COURSE INFORMATION SHEET

Course code: HM 5021

Course title: FOOD PRODUCTION – V

Pre-requisite(s):

Credits:	**L**	**T**	**P**	**C**
	3	0	0	3

Class schedule per week: 3 lectures

Course Outcome:-

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

(Limit the course outcome to 4-5 only, It should begin with words like explain ,classify, create, design, interpret, Identify, conceptualize, apply illustrate, develop, manage etc.)

- Develop idea about classical French, Italian,and Japanese cuisine.menus,
- Demonstrate understanding of cold cuts ,charcutiere and think critically about their uses.
- Interpret kitchen management in food production.
- Illustrate the types of chocolate,its production and sugar craft
- Explain banquet menu and buffet preparation.

Syllabus:

Module 1 Classical French cuisine

Origin and development of cuisine, ingredients, cooking methods, recipes, presentation forms, French term for food items, French specialties**,** Regional classification.

Module 2. Cold cuts

Farcis, terrines, pates, galantines, ballotines, mousses, quenelles -types, preparation, menu examples, Cold sauces, dips, chaudfroid, aspics, methods of preparations, examples, charcutiere, sausages, types, preparation, popular sausages, SPS, cooking methods, casings, storage, problems.

Module 3 Italian Cuisine

Origin and development of cuisine, ingredients, cooking methods, recipes and presentation forms, Italian terms for food items, regional classification.

Module 4. Japanese cuisine

Origin and development of cuisine, ingredients, cooking methods, recipes and presentation forms, Japanese terms for food items, regional classification.

Module 5. Kitchen Management

Workflow, layout, stewarding, staffing, stores management, indenting, production planning, New product development, use technologies in food production.

Module 6 Banquet menus

Planning, indenting, costing, forecasting, recipes, pre - preparation and cooking techniques, themes, Buffet preparation.

Module 7 Bakery desserts and decorations

Chocolate-Production, chocolate confectionary, chocolate decorations, tempering

Cold sweets and hot sweets- mousse, mousseline, soufflé**,** Sugar craft- fondent, marzipan, gum paste.

Text Books:

1. Food Production Operation: Parvinder S. Bali
2. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip, Orient Longman
3. Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
4. The Complete Guide to the Art of Modern Cookery: Esscofier
5. Theory Of Cookery: Krisna Arora
6. Practical Cookery: Victor Cesrani & Ronald Kinton, ELBS
7. Theory of Catering: Victor Cesrani & Ronald Kinton, ELBS

Reference Books:

1. International Cuisine &Food Production Management: Parvider S. Bali
2. TheoryOf Bakery And Confectioery : Yagambal Ashokumar

LECTURE PLAN

Department: HMCT

Course: HM 5021 Food Production V

Academic Year: 2017-18

Class: BHMCT

Semester: V

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 2.	I	1 2 3 4	Identify prerequisite objective cum outcome of the course. Explain the origin and development of French cuisine. Describe the cooking methods, recipes, presentation forms used in French cuisine. Explain the regional classification of French cuisine.	T1,T2 ,T3 T1,T2	1,2,	4
5. 6 . 7 8	III	11 12 13 14,15 16	Explain the origin and development of Italian cuisine Give the idea about the ingredients used in Italian cuisine Illustrate the cooking method,recipes and presentation forms. Classify regional cuisine of Italy. Identify the Italian menu terms for foods.	T1,T3 T1,T2 T1,T2	1,2, 1,2,3, 1,2	6

9 10 11 12 13	IV	17 18 19 20,21 22	Explain the origin and development of Japanese cuisine Give idea about the ingredients used in Japanese cuisine . Illustrate the cooking methods, recipes and presentation forms. Classify regional cuisine of japan. Identify the Japanese menu terms for foods	T1,T3 , T4,T6	1,2 1,2	6
14 15 16 17	V	23 24, 25 26 27,28 29 30	Explain kitchen management. Define workflow, layout of a kitchen. Illustrate stewarding, staffing. Explain store management ,indenting and production planning. Detect new product development. Distinguish the use of technologies in food production.			8
18 19 20	VI	31 32 33 34,35 36	Explain banquet management. Define planning, Indenting , costing . Illustrate forecasting, recipes ,pre-preparation and cooking technique. Explain the theme buffet. Identify buffet preparation.	T1,T2 T1,T2	1,2 1,2	6
21 22 23	VII	37 38 39 40	Give the idea about bakery desserts and decorations Illustrate the chocolate production Explain the chocolate confectionary, chocolate decorations, tempering. Differentiate cold sweets and hot sweets.	T2,R5	1,2,3	6

24		41 42	Define mousse,,mousseline, soufflé. Explain sugar craft , fondent , marzipan, gum paste.			

