

GURU KASHI UNIVERSITY



**Bachelor of Science in Hospitality & Hotel
Management**

Session: 2022-23

Department of Hotel Management

Programme Learning outcomes

1. Acquaint with the knowledge, skills and experience which make them extremely employable in the hospitality.
2. Identify the professional and ethical manner, and practice industry-defined work ethics.
3. Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.
4. Apply the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems
5. Acquire the basic understanding regarding the accounting practices in Hospitality industry.
6. Exhibit the operations knowledge of lodging housekeeping management.
7. Demonstrate and enhance the knowledge regarding the various basic and technical knowledge of Food Production.
8. Recognize the working knowledge of food & beverage Management and controls in Hospitality industry.

Programme Structure

Semester –I						
Course Code	Course Titles	Type of Course	L	T	P	Credit
BHH101	Foundation of Food Production-I	Core Course	3	0	0	3
BHH102	Foundation of Food and Beverage Service-I	Core Course	3	0	0	3
BHH103	Foundation of Front Office I	Core Course	3	0	0	3
BHH104	Foundation of Accommodation I	Core Course	3	0	0	3
BHH105	Communication skills	Ability Enhancement	2	0	0	2
BHH106	Foundation of Food Production-I (Practical)	Skill Based	0	0	4	2
BHH107	Foundation of Food and Beverage Service-I (Practical)	Skill Based	0	0	4	2
BHH108	Foundation of Front Office I (Practical)	Skill Based	0	0	2	1
BHH109	Foundation of Accommodation I (Practical)	Skill Based	0	0	2	1

Discipline Elective (Any one of the following)						
BHH110	E-Tourism	Disciplinary Elective	3	0	0	3
BHH111	Adventure Tourism					
BHH199		MOOC	-	-	-	2
Total			17	0	12	25

Semester -II						
Course Code	Course Titles	Type of Course	L	T	P	Credit
BHH201	Foundation of Food Production II	Core Course	3	0	0	3
BHH202	Foundation of Food and Beverage Service-II	Core Course	3	0	0	3
BHH203	Foundation of Front Office II	Core Course	3	0	0	3
BHH204	Foundation of Accommodation II	Core Course	3	0	0	3
BHH205	Personality Development	Ability Enhancement	2	0	0	2
BHH206	Foundation of Food Production II (Practical)	Skill Based	0	0	4	2
BHH207	Foundation of Food and Beverage Service-II (Practical)	Skill Based	0	0	2	1
BHH208	Foundation of Front Office II (Practical)	Skill Based	0	0	2	1
BHH209	Foundation of Accommodation II (Practical)	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
BHH210	Travel and Tourism	Disciplinary Elective	3	0	0	3
BHH211	Introduction to Airline Industry					
Value Added Course (For Other Discipline Also)						
BHH212	Disaster Management	VAC	2	0	0	2
Total			18	0	10	24

Semester -III						
Course Code	Course Titles	Type of Course	L	T	P	Credit
BHH301	Industrial Training/ Internship (6 Months)	Skill Based	NA	NA	NA	20
Total			0	0	0	20

Semester -IV						
Course Code	Course Titles	Type of Course	L	T	P	Credit
BHH401	Food Production Operations I	Core Course	3	0	0	3
BHH402	Food and Beverage Service Operations-I	Core Course	3	0	0	3
BHH403	Front Office Operations I	Core Course	3	0	0	3
BHH404	Accommodation Operations-I	Core Course	3	0	0	3
BHH405	Environment Studies	Compulsory Foundation	2	0	0	2
BHH406	Food Production Operations I (Practical)	Skill Based	0	0	4	2
BHH407	Food and Beverage Service Operations-I (Practical)	Skill Based	0	0	2	1
BHH408	Front Office Operations I (Practical)	Skill Based	0	0	2	1
BHH409	Accommodation Operations-I (Practical)	Skill Based	0	0	2	1
BHH413	Corporate Ethics	Value Added Course	2	0	0	2
Discipline Elective (Any one of the following)						
BHH410	Basics of Accountancy	Disciplinary Elective	3	0	0	3
BHH411	Financial Management					
Total			17	0	10	24

Semester –V						
Course Code	Course Titles	Type of Course	L	T	P	Credit
BHH501	Food Production Operations II	Core Course	3	0	0	3
BHH502	Food and Beverage Service Operations-II	Core Course	3	0	0	3
BHH503	Front Office Operations II	Core Course	3	0	0	3
BHH504	Accommodation Operations-II	Core Course	3	0	0	3
BHH505	Food Production Operations II (Practical)	Skill Based	0	0	4	2
BHH506	Food and Beverage Service Operations-II (Practical)	Skill Based	0	0	2	1
BHH507	Front Office Operations II (Practical)	Skill Based	0	0	2	1
BHH508	Accommodation Operations-II (Practical)	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
BHH509	Facility Planning	Disciplinary Elective	3	0	0	3
BHH510	Air Cargo Management					
Open Elective						
		OEC	2	0	0	2
BHH599		MOOC	-	-	-	-
Total			17	0	10	22

Open Electives Courses (For other Departments)						
BHH511	Healthy Diet for Health Life	OEC	2	0	0	2
BHH512	Foundation of Food Safety					

Semester –VI						
Course Code	Course Titles	Type of Course	L	T	P	Credit

BHH601	Advance Food Production Operations	Core Course	3	0	0	3
BHH602	Advance Food & Beverage Service Operations	Core Course	3	0	0	3
BHH603	Advance Front Office Operations	Core Course	3	0	0	3
BHH604	Advance Accommodation Operations	Core Course	3	0	0	3
BHH605	Project Management	Compulsory Foundation	2	0	0	2
BHH606	Advance Food Production Operations (Practical)	Skill Based	0	0	4	2
BHH607	Advance Food & Beverage Service Operations (Practical)	Skill Based	0	0	2	1
BHH608	Advance Front Office Operations (Practical)	Skill Based	0	0	2	1
BHH609	Advance Accommodation Operations (Practical)	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
BHH610	Event Management	Disciplinary Elective	3	0	0	3
BHH611	Hospitality Marketing					
Total			17	0	10	22
Grand Total			85	0	52	131

Evaluation Criteria

1. Evaluation Criteria for Theory Courses

A. Continuous Assessment: [25 Marks]

- i. CA1 [10 Marks]
- ii. CA2 [10 Marks]
- iii. CA3 [05 Marks]

For Each Continues Assessment will conduct the Surprise Test, Quiz, Term paper and assignment etc.

A. Attendance [05 Marks]

B. Mid Semester Test - 1: [30 Marks]

- C. Mid Semester Test - 2: [20Marks]
D. End-Term Exam: [20 Marks]

Semester I

Course Title: Foundation of Food Production I

Course Code: BHH101

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the basic knowledge of culinary with the history of different cuisines.
2. Recognize the aesthetics and basic use of different equipment in a professional kitchen.
3. Acquaint the various duties and responsibilities of chefs on different levels in the hierarchy.
4. Acquire the basic knowledge of different ingredients used in the kitchen.
5. Demonstrate the usage of various flavors, textures, aromas and tastes of different herbs and spices.

Course Content

Unit-I

13 Hours

1. Introduction to cookery: levels of skills and experiences, attitudes and behavior in the kitchen, personal hygiene, uniforms & protective clothing, safety procedure in handling equipment
2. Culinary history: origin of modern cookery, Hierarchy area of department and kitchen: classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments
3. Culinary terms: list of culinary (common and basic) terms, explanation with examples aims & objects of cooking food: aims and objectives of cooking food, various textures, various consistencies and techniques used in pre-preparation, techniques used in preparation.

Unit-II

12 Hours

1. Basic principles of food production, Vegetable and fruit cookery: introduction – classification of vegetables, pigments and color changes, effects of heat on vegetables, cuts of vegetables, classification of fruits, uses of fruit in cookery, salads and salad dressings
2. Stocks: definition of stock, types of stock, preparation of stock, recipes, storage of stocks, uses of stocks, care and precautions
3. Sauces: classification of sauces, recipes for mother sauces, storage & precautions
4. Soups: classification with examples, basic recipes of consommé with

10 garnishes

Unit-III

10 Hours

1. Methods of cooking food: roasting, grilling, frying, baking, broiling, poaching, boiling: -principles of each of the above, care and precautions to be taken, selection of food for each type of cooking
2. Egg cookery: introduction to egg cookery, structure of an egg, selection of egg, uses of egg in cookery.

Unit-IV

10 Hours

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

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration.

Suggested Reading:

- Bali Parvinder S. (2015). Food Production Operations. Oxford University Press. US
- Friberg Bo. (2017). The Professional Pastry Chef. 8th edition, Wiley & Sons INC, New York.
- Arora K. (2016). Theory of Cookery. Frank Brothers Publication, New Delhi.
- Philip, Than gam E. (2018). Modern Cookery. Orient Blackswan Private Limited. Hyderabad
- Aggarwal. D.K. (2019). Kitchen Equipment & Design. Aman Publications. New Delhi.

Course Title: Foundation of Food and Beverage

Service I

Course Code: BHH102

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Enhance the knowledge of hotel and catering industry.
2. Develop an insight into the growth of Catering Industry in the world from medieval period to till recent times.
3. Identify the different components of catering industry.
4. Acquire the required technical skills to work efficiently in Food and Beverage service industry.
5. Exhibit the appropriate usage of various equipment of food and

beverage service.

Course Content

UNIT-I

13 Hours

1. THE HOTEL & CATERING INDUSTRY: Introduction to the Hotel Industry and Growth of the hotel Industry in India, Role of Catering establishment in the Travel/tourism industry, Types of F&B operations,
2. CLASSIFICATION OF COMMERCIAL: Residential/Non-residential Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc., Structure of the catering industry- a brief description of each.

UNIT-II

11 Hours

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

UNIT-III

11 Hours

1. FOOD SERVICE AREAS (F & B OUTLETS): Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque
2. ANCILLIARY DEPARTMENTS: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding F& B SERVICE EQUIPMENT: - Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above.

UNIT-IV

10 Hours

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

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Lillicrap Dennis R. Cousins John A. (2018), *Food and Beverage Service*. John Wiley & Sons Inc, New York.
- Negisingh Mahendra. (2019). *Training Manual for Food and Beverage Services*. Dreamtech Press. New Delhi
- Singaravelavan. B. (2016). *Food and Beverage Services*. Oxford

University Press; US.

- Bagchi S. N. (2020). Textbook of Food and Beverage Service. Aman Publications; Kanpur.

Course Title: Foundation of Front Office I

Course Code: BHH103

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Recognize the evolution and growth of tourism & hospitality industry.
2. Acquire the knowledge about basic functions and procedures of front office.
3. Attain the knowledge about the classification of hotels & rooms.
4. Construct the structure and hierarchy of front office department.
5. Demonstrate the various equipment used in front office operation.

Course Content

UNIT-I

10 Hours

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

UNIT-II

13 Hours

1. CLASSIFICATION OF HOTELS: Size, Star, Location & clientele Ownership basis, independent hotels, Management contracted hotel Chains, Franchise/Affiliated, Supplementary accommodation, Time shares and Condominium
2. TIME SHARE & VACATION OWNERSHIP: What is time-share? Referral chains & Condominiums, how is it different from hotel business, Classification of Timeshares, Types of accommodation and their size.

UNIT-III

10 Hours

1. FRONT OFFICE ORGANIZATION: Function areas, Front office hierarchy, Duties and responsibilities, Personality traits
2. TYPES OF ROOMS: Single, Double, Twin, Suits.
3. BELL DESK: Functions, Procedures and records.

UNIT-IV

12 Hours

1. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE: Layout, Front office equipment (non- automated, semi-automated and automated).
2. FRENCH: To be taught by a professional French language teacher. Understanding and uses of accents, orthographic signs & punctuation,

Knowledge Of carinae & ordinaux (Ordinal & cardinal), Days, Dates, Time, Months and Seasons.

Transactional Mode:

Role Play, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Andrews Sudhir. (2017). Front Office training manual. Tata McGraw Hill Education. New York.
- Tewari Jatashankar R. (2016). Front office operations and management. Oxford University Press. UK
- Dix Colin. Baird Chris. (2015). Front Office Operations. Longman Publisher. London, UK
- Ismail Ahmed. (2016). Front Office Operations and Management. Delmar Cengage Learning. New York
- Kasavana Micheal. Brooks Richard M. (2012). Managing Front Office Operations. – Educational Institute of the American Hotel. US.

Course Title: Foundation of Accommodation I

Course Code: BHH104

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Learn the importance of different sections of housekeeping department.
2. Acquire the knowledge of various duties and responsibilities of housekeeping personnel.
3. Memorize the various cleaning procedures and tasks in hotel housekeeping operations.
4. Exhibit the handling, care, maintenance and usage of cleaning equipment & cleaning agents.
5. Execute the knowledge of Inter and Intra department co-ordination in hotel industry.

