

Department of Hotel Management

Revised Curriculum Structure to be effective from 2021-2022

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name- BSC IN H&HA	L	T	P	Credits
THEORY							
1		XHH1001	Food Production & Patisserie-I	3	0	0	3
2		XHH1002	Food & Beverage Service -I	3	0	0	3
3		XHH1003	Front Office Operations	2	0	0	2
4		XHH1004	Accommodation Operations	2	0	0	2
5		XHH1005	Computer Fundamentals	1	0	0	1
6		XHH1006	Nutrition & Food Science	2	0	0	2
7		XHH1007	English	2	0	0	2
PRACTICAL							
8		XHH1101	Food Production Lab	0	0	3	3
9		XHH1102	Food & Beverage Service Lab	0	0	3	3
10		XHH1103	Front Office Operation Lab	0	0	2	2
11		XHH1104	Accommodation Operation Lab	0	0	2	2
12		XHH1105	Computer Lab	0	0	2	2
13		XHH1501	Skill development	0	0	0	1
14		XHH1502	Project & seminar	0	0	0	1
TOTAL				15	0	12	29

1			Log Book	0	0	0	3
2			Project Work	0	0	0	12
3			Attendance	0	0	0	2
4			Presentation & viva	0	0	0	11
TOTAL							28

SEMESTER-4							
Sl. No	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits
THEORY							
1			Log Book	0	0	0	3
2			Project Work	0	0	0	12
3			Attendance	0	0	0	2
4			Presentation & viva	0	0	0	11
TOTAL							28

SEMESTER-5							
Sl. No.	Type	Course No.	Course Name- BSC IN H&HA	L	T	P	Credits
THEORY							
1		XHH5001	Advanced Food Production & Patisserie	3	0	0	3
2		XHH5002	Food & Beverage Service		0	0	
3		XHH5003	Front Office Operations	2	0	0	2
4		XHH5004	Accommodation Operations	2	0	0	2
5		XHH5005	H R Management & Hotel Laws	2	0	0	2
6		XHH5006	Values & Ethics	2	0	0	2
7		XHH5007	Facility Planning	2	0	0	2
8		XHH5008	F & B Management	2	0	0	2
PRACTICAL							
9		XHH5101	Food Production Lab – Advance Production Training	0	0	3	3
10		XHH5102	Food & Beverage Lab	0	0	3	3
11		XHH5103	Front Office Lab	0	0	2	2
12		XHH5104	Accommodation Operation Lab	0	0	2	2
13			Skill Development	0	0	0	1
14			Project & seminar	0	0	0	1

TOTAL	18	0	10	30
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SEMESTER-6							
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits
THEORY							
1		XHH6001	Advanced Food Production & Patisserie	3	0	0	3
2		XHH6002	Advanced Food & Beverage Service	3	0	0	3
3		XHH6003	Front Office Operations	2	0	0	2
4		XHH6004	Accommodation Operations	2	0	0	2
5		XHH6005	Entrepreneurial skill	2	0	0	2
6		XHH6006	Marketing & Sales	2	0	0	2
7		XHH6007	Principles of Management	2	0	0	2
8		XHH6008	Food Costing	2	0	0	2
PRACTICAL							
9		XHH6101	Advanced Food Production Lab & Patisserie	0	0	3	3
10		XHH6102	Advanced Food & Beverage Service Lab	0	0	3	3
11		XHH6103	Front Office Operations Lab	0	0	2	2
12		XHH6104	Accommodation Operations Lab	0	0	2	2
13			Project & seminar	0	0	0	1
14			Skill development	0	0	0	1
TOTAL				18	0	10	30

Detail Syllabus BSC IN H & HA Semester-1

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name	L	T	P	Credits
THEORY							
1		XHH1001	Food Production & Patisserie-I	3	0	0	3
2		XHH1002	Food & Beverage Service -I	3	0	0	3
3		XHH1003	Front Office Operations	2	0	0	2
4		XHH1004	Accommodation Operations	2	0	0	2
5		XHH1005	Computer Fundamentals	1	0	0	1
6		XHH1006	Nutrition & Food Science	2	0	0	2
7		XHH1007	English	2	0	0	2
PRACTICAL							
8		XHH1101	Food Production Lab	0	0	3	3
9		XHH1102	Food & Beverage Service Lab	0	0	3	3
10		XHH1103	Front Office Operation Lab	0	0	2	2
11		XHH1104	Accommodation Operation Lab	0	0	2	2
12		XHH1105	Computer Lab	0	0	2	2
13		XHH1501	Skill development	0	0	0	1
14		XHH1502	Project & seminar	0	0	0	1
TOTAL				17		12	29

Course Code	XHH1001			
Course Title	Food Production & Patisserie-I			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

The objective is to train the student to develop a comprehensive knowledge of professional cookery in the hotel & catering industries by inducing in the student professional competence as culinary head in any type of food production operation with basic common to Indian & other types of cuisines and its related subjects and areas.

Course Outcome:

XHH 1001.1	Student will able to evaluate modern development and the different standards of professionalism, create design of different kitchen sections by planing out using different types of layouts.required and will apply the same in the industry
XHH 1001.2	Student will able to define role of the chefs of different levels and relate inter – departmental co-operations along with recognising the heavy and small equipments,and apply them as per uses.
XHH 1001.3	Student will able to define different cooking principles using different categories of food commodities and their nutritional value and implement the same in the preparing menu at different levels of professional career.
XHH 1001.4	Student will able to produce standard recipes and plan out its costing for different foundation levels continental cookery with culinary terms
XHH 1001.5	Student will able to explain the basics aspects of bakery with a knowledge of basic preparations in writing

Course Content:

Module - 1

Culinary history, Modern development in equipment and food stuff, Standard of Professionalism, Levels of skills, Attitude & behaviour in kitchen, Personal Hygiene, Kitchen layout and its section.

Module - 2

Classical Kitchen brigade, Role of the chef, Inter – departmental cooperation, Heavy equipments, Small equipments, Cleaning & maintenance

Module - 3

Professional knowledge of food material along with their nutritional value, Aims & objective of cooking, Preparation of ingredients, Texture, Methods of cooking, Principles of invalid cookery, Principles of food storage, Menu planning, Work methods in food production.

Module - 4

Foundation of Continental cookery - Stock, Soup, Sauce, Fish, Poultry, Meat, Vegetables, Egg, Standard recipes, Working & costing, Western culinary terms, Hindi equivalents of some English food name, Reheating of food – rechauffe cooking, Accompaniments & garnishes.

Module - 5

Fundamentals of bakery, Selection Criteria, Maintenance of equipments, Methods of cake making, Methods of pastry making, Basic cream, Cookies and biscuits

Text / Reference Books:

1. K.Arora, "Theory of Cookery", Franc Brothers.
2. P.S.Bali, "Food Production Operations", Oxford University Press.
3. V.Ceserani & R.Kinton, "Theory of Catering", ELBS.
4. T.Philip, "Modern Cookery for Teaching and Trade - Vol I", Orient Longman.
5. S.C.Dubey, "Basic Baking"

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	3	-	-	-	-	-	-	-	-	-	3	-
CO2	-	2	2	-	-	-	-	-	-	-	1	-
CO3	2	-	-	-	-	-	-	-	3	-	-	-
CO4	1	-	-	3	-	-	-	-	-	-	-	-
CO5	-	-	-	-	-	2	-	-	-	-	-	-

Course Code	XHH1101
Course Title	Food Production Lab

Category	BSC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

The objective is to train the student to develop an early stage skill and interest in preparing basic food items in small quantities and to plan their applications in different menus after adapting the recipes

Course Outcome:

XHH 1101.1	Students will able to develop an early stage skill and interest in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various stocks, soups, sauces and plan their application in menus
XHH 1101.2	Students will able to apply an early stage skill in cutting the fish, meat, poultry and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various fish dishes and plan their application in menus
XHH 1101.3	Students will able to apply an early stage skill in cutting the different vegetables and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various vegetable based dishes and plan their application in menus
XHH 1101.4	Students will able to develop an early stage skill and interest in preparing various egg based dishes mostly breakfast items in continental and Indian style cookery to perfect basic skills acquired and will plan their application in menus
XHH 1101.5	Students will able to develop an early stage skill and interest in preparing different cream and cakes to perfect basic skills acquired in preparation of various products and plan their application in menus

Suggestive List of Experiments:

COOKERY

Different types of Stock preparations
 Different types of Soup preparations
 Different types of Mother Sauces
 Cuts of vegetables and their uses
 Cuts of Fish and different preparations of it
 Cuts of Poultry and different preparations of it
 Cuts of Meat and different preparations of it.
 Different types of breakfast egg preparations

BAKERY

Different types of basic cream preparations
Different types of basic cake preparations

Text / Reference Books:

1. V.Ceserani & R.Kinton , “Practical Cookery”, ELBS.
2. Jane Grigson, “The book of ingredients”,
3. Culinary Institute of America, “The Professional Chef”, John Wiley & Sons Inc.
4. S.C.Dubey, “Basic Baking”

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	-	2	-	-	1	-	-	-	-	-	-
C02	2	-	2	-	-	1	-	-	-	-	-	-
C03	2	-	2	-	-	1	-	-	-	-	-	-
C04	2	-	2	-	-	1	-	-	-	-	-	-
C05	2	-	2	-	-	1	-	-	-	-	-	-

Course Code	XHH1002			
Course Title	Food & Beverage Service -I			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Introduce the students to the evolution of the Food & Beverage industry. Introduce the concept of hierarchy, job description and responsibilities. Familiarize the students with the CGS used in the Food and Beverage Industry. Introduce the connection between French classical dishes and the Food Industry.

Course Outcome:

XHH 1002.1	Develop an insight on growth & career opportunities in the Hotel and catering Industry
XHH 1002.2	Implement the Professional attributes of F & B staff.
XHH 1002.3	Evaluate the role of F & B department its functions and staffing and ancillary departments.
XHH 1002.4	Examine & classify various services eg. American, Russian, English & French Service.
XHH 1002.5	Identify and use the different types of restaurant equipment.
XHH 1002.6	Interpret & describe the various types of standard Menus used in star hotels

Suggestive List of Experiments:

Module 1:

Introduction to the Hotel Industry: The growth of the catering industry in India. Career opportunities in the Hotel and catering Industry . Different types of Catering establishments.

Module 2:

Attributes of a Waiter; personal hygiene and appearance attitudes . Job satisfaction . Salesmanship.

Departmental Organization : Various hotel departments and their personnel. Relationship between the Food and Beverage Department and other departments . Principal staff of various types of restaurants, their duties and responsibilities .

Restaurant Organization : Food Service areas and ancillary departments- Room Services; Still Room, Stores; Linen Room; Kitchen Stewarding, Hot Sections.

Module 3:

Restaurant Service: Mise-en-place; Laying Tables; Forms and Methods of Service; Receiving the Guest; Service at Table; Social Skills.

Module 4:

Restaurant Equipment: Crockery cutlery- silverware and stainless steel; Glassware and linen .

Module 5:

Variety of Menus: Types of Meals and Menu, Fixed menu and a la carte, classical French menu terms; Indian Food and accompaniments ; planning a simple menu ; breakfast menus.

Text / Reference Books:

Text book : John Fuller MODERN RESTAURANT SERVICE –A MANUL FOR STUDENTS AND PRACTITIONERS Hutchinson. London. Melbourne. Sydney, Auckland Johanesberg .

References : D.R. Lillicrap FOOD & BEVERAGE SERVICE

THE WAITER --- John Fuller and A.J. Currie.