Mapping Between ILOs and Course outcome (CO)

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

18.			H		H
19.		H	-		H
20.		H	-		H
21.		H	-	H	
22.			-	H	
23.	-		-	H	
24.	-		-		

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			L	L		-	-	-	-	-	-	-
2			L			-	-	-	-	-	M	M
3		-	M	L	-	-	-	-	-	-	-	L
4			-	-	-	-	-	M	-	-	-	
5												

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 5202

Course title: FOOD PRODUCTION PRACTICAL - V

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. Prepare basic French, Italian, & Japanese cuisine.
2. Illustrate the different types of cold cuts.
3. Create various forms of ice & vegetable carving.
4. Design kitchen layout and planning.

Syllabus:

Lab I

To be skilled in French cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab II

To be skilled in Italian cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab III

To be skilled in Japanese cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes.

Lab IV

Cold cuts – choudfroid, quenelles. galantine, ballotines

Lab V

Basics of ice carving, vegetable carving.

Lab VI

Kitchen planning and layout

Lab VII

Cold cuts- pate, Terrines

Text Book :

1. International Cuisines &Food Production Management: Parvinder S Bali

Reference Books:

1. Practical Cookery: Victor Cesrani & Ronald Kinton
2. Theory of Catering: Victor Cesrani & Ronald Kinton
3. Food Production Operation: Parvinder S. Bali
4. Theory of Catering: K. Arora
5. Modern Cookery for Teaching & Trade: Vol-I: Thangam E. Philip
6. Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery: Esscofier

LECTURE PLAN

Department: HMCT

Course: HM 5202 Food production Practical - V

Academic Year: 2017-18

Class: BHMCT

Semester: V

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	Demonstrate the French cuisine	T1,	9	6
2.	II	7, 8, 9, 10,11,12	Create the Italian cuisine.	T 1,	9	6
3.	III	13,14,15, 16,17,18	Prepare the Japanese cuisine.	T 1,	9	6
4.	IV	19, 20, 21, 22,23,24	Illustrate cold cuts.	T 1	9	6
5.	V	25,26,27 28,29,30	Demonstrate ice and vegetable carving.	R4	9	6
6.	VI	31,32,33 34,35,36	Explain kitchen planning &layout.	T 1, R2, 6	9	6

7.	VII	37, 38, 39 40,41..42.	Illustrate different types of cold cuts.	T 1, R6	9	6

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	M	-	-	-
2.	H	-	-	-	-
3.	H	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: HM5023

Course title: FOOD AND BEVERAGE SERVICE-V

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. Design and analyze menu for food service establishments.
2. Develop business plan for restaurant.
3. Explain the concept and operation procedure of function catering.
4. Discuss the concept of food and beverage controls as an integral part of a hospitality operation.
5. Apply the principles and concepts of control system to typical decisions in food and beverage establishments.

Syllabus:

MODULE – I

Menu Management: 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.

MODULE – II

Restaurant Planning: 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.

MODULE – III

Function Catering: Introduction, Types – Formal and Informal, Organization of banquet dept., Duties and responsibilities, Sales and booking procedure, Banquet menu, Space requirement and sitting plan, Mise-en place, Service

MODULE – IV

Buffet: Introduction, 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.

MODULE – V

F&B Control Overview: Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.

MODULE – VI

Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts, Cost/Volume/Profit Relationships (Break-even analysis).