Course Content

UNIT-I

11 Hours

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

UNIT-II

11 Hours

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

UNIT-III**12 Hours**

1. CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in Cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, Special, Design features that simplifies cleaning, Use and care of Equipment
2. CLEANING EQUIPMENTS/AGENTS: General Criteria for selection, Classification, Polishes, Floor Seats, Use, care and Storage Distribution and Controls, Use of Eco-friendly products in Housekeeping.

UNIT-IV**11 Hours**

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

Transactional Mode:

Projector Based Teaching, Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Raghubalan. G. Raghubalan Smitree. (2015). *Hotel Housekeeping Operations and Management*. Oxford University Press. New Delhi.
- Hussain K.M Hasan. (2019). *Hotel housekeeping Management*. Notion Press. New Delhi.
- Andrews. J (2015). *Text book of Hotel Housekeeping*". McGraw Hill Publisher. New York. US
- Cpillai Arun. K Pillai Chandrababu. (2021). *Text Book of Hospital Housekeeping*. Walnut Publication. Odisha.

Course Title: Communication Skills**Course Code: BHH105**

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Develop the professional speaking, listening and writing skills.
2. Assess the need of efficient communication skills in Hospitality Industry.
3. Acquire the knowledge about the Content Writing and its uses in hotel industry.
4. State the knowledge about importance of communication in inter and intra departmental co-ordination.
5. Explore the role of communication skills in any organization.

Course Content**UNIT – 1****09 Hours**

1. Introduction: Theory of Communication, Types and modes of

Communication

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

UNIT – 2

06 Hours

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

UNIT – 3

09 Hours

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

UNIT – 4

06 Hours

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

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Promodini Varma. (2016). *Fluency in English Part II*. Oxford University Press. London. UK
- Kumar S P. (2012). *Language Literature and Creativity*. Orient Blackswan Pvt Ltd.-New Delhi.
- Gauri Dr. Mishra. Ranjana Dr. Kaul. Brati Dr. Biswas. (2018). *Language through Literature*. Primus Books.
- Sethi Anjanees & Adhikari Bhavana, (2014) *Business Communication*, Tata McGraw Hill. New Delhi

Course Title: Foundation of Food Production I (Practical)

Course Code: BHH106

L	T	P	Cr
0	0	4	2

Total Hours: 30

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

1. Analyze the various equipment used in professional kitchen.
2. Acquire the different types of cuts of vegetables used in a professional kitchen.
3. Relate the knowledge about usage of ingredients appropriately to produce desired recipes.
4. Acquaint the knowledge regarding the basic cooking and pre-preparation.
5. Exhibit the working of various equipment used in bakery & patisserie section in hotel.

Course Content

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

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

2. Vegetables - classification

- Cuts - julienne, jardinière, macaroni's, brunoises, pays sane, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings Demonstrations & simple applications by students

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

4. Basic Cooking methods and pre-preparations

- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc.)
- Frying - (deep frying, shallow frying, sautéing) Auberges, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, and Potatoes)

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

- Fish stock, Emergency stock, Fungi stock

6. Sauces - Basic mother sauces

- Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise, Tomato

7. Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poches, Scrambled, Omelets (Plain, Stuffed, Spanish), En cocotte (eggs Benedict).

8. Simple Salads & Soups:

- Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé

9. Simple Egg preparations:

- Scotch egg, Assorted omelets, Oeuf Florentine, Oeuf Benedict, Oeuf Force, Oeuf Portuguese, Oeuf Deur Mayonnaise

10. Simple potato preparations

- Baked potatoes, Mashed potatoes, French fries, Roasted potatoes, Boiled potatoes, Lyonnaise potatoes, Allumettes, Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables.

Bakery & patisserie

1. Equipment's,

- Identification, Uses and handling Ingredients - Qualitative and quantitative measures

2. BREAD MAKING

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

3. SIMPLE CAKES

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

4. SIMPLE COOKIES

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

5. HOT / COLD DESSERTS

- Caramel Custard, Bread and Butter Pudding.

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration, Video Lecture.

Suggested Readings:

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

Evaluation Criteria:

- Practical Experiment [100 Marks]
- Total Evaluation will be conducted in the Semester: - 10 Times
- Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

Course Title: Foundation of Food and Beverage

Service - I (Practical)

Course Code: BHH107

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Analyze the different profiles of food & beverage areas.
2. Identify the various food and beverage service equipment and their appropriate use in the restaurants.
3. Acquire the knowledge about different types of glassware, crockery,

cutlery, trolley and tables etc. used in food and beverage service.

4. Demonstrate the skills related to the crumbing task.
5. Exhibit the service etiquettes during the service of water, juices, tonic water etc.

Course Content

- 1. Food Service areas – Induction & Profile of the areas**
- 2. Ancillary F&B Service areas – Induction & Profile of the areas**
- 3. Familiarization of F&B Service equipment**
- 4. Care & Maintenance of F&B Service equipment**
- 5. Cleaning / polishing of EPNS items by:**

- Plate Powder method, Polivit method, Silver Dip method, Burnishing Machine

6. Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

7. Tea – Preparation & Service

8. Coffee - Preparation & Service

9. Juices & Soft Drinks - Preparation & Service

- Mock tails, Juices, Soft drinks, Mineral water, Tonic water, Cocoa & Malted Beverages – Preparation & Service

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Group Exercise.

Suggested Readings:

- Dennis R. Lillicrap. & John.A. Cousins (2015) Food & Beverage Service, Publisher: ELBS, Germany.
- Andrews Sudhir (2018) Food & Beverage Service Training Manual, Tata McGraw Hill, New Delhi.
- Brown Gram (2019) The Waiter Handbook Forth Edition, Publisher: Global Books & Subscription Services, New Delhi.
- Negi Dr. J M (2017) Food & Beverage Management & Control by, Kanishka Publications, New Delhi.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]

- B. Total Evaluation will be conducted in the Semester: - 10 Times
 C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
- i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Foundation of Front Office -I (Practical)
Course Code: BHH108

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Exhibit the functions and operation of various equipment in front office.
2. Acquaint the skills required for front office staff.
3. Express the knowledge about the full procedure of welcoming the guests in a hotel.
4. Demonstrate the various skills to communicate efficiently in front office department and co-ordinate with other departments as well.
5. Analyze the basics of property management system used in hospitality industry.

Course Content

1. Appraisal of front office equipment and furniture
2. Rack, Front desk counter & bell desk
3. Filling up of various Performa
4. Welcoming of guest
5. Telephone handling
6. Role play:
 - Reservation, Arrivals, Luggage handling, Message and mail handling, Paging

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Team Assignment.

Suggested Readings:

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

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Evaluation)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

**Course Title: Foundation of Accommodation -I
(Practical)**

Course Code: BHH109

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Acquire the knowledge regarding the various layouts of guest rooms according to industry standards.
2. Demonstrate the knowledge about the equipment used in housekeeping and their appropriate use during operation.
3. Recognize the cleaning of various surfaces and precautions needed to be taken during cleaning.
4. Exhibit the skills regarding the setup of maid's trolley
5. Execute the basics of property management system.

Course Content

01 Sample Layout of Guest Rooms

- Single room, Double room, Twin room, Suite

02 Guest Room Supplies and Position

- Standard room, Suite, VIP room special amenities

03 Cleaning Equipment-(manual and mechanical)

- Familiarization, Different parts, Function, Care and maintenance

04 Cleaning Agent

- Familiarization according to classification, Function

05 Maid's trolley

- Contents, Trolley setup

06 Familiarizing with different types of Rooms, facilities and surfaces

- Twin/ double, Suite, Conference etc.

Transactional modes:

- Demonstration, Mock Exercise, Peer Demonstration, Role Play, Industry Visit.

Suggested Readings:

- Sudhir Andrews (2016) *Hotel House Keeping A Training Manual Fourth Edition*, Tata McGraw. New Delhi.

- Raghubalan (2018) Hotel Housekeeping Operations & Management, Oxford University Press, London.
- Branson, Joan C. and Lennox, Margret (2017) Hotel, Hostel and Hospital housekeeping, ELST, London.
- Margaret M. Kappa, Aleta Nitschke (2016) Managing Housekeeping operations, EI-AH&LA, USA.

Evaluation Criteria:

- Practical Experiment [100 Marks]
- Total Evaluation will be conducted in the Semester: - 10
- Weekly Evaluation of Practical Experiment (10 Marks for each Evaluation)
 - Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

Course Name: E-Tourism**Course Code: BHH110**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Implement the uses of information technology in tourism
2. Demonstrate the concept of internet as a marketing tool
3. Evaluate the impact of information technology on tourism and travel sector.
4. Evaluate the Use of CRS/Galileo in reservation
5. Identify the typology of E tourism

Course Contents**UNIT-1****10 Hours**

1. E-TOURISM- Introduction to E- tourism, electronic technology for data processing and Communication,
2. USE OF IT IN TOURISM wireless technology, Digital convergence; Cyber ethics, cyber-Threats, cyber security, privacy issues, cyber laws.

UNIT-2**12 Hours**

1. INTERNET AS A MARKETING TOOL- Online reservations, online airport checks in, Credit cards and net banking, Digital security in Tourism – CCTV, Smart Cards - Access control – security chips – biometric security systems, biometric passport/e-passport, E-marketing.

UNIT-3**10 Hours**

1. TYPOLOGY OF E-TOURISM- Business models- Business to Business (B2B)- Business to Consumer(B2C)- Consumer to Business (C2B), Consumer to consumer (C2C), Business to Employee(B2E) and Business to Government (B2G).

UNIT-4**13 Hours**

1. GLOBAL DISTRIBUTION SYSTEM- History and evolution- GDS & CRS, Hotel distribution system Amadeus, Galileo, World Span, Sabre. Online ticketing: Travel portals and case study of Yatra.com, Make My Trip.Com, Cleartrip.Com, Expedia, and Internet as a tool for tourism promotion.

Transactional modes

Video based learning, E-Team Teaching Open talk, Panel Discussions, Mentee Meter

Suggested Readings

- Poon A. (1998). *Tourism, Technology and Competitive Strategies*. CABI. India.
- Ray port J.F. & Jaworski B.J. (2002). *Introduction to Ecommerce*, McGraw-Hill. Delhi.
- Xiang Zheng, 2020. *Handbook of e-tourism*. Springer, Virginia. USA.
- Singh Dr. Jasbir, (2010) *Eco-Tourism*, I.K. International Publishing, New Delhi.
- Mill, Robert, (2012) *The Tourism System: An Introductory Text*, Hall International, London.

Course Name: Adventure Tourism

Course Code: BHH111

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Examine the growth and development of adventurous activities
2. Evaluate the role of leadership and group/team dynamics involved in adventure activities and apply the knowledge.
3. Demonstrate the water-based adventure activity and land-based adventure activity
4. Acquaint with the knowledge to open a new venture in adventure tourism field
5. Identify the scope of adventure tourism.

Course Contents

UNIT-1

11 Hours

1. ADVENTURE TOURISM- Introduction, Meaning, Concept of adventure tourism, classification of adventure tourism:
2. TYPES OF ADVENTURE TOURISM- Importance of Adventure tourism in Tourism Industry, Scope of Adventure Tourism.

UNIT-2

11 Hours

1. ADVENTURE ON GROUND & WATER- Types of adventure activity on ground and water level: Mountain climbing, trekking, skiing, ice

skating, motor car rally, rock climbing, camel safari, Parkour, snowboarding Mountain biking, Heli skiing, Water: River running, canoeing, kayaking, white water rafting, diving, rowing, surf boating, wind surfing, River reading, scuba diving, White water Kayaking, wake boarding.

UNIT-3**12 Hours**

1. ADVENTURE IN AIR & FUTURE PROSPECTS- Ballooning, parachuting, sky diving, paragliding, Para sailing, para gliding, soaring, hang gliding, bungee jumping, Air Safari; Future prospects of adventure tourism in India; Importance of human resource in adventure tourism; emerging trends of adventure tourism.

UNIT-4**11 Hours**

1. BRIEF INTRODUCTION OF LOCATION- Nepal, Himachal, Uttarakhand and Sri Nagar: Scope of adventure tourism in these areas. Benefits of adventure tourism; Adventure entrepreneurship: setup of small business in adventure.

Transactional modes:

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

Suggested Readings:

- Satyendra M. (2006). *Potential Adventure Tourism in India* (2nd ed.)
- Agam Kala Prakashan Kamra, K. K. and Chand, M. (2015). *Basics of tourism theory operation and practice*. New Delhi, India: Kanishka publisher and distributors.
- Sharma Dr. Ashutosh. (2021). *Adventure Tourism: three pillars outlook of Indian Himalayan Range*. Tokyo, Japan.
- Burkart, A.J & Heinemann Medlik, (2013) *Tourism: Past. Present and Future*, Professional Publishing, London.

Semester II**Course Title: Foundation of Food Production – II****Course Code: BHH201**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Memorize the basic preparation of soups, sauces and gravies used in industry for basic cooking.
2. Assemble the required skills to clean and debone a fish, and their different types of cuts.
3. Develop the skills for preparation of breads and pastry creams.
4. Distinguish the knowledge regarding the structure of kitchen with the duties and responsibilities of each position/person.