CO-PO Mapping:

[illegible]

Course Code	XHH1102			
Course Title	Food & Beverage Service Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits

	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Familiarise students with equipment used in restaurants, upkeep of restaurant equipment and the concept of side board. Also, Introduce the concept of table setup and service amongst students.

Course Outcome:

XHH 1102.1	Identify the different equipments & furniture used in food and beverage service
XHH 1102.2	Recognize the method of cleaning and upkeep of silver and upkeep of side board
XHH 1102.3	Demonstrate & prepare different table cover for a la carte and table d'hôte
XHH 1102.4	Illustrate laying of table linen procedure and napkin folds
XHH 1102.5	Develop the techniques of greeting, seating & order taking procedures for guest and service styles
XHH 1102.6	Outline the various types of breakfast setup and service

Suggestive List of Experiments:

Module 1:

Familiarization of Restaurant Equipment
Method of cleaning and upkeep of silver
Arrangement of Sideboards

Module 2:

Laying of Table Linen
Lay-out for various meals
Folding serviettes in various designs

Module 3:

Receiving guests and taking orders

Module 4:

Service of Food
Service of Breakfast

Text / Reference Books:

Text book : John Fuller MODERN RESTAURANT SERVICE –A MANUL FOR STUDENTS AND PRACTITIONERS Hutchinson. London. Melbourne. Sydney, Auckland Johanesberg .

References : D.R. Lillicrap FOOD & BEVERAGE SERVICE

THE WAITER --- John Fuller and A.J. Currie.

CO-PO Mapping:

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	1	-	-	-	-	-	-	-	-	-	-	-
C02	1	-	-	-	-	-	-	-	-	-	-	-
C03	-	2	-	-	2	-	-	-	-	-	-	-
C04	-	2	-	-	-	-	-	-	-	-	-	-
C05	1	-	-	-	1	-	-	-	-	-	-	-
C06	1	-	-	-	2	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Course Code	XHH1003
Course Title	Front Office Operations

Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will be familiarised with the basics of the hotel-hospitality industry including various accommodation establishments along with basic understanding of organisation and reservation process.

Course Outcome:

XHH 1003.1	Compile the different classifications of hotels & types of rooms
XHH 1003.2	Implement the different tariff structures, room rates & plans
XHH 1003.3	Plan front office staff organization, functions, duties & responsibilities
XHH 1003.4	Evaluate the requirements, functions & importance of an effective reservations system
XHH 1003.5	Incorporate different characteristics, modes, sources, methods, enquiries & requests of reservations and apply Diary & Whitney System of reservation

Suggestive List of Experiments:

Module 1:

Classifications of hotels, Types of rooms, Tariff structure, rates & plans

Module 2:

Organization of hotels, Front Office staff organization, Functional staff organization of front office, Staff organization, duties and responsibilities

Module 3:

Functions & importance of reservation, Furniture & equipment of reservation section, Requirements of an efficient reservation system, Dealing with reservation enquiries & requests, Characteristics, modes, sources & methods of reservation, Diary system of reservation, Whitney system of reservation.

Text / Reference Books:

Front Office Management by S.K.Bhatnagar
Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12

C01	3	-	-	-	-	-	-	-	-	-	2	1
C02	-	-	2	3	-	-	-	-	1	-	-	-
C03	-	-	-	-	1	3	1	-	-	-	-	-
C04	1	-	3	-	-	-	-	2	-	-	-	
C05	3	2	-	-	-	-	-	1	-	-	-	-

Course Code	XHH1103			
Course Title	Front Office Operations Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will be familiarised with various Front Office forms and formats, equipment, telephone etiquettes and reservation procedures

Course Outcome:

XHH 1103.1	Identify different Front Office equipment, forms and formats
XHH 1103.2	Design tariff card with rates for different room types
XHH 1103.3	Handle reservation enquiries over phone
XHH 1103.4	Fill-in and process reservation forms
XHH 1103.5	Handle diary and Whitney system of reservations

Suggestive List of Experiments:

Module 1:

Identification of forms, formats, equipment used in Front Office, department layout

Module 2:

Preparation of Front Office organisational chart, role play, telephone handling

Module 3:

Filling in Reservation documents, handling of reservations over telephone, role play

Text / Reference Books:

Front Office Management by S.K.Bhatnagar
Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

	Programme Outcomes (PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	-	1	2	-	-	-	-	-	-	-	-
C02	2	-	3	-	-	-	-	-	1	-	-	-
C03	3	1	-	-	-	-	-	2	-	-	-	-
C04	3	-	-	-	-	2	-	-	-	-	-	-
C05	3	-	-	-	-	2	-	-	-	-	-	-

Course Code	XHH1004			
Course Title	Accommodation Operations			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome:

XHH 1004.1	Able to describe the classification of hotels and guestroom based on different criteria
XHH 1004.2	Able to determine the placement of housekeeping as an important support department in the organization of hotel departments to achieve maximum efficiency in providing guest services
XHH 1004.3	Able to determine the types, use, maintenance, storage and selection of diverse cleaning equipment
XHH 1004.4	Able to review the types, use, storage and selection of cleaning agents used by housekeeping staff

Suggestive List of Experiments:

Role Of House Keeping

In the hotel, In guest satisfaction

2. Function of house keeping department
3. Services and facilities offered by various hotels
4. Types of room
5. Organizational structure of house keeping
DEPARTMENT

Small hotel

Medium hotel

Large hotel

6. Duties & Responsibilities Of Housekeeping Staff

Executive housekeeper, Deputy /assistant housekeeper, Floor supervisor, Desk supervisor

Public area supervisor, Room attendants, Store keeper, House man

7. Cleaning Equipments

General consideration for selection, Classification & types of equipments, Methods of use and mechanism for each type, Care and maintenance

8. Cleaning Agents

Classification, General criteria for selection, Use care & storage, Distribution and control.

9. Composition Care & Cleaning Of

Metal brass copper, silver, EPNS, bronze, chromium, aluminum, pewter, stainless still and protective finish of various kinds.

Glass, various types

Leather, leatherettes,

Rexene Plastic

Ceramic- various types

Wood- various types& their protective finish

Text / Reference Books:

CO-PO Mapping:

[illegible]

Course Code	XHH1104			
Course Title	Accommodation Operation Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome:

XHH 1104.1	Identify the different types of manual and mechanical cleaning equipments.
XHH 1104.2	Demonstrate the use of different cleaning agents on various surfaces like metal, glass, floor and wood.
XHH 1104.3	Apply techniques of how to use housekeeping equipment and machines used in different areas of hotel.
XHH 1104.4	Perform various cleaning activities.

Suggestive List of Experiments:

Bed making

Brass, silver, e.p.n.s., wood, glass, leather

Reference Books

- Hotel, Hostel & Housekeeping by Branson & Lennox.
- Professional Housekeeper by Jeorgina Tuccker
- AHMA Book
- Principles of Interior Decoration by Dorothy

Text / Reference Books:

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	2	-	-	3	-	-	-	-	-	-	-	-
CO2	2	-	-	-	-	1	-	-	1	1	-	-
CO3	2	-	-	3	-	-	-	-	-	-	-	-
CO4	-	-	2	-	-	-	-	-	2	-	1	-

Course Code	XHH1005			
Course Title	Computer Fundamentals			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	1	0	0	1
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

This course introduces the concepts of computer & network basics with particular attention to real life examples. Students can understand the essentials of computer systems and Software's classifications. The course is focused to make students industry ready with basic competencies for application of a computer to everyday tasks using standard packages.

Course Outcome:

Students will able to:

XHH 1005.1	bridge the fundamental concepts of computers to achieve a detailed recognition with the current scenario.
XHH 1005.2	understand Binary, Octal, Decimal and Hexa-Decimal number systems and their arithmetic.
XHH 1005.3	analyze the principal components of Computer Network and how it works.
XHH 1005.4	describe how an operating system interacts with hardware and software and principal differences in various operating systems.
XHH 1005.5	learn the difference between an operating system and an application program, and their functions.
XHH 1005.6	evaluate the important features of the Web and Web browser software and evaluate e-mail software and Web-based email services.

Suggestive List of Experiments:

Module 1: Automation in the hospitality industry

Data processing, Electronic data processing, Advantages of electronic data processing, Types of data, Binary coding
Types of computers, Mainframe computers, Mini computers, Microcomputers, Portable computers, Computer & its application in the hospitality industry, The internet & the hospitality industry, Internet application, World wide web, Networks & networked computers, Internet hardware components

Module 2: Essential of computer systems

Input/output units, Keyboards, Touch screen terminals, Other input devices, Monitors, Printers, Common, I/O units in the hospitality industry, The central processing unit, Read only memory (ROM), Random access memory (RAM), External storage devices, Magnetic tapes, Floppy disks, Hard drives, CD technology, Anatomy of a microcomputer, Microprocessor characteristics, CPU speed, Bus system, System architecture, Computer add-ons

Module 3: Software its classifications

Generic application software: MS Office & other Hotel Software, The operating system

Text / Reference Books:

1. **Computer Fundamentals** by R.S. Salaria
2. **Computer Fundamentals (Pearson Publications)** by Anita Goel
3. **Fundamentals of Computers** by Reema Thareja

CO-PO Mapping:

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	2	-	-	1	-	-	-	-	-	-	1	-
C02	1	-	-	-	-	-	-	-	-	-	1	-
C03	2	-	-	-	-	2	-	-	-	-	1	-
C04	-	1	-	-	-	1	-	-	-	-	1	-
C05	1	-	-	-	-	1	-	-	-	-	-	-
C06	3	-	-	-	-	2	-	-	-	-	2	-

Course Code	XHH 1105			
Course Title	Computer Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

This course helps students to know how to use the most common Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.

Course Outcome:

Students will able to:

XHH 1105.1	create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
XHH 1105.2	develop word-processing, spreadsheet, and design elements to presentations with images and videos.
XHH 1105.3	design and construct databases to store, extract, and analyze scientific and real world data.

Suggestive List of Experiments:

Module 1: Generic application software

Word processing software, Working with soft copy, On-screen editing techniques, Formatting documents, Special features, Desktop publishing

Module 2: The operating system

Introduction to Operating Systems, Basic CMD Commands

Module 3: Electronic spreadsheet software

Spreadsheet design, Creating a spreadsheet, Updating data a & recalculations, Common spreadsheet commands, Graphics capability Special features

Text / Reference Books:

1. **MS-Office Paperback** by S.S. Shrivastava
2. **Mastering MS Office** by Bittu Kumar

CO-PO Mapping:

[illegible]

Course Code	XHH 1006			
Course Title	Nutrition & Food Science			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

This syllabus helps the students to derive information about various nutrients present in the food. This also helps students to learn about the basic concept of food microbiology. Students will become aware of food adulteration practices prevailing in the present time. Students will become alert about the need of maintaining personal hygiene, kitchen hygiene and workstation hygiene to control food borne diseases.

Course Outcome: At the end of the course, students will be able to :-

XHH 1006.1	Describe the sources, functions, effect of using calorie, carbohydrate, protein, fat, vitamins and minerals in daily diet.
XHH 1006.2	Explain the good and bad effect of microorganisms in food preparation and way to preserve food.
XHH 1006.3	Compare and contrast adulterated and non adulterated foods.
XHH 1006.4	Prioritize the maintenance of personal hygiene, kitchen hygiene and workstation hygiene.

