



Department of Hospitality and Hotel Administration

BA in International Hospitality and Hotel Administration

Curriculum Structure to be effective from 2017

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H &HA	L	T	P	Credits
THEORY							
1		BIH-101	FOOD PRODUCTION & PATISSERIE - I	3	0	0	3
2		BIH-102	FOOD & BEVERAGE SERVICE - I	3	0	0	3
3		BIH-103	FRONT OFFICE OPERATION	2	0	0	2
4		BIH-104	ACCOMMODATION OPERATION	2	0	0	2
5		BIH-105	COMPUTER FUNDAMENTALS	2	0	0	2
6		BIH-106	NUTRITION & FOOD SCIENCE	2	0	0	2
7		BIH-107	FRENCH-I	2	0	0	2
8		BIH-108	ENGLISH COMMUNICATION	2	0	0	2
PRACTICAL							
8		BIH-191	FOOD PRODUCTION LAB	0	0	3	3
9		BIH-192	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
10		BIH-193	FRONT OFFICE OPERATION LAB	0	0	2	2
11		BIH-194	ACCOMMODATION OPERATION LAB	0	0	2	2
12		BIH-195	COMPUTER LAB	0	0	2	2
13		BSD-182	SKILL DEVELOPMENT	0	0	0	1
14		BSD-181	PROJECT & SEMINAR	0	0	0	1

TOTAL	18	0	12	32
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SEMESTER-2							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H & HA	L	T	P	Credits
THEORY							
1		BIH-201	FOOD PRODUCTION & PATISSERIE - II	3	0	0	3
2		BIH-201	FOOD & BEVERAGE SERVICE - II	2	0	0	2
3		BIH-203	FRONT OFFICE OPERATIONS	2	0	0	2
4		BIH-204	ACCOMMODATION OPERATIONS	2	0	0	2
5		BIH-205	VALUES & ETHICS	2	0	0	2
6		BIH-206	INTRODUCTION TO ACCOUNTING	2	0	0	2
7		BIH-207	FRENCH - II	2	0	0	2
8		BIH-208	BUSINESS COMMUNICATION	2	0	0	2
PRACTICAL							
9		BIH-291	FOOD PRODUCTION LAB	0	0	3	3
10		BIH-292	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
11		BIH-293	FRONT OFFICE OPERATION LAB	0	0	2	2
12		BIH-294	ACCOMMODATION OPERATION LAB	0	0	2	2
13		BSD-281	SKILL DEVELOPMENT	0	0	0	1
14		BSD-282	PROJECT & SEMINAR	0	0	0	1
TOTAL				17	0	10	29

SEMESTER-3 BIH-381							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H &HA	L	T	P	Credits
SESSIONAL INDUSTRIAL TRAINING							
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 BIH-481							
Sl. No	Type	Course No.	Course Name- BA INTERNATIONAL 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

Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H & HA	L	T	P	Credits
THEORY							
1		BIH-501	ADVANCED FOOD PRODUCTION & PÂTISSERIE	3	0	0	3
2		BIH-502	FOOD & BEVERAGE SERVICE	2	0	0	2
3		BIH-503	FRONT OFFICE OPERATIONS & TOURISM	2	0	0	3
4		BIH-504	ACCOMMODATION OPERATIONS	2	0	0	2
5		BIH-505	H R MANAGEMENT & HOTEL LAWS	2	0	0	2
6		BIH-506	FINANCIAL MANAGEMENT AND ACCOUNTS	2	0	0	2
7		BIH-507	ENVIRONMENTAL SCIENCE	2	0	0	2
8		BIH-508	ENGLISH COMMUNICATION	2	0	0	2
PRACTICAL							
9		BIH-591	FOOD PRODUCTION LAB - ADVANCE PRODUCTION TRAINING	0	0	3	3
10		BIH-592	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
11		BIH-593	FRONT OFFICE LAB	0	0	2	2
12		BIH-594	ACCOMMODATION OPERATION LAB	0	0	2	2
13		BIH-596	SKILL DEVELOPMENT	0	0	0	1
14		BIH-597	PROJECT & SEMINAR	0	0	0	1
TOTAL				17	0	10	29

SEMESTER-6							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H &HA	L	T	P	Credits
THEORY							
1		BIH-601	ADVANCED FOOD PRODUCTION & PÂTISSERIE	3	0	0	3
2		BIH-602	ADVANCED FOOD & BEVERAGE SERVICE	3	0	0	3
3		BIH-603	FRONT OFFICE OPERATIONS	2	0	0	2
4		BIH-604	ACCOMMODATION OPERATIONS	2	0	0	2
5		BIH-605	ADVANCE TRAVEL & TOURISM	2	0	0	2
6		BIH-606	MARKETING & SALES MANAGEMENT	2	0	0	2
7		BIH-607	FOOD COSTING	2	0	0	2
8		BIH-608	ENTREPRENEURIAL SKILL	2	0	0	2
PRACTICAL							
9		BIH-691	FOOD PRODUCTION LAB – ADVANCED KITCHEN	0	0	3	3
10		BIH-692	ADVANCE FOOD & BEVERAGE LAB	0	0	3	3
11		BIH-693	F/O LAB	0	0	2	2
12		BIH-694	A/O LAB	0	0	2	2
13		BIH-681	SKILL DEVELOPMENT	0	0	0	1
14		BIH-682	PROJECT & SEMINAR	0	0	0	1
TOTAL				18	0	10	30

Detail Syllabus BA INTERNATIONAL H & HA Semester-1

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name BA INTERNATIONAL H & HA	L	T	P	Credits
THEORY							
1		XIH1001	FOOD PRODUCTION & PATISSERIE - I	3	0	0	3
2		XIH1002	FOOD & BEVERAGE SERVICE - I	3	0	0	3
3		XIH1003	FRONT OFFICE OPERATION	2	0	0	2
4		XIH1004	ACCOMMODATION OPERATION	2	0	0	2
5		XIH1005	COMPUTER FUNDAMENTALS	2	0	0	2
6		XIH1006	NUTRITION & FOOD SCIENCE	2	0	0	2
7		XIH1007	FRENCH-I	2	0	0	2
8		XIH1008	ENGLISH COMMUNICATION	2			2
PRACTICAL							
8		XIH1101	FOOD PRODUCTION LAB	0	0	3	3
9		XIH1102	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
10		XIH1103	FRONT OFFICE OPERATION LAB	0	0	2	2
11		XIH1104	ACCOMMODATION OPERATION LAB	0	0	2	2
12		XIH1105	COMPUTER LAB	0	0	2	2
13		XIH1501	SKILL DEVELOPMENT	0	0	0	1
14		XIH1502	PROJECT & SEMINAR	0	0	0	1
TOTAL				18		12	32

Course Code	XIH1001			
Course Title	FOOD PRODUCTION & PATISSERIE - I			
Category	BA INTERNATIONAL 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:

CO1: 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

CO2: Student will able to define role of the chefs of different levels and relate inter – departmental cooperations along with recognising the heavy and small equipments,and apply them as per uses.

CO3: 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.

CO4: Student will able to produce standard recipes and plan out its costing for different foundation levels continental cookery with culinary terms

CO5: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:

Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient Longmans Ltd , Bombay – Calcutta- Madras- New Delhi.

K.Arora THEORY OF COOKERY.

Morr & Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .

Osse Hughes INTRODUCTORY FOODS The Macmillan & Co. N. York.

Gladys C. Packman FOUNDATION OF FOOD PREPARATION Macmillan Co. New York.

Lundberg & Kotschevar UNDERSTANDING COOKING Arnold Heinemann India. Belle Lower EXPERIMENTAL COOKERY John wiley & Sons Inc. New York. London.

