

SCHEME & SYLLABUS

Bachelor of Hotel Management and Catering Technology (BHMCT)

(3/4 years Honours and Honours with Research)

Four Year Under-Graduate (FYUG) Programme as per NEP

Choice Based Credit System Semester Scheme with Multiple Entry and Exit

Options in the Undergraduate Degree Programmes

Programme Code: UG058

(Academic Session 2024-25 onwards)



**Department: Management and Hotel Management
(UICM)**

**Sant Baba Bhag Singh University
2024**

ABOUT THE DEPARTMENT

The Department of Management and Hotel Management was established in 2017 with two UG programmes. Over the years, this department has flourished and is now offering programmes and courses at the graduate and post-graduate levels. The highly qualified and dedicated faculty nurtures the department. The department is blessed to have specialized faculties in various fields of hotels, restaurants, travel agencies, and airports. The department offers Bachelors in Hotel Management and Catering Technology, Bachelors in Tourism and Travel Management and Master of Hotel Management and Catering Technology.

SALIENT FEATURES OF THE DEPARTMENT

- ❖ Industry-focused curriculum with practical skills like food production and hospitality management
- ❖ Blends theory and practice through labs, simulations, and internships.
- ❖ Experienced faculty with real-world insights provide guidance.
- ❖ Builds communication, teamwork, and leadership skills for hotel success.
- ❖ Industry connections lead to internships and potential jobs.
- ❖ Equips students with skills and certifications for employability.
- ❖ Explores various hotel departments to discover career interests.
- ❖ May offer international programs or courses on global hospitality.
- ❖ Develops a professional work ethic and service-oriented mindset.
- ❖ Offers continuing education opportunities for career advancement.

ABOUT THE PROGRAMME

BHMCT (Honours/ Honours with Research)

[Four Year Under-Graduate (FYUG) Programme as per NEP]

BHMCT (Honours/ Honours with Research) is a 4 year Under-Graduate (FYUG) Programme as per NEP-2020 which is Choice Based Credit System Semester Scheme with Multiple Entry and Exit Options in the Undergraduate Degree Programmes. The Bachelor of Hotel Management and Catering Technology (BHMCT) equips students with the skills and knowledge necessary for a successful career in the hospitality industry. The BHMCT program curriculum covers a wide range of subjects, both theoretical and practical (Food Production, Food & Beverage Service, Front office and Housekeeping) that are essential for working in the hospitality industry.

VISION

To develop global leaders in hospitality and tourism who are ambassadors of social change, are intellectually sound, ethically sensitive, socially compassionate and personifying the Indian tradition of 'Athithi Devo Bhava'.

MISSION

To become a fountain head of hospitality and tourism education in India to strengthen industry academic Interface and promote entrepreneurial development. To develop and inculcate generic thinking skills, understanding of contemporary management theory and the integration of theory and practice.

ELIGIBILITY CRITERIA

10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.

DURATION

4 Years

CAREER PATHWAYS

With a major Focus in hotel management and catering Technology, this degree provides specific information about the management of hotels and their employees. Additionally, it familiarizes students with the duties of a chef, housekeeper, kitchen staff and receptionist, etc. As a result, the applicants may serve as:

- Floor supervisors
- Banquet managers
- Restaurant and food service managers
- Executive housekeepers
- Executive chefs
- Stewards
- Assistant managers
- Front office managers

National Higher Education Qualifications Framework (NHEQF)

The National Education Policy (NEP) 2020 emphasizes the importance of higher education in promoting human and societal well-being, sustainable livelihoods, and economic development. It proposes the formulation of expected learning outcomes for all higher education programs, a National Higher Education Qualifications Framework (NHEQF) to integrate vocational education, and facilitative norms for issues like credit transfer and equivalence.

The NHEQF levels represent a series of sequential stages expressed in terms of a range of learning outcomes against which typical qualifications are positioned/located. NHEQF level 4.5 represents learning outcomes appropriate to the first year (first two semesters) of the undergraduate programme of study, while Level 8 represents learning outcomes appropriate to the doctoral-level programme of study.

Higher education qualifications at different levels on the NHEQF

NHEQF level	Examples of higher education qualifications located within each level
Level 4.5	Undergraduate Certificate. Programme duration: First year (first two semesters) of the undergraduate programme, followed by an exit 4-credit skills enhancement course(s).
Level 5	Undergraduate Diploma. Programme duration: First two years (first four semesters) of the undergraduate programme, followed by an exit 4-credit skills enhancement course(s) lasting two months.
Level 5.5	Bachelor's Degree. Programme duration: First three years (Six semesters) of the four-year undergraduate programme.
Level 6	Bachelor's Degree (Honours/ Honours with Research). Programme duration: Four years (eight semesters). Level 6 Post-Graduate Diploma. Programme duration: One year (two semesters) for those who exit after successful completion of the first year (two semesters) of the 2-year master's programme.
Level 6.5	Master's degree. (e.g. M.A., M.Com. M.Sc., etc.) Programme duration: Two years (four semesters) after obtaining a 3- year Bachelor's degree (e.g. B.A., B.Sc., B.Com. Etc.).
Level 6.5	Master's degree. (e.g. M.A., M.Com. M.Sc., etc.) Programme duration: One year (two semesters) after obtaining a 4 -year Bachelor's degree (Honours/ Honours with Research) (e.g. B.A., B.Sc., B.Com. etc.).
Level 7	Master's degree. (E.g. M.E./M.Tech. etc.) Programme duration: Two years (four semesters) after obtaining a 4-year Bachelor's degree. (E.g. B.E. /B.Tech.

	etc.)
Level 8	Doctoral Degree

PROGRAMME EDUCATIONAL OBJECTIVE (PEO)

PEO1: Give students, both domestic and foreign, a high-quality learning experience that balances academic involvement with practical training in a range of hotels and service organizations.

PEO2: Gain the abilities required to manage the types of activities and services provided in hotel operations. It also covers a wide range of related topics, including product development, business, finance, marketing, and human resource management.

PEO3: Create graduates who can use a sustainable strategy in a multicultural setting to handle problems relating to hotel operations in an imaginative, creative, and morally sound manner.

PEO4: Create informed and technically proficient hotel operations experts that meet industry standards, have strong communication skills, and exhibit good leadership qualities within an organization.

PROGRAMME OUTCOMES (PO)

PO1. Knowledge & Expertise of Hotel Business: Acquire, review, analyze and apply knowledge & skills to hospitality and other related industry.

PO2: Problem Solving: Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry.

PO3: Behavioral Skills, Teamwork and Leadership: Realize and demonstrate effective leadership responsibility.

PO4: Practical skills: Student will be able to demonstrate the ability to read, understand, and critically review scientific information.

PO5: Financial Management: Understanding financial aspects of hotel operations is essential. Graduates should be proficient in budgeting, revenue management, and cost control.

PO6: Research: Acquire & Apply Research techniques based on industry Requirements.

PO7: Ethical, Social and professional understanding: Apply ethical principles and commit to professional ethics, food safety, environmental responsibilities and norms of the Hospitality industry.

PO8: Internship Experience: Many programs require internships or practical training, providing students with real-world experience and networking opportunities in the hospitality field.

PO9: Employability & Entrepreneurship: Self-motivate and enhance entrepreneurship skills for career advancement and development.

PO10: Organizational Behavior: Demonstrate how the organizational behavior and organizational practices can aid in improving the performances and wellbeing of people at work.

PO11: Communication & Presentation Skills: Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community.

PO12: Lifelong Learning: Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadcast context of technological changes.

PROGRAMME SPECIFIC OUTCOMES (PSO)

PSO1: Fundamental Capabilities & Entrepreneurial Skills: Showcase fundamental Technical, Conceptual, and Analytical Hospitality Skills.

PSO2: Hospitality Knowledge, Skills, and Attitude: Utilize the information and abilities acquired from industry immersion courses, international connections, and hands-on training in a real-world hospitality environment.

PSO3: Strategic and Problem-Solving Skills: Showcase the strategic application of ideas and theories to grow and sustain in the demanding hospitality and tourism industry.

PSO4: Managerial Skills: Apply and Conduct Critical Analysis of the Strategic Thinking and Management Styles Necessary for Success in the Hotel Management Field.

NOMENCLATURE USED:

A. Graduate Core Courses

Discipline Specific Core (DSC)

Discipline Specific Elective (DSE)

Theory subject (T)

Practical (P)

Minor

i. Ability Enhancement Courses (AEC)

ii. Skill Enhancement Courses (SEC)

iii. Value added Courses (VAC)

iv. Multi-disciplinary Courses (MDC)

v. Generic Elective (GE)

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40 41	HM266	Food & Beverage Service Operations-II (Practical)	4	85
42	HM268	Front Office & Accommodation-II (Theory)	4	86-87
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45	HM272	Event Management	4	90
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Course Scheme

NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research)								
Semester-1 st								
First Year of New Scheme (Multidisciplinary & Discipline Specific)								
Batch-2025-26								
NHEQF Level 4.5								
Assessment stage and equivalence under graduate Certificate(1 Year or 2 Semester) or UG 1 st Year								
Academic Grade/Level: UG First Year(First and Second Semester)								
S. No.	Course Category	Course Sub-Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major	DSC-I	HM161	Food Production Foundation –I (Theory)	2:0:0	2:0:0	2	2
2			HM163	Food Production Foundation –I (Practical)	0:0:4	0:0:2	4	2
3	Major	DSC-II	HM165	Food & Beverage Service Foundation –I (Theory)	2:0:0	2:0:0	2	2
4			HM167	Food & Beverage Service Foundation –I (Practical)	0:0:4	0:0:2	4	2
5	Major	DSC-III	HM169	Front Office Foundation – I (Theory)	3:0:0	3:0:0	3	3
6			HM171	Front Office Foundation – I (Practical)	0:0:2	0:0:1	2	1
7	Major	DSC-IV	HM173	Housekeeping Foundation –I (Theory)	3:0:0	3:0:0	3	3
8			HM175	Housekeeping Foundation –I (Practical)	0:0:2	0:0:1	2	1
9	Minor	DSC/M-I	HM177	Food Safety and Quality	4:0:0	4:0:0	4	4
10	MDC-1	MDC-I	MDC003	Multidisciplinary Course-I (Computer Fundamentals & Basic of OS)	3:0:0	3:0:0	3	3
11	AEC-1	AEC-I	AEC0010	Ability Enhancement Course-I (Communication Skills in English -I)	2:0:0	2:0:0	2	2
12	VAC-1	VAC-I	VAC032	Value Added Course-I (Environmental Studies)	3:0:0	3:0:0	3	3
Total							34	28

