



Department of Hospitality and Hotel Administration

B.Sc in Hospitality and Hotel Administration

Revised Curriculum Structure to be effective from 2021-2022

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH1001	Food Production & Pâtisserie - I	3	0	0	3
2		XHH1002	Food & Beverage Service - I	3	0	0	3
3		XHH1003	Front Office Operations - I	2	0	0	2
4		XHH1004	Accommodation Operations - I	2	0	0	2
5		XHH1005	Nutrition & Food Science - I	2	0	0	2
6		XHH1006	Hospitality French - I	2	0	0	2
7		XHH1007	English Communication	2	0	0	2
8		XHH1008	Computer Fundamentals	1	0	0	1
PRACTICAL							
1		XHH1101	Food Production & Pâtisserie – I Lab	0	0	3	1
2		XHH1102	Food & Beverage Service – I Lab	0	0	3	1
3		XHH1103	Front Office Operations – I Lab	0	0	2	1
4		XHH1104	Accommodation Operations – I Lab	0	0	2	1
5		XHH1105	Computer Fundamentals Lab	0	0	2	1
<b>TOTAL</b>				<b>17</b>	<b>0</b>	<b>12</b>	<b>22</b>

SEMESTER-2							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH2001	Food Production & Pâtisserie - II	3	0	0	3
2		XHH2002	Food & Beverage Service - II	3	0	0	3
3		XHH2003	Front Office Operations - II	2	0	0	2
4		XHH2004	Accommodation Operations - II	2	0	0	2
5		XHH2005	Nutrition & Food Science - II	2	0	0	2
6		XHH2006	Hospitality French - II	2	0	0	2
7		XHH2007	Introduction to Accountancy	2	0	0	2
8		XHH2008	Principles & Practices of Management	2	0	0	2
PRACTICAL							
1		XHH2101	Food Production & Pâtisserie – II Lab	0	0	3	1
2		XHH2102	Food & Beverage Service – II Lab	0	0	3	1
3		XHH2103	Front Office Operations – II Lab	0	0	2	1
4		XHH2104	Accommodation Operations –II Lab	0	0	2	1
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

SEMESTER-3							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
SESSIONAL		INDUSTRIAL TRAINING					
1		XHH3101	Internship in the Hospitality Industry (22 Weeks, 48 Hours/Week)	0	0	0	22
			Industrial Training Log Book & Training Certificate	0	0	0	1
			Attendance	0	0	0	1
			Industrial Training Project Presentation & Viva	0	0	0	4
<b>TOTAL</b>							<b>28</b>

SEMESTER-4							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH4001	Food Production & Pâtisserie - III	3	0	0	3
2		XHH4002	Food & Beverage Service - III	3	0	0	3
3		XHH4003	Front Office Operations - III	2	0	0	2
4		XHH4004	Accommodation Operations - III	2	0	0	2
5		XHH4005	Human Resource Management	2	0	0	2
6		XHH4006	Hospitality Law	2	0	0	2
7		XHH4007	Hygiene & Sanitation in the Hospitality Industry	2	0	0	2
8		XHH4008	Business Communication	2	0	0	2
PRACTICAL							
1		XHH4101	Food Production & Pâtisserie – III Lab	0	0	3	1
2		XHH4102	Food & Beverage Service – III Lab	0	0	3	1
3		XHH4103	Front Office Operations – III Lab	0	0	2	1
4		XHH4104	Accommodation Operations –III Lab	0	0	2	1
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

SEMESTER-5							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH5001	Advanced Food Production & Pâtisserie	3	0	0	3
2		XHH5002	Food & Beverage Service Management	3	0	0	3
3		XHH5003	Front Office Management	2	0	0	2
4		XHH5004	Accommodation Operations Management	2	0	0	2
5		XHH5005	Hospitality Sales & Marketing	2	0	0	2
6		XHH5006	Financial Management	2	0	0	2
7		XHH5007	Facility Planning in the Hospitality Industry	2	0	0	2
8		XHH5008	Entrepreneurship Development	2	0	0	2
PRACTICAL							
1		XHH5101	Advanced Food Production & Pâtisserie Lab	0	0	3	1
2		XHH5102	Food & Beverage Service Management Lab	0	0	3	1
3		XHH5103	Front Office Management Lab	0	0	2	1
4		XHH5104	Accommodation Operations Management Lab	0	0	2	1
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

SEMESTER-6							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY :-- SPECIALIZATION ELECTIVE (ANY ONE)							
1		XHH6001	Food Production & Pâtisserie	6	0	0	6
		XHH6002	Food & Beverage Service Management				
		XHH6003	Rooms Division Management				
2		XHH6004	Values & Ethics in Hospitality & Tourism	2	0	0	2
3		XHH6005	Tourism Management	2	0	0	2
4		XHH6006	Environmental Issues in the Hospitality Industry	2	0	0	2
5		XHH6007	Basics of Event Management	2	0	0	2
6		XHH6008	Hospitality Industry Based Research Project & Dissertation	4	0	0	4
PRACTICAL :-- SPECIALIZATION ELECTIVE PRACTICAL (ANY ONE)							
1		XHH6101	Food Production & Pâtisserie	0	0	8	2
		XHH6102	Food & Beverage Service Management				
		XHH6103	Rooms Division Management				
2		XHH6104	Event Management Project (Food Fest / Formal Banquet)	0	0	0	2
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>8</b>	<b>22</b>

## Detail Syllabus BSC IN H & HA Semester-1

SEMESTER-1							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH1001	Food Production & Pâtisserie - I	3	0	0	3
2		XHH1002	Food & Beverage Service - I	3	0	0	3
3		XHH1003	Front Office Operations - I	2	0	0	2
4		XHH1004	Accommodation Operations - I	2	0	0	2
5		XHH1005	Nutrition & Food Science - I	2	0	0	2
6		XHH1006	Hospitality French - I	2	0	0	2
7		XHH1007	English Communication	2	0	0	2
8		XHH1008	Computer Fundamentals	1	0	0	1
PRACTICAL							
1		XHH1101	Food Production & Pâtisserie – I Lab	0	0	3	1
2		XHH1102	Food & Beverage Service – I Lab	0	0	3	1
3		XHH1103	Front Office Operations – I Lab	0	0	2	1
4		XHH1104	Accommodation Operations – I Lab	0	0	2	1
5		XHH1105	Computer Fundamentals Lab	0	0	2	1
<b>TOTAL</b>				<b>17</b>	<b>0</b>	<b>12</b>	<b>22</b>

<b>Course Code</b>	XHH1001			
<b>Course Title</b>	Food Production & Pâtisserie - I			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**Learning Objective:**

To develop a comprehensive knowledge of professional cookery in the hotel & catering industries. To induce in the student professional competence as commis de cuisine in any type of food production operation with a grounding common to Indian & Other types of cookery as well as all related subjects.

**Course Outcome:**

Developing at an early stage skill and interest in preparing continental and Indian style cookery and pastry. To perfect basic skills acquired in the previous module through the elaboration of application menus using the following skills.

XHH 1001.1	Student will able to evaluate the different standards of professionalism required and will apply the same in the industry
XHH 1001.2	Student will able to create design of diferent kitchen sections by planing out using different types of layouts.
XHH 1001.3	Student will able to define role of the chefs of different level and relate inter – departmental co-operations
XHH 1001.4	Student will able to recognise the heavy equipments,small equipments and apply them as per uses.
XHH 1001.5	Student will able to evaluate food materials and apply it with parallel study with nutrition.
XHH 1001.6	Student will able to define different cooking principals and implement the same in the proffesional career
XHH 1001.7	Student will able to produce standard recipes and plan out its costing
XHH 1001.8	Student will able to explain the basics aspects of bakery in writing



---

## Course Content:

### 1. CULINARY HISTORY

- Culinary history-Development of the culinary art from the middle ages to modern cookery
- Indian regional cuisine
- Popular International cuisine, French, Italian, Chinese and their basic Characteristics

### 2. INTRODUCTION TO COOKERY

- Levels of skills and experiences
- Attitudes and behaviour in the kitchen
- Personal hygiene
- 
- Uniforms & protective clothing
- Safety procedure in handling equipment

### 3. KITCHEN ORGANIZATION

- Classical Brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Co-operation with other departments

### 4. EQUIPMENTS & TOOLS

- Heavy equipment
- Small equipment
- Cleaning & maintenance

### 5. CULINARY TERMS

- List of culinary (common and basic) terms
- Explanation with examples
- Western and Indian Culinary terms

### 6. BASIC COOKERY PRINCIPLES

- Aims & objective of cooking
- Preparation of ingredients
- Texture
- Methods of cooking – Roasting; Grilling; Frying; Baking; Broiling; Poaching; Boiling; stewing
- Principles of invalid cookery
- Principles of food storage
- Menu planning
- Work methods in food production
- Reheating of food – réchauffé cooking
- Accompaniments & garnishes

### 7. VEGETABLE AND FRUIT COOKERY

- Introduction – classification of vegetables
- Pigments and colour changes
- Effects of heat on vegetables
- Cuts of vegetables
- Classification of fruits Uses of fruit in cookery
- Salads and salad dressings

---

## 8. STOCKS

- Definition of stock
- Types of stock
- Preparation of stock
- Recipes
- Storage of stocks
- Uses of stocks
- Care and precautions

## 9. SAUCES

- Classification of sauces
- Recipes for mother sauces
- Derivatives of mother sauces
- Contemporary & Proprietary
- Storage & precautions

## 10. SOUPS

- Classification of soups
- Basic recipes of Consommé with 10 Garnishes
- Other soups: Broths; Bouillon; Puree; Cream; Veloute; Chowder; Bisque
- Garnishes and accompaniments
- International soups

## 11. EGG COOKERY

- Introduction to egg cookery
- Structure of an egg
- Selection of egg
- Uses of egg in cookery
- Egg preparations: Boiled ( Soft & Hard); Fried ( Sunny side up, Single fried, Bull's Eye, Double fried); Poches; Scrambled; Omelette (Plain, Stuffed, Spanish); En cocotte (eggs Benedict)

## 12. COMMODITIES:

13. Shortenings (Fats & Oils)
- Role of Shortenings
  - Varieties of Shortenings
  - Advantages and Disadvantages of using various Shortenings
  - Fats & Oil – Types, varieties
- a) Raising Agents
- Classification of Raising Agents
  - Role of Raising Agents
  - Actions and Reactions
- b) Thickening Agents
- Classification of thickening agents
  - Role of Thickening agents
- c) Sugar
- Importance of Sugar & Types of Sugar
  - Cooking of Sugar – various

## 14. INTRODUCTION TO BAKERY AND PÂTISSERIE

## 15. BAKERY EQUIPMENT

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

---

16. BREAD MAKING

- Recipes and method of baking different types of breads eg. White, Brown, French bread loaf
- Cookies
- Simple Cakes

**Text / Reference Books:**

**FOOD PRODUCTION**

Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient

Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.

K.Arora THEORY OF COOKERY.

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

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

H.Sweetman& I. Mackeller FOOD SELECTION & PREPARATION John Wiley & Sons inc.  
New York,

London, Sydney.

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 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

Cooking with the Indian Masters ( Prashad)J Kalra

Ma Cuisine--- A Escoffier

Larder Chef.

---

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH1101			
<b>Course Title</b>	Food Production & Pâtisserie – I Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

---

**Learning Objective:**

**Developing at an early stage skill and interest in preparing continental and Indian style cookery and pastry.**

**To perfect basic skills acquired in the previous module through the elaboration of application menus using the following skills.**

**\* FOOD PRODUCTION**

**Stock, Soup, Sauce, Fish, Poultry, Meat , Vegetables, Egg**

**\* BAKERY**

**Cream, Cake**

**Course Outcome:**

XHH 1101.1	Students will able to develop an early stage skill and interest in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various stocks, soups, sauces and plan their application in menus
XHH 1101.2	Students will able to apply an early stage skill in cutting the fish and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various fish dishes and plan their application in menus
XHH 1101.3	Students will able to apply an early stage skill in cutting the poultry and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various poultry and meat dishes and plan their application in menus
XHH 1101.4	Students will able to apply an early stage skill in cutting the different vegetables and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various vegetable based dishes and plan their application in menus
XHH 1101.5	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 egg based dishes and plan their application in menus
XHH 1101.6	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 PRACTICAL

1. INTRODUCTION TO THE KITCHEN
  - Equipments - Identification, Description, Uses & handling
  - Hygiene - Kitchen etiquettes, Practices & knife handling
  - Safety and security in kitchen
2. VEGETABLES
  - Classification
  - Cuts - julienne, jardinière, macédoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix
  - Preparation of salad dressings
3. BASIC COOKING METHODS AND PRE-PREPARATIONS
  - Blanching of Tomatoes and Capsicum
  - Preparation of concassé
  - Boiling (potatoes, Beans, Cauliflower, etc)
  - Frying -(deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
  - Braising - Onions, Leeks, Cabbage
  - Starch cooking (Rice, Pasta, Potatoes)
4. STOCKS
  - Types of stocks (White and Brown stock)
  - Fish stock
  - Emergency stock
  - Fungi stock
5. SAUCES - BASIC MOTHER SAUCES
  - Béchamel
  - Espagnole
  - Veloute
  - Hollandaise
  - Mayonnaise
  - Tomato
  - Derivative Sauces
6. SIMPLE SALADS & SOUPS
  - Cole slaw
  - Potato salad
  - Beet root salad
  - Green salad
  - Fruit salad
  - Consommé
7. SIMPLE EGG PREPARATIONS
  - Scotch egg
  - Assorted omelettes
  - Œufs Florentine
  - Œufs Benedict
  - Œufs Farcis
  - Œufs Portuguesa
8. SIMPLE POTATO PREPARATIONS
  - Baked potatoes
  - Mashed potatoes
  - French fries
  - Roasted potatoes
  - Boiled potatoes
  - Lyonnaise potatoes
  - Allumettes
9. VEGETABLE PREPARATIONS
  - Boiled vegetables

- 
- Glazed vegetables
  - Fried vegetables
  - Stewed vegetables

#### 10. PREPARATION OF SIMPLE MENUS

### **BAKERY PRACTICAL**

#### 11. BAKERY EQUIPMENT AND INGREDIENTS – Identification, Uses and handling, Ingredients

#### 12. BREAD MAKING

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

#### 13. SIMPLE COOKIES - Demonstration and Preparation of simple cookies like

#### 14. Nan Khatai

- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons

#### 15. CAKE MAKING

- Preparation of simple cakes

### **Text / Reference Books:**

#### **FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

---

H.Sweetman& I. Mackeller FOOD SELECTION & PREPARATION John Wiley & Sons inc.

New York,London, Sydney.

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 Montagne LAROUSSE GASTRONOMIQUE Hamlyn Publishing Group Ltd. London .