Prosper Montagné LAROUSSE GASTRONOMIQUE Hamlyn Publishing Group Ltd. London .
Holliday Evelyn G Noble G. Isabel T. HOWS AND WHYS OF COOKING . The University of Chicago Press, Chicago.

Kotschevar, Lendal & McWilliams M. UNDERSTANDING FOOD John Wiley and Sons, New York

Professional Chef A Saraswat

CO-PO Mapping:

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

C04	1			3								
C05	2					2			1			

Course Code	XIH1101			
Course Title	FOOD PRODUCTION LAB			
Category	BA INTERNATIONAL 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:

CO1: 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

CO2: 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

CO3: 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

CO4: 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

CO5: 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

Preparing different types of stocks

Preparing different types of soups

Preparing different 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:

Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient Longmans Ltd ,
Bombay –Calcutta- Madras- New Delhi.

K.Arora THEORY OF COOKERY.

David Fosket and others, PRACTICAL COOKERY by Hodder Education

Morr & Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .
Lundberg & Kotschevar UNDERSTANDING COOKING Arnold Heinemann India. Belle
Lower EXPERIMENTAL COOKERY John wiley & Sons Inc. New York. London.

Prosper Montagne LAROUSSE GASTRONOMIQUE Hamlyn Publishing Group Ltd. London .
Holliday Evelyn G Noble G. Isabel T. HOWS AND WHYS OF COOKING . The University of
Chicago Press, Chicago.

Kotschevar, Lendal & McWilliams M. UNDERSTANDING FOOD John Wiley and Sons, New York

Professional Chef A Saraswat

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	
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Course Code	XIH1002			
Course Title	FOOD & BEVERAGE SERVICE - I			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about the world of Food & Beverage:**

- Providing an in-depth knowledge pertinent to the evolution of the industry.
- Educating on the various operational areas, equipment used, technical terms and operations.
- Introducing to the world of Alcoholic and Non-Alcoholic Beverage.
- Learning how to prepare KOT, BOT, billing methods, sales summary.

Course Outcome:

CO1: Develop an insight on growth & career opportunities in the Hotel and catering Industry

CO2: Implement the Professional attributes of F & B staff.

CO3: Evaluate the role of F & B department its functions and staffing

CO4: Construct the role of Ancillary department in F&B.

CO5: Examine & classify various services eg. American, Russian, English & French Service.

CO6: Identify and use the different types of restaurant equipment.

CO7: Interpret & describe the various types of standard Menus used in star hotels

Course Content:

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.

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.

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

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

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:

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Grahm Brown**
- **Food & Beverage Service by R. Singaravelavan**

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	-	-	-	-
C06	3	2	-	-	-	-	-	-	1	-	-	-
C07	3	-	-	-	-	-	-	-	-	-	2	1

Course Code	XIH1102			
Course Title	FOOD & BEVERAGE SERVICE LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- **Familiarising, upkeep of the equipments and sideboards used in restaurants,**
- **Introducing the concept of table and cover setup and relevant service.**
- **Learning the various cover setups for food and beverage service.**
- **Understanding the procedure of taking a guest's order and service of food and beverages.**

Course Outcome:

- C01: Identify the different equipments& furniture used in food and beverage service**
- C02:Recognize the method of cleaning and upkeep of silver**

C03:Organizing and upkeep of side stations

C04: Demonstrate & prepare different table cover for a la carte and table d'hôte

C05:Illustrate laying of table linen procedure

C06:Compose various design of napkin folds

C07:Develop the techniques of greeting, seating & order taking procedures for guest

C08:Implement the standard of service for food according to the order from guests

C09:Outline the various types of breakfast setup and service

Suggestive List of Experiments:

Familiarization of Restaurant Equipment

Method of cleaning and upkeep of silver

Arrangement of Sideboards

Laying of Table Linen

Lay-out for various meals

Folding serviettes in various designs

Receiving guests and taking orders

Service of Food

Service of Breakfast

Text / Reference Books:

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Grahm Brown,**
- **Food & Beverage Service by R. Singaravelavan**

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

Course Code	XIH1003			
Course Title	FRONT OFFICE OPERATION			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising, upkeep of the various sections of Front Office,
- Recognising the duties and responsibilities of the Front office staff of the hotels
- Learning the various categories and classifications of hotels in the hospitality industry .
- Understanding the procedures undertaken by Front Office
- Understanding the foundation of tariff structure in the hotels

Course Outcome:

CO1: Compile the different classifications of hotels & types of rooms

CO2: Implement the different tariff structures, room rates & plans

CO3: Plan front office staff organization, functions, duties & responsibilities

CO4: Evaluate the requirements, functions & importance of an effective reservations system

CO5: Incorporate different characteristics, modes, sources, methods, enquiries & requests of reservations

CO6: Apply Diary & Whitney System of reservation

Course Content:

- Classifications of hotels
- Types of rooms
- Tariff structure, rates & plans
- Organization of hotels
- Front Office staff organization
- Functional staff organization of front office
- Staff organization, duties and responsibilities.
- 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
CO1	3	-	-	-	-	-	-	-	-	2	1	-
CO2	-	-	2	3	-	-	-	-	1	-	-	-
CO3	2	-	-	-	1	3	1	-	-	-	-	-
CO4	1	-	3	-	-	-	-	2	-	-	-	-
CO5	3	2	-	-	-	-	-	1	-	-	-	-
CO6	3	2	-	-	-	-	-	-	1	-	-	-
Course Code	XIH1103											
Course Title	FRONT OFFICE OPERATION LAB											
Category	BA INTERNATIONAL H & HA											
LTP & Credits	L	T	P	Credits								
	0	0	2	2								
Total Contact Hours	24											
Pre-requisites	None											

Learning Objective: The Student will get knowledge about:

- Familiarising, upkeep of the various sections of Front Office,
- Recognising the duties and responsibilities of the Front office staff of the hotels through role play
- Understanding the procedures undertaken by Front Office under various situations
- Understanding the front office equipments used in hotels

Course Outcome:

CO1: The students will be able to identify different Front Office equipment, forms and formats

CO2: Design tariff card with rates for different room types

CO3: Handle reservation enquiries over phone

CO4: Fill-in and process reservation forms

CO5: Handle diary and Whitney system of reservations

Suggestive List of Experiments:

- Classifications of hotels
- Types of rooms
- Tariff structure, rates & plans
- Organization of hotels
- Front Office staff organization
- Functional staff organization of front office
- Staff organization, duties and responsibilities.
- 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
CO1	-	3	-	1	2	-	-	-	-	-	-	-
CO2	-	2	-	3	-	-	-	-	-	1	-	-
CO3	-	3	1	-	-	-	-	-	2	-	-	-
CO4	-	3	-	-	-	-	2	-	-	-	-	-
CO5	-	3	-	-	-	-	2	-	-	-	-	-

Course Code	XIH1004			
Course Title	ACCOMMODATION OPERATION			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Able to describe the classification of hotels and guestroom based on different criteria
- CO2:** 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
- CO3:** Able to determine the types, use, maintenance, storage and selection of diverse cleaning equipment
- CO4:** Able to review the types, use, storage and selection of cleaning agents used by housekeeping staff
- CO5:** Able to appreciate the importance of maintaining different surfaces, such as metals, glass, plastics.

Course Content:

1. 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 housekeeping 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:

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

Course Code	XIH1104			
Course Title	ACCOMMODATION OPERATION LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Able to describe the classification of hotels and guestroom based on different criteria
- C02:** 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
- C03:** Able to determine the types, use, maintenance, storage and selection of diverse cleaning equipment
- C04:** Able to review the types, use, storage and selection of cleaning agents used by housekeeping staff
- C05:** Able to appreciate the importance of maintaining different surfaces, such as metals, glass, plastics.