MODULE – VII

Food & Beverage Control: 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. Beverage Purchasing Control, Beverage Receiving

Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

Text Book:

1. Food and Beverage Service, R. Singaravelavan, Publisher: Oxford University Press
2. Food & Beverage Management- Sudhir Andrews, McGraw Hill Education
3. Food & Beverage Service - Lillicrap & Cousins, ELBS

Reference Books:

1. Menu Engineering: A Practical Guide to Menu Analysis, Michael L. Kasavana, Donald I. Smith, Hospitality Pub
2. Management by Menu, Lendal H. Kotschevar, Diane Withrow, Wiley Publication
3. Restaurant Planning Guide, Peter Rainsford, David H. Bangs, Kaplan Publishing
4. Restaurant Planning, Design, and Construction: A Survival Manual for Owners, Operators, and Developers, Jeff B. Katz, John Wiley & Sons
5. Food & Beverage Management, Davis B, Lockwood A, Stone S, Butterworth-Heinemann (Elsevier)

LECTURE PLAN

Department: HMCT

Course: HM 5023 Food & Beverage Service - V

Academic Year: 2017-18

Class: BHMCT

Semester: V

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	Classify menu.	T1, T3, R1, R2	CD1,2,7	6
2.		2	Explain the principles of menu planning.	T1, T3, R1, R2	CD1,2,7	
3.		3,4	Apply different types of menu pricing strategies and method.	T1, R1, R2	CD1,2,7	
4.		5,6	Analyse menu.	T1, R1, R2	CD1,2,7	
5.	II	7,8,9	Conduct feasibility study before opening food & beverage service outlet.	T1, R3, R4	CD1,2,7	6
6.		10,11,12	Prepare project report for a restaurant.	T1, R3, R4	CD1,2,7	
7.	III	13	Classify function catering	T1, T3, R3, R4	CD1,2,7	6
8.		14	Describe the job descriptions of a variety of managerial and service positions that are typical of function catering.	T1, T3, R3, R4	CD1,2,7	
9.		15,16,17	Explain the operation procedure of function catering.	T1, T3, R3, R4	CD1,2,6,7	
10.		18	Design seating plan for	T1, T3,	CD1,2,4,7	

			formal function catering.	R3, R4		
11.	IV	19	Classify buffet.	T1, T3, R3, R4	CD1,2,7	4
12.		20,21	Identify the factors that affect buffet planning.	T1, T3, R3, R4	CD1,2,7	
13.		22	Explain the buffet service procedure.	T1, T3, R3, R4	CD1,2,7	
14.	V	23	Identify the objectives of Food & Beverage control.	T2, R5	CD1,2,7	4
15.		24	Assess the problems of Food & Beverage control.	T2, R5	CD1,2,7	
16.		25, 26	Explain the fundamentals of food & beverage control.	T2, R5	CD1,2,7	
17.	VI	27	Identify various elements of cost.	T2, R5	CD1,2,7	7
18.		28	Discover various costs incurred in food & beverage operations.	T2, R5	CD1,2,7	
19.		29	Classify costs.	T2, R5	CD1,2,7	
20.		30, 31	Interpret sales concept.	T2, R5	CD1,2,7	
21		32, 33	Analyse the relationship between cost/volume/profit and break-even point.	T2, R5	CD1,2,7	
22.	VII	34,35,36,37,38.39	Analyse the food control system in food & beverage service establishments.	T2, R5	CD1,2,7	11
23.		40,41,42,43,44	Analyse the beverage control system in food & beverage service establishments.	T2, R5	CD1,2,7	

Mapping Between ILOs and Course outcome (CO)

ILO	Course Outcomes				
	CO1	CO2	CO3	CO4	CO5
1.	H	L	-	-	-

2.	H	M	-	-	-
3.	H	M	-	-	-
4.	H	-	-	-	-
5.	-	H	-	-	-
6.	-	H	-	-	-
7.	-	-	H	-	-
8.	-	-	H	-	-
9.	L	-	H	-	-
10.	-	-	H	-	-
11.	-	-	H	-	-
12.	L	-	H	-	-
13.	-	-	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

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	H	-	H	H	-	-	-	-	-	-	-
2	H	H	-	H	H	H	-	-	-	-	-	-
3	H	H	-	-	H	H	H	-	-	-	-	-
4	H	H	M	-	-	-	-	-	M	-	-	-
5	H	M	M	H	H	H	H	M	M	-	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 5204

Course title: FOOD AND BEVERAGE PRACTICAL - V

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 setting different restaurant layouts.
2. Demonstrate practical ability in the layout of buffet and banquet booking.
3. Demonstrate practical ability to do banquet service and filling banquet form.
4. Demonstrate the service skills necessary to undertake cocktail party and theme parties.