Total Contact Hours: 34

Total Credit: 28

Please Note: In Value-added courses student can opt for MOOC/SWAYAM Course of equivalent or more

**NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research)
Semester-II**

First Year of New Scheme (Multidisciplinary & Discipline Specific)

Batch2024-25

NHEQF Level 4.5

Assessment stage and equivalence under graduate Certificate(1 Year or 2 Semester) or UG 1st Year

Academic Grade/Level: UG First Year(First and Second Semester)

S. No.	Course Category	Course Sub-Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major	DSC-V	HM160	Food Production Foundation –II (Theory)	2:0:0	2:0:0	2	2
2			HM162	Food Production Foundation –II (Practical)	0:0:4	0:0:2	4	2
3	Major	DSC-VI	HM164	Food & Beverage Service Foundation –II (Theory)	2:0:0	2:0:0	2	2
4			HM166	Food & Beverage Service Foundation –II (Practical)	0:0:4	0:0:2	4	2
5	Major	DSC-VII	HM168	Front Office Foundation –II (Theory)	3:0:0	3:0:0	3	3
6			HM170	Front Office Foundation – II (Practical)	0:0:2	0:0:2	2	1
7	Major	DSC-VIII	HM172	Housekeeping Foundation –II (Theory)	3:0:0	3:0:0	3	3
8			HM174	Housekeeping Foundation –II (Practical)	0:0:2	0:0:2	2	1
9	Minor	DSC/M-II	HM176	Food Science and Nutrition	0:0:4	0:0:4	4	4
10	SEC-1	SEC-I	SEC028	Skill Enhancement Course-I (Personality Development for Hospitality)	3:0:0	3:0:0	3	3
11	AEC-2	AEC-II	AEC0011	Ability Enhancement Course-I (Communication Skills in English-II)	2:0:0	2:0:0	2	2
12	VAC-2	VAC-II	VAC023	Value Added Course-II (Health & Hygiene)	3:0:0	3:0:0	3	3

**Total Contact Hours: 34
Total Credit Hours: 28**

VOC: *Vocational course/summer internship is mandatory for students who are willing to exit after 2nd sem

1.	VOC/Summer Internship/Industrial Training	VOC12 Summer Internship in Hotel Management and Catering technology VOC13 Industrial Training in Hotel Management and Catering technology	4 weeks	4:0:0	4 weeks	4
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Exit Option with Certificate in Hotel Management and Catering Technology (with the completion of courses equal to 60 Credits).

*Students opting to quit after 1 Year with a Certificate in Hotel Management and Catering Technology must undergo Internship for 4 weeks of 4 Credits and submit the certificate of the same so as to be eligible for the award of Certificate in Hotel Management and Catering Technology, which is equivalent to Level 4.5 of NHEQF.

The interested students opting exit option must give their names by 31st march. Such candidates awarded with UG Certificate.

NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research) Semester-III								
Second Year of New Scheme (Multidisciplinary & Discipline Specific)								
Batch-2024-25								
NHEQF Level 5.0								
Assessment stage and equivalence under graduate Certificate(2 Year or 4 Semester) or UG 2 nd Year								
Academic Grade/Level: UG 2 nd Year(Third and Fourth Semester)								
S. No.	Course Category	Course Sub-Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major /IKS	DSC-IX	HM261	Introduction to Indian Cookery (Theory)	3:00:00	3:00:00	3	3
			HM263	Introduction to Indian Cookery (Practical)	0:00:04	0:00:04	4	2
2	Major	DSC-X	HM265	Food & Beverage Service Operations-I (Theory)	3:00:00	3:00:00	3	3
			HM267	Food & Beverage Service Operations-I (Practical)	0:00:02	0:00:01	2	1
3	Major	DSC-XI	HM269	Front Office & Accommodation Operations-I (Theory)	3:00:00	3:00:00	3	3
			HM271	Front Office & Accommodation Operations-I (Practical)	0:00:02	0:00:01	2	1
4	Minor	DM-III	HM273	Introduction to Tourism Industry	4:00:00	4:00:00	4	4
5	MDC	MDC-II	MDC009	Basics of Accounting	3:00:00	3:00:00	3	3
6	AEC	AEC-III	AEC0012	Communication Skills in English –III	2:00:00	2:00:00	2	2
7	SEC	SEC-II	SEC041	Grooming Skills for Hospitality Industry	3:00:00	3:00:00	3	3
8	PT	PT-III	PT261/ PT263/ PT265/ PT267	NSO/NCC/NSS/Cultural & Literary Activities	0:00:02	0:00:00	2	0
						Total	30	25

Total Contact Hours: 30

Total Credit Hours: 25

**NEP for FYUGP(BHMCT Honours/BHMCT Honours with Research)
Semester-IV**

Second Year of New Scheme (Multidisciplinary & Discipline Specific)

Batch-2024-25

NHEQF Level 5.0

Assessment stage and equivalence under graduate Certificate(2 Year or 4 Semester) or UG 2nd Year

Academic Grade/Level: UG 2nd Year (Third and Fourth Semester)

S. No.	Course Category	Course Sub-Category	Course Code	Course Name	Contact Hours (L:T:P)	Credits (L:T:P)	Total Contact Hours	Total Credit
1	Major	DSC-XIII	HM260	Bakery Operations (Theory)	3:00:00	3:00:00	3	3
			HM262	Bakery Operations (Practical)	0:00:04	0:00:04	4	2
2	Major	DSC-XIV	HM264	Food & Beverage Service Operations-II (Theory)	3:00:00	3:00:00	3	3
			HM266	Food & Beverage Service Operations-II (Practical)	0:00:02	0:00:01	2	1
3	Major	DSC-XV	HM268	Front Office & Accommodation Operations-II (Theory)	3:00:00	3:00:00	3	3
			HM270	Front Office & Accommodation Operations-II (Practical)	0:00:02	0:00:01	2	1
4	Minor	DM-IV	HM272	Event Management	4:00:00	4:00:00	4	4
5	MDC	MDC-III	MDC006	Principles of Management	3:00:00	3:00:00	3	3
6	AEC	AEC-IV	AEC0013	Communication Skills in English –IV	2:00:00	2:00:00	2	2
7	SEC	SEC-III	SEC042	Hotel Safety and Security	3:00:00	3:00:00	3	3
8	PT	PT-IV	PT262/ PT264/ PT266/ PT268	NSO/NCC/NSS/Cultural & Literary Activities	0:00:02	0:00:00	2	0

Total Contact Hours: 31

Total Credit Hours: 25

1.	VOC/Summer	VOC12	VOC14	Summer Internship in Hotel Management and Catering technology	4 weeks	4:0:0	4 weeks	
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UG058**BHMCT (4 year as per NEP)****2024 onwards**

	Internship /Industrial Training	VOC13	VOC15	Industrial Training in Hotel Management and Catering technology				4
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Exit Option with Diploma in Hotel Management and Catering Technology (with the completion of courses equal to 114 Credits)

*Students opting to quit after 2 Years with a Diploma in Hotel Management and Catering Technology must undergo Internship for 4-6 weeks of 4 credits and submit the certificate of the same so as to be eligible for the award of Diploma in Hotel Management and Catering Technology, which is equivalent to Level 5 of NHEQF.

SEMESTER

Ist

Course Code	HM161
Course Title	Food Production Foundation-I
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Know the history of cooking, its modern developments and develop brief idea of various cuisines. • Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene. • Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipment's. • Know the basic knowledge of preparation of stocks, soups and sauces.

Syllabus

UNIT – 1

Introduction to Professional Cooking - History and Origin of Modern Cooking, Attitude and Behavior in Kitchen, Personal Hygiene and Understanding Food Safety, Uniform and Protective Clothing, Aims and Objective of Cooking.

Hierarchy of Kitchen - Classical Kitchen Brigades, Duties and Responsibilities, Coordination with Other Departments, Modern Day Staffing in Hotels, Career Opportunity

UNIT – II

Kitchen Equipment's, Fuels & Safety: - Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts.

UNIT – III

Ingredients used in cooking: -Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.

UNIT –IV

Stocks, Sauces, Soups and Salads: Stocks: - Introduction, Classification, Usage, Preparation.
Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends.
Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. **Salads:** Introduction, compositions, types, dressings, emerging trends.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Theory of Cookery-a text book	Pranshu Chomplay, Dr.Shaliendendra Singh	AmanPublications
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	The Professional Chef	Arwind Saraswat	Ubs Publications
4	Practical Cookery	Victor Cesserani & Ronald Kinton	ELBS
5	Food Production Operations	Parvinder S Bali	Oxford University Press

Course Code	HM163
Course Title	Food Production Foundation-I (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Have through knowledge raw materials and understanding basics. • Use knives and kitchen equipment safely to cut vegetables and other ingredients. • Define and use cooking terms accurately. • Understanding various methods for stock and soup preparations.