5. Acquire the food preparation skills in small and large quantities by using different techniques.

Course Content

UNIT-I

10 Hours

1. SOUPS: Basic recipes other than consommé with menu examples- Broths, Bouillon, puree, cream, Velouté, Chowder, Bisque etc., Garnishes and Accompaniments, International soups.
2. SAUCES & GRAVIES: Difference between sauce and gravy, Derivatives of Mother sauces, Contemporary & Proprietary.

UNIT-II

10 Hours

1. MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each).
2. FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat).
3. RICE, CEREALS & PULSES: Introduction, Classification and identification, cooking of rice, cereals and pulses, Varieties of rice and other cereals.

UNIT-III

12 Hours

1. PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, Differences, uses of each pastry, Care to be taken while Preparing pastry, Role of each ingredient, Temperature of baking pastry.
2. Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE.
3. BREADS: Principles of bread making, Simple yeast breads, Role of each Ingredient in bread making, Baking temperature and its importance.
4. PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production.

UNIT-IV

13 Hours

1. BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream- Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese,
2. Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter.
3. BASIC INDIAN COOKERY: - CONDIMENTS & SPICES: Introduction to Indian food, Spices used in Indian Cookery, Role of spices in Indian cookery, MASALAS: Blending of spices, Different masalas used in Indian Cookery-Wet Masalas, Dry masalas, Composition of different masalas, Varieties of masalas Available in regional areas, Special masalas blends.
4. KITCHEN ORGANIZATION AND LAYOUT: General layout of the

kitchen in various Organizations, Layout of receiving areas, Layout of service and wash up.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

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

Course Title: Foundation of Food and Beverage Services – II

Course Code: BHH202

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Acquaint the basic knowledge about menu planning in a hotel.
2. Recognize the different types of menus such as ala carte, Table d hote, French Classical Menu etc.
3. Exhibit the different KOT control systems used in the hotel Industry.
4. Develop the skills related to the different types of Tobaccos products used in the hotel Industry.
5. Acquire the knowledge regarding the structure of Food & beverage department with the duties and responsibilities of each position/person.

Course Content

UNIT-I

12 Hours

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

UNIT-II

11 Hours

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

UNIT-III**11 Hours**

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

UNIT-IV**11 Hours**

1. TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,
2. Cigarettes – Types and Brand Titles, Pipe Tobacco – Types and Brand Titles, Cigars – shapes, sizes, colors and Brand Titles, Care and Storage of cigarettes & cigars

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Andrews Sudhir. 1 July 2017. *Food and Beverage Services: A Training Manual*. McGraw Hill Education. New Delhi.
- Kant Jay Prakash. 1 January 2015. *Food & Beverage: Management and Cost Control*. Aman Publications. New Delhi.
- George Bobby. And Chatterjee Sandeep. 1 August 2008. *Food & Beverage - Service and Management*. Jaico Publishing House. Mumbai.
- Bansal Tarun K. 1 September 2019. *Food and Beverage: Operations to Management* Dreamtech Press. New Delhi.

Course Title: Foundation of Front Office – II**Course Code: BHH203**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the basic engineering of tariff structure used in industry.
2. Acquire the knowledge about guest cycle with the role & responsibility of front office staff
3. Recognize the knowledge about basics of reservation system used by the hotel.
4. Exhibit the process of key handling, mail and message handling.
5. Develop the Check in or check out procedures as per the standards of hotel industry.

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

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

UNIT-II**10 Hours**

1. FRONT OFFICE AND GUEST HANDLING: Introduction to guest cycle, Pre-Arrival, Arrival, during guest stay, Departure, after departure

FRONT OFFICE CO-ORDINATION: With other departments of hotel.

UNIT-III**12 Hours**

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

UNIT-IV**12 Hours**

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

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Tewari Jatashankar R. (June 2016). *Front office operations and management*. Oxford University Press. London.
- Bhakta Anu tosh. (August 2011). *Professional Hotel Front Office Management*. McGraw Hill Education. New Delhi.
- Baker Sue. HuytonJermy. (2000). *Principles of Front Office Operations*. Publisher Thomson Learning. Boston, US.
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey, US.
- Beavis J. R. S. Medlik S. (1969). *A Manual of Hotel Reception*. Heinemann Professional. UK.

Course Title: Foundation of Accommodation- II**Course Code: BHH204**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Develop the knowledge about the room layouts and types of beds and mattresses
2. Recognize the various techniques required in public area cleaning.
3. Acquire the knowledge regarding the routine record system of housekeeping department as per hotel standards
4. Examine the various types of lost and found procedures with the

functions of control desk.

5. Assess the various categories of pests, and the techniques of pest control.

Course Content

UNIT-I	11 Hours
1. ROOM LAYOUT AND GUEST SUPPLIES: Standard Rooms, VIP, Rooms, Guest Special Requests. Types of Beds and Mattresses.	
UNIT-II	11 Hours
1. AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the House Areas, Work routine and associated problems e.g., high traffic Areas, Façade cleaning etc.	
UNIT-III	12 Hours
1. ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists	
UNIT-IV	11 Hours
1. PEST CONTROL: Areas of infestation, Preventive measures and Control Measure	
2. KEYS: Types of keys, computerized key cards, Key control	

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Stall worth Shelia. (2019). *Housekeeping Book*. Independently Published. Chicago.
- Andrews, (2017). *Hotel Housekeeping a Training Manual*. MHE Publisher, New Jersey.
- Ganguly Pralay. (2019). *Housekeeping Management in Hotel and Service Industry*. Wiley Publisher, India.
- Negi Singh Deepak. Verma Dr. Shiv Mohan. (2020). *Fundamentals of Hotel*. Bharti Publications. New Delhi.USA.

Course Title: Personality Development

Course Code: BHH205

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Analyze the importance of soft skill in hotel industry.
2. Acquire the knowledge of body language and its essentials.
3. Relate the guidelines of effective communication skills.
4. Exhibit the various steps to conquer presentation.

5. Acquaint with the knowledge of group dynamics and team building.

Course Content

Unit- I

08 Hours

1. SOFT SKILLS FOR HOSPITALITY INDUSTRY: Introduction, Defining Personality, Creating First Impression, Grooming, Attire/Clothing, Basic Social Etiquette's. Personality traits as antecedents of employees' performance. Attitude and Behaviour in Hospitality industry.

Unit- II

09 Hours

1. BODY LANGUAGE: Introduction, Genetics and Cultural roots, why body language, positive body gestures, negative body gestures, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management.
2. ESSENTIALS OF BODY LANGUAGE IN HOSPITALITY SECTOR: Expression while standing, sitting, Head and Hand movement, Facial Expression. Importance of Body language for Hospitality Professionals.

Unit- III

07 Hours

1. COMMUNICATION AND LISTENING SKILLS: Introduction, guidelines for effective communications-voice modulation, Active listening skills, essentials of active listening, ways to improve active listening skills.
2. PRESENTATION SKILLS: Managing presentation nerves, six steps to conquering your presentation nerves, planning an effective presentation, Delivering an effective presentation.

Unit- IV

06 Hours

1. GROUP DYNAMICS AND TEAM BUILDING: Importance of groups in organization, Interaction in group. Group decision, team building, how to build a good team. Introduction to Motivation, relevance, and types of Motivation, Motivate the sub-ordinates, Analysis of Motivation

Transactional modes:

Mentee Meter, Group Discussions, Panel Discussion, E-Monitoring, Open talk

Suggested Readings:

- Ghosh B.N (2012). *Managing Soft Skills for Personality Development*, McGraw Hill India.
- Dhanavel S.P. (2010) *English and Soft Skills*, Orient Blackswan, India.
- Aggarwal. Dr Neeraj, (2015) *Personality and Body Language for Hospitality Professionals*, (2015) Aman Publication, Delhi.
- Lucas, Stephen. (2011) *Art of Public Speaking*. Tata - Mc-Graw Hill. New Delhi
- Hurlock, E.B (2006). *Personality Development*, Tata McGraw Hill. New Delhi

**Course Title: Foundation of Food Production -II
(Practical)
Course Code: BHH206**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Arrange the classification of meats and different types of cuts of meat products.
2. Demonstrate the knowledge of identification, selection and processing of meat, fish and poultry.
3. Acquire the required skills needed in plating of food and exotic dishes prepared in hotels.
4. Acquaint the various bakery dishes using different types of pastries.
5. Exhibit the various Indian cold & hot sweet dishes.

Course Content

1 Meat – Identification of various cuts, Carcass

- Demonstration, Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Fish-Identification & Classification, Cuts and Folds of fish

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

- Slaughtering and dressing

3 Preparation of menu: Salads & soups-

- Waldr of salad, Fruit salad, Russian, Salad, saladenicoise, Cream (Spinach, Vegetable, and Tomato), Puree (Lentil, Peas Carrot) International soups

4 Chicken, Mutton and Fish Preparations-

- Fish only, a la anglaise, Colbert, meuniere, poached, and baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &
- Lamb/Pork chops, Roast chicken, grilled chicken, Leg of
- Lamb, Beef

5 Simple potato preparations-

- Basic potato dishes
- Vegetable preparations-
- **Basic vegetable**
- **Indian cookery**-Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

BAKERY & PATISSERIE

1 PASTRY:

Demonstration and Preparation of dishes using Varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

- Choux Paste – Éclairs, Profiteroles
- 2 COLD SWEET**
- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse, Lemon soufflé
- 3 HOT SWEET**
- Bread & butter pudding, Caramel custard
- Albert pudding, Christmas pudding
- 4 INDIAN SWEETS**
- Simple ones such as chicoti, gajjarhalwa, kheer

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Team Teaching, Mock Exercise.

Suggested Readings:

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

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Evaluation)
- i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Foundation of Food & Beverage Services-II (Practical)**Course Code: BHH207**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Identify the different types of breakfast menus along with their cover layouts.
2. Review the importance of mise-en-place in restaurant
3. Demonstrate the procedure of order taking in restaurant.
4. Exhibit the setup procedure of table cover for a room service tray and trolley.
5. Acquire the service skills of cigarettes and tobaccos in hotels.

Course Content

REVIEW OF SEMESTER -1

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene

B. Organizing Mise-en-Place

C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

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

Task-05: Sequence of service

Task-06: Presentation & Enchasing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

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

Service of Tobacco

- Cigarettes & Cigars

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

- Restaurant Vocabulary (English & French), French Classical Menu Planning, French for Receiving, Greeting & Seating Guests, French related to taking order & description of dishes

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Mock Exercise, Role play.

Suggested Readings:

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

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Foundation of Front Office-II (Practical)

Course Code: BHH208

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Identify the basic key functions of property management systems.
2. Describe the procedure of reservation system of the hotel.
3. Exhibit the standardize reservation procedure followed by the hotel industry.
4. Demonstrate the basic skills required for customer service in Front office.
5. Acquire the knowledge about Check in or check out procedures as per the standards of hotel industry.

Course Content

1. Hot function keys
2. Create and update guest profiles
3. Make FIT reservation
4. Send confirmation letters
5. Printing registration cards
6. Make an Add-on reservation
7. Amend a reservation
8. Cancel a reservation-with deposit and without deposit
9. Log onto cashier code
10. Process a reservation deposit
11. Pre-register a guest

12. Put message and locator for a guest
13. Put trace for guest
14. Check in a reserved guest
15. Check in day use
16. Check –in a walk-in guest
17. Maintain guest history
18. Issue a new key
19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys
25. Programme one key for two rooms

Transactional modes:

Role Play, Team Demonstration, Video Demonstration, Mock Exercise, Peer Demonstration.

Suggested Readings:

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

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Evaluation)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Foundation of Accommodation -II (Practical)

Course Code: BHH209

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. State the cleaning procedure of guest room in different situations for example vacant, Occupied and check out.
2. Assess the different types of equipment and how to use them in

housekeeping department.

3. Exhibit the knowledge related to the preparation of room occupancy report.
4. Acquire the skills related to preparation procedure of inspection report of guest rooms.
5. Execute the basic of property management system.

Course Content

Review of semester 1

Servicing guest room (checkout/ occupied and vacant) ROOM

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10- check for stains and spot cleaning

BATHROOM

Task 1-disposed soiled linen

Task 2-clean ashtray

Task 3-clean WC

Task 4-clean bath and bath area

Task 5-wipe and clean shower curtain

Task 6- clean mirror

Task 7-clean tooth glass

Task 8-clean vanitory unit

Task 9- replenish bath supplies

Task 10- mop the floor

Bed making supplies

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

Step 2-make miter corner (on both corner of your side)

Step 3- spread second sheet (upside down)

Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner

Step 9- change side and finish the bed in the same way

Step 10- spread the bed spread and place pillow

Records Room occupancy report

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

Guest room inspection Minibar management

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

Transactional modes:

Role Play, Peer Demonstration, Video Demonstration, Mock Exercise, Team Assignment.