A Professional Text To Bakery And Confectionary –by John J. Kingslee (Author)

Textbook of Bakery and Confectionery: Second Edition –by Ashokkumar Y

Fundamentals of Baking Hardcover – by Amit Vohra

Theory of Bakery and Patisserie By Parvinder.S.Bali

**CO-PO Mapping:**

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



<b>Course Code</b>	XHH1002			
<b>Course Title</b>	Food & Beverage Service - I			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	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:**

XHH 1002.1	Develop an insight on growth & career opportunities in the Hotel and catering Industry
XHH 1002.2	Implement the Professional attributes of F & B staff.
XHH 1002.3	Evaluate the role of F & B department its functions and staffing
XHH 1002.4	Construct the role of Ancillary department in F&B.
XHH 1002.5	Examine & classify various services eg. American, Russian, English & French Service.
XHH 1002.6	Identify and use the different types of restaurant equipment.
XHH 1002.7	Interpret & describe the various types of standard Menus used in star hotels

**Course Content:**

1. THE HOTEL & CATERING INDUSTRY
  - Introduction to the Hotel Industry and Growth of the hotel
  - Industry in India
  - Role of Catering establishment in the travel/tourism industry

- 
- Types of F&B operations
  - Classification of Commercial, Residential/Non-residential
  - Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.
  - Structure of the catering industry - a brief description of each
2. DEPARTMENTAL ORGANISATION & STAFFING
- A. Organisation of F&B department of hotel
  - B. Principal staff of various types of F&B operations
  - C. French terms related to F&B staff
  - D. Duties & responsibilities of F&B staff
  - E. Attributes of a waiter
  - F. Inter-departmental relationships (Within F&B and other department)
3. I FOOD SERVICE AREAS (F & B OUTLETS)
- A. Specialty Restaurants
  - B. Coffee Shop
  - C. Cafeteria
  - D. Fast Food (Quick Service Restaurants)
  - E. Grill Room
  - F. Banquets
  - G. Bar
  - H. Vending Machines
  - I. Discotheque
- II ANCILLIARY DEPARTMENTS
- A. Pantry
  - B. Food pick-up area
  - C. Store
  - D. Linen room
  - E. Kitchen stewarding
4. F & B SERVICE EQUIPMENT
- Familiarization & Selection factors of:
- Cutlery
  - Crockery
  - Glassware
  - Flatware
  - Hollowware
  - All other equipment used in F&B Service
5. NON-ALCOHOLIC BEVERAGES
- Classification (Nourishing, Stimulating and Refreshing beverages)
- A. Tea
    - Origin & Manufacture
    - Types & Brands
  - B. Coffee
    - Origin & Manufacture
    - Types & Brands
  - C. Juices and Soft Drinks
  - D. Cocoa & Malted Beverages
    - Origin & Manufacture

- 
6. MEALS & MENU PLANNING:
    - Origin of Menu
    - Objectives of Menu Planning
    - Types of Menu
    - Courses of French Classical Menu
      - Sequence
      - Examples from each course
      - Cover of each course
      - Accompaniments
    - French Names of dishes
    - Types of Meals
      - Early Morning Tea
      - Breakfast (English, American Continental, Indian)
      - Brunch
      - Lunch
      - Afternoon/High Tea
      - Dinner
      - Supper
  7. PREPARATION FOR SERVICE
    - Organising Mise-en-scene
    - Organising Mise en place
  8. TYPES OF FOOD SERVICE
    - Silver service
    - Pre-plated service
    - Cafeteria service
    - Room service
    - Buffet service
    - Gueridon service
    - Lounge service
  9. SALE CONTROL SYSTEM
    - KOT/Bill Control System (Manual)
      - Triplicate Checking System
      - Duplicate Checking System
      - Single Order Sheet
      - Quick Service Menu & Customer Bill
    - Making bill
    - Cash handling equipment
    - Record keeping (Restaurant Cashier)

**Text / Reference Books:**

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



<b>Course Code</b>	XHH1102			
<b>Course Title</b>	Food & Beverage Service - I Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	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:**

XHH 1102.1	Identify the different equipments & furniture used in food and beverage service
XHH 1102.2	Recognize the method of cleaning and upkeep of silver
XHH 1102.3	Organizing and upkeep of side stations
XHH 1102.4	Demonstrate & prepare different table cover for a la carte and table d'hôte
XHH 1102.5	Illustrate laying of table linen procedure
XHH 1102.6	Compose various design of napkin folds
XHH 1102.7	Develop the techniques of greeting, seating & order taking procedures for guest
XHH 1102.8	Implement the standard of service for food according to the order from guests
XHH 1102.9	Outline the various types of breakfast setup and service

---

### **Suggestive List of Experiments:**

1. Food Service areas – Induction & Profile of the areas
2. Ancillary F&B Service areas – Induction & Profile of the areas
3. Familiarization of F&B Service equipment
4. Care & Maintenance of F&B Service equipment
5. Cleaning / polishing of EPNS items by:
  - Plate Powder method
  - Polivit method
  - Silver Dip method
  - Burnishing Machine
6. Basic Technical Skills
  - Task-01: Holding Service Spoon & Fork
  - Task-02: Carrying a Tray / Salver
  - Task-03: Laying a Table Cloth
  - Task-04: Changing a Table Cloth during service
  - Task-05: Placing meal plates & Clearing soiled plates
  - Task-06: Stocking Sideboard
  - Task-07: Service of Water
  - Task-08: Using Service Plate & Crumbing Down
  - Task-09: Napkin Folds
  - Task-10: Changing dirty ashtray
  - Task-11: Cleaning & polishing glassware
7. TABLE LAY-UP & SERVICE
  - Task-01: A La Carte Cover
  - Task-02: Table d" Hote Cover
  - Task-03: English Breakfast Cover
  - Task-04: American Breakfast Cover
  - Task-05: Continental Breakfast Cover
  - Task-06: Indian Breakfast Cover
  - Task-07: Afternoon Tea Cover
  - Task-08: High Tea Cover
8. TRAY/TROLLEY SET-UP & SERVICE
  - Task-01: Room Service Tray Setup
  - Task-02: Room Service Trolley Setup
9. PROCEDURE FOR SERVICE OF A MEAL
  - Task-01: Taking Guest Reservations
  - Task-02: Receiving & Seating of Guests
  - Task-03: Order taking & Recording
  - Task-04: Order processing (passing orders to the kitchen)
  - Task-05: Sequence of service
  - Task-06: Presentation & Encashing the Bill
  - Task-07: Presenting & collecting Guest comment cards
  - Task-08: Seeing off the Guests

---

Task-09: Service of Hors d'oeuvres, Cheese, Dessert

10. Tea – Preparation & Service

11. Coffee - Preparation & Service

12. Juices & Soft Drinks - Preparation & Service

- Mocktails
- Juices, Soft drinks, Mineral water, Tonic water

13. Cocoa & Malted Beverages – Preparation & Service

**Text / Reference Books:**

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Graham 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
<b>C01</b>	3	-	-	-	-	-	-	-	-	-	2	1
<b>C02</b>	-	-	2	3	-	-	-	-	1	-	-	-
<b>C03</b>	-	-	-	-	1	3	1	-	-	-	-	-
<b>C04</b>	1	-	3	-	-	-	-	2	-	-	-	-
<b>C05</b>	3	2	-	-	-	-	-	1	-	-	-	-
<b>C06</b>	3	2	-	-	-	-	-	-	1	-	-	-
<b>C07</b>	3	-	-	-	-	-	-	-	-	-	2	1
<b>C08</b>	-	-	2	3	-	-	-	-	1	-	-	-
<b>C09</b>	-	-	-	-	1	3	1	-	-	-	-	-

<b>Course Code</b>	XHH1003			
<b>Course Title</b>	Front Office Operations - I			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

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

- **Familiarising, upkeep of classifications of hotels and room types**
- **Introducing the different characteristics, modes and sources of reservations**
- **Learning the requirements for an effective reservation system**
- **Understanding the tariff structures, room rates and meal plans**

**Course Outcome:**

XHH 1003.1	Compile the different classifications of hotels & types of rooms
XHH 1003.2	Implement the different tariff structures, room rates & plans
XHH 1003.3	Plan front office staff organization, functions, duties & responsibilities
XHH 1003.4	Evaluate the requirements, functions & importance of an effective reservations system
XHH 1003.5	Incorporate different characteristics, modes, sources, methods, enquiries & requests of reservations
XHH 1003.6	Apply Diary & Whitney System of reservation

**Course Content:**

1. INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY
  - A. Tourism and its importance
  - B. Hospitality and its origin
  - C. Hotels, their evolution and growth
  - D. Brief introduction to hotel core areas with special reference to Front Office
  
2. CLASSIFICATION OF HOTELS
  - A. Size
  - B. Star
  - C. Location & clientele
  - D. Ownership basis
  - E. Independent hotels



- 
- F. Management contracted hotel
  - G. Chains
  - H. Franchise/Affiliated
  - I. Supplementary accommodation
  - J. Time shares and condominium

3. TYPES OF ROOMS

- A. Single
- B. Double
- C. Twin
- D. Suits

4. TIME SHARE & VACATION OWNERSHIP

- A. What is time share? Referral chains & condominiums
- B. How is it different from hotel business?
- C. Classification of timeshares
- D. Types of accommodation and their size

5. FRONT OFFICE ORGANIZATION

- A. Function areas
- B. Front office hierarchy
- C. Duties and responsibilities
- D. Personality traits

6. HOTEL ENTRANCE, LOBBY AND FRONT OFFICE

- A. Layout
- B. Front office equipment (non automated, semi automated and automated)

7. BELL DESK

- A. Functions
- B. Procedures and records

**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
<b>CO1</b>	3	-	-	-	-	-	-	-	-	-	2	1
<b>CO2</b>	-	-	2	3	-	-	-	-	1	-	-	-
<b>CO3</b>	-	-	-	-	1	3	1	-	-	-	-	-

---

C04	1	-	3	-	-	-	-	2	-	-	-	
C05	3	2	-	-	-	-	-	1	-	-	-	-
C06	3	2	-	-	-	-	-	-	1	-	-	-

<b>Course Code</b>	XHH1103			
<b>Course Title</b>	Front Office Operations – I Lab			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

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

- Familiarising, upkeep of the front office equipments
- Introducing the designs of various forms and formats
- Learning how to handle reservations
- Recognising how to fill-in the various reservation forms

**Course Outcome:**

XHH 1103.1	Identify different Front Office equipment, forms and formats
XHH 1103.2	Design tariff card with rates for different room types
XHH 1103.3	Handle reservation enquiries over phone

---

XHH 1103.4	Fill-in and process reservation forms
XHH 1103.5	Handle diary and Whitney system of reservations

**Suggestive List of Experiments:**

1. Appraisal of front office equipment and furniture
2. Rack, Front desk counter & bell desk
3. Filling up of various proforma
4. Welcoming of guest
5. Telephone handling

**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
<b>C01</b>	3	-	1	2	-	-	-	-	-	-	-	-
<b>C02</b>	2	-	3	-	-	-	-	-	1	-	-	-
<b>C03</b>	3	1	-	-	-	-	-	2	-	-	-	-
<b>C04</b>	3	-	-	-	-	2	-	-	-	-	-	-
<b>C05</b>	3	-	-	-	-	2	-	-	-	-	-	-

<b>Course Code</b>	XHH1004			
<b>Course Title</b>	Accommodation Operations - I			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

XHH 1004.1	Able to describe the classification of hotels and guestroom based on different criteria
XHH 1004.2	Able to determine the placement of housekeeping as an important support department in the organization of hotel departments to achieve maximum efficiency in providing guest services
XHH 1004.3	Able to determine the types, use, maintenance, storage and selection of diverse cleaning equipment
XHH 1004.4	Able to review the types, use, storage and selection of cleaning agents used by housekeeping staff
XHH 1004.5	Able to appreciate the importance of maintaining different surfaces, such as metals, glass, plastics.

**Course Content:**

1. THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION  
Role of Housekeeping in Guest Satisfaction and Repeat Business
2. ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT
  - A. Hierarchy in small, medium, large and chain hotels
  - B. Identifying Housekeeping Responsibilities
  - C. Personality Traits of housekeeping Management Personnel.
  - D. Duties and Responsibilities of Housekeeping staff

---

E. Layout of the Housekeeping Department

3. CLEANING ORGANISATION

- A. Principles of cleaning, hygiene and safety factors in cleaning
- B. Methods of organising cleaning
- C. Frequency of cleaning daily, periodic, special
- D. Design features that simplify cleaning
- E. Use and care of Equipment

4. CLEANING AGENTS

- A. General Criteria for selection
- B. Classification
- C. Polishes
- D. Floor seats
- E. Use, care and Storage
- F. Distribution and Controls
- G. Use of Eco-friendly products in Housekeeping

5. COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES

- A. Metals
- B. Glass
- C. Leather, Leatherites, Rexines
- D. Plastic
- E. Ceramics
- F. Wood
- G. Wall finishes
- H. Floor finishes

6. INTER DEPARTMENTAL RELATIONSHIP

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel

7. USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT

**Text / Reference Books:**

**CO-PO Mapping:**

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



<b>Course Code</b>	XHH1104			
<b>Course Title</b>	Accommodation Operations - I Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

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

**Suggestive List of Experiments:**

1. Sample Layout of Guest Rooms
  - Single room
  - Double room
  - Twin room
  - Suite
2. Guest Room Supplies and Position
  - Standard room
  - Suite
  - VIP room special amenities
3. Cleaning Equipment-(manual and mechanical)
  - Familiarization
  - Different parts
  - Function
  - Care and maintenance

- 
4. Cleaning Agent
    - Familiarization according to classification
    - Function
  
  5. Public Area Cleaning (Cleaning Different Surface)
    - A. WOOD
      - polished
      - painted
      - Laminated
    - B. SILVER/ EPNS
      - Plate powder method
      - Polivit method
      - Proprietary solution (Silvo)
    - C. BRASS
      - Traditional/ domestic 1 Method
      - Proprietary solution 1 (brasso)
    - D. GLASS
      - Glass cleanser
      - Economical method (newspaper)
    - E. FLOOR - Cleaning and polishing of different types
      - Wooden
      - Marble
      - Terrazzo/mosaic
    - F. WALL - care and maintenance of different types and parts
      - Skirting
      - Dado
      - Different types of paints(distemper Emulsion, oil paint etc)
  
  6. Maid's trolley
    - Contents
    - Trolley setup
  
  7. Familiarizing with different types of Rooms, facilities and surfaces
    - Twin/ double
    - Suite
    - Conference, etc

**Text / Reference Books:**

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



---

**CO-PO Mapping:**

	Programme O								
	P O 1	P O 2	P O 3	P O 4	P O 5	P O 6	P O 7	P O 8	P O 9
C O 1	2	-	-	3	-	-	-	-	-
C O 2	2	-	-	-	-	1	-	-	1
C O 3	2	-	-	3	-	-	-	-	-
C O 4	-	-	2	-	-	-	-	-	2

<b>Course Code</b>	XHH1005			
<b>Course Title</b>	Nutrition & Food Science - I			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

### Learning Objective:

1. Knowledge of nutrients will help students to prepare healthy foods.
2. Knowledge of microorganisms will help students to preserve the foods from contamination and different techniques of food preservation can be practised by them.
3. Knowledge of sanitation and hygiene will help students to maintain compact sanitation in the kitchen and kitchen premises during preparation and handling of foods.
4. Knowledge of adulteration will help students to identify adulterated foods.