List of Practical:

SR.NO.	TOPIC	METHOD
1	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	Vegetables - classification Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures	Market survey/tour
4	Basic Cooking methods and pre-preparations Blanching of Tomatoes and Capsicum Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students

5	i) Stocks - Types of stocks (White and Brown stock) Emergency stock ,Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces · Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato	Demonstrations & simple applications by students
7	Simple Salads: Cole slaw, Potato salad, Beet root salad, green salad, Fruit salad, Soups Preparations: ·Cream Soups · Puree Soups 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. Sandwiches · Open · Club · Closed · Canapé · Zukuskis · Pin wheel · Checkers board	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	Theory of Catering	Kinton & Cessarani	ELBS
4	Food Production Operations	Parvinder Bali	Oxford University Press

Course Code	HM165
Course Title	Food & Beverage Service Foundation-I
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • The course will introduce learner to get a comprehensive knowledge and understanding of food and beverage service in hotel and catering industry. • Students will get knowledge about various food and beverage service personnel and attributes to become a good waiter. • Students will get versed with F&B service tools, side station, cutlery, crockery, glassware, fire safety and emergency procedures. • Provide knowledge of napkin folding, menu presentation, Mise-en-scene, Mise-en-place and emerging trends in food & beverage service.

Syllabus

UNIT – I

Hotel and Food Service Industry :- Introduction, Growth of the Hotel industry in India-Ancient India, Medieval India and Modern India, Role of Hotel Industry in Tourism, Concept, and Classification of Catering Establishments, Sectors of food and beverage service-Commercial and Welfare Sector, their importance; Personal Hygiene, Uniform & Grooming Standards, Various food and beverage sectors.

UNIT – II

Food and Beverage Organization of a Hotel: - Organizational chart of food and beverage service department- small, medium and large hotel, Duties and responsibilities of various staff members, Organizational chart of Restaurant in American, British and French Terminology along with duties and responsibilities of various staff members, Attributes of food and Beverage Staff, Relationship of food and beverage staff with another department of Hotel.

UNIT – III

Food and Beverage Service Equipment: -Introduction, Points to be considered while purchasing equipment, Furniture- Tables, Chairs, Hostess Desk, Side-board, Trolleys, Tableware- Flatware,

Cutlery and Holloware, Chinaware/Crockery, Glassware, Linen, Disposables, Miscellaneous equipment used in Restaurant, Storage of equipment

UNIT – IV

Food Service Techniques and Procedure :-Introduction, Handling a service spoon and fork, Carrying Plates, Carrying Glasses, Using a service salver, Polishing Glassware, Laying Table cloth, Relay table cloth, Napkin Folds, Taking Reservations, Preparation for service- Mise-en-place and Mise-en-scene.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Food and beverage service	Dennis R Lillicrap &	ELBS
2	Professional Food and	Brian Varghese	Macmillan publications
3	Food and beverage service	Vijay Dhawan	Frank brother
4	Food and beverage service	S.N Baghchi& Anita	Aman publications
5	Food and beverage service	Sudheer Andrews	Tata Mc Graw Hills

Course Code	HM167
Course Title	Food & Beverage Service Foundation-I (Practical)
Type of course	Practical
L T P	0 04
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • The students will identify and use different F & B equipment's and learn the techniques of guest handling. • The course will help teach the students about upselling, holding service gear, order taking and types of service. • Familiarising the students with cleaning of restaurant, arranging tables, laying and changing of table cloth. • Students are able to understand the service procedure for Tea & Coffee.

List of Practical:

SR. NO	TOPIC
1	Familiarization of F&B Service equipment
2	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: Wiping of Tableware, Chinaware, Glassware
3	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
4	Briefing/debriefing
5	Tea & Coffee Service

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
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No			
1	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
2	Professional Food and Beverage Service	Brian Varghese	Macmillan publications
3	Food and beverage service	Vijay Dhawan	Frank brother
4	Food and beverage service	S.N Baghchi & Anita Sharma	Aman publications
5	Food and beverage service training manual	Sudheer Andrews	Tata McGraw Hills
6	The waiter handbook	Graham brown	Global books

Course Code	HM169
Course Title	Front Office Foundation-I
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Students will learn about the basics of Hospitality and front office's different sections along with category of Hotels. • Students will be able to classify hotels in various categories • Will learn about the functions of different personnel in Front office. • Enable the students to the process of luggage handling and different equipment's.

Syllabus

UNIT –I

INTRODUCTION TO HOSPITALITY INDUSTRY Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands (at-least 5), Introduction to Indian leading and emerging Hotel Operators and their brands (at-least 5), Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry, Technological Innovation in Front office

UNIT –II

CLASSIFICATION OF HOTELS: A brief introduction to hotel core areas. Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest, Ownership basis :- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,

STAR CLASSIFICATION OF HOTELS Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification Norms and Standards for classification.

OVERVIEW OF OTHER CONCEPTS Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc., Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.

UNIT – III

FRONT OFFICE ORGANIZATION Introduction to Front Office in Hotels, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Types of Rooms,

FRONT OFFICE PERSONNEL Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa. Co-ordination of Front office with other departments of hotel.

UNIT-IV

Front Office layout and Equipment:- Layout of Front Office Department, Automated, semi-automated, non-automated Hospitality Distribution Channels: Meaning and definition, Functions and Levels of Distribution Channels, Major Hospitality Distribution Channels Travel Agents, tour Operators, Consortia and Reservation System

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Front office training manual	Sudheer Andrews	Tata McGraw Hills
2	Front office operation	S.K Bhatnagar	Frank brothers
3	Front office operations	Colin Dix and Chris baird	Person publications
4	Hotel front office operations	Jatashankar Tiwari	Oxford university press
5	Managing front office operation	Kasavana& Brooks	Edu.Inst.

Course Code	HM171
Course Title	Front Office Foundation-I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> Students are able to get the knowledge of grooming standard. Students will get the basic knowledge of furniture used and Telephonic skills in Front office. Students will get versed with the attitude and attributes of front office staffs used in front of the guest. Provide knowledge of various country, capital and their currencies.

List of Practical:

SR.NO	TOPIC
1	Grooming and Hospitality etiquettes. Personality traits of front office personnel
2	Identification of equipment's and furniture used in Front Office Department Front Desk Counter and Bell Desk
3	Role Play :- Reservations: FIT, Corporate guest and group. Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
4	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)
5	Countries, their capitals, currencies, airlines and their flags

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Front office training manual	Sudheer Andrews	Tata McGraw Hills
2	Front office operation management	S.K Bhatnagar	Frank brothers
3	Front office operations	Colin Dix and Chris Baird	Person publications
4	Hotel front office operations and management	Jatashankar Tiwari	Oxford university press
5	Managing front office operations	Kasavana& Brooks	Edu.Inst.

Course Code	HM173
Course Title	HouseKeeping Foundation–I
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Students will learn about the basics of housekeeping Department and functions of housekeeping in hotels. • The students are able to know the knowledge of housekeeping organization, duties and responsibilities of housekeeping staff. • The students are able to know the concepts of cleaning and importance of inventories. • Students is able to understand pest controlling & pollution control in hotels and co-ordination with another department of hotel.

Syllabus

UNIT –I

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes.

UNIT –II

ORGANIZATION OF HOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room.

UNIT –III

CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment. **CLEANING OF GUEST ROOM:** - type of soil, nature of soil, standard of cleaning, Cleaning of public area. **HOUSEKEEPING INVENTORIES:** equipment's, agents, supplies, linen, and uniform.

UNIT –IV

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

WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements

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

Recommended Books			
S.n	Name	Author	Publisher
1	Hotel Housekeeping Training Manual	Sudhir Andrews,	Tata McGraw Hill
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University
3	Management of Hotel & Motel Security (Occupational Security)	H. Burstein	CRC Publisher
4	Professional Management of Housekeeping Operations (II)	Robert J. Martin & Thomas J.A. Jones	Wiley Publications
5	Professional management of Housekeeping	Manoj Madhukar	Rajat Publications

Course Code	HM175
Course Title	HouseKeeping Foundation-I (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • In this course students are able to know various types of equipment's and their uses. • The students are able to learn different aspects of guest room in hotel. • Understanding different aspects of maid's trolley. • Understanding different method of cleaning and records keeping.

List of Practical:

SR. NO	TOPIC
1	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance
2	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function
3	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup
4	Sample Layouts of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite
5	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities

6	<p>Public Area Cleaning Procedure</p> <p>A. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>B. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (Brasso) <p>C. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>D. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado

Recommended Books			
S.n	Name	Author	Publisher
1	Hotel Housekeeping Training Manual	Sudhir Andrews,	Tata McGraw Hill
2	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press
	Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
	Professional Management of Housekeeping Operations (II Edn.)	Robert J. Martin & Thomas J.A. Jones	Wiley Publications
	Professional management of Housekeeping	Manoj Madhukar	Rajat Publications

Course Code	HM177
Course Title	Food Safety and Quality
Type of course	Theory
L T P	4 0 0
Credits	4
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Understanding to produce clean, safe food and the importance of personal hygiene. • To learn about microorganisms that affect the food industry, understand the different kinds of microorganisms. • Understanding about how to prevent contamination from equipment, tools, and utensils. • How to safely handle and inspect raw materials and ingredients.

Syllabus

Unit-I

INTRODUCTION: Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

MICRO-ORGANISMS IN FOOD: General Characteristics of Micro-Organisms, based on their Occurrence and Structure, Factors affecting their Growth in Food (Intrinsic And Extrinsic), Common Food Borne Micro-Organisms: {Bacteria, (Spores/Capsules), Fungi, Viruses, Parasites}

FOOD SPOILAGE & FOOD PRESERVATION: Types & Causes of Spoilage, Sources of Contamination, Spoilage of Different Products (Milk and Milk Products, Cereals and Cereal Products, Meat, Eggs, Fruits and Vegetables, Canned Products), Basic Principles of Food Preservation, Methods of Preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)

Unit-II

BENEFICIAL ROLE OF MICRO-ORGANISMS: Fermentation & Role of lactic and bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotic)

FOOD BORNE DISEASES: Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure

FOOD ADDITIVES: Introduction, Types (Preservatives, Anti-Oxidants, Sweeteners, Food Colours and Flavours, Stabilizers and Emulsifiers)

Unit-III

FOOD CONTAMINANTS & ADULTERANTS: Introduction to Food Standards, Types of Food

Contaminants (Pesticide Residues, Bacterial Toxins, Mycotoxins, Seafood Toxins, Metallic Contaminants, Residues from Packaging Material), Common Adulterants in Food, Method of Detection (Basic Principle).