Suggested Readings:

- Raghubalan- G. & Raghubalan- S. (2016). Hotel housekeeping operations and management. New Delhi: Oxford university press.
- Casado, Matt A. (2015). Housekeeping Management (Course Smart) Wiley. USA.
- Jones, Thomas J. A. (2007). Professional Management of Housekeeping Operations, Wiley Publication, USA.
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey, US.
- Beavis J. R. S. Medlik S. (1969). *A Manual of Hotel Reception*. Heinemann Professional. UK.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)

iii. Viva (2 Marks)

Course Title: Travel & Tourism

Course Code: BHH210

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the tourism Phenomenon in detail.
2. Acquaint the impact of tourism industry on development of the country.
3. Acquire the knowledge regarding the organizational structure of tourism industry.
4. Assess the knowledge about engineering of tour packages.
5. Explore the role and functions of government and non-government organizations in tourism sector.

Course Content

UNIT – 1

10 Hours

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

UNIT-II

12 Hours

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

UNIT – 3

12 Hours

1. The tourism organizations Objectives, role & function of government organizations: DOT, ITDC, MTDC, ASI, TFCL Domestic organizations: TAAI, FHRAI, IATO International organizations: WTO, IATA, PATA

NGO: role of NGO in making responsible tourists, the travel agency
 Meaning & definition of travel agent Types of travel agent: retail & wholesale

2. Functions of travel agent Provisions of travel information

- Ticketing
- Itinerary preparation
- Planning & costing
- Settling of accounts
- Liaisons with service providers
- Role of travel agent in promotion of tourism

UNIT – 4

11 Hours

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

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Case based analysis, Video Demonstration.

Suggested Reading:

- Negi Jag Mohan (2012) *“Travel agency & our operation concepts & principles”* Kanishka publishes, distributors. New Delhi
- Bhatia A.K. (2016) *“International tourism- fundamentals & practices”*, sterling publishers private limited. New Delhi.
- Goswami B. K & Ravendran G. (2013). *“A textbox of India tourism”*, Anand publications Pvt. Ltd. New Delhi.
- Singh Ratandeep, (2011). *“Dynamics of modern tourism”* Kanishka publishers. New Delhi.

Course Title: Introduction to Airline Industry
Course Code: BHH211

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Acquire the knowledge about the airline industry and its regulatory bodies.
2. Acquaint with the characteristics of Airline Industry and its characteristics.
3. State the organizational structure of the airline industry.
4. Determine the security, navigation and traffic control.
5. Develop the knowledge of safety and security in aviation industry

Course Content

Unit-I **11**
Hours

1. Airline Industry, Scope, Types – Scheduled and Non-Scheduled Flights, Air Cargo Transport, Economic and Social impact, Regulatory Bodies, Key Performance indicators.

Unit-II **10 Hours**

1. Airline Profitability, Main Industry, Characteristics of Passenger airlines, Service Industry Characteristics.

Unit-III **12 Hours**

1. Airline Alliances, Development of commercial airlines, Deregulation, Impact of Deregulated Airline industry, Organizational Structure, Types of Airline Personnel – Flight crew and Cabin Crew, Training and Organizational Culture.

Unit-IV **12 Hours**

1. Airports Personnel, Processing Passengers and Freight, Airport Security, Air Navigation Services, Air Traffic Control, Airplanes, Manufacturers, Types of Aircraft, Air safety, Accident and Incident Investigation, Future of Airline Industry.

Transactional Mode:

Case based Teaching, Group Discussions, Video based Teaching, Team Teaching, E-Team teaching

Suggested Reading:

- Graham. A. (2003) *Managing Airport an International Perspective* – Butterworth Heinemann, Oxford. London
- Wells. A. (2000) *Airport Planning and Management*, 4th Edition- McGraw-Hill, London.
- Alexander T. Well. , Seth Young (2003) *–Principles of Airport Management*-McGraw Hill. London
- P.S. Senguttuvan (2003) *Fundamentals of Airport Transport*

Management – McGraw Hill. New Delhi.

Course Title: Disaster Management

Course Code: BHH212

L	T	P	Cr.
1	0	0	1

Total Hours: 15

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

1. Understand the basic concept of disaster.
2. Learn the various category of disaster.
3. Acquaint with the various techniques for mitigating the disaster.
4. Identify the basic procedure of Disaster Management.
5. Determine the procedure of retrofitting of buildings.

Course Content

Unit-I

07

Hours

1. Definition and types of disaster: - Hazards and Disasters, Risk and Vulnerability in Disasters.

Unit-I I

1. Natural and Man-made disasters, earthquakes, floods drought, landside, land subsidence, cyclones, volcanoes, tsunami, avalanches, global climate extremes. Man-made disasters: Terrorism, gas and radiations leaks, toxic waste disposal, oil spills, forest fires.

Unit: III

08 Hours

1. Mitigation and Management techniques of Disaster

Unit: IV

1. Basic principles of disasters management, Disaster Management cycle, Disaster management policy, National and State Bodies for Disaster Management, Early Warning Systems, Building design and construction in highly seismic zones, retrofitting of buildings.

Transaction Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Readings:

- Damon, P. Copola, (2006) Introduction to International Disaster Management, Butterworth Heineman.
- Gupta A.K., Niar S.S and Chatterjee S. (2013) Disaster management and Risk Reduction, Role of Environmental Knowledge, Narosa Publishing House, Delhi.
- Murthy D.B.N. (2012) Disaster Management, Deep and Deep Publication PVT. Ltd. New Delhi.
- Modh S. (2010) Managing Natural Disasters, Mac Millan Publishers India LTD.
- Kapur, Anu & others, 2010: Vulnerable India: A Geographical Study of Disasters, IIAS and Sage Publishers, New Delhi.

Semester III**Course Title: Industrial Training/Internship****Course Code: BHH301**

L	T	P	Cr.
NA	NA	NA	20

Total Hours: NA

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

1. Build a good communication skill with group of employees and showcase proper behavior of corporate life in industrial sector.
2. Enhance the strength, teamwork spirit and self-confidence in his/her life.
3. Develop the skills required in the hotel and hospitality industry.
4. Improve the sense of responsibility and good working habits.
5. Explore the interpersonal skills in working environment.

Course Content**EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:**

- A. Professional training will have 100 marks.
- B. Monthly Evaluation will be conducted (20 Marks)

The criteria for evaluation will be as under:

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

GENERAL GUIDELINES:

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

Semester IV**Course Title: Food Production Operations -I****Course Code: BHH401**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the various equipment and their appropriate use in bulk cooking processes.
2. Acquire the knowledge regarding quality and Portion control.
3. Employ the skills related to the indenting and planning of operation.
4. Acquaint the knowledge about different types of catering units.
5. Exhibit the cooking skills of regional Indian cuisines.

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

1. QUANTITY FOOD PRODUCTION EQUIPMENT: Equipment required for Mass/volume feeding Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture.
2. MENU PLANNING: Basic principles of menu planning – recapitulation, Points to Consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport Facilities, cruise lines, airlines, railway, Nutritional factors for the above.

UNIT-II**10 Hours**

1. INDENTING: Principles of Indenting for volume feeding, Portion sizes of various Items for different types of volume feeding, modifying recipes for indenting for Large scale catering, Practical difficulties while indenting for volume feeding,
2. PLANNING: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing.

UNIT-III**12 Hours**

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

UNIT-IV**11 Hours**

1. REGIONAL INDIAN CUISINE: Introduction to Regional Indian Cuisine: -Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed: Geographic Location, Historical background, Seasonal

availability, Special equipment, Staple diets, Specialty cuisine for festivals and special Occasions.

2. STATES
3. Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal.
4. COMMUNITIES: Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian, Christian and Bohri
5. DISCUSSIONS: Indian Breads, Indian Sweets, Indian Snacks

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration.

Suggested Reading:

- Bali Parvinder S. (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2016). *Quantity Food Production. Planning, and Management*. John Wiley & Sons. USA
- Arora K. (2018). *Theory of Cookery*. Frank Brothers. USA
- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London
- Chaini Susanta. (2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd.

Course Title: Food and Beverage Service

Operations-I

Course Code: BHH402

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Acquire the basic knowledge of wines with their history and growth.
2. Evaluate the knowledge about concepts of Alcoholic Beverages and Spirits.
3. Identify the importance of Alcoholic Beverages in revenue generation in hospitality industry.
4. Execute the knowledge of manufacturing process of beer with their classification.
5. Interpret the skills for preparing various liqueurs.

Course Content

UNIT-I

13 Hours

1. ALCOHOLIC BEVERAGE: Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of

each classification, Old World. Wines: Principal wine regions wine laws, grape varieties, production and brand Titles (France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand Titles, (India, Chile, South Africa, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

UNIT-II **10 Hours**

1. DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar. Bar stock – alcohol & non-alcoholic beverages, Bar equipment.
2. BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage.

UNIT-III **10 Hours**

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

UNIT-IV **12 Hours**

1. APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand Titles), Bitters (Definition, Types & Brand Titles)
2. LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Title, colour, predominant flavor & country of origin).

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading: -

- Fearn David A. (2013). *Food and Beverage Management*. Butterworth-Heinemann Ltd. USA
- Lillicrap D.R. Robert Smith John. Cousins. (2011). *Food and Beverage Management*. Good fellow Publishers Limited. UK.
- Negi Jagmohan. Manohar Gaurav. (2011). *Food and Beverage Management*. Himalaya Publishing House. New Delhi.
- Foster Dennis L. (2012) *Food and Beverage Operations*. McGraw-Hill Inc. Us.

Course Title: Front Office Operations -I

Course Code: BHH403

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Interpret the usage of information technology in front office operation.

2. Acquire the knowledge about the property management system.
3. Determine the usage of accounting system in front office operation.
4. Identify the knowledge about the night auditing procedure in hotel.
5. Exhibit the safety & security procedures followed in the hotel in emergency situation.

Course Content

UNIT-I

11 Hours

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

UNIT-II

11 Hours

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

UNIT-III

11 Hours

1. CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, Transfer of guest accounts, Express check out)
2. NIGHT AUDITING: Functions, Audit procedures (non-automated, semi-Automated and fully automated)

UNIT-IV

12 Hours

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

Transactional Mode:

Group Assignment, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Ismail Ahmed. (2011). *Front Office operations and management*. Delmar Cengage Learning. New York
- Bhatnagar S. K. (2016). *Front office Operation Management*. Frank Brothers. New Delhi
- Bardi James A. (2012). *Hotel Front Office Management*. Wiley International. New York.
- Baker Sue, Huyton Jermy, (2017). *Principles of Front Office Operations*. Thomson Learning. USA.

L	T	P	Cr.
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Course Title: Accommodation Operations-I

3	0	0	3
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Course Code: BHH404**Total Hours: 45**

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

1. Exhibit the procedures and record system of linen and uniform room operations
2. Classify the tracking system used for linen control and discarded linen in the hotel.
3. Determine the importance and process of laundry services in hotel operations.
4. Construct the skills required for using the laundry equipment and laundry agents in the industry.
5. Identify the Requirement Procedure for equipment and material for flower arrangement in the hotel.

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

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

UNIT-II**10 Hours**

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

UNIT-III**12 Hours**

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

UNIT-IV**11 Hours**

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

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Hasani Keshav. (2020). *Major Topic in Housekeeping*. Blue Rose Publishers. Delhi.

- Rai Shaliendra. (2020). *Hotel Housekeeping Operations*. Orange Book Publication. Chattisgarh.
- Raghubalan G. (2018). *Hotel Housekeeping Operations and Management*. Oxford University. London.
- Institute Good housekeeping. (2013). *The Good Housekeeping Christmas Cookbook*. Sterling. New York.

Course Title: Environment Studies

Course Code: BHH405

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Identify the multidisciplinary approach to environment studies.
2. Acquire the knowledge related to the natural resources
3. Acquaint the concept of ecosystem with their structure.
4. Interpret the knowledge of environment pollution.
5. Exhibit the social issues and their impact on environment.

Course Content

Unit 1

03 Hours

1. The Multidisciplinary nature of environmental studies, Definition, scope and importance, Need for public awareness.

Unit 2

04 Hours

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

Unit 3

04 Hours

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

Grassland ecosystem Desert ecosystem Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 4**04 Hours**

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

Unit 5**04 Hours**

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

Unit 6**05 Hours**

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

Unit 7**04 Hours**

1. Human Population and the Environment Population growth, variation among nations. Population explosion – Family Welfare Programme. Environment and human health. Human Rights. Value Education. HIV / AIDS Women and Child Welfare. Role of Information Technology in Environment and human health. Case Studies.

Unit 8**02 Hours**

1. Field work

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

Visit to a local polluted site – Urban / Rural / Industrial / Agricultural
Study of common plants, insects, birds.

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading: -

- Hawkins R.E., (2012) “*Encyclopedia of Indian Natural History*”, Natural History Society, Mumbai.
- Jadhav, H &Bhosale, V.M., (2016) “*Environmental Protection and Laws*” Himalaya Pub. House, Delhi
- Mckinney, M.L. & School, R.M. (2012) “*Environmental Science systems & Solutions*”. Himalaya Publisher House. New Delhi
- Miller T.G. Jr. (2010) “*Environmental Science*”, Wadsworth Publishing Co. USA.