Suggestive List of Experiments:

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

Text / Reference Books:

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

CO-PO Mapping:

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

Course Code	XIH1005			
Course Title	COMPUTER FUNDAMENTALS			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Students will able to bridge the fundamental concepts of computer to achieve a detailed recognition with the current scenario.
- CO2:** Students will able to understand Binary, Octal, Decimal and Hexa-Decimal number system and their arithmetic.
- CO3:** Students will able to analyze the principal components of Computer Network and how it works.
- CO4:** Students will able to describe how an operating system interacts with hardware and software and principal differences in various operating systems.
- CO5:** Students will able to learn the difference between an operating system and an application program, and their functions.
- CO6:** Students will able to evaluate the important features of the Web and Web browser software and evaluate e-mail software and Web-based e-mail services.

Course Content:

1.0 Automation in the hospitality industry

- 1 Data processing
- 2 Electronic data processing
Advantages of electronic data processing, Types of data, Binary coding
- 3 Types of computers
Mainframe computers, Mini computers, Microcomputers, Portable computers
- 4 Computer & its application in the hospitality industry
- 5 The internet & the hospitality industry
Internet application, World wide web

6 Networks & networked computers 7
Internet hardware components

2.0 Essential of computer systems

2.1 Input/output units

Keyboards, Touch screen terminals, Other input devices, Monitors, Printers, Common

i/o units in the hospitality industry

2.2 The central processing unit

Read only memory (ROM), Random access memory (RAM)

2.3 External storage devices

Magnetic tapes, Floppy disks, Hard drives, CD technology

2.4 Anatomy of a microcomputer

Microprocessor characteristics, CPU speed, Bus system, System architecture, Computer add-ons

3.0 Software its classifications

3.1 Generic application software part-1

Word processing software

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

3.2 The operating system Electronic

spreadsheet software

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

Text / Reference Books:

CO-PO Mapping:

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

C05	1					1						
C06	3					2					2	

Course Code	XIH1105			
Course Title	COMPUTER LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
- C02:** Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards
- C03:** Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.

Suggestive List of Experiments:

1.1 Automation in the hospitality industry

- 1 Data processing
- 2 Electronic data processing
Advantages of electronic data processing, Types of data, Binary coding
- 3 Types of computers
Mainframe computers, Mini computers, Microcomputers, Portable computers
- 4 Computer & its application in the hospitality industry

Course Code	XIH1006			
Course Title	NUTRITION & FOOD SCIENCE			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Describe the sources, functions, effect of using calorie, carbohydrate, protein, fat, vitamins and minerals in daily diet.
- CO2:** Explain the good and bad effect of microorganisms in food preparation.
- CO3:** Classify types of microorganisms affecting food.
- CO4:** Illustrate preservation methods of food.
- CO5:** Compare and contrast adulterated and non-adulterated foods.
- CO6:** Prioritize the maintenance of personal hygiene, kitchen hygiene and workstation hygiene.

Course Content:

NUTRITION

- 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.

FOOD SCIENCE

- 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.
- V. 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.
- VI. Personal hygiene.
- VII. Hygiene and sanitation of premises, kitchen area, Garbage area, etc.

Text / Reference Books:

A votre service 1 , French for Hotel Management & Tourism Management

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	XIH1007											
Course Title	FRENCH-I											
Category	BA INTERNATIONAL H&HA											
LTP & Credits	L	T	P	Credits								
	2	0	0	2								
Total Contact Hours	24											
Pre-requisites	None											

Learning Objective:

Course Outcome:

C01: Understand words and sentences in French.

C02: Identify fruits, vegetables, spices, utensils, colors, directions in French.

C03: Read sentences and simple passages in French consisting of nouns, pronouns, adjectives, prepositions and verbs.

C04: Write basic expressions and simple sentences in French.

C05: Converse fluently in French in present ten

Course Content:

- i. French alphabets, numbers, days, months, time.
- ii. Common French words for daily use
- iii. Basic culinary terms (Fruits, vegetables, pulses, cereals, fishes etc.)
- iv. Grammar, tense
- v. Daily greetings and sentence formation

Text / Reference Books

CO-PO Mapping:

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

Course Code	XIH1008			
Course Title	ENGLISH COMMUNICATION			
Category	BA INTERNATIONAL H&HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

- **To teach grammar for communicative purposes.**
- **Develop speech, pronunciation and accent.**
- **Enable the students to know the importance and role of efficient communication skills in both the professional and personal world.**

Course Outcome:

C01: Enrich the vocabulary.

C02: Get the main idea of how to put words into sentences and create dialogues with relatively clear pronunciation and grammatical accuracy.

C03: Demonstrate interpersonal communication skills for both formal and informal communication.

C04: Participate actively in Group Discussions, develop teamwork and public speaking skills.

C05: Recognize and work to use correct word choice, grammar and style while developing writing fluency.

Course Content:

English grammar: sentence making, preposition, synonyms, antonyms; essay writing;

Oral :Phonetics, reading aloud (from the newspaper) , speech.

Role playing in the reception, station , market , as a tourist guide ; brainstorming .

Group Discussion :Importance , do's and don'ts of Group Discussion; Interview skills

Text / Reference Books:

- Oxford Modern English Grammar (Author: Bas Aarts)
- Communication for Professionals and Students (Dr. Amitabh Dwivedi)
- Communication Skills (Author: Sanjay Kumar and Pushp Lata) ; (Publisher: Oxford University Press)
- Personality Development and Soft Skills (Author: Barun K Mitra); (Publisher: Oxford University Press)
- Business Correspondence and Report Writing (Author: RC Sharma and Krishna Mohan)

CO-PO Mapping:

	Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	1	-	-	-	1	-	-	2	-	-	1	-
C02	-	1	-	2	-	-	-	3	-	2	1	-
C03	2	-	-	-	-	2	-	2	-	-	1	-
C04	2	2	-	-	2	2	2	2	2	-	1	-
C05	-	-	1	-	-	2	-	5	-	-	1	-

Detail Syllabus BA INTERNATIONAL H & HA Semester-2

SEMESTER-2							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H & HA	L	T	P	Credits
THEORY							
1		XIH2001	FOOD PRODUCTION & PATISSERIE - II	3	0	0	3
2		XIH2002	FOOD & BEVERAGE SERVICE - II	2	0	0	2
3		XIH2003	FRONT OFFICE OPERATIONS	2	0	0	2
4		XIH2004	ACCOMMODATION OPERATIONS	2	0	0	2
5		XIH2005	VALUES & ETHICS	2	0	0	2
6		XIH2006	INTRODUCTION TO ACCOUNTING	2	0	0	2
7		XIH2007	FRENCH - II	2	0	0	2
8		XIH2008	BUSINESS COMMUNICATION	2	0	0	2
PRACTICAL							
9		XIH2101	FOOD PRODUCTION LAB	0	0	3	3

10	XIH2102	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
11	XIH2103	FRONT OFFICE OPERATION LAB	0	0	2	2
12	XIH2104	ACCOMMODATION OPERATION LAB	0	0	2	2
13	XIH2501	SKILL DEVELOPMENT	0	0	0	1
14	XIH2502	PROJECT & SEMINAR	0	0	0	1
TOTAL			17	0	10	29

Course Code	XIH2001			
Course Title	FOOD PRODUCTION & PATISSERIE - II			
Category	BA INTERNATIONAL 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:

CO1: 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.