FOOD LAWS AND REGULATIONS: National–PFA (Prevention of Food Adulteration Act, 1954) Essential Commodities Act (FPO Fruit Products Order, MPO Meat Products Order

etc.), International – Codex Alimentarius, ISO International Organization for Standardization, Regulatory Agencies – WTO, Consumer Protection Act.

QUALITY ASSURANCE: Introduction to Concept of TQM (Total Quality Management), GMP (Good Manufacturing Practices) and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP Hazard Analysis and Critical Control Points (Basic Principle and implementation)

Unit-IV

HYGIENE AND SANITATION IN FOOD SECTOR: General Principles of Food Hygiene, GHP (Good hygiene practices) For Commodities, Equipment, Work Area and Personnel, Cleaning and Disinfection (Methods and Agents Commonly Used in the Hospitality Industry), Safety Aspects of Processing Water (Uses & Standards), Waste Water & Waste Disposal,

RECENT CONCERNS: Emerging Pathogens, Genetically Modified Foods, Food Labelling. Newer Trends in Food Packaging and Technology, BSE (Bovine Serum Encephalopathy)

Recommended Books			
S.no	Name	Author	Publisher
1	The New Catering Repertoire	Cracknell & G. Nobis, Macmillan	John Wiley & Sons
2	Foods: Facts and Principles	Mahay, N.S., Shadakshara Swamy	International Publishers, New Delhi
	Food & Beverage Law: Food Safety and Hygiene	Dr. Jagmohan Negi	Aman Publications
	The HACCP Food Safety Training Manual	Tara Paster	John Wiley & Sons

Course Code	MDC003
Course Title	Computer Fundamentals & Basic of OS
Type of Course	MDC
L T P	3 0 0
Credits	3
Course Prerequisites	Basic knowledge of computers
Course Outcome (CO)	<p>The objective of the study is to provide insight knowledge of computer organization and techniques</p> <ul style="list-style-type: none"> • Student will get information about basics of Computer. • Student will get information about Input and Output Devices. • Student will get information about data communication computer networks. • Student will get information about Operating System.

SYLLABUS

UNIT I: Introduction To Computer System: Introduction, Characteristics of Computers, And Evolution of Computers and Applications of computer. The computer Generation Basic Computer Organization: Classification Of Computers: Notebook Computers, Personal Computers, Workstation, Mainframe Systems, Supercomputer, Minicomputer, Microcomputer, Clients and servers

Processor and Memory: The Central Processing Unit. The Main Memory, Memory Buses, I/O Buses. Secondary Storage Devices, Cache Memory, Virtual Memory

UNIT II: Input Output Devices: Input Devices: Keyboard, Point and Draw Devices, Data Scanning Devices, Digitizer, Video Input Devices, Audio Input Devices.

Output Devices: Monitors, Printer, Plotter, Screen Image Projector, and Voice Response System.

UNIT III: Data Communication and Computer Networks: What is computer Network, Network types, Network Topologies, OSI Model

The Internet: Definition, Brief history, Basic services, Email, File Transfer Protocol, Telnet, Usenet News, Internet Search Tools, World Wide Web, Web Browser, Internet and its applications.

UNIT IV: Introduction: Definition of software, Types of software, Compilers, Interpreters, Assemblers, Linkers, Loaders. Software developing Steps.

Operating Systems: Introduction to Windows and its features, Main functions of operating system, Types of operating system, booting features, Installation of Windows.

RECOMMENDED BOOKS			
Sr	Name	AUTHOR(S)	PUBLISHER
.			

no .			
1.	Fundamentals Of Computers	V. Rajaraman.	Prentice Hall India Pvt., Limited.
2.	Microprocessor	B.Ram	DhanpatRai.

Course Code	AEC0010
Course Title	Communication Skills in English-I
Type of course	Theory
L T P	2 0 0
Credits	2
Course prerequisite	+2 with any stream
Course Objective (CO)	The course will introduce learners to the role and importance of effective communication at work. It presents theories and principles of communication responsible for good interpersonal interaction. Students will be prepared to communicate effectively in a variety of contexts and different mediums. The Units are structured around the communication tasks of managers.

UNIT-I

Basics of Communication Skills: Communication, Process of Communication, Types of Communication Verbal and Non-verbal communication, Channels of Communication- Upward, Downward, Horizontal, Barriers to Communication, Role of Communication in society.

UNIT-II

Listening Skills: Listening Process, Hearing and Listening, Types of Listening, Effective Listening, and Barriers to Effective Listening, Note Taking. **Reading Skills:** Purpose of reading, Process of reading, Reading skills Models and strategies, scanning, skimming, SQ3R, Approaches of Reading, Comprehension passages for practice.

UNIT III

Writing Skills: Purpose of writing, Effective writing, Types of writing, Business Correspondence, Precis writing, Memo writing, Minutes of meeting.

UNIT-IV

Speaking Skills: Speech Mechanism, Sounds System, Articulation, Vowels & Consonants, Skills for effective speaking, Role of audience, Feedback Skill, Oral Presentation.

Recommended Books:

Sr No	Author(s)	Title	Publisher
1.	Bhupender Kour	Effectual Communication Skills	S.K. Kataria and Sons

2	R. Datta Roy and K.K. Dheer	Communications Skills	Vishal Publishing Company
3	The Essence of Effective Communication	Ludlow and Panton	Prentice Hall of India
4	Essentials of Business Communication	Pal and Korlahalli	S. Chand and Sons. New Delhi

Course Code	VAC032
Course Name	Environmental Studies
Course Category	Value Added Course (VAC)
Course Type	Lecture
Contact Hours (L:T:P)	3:0:0
Credits (L:T:P)	3:0:0
Course Objective (CO)	<ol style="list-style-type: none"> 1. To sensitize the students about the scope and importance of environmental studies, different natural resources and their utilization as well as conservation methods 2. Awareness of the consequences of population explosion; diseases such as HIV/AIDS and various family welfare programs. 3. To inculcate the awareness and responsibility about environment and need of maintaining it with best possible knowledge. 4. Develop an attitude of concern for the environment.
Course Outcomes (CO)	<ol style="list-style-type: none"> 1. Students will gain knowledge about the environment, ecosystem and effects of environmental pollution and remediation. 2. Students will be able to learn and understand the role of individual in conservation of environment. 3. Students will gain knowledge on environmental protection Acts and Rule, which will acquaint them with the legal aspects towards conservation of environment. 4. Students will understand the impact of human population, and study social issues related to environment.

UNIT-I

Introduction to Environment and Ecosystem: Definition and scope and importance of multidisciplinary nature of environment. Need for public awareness, Concept of Ecosystem, Structure, interrelationship, producers, Consumers and decomposers, ecological pyramids. Biodiversity, its importance and conservation: Introduction – Definition: genetic, species and ecosystem diversity. Biogeographical 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 and Hot-spots of biodiversity, Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts. Endangered and endemic species of India. Conservation of Biodiversity.

UNIT-II

Environmental Pollution & Natural Resources: Definition, Causes, effects and control measures of air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution, nuclear hazards. Solid waste Management: Causes, effects and control measure of urban and industrial wastes..Role of an individual in prevention of pollution. Pollution case studies. Disaster Management: Floods, earthquake, cyclone and landslides. **Natural Resources: Renewable and non-renewable resources:** Natural Resources and associated problems, use and over exploitation, case studies of forest resources and water resources.

UNIT-III

Social Issues and the Environment: From Unsustainable to Sustainable development, Urban problems related to energy, Water conservation, rain water harvesting, 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

UNIT-IV

Human Population and the Environment & Field Work: 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

Visit to a local area to document environmental assets river/forest/grassland/hill/mountain; Visit to a local polluted site-Urban/Rural/Industrial/Agricultural; Study of common plants, insects, birds; Study of simple ecosystems-pond, river, hill slopes, etc.

Text and reference books:

S. No	Title	Author(S)	Publisher
1	A Textbook for Environmental Studies	Erach Bharucha	Universities Press, Hyderabad
2	Environmental Biology	Agarwal, K.C. 2001	Nidi Publ. Ltd. Bikaner.
3	Environmental Science	Miller T.G. Jr.	Wadsworth
4	A Text Book in Environmental Sciences	Subramanian, V.	Narosa Publishing House, New Delhi
5	Global Biodiversity Assessment	Heywood, V.H. & Weston, R.T.	Cambridge House, Delhi
6	Essentials of Environmental Studies	Joseph, K. & Nagendran, R	Pearson Education (Singapore) Pvt. Ltd., Delhi
7	Perspective in Environmental Studies	Kaushik, A. & Kaushik, C.P.	New Age International (P) Ltd, New Delhi
8	Environmental Studies from Crisis to Cure	Rajagopalan, R.	Oxford University Press, New Delhi
9	Comprehensive Environmental Studies	Sharma, J. P., Sharma. N.K. & Yadav, N.S.	Laxmi Publications, New Delhi
10	Ecology and Environment	. Sharma, P. D.	Rastogi Publications, Meerut

Second Semester

Course Code	HM160
Course Title	Food Production Foundation-II
Type of	Theory
L T P	2 0 0
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • To get knowledge about various techniques of cooking • To get knowledge about meat eggs and poultry • To get knowledge about sea food used in cooking • Basic preparation and cuts of vegetables

Syllabus

UNIT-I

Methods of Cooking:- Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

UNIT-II

Eggs, Poultry and Meat:- Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Categories, Cuts of Meat, Storage and handling.

UNIT-III

Fishes in cooking:- Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

UNIT-IV

Vegetable, Cuts & Cookery:- Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Spinach, Carrot, Turnips.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank brothers
3	The Professional Chef	Arwind Saraswat	Ubs publications
4	Theory of Catering	Kinton &Cessarani	ELBS
5	Food Production Operations	Parvinder S Bali	Oxford University Press
6	Larder chef	M J Leto & WKH Bode	Butterworth- Heinemann

Course	HM162
Course Title	Food Production Foundation-II (Practical)
Type of	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> To acquire skills in the practical sessions which will guide them in their forth coming semesters? To prepare simple Indian and European dishes. To gain knowledge about various classical ingredients of Indian and European dishes, their importance and their taste and texture. To gain knowledge about breakfast preparations.