### Course Outcome

XHH 1006.1	Describe the sources, functions, effect of using calorie, carbohydrate, protein, fat, vitamins and minerals in daily diet.
XHH 1006.2	Explain the good and bad effect of microorganisms in food preparation.
XHH 1006.3	Classify types of microorganisms affecting food.
XHH 1006.4	Illustrate preservation methods of food.
XHH 1006.5	Compare and contrast adulterated and non-adulterated foods.
XHH 1006.6	Prioritize the maintenance of personal hygiene, kitchen hygiene and workstation hygiene.

### Course Content:

1. BASIC ASPECTS
  - Definition of the terms Health, Nutrition and Nutrients
  - Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.
  - Classification of nutrients
2. ENERGY
  1. Definition of Energy and Units of its measurement (Kcal)

- 
2. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)
  3. Factors affecting energy requirements
  4. Concept of BMR, SDA, Thermodynamic action of food
  5. Dietary sources of energy
  6. Concept of energy balance and the health hazards associated with Underweight, Overweight

### 3. MACRONUTRIENTS

#### Carbohydrates

- Definition
- Classification ( mono, di and polysaccharides)
- Dietary Sources
- Functions
- Significance of dietary fibre (Prevention/treatment of diseases)

#### Lipids

- Definition
- Classification : Saturated and unsaturated fats
- Dietary Sources
- Functions
- Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
- Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

#### Proteins

- Definition
- Classification based upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

### 4. MICRONUTRIENTS

#### A. Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
  - Fat soluble vitamins (Vitamin A, D, E, K)
  - Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

#### B. MINERALS

- Definition and Classification (major and minor)
- Food Sources, functions and significance of :  
Calcium, Iron, Sodium, Iodine & Fluorine

### 5. WATER

- Definition
- Dietary Sources (visible, invisible)
- Functions of water
- Role of water in maintaining health (water balance)

### 6. BALANCED DIET

- 
- Definition
  - Importance of balanced diet
  - RDA for various nutrients – age, gender, physiological state
7. MENU PLANNING
- Planning of nutritionally balanced meals based upon the three food group system
  - Factors affecting meal planning
  - Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.
  - Calculation of nutritive value of dishes/meals.
8. MASS FOOD PRODUCTION
- Effect of cooking on nutritive value of food (QFP)
9. NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH
- Need for introducing nutritionally balanced and health specific meals
  - Critical evaluation of fast foods
  - New products being launched in the market (nutritional evaluation)

**Text / Reference Books:**

1. **“FOOD SCIENCE” by B. Srilakshmi, “New Age Publications”**
2. **“FOOD SCIENCE AND NUTRITION” by Sunetra Roday, “Oxford Publications**
3. **“SANITATION AND HYGIENE” by Sunetra Roday, “Oxford Publications**
4. **“NUTRITION SCIENCE” by B. Srilakshmi, “New Age Publications**

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH1006			
<b>Course Title</b>	Hospitality French - I			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel Operations, viz. to help communicate in French, through the acquisition of a basic knowledge of listening, speaking, reading & writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

## **1. Leçon – 1 Voilà ...**

1.1 Situation de communication:

- Hôtel : réception
- Autocar

1.2 Savoir-faire:

- Saluer
- Remettre / montrer quelque chose
- Remercier

1.3 Grammaire

- article indéfini
- pluriel des noms
- voilà + adj. + nom
- adj. possessif singulier

---

1.4 Lexique relatif aux situations + Formules de politesse

1.5 Expressions utiles

1.6 Activités:

- exercices d'écoute
- exercices de prononciation
- mini dialogues
- jeu de rôle

## **2. Leçon – 2 Bonjour!**

2.1 Situation de communication:

- Aéroport
- Hôtel : réception
- Bar/restaurant

2.2 Savoir-faire

- Se présenter
- Accueillir

### 2.3 Grammaire

- être, s'appeler – au présent
- préposition + nom de lieu
- de + nom d'entreprise/ lieu
- article défini
- adverbes d'interrogation

### 2.4 Lexique relatif aux situations + jours de la semaine et mois de l'année

### 2.5 Expressions utiles

### 2.6 Activités:

- exercices d'écoute
- exercices de prononciation
- mini dialogues
- se présenter
- jeu de rôle

## 3. Leçon – 3 Réserver (J'ai une ...)

### 3.1 Situation de communication:

- Hôtel : réception
- Agence de voyages
- Bureau de change
- Site touristique

### 3.2 Savoir-faire:

- Accueillir
- Gérer un problème de communication

### 3.3 Grammaire

- avoir, pouvoir, vouloir – au présent
- c'est + adj.
- est-ce que ... ?
- verbes à l'infinitif
- verbes à l'impératif
- adj. interrogatif
- l'alphabet

### 3.4 Lexique relatif aux situations

### 3.5 Expressions utiles

### 3.6 Activités:

- exercices d'écoute
- exercices de prononciation
- mini dialogues
- jeu de rôle

### 3.7 Information culturelle – texte bilingue: les hotels français / indiens

## 4. Leçon –4 Se renseigner 1 (Une chambre pour ...)

### 4.1 Situation de communication:

- Agence de voyages

- 
- Hôtel : réception
  - Bar/restaurant

#### 4.2 Savoir-faire:

- Accueillir
- Attribuer une chambre

#### 4.3 Grammaire

- conditionnel présent – pouvoir, vouloir
- préposition: pour + indication de durée
- il y a
- nombres 1-60
- calendrier – la date
- l'heure

#### 4.4 Lexique relatif aux situations

#### 4.5 Expressions utiles

#### 4.6 Activités:

- exercices d'écoute
- exercices de prononciation
- mini dialogues
- jeu de rôle

#### 4.7 Information culturelle – texte bilingue: les hôtels: aménagements

### 5. Leçon –5 Se renseigner 2 (Il reste seulement ...)

#### 5.1 Situation de communication:

- Hôtel : réception
- Agence de voyages
- Bureau de change
- Magasin

#### 5.2 Savoir-faire:

- Accueillir
- Donner un prix

#### 5.3 Grammaire

- verbes en - er : au présent - un coup d'œil
- sur la formation
- préposition: pour + indication de quantité
- combien de ... ?
- il reste + nom

#### 5.4 Lexique relatif aux situations

#### 5.5 Expressions utiles

#### 5.6 Activités:

- exercices d'écoute



- 
- exercices de prononciation
  - mini dialogues
  - jeu de rôle

5.7 Information culturelle – texte bilingue: les hôtels: tarif

## 6. Leçon – 6 Régler (Est-ce que vous pouvez ...?)

6.1 Situation de communication:

- Hôtel : réception
- Bureau de change
- Bar/restaurant

6.2 Savoir-faire:

- Faire régler des formalités

6.3 Grammaire

- appeler – au présent
- verbes en –ir, -re au présent: un coup d’œil sur la formation
- la possession – préposition de
- préposition: pour + indication de but
- combien ... ?
- nombres (suite)
- adj. possessif (suite)

6.4 Lexique relatif aux situations

6.5 Expressions utiles

6.6 Activités:

- exercices d’écoute
- exercices de prononciation
- mini dialogues
- se présenter
- jeu de rôle
- bilan 1

6.7 Information culturelle – texte bilingue: les hôtels: les formalités

### Text / Reference Books:

1. A votre service 1 Français pour l’hôtellerie et le tourisme [Text book with CD] by Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan, Claude le Ninan, Asha Mokashi Publisher – Goyal Publishers
2. Bon voyage ! Méthode de français de l’hôtellerie et du tourisme pour débutants by Vasanthi Gupta, Malini Gupta, Usha Ramachandran Publisher – Goyal Publishers
3. Basic French Course for the Hotel Industry by Catherine Lobo, Sonali Jadhav
4. French for Hotel Management & Tourism Industry by S Bhattacharya Publisher – Frank Bros. & Co.

### CO-PO Mapping:



<b>Course Code</b>	XHH1007			
<b>Course Title</b>	English Communication			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

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

**Course Outcome:**

After the completion of the course, students will:

CO1	Understand English grammar, syntax and construct sentences.
CO2	Identify English synonyms and antonyms and enhance vocabulary.
CO3	Read passages and newspaper reports out loud confidently to improve speech and pronunciation.
CO4	Write essays and letters.
CO5	Converse fluently in terms of role playing and in group discussions.

**Course Content:**

1. NATURE AND THE PROCESS OF COMMUNICATION
  - 1.1 Introduction to Communication – meaning and scope
  - 1.2 Objectives and Principles of Communication
  - 1.3 Features of Communication
  - 1.4 Process of Communication
2. TYPES OF COMMUNICATION
  - 2.1 Categories of communication
    - Interpersonal communication
    - Mass communication
  - Forms of communication
    - Verbal communication

- 
- a. Oral communication
  - b. Written communication
    - Non-verbal communication
- 2.3 Formal and Informal Communication
- Vertical communication v/s Horizontal communication
  - Inter v/s Intra organizational communication
3. BARRIERS TO EFFECTIVE COMMUNICATION
- 3.1 Defining Barriers to communication
- 3.2 Types of Barriers –
- Physical or Environmental barriers
  - Semantic and Language barriers
  - Personal barriers • Emotional or Perceptual Barriers
  - Socio-psychological barriers
  - Physiological or Biological Barriers
  - Cultural Barriers
  - Organizational Barriers
4. READING
- 4.1 Importance of reading
- 4.2 Reading strategies
5. WRITTEN COMMUNICATION SKILLS
- 5.1 Meaning, Importance, Advantages and Disadvantages of written communication
- 5.2 Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation)
6. ORAL COMMUNICATION SKILLS
- 6.1 Meaning, Importance, Advantages and Disadvantages of oral communication
- 6.2 Essential qualities of a good speaker
- 6.3 Extempore, Debate and Elocution
7. NON –VERBAL COMMUNICATION
- 7.1 Introduction to body language
- 7.2 Understanding body language

**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)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
<b>C01</b>	1	-	-	-	-	-	-	2	2	-	1	-
<b>C02</b>	-	1	-	-	-	-	-	2	-	-	1	-
<b>C03</b>	-	-	-	2	-	-	-	-	-	-	1	-
<b>C04</b>	-	-	1	-	-	2	-	-	-	-	1	-
<b>C05</b>	2	2	-	2	2	1	1	3	2	2	1	-

<b>Course Code</b>	XHH1008			
<b>Course Title</b>	Computer Fundamentals			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	1	0	0	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome**

XHH 1005.1	Students will able to bridge the fundamental concepts of computer to achieve a detailed recognition with the current scenario.
XHH 1005.2	Students will able to understand Binary, Octal, Decimal and Hexa-Decimal number system and their arithmetic.
XHH 1005.3	Students will able to analyze the principal components of Computer Network and how it works.
XHH 1005.4	Students will able to describe how an operating system interacts with hardware and software and principal differences in various operating systems.
XHH 1005.5	Students will able to learn the difference between an operating system and an application program, and their functions.
XHH 1005.6	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. COMPUTER FUNDAMENTALS

- 
- 1.1 Computer definition, Features of Computer System
  - 1.2 Block Diagram of Computer System
  - 1.3 Input and Output Units of Computer System
    - Input devices (Keyboard, Pointing devices -Mouse, Joystick, Touch Screen, Light Pen, Stylus) Scanning devices (Optical Scanners, Bar Code readers, MICR, OCR, OMR), Image capturing devices(Digital Camera, Digital video camera),Audio input names
    - Output devices : Monitors Printers (Ink jet printer, Laser printer, Thermal printer, Dot matrix printer, Plotter, Photo printer)
    - Audio output device – (Speakers, Head phones)
  - 1.4 CPU, RAM, ROM
  - 1.5 Software – System, Application S/W
  - 1.6 Networks – Types - LAN, MAN, WAN & Topology
  - 1.7 Viruses – Types, Precautions
  2. WINDOWS
    - 2.1 Windows Features
    - 2.2 Terminologies - Desktop, Desktop Properties, (Popup Menu), Windows, Wallpaper, Icons, File, Folder
    - 2.3 Windows Explorer- (Assignment with files, folders)
    - 2.4 Accessories – Paint, Notepad, Calculator, Remote Desktop Connection
  3. DOS – (DISK OPERATING SYSTEM)
    - 3.1 Introduction & Features
    - 3.2 Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD
    - 3.3 External Commands - , ATTRIB, SCANDISK, TREE, MORE, EDIT
    - 3.4 Wildcards (question mark?, asterisk \*)
  4. MS-WORD
    - 4.1 File Menu: Save, Save As, Print, Page Setup
    - 4.2 Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case
    - 4.3 Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Text Box, Drop Cap, Symbol
    - 4.4 Page Layout: Margins, Page Break, Indent, Line Spacing
    - 4.5 Mailings Menu: Mail Merge
    - 4.6 Special Tools: Spelling & Grammar check, Word Count
  5. MS-EXCEL
    - 5.1 File Menu: Save, Save As, Print, Page Setup
    - 5.2 Home Menu: Drawing, Find and Replace, Insert Menu: Table, Pictures, Charts, Filter, Hyperlink, Word Art
    - 5.3 Page Layout Menu: Print area, Cell Width, Height, Scale
    - 5.4 Formulas Menu: Insert function, AUTOSUM, AVG, PER, MAX, MIN, COUNT, IF, Date& Time, Round
    - 5.5 Review Menu : Protect sheet
  6. MS-POWERPOINT
    - 6.1 File Menu: Save, Save As, Print, Page Setup
    - 6.2 Home Menu: Cut, Copy, Paste, Find, Replace, Format Painter, Bullets & Numbering, Change Case
    - 6.3 Insert Menu: Table, Pictures, Shapes, Smart Art, Chart, Hyperlink, Header & Footer, Video, Audio, Symbol
    - 6.4 Design Menu: Themes, Variants, Customize

- 6.5 Transitions: Slide, Timing
- 6.6 Animations: Add Animation, Effects
- 6.7 Slide Show: Start slide show, Setup, Monitor

7. INTERNET / E-MAIL

- 7.1 History
- 7.2 Pre-requisites for Internet, Role of Modem
- 7.3 Services – Emailing, Chatting, Surfing, Blog
- 7.4 Search Engines, Browsers, Dial Up, Domains, www, HTTP, URL
- 7.5 Broadband, Concepts of Web uploading, downloading, Skype
- 7.6 Threats – Spyware, Adware, Spam

8. E-COMMERCE AND ERP

- 8.1 Concepts of B-to-B, B to C
- 8.2 ERP concept, SAP Concepts

9. CLOUD COMPUTING & SOCIAL MEDIA

- 9.1 What is cloud computing? One drive, Create Hotmail/outlook/live.in account, Sway presentation
- 9.2 (using Hotmail /outlook/live.in)
- 9.3 What is Social Media and its usage/ advantages and disadvantages (Whatsaap/ Facebook)
- 9.4 Define Twitter and its usage.