Suggestive List of Experiments:

UNIT 1

- I. Definition of calories: Calories used in Nutrition as against those in physics, standard measures, daily requirements, factors that affect requirements.
- II. Carbohydrates: composition, classification, sources, functions, daily requirements, excess & deficiency.
- III. Proteins: composition, classification, importance, sources, daily requirements based on age groups, excess & deficiency, protein quality and supplementation of amino acids.
- IV. Fats: classification according to sources, fatty acids, difference between animal and vegetable fat, functions, daily requirements, excess and deficiency.
- V. Water: Minerals:

- a. major -calcium, phosphorus, iron, iodine, sodium chloride (deficiency) and daily potassium magnesium sulphur requirements.
 - b. Minor – manganese, cobalt, zinc, fluorine & copper.
- VI. Vitamins in diet-fat soluble A, B, E & K water soluble, B complex & C, sources, functions, daily requirements, excess and deficiency.

UNIT 2

- I. Introduction to Food Microbiology – its importance in relation to food handling, preparation and service.
- II. Bacteria, Yeast, Mould – characteristics, factors for growth. The harmful and beneficial effects of these as related to food preparation, storage and consumption.
- III. Use of disinfectants – sterilization & pasteurization of food and food handling equipment as related to the Catering Industry.
- IV. Preservation of fresh food products, canned and frozen foods, by application of high temperatures, low temperatures, irradiation and chemical preservatives.

UNIT 3

- I. Food Adulteration as a public health hazard, prevailing food standards in India, prevention of adulteration, simple tests to detect common food adulterates in milk, cereals, beverages, pulses, masala powders, etc.

UNIT 4

- I. Personal hygiene.
- II. Hygiene and sanitation of premises, kitchen area, Garbage area, etc.

Text / Reference Books:

1. SUNETRA RODAY, "FOOD SCIENCE AND NUTRITION", 'OXFORD UNIVERSITY PRESS
2. N SHAKUNTALA MANAY & M SHADAKSHARASWAMY, "FOODS FACTS AND PRINCIPLES", 'NEW AGE INTERNATIONAL PUBLISHERS
3. B. SRILAKSHMI, "FOOD SCIENCE", 'NEW AGE INTERNATIONAL PUBLISHERS

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	-	-	-	-	-	-	-	-	-	1	-
C02	2	3	-	-	-	-	-	-	-	-	-	-
C03	2	3	-	-	-	-	-	-	-	-	-	-
C04	-	-	3	2	-	-	-	-	-	-	1	-
C05	-	3	-	-	-	-	2	-	-	1	-	-
C06	3	-	-	-	-	-	-	-	2	-	1	-

Course Code	XHH 1007			
Course Title	English			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: To develop in the students the power to communicate formally for the purpose of business

Course Outcome

XHH 1007.1	Understand English grammar and syntax
XHH 1007.2	Identify English synonyms and antonyms
XHH 1007.3	Read passages and newspaper reports out loud confidently
XHH 1007.4	Write essays and letters
XHH 1007.5	Converse fluently in terms of role playing and in group discussions

Suggestive List of Experiments:

ENGLISH COMMUNICATION

Module 1: English grammar: sentence making, preposition, synonyms, antonyms,
Module 2: Essay writing,

Module 3: Phonetics Oral : reading aloud (from the newspaper) ,
 Module 4: speech , role playing in the reception, station , market , as a tourist guide ;
 brainstorming .
 Module 5: Group Discussion : importance , do's and don'ts of Group Discussion .

Text / Reference Books:

Technical Communication Principles and Practice (Oxford University Press) by M. Raman and S. Sharma

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	-	-	-	-	-	-	-	-	2	-	1	-
C02	-	-	-	-	-	-	-	-	-	-	1	-
C03	-	-	-	-	-	-	-	-	-	-	1	-
C04	-	-	-	-	-	2	-	-	-	-	1	-
C05	-	-	-	-	2	-	-	-	-	-	1	-

Detail Syllabus BSC IN H & HA Semester-2

SEMESTER-2							
Sl. No.	Type	Course No.	Course Name- BSC IN H&HA	L	T	P	Credits
THEORY							
1		XHH2001	Food Production & Patisserie-II	3	0	0	3
2		XHH2002	Food & Beverage Service - II	2	0	0	2
3		XHH2003	Front Office Operations	2	0	0	2

4		XHH2004	Accommodation Operations	2	0	0	2
5		XHH2005	Computer Application	1	0	0	1
6		XHH2006	Nutrition & Food Science	2	0	0	2
7		XHH2007	Introduction to Accounting	2	0	0	2
8		XHH2008	Environmental science	1	0	0	1
PRACTICAL							
9		XHH2101	Food Production Lab	0	0	3	3
10		XHH2102	Food & Beverage Service Lab	0	0	3	3
11		XHH2103	Front Office Op Lab	0	0	2	2
12		XHH2104	Accommodation Operation Lab	0	0	3	3
13		XHH2105	Computer Lab	0	0	2	2
14			Project & seminar	0	0	0	1
15			Skill development	0	0	0	1
TOTAL				15	0	13	30

Course Code	XHH2001			
Course Title	Food Production & Patisserie-II			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

The objective is to train the student to develop an intelligent interest in basic commodities, both raw and processed, discriminating appreciation of the qualities and standards of commodities better available in the market and their uses in aspects of quantity food preparation in terms of different aspects of menu planning and recipe building

Course Outcome

XHH 2001.1	Students will be able to adapt a discriminating appreciation of the qualities and standards of different commodities better available in the market like cereals, pulses, pastas, fats & oils, herbs, spices, condiments, raising agents etc. and will be able to apply their suitability for different purposes in the culinary world.
XHH 2001.2	Students will be able to analyze different types of dairy products like milk, cheese, butter, in respect to their manufacturing and availability in the market and apply their suitability for different purposes in the culinary world.
XHH 2001.3	Students will be able to define different types, rolls and uses of convenience food, Tea, Coffee, Cocoa in terms of manufacturing process and types available and will be able to apply their uses in the culinary world.
XHH 2001.4	Students will be able to acquire knowledge in different aspects of quantity food preparation in terms of different aspects of menu planning and recipe building along with market study of mass purchasing and will be able to comprehend planning and organizing regarding the same.
XHH 2001.5	Students will be able to define the basic principles of bakery and will be able to apply the same in the culinary world.

Course Content:

Module - 1

Food Commodities

Cereals -

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

Pulses -

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

Elementary Pastas -

Method of manufacturing, Range available in the market

Fats & Oils -

Sources & Processing, Vanaspati, Margarine, Refined, Double Refined, unrefined & uses

Herbs, Spices & Condiments

Classification, identification, vernacular & English names

Raising Agents

Types, constituents, market brand names

Module - 2

Dairy Products

Milk

Types in which available & processing

Cheese

Range of cheese – a study of manufacturing, types, quality and economical important

Butter

Types and form in which available in market

Module - 3

Convenience Food

Rolls: Types & Advantages

Tea, Coffee, & Cocoa

Cultivation, processing, Types & forms in which available in the market & the uses

Module - 4

Quantity Food Production

Introduction to Industrial and Institutional Catering-

Staff Organization Kitchen Lay-Out, preparation , Cooking, Processing, holding and storage problems and adjustments.

Equipments used -

Specific equipment used in Quantity Food- including food transportation equipment.

Adapting Recipes-

Standardizing, Cooking Times . Indenting and Costing.

Mass Purchasing-

Convenience products. Meat & Fish markets. Butchery Study of carcasses.

Module - 5

Basic Principles of Bakery

Organization duties & responsibilities

Identifying and handling raw materials

Text / Reference Books:

1. T.Philip, "Modern Cookery for Teaching and Trade - Vol I", Orient Longman.
2. K.Arora, "Theory of Cookery", Franc Brothers.
3. P.S.Bali, "Quantity Food Production Operations & Indian Cuisine", Oxford University Press.
4. V.Ceserani & R.Kinton , "Theory of Catering", ELBS.
5. W.Gisslen, "Professional Baking", John Wiley & Sons Inc.
6. C.Ingram, "The World Encyclopedia of Cooking Ingredients", Lorenz Books
7. P.Montagné, "Larousse Gastronomique", Hamlyn

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3	-	-	-	-	3	-	-	-	-	-	-
C02	3	-	-	-	-	3	-	-	-	-	-	-
C03	1	-	-	-	-	2	-	-	-	-	-	-
C04	2		2		-	2	-	-	-	-	-	-
C05	2	-	-	-	-	1	-	-	-	-	1	-

Course Code	XHH2101			
Course Title	Food Production Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

The objective is to train the student in producing food in small quantities within a set time and adapting recipes to prepare dishes of various cuisines using different raw materials and basic bakery products by applying different cooking methods and techniques

Course Outcome

XHH 2101.1	Students will able to demonstrate the preparation of basic three course Indian, Continntal, Chinese, Italian menu
XHH 2101.2	Students will able to demonstrate the preparation of basic bakery products like cake, bread, biscuits, tarts, etc.
XHH 2101.3	Students will able to prepare various meat, fish, egg, vegetables based dishes by applying different methods of cooking

Suggestive List of Experiments:

- Preparation of three course menu
- Preparation of various types of desserts
- Pastry, Pie & Tart
- Cookies & Biscuits

Bread rolls & Bread Methods of cooking meat and poultry

Skewered – roast and spit-Minced

Stewed

Methods of cooking fish

Roast on spit-Stewed-Fried

Eggs-curried

Vegetables accompaniments

• Text / Reference Books:

1. V.Ceserani & R.Kinton , “Practical Cookery”, ELBS.
2. R.Hering & W.Bickel, “Hearings Dictionary of Classical & Modern Cookery”
3. T.Philip, “Modern Cookery for Teaching and Trade - Vol I”, Orient Longman.

4. S.C.Dubey, "Basic Baking"
5. W.Gisslen, "Professional Baking", John Wiley & Sons Inc.

• **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1	2	-	-	1	-	-	-	-	1	-	-	-
CO2	2	-	-	1	-	-	-	-	1	-	-	-
CO3	2	-	-	1	-	-	-	-	1	-	-	-

Course Code	XHH2002			
Course Title	Food & Beverage Service - II			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: To introduce students to the world of alcoholic beverages and the process of distillation and fermentation. Also, introduce students to the world of wines and the gradation of old world and new world wines.

Course Outcome

XHH 2002.1	Restate different non-alcoholic beverages with their preparation and services.
XHH 2002.2	Gain insight into the manufacturing, styles, storage and service of beer
XHH 2002.3	Develop & interpret the concepts & role of Spirits as Alcoholic Beverages in hospitality industry.
XHH 2002.4	Differentiate & compile the various liqueurs and bitters for hotel Industry effectiveness.

Suggestive List of Experiments:**Module 1:**

Non-alcoholic Beverages; Tea; Coffee; milk based drinks; juices, soft drinks

Module 2:

.Beer : History, manufacture, types, storage, service, Brand Names.

Spirits : Different types whisky, Gin, Brandy, Rum, Vodka, Tequila, Methods of manufacture other spirit.

Liqueurs & Bitters : History, Classification, methods of production , uses.

Module 3:

Cocktails and Mixed Drinks : History, Definition, Methods of mixing drinks, Developing a drink recipe, Bar measures, Mixed Drinks, Names of Classic Cocktails.

Tobacco & Cigars

Module 4:

Wines--- Introduction to wines, History of viticulture, Vines, Needs of wine, composition of grapes & effect of nature of wine. Wine makers calendar

Vinification--- Harvesting, destalking, crushing, pressing, fermentation, care of wine, racking, fining, filtering, ageing, bottles and bottling, corking.

--- table, fortified, & sparkling, Wine colour--- red, white, rose, characteristic of

Definition of wines --- Wine categories

wines---- still, natural, sweet, vintage & non—vintage.

Module 5:

Principle wine producing countries----- France, Italy, Germany, Portugal, Spain, Australia, U.S.A., India. Sherry, port & Madeira to be dealt with.