Syllabus:

Lab I

Restaurant Set-ups of different types

Lab II

Buffet Layup, theme Buffets set up

Lab III

Taking Banquet Booking

Lab IV

Filling - Banquet F.F.

Lab V

Formal Banquet Service

Lab VI

Indian themes and food festivals

Lab VII

Cocktail parties

Text Book :

1. Food & Beverage Service Training Manual - Sudhir Andrews,
2. Food & Beverage Service - Lillicrap & Cousins,
3. Modern Restaurant Service - John Fuller,

Reference Books:

1. Professional Food & Beverage Service Management - Brian Varghese,
2. Food Service Operations - Peter Jones & Cassel

LECTURE PLAN

Department: HMCT

Course: HM 5204 FOOD AND BEVERAGE PRACTICAL - V

Academic Year: 2017-18

Class: BHMCT

Semester: V

Course Coordinator: Amit Saran

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 various restaurant layouts.	T1, R2, R3	2, 7, 9	3
2.	II	4, 5, 6	Use appropriate skill to do buffet layout and theme buffet set up	T1, T2, R1, R2, R3	2, 7, 9	3
3.	III	7, 8, 9, 10, 11, 12	Demonstrate the practical ability of taking banquet booking.	T1, T2, R1, R2, R3	2, 7, 9	6
4.	IV	13, 14, 15	Demonstrate the practical ability of filling the banquet Form.	T1, T2, R1, R2, R3	2, 7, 9	3
5.	V	16, 17, 18, 19, 20, 21	Illustrate the formal banquet service.	T1, T2, R1, R2, R3	2, 7, 9	6

6.	VI	22, 23, 24,	Demonstrate practical ability to plan and execute theme and food festivals.	T1, R2, R3	2, 7, 9	6
7.	VII	25, 26, 27 28, 29, 30	Demonstrate practical ability to manage cocktail parties.	T1, R2, R3	2, 7, 9	6

Mapping Between ILOs and Course outcome (CO)

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

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 5027

Course title: FRONT OFFICE OPERATION -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. Identify functions and procedures related to check-out and settlement process.
2. Explain the process of creating and maintaining front office accounts.
3. Identify the functions of the front office audit and the duties of front office auditor.
4. Illustrate the management process in terms of functions front office managers perform to achieve organizational objective.
5. Explain the application of yield management in the hotel industry.

Syllabus:

Module 1. Front Office cash / Checkout and Settlement

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.

Module 2. Front Office Accounting

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.

Module 3. The Night Audit

Function of night audit, Operating model non-automated. Semi automated, The night audit process, Verifying the night audit.

Module 4. Guest complaint handling / Problem solving

Process, thumb rules, Common complaints / problems / situations handling, Role of emotions in situation handling.

Module 5. Credit Control

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.

Module 6. Planning and Evaluating Operations

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.

Module 7. Yield Management

Concept of Yield Management, Capacity Management, Discount allocation, Duration control, measuring a yield, using yield management – potential high and low demand tactics. Yield management computer software system.

Text Book:

1. Managing front office operations by Kasavana & Brooks, AHLA
2. Front Office Management by Sushil Kumar Bhatnagar, Fran Bros. & Co.
3. Hotel Front office operation and management by Jatashanker R. Tewari
4. Professional Front office Management by Robert H.Woods,David K Hayes.

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 7037 Front office Management

Academic Year: 2017-18

Class: BHMCT

Semester: VII

Course Coordinator: Pranjal 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	Identify pre requisites, objectives cum outcome of the course.	T1,T2,T3,R1	CD1,2,8	5
2.		2	Illustrate the role of front desk cashier.	T1, T2	CD1,2,8	
3.		3	Explain the ways of check-out process.	T1, T2	CD1,2,8	
4		4,5	Develop a tool for account settlement.	T1,R2	CD1,2	
5	II	6	Explain accounting fundamentals.	T1,R1,R2	CD1,2,8	4
6		7	Illustrate the ways for handling foreign currency.	T2, R2	CD1,2,8	
7		8,9	Explain the internal control procedure in accountancy.	T2,R1, R2	CD1,2,8	
8.	III	10,11	List out the functions of night audit.	T2,T3	CD1,2,8	5
9.		12,13	Explain night audit process.	T2,R2	CD1,2,8	
10.		14	Explain the importance of verifying night audit.	T1	CD1,2,8	
11.	IV	15	List out the ways of handling guest complaint.	T1, T2	CD1,2,8	3