10. MS-ACCESS

- 10.1 Table Creation, Fields, Data Type
- 10.2 Primary Key Concept
- 10.3 Add, Edit, and Delete records

**Text / Reference Books:**

1. Computers in Hotels By Seal Partho Pratim
2. Textbook of Computers for Hotel Management by S. Sharma
3. Computer Application by Soumya Ranjan Behera

**CO-PO Mapping:**

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



---

<b>C05</b>	1	-	-	-	-	1	-	-	-	-	-	-
<b>C06</b>	3	-	-	-	-	2	-	-	-	-	2	-

<b>Course Code</b>	XHH1105				
<b>Course Title</b>	Computer Fundamentals Lab				
<b>Category</b>	<b>BSC IN H &amp; HA</b>				
<b>LTP &amp; Credits</b>	L	T	P	Credits	
	0	0	2	1	
<b>Total Contact Hours</b>	12				
<b>Pre-requisites</b>	None				

**Learning Objective:**

**Course Outcome**

XHH 1105.1	Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
XHH 1105.2	Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
XHH 1105.3	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. To create files, directories, to make changes in existing files (DOS)
2. Create Folders, change date/time, Change desktop settings, Create File and Folder (WINDOWS)



---

## Detail Syllabus BSC IN H & HA Semester-2

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

4		XHH2004	Accommodation Operations - II	2	0	0	2
5		XHH2005	Nutrition & Food Science - II	2	0	0	2
6		XHH2006	Hospitality French - II	2	0	0	2
7		XHH2007	Introduction to Accountancy	2	0	0	2
8		XHH2008	Principles & Practices of Management	2	0	0	2
<b>PRACTICAL</b>							
1		XHH2101	Food Production & Pâtisserie – II Lab	0	0	3	1
2		XHH2102	Food & Beverage Service – II Lab	0	0	3	1
3		XHH2103	Front Office Operations – II Lab	0	0	2	1
4		XHH2104	Accommodation Operations –II Lab	0	0	2	1
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

<b>Course Code</b>	XHH2001			
<b>Course Title</b>	Food Production & Pâtisserie - II			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

---

**Learning Objective:**

To develop an intelligent interest in basic commodities, both raw and processed, generally used in catering. Including

the production and distribution by a systematic and practical study of the market. The students will have a

discriminating appreciation of the qualities and standards of commodities better available in the market and their

suitability for different purposes.

**Course Outcome**

XHH 2001.1	Students will 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 etc. and will able to apply their suitability for different purposes in culinary world.
XHH 2001.2	Students will able to analyze different types of dairy products like milk, cheese, butter, in respect to their manufacturing and availability in the market and apply their suitability for different purposes in the culinary world.
XHH 2001.3	Students will able to define different types of raising agents constituents, market brand names in respect to their manufacturing and availability in the market and their suitability for different purposes in the culinary world in writing.
XHH 2001.4	Students will able to define different types, rolls and uses of convenience food and apply their uses in culinary world.
XHH 2001.5	Students will able to define Tea, Coffee, Cocoa in terms of manufacturing process and types available and will able to apply the same in the culinary world.
XHH 2001.6	Students will able to acquire knowledge in different aspects of quantity food preparation in terms of different aspects of menu planning and recipe building and will able to comprehend planning and organizing regarding the same.
XHH 2001.7	Students will able to define the basic principles of bakery and will able to apply the same in the culinary world.

**Course Content:**

## 1. RICE, CEREALS

- Growth & cultivation of different types
- Methods of processing

- 
- Forms in which the products are available in the market and their vernacular and English names & uses
2. Flour
    - Structure of wheat
    - Types of Wheat
    - Types of Flour
    - Processing of Wheat – Flour
    - Uses of Flour in Food Production
    - Cooking of Flour (Starch)
  3. PULSES
    - Growth & cultivation of different types
    - Methods of processing
    - Forms in which the products are available in the market and their vernacular and English names & uses
  4. ELEMENTARY PASTAS
    - Method of manufacturing
    - Range available in the market
  5. MILK
    - Forms in which available & processing
    - Pasteurisation – Homogenisation
  6. CHEESE
    - Introduction
    - Processing of Cheese
    - Types of Cheese
    - Classification of Cheese
    - Curing of Cheese
    - Uses of Cheese
  7. BUTTER
    - Types and form in which available
  8. FATS & OILS
    - Sources & Processing
    - Vanaspati, Margarine, Refined, Double Refined, unrefined & uses
  9. HERBS, SPICES & CONDIMENTS
    - Classification, identification, vernacular & English names
  10. MASALAS
    - Different masalas used in Indian cookery
  11. CONVENIENCE FOOD
    - Rolls: Types & Advantages

---

## 12. TEA, COFFEE, COCOA CULTIVATION, PROCESSING

- Types & forms in which available in the market & the uses

## 13. MEAT COOKERY

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offals)
- Poultry

(With menu examples of each)

## 14. FISH COOKERY

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

## 15. HOT & COLD DESSERTS

- Simple Hot and Cold Puddings
- Mousse, Soufflé & Bavarois

## 16. PASTRY

- Short crust
- Laminated
- Choux
- Hot water/Rough puff
- Recipes and methods of preparation
- Differences
- Uses of each pastry
- Care to be taken while preparing pastry
- Role of each ingredient
- Temperature of baking pastry

## 17. PASTRY CREAMS

- Basic pastry creams
- Uses in confectionery

Preparation and care in production

---

**Text / Reference Books:**

**FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman; I. Mackeller FOOD SELECTION & PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 Montagne LAROUSSE GASTRONOMIQUE Hamlyn Publishing Group Ltd. London .**

**A Professional Text To Bakery And Confectionary –by John J. Kingslee (Author)**

**Textbook of Bakery and Confectionery: Second Edition –by Ashokkumar Y**

**Fundamental of Baking Hardcover – 1 January 2021by Amit Vohra**

**Theory of Bakery and Patisserie-By Parvinder.S.Bali**



---

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH2101			
<b>Course Title</b>	Food Production & Pâtisserie – II Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

To develop an intelligent interest in basic commodities, both raw and processed, generally used in catering. Including

the production and distribution by a systematic and practical study of the market. The students will have a

discriminating appreciation of the qualities and standards of commodities better available in the market and their suitability for different purposes.

---

### Course Outcome

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

### Suggestive List of Experiments:

#### COOKERY PRACTICAL

1. MEAT COOKERY
  - Identification of various cuts of Meat
  - Carcass demonstration
  - Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
  - Preparation of meat dishes: Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, leg of Lamb, beef
2. POULTRY COOKERY
  - Identification of various cuts of Poultry
  - Preparation of basic cuts
  - Preparation of poultry dishes: Roast chicken, grilled chicken
3. FISH COOKERY
  - Fish-Identification & Classification
  - Cuts and Folds of fish
  - Preparation of fish dishes: Fish only, à l'anglaise, colbert, meunière, poached, baked
4. PREPARATION OF INTERNATIONAL SOUPS
5. HOT / COLD DESSERTS
6. Caramel Custard
  - Bread and Butter Pudding
  - Queen of Pudding
  - Soufflé – Lemon / Pineapple
  - Mousse (Chocolate Coffee)
  - Bavaroise
  - Diplomat Pudding
  - Apricot Pudding
  - Steamed Pudding - Albert Pudding, Cabinet Pudding
7. PREPARATION OF THREE-COURSE MENUS

---

## BAKERY PRACTICAL

### 8. PASTRY

- Demonstration and Preparation of dishes using varieties of Pastry
- Short Crust – Jam tarts, Turnovers
- Laminated – Laminated pastries – Puff , Flaky - Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Éclairs, Profiteroles
- Basic Pastry making & their Derivatives
- Hot water crust Pastry
- Suet Pastry
- Fillings used in Pastry – Pastry Cream & its varieties
- Ganache
- Mousse & Mousseline
- Cream Chantily

### **Text / Reference Books:**

#### **FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman&I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 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**

**Cooking with the Indian Masters ( Prashad)J Kalra**

**Ma Cuisine--- A Escoffier, Larder Chef.**

---

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH2002			
<b>Course Title</b>	Food & Beverage Service - II			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	None			

**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

XHH 2002.1	Restate different non-alcoholic beverages with their preparation and services.
XHH 2002.2	Gain insight into the manufacturing, styles, storage and service of beer
XHH 2002.3	Develop & interpret the concepts & role of Spirits as Alcoholic Beverages in hospitality industry.
XHH 2002.4	Differentiate & compile the various liqueurs and bitters for hotel Industry effectiveness.
XHH 2002.5	Interrelate and evaluate the intricate process of growing grapes and producing still and sparkling wines around the globe.

### Course Content:

1. TOBACCO
  - History
  - Processing for cigarettes, pipe tobacco & cigars
  - Cigarettes – Types and Brand names
  - Pipe Tobacco – Types and Brand names
  - Cigars – shapes, sizes, colours and Brand names
  - Care and Storage of cigarettes & cigars
2. ALCOHOLIC BEVERAGE
  - A. Introduction and definition
  - B. Production of Alcohol
    - Fermentation process
    - Distillation process
  - C. Classification with examples
3. DISPENSE BAR
  - A. Introduction and definition
  - B. Bar layout – physical layout of bar
  - C. Bar stock – alcohol & non alcoholic beverages
  - D. Bar equipment
4. WINES
  - A. Definition & History
  - B. Classification with examples
    - Table/Still/Natural
    - Sparkling

- 
- Fortified
  - Aromatized
  - C. Production of each classification
  - D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
    - France
    - Germany
    - Italy
    - Spain
    - Portugal
  - E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
    - USA
    - Australia
    - India
    - Chile
    - South Africa
    - Algeria
    - New Zealand
  - F. Food & Wine Harmony
  - G. Storage of wines
  - H. Wine terminology (English & French)
5. BEER
- A. Introduction & Definition
  - B. Types of Beer
  - C. Production of Beer
  - D. Storage
6. SPIRITS
- A. Introduction & Definition
  - B. Production of Spirit
    - Pot-still method
    - Patent still method
  - C. Production of
    - Whisky
    - Rum
    - Gin
    - Brandy
    - Vodka
    - Tequilla
  - D. Different Proof Spirits
    - American Proof
    - British Proof (Sikes scale)
    - Gay Lussac (OIML Scale)
7. APERITIFS
- A. Introduction and Definition
  - B. Types of Aperitifs
    - Vermouth (Definition, Types & Brand names)
    - Bitters (Definition, Types & Brand names)

---

8. LIQUEURS

- A. Definition & History
- B. Production of Liqueurs
- C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

9. COCKTAILS & MIXED DRINKS

- A. Definition and History
- B. Classification
- C. Recipe, Preparation and Service of Popular Cocktails

**Text / Reference Books:**

- **Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher:ELBS**
- **Food & Beverage Service Management – Brian Varghes**
- **The Waiter - Handbook By Graham 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
<b>C01</b>	3	-	-	-	-	-	-	-	-	-	2	1
<b>C02</b>	-	-	2	3	-	-	-	-	1	-	-	-
<b>C03</b>	-	-	-	-	1	3	1	-	-	-	-	-
<b>C04</b>	1	-	3	-	-	-	-	2	-	-	-	-
<b>C05</b>	3	2	-	-	-	-	-	1	-	-	-	-

<b>Course Code</b>	XHH2102			
<b>Course Title</b>	Food & Beverage Service – II Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	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**

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



---

## Suggestive List of Experiments:

1. Service of Tobacco
  - Cigarettes & Cigars
  
2. Dispense Bar – Organizing Mise-en-place
  - Task-01 Wine service equipment
  - Task-02 Beer service equipment
  - Task-03 Cocktail bar equipment
  - Task-04 Liqueur / Wine Trolley
  - Task-05 Bar stock - alcoholic & non-alcoholic beverages
  - Task-06 Bar accompaniments & garnishes
  - Task-07 Bar accessories & disposables
  
3. Service of Wines
  - Task-01 Service of Red Wine
  - Task-02 Service of White/Rose Wine
  - Task-03 Service of Sparkling Wines
  - Task-04 Service of Fortified Wines
  - Task-05 Service of Aromatized Wines
  - Task-06 Service of Cider, Perry & Sake
  
4. Service of Aperitifs
  - Task-01 Service of Bitters
  - Task-02 Service of Vermouths
  - Service of Beer
    - Task-01 Service of Bottled & canned Beers
    - Task-02 Service of Draught Beers
  
5. Service of Spirits
  - Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
  - Task-02 Service of Whisky
  - Task-03 Service of Vodka
  - Task-04 Service of Rum
  - Task-05 Service of Gin
  - Task-06 Service of Brandy
  - Task-07 Service of Tequila
  
6. Service of Liqueurs
  - Task-01 Service styles – neat/on-the-rocks/with cream/en frappe
  - Task-02 Service from the Bar
  - Task-03 Service from Liqueur Trolley
  - Wine & Drinks List
    - Task-01 Wine Bar
    - Task-02 Beer Bar
    - Task-03 Cocktail Bar
  
7. Preparation and service of Cocktails
  - Martini – Dry & Sweet
  - Manhattan – Dry & Sweet
  - Dubonnet
  - Roy-Roy
  - Bronx
  - White Lady
  - Pink Lady
  - Side Car

- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Pimm's Cup – no. 1,2,3,4,5
- Flips
- Noggs
- Champagne Cocktail
- Between the Sheets
- Daiquiri
- Bloody Mary
- Screw Driver
- Tequilla Sunrise
- Gin-Sling
- Planters Punch
- Singapore Sling
- Pinacolada
- Rusty Nail
- B&B
- Black Russian
- Margarita
- Gimlet – Dry & Sweet
- Cuba Libre
- Whisky Sour
- Blue Lagoon
- Harvey Wall Banger
- Bombay Cocktail Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

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

- Continental Cuisine
- Indian Regional Cuisine

**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 Outcome						
	PO1	PO2	PO3	PO4	PO5	PO6	PO7
<b>CO1</b>	3	-	-	-	-	-	-
<b>CO2</b>	-	-	2	3	-	-	-
<b>CO3</b>	-	-	-	-	1	3	1
<b>CO4</b>	1	-	3	-	-	-	-
<b>CO5</b>	3	2	-	-	-	-	-
<b>CO6</b>	3	2	-	-	-	-	-

<b>Course Code</b>	XHH2003			
<b>Course Title</b>	Front Office Operations - II			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			

<b>Pre-requisites</b>	None
-----------------------	------

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

- Familiarising front office layout and importance of lobby
- Introducing the concept registration and pre-registration process.
- Learning how to make group reservations
- Understanding the various compiled reports

**Course Outcome**

XHH 2003.1	Plan the front desk layout, it's l design & material used
XHH 2003.2	Incorporate handling special si
XHH 2003.3	Compile different reports & sta reception area, duties, respons of all front desk staff
XHH 2003.4	Apply pre-registration procedi procedures, departure procedi reservation terminologies
XHH 2003.5	Create group reservations
XHH 2003.6	Evaluate importance of effectiv & particularly Housekeeping

**Course Content:**

1. **TARIFF STRUCTURE**
  - A. Basis of charging
  - B. Plans, competition, customer"s profile, standards of service & amenities
  - C. Hubbart formula
  - A. Information services
  - B. Message and Mail Handling
  - C. Key Handling
  - D. Room selling technique
  - E. Hospitality desk
  - F. Complaints handling
  - G. Guest handling
  - H. Guest history

- D. Different types of tariffs
  - Rack Rate
  - Discounted Rates for Corporates, Airlines, Groups & Travel Agents

2. **FRONT OFFICE AND GUEST HANDLING**

- Introduction to guest cycle
- Pre arrival
- Arrival
- During guest stay
- Departure
- After departure

3. **RESERVATIONS**

- A. Importance of reservation
- B. Modes of reservation
- C. Channels and sources (FITs, Travel Agents, Airlines, GITs)
- D. Types of reservations (Tentative, confirmed, guaranteed etc.)
- E. Systems (non automatic, semi automatic fully automatic)
- F. Cancellation
- G. Amendments
- H. Overbooking