Champagne. --

- Origin, areas of production, grape varieties, method of production, types, label language, size of bottles, champagne shippers.

Module 1:

Non-alcoholic Beverages; Tea; Coffee; milk based drinks; juices, soft drinks

Module 2:

.Beer : History, manufacture, types, storage, service, Brand Names.

Spirits : Different types whisky, Gin, Brandy, Rum, Vodka, Tequila, Methods of manufacture other spirit.

Liqueurs & Bitters : History, Classification, methods of production , uses.

Module 3:

Cocktails and Mixed Drinks : History, Definition, Methods of mixing drinks, Developing a drink recipe, Bar measures, Mixed Drinks, Names of Classic Cocktails.

Tobacco & Cigars

Module 4:

Wines--- Introduction to wines, History of viticulture, Vines, Needs of wine, composition of grapes & effect of nature of wine. Wine makers calendar

Vinification--- Harvesting, destalking, crushing, pressing, fermentation, care of wine, racking, fining, filtering, ageing, bottles and bottling, corking.

--- table, fortified, & sparkling, Wine colour--- red, white, rose, characteristic of

Definition of wines --- Wine categories

wines---- still, natural, sweet, vintage & non—vintage.

Module 5:

Principle wine producing countries----- France, Italy, Germany, Portugal, Spain, Australia, U.S.A., India. Sherry, port & Madeira to be dealt with.

Course Code	XHH2102			
Course Title	Food & Beverage Service Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: To educate students on the different types of table setup, followed by the types of service. Also to give students a real time exposure of Breakfast Execution.

Course Outcome

XHH 2102.1	Demonstrate & prepare different table cover for a la carte and table d'hôte
XHH 2102.2	Implement the standard of service for food according to the order from guests
XHH 2102.3	Develop the techniques of greeting, seating & Beverage order taking procedures for guest
XHH 2102.4	Implement the standard of service for beverage according to the order from guests

Suggestive List of Experiments:

Module 1:

Table Laying (ala carte and table d'hote)

Module 2:

Food Service

Module 3:

Taking order for alcoholic beverages

Service of spirits, aperitifs, liqueurs and beers Preparation and service of cocktails and mixed drinks

Service of Regional dishes

Module 4:

Room Service tray set up

Text / Reference Books:

Text book : John Fuller MODERN RESTAURANT SERVICE –A MANUL FOR STUDENTS AND PRACTITIONERS Hutchinson. London. Melbourne. Sydney, Auckland Johanesberg .

References : D.R. Lillicrap FOOD & BEVERAGE SERVICE

THE WAITER --- John Fuller and A.J. Currie

- CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	1	-	-	-	-	-	-	-	-	-	-	-
C02	1	-	-	-	-	-	-	-	-	-	-	-
C03	-	2	-	-	-	-	-	-	-	-	-	-
C04	1	-	-	-	2	-	-	-	-	-	-	-
C05	2	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Course Code	XHH2003
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Course Title	Front Office Operations			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will be familiarised with modern Front Desk layout, technical handling of different Front Office situations. Students will be given an overview of interdepartmental coordination and arrival and departure procedures.

Course Outcome

XHH 2003.1	Plan the front desk layout, it's location in the lobby, importance, design & material used
XHH 2003.2	Incorporate handling special situations, cancellations & amendments
XHH 2003.3	Compile different reports & statistics, organization structure of reception area, duties, responsibilities, work schedule & duty roster of all front desk staff
XHH 2003.4	Apply pre-registration procedures, registration/on-arrival procedures, departure procedures, guest room assignments & reservation terminologies
XHH 2003.5	Evaluate importance of effective co-operation with other departments & particularly Housekeeping

Suggestive List of Experiments:

Module 1:

Reservation terminology and Over booking, Group reservation, Cancellation & amendments, Recapitulation of reservation systems & procedures, Reports & statistics

Module 2:

Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff members, Cooperation with other departments & particularly Housekeeping

Module 3:

Front desk layout, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments

Module 4:

Pre registration- procedures for VIP, SPATT& groups etc. On arrival procedures---receiving, greeting, welcoming a guest, assessing the guest requirements, product knowledge of receptionists, selling techniques & tips , Room assignment to a guest--- to individuals, group, walk in, guests with reservations, Registration of a guest, luggage handling and arrival records, Departure Procedures

Module 5:

Handling Special situations: Room changes, overbooking, complaints

Text / Reference Books:

Front Office Management by S.K.Bhatnagar

Front Office Procedures by Kasanava / Brooks

• **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	2	-	1	3	-	-	-	-	-	-	-	-
C02	-	2	-	-	-	2	-	1	-	-	-	
C03	-	-	-	-	3	-	1	-	2	-	-	-
C04	3	2	-	-	-	-	-	-	1	-	-	-
C05	2	-	-	-	-	-	3	1	-	-	-	-

Course Code	XHH2103
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Course Title	Front Office Op Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will gain an understanding of Front office organisation, reservation procedures and arrival-departure procedures.

Course Outcome

XHH 2103.1	Handle FIT and group reservations
XHH 2103.2	Solve overbooking related problems
XHH 2103.3	Design Front Office lobby, equipment, forms and formats
XHH 2103.4	Demonstrate technical and soft skills required for handling registration.

Suggestive List of Experiments:

Module 1:

Filling in forms and formats related to reservations, handling reservations over telephone, filling in forms and formats related to registration, handling check-in and check-out

Module 2:

Organizational chart preparation, duty roster preparation, role play

Module 3:

Designing lobby, layout of Front Office department, layout of front desk and bell desk

Module 4:

Handling Special situations: Room changes, overbooking, complaints

Text / Reference Books:

Front Office Management by S.K.Bhatnagar
Front Office Procedures by Kasanava / Brooks

• CO-PO Mapping:

	Programme Outcomes (PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	-	-	1	-	-	-	-	2	-	-	-
C02	2	3	-	-	-	-	-	1	-	-	-	-
C03	-	-	3	2	-	-	-	-	-	1	-	-
C04	2	1	-	-	-	-	-	2	-	-	-	-

Course Code	XHH2004			
Course Title	Accommodation Operations			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits

	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

XHH 2004.1	Able to describe the coordination between housekeeping and other departments
XHH 2004.2	Able to describe the activities, operational procedures and shifts in the 'housekeeping day' with the help of forms, reports and formats
XHH 2004.3	Able to design cleaning tasks with regard to their frequency with the concept of principles of cleaning
XHH 2004.4	Able to describe the systematic method of guestroom supervision with inspection checklist in guestrooms and public areas
XHH 2004.5	Able to determine the types, selection and maintenance of floor finishes and wall coverings

Suggestive List of Experiments:

ACCOMODATION OPERATION

1.0 FLOOR FINISHES Types Maintenance & care Selection

2.0 WALL FINISHES & WALL COVERING

Types
Maintenance & care
Selection

3.1 CHAMBER MAID'S SERVICE ROOM

Location
Lay out & essentials features
Chamber maids trolley.

4.1 DAILY ROUTINE & SYSTEM OF THE HOUSE KEEPING DEPARTMENT

5. CLERICAL AND OFFICE

ROUTINES Key control
Maids and house keepers report
Check list
Work card

CLEANING ROUTINE Daily cleaning routine Weekly cleaning routine

PUBLIC AREAS:

Cleaning of lobbies (nightly, weekly and monthly), Elevators, Restaurant, Food service areas, and employees areas.
Special cleaning routine
Public area cleaning

Various types of machinery, their use & care

Room inspection

7.1 CLEANING OF DIFFERENT SURFACE

Flooring & floor covers , Wood, Marbles,
Glass, Carpet

8.1 HIGH STANDARDS OF CLEANLINESS

Public area, lobby, Pest control, Back area

9.0 INTER/INTRA DEPARTMENTAL RELATIONSHIP

Text / Reference Books:

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	-	-	-	2	-	-	-	1	-	-	-
C02	2	2	-	-	-	-	-	-	2	-	-	-
C03	-	2	-	2	-	-	-	-	-	-	1	-
C04	-	2	-	-	1	-	-	-	1	-	-	-
C05	2	-	-	-	-	-	-	-	-	1	-	-
C06	-	-	-	-	-	-	-	-	-	2	1	-

Course Code	XHH2104			
Course Title	Accommodation Operation Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

XHH 2104.1	Implement the stain removal procedures with proper chemical
XHH 2104.2	Make different styles of flower arrangement
XHH 2104.3	Perform different methods of bed making
XHH 2104.4	Demonstrate the method of Dry cleaning

Suggestive List of Experiments:

ACCOMODATION OPERATION PRACTICAL

Floral arrangements
Dry cleaning
Stain removal
Bed making

Text / Reference Books:

• CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	-	2	-	-	-	-	-	-	-	1	1	-
CO2	2	-	-	2	-	-	-	-	-	-	-	-
CO3	3	-	-	-	-	2	-	-	-	-	-	-
CO4	3	-	-	2	-	-	-	-	1	-	-	-

Course Code	XHH2005			
Course Title	Computer Application			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	1	0	0	1
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

??????

Suggestive List of Experiments:

COMPUTER APPLICATION

Objectives: To introduce the student to the computer keyboard and basic computer systems and how they function.

- Basic Principles of the Computer: structures of Computer Systems, Data processing functions
- Accounting in hospitality business transaction (use spreadsheet)
- Use of word processors in preparing simple forms , Use of spreadsheet in maintaining & balancing accounts, Mechanics of double-entry accounting, General ledgers & journals, Recording changes in assets, liabilities & owners equity, Recording changes in revenue & expenses, Trial balance
[Students should exclusively use spreadsheet for sec 3.3]
- Generic application software part-2
- Database management software use of ms-access
- Files, records & fields, Database structures Input criteria & output specifications Common database management commands

Text / Reference Books:

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1												
CO2												
CO3												
CO4												

Course Code	XHH2105			
Course Title	Computer Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

??????

Suggestive List of Experiments:

COMPUTER APPLICATIONS LAB

MS– OFFICE

- Word
- Excel

- Outlook
- Access

Text / Reference Books:

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1												
CO2												
CO3												
CO4												

Course Code	XHH2006			
Course Title	Nutrition & Food Science			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

This syllabus helps the students to apply various preventive measures to prevent nutrient loss during cooking. Students will identify symptoms of malnutrition and can cure them through a balanced diet. This syllabus also helps students to maintain hygiene in cooking procedures.

Course Outcome: At the end of the course students will be able to :-

XHH 2006.1	Explain the effects of cooking on carbohydrate, protein, fat, vitamins and minerals.
XHH 2006.2	Outline a daily menu based on a balanced diet and prevent malnutrition
XHH 2006.3	Discuss the types of vegetable pigments and the effect of food processing and cooking on them.
XHH 2006.4	Plan a hygienic way to handle foods, related equipment and proper garbage disposal methods to prevent contamination.

Suggestive List of Experiments:

UNIT 1

- I. Percentage composition of the more commonly used foodstuffs.
- II. Balanced Diet: Quality and Quantity depending on age, sex, occupation and climate, importance of a balanced diet, daily requirements.
- III. Menu Planning: Factors affecting meal planning, balanced diet, acceptability and providing of diet for various ethnic and cultural groups, calculation of calorie value.
- IV. Malnutrition and sub nutrition Effects-Negative effects of dietary insufficiency.

UNIT 2

- I. Effect of cooking on vitamins.
- II. Vitamin losses due to storage/processing etc.
- III. Carbohydrates in foods – Changes in Carbohydrates during cooking, factors affecting stiffness of starch gels in food preparation.
- IV. Fats – type of fats and oils and their use. Factors causing deterioration and methods to prevent it.
- V. Proteins – their role in food preparation, use of proteins in gel formation, foam formation, effects of heat treatment of proteins.

