

Course title: Accommodation Operation - II

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain aspects of the cleaning of various surfaces and hotel areas.
2. Apply guidelines and the function of budgeting meant for supervisors and managers.
3. Illustrate safety and security practices in hotel premise.
4. Manage pest and waste effectively.

Syllabus:

MODULE – I

Cleaning Of Guest Rooms: Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities

MODULE – II

Housekeeping Supervision: Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff

MODULE – III

Cleaning Of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts, Elevators/Staircase/back areas/Front areas/Corridor)

MODULE – IV

Safety Awareness and Security: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

MODULE – V

Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets, Theft: Employee, guest, external persons, Security in Hotel guest rooms

MODULE – VI

Pest Control And Waste Disposal: Types of pests, common pests and their control, Integrated Pest Management Waste disposal

MODULE – VII

Budgeting For Housekeeping Expenses: Types of budgets, Housekeeping expenses, Budget planning process, Income statement of the rooms division, Controlling expenses, Inventory control and stock taking, Purchasing

Text Books:

1. Hotel Housekeeping by Raghubalan & Raghubalan, Oxford University Press.

Reference Books:

1. Hotel Housekeeping by Singh, Mc Graw Hill.
2. Hotel Housekeeping by Kausal & Gautam, Frank Brothers.
3. Housekeeping Training Manual by Andrews, Tata McGraw Hill.

LECTURE PLAN

Department: HMCT

Course: HM 3025 Accommodation Operation- II

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Gautam Shandilya

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs.
1.	I	1,2	Identify pre-requisites, objectives cum outcomes of the course & Explain the nature and types of soil on various surfaces.		CD1,3	6
2.		3	Compare the standards for cleaning.	T1,R1,R2	CD1,2,7	
3.		4,5,6	Describe the various procedures of cleaning and bed making.	T1,R1,R3	CD1,2,7,9	
4.	II	7,8	Explain the crucial role of a supervisor.	T1,R1	CD1,2,7	6
5.		9,10	Develop checklists for use in guestrooms and public areas.	T1,R3	CD1,2,3	
6.		11,12	Handle guest complaints.	T1,R1,R2	CD1,2,6	
7.	III	13	Explain the term 'public areas'.	T1,R2	CD1,2,7	5
8.		14,15,16	Differentiate between daily, weekly and periodic cleaning tasks for public areas.	T1,R3	CD1,2,7,9	
9.		17	Identify the importance of cleaning and maintenance of public areas.	T1,R1	CD1,2,7	
10.	IV	18	Differentiate between safety and security.	T1,R2	CD1,2,7	7
11.		19,20	Identify potential hazards for housekeeping employees.	T1,R1	CD1,2,7	
12.		21,22,23,24	Explain the best practices followed in accident prevention, fire prevention, first aid etc.	T1,R3	CD1,2,6,9	

13.	V	25,26	Identify the levels of guest and employee thefts in a hotel.	T1,R1	CD1,2,7	6
14.		27	Explain the procedures for the control of keys.	T1,R1,R2	CD1,2,3	
15.		28,29,30	Explain the procedure for dealing with emergency situations (death, attacks etc.)	T1,R3	CD1,2,6,9	
16.	VI	31	Establish goals for pest control.	T1	CD1,2,7	6
17.		32,33,34	Explain the characteristics of common pests found in hotels.	T1	CD1,2,3,7	
18.		35,36	Demonstrate hygienic disposal and recycling of wastes.	T1,R3	CD1,2,7,9	
19.	VII	37,38,39	Describe the budget planning process, types of budgets and expenses made in housekeeping department.	T1,R1	CD1,2,3,7	6
20.		40,41	Explain the importance and procedures of inventory control, stock taking and controlling expenses.	T1,R1	CD1,2,3,7	
21.		42	Explain the purchasing procedures for various inventory items in the housekeeping department	T1,R1	CD1,2,3,7	

Mapping between ILOs and Course outcome (CO)

ILO	Course Outcomes			
	CO1	CO2	CO3	CO4
1.	H	-	-	L
2.	H	-	-	L
3.	H	-	-	L
4.	L	H	-	-
5.	L	H	-	-
6.	L	H	-	-
7.	H	-	-	L
8.	H	-	-	L
9.	H	-	-	L
10.	L	-	H	L
11.	L	-	H	L
12.	L	-	H	L
13.	-	-	H	-
14.	-	-	H	-
15.	-	-	H	-
16.	L	-	-	H
17.	L	-	-	H
18.	L	-	-	H
19.	-	H	-	-
20.	-	H	-	-
21.	-	H	-	-

Course delivery Methods

Course Delivery methods	
CD1	Lecture by use of board
CD2	LCD projector
CD3	Tutorials/Assignments
CD4	Case study
CD5	Mini projects
CD6	Role play
CD7	Self- learning such as use of NPTEL materials and internet
CD8	Simulation
CD9	Lab experiment

Mapping between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes			
	CO1	CO2	CO3	CO4
CD1	√	√	√	√
CD2	√	√	√	√
CD3		√		
CD4				
CD5				
CD6			√	
CD7	√	√	√	√
CD8				
CD9	√		√	

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H	M	H	-	M	-	-	H	M	-	-	-
2	H	-	-	-	H	M	M	-	M	L	L	-
3	H	H	H	L	L	M	M	H	H	-	L	-
4	H	-	H	-	M	-	L	H	M	H	L	L

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Semester Examination Marks	25
End Semester Examination Marks	60
Assignment	15

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: HM 3206

Course title: ACCOMMODATION OPERATION PRACTICAL - II

Pre-requisite(s) (If Any):

Credits:	L	T	P	C
	0	0	2	1.5

Class schedule per week: 1 Lab per week (3 Lecture Hr.)