12.		16,17	Assess common complaints and problems in day to day operations.	T1,T2,R2	CD1,2,8	
13	V	18,19	Explain the meaning and objective of credit control.	T1,T2, R2	CD1,2	5
14		20,21	Develop control measures at various stages of guest cycle.	T1,T2, R2	CD1,2,8	
15		22	Illustrate ways of prevention of skippers at various stages.	T1,T2	CD1,2,8	
16	VI	23,24	Explain the ways for evaluating front office operations.	T1,T4	CD1,2,8	7
17		25,26	Explain the role of operation reports and occupancy ratios in evaluating operations.	T1,T4	CD1,2,8	
18		27,28	Give idea to prepare income statement of hotel and rooms	T1,T2,R2	CD1,2,8	
19		29	Develop tools to prepare room division budget reports.	T1,T2	CD1,2	
20	VII	30	Explain the concept of yield management.	T1,T4	CD1,2	9
21		31,32	Illustrate the concept of capacity management.	T1,T4	CD1,2 8,9	
22		33,34	Assess way to measure yield at high and low demand time.	T1,T4	CD1,2 8	
23		35,36,37	Explain yield management using computer software system.	T1,T4	CD1,2 8	

Mapping between ILOs and Course outcome (CO)

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

6.	-	H	-	-	-
7.	-	H	-	-	-
8.	-	-	H	L	-
9.	-	-	H	-	-
10.	-	-	H	-	-
11.	-		-	H	-
12.	-	-	-	H	-
13.	-	L		H	-
14.	-	M	-	H	-
15.	-	L	-	H	-
16.	-	-	-	H	-
17.	-	-	-	H	-
18.	-	-	-	H	-
19.	-	-	-	H	-
20.	-	-	-	-	H
21.	-	-	-	-	H
22.	-	-	-	-	H
23.	-	-	-	-	H

Course delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards/LCD projectors/OHP projectors
CD2	Tutorials/Assignments
CD3	Seminars
CD4	Mini projects/Projects
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

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	H	H	-	-	L	-	-	M	-	-	-
2	H	H	L	L	-	-	-	-	-	-	-	-
3	H	H	H	-	M	-	-	-	-	H	-	-
4	H	H	M	H	-	-	-	-	H	-	M	-
5	H	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 5208

Course title: FRONT OFFICE 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. Illustrate role play of staffs handling lobby area.
2. Create semi-automated and automated guest folio.
3. Explain the method for calculating occupancy percentages.
4. Design various forms and formats used in front office department of a hotel.
5. Demonstrate actual lab session on IDS-PMS.

Syllabus:

Lab 1

Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and Bellboys. Real Life Situations to be enacted

Lab 2

Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and Automated

Lab 3

Calculating of occupancy percentages

Lab 4

Making of discount grid

Lab 5

Preparing and filling up of forms and formatted related to 5th semester syllabus

Lab 6

Preparation of transcript and night auditor's sales

Lab 7

Computer application of cashiering, night audit and front office accounting - in details. Actual Computer lab session on IDS - PMS system.

Lab 8

Various French terms used in Front Office.

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 5208 Front office Practical - III

Academic Year: 2017-18

Class: BHMCT

Semester: V

Course Coordinator: Pranjal 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	Demonstrate role play of lobby manager and concierge.	T1,2 R 1	2, 6, 7, 9	6
2.		4,5,6	Illustrate role play of GRE, Bell captain, Bell boy.	T1,T2,R1	2,6,7,9	
3	II	7, 8, 9, 10,11,12	Differentiate between semi-automated and automated guest folio.	T 1, 2 R2, 3	2, 6, 7, 9	6
4.	III	13,14,15, 16,17,18	Explain the method for calculating occupancy percentages.	T 1, 2 R 3, 4	2, 6, 7, 9	6
5.	IV	19, 20, 21	Explain the method for making of discount grid.	T 1	2, 7, 9	3
6	V	22,23,24	Explain the use of various forms and formats used in front office department.	T 1, 2 R 1, 2, 3	2,7, 9	3