CO2: 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.

CO3: Students will be able to define different types, roles 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.

CO4: 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.

CO5: 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:

Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.

K.Arora THEORY OF COOKERY.

Morr & Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .

Osse Hughes INTRODUCTORY FOODS The Macmillan & Co. N. York.

Gladys C. Packman FOUNDATION OF FOOD PREPARATION Macmillan Co. New York.

**Lundberg & Kotschevar UNDERSTANDING COOKING Arnold Heinemann India. Belle Lower
EXPERIMENTAL COOKERY John wiley & Sons Inc. New York. London.**

Prosper Montagné LAROUSSE GASTRONOMIQUE Hamlyn Publishing Group Ltd. London .

CO-PO Mapping:

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

Course Code	XIH2101			
Course Title	FOOD PRODUCTION LAB			
Category	BA INTERNATIONAL 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:

- CO1:** Students will be able to demonstrate the preparation of basic three course Indian, Continental, Chinese, Italian menu
- CO2:** Students will be able to demonstrate the preparation of basic bakery products like cake, bread, biscuits, tarts, etc.
- CO3:** Students will be 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-curry

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
C01	2			1					1			
C02	2			1					1			
C03	2			1					1			

Course Code	XIH2002			
Course Title	FOOD & BEVERAGE SERVICE - II			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2

Total Contact Hours	24
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Pre-requisites	None
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Learning Objective: After completion of this module, the student will be able to:

- **differentiate between: infused, fermented, and distilled beverages**
- **know the difference between: table or still, sparkling, fortified and aromatic wines**
- **know how to properly store wine**
- **know exciting world of wines and to recognize various new and old world wines**
- **identify, suggest and serve different kinds of wine in a professional manner**
- **identify, suggest and serve distilled spirits**
- **identify and serve beer**
- **identify Food and wine pairing technique**
- **perform coffee and tea service**

Course Outcome:

- CO1: Restate different non-alcoholic beverages with their preparation and services.**
- CO2: Gain insight into the manufacturing, styles, storage and service of beer**
- CO3: Develop & interpret the concepts & role of Spirits as Alcoholic Beverages in hospitality industry.**
- CO4: Differentiate & compile the various liqueurs and bitters for hotel Industry effectiveness.**
- CO5: Interrelate and evaluate the intricate process of growing grapes and producing still and sparkling wines around the globe.**

Course Content:

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

.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.

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

Tobacco & Cigars

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

Definition of wines --- Wine categories

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

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.

Text / Reference Books:

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Grahm Brown**
- **Food & Beverage Service by R. Singaravelavan**

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	XIH2102			
Course Title	FOOD & BEVERAGE SERVICE - II			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: AFTER COMPLETION OF THE COURSE, THE STUDENTS WILL GET:

- **To understand the development of the food service industry**
- **To identify various types of restaurants and understand their features.**
- **To comprehend various equipment used in the restaurant**
- **To learn and create various napkin folds**
- **To learn the various cover setup for food and beverage service.**
- **To understand the procedure of taking a guest's order and service of water**
- **To understand the service skills involved using Service Spoon and Fork**

Course Outcome:

C01: Demonstrate & prepare different table cover for a la carte and table d'hôte

C02: Implement the standard of service for food according to the order from guests

C03: Develop the techniques of greeting, seating & Beverage order taking procedures for guest

C04: Implement the standard of service for beverage according to the order from guests

C05: Outline the various types of service techniques for regional dishes

C06: Outline the various types of breakfast setup and service

Suggestive List of Experiments:

Table Laying

Food Service

Taking order for alcoholic beverages

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

Room Service tray set up

Text / Reference Books:

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Grahm Brown**
- **Food & Beverage Service by R. Singaravelavan**

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	-	-	-	-
C06	3	2	-	-	-	-	-	-	1	-	-	-

Course Code	XIH2003			
Course Title	FRONT OFFICE OPERATIONS			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising various layouts of Front Office,
- Recognising the various responsibilities of reservations
- Learning reservation terminologies
- Understanding the reservation reports and statistics
- Learn regarding group arrivals and reservations

Course Outcome:

CO1: Plan the front desk layout, it's location in the lobby, importance, design & material used

CO2: Incorporate handling special situations, cancellations & amendments

CO3: Compile different reports & statistics, organization structure of reception area, duties, responsibilities, work schedule & duty roster of all front desk staff

CO4: Apply pre-registration procedures, registration/on-arrival procedures, departure procedures, guest room assignments & reservation terminologies

CO5: Create group reservations

CO6: Evaluate importance of effective co-operation with other departments & particularly Housekeeping

Suggestive List of Experiments:

Front desk layout : Reception & Staff , Preparation of guest arrival & receiving & registration of guests , methods of room assignments , luggage handling and arrival records

- Handling Special situations : group arrival & Departures, Room changes , VIP's over booking , complains
- Departure Procedures
- Cooperation with other departments & particularly Housekeeping
- Cancellation & amendments
- Reservation terminology and Over booking.
- Group reservation
- Reports & statistics
- Recapitulation of reservation systems & procedures
- Front desk layout, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments
- Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff member.
- 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

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanova / 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	-	-	-	-	-	-	1	-	-	-	-
C06	-	2	-	-	-	-	-	-	3	-	1	-

Course Code	XIH2103			
Course Title	FRONT OFFICE OPERATION LAB			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising various layouts of Front Office,
- Recognising the various responsibilities of reservations
- Learning reservation amendments and cancellations
- Understanding how to handle FIT and group reservations

Course Outcome:

C01: Handle FIT and group reservations

C02: Solve overbooking related problems

C03: Design Front Office lobby, equipment, forms and formats

C04: Demonstrate technical and soft skills required for handling registration

Suggestive List of Experiments:

Front desk layout : Reception & Staff , Preparation of guest arrival & receiving & registration of guests , methods of room assignments , luggage handling and arrival records

- Handling Special situations : group arrival & Departures, Room changes , VIP’s over booking , complains
- Departure Procedures
- Cooperation with other departments & particularly Housekeeping

- Cancellation & amendments
- Reservation terminology and Over booking.
- Group reservation
- Reports & statistics
- Recapitulation of reservation systems & procedures
- Front desk lay out, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments
- Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff member.
- 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

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	-	-	1	-	-	-	-	2	-	-	-
C02	2	3	-	-	-	-	-	1	-	-	-	-
C03	-	-	3	2	-	-	-	-	-	1	-	-
C04	2	1	-	-	-	-	-	2	-	-	-	-

Course Code	XIH2004			
Course Title	ACCOMMODATION OPERATIONS			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Able to describe the coordination between housekeeping and other departments
- CO2:** Able to describe the activities, operational procedures and shifts in the 'housekeeping day' with the help of forms, reports and formats
- CO3:** Able to design cleaning tasks with regard to their frequency with the concept of principles of cleaning
- CO4:** Able to describe the systematic method of guestroom supervision with inspection checklist in guestrooms and public areas
- CO5:** Able to determine the types, selection and maintenance of floor finishes and wall coverings

Course Content:

1.0 FLOOR FINISHES

Types Maintenance
& care Selection

2.0 WALL FINISHES & WALL COVERING

Types
Maintenance & care
Selection

3.0 CHAMBER MAID'S SERVICE ROOM

Location
Lay out & essentials features
Chamber maids trolley.