**Course Title: Food Production Operations -I
(Practical)**

Course Code: BHH406

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Exhibit the preparation of Indian dishes according to different regions of India.
2. Illustrate the pre preparation and experimenting of Indian Cuisine with various spices.
3. Identify the flavors, textures and Courses about the practical use of certain ingredients.
4. Develop the knowledge of gravies used in different regions of India.
5. Demonstrate and prepare the various Indian cuisine dishes.

Course Content

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

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

Suggested Menus:

MAHARASTRIAN

MENU 01: - Masala Bhatt, Kolhapuri Mutton, BatataBhaje, Masala Poori, Koshimbir, Coconut Poli.

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

AWADHI

MENU 01: -Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda. MENU 02:- Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

BENGALI

MENU 01:- Ghee Bhat, MacherJhol, AlooPosto, MistiDoi.

MENU 02:- Doi Mach, TikoniPratha, BaigunBhaja, Payesh.

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

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

GOAN

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

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

PUNJABI

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

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

MENU 03:- Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa. MENU 04:- Tandoori Roti, Tandoori Murg, Dal Makhani, PudiniaChutny, Baingan Bhartha, Savian.

SOUTH INDIAN

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

MENU 02:- Lime Rice, MeenMoilee, Olan, Malabari Pratha, ParappuPayasam.

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

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

RAJASTHANI

MENU 01:- GatteKa Pulao, Lal Maas, MakkiKaSoweta, Chutny (Garlic), Dal Halwa.

MENU 02:- Dal BattiChurma, BesanKeGatte, Ratalu Ki Subzi, Safed Mass.

GUJRATI

MENU 01:- Sarki, Brown Rice, SalliMurg, Gujrati Dal, MethiThepla, Shrikhand.

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

HYDERABADI

MENU 01:-Sofyani Biryani, MethiMurg, Tomato Kut, Hare Piazka Raita, Double KaMeetha. MENU 02:-Kachi Biryani, Dalcha, MirchiKaSalan, Mix Veg. Raita, KhumaniKaMeetha.

KASHMIRI

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

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas
Meat Preparations: Gushtaba, Rista, Marcheangan korma, MacchKofta, YakheanKaliya, TabakMaaz, Rogon Josh

Vegetables

and

Potato:

Ruwanganchaman, Choekwangan, ChamanQaliyanAllehYakhean, DumAloo Kashmiri, Nader Palak, RazmaGogji

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

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

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

Transactional modes:

Demonstration, Team Demonstration, Field Visit, Video Demonstration.

Suggestive Reading:

- Bali Parvinder S. (2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2016). *Quantity Food Production. Planning, and Management*. John Wiley & Sons. USA
- Arora K. (2018). *Theory of Cookery*. Frank Brothers. USA
- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London
- Chaini Susanta. (2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd. Mumbai.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

**Course Title: Food and Beverages Operations-I
(Practical)**

Course Code: BHH407

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Acquaint the setup procedure of dispense bar in hotel industry.
2. Exhibit the usage of beer equipment at the time of serving
3. Employ the skills for professional Wine Services with their handling procedure.
4. Acquire the required skills needed in Service of Spirits & liqueurs.
5. Develop the knowledge about pairing of food with different types of wines.

Course Content

Dispense Bar - Organizing Mise-en-place

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

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

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

Service of Wines

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

03 Service of Aperitifs

Task-01 Service of Bitters

Task-02 Service of Vermouths

04 Service of Beer

Task-01 Service of Bottled & canned Beers

Task-02 Service of Draught Beers

05 Service of Spirits

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

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

06 Service of Liqueurs

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

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

07 Wine & Drinks List

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

09 Matching Wines with Food

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

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

Transactional modes:

- Demonstration, Team Demonstration, Field Visit, Video Demonstration, Project Based Study.

Suggestive Reading:

- Fearn David A. (2013). *Food and Beverage Management*. Butterworth-Heinemann Ltd. USA
- Lillicrap D.R. Robert Smith John. Cousins. (2011). *Food and Beverage Management*. Good fellow Publishers Limited. UK.

- Negi Jagmohan. Manohar Gaurav. (2011). *Food and Beverage Management*. Himalaya Publishing House. New Delhi.
- Foster Dennis L. (2012) *Food and Beverage Operations*. McGraw-Hill Inc. Us.

Evaluation Criteria:

- Practical Experiment [100 Marks]
- Total Evaluation will be conducted in the Semester: - 10 Times
- Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

Course Title: Front Office Operations- I (Practical)

Course Code: BHH408

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Identify about the hot function keys and its uses in front desk.
2. Acquire knowledge about the skills required in processing of guest reservations.
3. Exhibit the handling procedure of different categories of guests.
4. Assess the accounting systems of hotel industry.
5. Execute the IT skills related to various software used in front office operation.

Course Content

- Hot function keys
- Create and update guest profiles
- Send confirmation letters
- Print registration cards
- Make FIT reservation & group reservation
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cahier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use

- Check -in a walk-in guest
- Maintain guest history
- Make sharer reservation
- Add a sharer to a reservation
- Make A/R account
- Take reservation through Travel Agent/Company/ Individual or Source
- Make room change
- Make check and update guest folios
- Process charges for in-house guests and non-resident guests.
- Handle allowances and discounts and packages
- Process advance for in-house guest
- Put routing instructions
- Print guest folios during stay
- Processing foreign currency exchange/ cheque exchange
- Process guest check out by cash and credit card
- Check out without closing folio-Skipper accounts
- Handle paymaster folios
- Check out using city ledger
- Print guest folio during check out
- Close bank at end of each shift
- Check room rate and variance report
- Tally Allowances for the day at night
- Tally paid outs for the day at night
- Tally forex for the day at night
- Credit check report

Transactional modes:

Demonstration, Role Play, Mock Exercise, Video Demonstration, Group Assignment.

Suggested Reading:

- Ismail Ahmed. (2011). *Front Office operations and management*. Delmar Cengage Learning. New York
- Bhatnagar S. K. (2016). *Front office Operation Management*. Frank Brothers. New Delhi
- Bardi James A. (November 2012). *Hotel Front Office Management*. Wiley International. New York.
- Baker Sue, Huyton Jermy, (2017). *Principles of Front Office Operations*. Thomson Learning. USA.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times

- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
- Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

**Course Title: Accommodation Operations-I
(Practical)**
Course Code: BHH409

L	T	P	Cr.
0	0	1	1

Total Hours: 15

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

- Identify the layout of laundry and linen/uniform room.
- Memorize about the various types of machinery and equipment used in laundry operations
- Demonstrate the technical skills required for stain removal in the hotel.
- Exhibit the skills of Floral Arrangement for guest rooms in the hotel.
- Categorize the selection and designing of different types of linen and uniforms required in hotel operations.

Course Content

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

Transactional modes:

Demonstration, Role Play, Mock Exercise, Video Demonstration

Suggested Reading:

- Hasani Keshav. (2020). *Major Topic in Housekeeping*. Blue Rose Publishers. Delhi.
- Rai Shaliendra. (2020). *Hotel Housekeeping Operations*. Orange Book Publication. Chattisgarh.
- Raghubalan G. (2018). *Hotel Housekeeping Operations and Management*. Oxford University. London.
- Institute Good housekeeping. (2013). *The Good Housekeeping Christmas Cookbook*. Sterling. New York.

Course Name: Basics of Accountancy
Course Code: BHH410

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Develop the basic knowledge related to the accounting terms.
2. Acquire the knowledge about the usage of cash book in organization.
3. Identify the procedure to prepare the bank reconciliation statement.
4. Acquaint the knowledge about different types of accounting books used in hotel industry.
5. Determine the essentials of capital and revenue expenditure.

Course Content

UNIT-1

12 Hours

1. INTRODUCTION TO ACCOUNTING: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, generally Accepted Accounting Principles (GAAP). PRIMARY BOOKS
2. (JOURNAL): Meaning and Definition, Format of Journal, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's

UNIT-2

11 Hours

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

UNIT-3

11 Hours

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

UNIT-4

11 Hours

1. FINAL ACCOUNTS: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four), Closing Stock, Pre-paid Expenses, Outstanding Expenses, Depreciation.
2. CAPITAL AND REVENUE EXPENDITURE: Meaning, Definition of Capital and Revenue Expenditure
3. Transactional Mode: Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk, Panel Discussions.

Transactional Mode:

Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk.

Suggested Readings:

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

Kalyani Publisher. Ludhiana.

- Ozi A.D Cunha. & Gleson O. D Cunha. (2014). *Hotel Accounting & Financial Control*. Dicky's Enterprize Mumbai.
- David Alexander. Christopher Nobes. ***Financial accounting: an international introduction***. Wiley Publication.
- Bierman H. (2011). ***Financial and Management Accounting: An Introduction***. MacMillian. New York.

Course Title: Financial Management

Course Code: BHH411

L	T	P	Cr.
3	0	0	3

Total Hours = 45

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

1. Analyze financial statements using standard financial ratios of liquidity, activity, debt, profitability and market value.
2. Analyze the pattern of fund requirement and associated risk through financial planning.
3. Evaluate various theories of dividend and capital budgeting techniques to allocate funds to the most attractive investment opportunity.
4. Apply the concept of time value of money for any investment decision.
5. Acquire the apprehension about cost of capital and financial leverage to form long-term financial policies for business.

Course Contents

Unit-I Hours

11

1. Introduction: Scope of Financial Management, Traditional Approach; Modern Approach; Objectives of Financial Management; Investment Decisions;
2. Financing decisions; Profit Maximization vs. Wealth Maximization., Ratio Analysis; meaning, types, nature and limitations.

Unit-II

11 Hours

1. Capital Budgeting: Meaning, importance and various techniques; Pay back methods; Post Payback period; rate of return method; Net Present value method; Internal rate of return method; Profitability index method (Numerical questions may be set out of pay-back method and Post pay-back method only).

Unit-III

11 Hours

1. Cost of Capital: Introduction; measurement of cost of capital; cost of equity shares; cost of preference shares; cost of debt; calculation of overall cost of capital based on historical and market rates (Fundamentals only).

Unit-IV

12 Hours

1. Capital Structure: Introduction; capital structure decisions; NI approach; NOI approach; MM approach; Traditional approach.

Transactional Mode: Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk, Panel Discussions

Suggested Readings

- Pandey, IM. (2018). *Financial Management*. Vikas Publishing House.
- Chandra, Prasanna. (2019). *Financial Management*. Tata McGraw-Hill Publishing.
- Hampton, John J. (2020). *Financial Decision-making*. Prentice Hall of India Ltd., New Delhi
- Khan, M. Y& Jain, PK (2019). *Financial Management and Policy*. Tata McGraw-Hill CompanyLtd, New Delhi
- James, Van Horn & Dhamija, Sanjay. (2018). *Financial Management and Policy*. Pearson Education India.

Course Title: Corporate Ethics

Course Code: BHH 413

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Recognize the basic concept of Corporate and Business Ethics
2. To understand and exhibit the fundamental ethical principles necessary to evaluate and analyze contemporary issues in business ethics
3. Application of Business Ethics in Corporate Governance Practices for value addition.
4. Develop the strategy of corporate governance for better financial and corporate results of businesses.

Course Content

Unit I

08 Hours

Corporate Governance- Introduction & Meaning, Business Ethics- Meaning and its importance in Corporate Governance, Stakeholders Theory, Triple Bottom line Concept And Approach, Corporate Social Responsibility- Meaning and its development.

Unit II

08Hours

Business Ethics- Its development in Indian Society, Kinship and Society- *Dharma, Neeti and Danda*, Country; Ethics and Socio-Cultural milieu, Right Conduct- *Dharma, Artha, Kāma and Mokṣa*, Ethical issues in Indian Epics and Purans

Unit III**06Hours**

The Companies Act, 2013- Section 135 (i), Issues in Corporate Social Responsibilities, Stakeholders Capitalism, Whistle Blowing, Managing Ethics in Business and Unethical Decision.

Unit IV**08 Hours**

Art of Conflict resolution in Business, Destructive and Constructive emotions, Need of Emotional Balance, Principal of Ethics, Developing Code of Ethics, Need of Philosophical Ethics by Businesses

Transactional modes:

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

Suggested Readings:

- Aristotle. *Nicomachean Ethics*. London: Penguin Classics, 2004
- Panch Parmeshwar in English translation as The Holy Panchayat by Munshi Premchand
- Swami Vivekananda. *The Complete Works of Swami Vivekananda*, Advaita Ashrama, 2016. (https://www.ramakrishnavivekananda.info/vivekananda/complete_works.html)
- Hildebeital, Alf. *Rethinking the Mahabharata: A Reader's Guide to the Education of the Dharma King*. Chicago: Chicago University Press, 2001.
- Kane, P.V. *History of Dharmashastra (Ancient and Medieval Religious and Civil Law)*, vol. II, parts 1-2; vol. III 3rd ed. Pune: Bhandarkar Oriental Research Institute, [1941, 1946].
- Olivelle, Patric. *King, Governance, and Law in Ancient India: Kautilya's Arthashastra*. Oxford: Oxford University Press, 2013.
- Sharma, Arvind. 'On Hindu, Hindustan, Hinduism and Hindutva'. *Numen*, 49(1), 2002, p. 1-36.
- The Companies, Act, 2013
- Jim Brown. *The Imperfect Board Member: Discovering the Seven Disciplines of Governance Excellence*, Jossey-Bass, 2006.