UNIT 3

- ## I. Vegetable Pigments: Types, effects of cooking and processing on pigments.

UNIT 4

- I. Garbage Disposal
- II. Safe Food Handling
- III. Cleaning of crockery, cutlery and utensils

Text / Reference Books:

1. **B. SRILAKSHMI, "FOOD SCIENCE", 'NEW AGE INTERNATIONAL PUBLISHERS'.**
2. **N. SHAKUNTALA MANAY & M. SHADAKSHARASWAMY, "FOODS FACTS AND PRINCIPLES", 'NEW AGE INTERNATIONAL PUBLISHERS.**
3. **SUNETRA RODAY, "FOOD SCIENCE AND NUTRITION", 'OXFORD UNIVERSITY PRESS.**

- **CO-PO Mapping:**

[illegible]

C02	2	1	-	-	-	-	-	-	-	-	-	-
C03	2	-	-	-	-	-	-	-	-	2	-	-
C04	-	2	2	-	-	-	-	-	-	-	-	-
C05	-	2	-	2	-	-	-	-	-	-	1	-
C06	2	-	-	-	-	-	-	-	-	-	1	-

Course Code	XHH2007
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Course Title	Introduction to Accounting			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Students should know the basics of Accountancy, the Double Entry concept and also should be able to prepare Journal, Ledger and Trial Balance. They should also know the concepts of Subsidiary Books such as Cash Book, Purchase Book, Sales Book and Petty Cash Book.

Course Outcome

XHH 2007.1	Explain the terminologies used in Accountancy.
XHH 2007.2	Describe the Double Entry Concept.
XHH 2007.3	Design Journal, Ledger, Trial Balance.
XHH 2007.4	Construct Special Function Books.

Suggestive List of Experiments:

Module 1:

Introduction, Double Entry System - Meaning and Advantages, Concepts and Illustrations.

Module 2:

Journal Entries - Concepts and Illustrations, Ledger - Explanation and Illustrations, Trial Balance - Explanation and Illustrations.

Module 3:

Subsidiary Books - Explanation and Illustrations, Cash Book - Explanation and Illustrations, Petty Cash Book - Explanation and Illustrations.

Text / Reference Books:

Monilal Das and Chandrima Banerjee "Principles of Accounts".

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	2	-	-	-	-	-	-	-	-	-	1	-
C02	2	-	-	-	-	-	-	-	-	-	1	-
C03	-	-	2	-	-	1	-	-	-	-	-	-
C04	2	-	-	-	-	-	-	-	1	-	-	-
C05	1	1	-	-	-	-	-	-	-	-	-	-
C06	2	2	-	-	-	-	-	-	-	-	-	-

Course Code	XHH2008			
Course Title	Environmental science			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	1	0	0	1
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

This syllabus enables the students to know the importance of the environment and the measures to minimize the damage to the environment. Students will also understand the sources of environmental pollution from the hotels and will also learn to cut them short. It also helps the students to know about Rules and Regulations related to preservation of the environment.

Course Outcome

XHH2008.1	Identify the need of environmental studies in day-to-day life.
XHH2008.2	Describe various natural resources and ways of conserving them.
XHH2008.3	Explain the concept of ecosystems, biodiversities, natural resources and their characteristics.
XHH2008.4	Discuss various types of pollution related to hotels and ways of controlling them.
XHH2008.5	List the Rules and Regulations to combat environmental pollutions (EPA, Prevention and

	Control of Pollution Act)
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Suggestive List of Experiments:

UNIT 1

1. Identify the need for environmental studies.
2. Relate the need of humans to the environment and vice-versa.

UNIT 2

1. **Classify natural resources based on their needs.**
2. **Describe the conservation methods of preserving the natural resources.**
3. **Explain the concept of ecosystem.**
4. **Illustrate the characteristics and components of the ecosystem.**
5. **Describe the bio-diversities of India and ways of preserving them.**

UNIT 3

1. Discuss the environmental pollution related to hotels (air, water, sound, indoor).
2. Find ways to control environmental pollution.
3. Explain the social issues present in urban, rural and semi-urban areas like Global warming, acid rain, Ozone layer depletion, watershed management, resettlement, etc.

UNIT4

- 1. List the Rules and Regulations to minimize the environmental pollutions and prevent the natural resources depletion (EPA, Prevention and Control of Pollution Act)**

Text / Reference Books:

1. **AJITH K. SETH, "ENVIRONMENTAL ISSUES"**
2. **Dr. SHACHI GUPTA, "ENVIRONMENTAL STUDIES", 'SAHITYA BHAWAN PUBLICATIONS'.**
3. **MAHUA BASU & S. XAVIER, "FUNDAMENTALS OF ENVIRONMENTAL STUDIES", 'CAMBRIDGE UNIVERSITY PRESS'.**

- **CO-PO Mapping:**

[illegible]

C04												
C05												
C06												

Detail Syllabus BSC IN H & HA Semester-5

SEMESTER-5							
Sl. No.	Type	Course No.	Course Name- BSC IN H&HA	L	T	P	Credits
THEORY							
1		XHH5001	Advanced Food Production & Patisserie	3	0	0	3
2		XHH5002	Food & Beverage Service	3	0	0	3

3		XHH5003	Front Office Operations	2	0	0	2
4		XHH5004	Accommodation Operations	2	0	0	2
5		XHH5005	H R Management & Hotel Laws	2	0	0	2
6		XHH5006	Values & Ethics	2	0	0	2
7		XHH5007	Facility Planning	2	0	0	2
8		XHH5008	F & B Management	2	0	0	2

PRACTICAL

9		XHH5101	Food Production Lab – Advance Production Training	0	0	3	3
10		XHH5102	Food & Beverage Lab	0	0	3	3
11		XHH5103	Front Office Lab	0	0	2	2
12		XHH5104	Accommodation Operation Lab	0	0	2	2
13			Skill Development	0	0	0	1
14			Project & seminar	0	0	0	1
TOTAL				18	0	10	30

Course Code	XHH5001			
Course Title	Advanced Food Production & Patisserie			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional) breakfast, snacks and sweet dishes, Continental and Chinese food menu along with the larder, bakery & patisserie kitchen products

Course Outcome:

XHH 5001.1	Students will be able to gather knowledge and attitudes required to plan, organize, produce and cost Indian staple foods and spices (regional), Continental and Chinese food in any type of food production operation (table d'hôte buffet or a la carte).
XHH 5001.2	Students will be able to evaluate different aspects of a cold kitchen like equipment used, sections, products and will be able to apply the same in the culinary world.
XHH 5001.3	Students will be able to organize different products of bakery, pastry, frozen desserts, bakeshop production and will be able to apply the same in any type of culinary operations.
XHH 5001.4	Students will be able to construct professional competence in quantity of food, preparation of recipes at medium level from planning to operating and costing and apply the same in the professional culinary fields.
XHH 5001.5	Students will be able to construct recipes used in breakfast cookery, snacks, ethnic eating, Indian pastry and confectionery and will be able to apply the same in the professional culinary fields.

Course Content:

Module - 1

Hot Cookery- Regional Indian cookery (according to location)- principles of Chinese cookery-classical and modern garnishes in continental cookery-cooking using left-overs-hot starters.Classical Indian National Cookery and modern development study of main parts of Indian staple foods and Indian spices

Module - 2

Larder Work - Cold food presentation. Aspics and chaud froid-sandwiches and canapés- Cold starters- Charcuterie (Terrines, galantines, pâtés, etc.)

Module - 3

Pastry & Bakery- Ice cream and sorbets. Frozen desserts Bakeshop production – faults in making rolled in doughs-cake formulas & cake making Icings-sugar and chocolate basic work

Module - 4

To induce in the student professional competence in quantity food, preparation at medium level from planning to operating and costing. Organization and mise en place for extended meal service, buffet and banqueting. Menu planning will be covered by the Food and Beverage Service programme.

Module - 5

Main recipes used in Breakfast cookery, main meals and snacks Ethnic eating. Traditions (Muslim, traditional vegetarians), Indian Pastry and Confectionery

Text / Reference Books:

1. M.J.Leto & W.K.H.Bode, "Larder Chef", Butterworth-Heinemann
2. F.H.Sonnenschmidt & J.F.Nicolas, "Professional Chefs-Art of GardeManger (4th Edition)", John Wiley & Sons Inc.
3. T.Philip, "Modern Cookery for Teaching and Trade - Vol I", Orient Longman.
4. P.S.Bali, "Quantity Food Production Operations & Indian Cuisine", Oxford University Press.
5. V.Ceserani & R.Kinton, "Theory of Catering", ELBS.
6. W.Gisslen, "Professional Baking", John Wiley & Sons Inc.
7. P.Montagné, "Larousse Gastronomique", Hamlyn

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2	-	2	-	-	-	-	-	-	-	-	-
C02	1	-	-	-	-	3	-	-	-	-	-	-
C03	1	-	1	-	-	1	-	-	2	-	-	-
C04	1	-	-	-	-	3	-	-	-	-	-	-
C05	1	-	-	-	-	3	-	-	-	-	-	-

Course Code	XHH5101
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Course Title	Food Production Lab – Advance Production Training			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

To impart perfect practical skills in the preparation of regional Indian, National, Chinese and advanced Continental cookery mainly for the banquet and buffet services

Course Outcome:

XHH 5101.1	Students will be able to produce perfect skills in the preparation of regional Indian foods of different types and adapt supervisory responsibilities to apply in the culinary fields.
XHH 5101.2	Students will be able to produce perfect skills in the preparation of Chinese foods of different types and adapt supervisory responsibilities to apply in the culinary fields.
XHH 5101.3	Students will be able to produce perfect skills in the preparation of Continental foods of different types and adapt supervisory responsibilities to apply in the culinary fields.

Suggestive List of Experiments:

Objectives: To impart perfect skills in the preparation of regional Indian, National, Chinese and advanced Continental cookery.

To develop perfect skills & technique for formal banquet service, functions, gueridon and flambé work and induce supervisory responsibilities in the students.

Some international specialties will be introduced in continental Cooking specially during Buffets. The F & B service syllabus will follow this programme for various types of services corresponding to the type of menu.

Text / Reference Books:

1. F.H.Sonnenschmidt & J.F.Nicolas, "Professional Chefs-Art of GardeManger (4th Edition)", John Wiley & Sons Inc.
2. M.Jaffrey, "A Taste of India", John Wiley & Sons Inc.
3. J.I.S.Kalra & P.Dasgupta, "Prashad Cooking with Indian Masters",
4. W.Gisslen, "Professional Baking", John Wiley & Sons Inc.
5. V.Ceserani & R.Kinton, "Practical Cookery", ELBS.

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	3	-	-	-	-	1	-	-	2	-	-	-

C02	3	-	-	-	-	1	-	-	2	-	-	-
C03	3	-	-	-	-	1	-	-	2	-	-	-

Course Code	XHH5002			
Course Title	Food & Beverage Service			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Educate students on Restaurant Layout and staffing and the various types of Buffet. Also, impart knowledge on gueridon service.

Course Outcome:

XHH 5002.1	Restate techniques of mixing beverages keeping in mind quality, presentation and cost implication in context of bar operations.
XHH 5002.2	Develop an insight in curing, processing, storing and servicing of various internationally acclaimed tobacco related products
XHH 5002.3	Design and utilize floor area in formulating aesthetic appeal of the restaurant.
XHH 5002.4	Identify skill and techniques in Gueridon, Flambé services.
XHH 5002.5	Explain and organize different types of Buffet as per the guest requirements.
XHH 5002.6	Formulate and indentify various bar parts, types, equipments and intricacies of operations.
XHH 5002.7	Pairing techniques & Suggestive selling of wine in context of correlation with food.