Syllabus

1. Understanding Methods of Cooking & HACCP Standards.
2. Cooking in Professional Kitchen – Do's & don'ts.
3. Vegetables – Their usage and cooking precautions
4. Cuts of vegetables.
5. Blanching of Tomatoes and Capsicum.
6. Identification of types of rice varieties & pulses.
7. Simple preparation of Boiled rice (Draining & Absorption) method.
8. Wheat, products like making chapattis, Paratha, Phulkas, Kulchas & Puris.
9. Simple dal preparation.
10. Simple Breakfast Preparations.
11. Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura.
12. Preparation of Continental Breakfast.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank Brothers
3	The Professional	Arwind	Ubs Publications
4	Theory of Catering	Kinton	ELBS
8	Food Production	Parvinder SBali	Oxford University Press

Course Code	HM164
Course Title	Food & Beverage Service Foundation-II
Type Of Course	Theory
L T P	2 0 0
Credits	2
Course - Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • The course will give the basic knowledge about food and beverage service techniques • Students able to distinguish various meals of the day as well as types of breakfast and menu planning. • Students able to learn about room service procedure. • Students able to learn about Tobacco and Cigarettes.

Syllabus

UNIT-I

Food and Beverage Service Techniques:-Introduction, Types of Service, Rules of Laying a Table, Rules for Waiting at a table, The procedure of service for Lunch or Dinner.

UNIT-II

Menu - Introduction, functions of menu, types of menu, points to be considered while planning menu, French classical menu, Dishes and its accompaniments along with its cover.

Meals and Breakfast- Introduction, Types of meals- Breakfast, Elevenses, Brunch, Lunch, Afternoon Tea, High Tea, Supper, Dinner, Types of breakfast- English Breakfast, American Breakfast, Continental Breakfast, Indian breakfast

UNIT- III

Room Service/ In Room Dinning:-Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipment's, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts.

SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing.

UNIT-IV

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

CIGARETTES: Types and Brand names, Pipe Tobacco–Types and Brand names, Cigars–shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

RECOMMENDED BOOKS

S.	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

Course Code	HM166
Course Title	Food & Beverage Service Foundation-II (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • This Course develops the essential attributes and skills in the service procedures of a catering establishment. • F&B service is an integral part of the hospitality industry. This course aims to prepare the students for restaurant and in room dining. • Demonstrate on opening, operating and closing duties, table layup and service of tobacco techniques. • Demonstration and compiling of menu for non-alcoholic beverages.

Syllabus

List of Practical:

SR. NO	TOPIC
1	REVIEW OF SEMESTER -1
2	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 & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests
3	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
4	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes
5	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco Cigarettes and Cigar
6	Compiling of a menu in French, Service of Non-alcoholic beverages

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

Course Code	HM168
Course Title	Front Office Foundation-II
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • The course will introduce learner to get a comprehensive knowledge and understanding of types of rooms in hotel along with handling of guest. • It also aims to enable the student to acquire professional Reservation and types of reservation. • To acquire the requisite technical skills Registration and booking system. • Students able to handle various guest related problems

Syllabus

UNIT-I

TARIFF STRUCTURE: Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbert formula, Discounted rates for Corporates, Airlines Groups and Travel Agents

Meal Plans: Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc.,

UNIT- II

Guest Cycle and Reservations Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and after departure, Guest Accounting Manual: Bill and Folio, Weekly Bills

UNIT- III

RESERVATION: Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics, Overbooking, Upselling, Room Selling Techniques, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.

UNIT- IV

REGISTRATION: Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats

GUEST HANDLING- Pre registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
2	Front Office Operation manager	S.K Bhatnagar	Frank brothers
3	Front Office Operations	Colin Dix and Chris baird	Person publications
4	Hotel Front Office Operati Management	Jatashankar Tiwari	Oxford university press
5	Managing Front Office Operati	Karsavina & Brooks	Edu.Inst

Course Code	HM170
Course Title	Front Office Foundation-II (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> To understand the general setup of front Office Reservation. Students will gain knowledge of various letter handling and VIP guest handling. They should be able to handle of the C-form in the front office. Students will know various procedures in Front office.

Syllabus**List of practical:**

SR. NO	TOPIC
1	REVIEW OF SEMESTER -1
2	Welcoming/Greeting of guest Providing Information to the Guest Telephone handling, how to handle enquiries Suggestive selling
3	Filling up of various Forms and Formats
4	Registrations: FIT, VIP, Corporate, Groups/Crew Security Deposit Box Handling Credit Card Handling Procedure Foreign Currency Exchange Procedure
5	Introduction to PMS
6	Front Desk Functions Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
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1	Front office training manual	Sudheer Andrews	Tata McGraw Hills
2	Front office operation management	S.K Bhatnagar	Frank brothers
3	Fro	Colin Dix and Chris baird	Person publication
4	Hotel front office operations and	Jatashankar Tiwari	Oxford university press

Course Code	HM172
Course Title	House Keeping Foundation-II
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> Students will get the basic knowledge of cleaning agents, various techniques and equipment's are used for cleaning of public area and water system in hotel The students are able to understand about Cleaning of different surfaces in hotel. Experience of all housekeeping routines system Understanding key control and functions of maintenance department

Syllabus

Unit- I

CLEANING AGENTS: General Criteria for selection, Polishes, Floor seals, Use, care and Storage, Distribution and Controls

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.

WATER SYSTEMS IN HOTEL: Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco-friendly products in Housekeeping.

Unit-II

COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES: Metals, Glass, Leather, Leatheriest, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes.

Unit-III

ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING 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 Guest room layout, type of bed & mattresses.

Unit-IV

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

OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilities & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. Preventive and breakdown maintenance, comparisons

REFERENCES BOOKS

Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing
Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press
Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
Professional Management of Housekeeping Operations (II Edn.)	Robert J. Martin & Thomas J.A. Jones	Wiley Publications
Professional management of Housekeeping	Manoj Madhukar	Rajat Publications

Course Code	HM174
Course Title	House Keeping Foundation-II (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Students are able to understand the cleaning procedure of checkout, occupied and vacant room. • Develop and understanding about basic Housekeeping procedures and preparation of files and formats. • Understanding minibar systems. • To handle guest request and guest complaint.

List of Practical:

SR. NO	TOPIC
1	REVIEW OF SEMESTER -1
2	<p>Servicing guest room(checkout/ occupied and vacant) ROOM</p> <p>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</p> <p>BATHROOM</p> <p>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 vanity unit Task 9- replenish bath supplies Task 10- mop the floor</p>

3	Bed making supplies (day bed/ night bed) 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 with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow
4	Registrations: FIT, VIP, Corporate, Groups/Crew Security Deposit Box Handling Credit Card Handling Procedure Foreign Currency Exchange Procedure
5	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
6	Minibar management Issue stock taking checking expiry date
7	Guest handling Guest request Guest complaints

REFERENCES BOOKS

Hotel Housekeeping Training Manual	Sudhir Andrews,	Tata McGraw Hill publishing company limited
Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press

Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
Professional Management of Housekeeping Operations (II Edn.)	Robert J. Martin & Thomas J.A. Jones	Wiley Publications
Professional management of Housekeeping	Manoj Madhukar	Rajat Publications

Course Code	HM176
Course Title	Food Science And Nutrition
Type of course	Theory
L T P	4 0 0
Credits	4
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • To help individuals recognize that food is a basic requirement of life and should be enjoyed. • To help individuals develop an understanding of the underlying scientific principles upon which current issues in nutrition are based. • To inform about methods of food production and processing in domestic and commercial situations. • To encourage an awareness of social, economic and cultural aspects of food choice.

Syllabus

UNIT- I

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

CARBOHYDRATES: Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations

FAT & OILS: Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation & winterization, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats

(With emphasis on shortening value of different fats)

UNIT- II

PROTEINS: Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foam ability, Viscosity), Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)

UNIT- III

FOOD PROCESSING: Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents
EVALUATION OF FOOD: Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food

UNIT- IV

EMULSIONS: Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions
COLLOIDS: Definition, Application of colloid systems in food preparation
FLAVOUR: Definition, Description of food flavors (tea, coffee, wine, meat, fish spices).

BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable, browning,

REFERENCES BOOKS

Normal and Therapeutic Nutrition	Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E(1986)	Macmillan Publishing Co.
Introductory foods	Hughes, O, Bennion, M (1970):	Macmillan Company.
Williams, S.R.(1989)	Nutrition and Diet Therapy	C.V.Mos by Co.

Course Code	SEC028
Course Title	Personality Development for Hospitality
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Understanding the process & functions of soft skills. • Students are able to understand the concept of body language. • Basic Concepts & Definitions Techniques of presentation skills. • Understanding about importance of group and team building.

UNIT- I

SOFT SKILLS FOR HOSPITALITY INDUSTRY: Introduction, Defining Personality, Creating First Impression, Personality traits as antecedents of employees' performance.

UNIT -II

BODY LANGUAGE: Introduction, Genetics and Cultural roots, why body language, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management.

ESSENTIALS OF BODY LANGUAGE IN HOSPITALITY SECTOR: Importance of Body language for Hospitality Professionals.

UNIT -III

COMMUNICATION AND LISTENING SKILLS: Introduction, guidelines for effective communications-voice modulation,

PRESENTATION SKILLS: Managing presentation nerves, six steps to conquering your presentation nerves, planning an effective presentation, delivering an effective presentation.

UNIT -IV

GROUP DYNAMICS AND TEAM BUILDING: Importance of groups in organization, Interaction in group. Team building, how to build a good team. Introduction to Motivation, relevance and types of Motivation, Motivate the subordinates, Analysis of Motivation.