4.0 DAILY ROUTINE & SYSTEM OF THE HOUSE KEEPING DEPARTMENT

5.0 CLERICAL AND OFFICE

ROUTINES Key control

Maids and house keepers
report Check list
Work card

6.0 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

7.0 CLEANING OF DIFFERENT SURFACE

Flooring & floor covers

Wood

Marbles

Glass

Carpet

8.0 HIGH STANDARDS OF CLEANLINESS

Public area, lobby

Back Area

Pest Control

9.0 INTER/INTRA DEPARTMENTAL RELATIONSHIP

Text / Reference Books:

CO-PO Mapping:

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

C05	2									1		
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Course Code	XIH2104			
Course Title	ACCOMMODATION OPERATION LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Implement the stain removal procedures with proper chemical
- C02:** Make different styles of flower arrangement
- C03:** Perform different methods of bed making
- C04:** Demonstrate the method of Dry cleaning

Suggestive List of Experiments:

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

Course Code	XIH2005			
Course Title	VALUES & ETHICS			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:**Course Outcome:**

C01: To be able to APPLY MORAL BELIEFS.

C02: To be able to define VALUE & VALUE JUDGEMENT.

C03: To implement ETHICAL CONDUCT & BEHAVIOUR

C04: Plan, create ETHICAL CODE OF CONDUCT.

C05: Practice PROFESSIONAL ETHICAL NORMS

C06: Produce RESPONSIBLE CITIZENS

C07:Define DUTIES & RESPONSIBILITIES

C08:Create ATTITUDE which matches with the HOSPITALITY SERVICES

C09:Implement CRITICAL THINKING on VALUES & ETHICS.

Course Content:

Not mentioned anything in the syllabus.

Text / Reference Books:

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01		3					2					
C02					2		2					
C03						2	3					
C04												
C05						2	3					
C06									2		3	
C07					3		2					
C08		3						1				
C09		3					2					

Course Code	XIH2006			
Course Title	INTRODUCTION TO ACCOUNTING			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

CO1: Explain the terminologies used in Accountancy.

CO2: Classify different types of Accounts.

CO3: Design Journal, Ledger and Trial Balance.

CO4: Construct Special Function Books.

CO5: Compose Cash Book and Petty Cash Book.

Course Content:

- Introduction
- Double entry system - meanings & advantages
- Concepts & illustration
- Journal - Concepts & Illustration
- Ledger - Explanation & Illustration
- Trial balance - Explanation & Illustration
- Subsidiary books - Explanation & Illustration
- Cash book - Explanation & Illustration
- Petty cash book - Explanation & Illustration

Text / Reference Books:

- 1) **Problems on Accounting : Basu and Basu**
- 2) **Accounting - 1 : Hanif Mukherjee**
- 3) **Book keeping : T.S Grewal**
- 4) **Accounting Problems : Sultan Chand**

CO-PO Mapping:

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

C05	1	1										
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Course Code	XIH2007			
Course Title	FRENCH - II			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Understand words and sentences in French.
- C02:** Identify food items, terminologies related to the hotel and hospitality industry in French.
- C03:** Read fluently in French.
- C04:** Write sentences, paragraphs, dialogues in French
- C05:** Guide tourists with local tourist destinations in French
- C06:** Converse fluently in French with the customers so as to be confident in booking air tickets and booking hotel rooms

Course Content:

- Culinary Terms: Food and beverage Terminology, Conversational dialogues relevant to the Hotel Industry.
- Grammar: Tenses, negative and affirmative phrases, interrogative , possessive and demonstrative sentence construction.
- Translation and Pronunciation

Text / Reference Books:

CO-PO Mapping:

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

Course Code	XIH2008			
Course Title	BUSINESS COMMUNICATION			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

- ❖ To make the students know the techniques of formal written communication meant for specific purposes.
- ❖ Make the students know the importance and role of efficient communication skills in both the professional and personal world.

Course Outcome:

C01: Comprehend quotations, official orders, records of disputes, notices and circulars.

C02: Write biodata, job descriptions, letters of application and resignation.

C03: Converse fluently and confidently during interviews and role playing.

C04: Practise telephone etiquette.

C05: Speak confidently in debates and group discussions in booking tickets and booking hotel rooms.

C06: Communicate formally for the purpose of business.

Course Content:

- ❖ Business Correspondence- Quotations – Official Orders – Records of Disputes – Notices & Circulars
- ❖ Writing a biodata for Job Interviews, Job Descriptions, Letters of Applications & Resignations
- ❖ Interviews – Role Playing , techniques
- ❖ Debates & Group discussions
- ❖ Telephone etiquettes

Text / Reference Books:

- ❖ Communication for Professionals and Students (Dr. Amitabh Dwivedi)
- ❖ Communication Skills (Author: Sanjay Kumar and Pushp Lata) ; (Publisher: Oxford University Press)
- ❖ Personality Development and Soft Skills (Author: Barun K Mitra); (Publisher: Oxford University Press)
- ❖ Business Correspondence and Report Writing (Author: RC Sharma and Krishna Mohan)

CO-PO Mapping:

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

Detail Syllabus BA INTERNATIONAL H & HA Semester-5

SEMESTER-5							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H &HA	L	T	P	Credits
THEORY							
1		XIH5001	ADVANCED FOOD PRODUCTION & PATISSERIE	3	0	0	3
2		XIH5002	FOOD & BEVERAGE SERVICE	2	0	0	2
3		XIH5003	FRONT OFFICE OPERATIONS & TOURISM	2	0	0	3
4		XIH5004	ACCOMMODATION OPERATIONS	2	0	0	2
5		XIH5005	H R MANAGEMENT & HOTEL LAWS	2	0	0	2
6		XIH5006	FINANCIAL MANAGEMENT AND ACCOUNTS	2	0	0	2
7		XIH5007	ENVIRONMENTAL SCIENCE	2	0	0	2

8		XIH5008	ENGLISH COMMUNICATION	2	0	0	2
PRACTICAL							
9		XIH5101	FOOD PRODUCTION LAB - ADVANCE PRODUCTION TRAINING	0	0	3	3
10		XIH5102	FOOD & BEVERAGE SERVICE LAB	0	0	3	3
11		XIH5103	FRONT OFFICE LAB	0	0	2	2
12		XIH5104	ACCOMMODATION OPERATION LAB	0	0	2	2
13		XIH5501	SKILL DEVELOPMENT	0	0	0	1
14		XIH5502	PROJECT & SEMINAR	0	0	0	1
TOTAL				17	0	10	29

Course Code	XIH5001			
Course Title	ADVANCED FOOD PRODUCTION & PATISSERIE			
Category	BA INTERNATIONAL 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:

CO1: Students will 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.

CO2: Students will able to produce perfect skills in the preparation of Chinese foods of different types and adapt supervisory responsibilities to apply in the culinary fields.

CO3:Students will able to organize different products of bakery, pastry, frozen desserts bakeshop production and will able to apply the same in any type of culinary operations.

CO4: Students will able to construct professional competence in quantity food, preparation of reipes at medium level from planning to operating and costing and apply the same in the professional culinary fields.

CO5:Students will able to construct recipes used in breakfast cookery,snacks, eEthnic eating, Indian pastry and confectionery and will able to apply the 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:

Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.

K.Arora THEORY OF COOKERY.

Morr & Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .

Osse Hughes INTRODUCTORY FOODS The Macmillan & Co. N. York.

Gladys C. Packman FOUNDATION OF FOOD PREPARATION Macmillan Co. New York.

Lundberg & Kotschevar UNDERSTANDING COOKING Arnold Heinemann India. Belle Lower
EXPERIMENTAL COOKERY John wiley & Sons Inc. New York. London.