7	VI	25,26,27	Explain the procedure for preparing transcript and night auditor sale.	T 1, 2 R 3, 4	2, 7, 9	3
8	VII	28,29,30 31,32,33	Demonstrate the computer application of cashiering, night audit and front office accounting on IDS-PMS system.	T 1, 2 R 3,4	2, 7, 9	6
9	VIII	34,35,36	List out various French terms used in front office.	T1,2, R3,4	2,7,9	3

Mapping Between ILOs and Course outcome (CO)

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

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 5025

Course title: ACCOMMODATION OPERATION-IV

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 concept, principles of flower arrangement and create different types of arrangement.
2. Conceptualize the importance and objective of interior design and apply principles and elements of design in interior designing.
3. Explain the selection of furniture and apply principles of furniture arrangement.
4. Identify the types and characteristics of floor and wall covering along with their care and maintenance.
5. Explain the types and importance of soft furnishings like windows, curtains and blinds.

Syllabus:

MODULE – I

Flower Arrangement

Concept & Importance, Types & Shapes, Principles, Tools, Equipment & Accessories.

MODULE – II

Interior Decoration

Definition, Importance and objectives of Interior Design , Basic types of Design

Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colour, Texture.

MODULE – III

Colour

Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes.

MODULE – IV

Lighting

Classification, Types & Importance, Applications.

MODULE – V

Furniture Arrangement

Principles, Types of joints, Selection.

MODULE – VI

Floor & Well Covering

Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance.

MODULE – VII

Soft Furnishing

Windows, Curtains, Blinds.

Text Book :

1. Hotel Housekeeping, G. Raghubalan & Smritee Raghubalan.
2. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill.

Reference Books:

1. The Professional Housekeeper, Tucker Schneider, VNR
2. Professional Management of Housekeeping Operations, Martin Jones, Wiley
3. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
4. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

LECTURE PLAN

Department: HMCT

Course: HM 5025 Accommodation Operation-IV

Academic Year: 2017-18

Class: BHMCT

Semester: V

Course Coordinator: Sanjiv Kumar Srivastava

Sl. no.	Module no.	Lecture Hr. Serial no's	Instructional Learning Outcome (Student will be able to …)	Preferred Book(s)	Total no. of Lecture Hrs
1.	I	1	Conceptualize the concept and importance of flower arrangement.	T1,R1	5
2.		2,3,4	Explain the principles, types and shapes of flower arrangement.	T1, T2	
3.		5	Identify tools, equipment and accessories required for flower arrangement.	T1, T2	
4.	II	6,7	Explain the definition, importance, types and objective of interior design.	T1	6
5.		8,9	Conceptualize and apply the principles of design.	T1	
6.		10,11	Conceptualize and apply the elements of design.	T1, R1	
7.	III	12,13	Explain the importance, characteristics and classification of colours.	T1,T2	5
8.		14	Explain the colour wheel.	T1,T2	
9.		15,16	Conceptualize and create various colour schemes.	T1	
10.	IV	16,17	Explain the importance and types of lighting.	T1, R4	7
11.		18,19,20	Classify the lights.	T1, T2	
12.		21,22	Apply various types of lighting for different purpose.	T1,	
13.	V	23,24	Identify different types of furniture and their joints.	T1	5
14.		25	Explain the principles of furniture arrangement.	T1	
15.		26, 27	Conceptualize the selection criteria of furniture.	T1	

16.	VI	27,28	Explain the types and characteristics of floor and wall covering.	T1,R1	7
17.		29,30,31	Explain the construction, types and selection criteria of carpets.	T1	
18.		32, 33	Conceptualize the care and maintenance of floor and wall covering.	T1	
19.	VII	34,35	Explain the meaning and importance of soft furnishings.	T1,T2	7
20.		36,37	Explain the importance of windows and types of window treatment.	T1	
21.		38	Identify different types of blinds.	T1	
22.		39,40	Explain the importance and different types of curtains.	T1	