4. **ROOM SELLING TECHNIQUES**

- A. Up selling
- B. Discounts

5. **ARRIVALS**

- A. Preparing for guest arrivals at Reservation and Front Office
- B. Receiving of guests
- C. Pre-registration
- D. Registration (non automatic, semi automatic and automatic)
- E. Relevant records for FITs, Groups, Air crews & VIPs

6. **DURING THE STAY ACTIVITIES**

7. **FRONT OFFICE CO-ORDINATION**

With other departments of hotel

---

**Text / Reference Books:**

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

**CO-PO Mapping:**

	Programme Outcomes									
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10
C01	3	-	-	1	-	-	-	-	2	-
C02	2	3	-	-	-	-	-	1	-	-
C03	-	-	3	2	-	-	-	-	-	1
C04	2	1	-	-	-	-	-	2	-	-

<b>Course Code</b>	XHH2103			
<b>Course Title</b>	Front Office Operations - II Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

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

- **Handling FIT and group reservations**
- **Solving overbooking problems and reservation situations**
- **Understanding the soft skills required in handling reservations**

#### **Course Outcome**

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

**Course Outcome:**

#### **Suggestive List of Experiments:**

1. Role play:
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging
  
2. Complete various Tasks on Hotel Software
  - a) Create and update guest profiles
  - b) Make FIT reservation
  - c) Send confirmation letters
  - d) Printing registration cards
  - e) Make an Add-on reservation
  - f) Amend a reservation

- 
- g) Cancel a reservation-with deposit and without deposit
  - h) Log onto cashier code
  - i) Process a reservation deposit
  - j) Pre-register a guest
  - k) Put message and locator for a guest
  - l) Put trace for guest
  - m) Check in a reserved guest
  - n) Check in day use
  - o) Check –in a walk-in guest
  - p) Maintain guest history
  - q) Issue a new key
  - r) Verify a key
  - s) Cancel a key
  - t) Issue a duplicate key
  - u) Extend a key
  - v) Programme keys continuously
  - w) Re-programme keys
  - x) Programme one key for two rooms

**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
<b>C01</b>	3	-	-	1	-	-	-	-	2	-	-	-
<b>C02</b>	2	3	-	-	-	-	-	1	-	-	-	-
<b>C03</b>	-	-	3	2	-	-	-	-	-	1	-	-
<b>C04</b>	2	1	-	-	-	-	-	2	-	-	-	-

<b>Course Code</b>	XHH2004			
<b>Course Title</b>	Accommodation Operations - II			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome**

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

**Course Content:**

1. ROOM LAYOUT AND GUEST SUPPLIES
  - A. Standard rooms, VIP ROOMS
  - B. Guest's special requests
2. AREA CLEANING
  - A. Guest rooms
  - B. Front-of-the-house Areas
  - C. Back-of-the house Areas
  - D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.
3. ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT

- 
- A. Reporting Staff placement
  - B. Room Occupancy Report
  - C. Guest Room Inspection
  - D. Entering Checklists, Floor Register, Work Orders, Log Sheet.
  - E. Lost and Found Register and Enquiry File
  - F. Maid's Report and Housekeeper's Report
  - G. Handover Records
  - H. Guest's Special Requests Register
  - I. Record of Special Cleaning
  - J. Call Register
  - K. VIP Lists

4. TYPES OF BEDS AND MATTRESSES

5. PEST CONTROL

- A. Areas of infestation
- B. Preventive measures and Control measure

6. KEYS

- A. Types of keys
- B. Computerised key cards
- C. Key control

**Text / Reference Books:**

● **CO-PO Mapping:**

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



<b>Course Code</b>	XHH2104			
<b>Course Title</b>	Accommodation Operations – II Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome**

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

**Suggestive List of Experiments:**

1. Servicing guest room(checkout/ occupied and vacant)
  - A. ROOM
    - Task 1- open curtain and adjust lighting
    - Task 2-clean ash and remove trays if any
    - Task 3- strip and make bed
    - Task 4- dust and clean drawers and replenish supplies
    - Task 5-dust and clean furniture, clockwise or anticlockwise
    - Task 6- clean mirror
    - Task 7- replenish all supplies
    - Task 8-clean and replenish minibar
    - Task 9-vaccum clean carpet
    - Task 10- check for stains and spot cleaning
  - B. BATHROOM
    - Task 1-disposed soiled linen
    - Task 2-clean ashtray
    - Task 3-clean WC
    - Task 4-clean bath and bath area
    - Task 5-wipe and clean shower curtain
    - Task 6- clean mirror

---

Task 7-clean tooth glass  
Task 8-clean vanity unit  
Task 9- replenish bath supplies  
Task 10- mop the floor

2. Bed making supplies (day bed/ night bed)
  - Step 1-spread the first sheet(from one side)
  - Step 2-make miter corner (on both corner of your side)
  - Step 3- spread second sheet (upside down)
  - Step 4-spread blanket
  - Step 5- Spread crinkle sheet
  - Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)
  - Step 7- tuck the folds on your side
  - Step 8- make miter corner with all three on your side
  - Step 9- change side and finish the bed in the same way
  - Step 10- spread the bed spread and place pillow
3. Records
  - Room occupancy report
  - Checklist
  - Floor register
  - Work/ maintenance order]
  - Lost and found
  - Maid"s report
  - Housekeeper"s report
  - Log book
  - Guest special request register
  - Record of special cleaning
  - Call register
  - VIP list
  - Floor linen book/ register
4. Guest room inspection
5. Minibar management
  - Issue
  - stock taking
  - checking expiry date
6. Handling room linen/ guest supplies
  - maintaining register/ record
  - replenishing floor pantry
  - stock-taking
7. Guest handling
  - Guest request
  - Guest complaints

**Text / Reference Books:**

● **CO-PO Mapping:**

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

<b>Course Code</b>	XHH2005			
<b>Course Title</b>	Nutrition & Food Science - II			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

1. Knowledge of the effect of heat on nutrients will help students to minimize nutrient loss during food preparation.
2. Knowledge of chemicals present in foods will help students to utilize them in the best possible ways.
3. Knowledge of various nutrients will help students to incorporate good food practice and combat malnutrition.
4. Knowledge of proper sanitation and hygiene will help to prevent food contamination.

**Course Outcome**

XHH 2005.1	Explain the effects of cooking on carbohydrate, protein, fat, vitamins and minerals.
XHH 2005.2	Outline a daily menu based on a balanced diet.
XHH 2005.3	Discuss the types of vegetable pigments and the effect of food processing and cooking on them.
XHH 2005.4	Identify the causes of malnutrition
XHH 2005.5	Plan a hygienic way to handle foods, related equipment and proper garbage disposal methods to prevent contamination.
XHH 2005.6	List the percentage composition of commonly used foodstuffs.

**Course Content:**

1. FOOD SCIENCE CONCEPTS
  - 4.1 pH- Definition and its relevance in food industry.
  - 4.2 Desirable browning reactions in food.
  - 4.3 Undesirable browning and its prevention

---

#### 4.4 Important terminologies (Definitions)

Boiling Point, Boiling Under Pressure, Melting Point, Evaporation,, Sol, Gel, Emulsion, Foam

## 2. FOOD ADULTERATION

5.1 Food Standards in India (Compulsory – Fruit product order, Meat product order, milk & milk product order, Solvent extracted Oils and Vegetable products control order and Standards on weights and measures. Voluntary – Bureau of Indian Standards and Agmark)

5.2 Common food adulterants and the test to detect them in following Food Stuffs: Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina, Ghee, Butter and Oil

## 3. FOOD ADDITIVES

6.1 Definition

6.2 Types of Food Additives

## 4. FOOD PRESERVATION AND STORAGE

7.1 General guidelines and rules for storage of all types of food stuffs

7.2 Different storage area (Dry, Refrigerated, Freezer)

- Requirements of each
- Pasteurization, Canning

## 5. PERSONAL HYGIENE FOR FOOD HANDLERS

8.1 Necessity of personal hygiene

8.2 Good health of Staff

8.3 Sanitary practices while holding and cooking food

8.4 Protective clothing

## 6. HYGIENE AND SANITATION IN FOOD PRODUCTION AND SERVICE AREA

9.1 Danger Zone

9.2 Cross Contamination

9.3 Protective display of food

9.4 Pest Control (Importance and control measures for common pest in Hotel Industry)

9.5 Food Spoilage (Detection and Prevention)

9.6 HACCP (Importance and Usage)

## 7. MICROBIOLOGY

10.1 Harmful and useful micro-organisms In Food Industry (Bacteria, Yeast, Mould, Fungi)

10.2 Difference between food poisoning and food infection

### **Text / Reference Books:**

- 1. "FOOD SCIENCE" by B. Srilaksmi, "New Age Publications"**
- 2. "FOOD SCIENCE AND NUTRITION" by Sunetra Roday, "Oxford Publications"**
- 3. "NUTRITION SCIENCE" by B. Srilaksmi, "New Age Publications"**
- 4. "SANITATION AND HYGIENE" by Sunetra Roday, "Oxford Publications"**

• **CO-PO Mapping:**

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

<b>Course Code</b>	XHH2006			
<b>Course Title</b>	Hospitality French - II			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome**

---

XHH 2006.1	
XHH 2006.2	
XHH 2006.3	
XHH 2006.4	
XHH 2006.5	
XHH 2006.6	

### **Course Content:**

#### **1. Leçon 1 Réclamation (Je suis désolé ...)**

##### 1.1 Situation de communication:

- 1.1.1 Hôtel : réception
- 1.1.2 Bureau de change
- 1.1.3 Bar/Restaurant
- 1.1.4 Chambre
- 1.1.5 Site touristique

##### 1.2 Savoir-faire:

- 1.2.1 Gérer un problème
- 1.2.2 S'excuser

##### 1.3 Grammaire

- 1.3.1 ouvrir, offrir, couvrir – au présent
- 1.3.2 verbe pronominal (ex. se dépêcher)– au présent
- 1.3.3 verbe pronominal au présent – un coup d'œil sur la formation
- 1.3.4 la négation

##### 1.4 Lexique relatif aux situations

##### 1.5 Expressions utiles

##### 1.6 Activités:

- 1.6.1 exercices d'écoute
- 1.6.2 exercices de prononciation
- 1.6.3 mini dialogues
- 1.6.4 jeu de rôle

##### 1.7 Information culturelle – l'hôtel: des problèmes à gérer

#### **2. Leçon 2 Au restaurant (Par ici, s'il vous plaît ...)**

##### 2.1 Situation de communication:

- 2.1.1 Restaurant
- 2.1.2 Hôtel : réception
- 2.1.3 Agence de voyages

- 
- 2.2 Savoir-faire:
    - 2.2.1 Placer
    - 2.2.2 Prendre une commande
    - 2.2.3 Lire un menu
  - 2.3 Grammaire
    - 2.3.1 aller – au présent
    - 2.3.2 prendre, manger, boire – au présent et au futur proche
    - 2.3.3 futur proche des verbes – un coup d’œil sur la formation
    - 2.3.4 adverbess de quantité + nom
    - 2.3.5 article partitif
  - 2.4 Lexique relatif aux situations
  - 2.5 Expressions utiles
  - 2.6 Activités:
    - 2.6.1 exercices d’écoute
    - 2.6.2 exercices de prononciation
    - 2.6.3 mini dialogues
    - 2.6.4 jeu de rôle
    - 2.7 Information culturelle – texte bilingue: les repas, l’apéritif
- 3. Leçon 3 Commander (Est-ce que vous avez choisi ... ?)**
- 3.1 Situation de communication:
    - 3.1.1 Restaurant
    - 3.1.2 Agence de voyages
  - 3.2 Savoir-faire:
    - 3.2.1 Prendre une commande
    - 3.2.2 Décrire des plats
    - 3.2.3 Conseiller des plats
  - 3.3 Grammaire
    - 3.3.1 verbes en –er (parler), –ir (choisir), –re (attendre) –au passé composé avec avoir/être: un coup d’œil sur la formation
    - 3.3.2 sujet + vous + verbe
    - 3.3.3 qu’est-ce que ... ?
    - 3.3.4 adverbess de quantité (suite)
  - 3.4 Lexique relatif aux situations
  - 3.5 Expressions utiles
  - 3.6 Activités:
    - 3.6.1 exercices d’écoute
    - 3.6.2 exercices de prononciation
    - 3.6.3 mini dialogues
    - 3.6.4 jeu de rôle



---

3.7 Information culturelle – texte bilingue: la cuisine indienne/non-européenne

#### **4. Leçon 4 Le menu (Quelle cuisson?)**

4.1 Situation de communication:

4.4.1 Restaurant

4.4.2 Site touristique

4.2 Savoir-faire:

4.2.1 Prendre une commande

4.2.2 Demander des précisions

4.3 Grammaire

4.3.1 futur simple – pouvoir, vouloir, être, avoir

4.3.2 verbes réguliers en –er, –ir, –re – au futur simple: un coup d’œil sur la formation

4.3.3 en, comme + nom

4.4 Lexique relatif aux situations

4.5 Expressions utiles

4.6 Activités:

4.6.1 exercices d’écoute

4.6.2 exercices de prononciation

4.6.3 mini dialogues

4.6.4 jeu de rôle

4.7 Information culturelle – texte bilingue: la gastronomie

#### **5. Leçon 5 Vins (Le rouge est plus ...)**

5.1 Situation de communication:

5.1.1 Restaurant

5.1.2 Agence de voyages

5.1.3 Magasin

5.2 Savoir-faire:

5.2.1 Décrire des vins

5.2.2 Comparer

5.3 Grammaire

5.3.1 futur simple - prendre

5.3.2 le comparatif et le superlatif

5.3.3 comment ... ?

5.3.4 préposition: entre

5.4 Lexique relatif aux situations

5.5 Expressions utiles

5.6 Activités:

5.6.1 exercices d’écoute

5.6.2 exercices de prononciation

- 
- 5.6.3 mini dialogues
  - 5.6.4 jeu de rôle

5.7 Information culturelle – texte bilingue: les Français et les vins

## 6. Leçon 6 Régler (Cela fait ... )

6.1 Situation de communication:

- 6.1.1 Hôtel : réception
- 6.1.2 Restaurant
- 6.1.3 Magasin
- 6.1.4 Agence de voyages
- 6.1.5 Site touristique

6.2 Savoir-faire:

- 6.2.1 Faire régler une note, une addition, une facture
- 6.2.2 La monnaie

6.3 Grammaire

- 6.3.1 faire – au présent, au futur
- 6.3.2 COD – le, la, l', les
- 6.3.3 préposition: en, par + nom

6.4 Lexique relatif aux situations

6.5 Expressions utiles

6.6 Activités:

- 6.6.1 exercices d'écoute
- 6.6.2 exercices de prononciation
- 6.6.3 mini dialogues
- 6.6.4 jeu de rôle
- 6.6.5 bilan 2

6.7 Information culturelle – texte bilingue: les modes de règlement

### Text / Reference Books:

### CO-PO Mapping:

<b>Course Code</b>	XHH2007
<b>Course Title</b>	Introduction to Accountancy
<b>Category</b>	<b>BSC IN H &amp; HA</b>

LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

**Learning Objective:**

**Course Outcome**

XHH 2007.1	Explain the terminologies used in Accountancy.
XHH 2007.2	Classify different types of Accounts.
XHH 2007.3	Design Journal, Ledger and Trial Balance.
XHH 2007.4	Construct Special Function Books.
XHH 2007.5	Compose Cash Book and Petty Cash Book.
XHH 2007.6	Invent Trading Account, Profit and Loss Account and Balance Sheet with adjustments.