Semester V**Course Title: Food Production Operations -II****Course Code: BHH501**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Possess the basic structure of LARDER kitchen with its operation
2. Identify the duties and responsibilities of the larder chef.
3. Develop the skills related to preparation of galantines and pates.
4. Acquire the knowledge about classification of appetizers and their accompaniments.
5. Demonstrate the usage of wine & herbs in food preparation.

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

1. LARDER: - LAYOUT & EQUIPMENT Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various sections.
2. TERMS & LARDER CONTROL Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing,
3. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF Functions of the Larder,
4. Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef.

UNIT-II**12 Hours**

1. CHARCUTIERIE: -Introduction to charcuterie,
2. SAUSAGE - Types & Varieties Casings - Types & Varieties, Fillings - Types & Varieties, Additives & Preservatives
3. FORCEMEATS, Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, BRINES, CURES & MARINADES, Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades,
4. HAM, BACON & GAMMON, Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, GALANTINES making of galantines, Types of Galantine Ballotines,
5. PATES Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - Sources, Cultivation and uses and Types of truffle

UNIT-III**11 Hours**

1. MOUSE & MOUSSELINE: -Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline.
2. CHAUD FROID Meaning of Chaudfroid, Making of Chaudfroid & Precautions, Types of chaudfroid, Uses of chaudfroid.
3. ASPIC & GELEE Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee.

4. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades NON-EDIBLE DISPLAYS Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermal work

UNIT-IV**10 Hours**

1. APPETIZERS & GARNISHES: -Classification of Appetizers, Examples of Appetizers, Historic Importance of culinary Garnishes, Explanation of different Garnishes.
2. SANDWICHES Parts of Sandwiches, Types of Bread, Types of filling – classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, and Storing of Sandwiches.
3. USE OF WINE AND HERBS IN COOKING Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking

Transactional Mode:

Collaborative Teaching, Team Demonstration, Video Demonstration, Flipped Teaching, Project Based learning.

Suggested Reading:

- Philip, Thangam E. (2018) “*Modern Cookery*”. Orient Blackswan Private Limited. New Delhi.
- Kinton Ronald. Ceserani Victor. Foskett David. (2012). “*Practical Cookery*”. Hodder Education. London
- Bode W. K. H., Leto M. J. (June 2016) “*The Larder Chef: Food Preparation and Presentation*”. A Butterworth-Heinemann. UK
- Budgen June, (2012), “*The Book of Garnishes*”, HP Trade. USA

Course Title: Food and Beverage Service Operations-II

Course Code: BHH502

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the planning procedure of Food and Beverage service outlets operated by the hotels.
2. Recognize the structure and operation of banquet in hotel industry.
3. Apply the planning and organizing skills of buffets system as per the guest demand.
4. Exhibit skills to do the gueridon service.
5. Demonstrate the kitchen stewarding skills in food and beverage department.

Course Content**UNIT-I****13 Hours**

1. PLANNING & OPERATING VARIOUS F&B OUTLET
Physical layout of functional and ancillary areas, Objective of a good

layout, Steps in planning, Factors to be considered while planning, calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning,

2. Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

UNIT-II**10 Hours**

1. FUNCTION CATERING: -
2. BANQUETS History, Types, and Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus.
3. BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc.-en-place, Service, Toast & Toast procedures.
4. INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

UNIT-III**11 Hours**

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

UNIT-IV**11 Hours**

1. GUERIDON SERVICE
2. History of gueridon, Definition, General consideration of operations, Advantages & Dis- advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients,
3. KITCHEN STEWARDING Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Fuller John. (2012). *Modern restaurant service*. London Hutchinson
- Deegan Alan. Brown Graham. And Hepner Karon. 2 march 1998. *Introduction to Food and Beverage Service*. Longman. London
- Kivela Jaksa. (2012). *Menu Planning for the Hospitality Industry*. Hospitality Press. USA
- Walker John. (2017). *The Restaurant: From Concept to Operation*, Wiley publication. New Delhi.

L	T	P	Cr.
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Course Title: Front Office Operations -II

3	0	0	3
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Course Code: BHH503**Total Hours: 45**

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

1. Explore the tools and techniques used for tariff structure.
2. Acquire the knowledge regarding the forecasting concept used in the industry
3. Assess various ratios used for the analysis of business growth.
4. Exhibit the budget preparation methodology for smooth functioning of organization.
5. Demonstrate the various software and systems of front office operations.

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

1. PLANNING & EVALUATING FRONT OFFICE OPERATIONS

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

UNIT-II**11 Hours**

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

UNIT-III**12 Hours**

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

UNIT-IV**10 Hours**

1. PROPERTY MANAGEMENT SYSTEM: Fidelio / IDS / Shawman, Amadeus

Transactional Mode:

Blogs, Team Teaching, Project Based Teaching, Brain Storming, Case, based analysis

Suggested Reading:

- Bhatnagar S. K. (January 2014). Front office Operation Management. Frank Brothers.USA
- Bhakta Anutosh. (2016). *Professional Hotel Front Office Management*. McGraw Hill Education. New Delhi
- Baker Sue. Huyton Jermy. (2010). *Principles of Front Office Operations*. Publisher: Thomson Learning. USA
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey

Course Title: Accommodation Operations-II**Course Code: BHH504**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Recognize the planning and organizing procedure of housekeeping department.
2. Identify the various forms, formats & record management system of housekeeping department.
3. Acquire knowledge about the procedure of budgetary control used by the hotel.
4. Determine the importance of energy and water conservation in housekeeping operations.
5. Acquainted with the basic knowledge of contract services and the guidelines for hiring contract services.

Course Content**UNIT-I****13 Hours**

1. PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT
Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping

UNIT-II**12 Hours**

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

UNIT-III**10 Hours**

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

UNIT-IV**10 Hours**

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

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

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

- Susannah Tee. (2021). *Good Housekeeping Microwave*. Good Housekeeping Institute (Ed). New York
- Andrews Sudhir. (2016). *Housekeeping Training Manual*. Tata Mc Graw – Hill Publication Company. New Delhi
- Branson. Joan C, Lennox. Margret, elst (1988) “*Hotel Hostel and Hospital Housekeeping*” Wiley & Sons. USA

**Course Title: Food Production Operations -II
(Practical)**

Course Code: BHH505

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Illustrate the knowledge of cold buffet systems and buffet desserts.
2. Determine the different types of sandwich preparations that are trending in Hotel Industry.
3. Identify two course menus of international cuisine.
4. Demonstrate the process of making different types of cakes and meringues and breads.
5. Exhibit the various plating styles used by the chefs in hotels.

Course Content

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

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

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

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

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

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

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

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

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

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

Plus 5 Buffets

Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays Bakery & patisserie (Practical)

Brioche Baba au Rhum
 Soft Rolls, Chocolate Parfait
 French Bread, TarteTartin
 Garlic Rolls, Crêpe Suzette
 Harlequin Bread, Chocolate Cream Puffs
 Foccacia, Crème Brûlée
 Vienna Roll, Mousse Au Chocolat
 Bread Sticks, SouffleMilanaise
 Brown Bread, Pâte Des Pommes
 Clover Leaf Rolls, Savarin des fruits
 Whole Wheat Bread, Charlotte Royal
 Herb & Potato Loaf, Doughnuts
 Milk Bread, Gateaux des Peache
 Ciabatta, Chocolate Brownie
 Buffet desserts, Modern Plating Styles

Transactional modes:

Group Demonstration, Video based Teaching, Team Teaching, Demonstration.

Suggested Reading:

- Philip, Thangam E. (2018) “*Modern Cookery*”. Orient Blackswan Private Limited. New Delhi.
- Kinton Ronald. Ceserani Victor. Foskett David. (2012). “*Practical Cookery*”. Hodder Education. London
- Bode W. K. H., Leto M. J. (June 2016) “*The Larder Chef: Food Preparation and Presentation*”. A Butterworth-Heinemann. UK
- Budgen June, (2012), “*The Book of Garnishes*”, HP Trade.USA

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Food and Beverage Service Operations-II (Practical)

Course Code: BHH506

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Identify about the planning and organizing of various types of F & B outlets.
2. Demonstrate the structure and layout of banquets hall.
3. Recognize the knowledge about different dishes prepared on a gueridon trolley.
4. Exhibit the skills of precautions while using kitchen stewarding machines.
5. Demonstrate the usage of kitchen stewarding machine.

Course Content

01 Planning & Operating Food & Beverage Outlets

Class room Exercise

Developing Hypothetical Business Model of Food & Beverage Outlets

Case study of Food & Beverage outlets - Hotels & Restaurants

02 Function Catering – Banquets

Planning & organizing Formal & Informal Banquets

Planning & organizing Outdoor caterings

03 Function Catering – Buffets

Planning& organizing various types of Buffet

04Gueridon Service

Organizing Mise-en-place for Gueridon Service

Dishes involving work on the Gueridon

Task-01 Crepe Suzette

Task-02 Banana au Rhum

Task-03 Peach Flambe

Task-04 Rum Omelette

Task-05 Steak Diane

Task-06 Pepper Steak

05 Kitchen Stewarding

Using & operating Machines

Exercise - physical inventory

Transactional modes:

Case based Teaching, Video based Teaching, Demonstration, E – Team teaching, Flipped Teaching.

Suggested Reading:

- Fuller John (2012). *Modern restaurant service*. London Hutchinson
- Deegan Alan. Brown Graham. And Hepner Karon. 2 march 1998. *Introduction to Food and Beverage Service*. Longman. London
- Kivela Jaksa. (2012). *Menu Planning for the Hospitality Industry*. Hospitality Press. USA
- Walker John. (2017). *The Restaurant: From Concept to Operation.*, Wiley publication. New Delhi

Evaluation Criteria:

A. Practical Experiment [100 Marks]

B. Total Evaluation will be conducted in the Semester: - 10 Times

- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
- i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Front Office Operations -II (Practical)
Course Code: BHH507

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Identify the usage of Hot Function keys in front office department.
2. Demonstrate the Process of registration.
3. Acquire the Knowledge of account settlement process of customer.
4. Exhibit the check in and checkout procedure of hotel.
5. Implement the Knowledge and skills related to folio Management.

Course Content

1. HMS Training - Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first-time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. How to cancel a key
10. How to issue a duplicate key
11. How to extend a key
12. How to print and prepare registration cards for arrivals
13. How to programme keys continuously
14. How to programme one key for two rooms
15. How to re-programme a key
16. How to make a reservation
17. How to create and update guest profiles
18. How to update guest folio
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation

24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check-ins with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel Agents
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shut down
56. Handling part settlements for long staying guest
57. How to handle paymaster folios
58. How to handle bills on hold

Transactional modes:

Video Demonstration, Team Demonstration, Role Play, Mock Exercise, Group Assignment.

Suggested Reading:

- Bhatnagar S. K. (January 2014). Front office Operation Management. Frank Brothers.
- Bhakta Anutosh. (2016). *Professional Hotel Front Office Management*.

McGraw Hill Education. New Delhi

- Baker Sue. HuytonJermy. (2010). *Principles of Front Office Operations*. Publisher: Thomson Learning. USA
- Vallen Gary K. Vallen Jerome J. (August 2012). *Check-in Check-Out: Managing Hotel Operations*. Pearson Prentice Hall. New Jersey

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Accommodation Operations-II (Practical)

Course Code: BHH508

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Enhance the Team Management Skills in Accommodation Operation
2. Acquaint with the various forms and formats that are maintained by housekeeping departments in hotels.
3. Exhibit the knowledge related to Inspection checklist.
4. Employ the Time and motion study in accommodation operation.
5. Demonstrate the procedure of efficient training modules for effective learning.

Course Content

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Inspection checklists

Time and motion study

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

Devising/ designing training module

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

Transactional modes:

Video Demonstration, Peer Demonstration, Role Play, Mock Exercise, Field Visit.

Suggestive Readings:

- Vladimir Andrew (2020), “*Hospitality Today*”, VNR Publisher, Attn. USA
- Susannah Tee. (2021). *Good Housekeeping Microwave*. Good Housekeeping Institute (Ed).New York
- Andrews Sudhir. (2016). *Housekeeping Training Manual*. Tata McGraw – Hill Publication Company. New Delhi
- Branson. Joan C, Lennox. Margret, elst(1988)“*Hotel Hostel and Hospital Housekeeping*”Wiley & Sons. USA

Evaluation Criteria:

- Practical Experiment [100 Marks]
- Total Evaluation will be conducted in the Semester: - 10 Times
- Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

Course Title: Facility Planning
Course Code: BHH509

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the various techniques of planning a pattern in facility planning.
2. Know the space consideration requirements and the guiding factors for guest.
3. Recognize the difference between carpet and Clint area.
4. Acquire the knowledge about the scope of Facility planning in hospitality industry.
5. Display the skills of guest house management to achieve maximum guest satisfaction.