Course Code	XHH5102			
Course Title	Food & Beverage Lab			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Students must gain knowledge in the world of mixology. They must also successfully learn the operations of a gueridon trolley and dishes.

Course Outcome:

XHH 5102.1	Prepare and demonstrate skills in the field of flambé service.
XHH 5102.2	Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.
XHH 5102.3	Illustrate and recognize various bar setups and upkeep of bar records.
XHH 5102.4	Enhancing professional skills through preparation of various mixed drinks as per formulated recipes.
XHH 5102.5	Categorized and implement the various types of buffet setups and operations as per the theme of the event and serving techniques
XHH 5102.6	Enhancing professional ability through silver service techniques.

Suggestive List of Experiments:

Module 1:

Setting up and operating Bar.

Demonstration of Cocktail and Mock tail preparations

Module 2:

Buffet Service, Service of Regional Dishes. Silver Service.

Module 3:

Preparing Flambe dishes.

Module 4:

Silver service

Supervision of meal service.

Text / Reference Books:

Text book : John Fuller MODERN RESTAURANT SERVICE –A MANUL FOR STUDENTS AND PRACTITIONERS Hutchinson. London. Melbourne. Sydney, Auckland Johanesberg .

References : D.R. Lillicrap FOOD & BEVERAGE SERVICE

THE WAITER --- John Fuller and A.J. Currie

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01		2										
C02	1											
C03	1											
C04		2										
C05		2				1						
C06			3		1							
C07												

Course Code	XHH5003			
Course Title	Front Office Operations			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2

Total Contact Hours	36
Pre-requisites	None

Learning Objective:

The students will be able to understand the role and function of the Front Office supporting services for a complete understanding of the Front Office management function..

Course Outcome:

XHH 5003.1	Create proper luggage handling procedures, information services, paging & car-parking services
XHH 5003.2	Implement computerized Room Management System/Property Management System (PMS),
XHH 5003.3	Budget & monthly expenditures
XHH 5003.4	Incorporate professional telephone etiquettes/manners
XHH 5003.5	Apply Yield Management, Compile different reports & statistics

Course Content:

Module 1:

Uniformed staff services -bell desk,door and car parking services

Module 2:

Application of Property management system

Module 3:-

Budgeting and monthly expenditure reports.

Module 4:

Telephone Operating: Telephone, procedure, Telephone manners.

Module 5 :

Yield Management, Compilation of reports & statistics

Text / Reference Books:

Front Office Management by S.K.Bhatnagar

Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

	Programme Outcomes (PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1			3	2					1			
CO2			3	2							1	
CO3			2		3				1			
CO4	2							3				
CO5			1	2	3							

Course Code	XHH5103			
Course Title	Front Office Lab			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2

Total Contact Hours	24
Pre-requisites	None

Learning Objective:

Students will be familiarised with PMS and yield management systems along with other Front Office management functions.

Course Outcome:

XHH 5103.1	Demonstrate skills for handling bell desk operations and relevant formats
XHH 5103.2	Make use of PMS for reservations, registration and room management
XHH 5103.3	Show the soft skills required for handling telephone calls
XHH 5103.4	Develop revenue management strategies according to demand situations
XHH 5103.5	Solve revenue management problems by applying different formulas

Suggestive List of Experiments:

Module 1:

Uniformed staff services -bell desk,door and car parking services role playing

Module 2:

Training on Property management system (PMS)

Module 3:

Preparation of Front Office Budget and monthly expenditure reports

Module 4:

Telephone handling.

Module 5 :

Application of Yield Management formulas in simple problems

Text / Reference Books:

Front Office Management by S.K.Bhatnagar

Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12

C01	3			2					1			
C02	2	1		3								
C03	2							3				
C04		2	3	1								
C05	2	3										

Course Code	XHH5004			
Course Title	Accommodation Operations			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2

Total Contact Hours	24
Pre-requisites	None

Learning Objective:

Course Outcome:

XHH 5004.1	Able to determine the processes of recruitment, selection, hiring, orientation, training and various aspects of scheduling housekeeping staff
XHH 5004.2	Able to design the steps in the planning process and plan the work of a housekeeping department on paper, using the various planning documents
XHH 5004.3	Able to design budget and purchasing of housekeeping expenses
XHH 5004.4	Able to determine the importance of safety and security in hotels with regard to fire, first-aid, key control, lost and found.
XHH 5004.5	Able to describe the list of activities carried out in the linen room and laundry based on the usage of different equipment, aids and materials.

Course Content:

- Training and hiring of staff
- Job description, Rotas and manuals
- Induction programmes
- Purchasing and Budgeting
- Contract cleaning
- Emergencies, fire prevention & fire fighting
- Safety awareness, procedures concerning first aid boxes
- Dealing with sick guests & sanitation
- Special arrangements & facilities for Handicapped guests (physically challenged guests)
- LAUNDRY:
- Use of laundry agents and equipments. Detergents, Effects of detergents on materials, washing machine and its principles, care and precautions.
- STAIN REMOVAL:
- Identifying stains, identifying fabrics, preparing fabrics, Applying stain removal techniques.
- LINEN CONTROL:

Selection and buying linen, receiving, inspecting, counting, checking and recording for damages, sending used linen to laundry, Inspecting, counting and recording cleaned linen received from laundry . Recording discrepancies. Coring and rotating linen. Condemning linen, stock taking .

Text / Reference Books:

CO-PO Mapping:

	Programme Outcomes (PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01					2		1					
C02			2		2							
C03					2						1	
C04	3	2										
C05	2			2						1		

Course Code	XHH5104			
Course Title	Accommodation Operation Lab			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

XHH 5104.1	The students will be able to
XHH 5104.2	Identifies the technical equipment and materials of laundry room.
XHH 5104.3	Demonstrate the technical skill for handling different laundry equipments.
XHH 5104.4	Taking physical inventory and implementing effective inventory control procedures
XHH 5104.5	Exhibiting the techniques which includes establishing par levels for different types of inventories

Suggestive List of Experiments:

Bed making
 Brass, silver, e.p.n.s., wood, glass, leather
 Floral arrangements
 Dry cleaning
 Stain removal
 Bed making

Text / Reference Books:

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1												
CO2	1		2	3								
CO3	3			3								

C04	3								1			
C05	3								1			

Course Code	XHH5005			
Course Title	H R Management & Hotel Laws			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Demonstrate an understanding of key terms, theories/concepts and practices within the field of HUMAN RESOURCE MANAGEMENT, and demonstrate competencies in development and problem-solving in the area of HR management. Learn and apply knowledge in the Human Resource Planning process.

Learn basics of Performance Management, Compensation and Performance recognition. How to create: JOB Analysis and Job Descriptions for the purpose of: Recruitment; Selection; Orientation and Training and Development.

Recognise legal and ethical issues in the hospitality industry.

Understand the duties and responsibilities as a Hospitality operator.

Course Outcome:

XHH 5005.1	To invoke curiosity regarding HR concepts and acquaint/familiarize the learners with HRM (Human Resource Management)
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XHH 5005.2	To develop necessary skill sets for application of various HR issues, and apply HRM concepts in handling practical situations.
XHH 5005.3	To analyse the strategic issues involving Man Power development
XHH 5005.4	To produce legal prudence regarding Hotel Specific Laws and be able to identify and appreciate the significance of the Ethical issues in HR
XHH 5005.5	To be able to apply the set of Laws applicable to Hotel Business.

Course Content:

Module:1: Introduction to personnel department and role of personnel manager. Definition and role of HRD.

To understand the legal responsibility of business in respect of various licenses and permits to be obtained and safeguard the interest of business by adopting appropriate procedures and policies.

Introduction: Need for Law, Sources of Indian Law, Types and Application of Law in Hotel Operations, Basic Principles of Criminal and Civil Liberties, Understanding of Indian Evidence Act. Licenses and Permits: Procedure for procurement bye-laws of hotels and restaurants under Municipal Corporation, renewal, suspension and termination of licenses. Mercantile Law: Importance of industrial Law, Shops and

Establishments Act, Factories Act, Effective procedure for employment, discharge and dismissal of an employee, employer-employee relation role of the State. Mercantile Law: Importance of industrial Law, Shops and

Establishments Act, Factories Act, Effective procedure for employment, discharge and dismissal of an employee, employer-employee relation role of the State.

Module:2: Manpower planning: Definition, Systems—Manning ratio, personal record, personal dossier, employment requisition, engagement form, strength returns, payroll analysis. Staff/ labour turnover analysis, age and service analysis, manpower audit. Other forms like E.S.I., medical leave, gratuity, provident fund etc. Organising manpower through:- market technology, organizational objectives, size and diversity, span of control,

product and services.

Module:3: Job Design – Job Analysis, job Description, job enlargement/ rotation, job enrichment Job Specification:- Definition, and formats. Job evaluation:- Meaning, types and uses. Recruitment:- sources of recruitment. Selection:- Application, interviews:- types, tests - types, group selection procedures, references.

Induction and training:- Meaning and advantages, purpose of training, types and methods of training, aids used while training. Performance Appraisal:- Definition and importance, types of performance appraisal formats. Promotion:- Promotion policy, essentials of sound promotion policies, Merit vs. seniority.

Industrial Relations - Trade unionism - definition, role of trade union in the Indian scenario, collective bargaining, concept of collective bargaining, concept of collective bargaining and barriers, grievance handling (procedures), employee participation in management in relation to good industrial relation, labour welfare measures, disciplinary procedures.

Module:4:FOOD LEGISLATION: Introduction. The Central Committee for Food Standards. Central Food Laboratory. Food Inspectors, their powers and duties. Procedures to be followed by Food Inspectors.

Report of public analyst. Notification of Food poisoning and penalties. Purchaser's Right-Guarantee and Warranty.

Module:5:INDUSTRIAL LAW: Workmen's Compensation Act 1923-Nature and scope of the Act. Partial Disablement. Total Disablement. Employee's liability in case of partial and total disablement arising out of and in the course of the employment. Trade Union Act 1926-Scope. Eligibility. Fund. Register. Rights on the part of the employer and employees. Charge sheet Disciplinary Action-Offences. Show cause notice. Charge-sheet. Domestic inquiry. Discharge and dismissal of employees.

Text / Reference Books:

1. Human Resource Management Essentials you Always Wanted To Know: by Jaquina Gilbert.
2. A Handbook of Human Resource Management Practice; by Michael Armstrong.
3. Performance Management Towards Organizational Excellence: by TV Rao, IIMA
4. Industrial Relations and Labour Laws: by S C Srivastava
5. Elements of Mercantile law: by N D Kapoor, Publisher: Sultan Chand & Sons.

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	2											
C02											2	
C03		2			2							
C04					2		2					
C05		2			2							
C06							2					
C07					2				2			
C08		2							2			

C09		2					2					
C010							2					
C011					2							
C012					2			2				

Course Code	XHH5006			
Course Title	Values & Ethics			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Understanding and defining the concepts of integrity and ethics, along with three major theoretical approaches. Be able to Identify ethical dilemmas and apply different theoretical approaches. To gain insights that could facilitate working towards ethical improvement. Will enable the learner to promote the values of tolerance and pluralism. To impart the ability to clearly distinguish between personal, theoretical and professional ethics. Understand the role of professional codes of ethics, the difference between aspirational and disciplinary codes of ethics, and how professional codes may apply in their career.