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	XIH5101			
Course Title	FOOD PRODUCTION LAB - ADVANCE PRODUCTION TRAINING			
Category	BA INTERNATIONAL 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:

- C01:** SStudents will 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.
- C02:**Students will able to evaluate different aspets of a cold kitchen like equipmets used, sections, products and will able to aply the same in the culinary world.
- C03:**Students will 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:

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)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
C01	3					1			2			
C02	3					1			2			
C03	3					1			2			

Course Code	XIH5002
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Course Title	FOOD & BEVERAGE SERVICE			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- importance of restaurant layout in context with service operations
- reinstate the specialized forms of service in fine dining such as gueridon and flambe
- conceptualized buffet setups for multipurpose occasions
- evaluate bar operations for day, monthly and yearly transactions.

Course Outcome:

- CO1:** Restate techniques of mixing beverages keeping in mind quality, presentation and cost implication in context of bar operations.
- CO2:** Develop an insight in curing, processing, storing and servicing of various internationally acclaimed tobacco related products
- CO3:** Design and utilize floor area in formulating aesthetic appeal of the restaurant.
- CO4:** Identify skill and techniques in Gueridon, Flambé services.
- CO5:** Explain and organize different types of Buffet as per the guest requirements.
- CO6:** Explain and organize different types of Buffet as per the guest requirements.
- CO7:** Pairing techniques & Suggestive selling of wine in context of correlation with food.

Course Content:

Restaurant Layout--- Staff Requirement, Duty Roaster, Restaurant Etiquettes.

Gueridon Service--- History, Definition, Various types, Advantages and Disadvantages of Gueridon Service, General points to be remembered during Gueridon service, Gueridon Equipments, Gueridon Ingredients, and Staffing.

Buffets--- Introduction, Space Requirements, Aspect affecting a successful Buffet--- number of guests, aspiration of host, depth of hosts pocket, planning and organizing, sequence of food, principles of Merchandising.

Types of Buffets--- Display, Breakfast, Full / Sit down, Fork Buffet, Finger Buffet, Cold Buffet. Essential Equipments for Buffet

Buffet Menu Planning Buffet Check list. Food & wine harmony

Bar—The Bar, Types of Bar, Clientele, Researching, Customer's Taste, defining your identity, Atmosphere Decor Layout, Parts of the Bar, Equipments, Staffing a Bar

Text / Reference Books:

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski

CO-PO Mapping:

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

Course Code	XIH5102			
Course Title	FOOD & BEVERAGE SERVICE LAB			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- importance of bar service operations
- reinstate the various forms of mixing drinks
- conceptualized buffet setups for occasions, convocations and theme dining
- formulate various gueridon and flambe dishes from the trolley

Course Outcome:

C01: Prepare and demonstrate skills in the field of flambé service.

C02:Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.

C03:Illustrate and recognize various bar setups and upkeep of bar records.

C04:Enhancing professional skills through preparation of various mixed drinks as per formulated recipes.

C05:Categorized and implement the various types of buffet setups and operations as per the theme of the event.

C06:Outline the various types of service techniques for regional dishes.

C07:Enhancing professional ability through silver service techniques.

Suggestive List of Experiments:

Setting up and operating Bar.

Demonstration of Cocktail and Mock tail preparations

Buffet Service, Service of Regional Dishes. Silver Service.

Preparing of Flambe dishes.

Silver service

Supervision of meal service.

Text / Reference Books:

1. Food & Beverage Service- Lillicrap& Cousins

2. Modern Restaurant Service- John Fuller

3. Beverage Book- Andrew, Dunkin & Cousins

4. Bar & Beverage Book- Mary Porter &Kostagris

5. Alcoholic Beverages- Lipinski & Lipinski

CO-PO Mapping:

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

Course Code	XIH5003			
Course Title	FRONT OFFICE OPERATIONS & TOURISM			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- **Familiarising functions of bell desk**
- **Understanding computerised room management**
- **Learning about compiled reports and budgets**

Course Outcome:

- CO1:** Evaluate the role & function of the front office supporting services for an effective front office management procedure
- CO2:** Create proper luggage handling procedures, information services, paging & car-parking services
- CO3:** Implement computerized Room Management System/Property Management System (PMS)
- CO4:** Compile different reports, statistics, budget & monthly expenditures
- CO5:** Incorporate professional telephone etiquettes/manners
- CO6:** Apply Yield Management

Course Content:

Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car parking services.

- Computerised room management system (should be called Property management system)
- Compilation of reports & statistics

Budgeting and monthly expenditure reports.

Telephone Operating: Telephone, procedure, Telephone manners.

Yield Management.

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	-	-	-	-	-	-	-	-	-	-
C02	1	-	-	-	-	-	-	-	-	-	-	-
C03	1	-	-	-	-	-	-	-	-	-	-	-
C04	-	2	-	-	-	-	-	-	-	-	-	-
C05	-	2	-	-	-	-	-	-	-	-	-	-
C06	-	-	3	-	-	-	-	-	-	-	-	-

Course Code	XIH5103			
Course Title	FRONT OFFICE LAB			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising bell desk operation skills,
- Recognising revenue management strategies
- Understanding operation of PMS for room management
- Learning soft skills for handling telephone calls

Course Outcome:

C01: The students will be able to

C02: Demonstrate skills for handling bell desk operations and relevant formats

C03: Make use of PMS for reservations, registration and room management

C04: Show the soft skills required for handling telephone calls

C05: Develop revenue management strategies according to demand situations

C06: Solve revenue management problems by applying different formulas

Suggestive List of Experiments:

Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car parking services.

- Computerised room management system (should be called Property management system)
- Compilation of reports & statistics

Budgeting and monthly expenditure reports.

Telephone Operating: Telephone, procedure, Telephone manners.

Yield Management.

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	-	-	-	-	-	-	-	-	-	-	-	-
C02	3	-	-	2	-	-	-	-	1	-	-	-
C03	2	1	-	3	-	-	-	-	-	-	-	-
C04	2	-	-	-	-	-	-	3	-	-	-	-
C05	-	2	3	1	-	-	-	-	-	-	-	-
C06	2	3	-	-	-	-	-	-	-	-	-	-

Course Code	XIH5004			
Course Title	ACCOMMODATION OPERATIONS			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Able to determine the processes of recruitment, selection, hiring, orientation, training and various aspects of scheduling housekeeping staff
- CO2:** Able to design the steps in the planning process and plan the work of a housekeeping department on paper, using the various planning documents
- CO3:** Able to design budget and purchasing of housekeeping expenses
- CO4:** Able to determine the importance of safety and security in hotels with regard to fire, first-aid, key control, lost and found.
- CO5:** 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:

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

- 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)											
	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	XIH5104			
Course Title	ACCOMMODATION OPERATION LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

C01: The students will be able to

C02:Identifies the technical equipment and materials of laundry room.

C03:Demonstrate the technical skill for handling different laundry equipments

C04:Taking physical inventory and implementing effective inventory control procedures

C05: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

Text / Reference Books:

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

CO-PO Mapping:

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

Course Code	XIH5005			
Course Title	H R MANAGEMENT & HOTEL LAWS			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2

Total Contact Hours	24
Pre-requisites	None

Learning Objective:

Course Outcome:

- CO1:** To acquaint// familiarize the learners with HRM (Human Resource Management)
- CO2:**To invoke curiosity regarding HR concepts
- CO3:**To apply HRM concepts in handling practical situations.
- CO4:** To develop necessary skill sets for application of various HR issues.
- CO5:**To analyse the strategic issues involving ManPower development
- CO6:**To produce legal prudence regarding Hotel Specific Laws
- CO7:**To enable students to effectively contribute to dynamic organizations.
- CO8:**To demonstrate competence in development and problem solving in the area of Hotel HR related ssues.
- CO9:**Be able to identify and appreciate the significance of the Ethical issues in HR
- CO10:**To critically assess existing theory and practice in the field of HR management.
- CO11:**To be able to evaluate HRM related social, cultural, ethical responsibilities.
- CO12:**To be able to apply the set of Laws applicable to Hotel Business.