UNIT- I**12 Hours**

1. Facilities planning: the systematic layout planning pattern (slp), planning consideration, flow process & flow diagram, procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services.

UNIT- II**11 Hours**

1. Hotel administration, internal roads/budget hotel/5star hotel architectural consideration, difference between carpet area plinth area and super built area, their relationships, Readings of blue print (plumbing, electrical, ac, ventilation, far, public areas).

UNIT- III**11 Hours**

1. Scope of work - division by industry, retail, corporate, manufacturing, hospitals, hotels, malls, institutional. Types of operations – in-house and outsourced models, advantages & disadvantages.

UNIT- IV**11 Hours**

1. Types of allied services - scope of work in different types of client premises. Parking management: - role and importance. Guest house management - scope of work, in-house & outsourced models, agreements.

Transactional modes:

Demonstration, Video based Teaching, Quiz, Collaborative Teaching, Group Assignment.

Suggested Readings:

- Tarun Dayal. 2018. Hotel Facility Planning. Oxford University Press, New Delhi
- Ramesh Upadhuav and Jitndra Narayan Kumar. (2017). Facility Management. Notion Press. New Delhi
- Richard. L. Francis, John. A. White, Leon F. McGinnis, Jr. (2018) Facility layout and location: An analytical Approach

Course Name: Air Cargo Management

L	T	P	Cr.
3	0	0	3

Course Code: BHH510**Total Hours:45**

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

1. Apply ground handling principles of air cargo
2. Formulate effective solutions for air cargo terminal operations.
3. Analyze aircraft types to different combinations of passenger / freight airlines and all-cargo airlines
4. Exhibit the skills of import/export and claims activity.
5. Acquire the basic knowledge of security and future of air cargo.

Course Contents**UNIT-1****11 Hours**

1. INTRODUCTION TO AIRLINE INDUSTRY- Regulatory Bodies, Navigation systems, Air Transport System: Functions, Customers, Standardization, Management, Airside, Terminal Area, Landside Operations, Civil Aviation, Safety and Security, Aircraft operator's security program, Security v/s Facilitation. ICAO security manual, Training and awareness, Rescue and fire, fighting, Issues and challenges, Industry regulations, Future of the Industry.

UNIT-2**11 Hours**

1. INTRODUCTION TO AIR CARGO- Aviation and airline terminology, IATA areas, Country, Currency, Airlines, and Aircraft: lay out, Different types of aircraft, aircraft manufacturers, ULD, International Air Routes, Airports codes, Consortium, Hub & Spoke, and Process Flow.

UNIT-3**11 Hours**

1. AIRLINE MARKETING AND CUSTOMER SERVICE- Standardization in Logistics, Air freight Exports and Imports, Sales & Marketing: Understanding Marketing, Environment, Marketing Research, Strategies and Planning, Audits, Segmentation, SWOT, Marketing Management Control; Consignee controlled cargo, Sales leads, Routing Instructions, Customer service, Future trends.

UNIT-4**12 Hours**

1. CARGO OPERATION- Advices, Booking, SLI, Labeling, Volume/ Weight Ratio, Shipment Planning, TACT, Air Cargo Rates and Charges. Cargo operations, Customs clearance; Air Freight Forwarding: Air freight Exports and Imports, Special Cargoes, Documentation, Air Way Bill (AWB), Handling COD shipments, POD, Conditions of contract, Dangerous (DGR) or Hazardous goods.

Transactional modes:

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

Suggested Readings:

- Sales, M. (2016). *Air Cargo Management Air Freight and the Global Supply Chain* (2nd Ed.). New Delhi, India.
- Senguttuvan, P. S. (2006). *Fundamentals of Air Transport Management* (1st Ed.). Excel books. New Delhi.
- Kinnison, H. A. and Siddiqui, T. (2013). *Aviation Maintenance Management* (2nd Ed.). McGraw-Hill Professional Publishing. New Delhi

Course Title: Healthy Diet and Healthy Life**Course Code: BHH511**

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Identify the basic concept meal planning for a balanced diet.
2. Acquaint the factors affecting meal planning and food related behavior.
3. Execute the knowledge regarding the dietary guidelines for Indians.
4. Employ the knowledge about Nutrition during the adult years and physiological changes.
5. Explore the role of nutrition during childhood and nutritional

concerns of healthy food choices.

Course Content

UNIT- I 07 Hours

1. Basic concepts meal planning : Food groups and concept of balanced diet, Food exchange list, Concept of Dietary Reference Intakes.

UNIT II 07 Hours

1. Factors effecting meal planning and food related behavior, Dietary guidelines for Indians and food pyramid.

UNIT III 08 Hours

1. Nutrition during the adult years Physiological changes, RDA, nutritional guidelines, nutritional concerns and healthy food choices, Adult, Pregnant woman, Lactating mother, Elderly.

UNIT IV 08 Hours

1. Nutrition during childhood, Growth and development, growth reference/ standards, RDA, Nutritional guidelines, nutritional concerns and healthy food choices, Infants, Preschool children, School children and Adolescents.

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Mudambi, SR and Rajagopal, MV. (2017) *Fundamentals of Foods, Nutrition And Diet Therapy*. New Age International Publishers. New Delhi.
- Wardlaw GM, Hampl JS. (2017) *Perspectives in Nutrition*. McGraw Hill. New Delhi
- Sethi P. and Iakra P. (2015) *Aahaarvigyaan, Poshanevam Suruksha*. Elite Publishing house. New Delhi.
- Khanna K et al. (2013) *Textbook of Nutrition and Dietetics*. Phoenix Publisher. Manila, Philippines.

Course Title: Foundation of Food Safety

Course Code: BHH512

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

1. Recognize the basic concept of food safety and health related concerns.
2. Acquaint with the knowledge of Hazard Analysis Critical Control Point for food handling.
3. Identify the types of food contamination and importance of food labels.
4. Define the food laws and working of food safety organization.
5. Exhibit the precautions for preventing the food contamination and maintaining food safety standards

Course Content

UNIT- I 06 Hours

1. Introduction to PHN, Definition of PHN, Levels of health care services

UNIT II**08 Hours**

1. Food Safety and Storage, Concept of food safety, Key terms, factors affecting food safety, recent concerns Food safety measures: basic concept of HACCP Safe food handling practices and storing food safely, Food additives.

UNIT III**08 Hours**

1. Food Adulteration, PFA definition of food adulteration, Adulterants in commonly consumed food items, Accidental contamination: botulism, staphylococcal and aflatoxin intoxication, Importance of food labels in processed foods and nutritional labelling

UNIT IV**08 Hours**

1. Food laws, regulations and standards, Codex Alimentarius, Prevention of Food Adulteration (PFA) Act, Agmark, Fruit Products Order (FPO), Meat Products Order (MPO), Bureau of Indian Standards (BIS), MMPO, FSSAI.

Transactional Mode:

Blogs, Team Teaching, Project Based Teaching, Brain Storming, Case based analysis

Suggested Reading:

- Mudambi, SR and Rajagopal, MV. (2017) *Fundamentals of Foods, Nutrition and Diet Therapy*. New Age International Publishers. New Delhi.
- Wardlaw GM, Hampl JS. (2017) *Perspectives in Nutrition*. McGraw Hill. New Delhi
- Sethi P. and Iakra P. (2015) *Aahaarvigyaan, Poshanevam Suruksha*. Elite Publishing house. New Delhi.
- Khanna K et al. (2013) *Textbook of Nutrition and Dietetics*. Phoenix Publisher. Manila, Philippines

Semester VI**Course Title: Advance Food Production Operations****Course Code: BHH601**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Acquaint with the knowledge of culture, eating habits, preparation of popular dishes from the cuisines around the world.
2. Acquire the desired skills needed in the preparation of various types of appetizers and garnishes.
3. Demonstrate the advance skills required in Bakery & Confectionery section
4. Recognize and enhance the knowledge of production management in kitchen organization.

5. Apply the skills related to the research of new things in food preparation

Course Content

UNIT-I

10 Hours

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

UNIT-II

13 Hours

1. ICINGS & TOPPINGS Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes,
2. FROZEN DESSERTS Types and classification of frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.
3. MERINGUES Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.
4. BREAD MAKING Role of ingredients in bread Making, Bread Faults, and Bread Improvers. CHOCOLATE History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications

UNIT-III

12 Hours

1. PRODUCTION MANAGEMENT Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.
2. PRODUCT & RESEARCH DEVELOPMENT Testing new equipment, developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

UNIT-IV

10 Hours

1. FRENCH: Culinary French, Classical recipes (recettes classique), Historical Background of Classical

Transactional modes:

Video based Teaching, Brain storming, Project based learning, Demonstration, Flipped Teaching.

Suggested Reading:

- Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2017). *Quantity Food Production. Planning, and Management.* John Wiley & Sons. USA
- Philip, Thangam E. (2018). *Modern Cookery.* Orient Blackswan Private Limited. New Delhi
- Folsom LeRoi A. (2017). *The Professional Chef.* Boston CBI Pub. Massachusetts

Course Title: Advance Food & Beverage Service Operations

Course Code: BHH602

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Acquire the knowledge of organizational structure of F & B department.
2. Exhibit the supervisory skills for professional management of food and beverage outlets.
3. Develop the knowledge about the bar equipment and staffing
4. Identify the various commodities required for bar operations
5. Learn about the making of cocktails with their service style.

Course Content

UNIT-I **10 Hours**

- 2. FOOD & BEVERAGE STAFF ORGANISATION:** Categories of staff, Hierarchy, Job description and specification, Duty roaster

UNIT-II **10 Hours**

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

UNIT-III **11 Hours**

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

UNIT-IV **14 Hours**

COCKTAILS & MIXED DRINKS: Definition and History, Classification, Recipe, Preparation and Service of Popular Cocktails, Martini - Dry & Sweet, Manhattan - Dry & Sweet, Dubonnet, Roy-Roy, Bronx, White Lady, Pink Lady, Side Car, Bacardi, Alexandra, John Collins, Tom Collins Gin FIZZ, Pimm's Cup - no. 1,2,3,4,5, Flips, Nogs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequila Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration

Suggested Reading:

- Arduser Lora. Brown Douglas. Centers Taylor.(2017). *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic Publishing Group Inc. Florida

- THOMAS CHRIS. And Katsigris Costas. (2016). *Design and Equipment for Restaurants and Foodservice*. Wiley Publishers. USA.
- Walton Stuart.(2018). *The World Encyclopedia of Wine*. Hermes House. Leicester
- Dhawan Vijay. 2008. *Food & Beverage Service*. Frank Brothers & Company Pvt. Ltd. New Delhi.
- Singaravelavan R. 2016. *Food and Beverage Service*. New Delhi: Oxford University Press. London

Course Title: Advance Front Office Operations

Course Code: BHH603

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Understand the usage of yield Management Concept in hospitality industry
2. Explore the tools and techniques for measuring the risks in hotel industry.
3. Acquire the knowledge related to the Timeshare & Vacation Ownership.
4. Describe the government intervention in the concept of Timeshare in India.
5. Illustrate the usage of French language in Front office operations.

Course Content

UNIT-I

12 Hours

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

UNIT-II

10 Hours

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

UNIT-III

11 Hours

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

UNIT-IV

11 Hours

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

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- Dix Colin. Baird Chris. (2017). *Front Office Operations*. Longman. London
- Bhatnagar S. K. (2018). *Front office Operation Management*. Frank Brothers. Delhi
- Kasavana Michael L. Cahill John J. (2012). *“Managing Computers in Hospitality Industry*. Educational Institute of the American Hotel. USA
- Bhattacharya S. (2005). *French for Hotel management and tourism industry*. Frank Bros. and Co. Delhi

Course Title: Advance Accommodation Operations**Course Code: BHH604**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Analyze the safety and security standards followed by the Hotels.
2. Demonstrate the dealing procedure of guests in emergency situations.
3. Apply the knowledge regarding the interior decoration and its uses in the Hospitality industry.
4. Enhance the knowledge about different types of guest room layouts in hotels.
5. Identify the importance of new property countdown.

Course Content**UNIT-I****13 Hours**

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

UNIT-II**14 Hours**

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

UNIT-III**09 Hours**

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

UNIT-IV**09 Hours**

2. NEW PROPERTY COUNTDOWN

Transactional modes:

Video based Teaching, Cooperative Teaching, Project based learning, Demonstration.

Suggested Reading:

- Sudhir Andrew. (2017). *Housekeeping Management*. Tata Mc graw Hill Publication. New Delhi.
- Raghubalan G. Rasghubalan S. (2018). *Hotel Housekeeping operation Management*. Oxford University. London
- Kappa Marget. M NitschkeAleta. (2019). *Managing Housekeeping Operations*. EI –AH AND LA, USA.
- Jones Martin. (2015). *Professional Management of Housekeeping Operations*. Wiley & sons. USA.