Course Outcome:

XHH 6005.1	To be able to APPLY MORAL BELIEFS. And be able to define VALUE & VALUE JUDGEMENTS.
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XHH 6005.2	To implement ETHICAL CONDUCT & BEHAVIOUR by following ETHICAL CODES OF CONDUCT
XHH 6005.3	Practice PROFESSIONAL ETHICAL NORMS and be RESPONSIBLE CITIZENS.
XHH 6005.4	Acquire CRITICAL THINKING SKILLS on VALUES & ETHICS
XHH 6005.5	Develop ATTITUDE which matches with the HOSPITALITY SERVICES ETHICS

Course Content:

Module 1: Indian Values and Ethics- Respect for elders, hierarchy and status, need for security, non- violence. Rights and Duties, Attitudes and Beliefs; Ethics in Work-Life.

Module 2: Business Ethics: Mediating between Moral demands and Interest; Relative autonomy of business morality; Studies in business ethics; Role of ethics in business. Theory of Voluntary Mediation; Participatory Ethics; Moral Responsibilities; Balanced concept of Freedom; Public accountability and Entrepreneurial Responsibilities. Moral Corporate Excellence; Corporate Responsibilities.

Module 3: Business and Individual Interest; Interest based outlook; Impact of interest on moral goals and moral principles. Utilitarian views on business ethics; Enlightened Egotism; Duty ethics in business environment.

Theories of virtue; Productive practices and team motivation; Prospects of virtues in business ethics and Management Theory.

Module 4: Social responsibility; Corporate Social Responsibilities (i.e. CSR) obligations under the law; Environmental protection; Fair trade practices; Health and well-being of under privileged people; Social Welfare and Community Development Activities.

Text / Reference Books:

- 1. Professional Ethics (Includes Human Values), 2nd Edition, by; R. Subramanian, OUP.**
- 2. A Textbook on Professional Ethics and Human Values, by R. S Naagarazan.**

CO-PO Mapping:

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01												
C02												
C03												
C04												
C05												

Course Code	XHH5007			
Course Title	Facility Planning			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Become knowledgeable about the principles of facility planning. Learn about SYSTEMATIC LAYOUT PLANS.

Learn about the FOUR BASIC LAYOUT TYPES: i.e. Process, Product, Hybrid

To understand the importance of PROPER SPACE PLANNING.

To learn and become knowledgeable regarding the NORMS and REQUIREMENTS for the CLASSIFICATION of HOTEL PROPERTIES/PROJECTS (i.e. THE STAR CLASSIFICATION CRITERIA in INDIA) and Fixed position.

Course Outcome:

XHH5007.1	To acquaint/ familiarize the learners with core concepts of FACILITY (Facility Management Principles)
XHH5007.2	To invoke curiosity regarding Planning and Maintenance (Hospitality Facilities/Business Unit)
XHH.5007.3	To apply Knowledge & concepts in handling practical situations. (per se Hotel PROJECT)
XHH5007.4	To analyse the strategic issues involving INTEGRATION of FUNCTIONS (i.e. SLP oriented)
XHH5007.5	To be able to comply with the set of Mandatory Regulations applicable to Hotel Business.

Course Content:

Module 1: Hotel Design :

A. Design Consideration:

Module 1: Hotel Design :

A. Design Consideration:

- **Attractive Appearance**
- **Efficient plan**
- **Good location**
- **Suitable material**
- **Good workmanship**
- **Sound financing**
- **Competent Management**

B. Evaluation of accommodation-al needs thumb rules

C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers

Module 2: Facilities Planning

- **The systematic layout planning pattern (SLP); Planning consideration**
- **Flow Process & Flow diagram**
- **Procedure for determining space, ways of determining space requirements space relationship**
- **Architectural consideration**
- **Difference between carpet area and plinth area**
- **Approximate cost of construction estimation**
- **Approximate operating areas in budget type/ 5 star type hotel. Approximate other operating areas per guest room**
- **Approximate water / electrical load requirement – estimation**

Module 3: Star Classification of Hotel

- **Criteria for star classification of hotel**

BUILDING

I. Paints and their uses.

II. Repairs and redecoration programmes.

III. Dampness – Causes and waterproofing.

FIRE

I. Classification of fires – Uses of fire extinguishers.

Text / Reference Books:

1. HOTEL Facility Planning :by Tarun Bansal

CO-PO Mapping:

[illegible]

Course Code	XHH5008			
Course Title	F & B Management			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

To apply MANAGEMENT /MANAGERIAL concepts in handling practical situations in F&B operations. To acquaint/familiarize the learners with the notion of Food & Beverage Management principles.

Course Outcome:

C01: To invoke curiosity regarding topics related to F&B planning, organizing, executing and controlling aspects.

C02: To develop necessary skill sets for competency in Managing connected issues.

C03: To analyse the strategic issues involving challenges faced in this domain.

C04:To produce COST & BUDGET awareness regarding Hotel Food Cost.

C05: To be able to apply the set of best practices applicable to Hotel Business related particularly to F&B Management.

Course Content:

Module 1:

Food and beverage Management--- Definition, Different stages of management process, Factors affecting F&B Management, Problems and solutions.

Module 2:

Controls---- Food and Beverage control definition, Necessity of control, Problems and their solution, Limitation of controls, Reality of controls, Different phases of controls, Control techniques.

Pricing---- Definition & Types

Module 3:

Budgeting---- Definition, types, Outline of Revenue & Expenditure.

Text / Reference Books:

1. Food and Beverage Management, 6th Edition by Bernard Davis – Andrew
2. Food and Beverage By Tarun K bansal

CO-PO Mapping:

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01												
C02												
C03												
C04												
C05												

SEMESTER-6							
Sl. No.	Type	Course No.	Course Name- BSC IN H&HA	L	T	P	Credits
THEORY							
1		XHH6001	Advanced Food Production & Patisserie	3	0	0	3
2		XHH6002	Advanced Food & Beverage Service	3	0	0	3
3		XHH6003	Front Office Operations	2	0	0	2
4		XHH6004	Accommodation Operations	2	0	0	2
5		XHH6005	Entrepreneurial skill	2	0	0	2
6		XHH6006	Marketing & Sales	2	0	0	2
7		XHH6007	Principles of Management	2	0	0	2
8		XHH6008	Food Costing	2	0	0	2
PRACTICAL							
9		XHH6101	Advanced Food Production Lab & Patisserie	0	0	3	3
10		XHH6102	Advanced Food & Beverage Service Lab	0	0	3	3
11		XHH6103	Front Office Operations Lab	0	0	2	2
12		XHH6104	Accommodation Operations Lab	0	0	2	2
13			Project & seminar	0	0	0	1
14			Skill development	0	0	0	1
TOTAL				18	0	10	30

Course Code	XHH6001			
Course Title	Advanced Food Production & Patisserie			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation (table d'hôtel buffet or a la carte) by following different formats and formulas maintaining the controlling process.

Course Outcome

XHH 6001.1	Students will be able to gather knowledge and attitudes required to plan, organize, produce and cost Indian, Continental and Chinese food in any type of food production operation and apply the same in the culinary world.
XHH 6001.2	Students will be able to evaluate different Food Production Control related jobs like Establishing purchase specification, Dealing with supplier, receiving methods-stores organization and stock control-stock levels and rotation speed, yield testing, meat tags, Food cost reconciliation sheets and will implement the same in the culinary world.
XHH 6001.3	Students will be able to evaluate Establishing and evaluation of standard recipe cards, Developing, Testing and assessing new recipes, Sales monitoring, Portion Control implementation-, Flash Food cost control-, Stock taking methods and will implement the same in the culinary world.

Course Content:

Module - 1

Objectives : To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation (table d'hôte buffet or a la carte).

Module - 2

Food Production Cost Control- Establishing purchase specification- Dealing with supplier-receiving methods-stores organization and stock control-stock levels and rotation speed- yield testing for meat-fish and poultry-meat tags, Food Cost Reconciliation Sheet- Food cost percentage

Module - 3

Establishing and evaluation of standard recipe cards- Developing, Testing and assessing new recipes- Sales monitoring- Portion Control implementation- Flash Food cost control- Stock taking method, Analysis of result with Study of causes and remedies.

Text / Reference Books:

1. B.Varghese & J.West, "Professional Food & Beverage Service Management", Laxmi Publication
2. J.Negi, "Food & Beverage Costing", Himalaya Publishing House
3. L.R.Dopson & D.K.Hayes, "Food and Beverage Cost Control - 7th Edition", John Wiley & Sons Inc.

• **CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	1	-	-	1	-	2	-	-	-	-	-	-
C02	1	-	-	1	-	2	-	-	-	-	-	-
C03	1	-	-	1	-	2	-	-	-	-	-	-

Course Code	XHH6101			
Course Title	Advanced Food Production Lab & Patisserie			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

To impart to the students practical skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese menu of different types and of advanced level handling advance equipment in any type of food production operation.

Course Outcome

XHH 6101. 1	Student will be able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipment of Indian regional cuisine and apply the same in professional fields.
XHH 6101. 2	Student will be able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipment of Chinese cuisine and apply the same in professional fields.
XHH 6101. 3	Student will be able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Continental and International cuisine and apply the same in professional fields.

Suggestive List of Experiments:

Preparation and service of 20 Table d'hôte , 4 buffets and 3 A La Carte menus with an overall proportion of 40% continental dishes, 40% Indian regional dishes and 20% Chinese dishes.

Some international specialities will be introduced in Continental cookery specially during BUFFETS. The F & B Service syllabus will follow this programme for various types of services corresponding to the type of menu.

Text / Reference Books:

1. F.H.Sonnenschmidt & J.F.Nicolas, "Professional Chefs-Art of GardeManger (4th Edition)", John Wiley & Sons Inc.
2. M.Jaffrey, "A Taste of India", John Wiley & Sons Inc.
3. J.I.S.Kalra & P.Dasgupta, "Prashad Cooking with Indian Masters",
4. W.Gisslen, "Professional Baking", John Wiley & Sons Inc.
5. V.Ceserani & R.Kinton , "Practical Cookery", ELBS.
6. R.Hering & W.Bickel, "Hearings Dictionary of Classical & Modern Cookery"
7. T.Philip, "Modern Cookery for Teaching and Trade - Vol I & Vol II", Orient Longman.
8. Culinary Institute ofAmerica, "The Professional Chef", John Wiley & Sons Inc.
9. P.Montagné, "Larousse Gastronomique", Hamlyn

• CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	3	-	-	-	-	-	-	2	-	-	-	-
CO2	3	-	-	-	-	-	-	2	-	-	-	-
CO3	-	2	-	-	-	-	-	2	-	-	-	-

Course Code	XHH6002			
Course Title	Advanced Food & Beverage Service			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: Understand the concept of Large Scale Banquets events and Restaurant Planning.

Course Outcome

Course Code	XHH6003			
Course Title	Front Office Operations			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

That the student understands the role and function of the Front Office supporting services for a complete understanding of the Front Office management procedures.

Course Outcome

XHH 6003.1	Compile cashier's report, different charges & credit control procedures, apply different front office accounting systems
XHH 6003.2	Create proper safety deposit facilities & foreign exchange regulations
XHH 6003.3	Implement different computer systems/applications in hotels

Suggestive List of Experiments:

Module 1:

Front Office accounting and cashiering, foreign exchange regulations.

Module 2:

Safety deposit facilities

Module 3:

Computer system in hotel.