Course Outcomes : After completion of the course, the learners will be able to:

1. Explain the use and importance of room attendant trolley on housekeeping operations.
2. Illustrate and outline the procedure for the turndown service.
3. Manage and organize cleaning task for guestrooms and public areas of the hotel.
4. Explain the use and importance of checklist in cleaning.
5. Manage guest complaints related to room cleaning and maintenance.

Syllabus:

Lab 1

Room Attendant Trolley

Lab 2

Bed Making

Lab 3

Turn down service

Lab 4

Cleaning of departure room

Lab 5

Cleaning of Occupied room

Lab 6

Cleaning of vacant room

Lab 7

Cleaning of public areas- functional, leisure areas

Lab 8

Inspection of guest rooms & public areas with the help of checklist

Lab 9

Handling guest complaint related to room cleaning and maintenance

Text Book :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. Hotel Housekeeping, G. Raghubalan & smritee Raghubalan

Reference Books:

- 1 House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 2 Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- 3 Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson

LECTURE PLAN

Department: HMCT

Course: HM 3206 Accommodation operation Practical - II

Academic Year: 2017-18

Class: BHMCT

Semester: III

Course Coordinator: Pranjali Kumar

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to ...)	Preferred Book(s)	CD	Total no. of Lecture Hrs
1.	I	1, 2, 3	Illustrate the use and importance of Room attendant trolley.	T1,2 R 1	2, 6, 7, 9	3
2.	II	4,5,6	Apply the skill needed for bed making in hotel guestrooms.	T 1, 2 R2, 3	2, 6, 7, 9	3
3.	III	7,8,9 10,11,12	Explain the procedure for turndown service.	T 1, 2 R 3, 4	2, 6, 7, 9	6
4.	IV	13,14,15	Explain the procedure for cleaning of departure room.	T 1	2, 7, 9	3
5.	V	16,17,18	Explain the procedure for cleaning of occupied room.	T 1, 2 R 1, 2, 3	2,7, 9	3
6.	VI	19,20,21	Explain the procedure for cleaning of vacant room.	T 1, 2 R 3, 4	2, 7, 9	3

7.	VII	22,23,24 25,26,27	Demonstrate the procedure for cleaning public areas	T 1, 2 R 3,4	2, 7, 9	6
8	VIII	28,29,30	Illustrate the importance of checklist for inspection of guestrooms and public areas.	T1,2,R2,3	2,7,9	3
9	IX	31,32,33	Explain the ways for handling guest complaint in hotels.	T1,2	2,7,9	3

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	-	L	-	-
2.	-	H	-	-	-
3.	-	H	-	-	-
4.	-	-	H	-	-
5.	-	-	H	-	-
6.	-	-	H	-	-
7.	-	-	H	-	-
8.	-	-	-	H	-
9.	-	-	-	-	H

Course Delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards
CD2	LCD Projectors
CD3	Assignment
CD4	Case Study
CD5	Mini Project
CD6	Role Play
CD7	Self-Learning such as Internet
CD8	Simulation
CD9	Lab Experimental Learning

Mapping Between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	-	-	-	-	-
CD2	√	√	√	√	√
CD3	-	-	-	-	-
CD4	-	-	-	-	-
CD5	-	-	-	-	-
CD6	-	-	-	-	-
CD7	√	√	√	√	√
CD8	-	-	-	-	-
CD9	√	√	√	√	√

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	V	vi	vii	viii	ix	x	xi	xii
1	L	-	-	-	-	H	-	-	-	-	-	-
2	H	-	-	-	-	H	-	-	-	-	-	-
3	H	L	-	-	M	-	L	-	H	-	-	-
4	H	-	-	-	-	-	-	-	-	-	-	-
5	H	H	L	-	L	-	-	-	H	-	-	-

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

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

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome

COURSE INFORMATION SHEET

Course code: MSH 1137

Course title: Economics

Pre-requisite(s): Completed higher secondary and enrolled for a professional course

Credits:	L	T	P	C
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcomes : After completion of the course, the learners will be able to:

1.	Outline the concept meaning of economics.
2.	Describe macro and micro economics and utility concept.
3.	Interpret demand and demand shift and cost output in short and long term.
4.	Illustrate concept of market forms as per perfect and imperfect competition
5	Explain the concept national income and inflation.