Course Title: Project Management

Course Code: BHH605

L	T	P	Cr.
2	0	0	2

Total Hours: 30

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

3. Understand the basic concept of projects with their characteristics.
4. Learn the technical analysis of project selection.
5. Acquire the basic knowledge of financial feasibility process of project selection.
6. Identify the process of Project Appraisal.
7. Determine the concept of Social Cost Benefit Analysis in Project.

Course Content

UNIT-I

10 Hours

1. Introduction to projects. Characteristics and types of projects. Gaining importance, project life cycle and its phases. Project selection, non-quantitative and scoring models, technical analysis and technology selection, market potential analysis and techniques of long-term forecasting.

UNIT-II

07 Hours

1. Financial feasibility, determinants of cost of project, its financing and deciding optimum capital structure. Cash flows from project and owner's perspective.

UNIT-III

06 Hours

1. Project Appraisal. Financial feasibility with risk. Types of risk, techniques of risk evaluation and its mitigation. Sensitivity analysis.

UNIT-IV

07 Hours

1. Human Aspects of Project management: project manager's skills and functions, matrix organization, Social Cost Benefit Analysis, UNIDO approach, shadow pricing.

Transactional modes:

Video based Teaching, Cooperative Teaching, Project based learning,

Demonstration.

Suggested Reading:

- Project Management for Business and technology: Principles and Practice, John M. Nicholas, Pearson Prentice Hall, New Delhi, 2005.
- A Guide to the Project management Body of Knowledge (PMBOK Guide) 5th Edition, PMI.
- Project Management-Case Studies, Harold Kerzner, John Wiley & Sons, New Jersey, 2006.
- Project and Production Management, A course by National Programme on Technology Enhanced Learning (NPTEL), Arun Kanda and S. G. Deshmukh, IIT Delhi, 2005.
- Projects: Preparation, Appraisal, Budgeting and Implementation, Prasanna Chandra, Tata McGraw Hill Publishing Company Ltd., New Delhi, 1980.

**Course Title: Advance Food Production
Operations (Practical)
Course Code: BHH606**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Demonstrate the preparation of internationally famous food items in all around world.
2. Exhibit the skills of Bakery & Patisserie Chef.
3. Acquire the required skills for the preparation of various appetizers and garnishes.
4. Acquaint with the preparation of international breads and desserts according to international standards.
5. Identify about the preparation of various internationally famous food items in all around world.

Course Content

CHINESE

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

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

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

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

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

SPAIN

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

ITALY

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

GERMANY

MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad

U.K.

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

GREECE

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

DEMONSTRATION:

Charcuterie Galantines, Pate, Terrines, Mousselines New Plating Techniques

Bakery & patisserie (Practical)

1. Grissini, Tiramisu
2. Pumpernickle, Apfel Strudel
3. Yorkshire Curd Tart, Crusty Bread
4. Baklava, Harlequin Bread
5. Baugette, Crepe Normandy
6. Crossiants, Black Forest Cake
7. Pizza base, Honey Praline Parfait
8. Danish Pastry, Cold Cheese Cake
9. Soup Rolls, Chocolate Truffle cake
10. Ginger Bread, Blancmange
11. Lavash, Chocolate Parfait
12. Cinnamon & Raisin Rolls, SouffleChaudVanille
13. Fruit Bread, Plum Pudding
14. Demonstration of: Meringues, Icings & Toppings
15. Demonstration of: Wedding Cake &OrTitlental cakes

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Mock Exercise, Role Play.

Suggestive Readings:

- Bali Parvinder S. (2012). *International Cuisine and Food Production Management*. Oxford University Press. London.
- Knight John B. Kotschevar Lendal H. (2017). *Quantity Food Production. Planning, and Management*. John Wiley & Sons. USA
- Philip, Thangam E. (2018). *Modern Cookery*. Orient Blackswan Private Limited. New Delhi
- Folsom LeRoi A. (2017). *The Professional Chef*. Boston CBI Pub. Massachusetts

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - iv. Performance in Practical (5 Marks)
 - v. Report (3 Marks)
 - vi. Viva (2 Marks)

Course Title: Advance Food & Beverage Service Operations (Practical)
Course Code: BHH607

L	T	P	Cr.
0	0	4	2

Total Hours: 30

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

1. Acquire the required skill for being a part of Food and Beverage Services staff.
2. Develop the knowledge regarding organizational structure of various food and beverage outlets.
3. Exhibit the supervisory skills of F & B Manager.
4. Identify the operational structure and layout of bar
5. Demonstrate the service skills of cocktails and mixed drinks.

Course Content**01 F&B Staff Organization**

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

02 Supervisory Skills

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

03 Bar Operations

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

Transactional modes:

Video Demonstration, Role Play, Demonstration, Peer Demonstration, Group Assignment.

Suggestive Reading:

- Arduser Lora. Brown Douglas. Centers Taylor.(2017). *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic

- Publishing Group Inc. Florida
- THOMAS CHRIS. And Katsigris Costas. (2016). *Design and Equipment for Restaurants and Food service*. Wiley Publishers. USA.
 - Walton Stuart.(2018).*The World Encyclopedia of Wine*. Hermes House. Leicester
 - Dhawan Vijay. 2008. *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd. New Delhi.
 - Singaravelavan R. 2016. *Food and Beverage Service*. New Delhi: Oxford University Press. London

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Advance Front Office Operations (Practical)**Course Code: BHH608**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Demonstrate the procedure of Hot Function keys
2. Apply the preparation procedure of Guest registration and folios.
3. Exhibit the procedure of Guest reservation.
4. Acquire the required skills to create or update Guest profiles in property management system.
5. Apply the knowledge of folios and vouchers in accounting systems

Course Content

1. HMS Training - Hot Function keys
2. How to put message
3. How to put a locator
4. How to check in a first-time guest
5. How to check in an existing reservation
6. How to check in a day use
7. How to issue a new key
8. How to verify key
9. How to cancel a key
10. How to issue a duplicate key
11. How to extend a key
12. How to print and prepare registration cards for arrivals
13. How to programmed keys continuously
14. How to programmed one key for two rooms

15. How to re-program a key
16. How to make a reservation
17. How to create and update guest profiles
18. How to update guest folio
19. How to print guest folio
20. How to make sharer reservation
21. How to feed remarks in guest history
22. How to add a sharer
23. How to make add on reservation
24. How to amend a reservation
25. How to cancel a reservation
26. How to make group reservation
27. How to make a room change on the system
28. How to log on cashier code
29. How to close a bank at the end of each shift
30. How to put a routing instruction
31. How to process charges
32. How to process a guest check out
33. How to check out a folio
34. How to process deposit for arriving guest
35. How to process deposit for in house guest
36. How to check room rate variance report
37. How to process part settlements
38. How to tally allowance for the day at night
39. How to tally paid outs for the day at night
40. How to tally forex for the day at night
41. How to pre-register a guest
42. How to handle extension of guest stay
43. Handle deposit and check in with voucher
44. How to post payment
45. How to print checked out guest folio
46. Check out using foreign currency
47. Handle settlement of city ledger balance
48. Handle payment for room only to Travel Agents
49. Handle of banquet event deposits
50. How to prepare for sudden system shutdown
51. How to checkout standing batch totals
52. How to do a credit check report
53. How to process late charges on third party
54. How to process late charges to credit card
55. How to check out during system shut down
56. Handling part settlements for long staying guest
57. How to handle paymaster folios

58. How to handle bills on hold

Transactional modes:

Group Assignment, Team Presentation, Demonstration, Peer Demonstration, Video Demonstration, Role Play.

Suggested Reading:

- Dix Colin. Baird Chris. (2017). *Front Office Operations*. Longman. London
- Bhatnagar S. K. (2018). *Front office Operation Management*. Frank Brothers. Delhi
- Kasavana Michael L. Cahill John J. (2012). “*Managing Computers in Hospitality Industry*”. Educational Institute of the Amer Hotel. American Hotel. USA
- Bhattacharya S. (2005). *French for Hotel management and tourism industry*. Frank Bros. and Co. Delhi

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Advance Accommodation Operations (Practical)

Course Code: BHH609

L	T	P	Cr.
0	0	2	1

Total Hours: 15

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

1. Identify the various techniques of cleaning and polishing glass, brass etc.
2. Illustrate the usage of first aid kit and how to use it in emergency situations.
3. Demonstrate the Fire fighting and fire safety measures.
4. Exhibit the procedure of indenting, costing, planning, and executing in housekeeping operations.
5. Display the skills regarding the guest room's setup.

Course Content

01 Standard operating procedure

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

02 First aid

First aid kit

Dealing with emergency situation

Maintaining records

03 Fire safety fire fighting

Safety measures

Fire drill (demo)

Special decorations (theme related to hospitality industry)

Indenting costing

Planning with time split

Executing

Layout of guest room to the scale

Earmark pillars

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

Transactional modes:

Demonstration, Peer Demonstration, Video Demonstration, Role Play, Group Assignment.

Suggested Reading:

- Sudhir Andrew. (2017). *Housekeeping Management*. Tata Mc graw Hill Publication. New Delhi.
- Raghubalan G. Rasghubalan S. (2018). *Hotel Housekeeping operation Management*. Oxford University. London
- Kappa Marget. M Nitschke Aleta. (2019). *Managing Housekeeping Operations*. EI –AH AND LA, USA.
- Jones Martin. (2015). *Professional Management of Housekeeping Operations*. Wiley & sons. USA.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Event Management

Course Code: BHH610

L	T	P	Cr.
3	0	0	3

Total Hours: 45

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

1. Identify the concept of events management with their nature & scope.
2. Recognize the organization and designing of the events.

3. Determine the marketing and promotional strategies used for event management.
4. Demonstrate the planning & organizing procedure of successful event/s.
5. Exhibit the cash management skills in event management.

Course Content

- UNIT – I** **12 Hours**
1. Events- the Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be good Event Planners.
- UNIT – 2** **12 Hours**
1. Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media
- UNIT – 3** **11 Hours**
1. Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, the Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.
- UNIT -4** **10 Hours**
1. Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar may be planned and organized to supplement learning of students.

Transactional modes:

Flipped teaching, Open talk, Video based Teaching, Role Play, Field Visits, Group Assignment.

References-

- Bhatia K. (2018). *Event Management*. Sterling Publishers Pvt. Ltd. Delhi.
- Anton Shone. Bryn Parry. (2012). *Successful Event Management*. Coleman Lee. & Frankle. Powerhouse Conferences. Educational Institute of AHMA
- H. Hoyle Jr. (2019). *Event Marketing*. John Willy and Sons. New York.
- Gaur Singh Sanjay. Saggere. Sanjay V. (2016). *Event Management*. Pearson New Delhi.
- John Beech. Sebastian Kaiser. Kaspar Robert (2017). *Event Marketing Management*. Vikas Publication. New Delhi.

Course Name: Hospitality Marketing
Course Code: BHH611

L	T	P	Cr.
3	0	0	3

Total hours: 45

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

1. Identify unique marketing challenges due to the nature of the tourism and hospitality industry structure and its diverse products
2. Develop strategies and tactics that may be used to avoid challenges and turn them into opportunities
3. Analyze behavior in tourism consumption for segmentation and target marketing
4. Sketch and manage tourism and hospitality products for diverse consumers
5. Acquire the basic knowledge of modern marketing public relation.

Course Contents

UNIT 1 13 Hours

1. INTRODUCTION: Definition- Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange & Transaction, Market), Difference between marketing and Selling, Marketing Orientation (Product concept, Production concept, Selling concept, Marketing concept, Societal marketing concept).

UNIT 2 11 Hours

1. MARKETING MIX ELEMENTS: 7 P'S OF MARKETING –Product (Levels, Classification, Branding, Packaging, PLC), Place (Distribution channels -Channel functions- marketing intermediaries in hospitality industry) - Tourism marketing system internal environment- external microenvironment- environment.

UNIT 3 11 Hours

1. MODERN MARKETING PUBLIC RELATIONS: Concepts (Green marketing, Mobile marketing, Cross cultural marketing, Web marketing, Tele marketing, Relationship marketing, Buzz marketing-need for public relations, the concept of public – internal / external publics,
2. COMPARISON BETWEEN ADVERTISING, promotion, publicity and PR, PR tools – media / non-media, PR Campaign, PR in Tourism Definition, sales person's role, prospect management, buying process, AIDA's theory of selling, personal selling process, closing strategies, function of sales management

UNIT 4 10 Hours

1. TECHNOLOGY IN TOURISM MARKETING: Introduction, technology in tourism marketing, multimedia, virtual reality and virtual tour, online travel or electronic tourism, using website for tourism marketing, impact of online business on existing intermediaries.

Transactional modes:

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

Suggested Readings:

- Prasana, K, (2016) *Marketing of hospitality and tourism services* (2nd ed) Mc Graw Hill education India pvt ltd.

- Devashish. d (2011) *Tourism marketing* (1st ed) publisher, Pearson India education service pvt ltd.
- Philip Kotler and Gray Armstrong, 1987, *Marketing- An Introduction* Prentice Hall Inc. New Jersey.