Text / Reference Books:

Front Office Management by S.K. Bhatnagar

Front Office Procedures by Kasanava / Brooks

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	1	2	-	-	-	-	-	-	2	-	-	-
C02	2	-	2	-	-	-	1	-	-	-	-	-
C03	1	-	3	2	-	-	-	-	-	-	-	-

Course Code	XHH6103			
Course Title	Front Office Operations Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will be familiarised with various computerised systems in hotels

Course Outcome

XHH 6103.1	Demonstrate Front Office cashiering and foreign currency handling skills and evaluate different types of payment methods in hotels
XHH 6103.2	Design forms and formats related to safe deposit facilities
XHH 6103.3	Demonstrate technical skills for handling computer in hotel operations

Suggestive List of Experiments:

Module 1:

Filling in forms and formats related to Front Office accounting and cashiering

Module 2:

Filling in forms and formats related to Safety deposit facilities

Module 3:

Operating computer systems for hotel operations

Text / Reference Books:

Front Office Management by S.K. Bhatnagar

Front Office Procedures by Kasanava / Brooks

- **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3	2	-	1	-	-	-	-	-	-	-	-
C02	2	-	3	-	-	-	-	-	-	-	-	-
C03	2	-	1	3	-	-	-	-	-	-	-	-

Course Code	XHH6004			
Course Title	Accommodation Operations			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

XHH 6004.1	Able to determine the importance of successful integration of beauty, expressiveness and functionalism in interior design
XHH 6004.2	Able to determine the significant role played by colour, lighting, floor finishes and wall covering in interior decoration
XHH 6004.3	Able to describe the importance of flower arrangement in enhancing the beauty of a hotel's interiors based on principles and different styles
XHH 6004.4	Able to enumerate the tasks involved in setting up a housekeeping department in a soon-to-be-opened property based on planning and organizing
XHH 6004.5	Able to determine the scope of housekeeping in establishments other than hotels.

Suggestive List of Experiments:

Objectives: For the student to view the housekeeping department through a management perspective.

The importance of decor, colour, lighting, floor and wall coverings, flower arrangement , accessories layout of rooms and suites and how the physical layout affects systems need careful consideration.

Personal qualities of Housekeeping Management Personnel must be covered along with case studies relevant to the department. .

Housekeeping as a department in other institutions must be investigated using the previously gained

Course Code	XHH6104			
Course Title	Accommodation Operations Lab			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

XHH 6104.1	Identification of different colour schemes.
XHH 6104.2	Study the layout and preparation of different types of Model Guest rooms.
XHH 6104.3	Maintain different types of formats and registers used in the housekeeping department.
XHH 6104.4	Select and design the different types of uniforms used in the hotel.

Suggestive List of Experiments:

Objectives: For the student to view the housekeeping department through a management perspective.

The importance of decor, colour, lighting, floor and wall coverings, flower arrangement , accessories layout of rooms and suites and how the physical layout affects systems need careful consideration.

Personal qualities of Housekeeping Management Personnel must be covered along with case studies relevant to the department. .

Housekeeping as a department in other institutions must be investigated using the previously gained knowledge to apply it to a slightly different set of circumstances.

The variable of opening a new hotel should be included.

Text / Reference Books:

• **CO-PO Mapping:**

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	2	-	2		-	-	-	-	-	-	-	-
C02	1	-	3	2	-	-	-	-	-	-	-	-
C03	1	-	2	3	-	-	-	-	-	-	-	-
C04	-	-	-	-	-	3	-	-	-	2	-	-

Course Code	XHH6005			
Course Title	Entrepreneurial skill			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students/Learners are introduced to the ideas and concepts associated with setting up a VENTURE through the practical application of BUSINESS ORGANIZATIONAL theoretical concept.

How to create a BUSINESS PLAN and sell themselves and their ideas, and mobilize PEOPLE and RESOURCES.

Gain basic knowledge about FINANCE MANAGEMENT and it's application in VENTURE CAPITAL financing.

Create the urge to embark on an ENTREPRENEURIAL journey, of creating values and self reliance.

Course Outcome

XHH 6005.1	Understand the functions and responsibilities of the manager.
XHH 6005.2	Identify and use the different tools and techniques to be used in the performance of the managerial jobs.
XHH 6005.3	Understand the project planning as well as understand the concept and technicalities of entrepreneurship.
XHH 6005.4	Understand the dimensions of social responsibilities and corporate social responsibilities as an entrepreneur.
XHH 6005.5	Understand and internalize the motivational theories along with the modalities of entrepreneurship.

Course Content:

Module 1: Introduction to Entrepreneurship: Meaning and concept of entrepreneurship, the history of entrepreneurship development, role of entrepreneurship in economic development, agencies in entrepreneurship management and future of entrepreneurship.

The Entrepreneur: Meaning of entrepreneur, the skills required to be an entrepreneur, the entrepreneurial decision process, and role models, mentors and support system.

Module 2: Business Opportunity Identification: Business ideas, methods of generating ideas, and opportunity recognition

Preparing a Business Plan: Meaning and significance of a business plan, components of a

business plan, and feasibility study.

Module 3: Financing the New Venture: Importance of new venture financing, types of ownership securities, venture capital, types of debt securities, determining ideal debt-equity mix, and financial institutions and banks

Launching the New Venture: Choosing the legal form of new venture, protection of intellectual property, and marketing the new venture

Module 4: Managing Growth in New Venture: Characteristics of high growth new ventures, strategies for growth, and building the new venture capital.

Harvesting Rewards: Exit strategies for entrepreneurs, bankruptcy, and succession and harvesting strategy.

Text / Reference Books:

1. Business Model Generation by Alexander Osterwalder & Yves Pigneur

2. The Lean Startup by Eric Ries

3. Entrepreneurial Development by Khanka SS

4. Entrepreneurial Development and Small Business management by Dr P T Vijayashree & M Alagammai.

• **CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	-	-	-	-	-	-	3	-	-	-	-	-
C02	-	3	-	-	-	-	-	-	-	-	-	-
C03	-	-	-	-	-	-	3	-	3	-	-	-
C04	3	-	-	-	-	-	-	-	-	-	-	-
C05	-	-	-	-	-	3	-	-	-	-	-	-

C06	-	-	-	-	-	-	3	-	-	-	-	-
C07	-	-	-	-	-	-	-	-	-	-	-	-
C08	-	-	-	-	-	-	3	-	-	-	-	-
C09	-	2	-	-	-	-	-	-	-	-	1	-

Course Code	XHH6006			
Course Title	Marketing & Sales			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Students will be able to understand the process of marketing and sales conducted in the Hospitality sector. The utilisation of the sales and marketing theories in the hotel sector and the recent development in sales and marketing.

Course Outcome:

CO1: Understanding the concept of Marketing and Selling and the difference

CO2: Familiarizing with the benefits of Marketing and selling with the different types of Hospitality marketing strategies and types of markets, understanding the relevance of these benefits in modern day techniques related to hotel sales

CO3: Understanding the concept of Marketing Mix with all the necessary theories and selling strategies used in the hospitality industry, To acquaint the student with the concept of E-marketing and analysing the marketing control techniques. Understanding the concept of hotel sales in the digital era and the relevant advantages of the proces.

CO4: Understanding the Product Life Cycle with the Concept of Branding. To properly understand the Marketing channel concept in the hospitality industry. Understanding the process of New product development in the hospitality sector

CO5: Familiarizing with the different pricing theories and the promotional techniques, integrated marketing communication theories properly understanding the process of dealing with guests in hotels, To understand the concept of STP and SWOT and developing strategies based on them. Understanding the concept of the unique selling proposition of products and services and developing the products process

Course content

Module 1: Introduction to sales and marketing in the hotel sector

Marketing (Definition, Concepts, Functions, Importance, Approaches, Role of marketing, fundamentals of marketing, Relation of marketing with other areas), Marketing of products and services, Selling, Environmental factors affecting marketing functions in the hotel sector, Sales theories and strategies

Module 2: Buying Behavior

Buyer Behavior (Motives, Consumer goods and industrial goods, buyer behavior model, factors influencing buyer behavior, need basis segmentation, marketing strategy, STP analysis) of guests in the hotel, Branding Strategies, SWOT Analysis

Module 3: Marketing Mix and Segmentation

Meaning, Scope, Utility, Product Mix, Product concept, PLC, Simplifications – Decertification Elements Price mix – factors, Methods, Importance. Different ways to Segmentation, Essential of effective Market Segmentation, Destination between differential Marketing & Concentrated Marketing. Service Triangle and GAP model of service, NPD

Module 4: Sales Forecasting and Market Research and Digital marketing

Sales Forecasting - Various methods of Sales Forecasting - Analysis and Application. The Product - Characteristics - Benefits - Classifications - Consumer goods - Industrial goods - New product development process Product Life Cycle - Product Portfolio analysis - Product line and product mix decisions - Branding – Packaging Marketing Research – Meaning & scope – marketing research procedure – types & techniques of Marketing Research – Managements use of Marketing Research. Concept of digital marketing and e-commerce in the hospitality sector

Module 5: Pricing, Advertising and Promotion

Pricing - Factors influencing pricing decisions - Pricing objectives - Pricing policies and procedures - Pricing strategies - Physical distribution - importance of various kinds of marketing channels - Distribution problems - Salesman motivation - Compensation – Control

Text / Reference Books:

- 1. Philip Kotler, “Marketing Management”**
- 2. Gandhi, “Marketing – A Managerial Introduction”,.**
- 3. Hills, “Marketing Management Cravens”, Woodruff**
- 4. Schiffman, “Consumer Behavior”, Kanuk.**
- 5. John Fraim, Gilbert. Jr, “Principles and practice of Marketing”,**

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12

C01	1	2			1	2		1		3		1
C02	1	3	3		2	1	1		2	3		2
C03	1				2	1			1	1		2
C04	1	3	2	1		1					1	1
C05	2	3		3			1	1		1	3	1

Course Code	XHH6007			
Course Title	Principles of Management			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

To identify basic management functions and techniques which lead to staff motivation and the creation of a conducive working environment.

Course Outcome

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

XHH 6007.1	Appreciate the evolution of Management theories over the years
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XHH 6007.2	Appreciate the roles, skills and functions of management.
XHH 6007.3	Demonstrate basic understanding of the concepts related to Business and Business establishment
XHH 6007.4	Plan and apply Principles of Management knowledge to establish and solve problems as well as execute decisions
XHH 6007.5	Understand the importance and nuances of organization and management of human resources in organizations

Suggestive List of Experiments:

Objectives: To identify basic management functions and techniques which lead to staff motivation and the creation of a conducive working environment.

1. Concept of Management: Management as a profession, need for principles of management, external and internal factors that affect management.
2. Organization: Coordination of authority, delegation of responsibility.
3. Direction: Theories and Techniques of motivation and its effects on productivity.
4. Leadership: Role, types, style, importance and qualities.
5. Communications: Channels of communication, conditions for effective communications, barriers in communications. Concept of Control : Control as a management tool, case studies on a situational basis.

Text / Reference Books:

Principles of Management, J K Mitra (Oxford University Press)

Principles and Practice of Management, L M Prasad (S Chand)

• CO-PO Mapping:

	Programme Outcomes (PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01												
C02												
C03												
C04												

Course Code	XHH6008			
Course Title	Food Costing			
Category	B.SC IN H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective:

Course Outcome

??????

Suggestive List of Experiments:

- Introduction of Food Costing
- Budgeting & Budgetary Controls
- Standard Purchase Specification
- Standard Recipe / Standard Yield / Standard cost / Relevance of closing stock
- Standard Portion Control
- Recipe Calculations
- Daily Food Costing Exercises

Text / Reference Books:

- **CO-PO Mapping:**

[illegible]