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.	-	H	-	-	-
6.	-	H	-	-	-
7.	-	H	-	-	-
8.	-	H	-	-	-
9.	-	H	-	-	-
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

Course delivery Methods

Course Delivery methods	
CD1	Lecture by use of boards/LCD projectors/OHP projectors
CD2	Tutorials/Assignments
CD3	Seminars
CD4	Mini projects/Projects
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

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	-	-	M
2	M	-	H	-	L	-	M	M	-	-	-	M
3	H	-	-	-	-	-	-	-	M	-	-	-
4	H	-	L	-	-	-	-	M	M	-	-	-
5	L	-	-	-	-		-	-	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 5026

Course title: ACCOMMODATION OPERATION PRACTICAL - IV

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. Create and design different types of flower arrangement.
2. Identify various mechanics, equipment and tools, bases and container used in flower arrangement.
3. Explain and manage linen inventory.
4. Conceptualize and design guestroom including floor plans with interior decoration.

Syllabus:

Lab I

Flower arrangements.

Lab II

Mechanics, containers, equipment, bases used in flower arrangement.

Lab III

Arrangement based on angle.

Lab IV

Arrangement based on line and mass style

Lab V

Ikebana

Lab VI

Free style

Lab VII

Linen inventory

Lab VIII

Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Text Book :

1. Hotel Housekeeping, G. Raghubalan & Smritee Raghubalan
2. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

Reference Books:

1. The Professional Housekeeper, Tucker Schneider, VNR
2. Professional Management of Housekeeping Operations, Martin Jones, Wiley
3. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
4. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox
5. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

LECTURE PLAN

Department: HMCT

Course: HM 5206 ACCOMMODATION PRACTICAL - IV

Academic Year: 2017-18

Class: BHMCT

Semester: V

Course Coordinator: Sanjiv Kumar 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	Identify and explain various types of flower arrangement.	T1,2 R 1	2, 3, 7, 9	3
2.	II	7,8,9	Identify mechanics, containers, tools and equipment and bases used in making flower arrangement.	T 1, 2 R 1, 2	2, 3, 7, 9	3
3.	III	10,11,12, 13,14,15	Identify and create flower arrangement based on angle.	T 1 R 2	2, 7, 9	6
4.	IV	13,14,15, 16,17,18	Create and identify flower arrangement based on line and mass style.	T 1	2, 7, 9	6
5.	V	19,20,21	Create Ikebana style of flower arrangement.	T 1, 2 R 1, 2	2,7, 9	3
6.	VI	22,23,24	Create free style flower arrangement.	T 1,	2, 7, 9	3

7.	VII	25,26,27	Explain and develop linen inventory system.	T 1, 2 R 1,2	2, 7, 9	3
8.	VIII	28,29,30, 31,32,33	Design guestrooms including floor plans and creating three dimensional guestrooms with interior decoration theme.	T1 R1,2	2,3,7,9	6

Mapping Between ILOs and Course outcome (CO)

ILO	CO1	CO2	CO3	CO4
1.	H	L	-	-
2.	L	H	-	-
3.	H	M	-	-
4.	H	M	-	-
5.	H	M	-	-
6.	H	M	-	-
7.	-	-	M	-
8.				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	**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	-	-	-	-	-	L	-	-	-	-	M
2	M	-	-	-	M	-	-	-	M	-	-	M
3	H	M	M	M	H	M	-	-	H	-	-	-
4	H	H	H	M	L	-	-	H	H	-	-	M

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 5216

Course title: Introduction to Management

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.	Explain the concept of management, its feature, nature, functions and integrate managerial role and skills.
2.	Synthesize different types of plan and create, design complete planning process.
3.	Deduce scientific recruitment and selection method, compare and deduce best performance appraisal method.
4.	Ascertain suitable strategies for motivation with varied roles and personal attributes and reproduce the best communication style to handle different situations.
5.	Demonstrate the best leadership style as an effective team member and identify best controlling method for effective utilization of all resources.

Syllabus:

MODULE – I
Introduction to Management: Definition, Nature, Objective, Functions of Management, Managerial Skills, Managerial Role.

MODULE – II
Evolution of Management Thought: Classical Theory- Max Weber's Beaurocaratic Theory's, Taylor's Scientific Theory, Fayol's Functional Theory's.