Course Content:

1. Introduction to personnel department and role of personnel manager.
2. 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 Principals 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.

3. 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, organisational objectives, size and diversity, span of control, product services.

4. Job Design – Job Analysis, job Description, job enlargement/ rotation, job enrichment
5. Job Specification:- Definition, and formats.

6. Job evaluation:- Meaning, types and uses.
7. Recruitment:- sources of recruitment.
8. Selection:- Application, interviews:- types, tests - types, group selection procedures, references.
9. Induction and training:- Meaning and advantages, purpose of training, types and methods of training, aids used while training.
10. Performance Appraisal:- Definition and importance, types of performance appraisal formats.
11. Promotion:- Promotion policy, essentials of sound promotion policies, Merit vs. seniority.
12. 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.

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.

INDUSTRIAL LAW

Workman'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. Disciplinary Action-Offenses. Show cause notice. Charge sheet. Domestic inquiry. Discharge and dismissal of employees.

Text / Reference Books:

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	XIH5006			
Course Title	FINANCIAL MANAGEMENT AND ACCOUNTS			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Classify the different types of cost.
- CO2:** Describe the nature and scope of Financial Management.
- CO3:** Analyze Financial Statements.
- CO4:** Solve the different kinds of ratios.
- CO5:** Design Fund Flow Statement and Cash Flow Statement.
- CO6:** Explain the Working Capital Management.
- CO7:** Classify the different methods of Capital Budgeting.

Course Content:

1. Cost & Cost Control, Types of cost, Breakeven Analysis.
 - Departmental sales records and departmentalisation of hotel revenue including operating costs.
 - Night Audit - Basic Principles.
 - Daily Report
 - Different types of accounting machines and their uses, application of computers in accountancy.
 - Departmental sales records and departmentalisation of hotel revenue including operating costs.
 - Night Audit - Basic Principles.
 - Daily Report
 - Different types of accounting machines and their uses, application of computers in accountancy.
2. FINANCIAL MANAGEMENT MEANING & SCOPE
 - a. Meaning of business finance
 - b. Meaning of financial management
 - c. Objectives of financial management
3. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION
 - a. Meaning and types of financial statements
 - b. Techniques of financial analysis
 - c. Limitation of financial analysis
 - d. Practical problems
4. RATIO ANALYSIS
 - a. Meaning of ratio
 - b. Classification of ratios
 - c. Turnover ratios
 - d. Financial ratios
 - e. Du Pent Control Chart
5. FUNDS FLOW ANALYSIS
 - a. Meaning of funds flow statement
 - b. Uses of funds flow statement
 - c. Preparation of funds flow statement
 - d. Treatment of provision for taxation and proposed dividends (as non-current liabilities)
 - e. Practical problems
6. CASH FLOW ANALYSIS

Course Code	XIH5007			
Course Title	ENVIRONMENTAL SCIENCE			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Identify the need of environmental studies in day-to-day life.
- CO2:** Classify different natural resources based on their needs.
- CO3:** Describe the conservation methods of natural resources.
- CO4:** Explain the concept of ecosystem.
- CO5:** Illustrate the characteristics and components of ecosystem.
- CO6:** Describe the bio diversities of India.
- CO7:** Predict the ways of conservation of bio diversities present in India.
- CO8:** Discuss the types of environmental pollutions related to hotels.

Course Content:

Not mentioned anything in the syllabus.

Text / Reference Books:

CO-PO Mapping:

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01											3	
C02										2		
C03										2		
C04										2		
C05										2		
C06										2		
C07										2		
C08		2								2		

Course Code	XIH5008			
Course Title	ENGLISH COMMUNICATION			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

- Make the students know the importance and role of efficient communication skills in both the professional and personal world.
- To teach efficient communication skills for several professional scenarios.
- Teach the students to write effectively for a variety of contexts and audiences.

Course Outcome:

CO1: Learn the meaning, types, process and scope of communication.

CO2: Learn about the barriers of communication and how to overcome the barriers.

CO3: Communicate formally for the purpose of business.

CO4: Demonstrate interpersonal communication skills for both formal and informal communication.

CO5: Develop effective writing skills for official purposes.

Course Content:

1. COMMUNICATION
 - (a) Definition and meaning.
 - (b) Effective communication
 - (c) Barriers to communication
 - (d) Verbal & Nonverbal communication
2. OFFICIAL CORRESPONDENCE
 - (a) Memorandum
 - (b) Notice, Agenda, Minutes
 - (c) Invitation letter for Seminar
 - (d) Refusal & Acceptance letter
3. DRAFTING C.V & WRITING APPLICATION
4. PARAGRAPH WRITING

Text / Reference Books:

- Communication for Professionals and Students (Dr. Amitabh Dwivedi)
- Communication Skills (Author: Sanjay Kumar and Pushp Lata) ; (Publisher: Oxford University Press)
- Personality Development and Soft Skills (Author: Barun K Mitra); (Publisher: Oxford University Press)
- Business Correspondence and Report Writing (Author: RC Sharma and Krishna Mohan)
- Oxford Modern English Grammar (Author: Bas Aarts)

CO-PO Mapping:

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

Detail Syllabus BA INTERNATIONAL H & HA Semester-6

SEMESTER-6							
Sl. No.	Type	Course No.	Course Name- BA INTERNATIONAL H & HA	L	T	P	Credits
THEORY							
1		XIH6001	ADVANCED FOOD PRODUCTION & PATISSERIE	3	0	0	3
2		XIH6002	ADVANCED FOOD & BEVERAGE SERVICE	3	0	0	3
3		XIH6003	FRONT OFFICE OPERATIONS	2	0	0	2
4		XIH6004	ACCOMMODATION OPERATIONS	2	0	0	2
5		XIH6005	ADVANCE TRAVEL & TOURISM	2	0	0	2
6		XIH6006	MARKETING & SALES MANAGEMENT	2	0	0	2
7		XIH6007	FOOD COSTING	2	0	0	2
8		XIH6008	ENTREPRENEURIAL SKILL	2	0	0	2
PRACTICAL							
9		XIH6101	FOOD PRODUCTION LAB – ADVANCED KITCHEN	0	0	3	3
10		XIH6102	ADVANCE FOOD & BEVERAGE LAB	0	0	3	3
11		XIH6103	F/O LAB	0	0	2	2
12		XIH6104	A/O LAB	0	0	2	2
13		XIH6501	SKILL DEVELOPMENT	0	0	0	1
14		XIH6501	PROJECT & SEMINAR	0	0	0	1
TOTAL				18	0	10	30

Course Code	XIH6001
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Course Title	ADVANCED FOOD PRODUCTION & PATISSERIE			
Category	BA INTERNATIONAL 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:

- CO1:** Students will 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 culinary world.
- CO2:**Students will 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 and will implement the same in the culinary world.
- CO3:**Students will 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 and will implement the same in the culinary world.

Course Content:

Module - 1

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
CO1	3							2				
CO2	3							2				
CO3		2						2				

Course Code	XIH6101			
Course Title	FOOD PRODUCTION LAB			
Category	BA INTERNATIONAL 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:

- CO1:** Student will able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Indian regional cuisne and apply the same in proffesional fields.
- CO2:** Student will able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Chinese cuisne and apply the same in proffesional fields.