Recommended Books:

Personality Development	Rajiv.K.Mishra	Rupa & co.
Soft Skills, 2015	Career Development Centre	Green Pearl Publication.
Personality and Body Language for Hospitality Professionals	Dr. Neeraj Aggarwal	Aman Publication, Delhi

Course Code	AEC0011
Course Title	Communication Skills in English-II
Type of Course	Theory
L T P	2 0 0
Credits	2
Course pre-requisite	NA
Course Objectives	To enhance employability skills of the learners by enabling them to write an effective resume and face the interview with confidence.

UNIT I

PUBLIC SPEAKING: Introduction to Public Speaking, Business Conversation, Effective Public Speaking Art of Persuasion

UNIT II

INTERVIEW SKILLS: Types of Interview, Styles of Interview, Facing Interviews-Fundamentals and Practice Session ,Conducting Interviews- Fundamentals and Practice Session, Mock interview sessions

UNIT III

Writing Skills: Resume Writing, Covering Letters, Interview Follow Up Letters, Email, Fax, Assessment through employability score card

UNIT IV

ETIQUETTES: Business Etiquette, Dressing up Sense, Exchanging Business card, Shaking hands, Dining etiquette

Recommended Books:

Sr No	Author(s)	Title	Publisher
1.	Jeremy Comfort	Speaking Effectively	CUP
2.	N.Krishnaswamy	Creative English for Communication	Macmillan
3	Raman Prakash	Business Communication	CUP
4	Anjanee Sethi & Bhavana Adhikari	Business Communication	Tata McGraw Hill

Course Title	Health and Hygiene
Course Code	VAC023
Type of course	Value Added Course
Credits	3
Duration	Minimum 30 contact hours
Course prerequisite	All inter department UG and PG students
Course Objective	The course is designed to provide a broad-based approach to public health nutrition drawing upon a range of disciplines and staff expertise, which aims to expose you to a novel amalgamation of nutrition, public health, research, commercial and media insight.
Course Outcomes (OC)	<ul style="list-style-type: none"> • Knows the importance of hygiene and sanitation • Understands the importance of personal hygiene • To define terms of food safety risk • To define terms of food safety risk • The hygiene graduate will demonstrate competent knowledge and self-assessment skills necessary for life-long learning.

UNIT 1

Introduction and Scope: Scope of health and hygiene, Nutrition and health, Classification of foods, Nutritional deficiencies, Vitamin deficiencies, Nutrients: Carbohydrates, Fiber, Fat, Essential fatty acids, Protein, Minerals, Macro minerals, Trace minerals, Vitamins. Role of fiber and water in diet.

UNIT 2

Antioxidants, Phytochemicals, Intestinal bacterial flora, Advice and guidance
Sports nutrition: Malnutrition, Mental disorders.

UNIT 3

Hygiene: Concept of hygiene, Home and everyday life hygiene,

Personal Hygiene: Personal hygiene, History of hygienic practices, Importance of hygiene, Diseases associated with hygiene. Excessive body hygiene, Culinary (food) hygiene, Personal service hygiene.

UNIT 4

Communicable diseases and their control measures such as Measles, polio, Influenza, Chikungunya, Rabies and AIDS.

Non-Communicable diseases and their preventive measures.

Course Code: VOC12

Course Title: Summer Internship in Hotel Management and Catering technology

- Duration of Internship: 8 weeks
- Log book: on daily basis students are required to make entries in the log book as per the assigned duties and responsibilities carried out on daily basis.
- Training Report: Students are required to make two copies of training report (hard and soft)
- Internship Training Certificate.
- Logbook

Course Code: VOC13

Course Title: Industrial Training in Hotel Management and Catering technology

- Duration of Industrial Training: 4Weeks
- Training Schedule: Recommended training schedule for 4 weeks in any department of the hotel.
- Students have to submit the following on completion of Industrial Training to the Department of Hotel Management.
- Daily Log Book
- Industrial Training Certificate
- Industrial Training Project Report
- Attendance Sheet
- Presentation (PPT) on Industrial Training.

Third Semester

Course Code	HM261
Course Title	Introduction to Indian Cookery (Theory)
Type of course	Theory
LTP	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weight age. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> Understanding the pre preparation and experimenting of Indian Cuisine with various spices. Understand the meaning of volume catering and the Suances of it. Design and visit to a large scale food production kitchen.

Syllabus

UNIT-I

Indian Cooking:- Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).

UNIT-II

Condiments, Herbs and Spices Used in India Cuisine:-Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

UNIT-III

Masalas, Pastes and Gravies in Indian cooking:-Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

UNIT-IV

Commodities and their usage in Indian Kitchens:- Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank brothers
3	The Professional Chef	Arwind Saraswat	Ubs Publications
4	Theory of Catering	Kinton & Cessarani	ELBS

Course Code	HM263
Course Title	Introduction to Indian Cookery (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Learn from this course will be on fine tuning the cooking methods applied in the basic category. • Understand flavours, textures and Course about the practical use of certain ingredients will be the main focus of this course. • Help in understanding the pre preparation and experimenting of Indian Cuisine with various spices.

Syllabus

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don'ts
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy
 - (v) Kadhahi Gravy
 - (vi) Achari Gravy
 - (vii) Malai Kofta Gravy
 - (viii)Yakhni Gravy
 - (ix) Yellow Gravy
 - (x) Korma Gravy
4. Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Modern Cookery	Thangam E Philip	Orient Longman
2	Theory of Cookery	Krishna Arora	Frank brothers
3	The Professional Chef	Arwind Saraswat	Ubs publications
4	Theory of Catering	Kinton & Cessarani	ELBS

Course Code	HM265
Course Title	Food & Beverage Service Operations-I (Theory)
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes	<ul style="list-style-type: none"> Describe ancillary areas, events, Gueridon service, lighting, colours and design. To study about the staff requirement, booking procedure, off premises catering, home delivery and seating arrangements. To know about the problems of f&b control, personnel management, cost and sales concept.

Syllabus

UNIT-I

Restaurant Planning:- Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colours and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flambés & Gueridon Service.

UNIT-II

Buffet:- Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off-Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, and Afternoon & High Teas: Introduction, Menu, Cover & Service.

UNIT- III

F & B Control:- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).

UNIT-IV

Budgetary Control:- Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.

RECOMMENDED BOOKS

S. No	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New

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			Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

Course Code	HM267
Course Title	Food & Beverage Service Operations-I (Practical)
Type Of Course	Practical)
L T P	0 0 4
Credits	2
Course Prerequisites	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes	<ul style="list-style-type: none"> • Demonstrate on high tea, buffet, theme parties and gueridon service.\ • It examines the operational efficiency of food and beverage service facilities in the national hospitality industry. • It develop the skills in students which is necessary for the hotel operations.

Syllabus

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

RECOMMENDED BOOKS

S. No	Name	Author(s)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap & John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

Course Code	HM269
Course Title	Front Office & Accommodation Operations-I (Theory)
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Develop Front Desk Operations and Guest Service Skills • Students are able to know about routine system and records maintain in housekeeping. • Students are able to know the various procedure and documents used in office at the time of check in & check out.

UNIT- I

The Guest Stay with Hotel

Registration: procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques.

UNIT- II

Routine systems and records of housekeeping department: Room Occupancy Report, Guest Room Inspection list, Entering Checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register. Interdepartmental relationship with other departments.

UNIT- III

The Guest Departure and Post Departure Services at Front Desk:-The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures,

UNIT- IV

Special Provisions for Guest's Safety, Security and First Aid

Guest room Features for differently abled-added features and modifications, Public Areas, wash –room, restaurants, main entrance etc. added features and modifications, Situation handling/service Design, for typical market segment (Safety, Security, & comfort), Safety security of Guest/Staff. Public Areas/Rooms/Back Office Areas, First Aid: Concept and Emergency Procedures in common situations- Heart attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial Respiration.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
	Front Office Operation Management	S.K Bhatnagar	Frank brothers
	Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing company limited
	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press
	Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
	Front office training manual	Sudheer Andrews	Tata McGraw Hills

Course Code	HM271
Course Title	Front Office & Accommodation Operations-I (Practical)
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<ul style="list-style-type: none"> • To understand the different requirements of different types of guest. • Students will understand that skills to handle the guest check in & guest departure. • Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies. • Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities

1. Develop an understanding about requirements of different guests, with children, business travelers, single woman traveler, differently abled travelers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.

2. Handling guest Check –Check In, Registration, Facilitation during stay at Hotel, Billing, Related Performa's.

3. Skills to handle guest accounting and departure (fits and groups)

4. Role play: In ref to the theory syllabus

5. Identification and familiarization with cleaning of Public Areas in Hotels.

6. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.

7. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V. etc.

8. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency

9. Observe how woodwork, brass work are kept spotlessly clean and polished

10. Observe procedure for handling soiled linen & Procurement of fresh linen

11. Observe the procedure for Freshen up and Turn down service

12. Carpet brushing and vacuum cleaning procedure

13. Windowpanes and glass cleaning procedure and frequency

14. Observe handling of guest laundry & other service (like shoe shine etc.)

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
	Front Office Operation Management	S.K Bhatnagar	Frank brothers
	Hotel Housekeeping Training Manual	Sudhir Andrews	Tata McGraw Hill publishing company limited
	Hotel Housekeeping Operations & Management	G. Raghubalan	Oxford University Press
	Management of Hotel & Motel Security (Occupational Safety and Health)	H. Burstein	CRC Publisher
	Front office training manual	Sudheer Andrews	Tata McGraw Hills

Course Code	HM273
Course Title	Introduction to Tourism Industry
Type of course	Theory
L T P	4 0 0
Credits	4
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	<p>This course will assist you to develop your ability to :</p> <ul style="list-style-type: none"> • To familiarize with the basic concepts and terminology used in tourism • To gain knowledge of various types of tourism and factors responsible for the development of tourism • To be able to identify different components of tourism • To be able to work with and for tourism services in tourism chain

Syllabus

UNIT –I

Basic Concept and Terminology used in Tourism: Meaning and Nature of Tourism, Concepts of tourist and tourism as per UNWTO classification. International Tourist, Domestic Tourist, Typologies of Tourist Tourism Market; Tourism Resources; Tourism Product; Destination; Recreation; Pleasure and relaxation

UNIT –II

Types of Tourism and Factors of Development of Tourism: Tourism as an Industry, Types and Characteristics of Tourism, Linkages of Tourism, Impacts of Tourism
 Motivations in Tourism - Push and Pull factors
 Problems and Prospects of Tourism, Factors affecting the future of tourism business

UNIT-III

Components of Tourism Transportation: Types and their significance for tourism
 Accommodation: Types and their significance for tourism
 Various Travel Documents: Passport, VISA, Insurance

UNIT-IV

Tourism Services and Tourism Chain

Characteristics of tourism and hospitality services- Perishability, Variability, Investment and Immobility, Inseparability, Intangibility, Imitability, Seasonality Travel Behavior & Motivations Travel Behavior& Motivations: Origin of Travel Motivation, Meaning of Motivation & Behavior, Theory of Travel Motivations, Typology of Tourists, Different Travel Motives, Tourist Centric Approach, Leisure Travel Motivations, Tourist

Decision-making Process, Lifestyle Pattern, Tourism Mindedness of People, Tourism & Cultural Relationships, Cultural Exchanges, GIT, FIT & Affinity Group Travel, Bilateral & Multilateral Tourism, Relationship between Human Life and Travel, Growth of Social Tourism

TEXTBOOKS:

1. Burton, R. (1995). Travel Geography. Pitman Publishing, Marlow Essex.
2. Boniface B. & Cooper, C. (2009). Worldwide Destinations: The Geography of Travel & Tourism. Oxford Butterworth Heinemann, London.
3. Goh Chong Leong, 'An Economic Atlas of India, Oxford University Press, Singapore.
4. Husain, M (2013) - Geography of India, Tata McGraw Hill, New Delhi.

Course Code	MDC009
Course Title	Basics of Accounting
Type of Course	MDC
L T P	3:0:0
Credits	3:0:0
Course Prerequisites	+2 Commerce
Course Objectives	To familiarize the students with the fundamentals of the accounting and understand the Accounting mechanism necessary for the preparation of the financial statements.
Course Outcomes	The students will be able to: <ol style="list-style-type: none"> 1. To understand the basic fundamentals of the accounting and Accounting mechanism necessary for the preparation of the financial statements. 2. To Develop the ability to use a basic accounting system to create, record, classify, and summarize the data in order to solve a variety of business problems. 3. To use accounting information to solve a variety of business problems.

UNIT-I

Accounting, Accountancy and Book-Keeping. Nature of accounting, Branches of Accounting, Objectives, features and limitation of accounting, Accounting Terminology, Users of accounting information, System of Accounting.

UNIT-II

Accounting Concepts and Conventions. Accounting Equations. Types of Account. Golden rules of accounting, Journal, Ledger and Trial Balance, Subsidiary books.

UNIT-III

Bank Reconciliation Statement. Depreciation- Meaning, Reasons of Depreciation, Accounting for Depreciation, Methods of Depreciation: Fixed Instalment Method and Diminishing Balance Method.

UNIT –IV

Bills of Exchange. Trial Balance. Final Accounts with adjustments. Self-Balancing ledgers.

Suggested Readings:

S. No.	Name	Author(s)	Publisher
1	Financial Accounting	Tulsian, P. C.	Pearson Publications, New Delhi.
2	Financial Accounting	Maheshwari, S. N.	Vikas Publishing House, New Delhi.
3	Financial Accounting	Tulsian P C, Tulsian Bharat, Tulsian Tushar	S Chand Publications
4	Financial Accounting : A Managerial Perspective	R. Narayanaswamy	Phi Learning

Course Code	AEC0012
Course Title	Communication Skills in English-III
Type of Course	Theory
LTP	2 0 0
Credits	2
Course pre-requisite	NA
Course Objectives(CO)	<p>After completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Formulate an effective communication strategy for any message, in any medium, and in any situation. 2. Write clearly, concisely, and convincingly. 3. Develop skills of effective communication - both written and oral. <p>Acquaint themselves with application of these skills in outside world.</p>

UNIT-I

Grammar: Parts of Speech, Clause, Phrase Use of appropriate tense, Voice , Reported Speech, Sentence Structure; Simple, Compound, Complex, Vocabulary-One word substitution.

UNIT-II

Writing Skills: Application for employment , Resume Writing ,Paragraph Writing Construction- Kinds of Paragraphs, Preparing of Matter for meeting : Notice, agenda, Conference

UNIT-III

Speaking Skills: Effective oral Presentation, Slide making, Use of audio-visual aids.

UNIT-IV***Oral Communication and its Application:***

Group Discussion, Customer Care Relations (PR Skills), Interview Skills (Conducting and appearing for interviews), and Telephone handling manners.

Recommended Books

S.no	Name	Author(s)	Publisher
1	Business Communication	K. K. Sinha	Galgotia Publishing Company,
2	Media and Communication Management	C. S. Rayudu	Himalaya PublishingHouse,
3	Essentials of Business Communication	Rajendra Pal and J. S. Korlahalli	Sultan Chand & Sons, New Delhi

Course Code	SEC041
Course Title	Grooming Skills for Hospitality Industry
Type of course	Theory
L T P	003
Credits	4
Course prerequisite	10+2 in any Stream passed with English as compulsory Subjects from recognized Board with minimum 50% of total marks. Reservation as per Govt. policy.
Course Outcomes (CO)	This course will assist you to develop your ability to : CO1: Understand and apply grooming standards relevant to various roles in the hospitality industry. CO2: Develop professional presentation and appearance for optimal guest interactions. CO3: Apply communication and etiquette skills that enhance guest satisfaction and professional reputation. CO4: Understand the importance of body language, posture, and non-verbal cues in hospitality settings.

Syllabus

UNIT-1, Introduction to Grooming in the Hospitality Industry, Importance of grooming and professionalism in hospitality. Industry standards: Hotels, restaurants, resorts, and event management. Personal appearance as a reflection of the company's brand. Personal Hygiene and Grooming Basics

UNIT-2 Dress Code and Uniform Etiquette, Uniform standards for various hospitality roles. Grooming and attire requirements for front-line and back-office employees. Accessories, shoes, and jewelry: Professional guidelines.

UNIT-3 Customer Service Etiquette for Hospitality Professionals, Greeting guests: Professional and welcoming ways to initiate service. Attending to guest needs with courtesy and efficiency. Handling guest complaints and providing solutions. Grooming for front desk, housekeeping, restaurant, and managerial roles. The different expectations for luxury vs. budget hospitality establishment's .Cultural considerations in grooming and etiquette.

UNIT-4 Dining Etiquette and Service Excellence, Dining etiquette for servers and guests. Table setting standards and understanding different service styles. The role of servers in creating a memorable dining experience. The Power of Body Language and Posture, How body language affects communication and guest interaction. Importance of posture and facial expressions in creating positive impressions. Non-verbal communication in hospitality.

Reading Materials:

- *"The Art of Hospitality"* by J. Robert Parnell
- *"Professionalism in the Hospitality Industry"* by Tim Knowles
- Hospitality industry blogs, articles, and case studies

Fourth Semester

Course Code	HM260
Course Title	Bakery Operations (Theory)
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> This course envisages in helping you to acquire basic skills of Bakery and Confectionery. The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

Syllabus

UNIT – I

Introduction & Scope of Bakery & Confectionery- Organization chart of Bakery, Structure of Wheat grain, Properties of wheat and role of Bran and Germ.

UNIT – II

Flours- Different types of flours available, constituents of flours, PH Value of flour, Water absorption power of flour, Glut India static capacity of flour, Grade of flour, Raw material required for bread, Role of flour, water, yeast, salt, Sugar milk and fats, Yeast- An elementary knowledge of Baker's yeast, Effect of over and under fermentation and under proofing of dough and other fermented goods.

UNIT – III

Bread Improvers- Improving physical quality, Oven & Baking – Knowledge and working of various types of oven. Baking temperatures for bread confectionery goods

UNIT – IV

Cake Making Ingredients- Flour, Sugar, Shortening and Egg, Moistening agents, Fats and oil, Leavening Agents.

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok Kumar	Prentice Hall India Learning
2	<i>Modern Cookery:</i>	Thangam E. Philip	Orient Black Swam
3	The Complete Technology Book on Bakery Products (Baking Science with Formulation & Production) 3rd Edition	NIIR Board of Consultants & Engineers	NHIR Project Consultancy Service
4	Theory of cookery	Krishna Arora	Frank brothers

Course Code	HM262
Course Title	Bakery Operations (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • This course envisages in helping you to acquire basic skills of Bakery and Confectionery. • The curriculum is designed in a way to stimulate and lay foundation for further training in Bakery and Confectionery. • It will also enable students to acquire knowledge of commodities used in Bakery / Confectionery, the processing they have undergone, their selection, composition, functions, reaction to heat/baking, refrigeration, chilling and freezing, their interaction with each other and storage.

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

3. Simple cakes

- Demonstration & Preparation of Simple and enriched Cakes, recipes
- Sponge, Genoese, 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 colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

5. Hot / Cold desserts

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding

RECOMMENDED BOOKS

S.	Name	Author(S)	Publisher
1	Theory of Bakery and Confectionery	Ashok Kumar	Prentice Hall India Learning
2	<i>Modern Cookery:</i>	Thangam E. Philip	Orient Black swam
3	Theory of cookery	Krishna Arora	Frank brothers
4	The professional chef	Arwind Saraswat	Ubs publications

Course Code	HM264
Course Title	Food & Beverage Service Operations-II (Theory)
Type Of Course	Theory
L T P	3 0 0
Credits	3
Course Prerequisites	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes	<ul style="list-style-type: none"> • This subject intends to impart students the basic knowledge of bar activities. • To develop skills & knowledge in alcoholic beverages like spirits and beers. • It will also enable students to acquire knowledge of advance level beverages like sake, cider and Perry.