MODULE – III
Planning: Definition, Nature, Purpose, Importance, Types of planning, and Types of plan.
MODULE – IV

Organizing: Definition, Basic concepts of organization, Organizing process and its importance, Formal & Informal organization, Tall & Flat structure, Span of control.

MODULE – V
Staffing: Recruitment, Selection, Placement, Training & Development, Performance Appraisal.
MODULE – VI
Directing: Meaning Leadership- Styles and Theories, Motivation, Maslow theory of motivation, Communication process.

MODULE – VII
Controlling: Nature, Purpose, Basic Elements of Control and Process.

Text Books:

1. Elements of Management- Koontz and O'Donnell
2. Management Today- Principles and Practices by Gene Burton & Manab Thakur
3. Management by Stoner & Freeman.
4. Principles of Management- L.M. Prasad

LECTURE PLAN

Department: Hotel Management and Catering Technology

Course: HM 5216 Introduction to Management

Academic Year: 2017-18

Class: HMCT

Semester: V

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	Identify pre-requisites, objectives cum outcomes of the course and define definition of	T1	C1,2	

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		management by different authors.			5
2		2	Explain nature of management.	T1, T3, T4	C1,2,3,4,7	
3		3	Describe objectives, functions of management	T1, T3, T4	C1,2,3,7	
4		4,5	Illustrate managerial skills & solve case study	T1, T3, T4	C1,2,3,4,7	
5	II	6	Describe introduction to evolution of classical management theory	T1, T3, T4	C1,2,7	6
6		7	Explain Max Weber's Beaurocaratic Theory	T1, T3, T4	C1,2,3,7	
7		8,9	Explain Taylor's Scientific theory	T1, T3, T4	C1,2,7	
8		10,11	Illustrate Fayol's Functional Theory	T1, T3, T4	C1,2,7	
9	III	12	Summarize introduction to planning and its features	T1, T3, T4	C1,2,7	9
10		13	Illustrate objectives, scope and importance of planning	T1, T3, T4	C1,2,7	
11		14, 15	Classify types of planning	T1, T3, T4	C1,2,7	
12		16	Classify types of plans- i) Mission and purpose ii) objectives and its advantages	T1, T3, T4	C1,2,3,7	
13		17,18	Interpret strategies and its characteristic, policy and its features, characteristics of sound policy	T1, T3, T4	C1,2,3,4,7	

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
14		19	Describe procedure and its characteristics of good procedure and rules	T1, T3, T4	C1,2,3,7	
15		20	Describe programmes, its features, budgets and budgetary control as tool for planning	T1, T3, T4	C1,2,3,7	
16	IV	21	Definition and basic concepts of organization.	T1, T3, T4	C1,2,3,7	5
17		22	Classify organizing process and its importance	T1, T3, T4	C1,2,3,7	
18		23,24	Distinguish formal and informal organization, tall and flat structure	T1, T3, T4	C1,2,3,7	
19		25	Analyze span of control and solve case study	T1, T3, T4	C1,2,3,7,8	
20	V	26,27	Device recruitment, selection- different methods and its relevance in industries	T1, T3, T4	C1,2,3,4,7,8	5
21		28	Outline training and development process.	T1, T3, T4	C1,2,3,4,7	
22		29,30	Deduce performance appraisal techniques- its importance, different types and its relevance in industries.	T1, T3, T4	C1,2,3,4,7	
23	VI	31,32	Classify leadership – styles, different types.	T1, T3, T4	C1,2,3,4,7	6
24		33	List advantages and disadvantages of different styles	T1, T3, T4	C1,2,3,7	
25		34	Interpret different leadership theories and its relevance	T1, T3, T4	C1,2,3,4,6,7	
26		35	Assess motivation theory- Maslow theory and solve case study	T1, T3, T4	C1,2,3,4,7,8	
27		36	Reproduce communication process and role play.	T1, T3, T4	C1,2,3,4,6,7,8	

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
28	VII	37,38	Generalize controlling-nature, purpose and its relevance in industries	T1, T3, T4	C1,2,3,7	4
29		39,40	Determine basic elements of control and process	T1, T3, T4	C1,2,3,7	

Mapping Between ILOs and Course outcome (CO)

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