Syllabus:

MODULE-1

Concept, Meaning and subject matters of Economics

MODULE-II

Micro and Macro Economics, Utility Concept

MODULE-III

Demand and Demand Functions: Concept, Determining Factors, Law of Demand, Demand Schedule and Demand Curve, Shift of Demand Curve and Movement along the Demand Curve,

MODULE-IV

Cost Concepts: Different Types of Costs, Cost Curves, Cost-Output in Short Term and Long Term.

MODULE-V

Market: Concept of Market forms according to Competition- Perfect, Imperfect Competition and Monopoly. Price determination under Perfect Competition.

MODULE-VI

National Income: Concept, Meaning and Measurement of National Income.

MODULE-VII

Money: Concept and Meaning of Money, Supply and Demand of Money. Inflation- Meaning and effect.

References:

1. Managerial Economics D.N. Dwivedi
2. Principles of Economics- S.K. Agarwal- Excel Books
3. Business Economics- M.J. Mankar,
4. Business Economics- Atmanand

LECTURE PLAN

Department: Hotel Management and Catering Technology

Course: MSH 1137 Economics

Academic Year: 2017-18

Class: HMCT

Semester: III

Course Coordinator: Rajeshwari Chatterjee

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to)	Preferred Books	CD	Total no. of Lecture Hrs
1	1	1	Identify pre-requisites, objectives cum outcomes of the course and explain concept of economics, scarcity and inevitability of choice.	T1	C2,7	4
2		2	Describe the meaning and subject matter of economics	T1	C1,3,7	
3		3,4	Define and illustrate efficiency using production possibility frontier.	T1	C1,2,3,7	
4	II	5	Define and outline the nature of microeconomics.	T1	C1,7	5
5		6	State the importance and growth of macroeconomics.	T1	C2,7	
6		7	Define and outline the nature of microeconomics.	T1	C2,7	

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to)	Preferred Books	CD	Total no. of Lecture Hrs
7		9	State the importance macroeconomics and explain utility concept.	T1	C1,2,3,7	
8	III	9	Explain the determinants of market demand.	T1	C2,3,7	7
9		10	State law of demand and its types.	T1	C1,2,3,7	
10		11,12	Describe demand schedule and demand curve.	T1	C1,2,3,7	
11		13,14	Interpret shift and movement of demand curve.	T1	C1,2,3,7	
12	IV	15,16	Explain different cost concepts used in business decision.	T1	C2,3,7	5
13		17,18	Interpret cost curve- short run cost output relations	T1	C2,7	
14		19,20	Interpret cost curve- long run marginal cost curve.	T1	C1,3,7	
15	V	21	Describe the concept of market, demand and supply side of market.	T1	C2,3,7	7
16		22,23	Explain demand and supply in perfect and imperfect competition.	T1	C1,2,3,7	
17		24,25	Describe linear, non-linear, dynamic demand functions.	T1	C1,2,3,7	
18		26,27	Illustrate price determination in perfect competition.	T1	C1,2,3,7	
19	VI	28	Define national income and its importance.	T1	C2,3,7	7
20		29,30	Describe various methods of measuring national income- two sector model	T1	C2,3,7	
21		31,32	Describe the methods used in India for measuring national income.	T1	C2,3,7	
22		33,34	Show the growth and trends in national income of India.	T1	C1,2,3,7	
23	VII	35	Define concept and meaning of money.	T1	C2,3,7	6
24		36,37	Interpret the concept of supply and demand of money.	T1	C2,4,7	
25		38	Define inflation and state its different types.	T1	C2,4,7	
26		39,40	Solve measures of inflation. and describe effects of inflation.	T1	C1,2,4,7	

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H				
2.	H				
3.	H				
4.	M	H			
5.	M	H			
6.	M	H			
7.	M	H			
8.	M		H		
9.	M		H		
10.	M		H		
11.	M		H		
12.	M		H		
13.	M		H		
14.	M				
15.				H	
16.				H	
17.				H	
18.				H	
19.					H
20.					H
21.					H
22.					H
23.					H
24.					H
25.					H
26.					H

Course Delivery Methods

Course Delivery Methods	
CD1	Lecture by use of boards
CD2	LCD projectors
CD3	Assignments
CD4	Case study
CD5	Mini projects
CD6	Role play
CD7	Self- learning such as internets
CD8	Simulation
CD9	Lab Experimental Learning

Mapping between COs and Course Delivery (CD) methods

Course Delivery (CD) methods	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
CD1	√	√	√	√	√
CD2	√	√	√	√	√
CD3	√	√	√	√	√
CD4					
CD5					
CD6					
CD7	√	√	√	√	√
CD8					
CD9					

Mapping of Course Outcomes onto Program Outcomes

Course Outcome	Program Outcomes											
	i	ii	iii	iv	v	vi	vii	viii	ix	x	xi	xii
1	H		H	H	H			H	M	M	H	H
2	M				M			M		M	H	
3	H	H	H	H		H	H				H	H
4	H	H	H	H	H	H	H				H	
5	H		H	H	H	M		M	M	H	H	H

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	60
Assignment	15

Indirect Assessment

1. Student Feedback on Faculty
2. Student Feedback on Course Outcome