Syllabus

Unit –I

Bar: – Introduction, Importance, and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus.

Unit-II

Alcoholic Beverages:-Wines – Introduction, Classification, Brief Description, about manufacturing process, storage and its service. Major Indian and International Brands. Glasses and equipment, Storage and service of wine

Unit III

Beers: -Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit IV

Spirits:-Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi
4	Food and beverage service	Dennis R Lillicrap& John A Cousins	ELBS
5	Professional Food and Beverage Service	Brian Varghese	Macmillan publications

Course Code	HM266
Course Title	Food & Beverage Service Operations-II (Practical)
Type of course	Practical
L T P	0 0 4
Credits	2
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Demonstrate Opening & closing of wines corks (champagne, red & white wines) • The students will come to know about the service of beer, sake and other fermented beverages. • Demonstration on briefing and de- briefing.

Syllabus

Service of Alcoholic Beverages: Wines, Spirits.

- Opening & closing of wines corks (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Bar setup and operations
- Cocktail Mock tail Preparation, presentation and service
- Service of Cigars & cigarettes
- Conduction Briefing/ De- Briefing for F & B outlets
- Service of Beer, Snake and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Food And Beverage Service	Vijay Dhawan	Frank Brothers And Company, New Delhi.
2	Food and Beverage Manual	Sudheer Andrew	Tata Mc. Hills, New Delhi
3	Food and Beverage Service	S.N Baghchi and Anita Sharma	Aman Publication, New Delhi

Course Code	HM268
Course Title	Front Office & Accommodation Operations-II (Theory)
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • This course will give the basic knowledge of forecasting techniques and yield management. • Students will get versed with the process of capacity management. • The students will come to know about Budgeting system and the management of budget.

Syllabus

UNIT -I

Planning & Evaluating Front Office Operations- Forecasting techniques, Forecasting Room availability, Useful forecasting data % of walk-in, % of overstay, % of under stay, Forecast formula.

UNIT –II

Yield & Capacity Management - Concept and Importance, Applicability to Rooms Division, Yield Management Software, Yield Management Team, Discount Allocation, Duration Control, Measurement of Yield, and Potential high and low demand tactics.

Budgeting - Making of Front Office Budget, Factors affecting Budget Planning, Refining Budgets and Forecasting room revenue.

UNIT- III

Linen & Uniform Room-Meaning & types of linen, Activities in linen and uniform room, Layout of linen and uniform room, Linen exchange procedure, Storage of linen, Par Stock -Factors affecting par stock, Calculation of par stock, Linen control

Procedures, General selection criteria for fabrics for bed linen, Bath linen, Table linen Discarding procedures and their reuse. Uniforms-Types of uniform, Advantages of providing staff uniforms, Selection and design of uniforms, establishing par levels for uniforms.

UNIT- IV

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.

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
2	Front Office Operation	S.K Bhatnagar	Frank brothers
3	Front Office Operations	Colin Dix and Chris	Person publications
4	Hotel Front Office Operations and Management	Jatashankar Tiwari	Oxford university press

Course Code	HM270
Course Title	Front Office & Accommodation Operations-II (Practical)
Type of course	Practical
L T P	0 0 2
Credits	1
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • The course will help to teach the students about the handling of telephonic conversation and queries. • The students will identify and use different guest complaints and know to handle them. • The students will identify the preparation of guest cycle and procedure.

Syllabus

- **Complaint Handling:** Types of guest in hotel and nature of complains faced in front office department. Role play on handling a complaint between: Fussy guest and front office staff, Skipper and front office staff, scanty baggage guest and front office staff ,Drunken and front office staff, etc...
- **Role play on:**
 - Pre arrival reservation- done by guest through mail reservation - done by walk-in guest reservation – done by telephonic conversation by a guest Arrival
 - Paging (electronic and manual paging) – in pickup areas (airport, bus stand, railway station), message or visitors for a guest in the hotel.
 - Luggage handling – bell boy's role in maintaining errand card, escorting of guest to the rooms.
 - Welcoming – welcoming by GRE to the guest check in the hotel. Registration- done by guest who has reservation, guest who is a walk in, guest who requires the room for day purpose only.
 - Key handover – procedures followed during key handover to the guest, how to generate keys and assign rooms to the guest. .
 - Role play and problem handling on different accommodation problems and emergencies.
 - First Aid
 - First aid kit
 - Dealing with Emergency Situation.
 - Special Decorations

- Layout of a guest room
- Team cleaning
- Devising training modules/standard operating procedures/inspection check Devising training lists

RECOMMENDED BOOKS

S. No	Name	Author(S)	Publisher
1	Front Office Training Manual	Sudheer Andrews	Tata McGraw Hills
2	Front Office Operation management	S.K Bhatnagar	Frank brothers

Course Code	HM272
Course Title	Event Management
Type of course	Theory
L T P	4 0 0
Credits	4
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<p>Enable students to understand the essentials of planning an event.</p> <ul style="list-style-type: none"> • To learn scope and nature of events. • To acquaint students with practical aspects of organizing events of various forms. • To enable students to get knowledge of legal and ethical issues involved in event management.

UNIT- I

Events: The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.

UNIT- II

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-III

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- IV

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

Suggested Readings:

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event Management, Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
3. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA

Course Code	MDC006
Course Title	Principles of Management
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<p>The course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management Student will able to:</p> <ol style="list-style-type: none"> 1. Understand fundamental concepts and principles of management. 2. Familiar with interactions between the environment, technology, human resources, and organizations in order to achieve high performance. 3. Relate and divergence different sorts, roles and graces of managers crosswise in establishments.

Unit-I

Management: Concept, Nature, Importance, Process and Functions. Overview of Functional areas of Management, Managerial roles. Management as an Art, Science and profession.

Unit-II

Planning: Meaning, importance, need, types, techniques, limitations and process. Decision Making- importance, need and types of decisions, Process of decision making, concept of MBO.

Unit-III

Organizing: Concept, Nature, Significance, process, types, and principles of organizing. Organization Structure: Meaning, need, types- Line organization structure, Staff organization structure, line & Staff organization structure, Authority Centralization and Decentralization, Departmentation.

Unit-IV

Staffing: Meaning, need, importance and process. Directing: Meaning, need, importance and process. Control: Meaning, need, importance, types of Control, process of Controlling, Effective Control System.

Course Code	AEC0013
Course Title	Communication Skills in English-IV
Type of Course	Theory
LTP	2 0 0
Credits	2
Course prerequisite	NA
Course Objectives(CO)	<p>After completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Formulate an effective communication strategy for any message, in any medium, and in any situation. 2. Write clearly, concisely, and convincingly. 3. Develop skills of effective communication - both written and oral. 4. Acquaint themselves with application of these skills in outside world.

UNIT I

Social Communication Skills Conversational English, Appropriateness, Building rapport

UNIT II

Context Based Speaking In general situations, in specific professional situations,
Discussion and associated vocabulary, Simulations/Role Play

UNIT III

Non Verbal Communication Relevance and effective usage, Paralanguage, Chronemics,
Haptics, Proxemics, Body language, Object language

UNIT IV

Business Presentation Audience Analysis, Preparing effective Power Point presentation,
delivering of presentation, handling questions

Recommended Books

S.no	Name	Author(s)	Publisher
1	Business Communication	Anjaneethi & Bhavana Adhikari	Tata McGraw Hill
2	Speaking Effectively	Jeremy Comfort	CUP
3	Business Communication	Raman Prakash	OUP

Course Code	SEC042
Course Title	Hotel Safety and Security
Type of course	Theory
L T P	3 0 0
Credits	3
Course prerequisite	10+2 in any Stream passed with English subject compulsory from recognized Board with minimum 50% of total weightage. For SC/ST Candidates minimum Qualification is 45% of total weightage.
Course Outcomes (CO)	<ul style="list-style-type: none"> • Students able to learn concepts and organization of security. • Students are able to learn the first aid procedure given to patient. • Students are able to learn various risk management factors. • Students are able to know the role of safety and security in room division.

Unit-I

Hotel Security: Concept, importance, Type, Organization structure, Application of security in Hotels, scope & trends.

Unit-II

First Aid: First Aid, The First Aid box, Handling Burns & scalds, bleeding, fainting, fractures, heart- attack, sprain, and shock. Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

Unit-III

Risk Management & Safety Security: Process of risk Management and standards for Risk Management. Emergency Response plan, Occupation Safety and Health Act.

Unit-IV

Safety & Security in Rooms Division: Work environment safety, Job Safety Analysis, Safety Awareness & Accident Prevention, Case Studies

Suggested Reading:

- Darrell Clifton; Hospitality Security: Managing Security in today's Hotel, Lodging, Entertainment, And Tourism Environment; CRC Press, Taylor & Francis Group.
- Yoel Mansfield & Abrahann Pizam; Tourism, Security, Security and safety from theory to Practice: Elsevier Publication.
- Colin Michael Hall, Dallen J. Timothy, David Timothy Duval: Safety and Security in Tourism: Relationships, Management and Marketing: Haworth Hospitality Press, 2003

Course Code: VOC14

Course Title: Summer Internship in Hotel Management and Catering technology

- Duration of Internship: 8 weeks
- Log book: on daily basis students are required to make entries in the log book as per the assigned duties and responsibilities carried out on daily basis.
- Training Report: Students are required to make two copies of training report (hard and soft)
- Internship Training Certificate.
- Logbook

Course Code: VOC15

Course Title: Industrial Training in Hotel Management and Catering technology

- Duration of Industrial Training: 4Weeks
- Training Schedule: Recommended training schedule for 4 weeks in any department of the hotel.
- Students have to submit the following on completion of Industrial Training to the Department of Hotel Management.
- Daily Log Book
- Industrial Training Certificate
- Industrial Training Project Report
- Attendance Sheet
- Presentation (PPT) on Industrial Training.