C03: Student will be able to produce advanced level dishes of table d'hôte, 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 of America, "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
C01	1			1		2						
C02	1			1		2						
C03	1			1		2						

Course Code	XIH6002			
Course Title	ADVANCED FOOD & BEVERAGE SERVICE			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: AFTER FINISHING THE MODULE THE STUDENTS WILL:

- gain insight on the various banquet setup for supervising the flow of events
- identify, organize and construct Physical layout of a restaurant

Course Outcome:

CO1: Develop an insight on the various banquet setup for supervising the flow of events

CO2: Identify, organize and construct Physical layout of a restaurant

Course Content:

Function Catering—History of Banquets, Types of banquets, (Formal& Informal), Organizational structure, Duties and Responsibilities of staffs, Seating plans, Booking procedures, Table plans, Menu Planning, Protocol. Restaurant Planning.

Text / Reference Books:

1. Food & Beverage Service- Lillicrap& Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski

CO-PO Mapping:

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

Course Code	XIH6102			
Course Title	ADVANCE FOOD & BEVERAGE LAB			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None			

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- **Preparing Banquet Equipment and Setups**
- **implementing various supervisory skills at service operations.**
- **Identifying of upcoming events and conferences.**
- **Handling the smooth banquet operations**

Course Outcome:

C01: Prepare and demonstrate skills in the field of flambé service.

C02:Enhancing professional ability through silver service techniques.

C03:Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.

Suggestive List of Experiments:

To develop perfect skill and techniques in Gueridon and Flambe services and induce supervisory responsibilities in the students.

Preparing of Flambe dishes.

Silver service

Supervision of meal service.

Text / Reference Books:

1. Food & Beverage Service- Lillicrap& Cousins

2. Modern Restaurant Service- John Fuller

3. Beverage Book- Andrew, Dunkin & Cousins

4. Bar & Beverage Book- Mary Porter & Kostagris

5. Alcoholic Beverages- Lipinski & Lipinski

CO-PO Mapping:

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

Course Code	XIH6003			
Course Title	FRONT OFFICE OPERATIONS			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising various methods of settling guest accounts
- Recognising cashier reports on different charges and credit controls
- Learning foreign exchange regulations
- Understanding different front office accounting systems

Course Outcome:

CO1: Evaluate the role & function of the front office supporting services for an effective front office management procedure

Course Code	XIH6103			
Course Title	FRONT OFFICE LAB			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising checkout procedures for FITs and groups
- Recognising the handling of cashiering and different foreign currencies
- Learning different hotel payment modes and methods
- Understanding designs of forms and formats and computer technical skills

Course Outcome:

- CO1:** Demonstrate skills for handling check-outs for FITs and groups
- CO2:** Demonstrate Front Office cashiering and foreign currency handling skills
- CO3:** Evaluate different types of payment methods in hotels
- CO4:** Design forms and formats related to safe deposit facilities
- CO5:** Demonstrate technical skills for handling computer in hotel operations

Suggestive List of Experiments:

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

Front Office Cashiering: Charges and credit, cashiers' report, methods of setting guest accounts, safety deposit facilities, foreign exchange regulations.
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)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
C01	3	-	-	-	-	-	-	-	2	-	-	-
C02	3	-	-	1	-	-	-	-	-	-	-	-
C03	3	-	-	2	-	-	-	-	-	-	-	-
C04	1	2	-	3	-	-	-	-	-	-	-	-
C05	1	-	2	3	-	-	-	-	-	-	-	-

Course Code	XIH6004			
Course Title	ACCOMMODATION OPERATIONS			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

C05			1								2	3
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Course Code	XIH6104			
Course Title	ACCOMMODATION OPERATIONS LAB			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	0	0	2	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Identification of different colour schemes.
- C02:** Study the layout and preparation of different types of Model Guest rooms.
- C03:** Maintain different types of formats and registers used in the housekeeping department.
- C04:** Select and design the different types of uniforms used in the hotel.

Suggestive List of Experiments:

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	1		3							1		
C02			3	2								
C03	2		3									
C04						2				3		

Course Code	XIH6005			
Course Title	ADVANCE TRAVEL & TOURISM			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** To familiarizing student with the fundamental concept, growth and development of tourism
- CO2:** To discuss the need and essentials of tourism planning for the sustainable growth of tourism industry
- CO3:** To understand the nature of demand and supply factor in tourism business.
- CO4:** To understand the role and functions of international tourism institutions and organisations in the tourism industry.
- CO5:** To familiarizing the important natural tourism products of India such as Hill stations, Beaches, Pilgrimage, historical etc

C06:To discuss the critical analysis of different tourism impact on society, culture and environment

Course Outcome:

Not mentioned anything in the syllabus.

Text / Reference Books:

CO-PO Mapping:

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

Course Code	XIH6006
Course Title	MARKETING & SALES MANAGEMENT

Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective: **The Student will get knowledge about:**

- Familiarising various methods of Hospitality Marketing
- Recognising Marketing & selling skills
- Learning the practice of Marketing strategies in hospitality industry
- Understanding different component of 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
- CO4:** Understanding the Product Life Cycle with Concept of Branding. To properly understanding the Marketing channel concept in 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
- CO6:** 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
- CO7:** 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 process.

Text / Reference Books:

1. Ramaswamy Marketing Management, 2. Kotler P, Armstrong, Principles of Marketing, 3. Gandhi J.C,Marketing –A Managerial Introduction,

Course Outcome:

Marketing Management: Definition and Role of Marketing, Product-Price-Place and Promotion, Product Analysis, Identification of markets and market segment, market analysis and research target setting.

Human Factors in Marketing. Seller and buyer behaviour.

Sales Methods: Salesmanship, Sales Promotion, Publicity and Advertising, Evaluation of Customer satisfaction, marketing planning, budgeting, timing and pricing in marketing and marketing control. Innovation and accurate marketing. .

Text / Reference Books:

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
C06	1	2	3	2	3	3	3					1
C07	1	2				2	1	1	1	1		1

Course Code	XIH6007			
Course Title	FOOD COSTING			
Category	BA INTERNATIONAL H &HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- C01:** Able to understand the budgetary control process in preparing budget
- C02:** Able to determine the purchase control with the help of standard purchase specification, purchase order.
- C03:** Able to determine the receiving control with the aid of invoice, GRN, meat tags.
- C04:** Able to understand storing, issue and inventory control with bin card, par stock.
- C05:** Able to appreciate the importance of production control with the help of standard recipe, standard portion size, standard portion cost and sales forecasting.

Course Outcome:

- 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

Course Code	XIH6008			
Course Title	ENTREPRENEURIAL SKILL			
Category	BA INTERNATIONAL H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

Learning Objective:

Course Outcome:

- CO1:** Understand of the functions and responsibilities of the manager .
- CO2:** Identify and use the different tools and techniques to be used in the performance of the managerial jobs.
- CO3:** Understand the project planning as well as understand the concept and technicalities of entrepreneurship .
- CO4:** Understand the dimensions of social responsibilities and corporate social responsibilities as an entrepreneur .
- CO5:** Understand the modalities of entrepreneurship .
- CO6:** Understand the various types of motivational theories .

Course Outcome:

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.
2. The Entrepreneur: Meaning of entrepreneur, the skills required to be an entrepreneur, the entrepreneurial decision process, and role models, mentors and support system.
3. Business Opportunity Identification: Business ideas, methods of generating ideas, and opportunity

recognition

4. Preparing a Business Plan: Meaning and significance of a business plan, components of a business plan, and feasibility study
5. 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
6. Launching the New Venture: Choosing the legal form of new venture, protection of intellectual property, and marketing the new venture
7. 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:

CO-PO Mapping:

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