**Course Content:**

1. INTRODUCTION TO ACCOUNTING
  - 1.1 Terms and terminologies used in Accounting
  - 1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting
  
2. DOUBLE ENTRY SYSTEM OF BOOK - KEEPING
  - 2.1 Nature, Advantages and Principles
  - 2.2 Classification of Accounts
  - 2.3 Golden rules of Debit and Credit
  - 2.4 Accounting Concepts and Conventions
  - 2.5 Capital, Revenue and Deferred Revenue Expenditures and Incomes
  
3. JOURNAL AND LEDGER
  - 3.1 Practical problems on Journalizing- simple entries
  - 3.2 Posting into Ledger & Balancing of Ledger Accounts
  
4. SPECIAL FUNCTIONS BOOK
  - 4.1 Advantages and Format of Special Functions Book
  - 4.2 Practical problems on preparation of Special Functions Books
  
5. CASH BOOK
  - 5.1 Introduction and types of Cash book



---

<b>Course Code</b>	XHH2008			
<b>Course Title</b>	Principles & Practices of Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

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

- Familiarising various method of Management
- Recognise Management & supervisory skills
- Learning the practice of Management strategies in hospitality industry
- Understanding different component of Management

**Text / Reference Books:**

**Kotter, J. P “What Effective General Managers Really Do,” .**

**“Great Ideas in Management” by Parkinson C N and Rustomji M K and Sapre S A**

**“Management: Principles and Practice” by S K Mandal**

---

**CO Mapping:**

By the end of the course the student would be able to :

CO 1. Appreciate the importance and evolution of Management thought and Functions

CO 2. Explain the management functions and analyse problems from the functional perspective

CO 3. Appreciate the need for coordination across functions for meeting project and organizational goals

CO 4. Understand the assorted leadership styles and theories and their application

CO 5. Appreciate the linkage of functions executed at the workplace and professional identity

CO 6. Appreciate the importance of the ethical dimension in discharge of functions

CO 7. Appreciate and Understand the importance and application of communication in an organizational setting

**CO-PO Mapping:**

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

**Course Outcome:****Course Content:**

1. INTRODUCTION
  - 1.1 Management defined
  - 1.2 Levels of management

- 
- 1.3 Managerial skills
  - 1.4 Managerial role
  - 1.5 External & Internal factors that affect management
2. MANAGEMENT THOUGHT: A JOURNEY SINCE INCEPTION
- 2.1 F.W. Taylor's Scientific Management Theory
  - 2.2 Henry Fayol's Management Theory
  - 2.3 Modern Day Management theory in brief
3. PLANNING & DECISION MAKING
- A Planning
    - 3.1 Definition
    - 3.2 Nature & Importance of Planning, advantages & disadvantages
    - 3.3 Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets
    - 3.4 Steps in planning
  - B Decision-making
    - 3.5 Types of decisions
    - 3.6 Decision making process
4. ORGANIZING
- 4.1 Definition
  - 4.2 Nature & importance of organizing
  - 4.3 Principles of organizing
  - 4.4 Types - Formal & Informal, Centralized / Decentralized, Line & Staff
  - 4.5 Delegation and Departmentalization
  - 4.6 Authority & Responsibility, Span of control
5. LEADERSHIP
- 5.1 Definition
  - 5.2 Different styles of leadership
  - 5.3 Role of a leader
6. MOTIVATION
- 6.1 Definition
  - 6.2 Benefits of motivated staff
  - 6.3 Theories of Motivation –
    - a. Maslow's theory of need hierarchy
    - b. McGregor's theory 'X' and theory 'Y'
7. COMMUNICATION
- 7.1 Definition, nature, process of communication
  - 7.2 Types of communication
    - 7.2.1 Upward / Downward
    - 7.2.2 Verbal / Nonverbal
    - 7.2.3 Formal / Informal
  - 7.3 Barriers to communication
  - 7.4 Making communication effective
8. COORDINATION

8.1 Definition

8.2 Importance of Coordination among different departments of a hotel

9. CONTROLLING

9.1 Definition

9.2 Process of controlling

9.3 Importance

9.4 Areas of control

### Detail Syllabus BSC IN H & HA Semester-3

SEMESTER-3							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
SESSIONAL		INDUSTRIAL TRAINING					
1		XHH3101	Internship in the Hospitality Industry (22 Weeks, 48 Hours/Week)	0	0	0	22
			Industrial Training Log Book & Training Certificate	0	0	0	1
			Attendance	0	0	0	1
			Industrial Training Project Presentation & Viva	0	0	0	4
<b>TOTAL</b>						<b>28</b>	

The Internship or Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry. It provides an



---

opportunity to the students to acquire real-time hands on experience and observe the trends in the industry.

Duration of Internship: Twenty Two Weeks

In this semester the student shall be sent for Internship, where they would work

- 8 weeks in Food Production,
- 8 weeks in Food and Beverage Service,
- 3 weeks in Front Office and
- 3 weeks in House-keeping.

The Industrial Training needs to be undertaken in hotels which are of the level of Five Star and above category.

Industrial Training will require an input of 102 working days i.e. (22 weeks x 06 days = 132 days).

Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

During the internship period, the student shall maintain a logbook on daily basis.

In addition, they would also maintain a monthly record of feedback provided by the HR /Training Head of the concerned hotel.

At the end of the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each department trained.

---

## Detail Syllabus BSC IN H & HA Semester-4

SEMESTER-4							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							
1		XHH4001	Food Production & Pâtisserie - III	3	0	0	3
2		XHH4002	Food & Beverage Service - III	3	0	0	3
3		XHH4003	Front Office Operations - III	2	0	0	2
4		XHH4004	Accommodation Operations - III	2	0	0	2
5		XHH4005	Human Resource Management	2	0	0	2
6		XHH4006	Hospitality Law	2	0	0	2
7		XHH4007	Hygiene & Sanitation in the Hospitality Industry	2	0	0	2
8		XHH4008	Business Communication	2	0	0	2
PRACTICAL							

1	XHH4101	Food Production & Pâtisserie – III Lab	0	0	3	1
2	XHH4102	Food & Beverage Service – III Lab	0	0	3	1
3	XHH4103	Front Office Operations – III Lab	0	0	2	1
4	XHH4104	Accommodation Operations –III Lab	0	0	2	1
<b>TOTAL</b>			<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

<b>Course Code</b>	XHH4001			
<b>Course Title</b>	Food Production & Pâtisserie - III			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	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’hole buffet or a la

cartle).

Organization and miseen place for extended meal service, buffet and banqueting. Menu planning will be covered by the

Food and Beverage Service programme.

**Course Outcome:**

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

---

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

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

**Course Content:**

1. INDIAN COOKERY

- History of Indian Cookery
- Heritage of Indian Cuisine
- Characteristics of Indian Cookery
- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
  - Geographic location
  - Historical background
  - Seasonal availability
  - Special equipment
  - Staple diets
  - Religious influences
  - Specialty cuisine for festivals and special occasions

- Wet masalas
  - Dry masalas
  - Composition of different masalas
  - Varieties of masalas available in regional areas
  - Indian Breads
  - Indian Snacks
  - Indian Sweets
2. REGIONAL INDIAN CUISINE
- States: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal
  - Communities: Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri
3. QUANTITY FOOD PRODUCTION
- Equipment required for mass/volume feeding
  - Heat and cold generating equipment
  - Care and maintenance of this equipment
  - Modern developments in equipment manufacture
4. MENU PLANNING
- Basic principles of menu planning – recapitulation
  - Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units
  - Planning menus for school/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway
  - Nutritional factors for the above
5. INDENTING
- Principles of Indenting for volume feeding
  - Portion sizes of various items for different types of volume feeding
  - Modifying recipes for indenting for large scale catering
  - Practical difficulties while indenting for volume feeding
6. PLANNING
- Principles of planning for quantity food production with regard to
  - Space allocation
  - Equipment selection
  - Staffing
7. VOLUME FEEDING
- Institutional and Industrial Catering
  - Types of Institutional & Industrial Catering
  - Problems associated with this type of catering
  - Scope for development and growth
8. HOSPITAL CATERING
- Highlights of Hospital Catering for patients, staff, visitors
  - Diet menus and nutritional requirements
9. OFF PREMISES CATERING
- Reasons for growth and development
  - Menu Planning and Theme Parties

- 
- Concept of a Central Production Unit

#### 10. MOBILE CATERING

- Characteristics of Rail, Airline (Flight Kitchens) and Sea Catering
- Branches of Mobile Catering

#### **Text / Reference Books:**

#### **FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman& I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 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**

**Cooking with the Indian Masters ( Prashad)J Kalra**

**Ma Cuisine--- A Escoffier**

**Larder Chef.**

---

**CO-PO Mapping:**

<b>Course Code</b>	XHH4101			
<b>Course Title</b>	Food Production & Pâtisserie – III Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. PREPARATION OF REGIONAL CUISINE MENUS
  - Awadhi
  - Bengali
  - Goan
  - Gujarati
  - Hyderabad
  - Kashmiri
  - Maharastrian
  - Punjabi
  - Rajasthani
  - South India (Tamil Nadu, Karnataka, Kerala, Chettinad)
2. THEME DINING
3. BREAKFAST COOKERY
  - Buffet Breakfast
  - In-Room Dining
4. SPONGE CAKES, PASTRIES

- 
- Preparation of Sponge, Genoise, Fatless, Swiss Roll
  - Eggless Cakes
  - Preparation of Pastries, Petit Fours
  - Fruit Cake
  - Rich Cakes
  - Dundee
  - Madeira

**Text / Reference Books:**

**FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman& I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 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**

**Cooking with the Indian Masters ( Prashad)J Kalra**

**Ma Cuisine--- A Escoffier**

**Larder Chef.**



---

**CO-PO Mapping:**

<b>Course Code</b>	XHH4002			
<b>Course Title</b>	Food & Beverage Service - III			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3

---

<b>Total Contact Hours</b>	36
<b>Pre-requisites</b>	None

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. PLANNING & OPERATING VARIOUS F&B OUTLET
  - A. Physical layout of functional and ancillary areas
  - B. Objective of a good layout
  - C. Steps in planning
  - D. Factors to be considered while planning
  - E. Calculating space requirement
  - F. Various set ups for seating
  - G. Planning staff requirement
  - H. Menu planning
  - I. Constraints of menu planning
  - J. Selecting and planning of heavy duty and light equipment
  - K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
  - L. Suppliers & manufacturers
  - M. Approximate cost
  - N. Planning Décor, furnishing fixture etc.
  
2. FUNCTION CATERING - BANQUETS
  - A. History
  - B. Types
  - C. Organisation of Banquet department
  - D. Duties & responsibilities
  - E. Sales
  - F. Booking procedure
  - G. Banquet menus
  
3. BANQUET PROTOCOL
  - A. Space Area requirement
  - B. Table plans/arrangement
  - C. Misc-en-place
  - D. Service
  - E. Toast & Toast procedures

INFORMAL BANQUET

- 
- A. Réception
  - B. Cocktail parties
  - C. Convention
  - D. Seminar
  - E. Exhibition
  - F. Fashion shows
4. FUNCTION CATERING - BUFFETS
- A. Introduction
  - B. Factors to plan buffets
  - C. Area requirement
  - D. Planning and organisation
  - E. Sequence of food
  - F. Menu planning
  - G. Types of Buffet
  - H. Display
  - I. Sit down
  - J. Fork, Finger, Cold Buffet
  - K. Breakfast Buffets
  - L. Equipment
  - M. Supplies
  - N. Check list
5. GUERIDON SERVICE
- A. History of gueridon
  - B. Definition
  - C. General consideration of operations
  - D. Advantages & Dis-advantages
  - E. Types of trolleys
  - F. Factor to create impulse, Buying – Trolley, open kitchen
  - G. Gueridon equipment
  - H. Gueridon ingredients
6. KITCHEN STEWARDING
- A. Importance
  - B. Opportunities in kitchen stewarding
  - C. Record maintaining
  - D. Machine used for cleaning and polishing
  - E. Inventory

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH4102			
<b>Course Title</b>	Food & Beverage Service - III Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

1. Planning & Operating Food & Beverage Outlets
  - Developing Hypothetical Business Model of Food & Beverage Outlets
  - Case study of Food & Beverage outlets - Hotels & Restaurants
2. Function Catering – Banquets
  - Planning & organizing Formal & Informal Banquets
  - Planning & organizing Outdoor caterings
3. Function Catering – Buffets
  - Planning & organizing various types of Buffet

---

#### 4. Gueridon Service

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon

Task-01 Crepe suzette

Task-02 Banana au Rhum

Task-03 Peach Flambe

Task-04 Rum Omelette

Task-05 Steak Diane

Task-06 Pepper Steak

5. Kitchen Stewarding
  - Using & operating Machines
  - Exercise – physical inventory

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH4003			
<b>Course Title</b>	Front Office Operations - III			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. COMPUTER APPLICATION IN FRONT OFFICE OPERATION
  - A. Role of information technology in the hospitality industry
  - B. Factors for need of a PMS in the hotel
  - C. Factors for purchase of PMS by the hotel
  - D. Introduction to Fidelio & Amadeus
  
2. FRONT OFFICE (ACCOUNTING)
  - A. Accounting Fundamentals
  - B. Guest and non guest accounts
  - C. Accounting system
    - Non automated – Guest weekly bill, Visitors tabular ledger
    - Semi automated
    - Fully automated
  
3. CHECK OUT PROCEDURES
  - Guest accounts settlement
    - Cash and credit
    - Indian currency and foreign currency
    - Transfer of guest accounts
    - Express check out
  
4. CONTROL OF CASH AND CREDIT
  
5. NIGHT AUDITING
  - A. Functions

- 
- B. Audit procedures (Non automated, semi automated and fully automated)
6. FRONT OFFICE & GUEST SAFETY AND SECURITY
- A. Importance of security systems
  - B. Safe deposit
  - C. Key control
  - D. Emergency situations (Accident, illness, theft, fire, bomb)

**Text / Reference Books:**

**CO-PO Mapping:**



<b>Course Code</b>	XHH4103			
<b>Course Title</b>	Front Office Operations - III Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

A. Hands on practice of computer applications related to Front Office procedures such as

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

B. Front office accounting procedures

- Manual accounting
- Machine accounting

- 
- Payable, Accounts Receivable, Guest History, Yield Management

C. Role Play

D. Situation Handling

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH4004			
<b>Course Title</b>	Accommodation Operations - III			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. LINEN ROOM
  - a) Activities of the Linen Room
  - b) Layout and equipment in the Linen Room
  - c) Selection criteria for various Linen Items & fabrics suitable for this purpose
  - d) Purchase of Linen
  - e) Calculation of Linen requirements
  - f) Linen control-procedures and records
  - g) Stocktaking-procedures and records
  - h) Recycling of discarded linen
  - i) Linen Hire

- 
2. UNIFORMS
    - a) Advantages of providing uniforms to staff
    - b) Issuing and exchange of uniforms; type of uniforms
    - c) Selection and designing of uniforms
    - d) Layout of the Uniform room
  3. SEWING ROOM
    - a) Activities and areas to be provided
    - b) Equipment provided
  4. LAUNDRY
    - a) Commercial and On-site Laundry
    - b) Flow process of Industrial Laundering-OPL
    - c) Stages in the Wash Cycle
    - d) Laundry Equipment and Machines
    - e) Layout of the Laundry
    - f) Laundry Agents
    - g) Dry Cleaning
    - h) Guest Laundry/Valet service
    - i) Stain removal
  5. FLOWER ARRANGEMENT
    - a) Flower arrangement in Hotels
    - b) Equipment and material required for flower arrangement
    - c) Conditioning of plant material
    - d) Styles of flower arrangements
    - e) Principles of design as applied to flower arrangement
  6. INDOOR PLANTS  
Selection and care

**Text / Reference Books:**

**CO-PO Mapping:**

---

<b>Course Code</b>	XHH4104			
<b>Course Title</b>	Accommodation Operations - III Lab			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

---

**Suggestive List of Experiments:**

1. Layout of Linen and Uniform Room
2. Layout of Laundry
3. Laundry Machinery and Equipment
4. Stain Removal
5. Flower Arrangement
6. Selection and Designing of Uniforms

**Text / Reference Books:****CO-PO Mapping:**

<b>Course Code</b>	XHH4005			
<b>Course Title</b>	Human Resource Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

1. To acquaint the students with the importance and objectives of Human Resource Management
2. To ponder upon the qualities of Personnel Managers, evolution and growth of Personnel Management

- 
3. To highlight the importance of Human Resource policies
  4. To describe the concept of Human Resource Planning
  5. To keep the students abreast with the terms like Job Analysis, Job Description and Job Specification

**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 enable students to effectively contribute to dynamic organizations.
- CO7:** To demonstrate competence in development and problem solving in the area of Hotel HR related Issues.

**Course Content:**

1. INTRODUCTION TO HRM
  - 1.1 Introduction to Human Resource Management, definition and evolution
  - 1.2 Role, Nature & Characteristics of HR
  - 1.3 Need for HRM in the Service Industry
2. HUMAN RESOURCE PLANNING IN HOSPITALITY
  - 2.1 Manpower Planning- Concepts, techniques and need
  - 2.2 Job Analysis, Job Description & Job Specification – format,
  - 2.3 Need and importance
  - 2.4 Methods and techniques of demand forecasting
  - 2.5 Methods and techniques of supply of forecasting
3. RECRUITMENT AND PLACEMENT
  - 3.1 Sources of Recruitment - Internal & External
  - 3.2 Selection Procedures & Techniques - Application, Interviews-types, group selection procedure, reference
  - 3.3 Job Offer
  - 3.4 Induction / Orientation Programme
    - General Property Orientation
    - Specific Job Orientation
  - 3.5 Follow-up & Evaluation
4. TRAINING
  - 4.1 Training – Need & Importance

- 
- 4.2 Developing and designing a training programme
  - 4.3 Creating training sessions.
  - 4.4 Selecting trainers.
  - 4.5 Evaluating the training programme.
  - 4.6 Training a continuous process.
5. PERFORMANCE MANAGEMENT AND APPRAISAL
    - 5.1 Performance Management – Need and importance
    - 5.2 Performance Appraisal – Purpose, Methods and errors
      - Self Appraisal
      - Peer Evaluation
      - Staff Evaluation
      - 360 Degree Appraisal
    - 5.3 Career management - Promotion & Transfers
    - 5.4 Counselling
6. PERFORMANCE AND JOB EVALUATION
    - 6.1 Performance evaluation and its objectives
    - 6.2 Job Evaluation – concept and objectives, methods and benefits
    - 6.3 Limitations of Job Evaluation
    - 6.4 Competency matrix- concept , benefits and implementation in Hotels
7. COMPENSATION ADMINISTRATION
    - 7.1 Objectives of Compensation Administration
    - 7.2 Types of compensation – direct and indirect
    - 7.3 Factors influencing compensation administration – external and internal, concept of Cost to Company (CTC)
    - 7.4 Steps in formulation of compensation
    - 7.5 Current trends in compensation – competency and skill based pay , broad banding
8. INCENTIVES AND BENEFITS
    - 8.1 Objectives of wage incentives
    - 8.2 Wage incentive planning process
    - 8.3 Types of incentive schemes in brief – straight piece rate, differential piece rate, task and time bonus, merit rating
    - 8.4 Organisation wide incentive plans – Profit sharing, employee stock ownership, stock option
    - 8.5 Fringe Benefits- objectives and forms – Mandatory Benefits, Voluntary Benefits, Pension & Retirement Benefits, Other Benefits
9. GRIEVANCES & DISCIPLINE
    - 9.1 Grievance Handling – Identifying Causes
    - 9.2 Developing Grievance Handling Systems
    - 9.3 Discipline – Concept, Causes of Indiscipline
    - 9.4 Women grievance committee-importance, role, functions
10. LABOUR – MANAGEMENT RELATIONS
    - 10.1 Trade Unions – Concept, Objectives & Functions
    - 10.2 Collective Bargaining
    - 10.3 Workers Participation in Management in hotels
    - 10.4 Labour Welfare Measures
    - 10.5 Disciplinary Procedures

---

10.6 Labour Turnover – Causes & Measures for prevention, retention strategies formulated and successfully implemented by hotels ( at least one case study for discussion)

**Text / Reference Book:**

1. L.M.Prasad– Human Resource Management – S. Chand & amp; Sons – 2007.
2. C.B. Mamoria, S. V. Gankar - Personnel Management – Himalaya Pub. – 2002.
3. Gary Dessler - Human Resource Management – Prentice Hall – 8th Edition – 2000.
4. S.S. Khanka - Human Resource Management – S. Chand Ltd. – 2007

**CO-PO Mapping:**

	Programme Outcomes (PO)									
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010
C01	2									
C02										2
C03		2			2					
C04					2		2			
C05		2			2					
C06							2			
C07				2					2	



---

<b>Course Code</b>	XHH4006			
<b>Course Title</b>	Hospitality Law			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. INTRODUCTION

- 
- Law & Society
  - Classification of Laws
  - Important points for management
  - Mercantile -and Industrial Law
  - Civil and Criminal Law
  - Constitutional Law
  - Taxation Law
2. THE INDIAN CONTRACT ACT, 1872
    - Definition of Contract and essential elements of a contract
    - Valid, void and voidable contracts
    - Free Consent and Consideration
    - Performance and Discharge of Contract
    - Breach of contract and remedies for breach of contract
  3. THE SALES OF GOOD ACTS, 1932
    - Meaning of contract of Sale
    - Difference between sale and agreement to sell
    - Rights and duties of seller and buyer
    - Unpaid seller
  4. THE PARTNERSHIP ACT, 1932
    - Nature of partnership
    - Rights and duties of partner
  5. THE COMPANIES ACT, 1956
    - Essential features of company
    - Legal aspects of corporate social responsibility
  6. INDUSTRIAL LAW
    - List of Various Acts Dealing With Industrial Law
    - Shops & Establishment Act Dealing With Hotels & Catering Establishments
    - Factories Act 1948
    - Industrial Dispute Act 1947
    - Payment of Wages Act 1936
    - Minimum Wages Act 1948
    - Provident Fund Act 1952
    - Gratuity Act 1972
    - Bonus Act 1965
    - Trade Union Act 1926
    - Disciplinary Action
  7. FOOD LEGISLATIONS
    - 7.1. The Prevention of Food Adulteration Act, 1954
      - Public Analysts and Food Inspectors
      - Sealing, Fastening and Dispatch of Samples
      - Colouring Matter
      - Packing and Labeling of Food
      - Prohibition and Regulations of Sales
      - Preservatives
      - Anti-Oxidants, Emulsifying and Stabilizing and Anticaking

- 
- Agents

#### 7.2. The Food Safety And Standards Act, 2006

- Food Safety and Standards Authority of India
- General Principles of Food Safety
- General Provisions as to Articles of Food
- Provisions Relating to Import
- Special Responsibilities as to Food Safety
- Offences and Penalties

#### 7.3. The Consumer Protection Act, 1986.

- Who is consumer?
- Consumer complaint
- Remedies for deficiency in services
- Credit Card Laws
- Catering Contracts
- No Smoking Laws
- Restriction in playing recorded music in guestrooms/ public areas

#### 8. THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE

- Prevention, Prohibition and Redressal Act, 2013.
- Acts constituting Sexual Harassment.
- Internal and Local Complaints Committee
- Complaint and inquiry into complaint
- Duties of employer

#### 9. LICENSES AND PERMITS

- Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken
- Procedure for applying and renewal of licenses and permits
- Provisions for suspension and cancellation of licenses
- By laws for operating Permit Rooms and Bar

#### 10. PUBLIC HEALTH AND SAFETY REQUIREMENTS

- Building Codes
- Water Supplies
- Sewage System and Drainage
- Contagious Diseases
- Swimming Pool
- Guest elevator

#### 11. FIRE SAFETY LAWS

- State and Local Fire Legislation

#### 12. TAXES

- State and Local Taxes: General
- Sales Taxes, Luxury Tax
- Hotel Room Occupancy Taxes
- State Liquor Taxes

---

### 13. UNDERSTANDING FRANCHISING

- What is franchising?
- The Franchise Contract
- Trade Regulations
- Hotel Management Contract

#### Text / Reference Books:

#### CO-PO Mapping:

Course Code	XHH4007			
Course Title	Hygiene & Sanitation in the Hospitality Industry			
Category	BSC IN H & HA			
LTP & Credits	L	T	P	Credits
	2	0	0	2
Total Contact Hours	24			
Pre-requisites	None			

#### Learning Objective:

- Knowledge of food microbiology including different microbes affecting food quality will help students to increase shelf life of foods in the industry.
- Knowledge of safe handling of foods will help them to prevent contamination and cross-contamination of foods.
- Knowledge of different standards described by GOI help them to maintain the quality of foods up to the mark.
- Knowledge of proper cleaning of cooking utensils and kitchen along with proper garbage disposal methods help students to maintain kitchen hygiene.

---

**Course Outcome:**

<b>XHH4007.1</b>	<b>Describe different types of microbes affecting foods both positively and negatively.</b>
<b>XHH4007.2</b>	<b>Illustrate different Standards of Food quality like HACCP, FSSAI that can guide to maintain kitchen hygiene.</b>
<b>XHH4007.3</b>	<b>Explain the correct method of handling foods that can prevent contamination and cross-contamination.</b>
<b>XHH4007.4</b>	<b>Describe the methods of garbage disposal and kitchen cleaning that are necessary to maintain kitchen hygiene.</b>

**Course Content:**

1. FOOD MICROBIOLOGY
  - Introduction
  - Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites
  - Factors affecting the growth of microbes
  - Beneficial role of Microorganisms
2. FOOD CONTAMINATION AND SPOILAGE
  - Classification Of Food
  - Contamination And Cross Contamination
  - Spoilages Of Various Food With The Storing Method
3. SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING
  - Receiving
  - Storage
  - Preparation
  - Cooking
  - Holding
  - Service Of The Food
4. SAFE FOOD HANDLER
  - Personal Hygiene discussing all the standard
  - Hand Washing Procedure
  - First Aid definition, types of cuts, wounds, lacerations with reasons and precautions
5. HAZARD ANALYSIS CRITICAL CONTROL POINT
  - Introduction to HACCP
  - History
  - Principles of HACCP

- 
6. FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)
    - Introduction to FSSAI
    - Role of FSSAI
    - FSSAI compliance
  
  7. GARBAGE DISPOSAL
    - Different Methods
    - Advantages and disadvantages
    - Municipal Laws and Swachh Abhiyan
  
  8. CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT
    - General guidelines for cleaning equipment
    - Cleaning and sanitising
    - Development and implementation of efficient cleaning programmes
    - Cleaning procedures in food preparation & service areas
    - Cleaning of premises and surroundings

**Text / Reference Books**

1. **“FOOD SCIENCE AND NUTRITION” by Sunetra Roday, “Oxford Publications”**
2. **“SANITATION AND HYGIENE” by Sunetra Roday, “Oxford Publications”.**
3. **“FOOD MICROBIOLOGY” by William C Frazier & Dennis C Westhoff, “McGraw Hills Publications.”**

**CO-PO Mapping:**

---

<b>Course Code</b>	XHH4008			
<b>Course Title</b>	Business Communication			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

- Make the students know the importance and role of effective communication skills in both the professional and personal world.
- Develop oral and written communication and listening skills.
- Prepare the students for the interview by developing their interview and group discussion skills.

---

**Course Outcome:**

CO1	Ameliorate speech, pronunciation and overall communication skills.
CO2	Develop good listening skills to improve productivity.
CO3	Improve written communication skills, especially business correspondence.
CO4	Upgrade the students about group discussion and interview skills.
CO5	Enhance the knowledge about public speaking, hotel phraseology and presentation skills.

**Course Content:****1. LISTENING SKILLS**

- 1.1. Meaning of listening v/s hearing
- 1.2. Types of Listening (theory / definition)
- 1.3. Tips for Effective Listening
- 1.4. Traits of good listening
- 1.5. Listening to Talks and Presentations

**2. ORAL COMMUNICATION SKILLS**

- 2.1 Meaning and usage of:
  - Kinesics •Chronemics •Proxemics •Paralinguistics
- 2.2 Group Discussions
- 2.3 Interview Techniques
- 2.4 Speech and Presentations
  - Pronunciation, stress, accent
  - Important of speech in hotels
  - Common phonetic difficulties
  - Connective drills exercises
  - Introduction to frequently used foreign sounds

**3. READING**

- 3.1 Book reading and discussion
- 3.2 Exploring journals / literature in the digital / electronic media

**4. WRITING**

- 4.1 Letters (Applying for a job with resume, Letter of quotation and order)
- 4.2 Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.
- 4.3 Writing emails and etiquette
- 4.4 Note making, writing a log book
- 4.5 Travelogue and Restaurant Reviews
- 4.6 Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tent cards etc.

**5. TRENDING HOSPITALITY COMMUNICATION**

- 5.1 Formal Conversation
- 5.2 Telephone etiquette



- 5.3 Hotel Phraseology  
5.4 Using charts and diagrams

**Text / Reference Book**

**CO-PO Mapping:**

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

**Detail Syllabus BSC IN H & HA Semester-5**

SEMESTER-5							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY							

1		XHH5001	Advanced Food Production & Pâtisserie	3	0	0	3
2		XHH5002	Food & Beverage Service Management	3	0	0	3
3		XHH5003	Front Office Management	2	0	0	2
4		XHH5004	Accommodation Operations Management	2	0	0	2
5		XHH5005	Hospitality Sales & Marketing	2	0	0	2
6		XHH5006	Financial Management	2	0	0	2
7		XHH5007	Facility Planning in the Hospitality Industry	2	0	0	2
8		XHH5008	Entrepreneurship Development	2	0	0	2
<b>PRACTICAL</b>							
1		XHH5101	Advanced Food Production & Pâtisserie Lab	0	0	3	1
2		XHH5102	Food & Beverage Service Management Lab	0	0	3	1
3		XHH5103	Front Office Management Lab	0	0	2	1
4		XHH5104	Accommodation Operations Management Lab	0	0	2	1
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>10</b>	<b>22</b>

<b>Course Code</b>	XHH5001			
<b>Course Title</b>	Advanced Food Production & Pâtisserie			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			

<b>Pre-requisites</b>	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’hole buffet or a la cartle).**

**Organization and miseen place for extended meal service, buffet and banqueting. Menu planning will be covered by the Food and Beverage Service programme.**

**Course Outcome:**

XHH 5001.1	Students will able to gather 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’hole buffet or a la cartle).
XHH 5001.2	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.
XHH 5001.3	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.
XHH 5001.4	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.
XHH 5001.5	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:**

**1. QUANTITY PURCHASE**

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

**2. STORES**

- Principles of storage
- Types of stores
- Layout of Dry and cold room
- Staff Hierarchy,
- Guidelines for efficient storage
- Control procedures
- Inventory Procedures
- EOQ
- Re-order levels

- 
- Bin Cards
  - Form and formats
  - Function of a store Manager

### 3. LARDER

#### 3.1. LAYOUT & EQUIPMENT

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of a typical larder with equipment and various sections

#### 3.2. TERMINOLOGIES & LARDER CONTROL

- Common terms used in the Larder and Larder control
- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems
- Leasing with other Departments
- Yield Testing

#### 3.3. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF

- Functions of the Larder
- Hierarchy of Larder Staff
- Sections of the Larder
- Duties & Responsibilities of Larder Chef

### 4.

#### CHARCUTIERIE

##### 4.1. SAUSAGE

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

##### 4.2. FORCEMEATS

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

##### 4.3. BRINES, CURES & MARINADES

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of Marinades
- Uses of Marinades
- Difference between Brines, Cures & Marinades

##### 4.4. HAM, BACON & GAMMON

- Cuts of Ham, Bacon & Gammon.
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of different cuts

##### 4.5. GALANTINES

- Making of galantines
- Types of Galantine
- Ballotines

---

#### 4.6. PATES

- Types of Pate
- Pate de foiegras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle.

#### 4.7. MOUSE & MOUSSELINE

- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

#### 4.8. CHAUD FROID

- Meaning of Chaudfroid
- Making of chaudfroid& Precautions
- Types of chaudfroid
- Uses of chaudfroid

#### 4.9. ASPIC & GELEE

- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee

#### 4.10. QUENELLES, PARFAITS, ROULADES

- Preparation of Quenelles, Parfaits and Roulades

### 5. APPETIZERS & GARNISHES

- Classification of Appetizers
- Examples of Appetizers
- Historic importance of culinary Garnishes
- Explanation of different Garnishes

### 5. SANDWICHES

- Parts of Sandwiches
- Types of Bread
- Types of filling – classification
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches
- Storing of Sandwiches

### 6. INTERNATIONAL CUISINE

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialties and Recipes
- French Cuisine
- Italian Cuisine
- Middle East Cuisine
- Oriental Cuisine

### 7. ICINGS & TOPPINGS

- 
- Varieties of icings
  - Using of Icings
  - Difference between Icings & Toppings
  - Recipes

#### 8. FROZEN DESSERTS

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

#### 9. MERINGUES

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

**H.Sweetman& I. Mackeller FOOD SELECTION & PREPARATION John Wiley & Sons inc. New York, London, Sydney.**

#### 10. CHOCOLATE CONFECTIONERY

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

**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.**

### **Text / Reference Books:**

#### **FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

---

**CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO 1	2	-	2	-	-	-	-	-	-	-	-	-
CO 2	1	-	-	-	-	3	-	-	-	-	-	-
CO 3	1	-	1	-	-	1	-	-	2	-	-	-
CO 4	1	-	-	-	-	3	-	-	-	-	-	-
CO 5	1	-	-	-	-	3	-	-	-	-	-	-

<b>Course Code</b>	XHH5101			
<b>Course Title</b>	Advanced Food Production & Pâtisserie Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

**Learning Objective:**

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

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

**Course Outcome:**

XHH 5101.1	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.
XHH 5101.2	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.
XHH 5101.3	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:**

1. PREPARATION OF INTERNATIONAL CUISINE MENUS
  - French Cuisine menus
  - Italia Cuisine menus
  - Middle Eastern Cuisine menus
  - Oriental Cuisine menus
2. SANDWICHES
  - Preparation of different types of Sandwiches
3. BUFFETS
  - Cold Buffet
  - Hot Continental
  - Hot Indian
  - Buffet Desserts
  - Bread Displays
4. BREAD ITEMS
  - Preparation of various types of Breads & Rolls



- 
- International Breads
  - Buffet desserts
  - Modern Plating Styles
5. ICINGS, TOPPINGS, MERINGUES
    - Preparation of various Icings & Toppings
    - Preparation of Meringue
    - Applications
  6. FROZEN DESSERTS
    - Preparation of various Frozen Desserts
    - Ice Cream preparation
  7. CHOCOLATE CONFECTIONERY
    - Preparation of basic chocolate items
    - Usage of chocolate in confectionery

**Text / Reference Books:**

**FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman& I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 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**

**Cooking with the Indian Masters ( Prashad)J Kalra**

**Ma Cuisine--- A Escoffier,Larder Chef.**

---

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH5002			
<b>Course Title</b>	Food & Beverage Service Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	3	0	0	3
<b>Total Contact Hours</b>	36			
<b>Pre-requisites</b>	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:**

XHH 5002.1	Design and utilize floor area in formulating aesthetic appeal of the restaurant.
------------	--

---

XHH 5002.2	Identify skill and techniques in Gueridon, Flambé services.
XHH 5002.3	Explain and organize different types of Buffet as per the guest requirements.
XHH 5002.4	Formulate and indentify various bar parts, types, equipments and intricacies of operations.

**Course Content:**

1. FOOD & BEVERAGE STAFF ORGANISATION
  - A. Categories of staff
  - B. Hierarchy
  - C. Job description and specification
  - D. Duty roaster
  
2. MANAGING FOOD & BEVERAGE OUTLET
  - A. Supervisory skills
  - B. Developing efficiency
  - C. Standard Operating Procedure
  
3. BAR OPERATIONS
  - A. Types of Bar
    - Cocktail
    - Dispense
  - B. Area of Bar
  - C. Front Bar
  - D. Back Bar
  - E. Under Bar (Speed Rack, Garnish
  - F. Bar Stock
  - G. Bar Control
  - H. Bar Staffing
  - I. Opening and closing duties
  
4. COST DYNAMICS
  - A. Elements of Cost
  - B. Classification of Cost

SALES CONCEPTS

  - A. Various Sales Concept
  - B. Uses of Sales Concept
  
5. INVENTORY CONTROL
  - A. Importance
  - B. Objective
  - C. Method
  - D. Levels and Technique
  - E. Perpetual Inventory
  - F. Monthly Inventory
  - G. Pricing of Commodities

---

## H. Comparison of Physical and Perpetual Inventory

### 6. BEVERAGE CONTROL

A

. Purchasing

B. Receiving

C. Storing

D. Issuing

E. Production Control

F. Standard Recipe

G. Standard Portion Size

H. Bar Frauds

I. Books maintained

J. Beverage Control

### 7. SALES CONTROL

A. Procedure of Cash Control

B. Machine System

C. ECR

D. NCR

E. Preset Machines

F. POS

G. Reports

H. Thefts

I. Cash Handling

### 8. BUDGETARY CONTROL

A. Define Budget

B. Define Budgetary Control

C. Objectives

D. Frame Work

E. Key Factors

F. Types of Budget

G. Budgetary Control

### 9. VARIANCE ANALYSIS

A. Standard Cost

B. Standard Costing

C. Cost Variances

D. Material Variances

E. Labour Variances

F. Overhead Variance

G. Fixed Overhead Variance

H. Sales Variance

I. Profit Variance

### 10. BREAKEVEN ANALYSIS

A. Breakeven Chart

B. P V Ratio

C. Contribution

D. Marginal Cost

E. Graphs

11. MENU MERCHANDISING

- A. Menu Control
- B. Menu Structure
- C. Planning
- D. Pricing of Menus
- E. Types of Menus
- F. Menu as Marketing Tool
- G. Layout
- H. Constraints of Menu Planning

12. MENU ENGINEERING

- A. Definition and Objectives
- B. Methods
- C. Advantages

13. MIS

- A. Reports
- B. Calculation of actual cost
- C. Daily Food Cost
- D. Monthly Food Cost
- E. Statistical Revenue Reports
- F. Cumulative and non-cumulative

**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			

<b>Course Code</b>	XHH5102			
<b>Course Title</b>	Food & Beverage Service Management Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	3	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	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:**

XHH 5102.1	Prepare and demonstrate skills in the field of flambé service.
XHH 5102.2	Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.
XHH 5102.3	Illustrate and recognize various bar setups and upkeep of bar records.

XHH 5102.4	Enhancing professional skills through preparation of various mixed drinks as per formulated recipes.
XHH 5102.5	Categorized and implement the various types of buffet setups and operations as per the theme of the event.
XHH 5102.6	Outline the various types of service techniques for regional dishes.
XHH 5102.7	Enhancing professional ability through silver service techniques.

### **Suggestive List of Experiments:**

1. Making of Duty Roster and writing job description & specification
2. Supervising F&B outlets
3. Calculation of Space for Banquets, Banquet Menu & Service
4. Designing and setting the bar
5. Purchase Controls:-
  - A. Preparing SPS  
Each Student to prepare and submit SPS for one each
    - a. Vegetable b. Dairy Product c. Meat Product d. bakery product
  - B. Vendor Identification / Interactions with any one supplier of the institute and submission of a report thereafter
  - C. EOQ
  - D. Field Visit/ Assignments / Role Play.
  - E. Exercise in Institute Stores.
  - F. Each student to Log compulsory hours at the institute store or a store at a hotel
6. Inventory Controls:-
  - Par stock Calculations-Each student to prepare Par stock level of at least 3 Grocery items.
  - Stock Taking- exercises at the institute store/ at a hotel/restaurant.
  - LIFO & FIFO, Storage Procedures , Store Layout
  - Storage Specifications (Temp / Hyg)- an assignment at least 15 items storage specification.
7. Menu Planning / Designing & Pricing  
Assignment- Design and pricing of any one of the following by each student-
  - A. Coffee shop menu
  - B. Multicuisine restaurant menu
  - C. Table d’hote menu
  - D. Bar Menu
8. Preparing following forms & Formats –
  - Bin Card
  - Meat Tag
  - GRB
  - Stock Register
  - Purchase Order
  - Indent Sheet

---

9. Receiving Exercises ---

- Receiving procedure at a hotel/Restaurant store
- Equipments found in the receiving area and the manufacturers of such equipments-assignment
- Lighting, flooring, ventilation and layout of a receiving area.-Assignment

**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			



<b>Course Code</b>	XHH5003			
<b>Course Title</b>	Front Office Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

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

- Familiarising upkeep of front office services and management procedure
- Understanding the procedures for luggage and message handling
- Learning telephone etiquettes and applications of yield management
- Recognising functions on PMS for room management

**Course Outcome:**

XHH 5003.1	Evaluate the role & function of the front office supporting services for an effective front office management procedure
XHH 5003.2	Create proper luggage handling procedures, information services, paging & car-parking services
XHH 5003.3	Implement computerized Room Management System/Property Management System (PMS)
XHH 5003.4	Compile different reports, statistics, budget & monthly expenditures
XHH 5003.5	Incorporate professional telephone etiquettes/manners
XHH 5003.6	Apply Yield Management

**Course Content:**

1. Planning & Evaluating Operations
  - 2.1. Management Functions
    - Planning, Organizing, Coordinating, Staffing,
    - Leading, Controlling, Evaluating.
  - 2.2. Establishing Room Rates

- 
- Market Condition Approach
  - Rule of Thumb Approach
  - Hubbart Formula Approach
- 2.3. Forecasting Room Availability
- Concept of Forecasting
  - Forecasting Techniques
  - Forecasting and useful data
  - Forecast Formula
  - Sample Forecast Forms (15 days, 30 days, and 90 days)
- 2.4. Budgeting for Operations
- Forecast Room revenue
  - Estimating Expenses
  - Refining Budget Plans
- 2.5. Evaluating Front Office Operations
- Daily Operations Report
  - Occupancy ratios
  - Room Revenue Analysis
  - Hotel Income Statement
  - Rooms Division Income Statement
  - Rooms Division Budget Reports
  - Operating Ratios
  - Ratio Standards
2. Hospitality Technology System
- 2.1. Evaluating Hospitality Technology
- Competitive advantage
  - Productivity Improvement
  - Profitability Enhancement
- 2.2. Property Management Systems
- 2.3. PMS Interface
- 2.4. Point of Sale Systems
- 2.5. Sales & Catering Systems
- 2.6. Hospitality Accounting Systems
- 2.7. E-Commerce
- 2.8. Data Security-Data privacy of guests
3. Market Segmentation & The Hospitality Industry
- 3.1. Geographic Segmentation
- 3.2. Demographic Segmentation
- 3.3. Benefit & Need Segmentation
- 3.4. Psychographic Segmentation
- 3.5. Combining Segmentation Techniques
- 3.6. The Pendulum Swings Towards Value
4. Security Of Guests, Staff & Hotel
- 4.1. Security of personnel- Guests & employees
- 4.2. Security of property- Building, equipment, software and other resources
- 4.3. DO"s & DON"t"s for the FO staff

---

**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
<b>C01</b>	-	-	-	-	2	1	-	-	3	-	-	-
<b>C02</b>	-	-	3	2	-	-	-	-	1	-	-	-
<b>C03</b>	-	-	3	2	-	-	-	-	-	-	1	-
<b>C04</b>	-	-	2	-	3	-	-	-	1	-	-	-
<b>C05</b>	2	-	-	-	-	-	-	3	-	-	-	-
<b>C06</b>	-	-	1	2	3	-	-	-	-	-	-	-

<b>Course Code</b>	XHH5103			
<b>Course Title</b>	Front Office Management Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

---

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

- Familiarising upkeep of revenue management strategies
- Introducing the concept of PMS in room management
- Learning soft skills for handling telephone calls

**Course Outcome:**

XHH 5103.1	The students will be able to
XHH 5103.2	Demonstrate skills for handling bell desk operations and relevant formats
XHH 5103.3	Make use of PMS for reservations, registration and room management
XHH 5103.4	Show the soft skills required for handling telephone calls
XHH 5103.5	Develop revenue management strategies according to demand situations
XHH 5103.6	Solve revenue management problems by applying different formulas

**Suggestive List of Experiments:**

1. Write job description and job specification for a Receptionist/ Front Office Associate and Bell Boy.
2. Make task lists for various designations of Front Office Personnel (from the SOP point of view)
3. Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).
4. Calculating staff requirements and making of duty roster for a 250 rooms hotel (business and resort)
5. Exercises in Establishing Room Rates using various approached discussed
6. Exercises in Forecasting Room Availability
7. Exercises in Budgeting
8. Exercises in creating various Front Office reports
9. Students may be given assignments and case studies individually or in groups. They should visit the hotels to collect data and information.

**Text / Reference Books:**

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

**CO-PO Mapping:**



<b>Course Code</b>	XHH5004			
<b>Course Title</b>	Accommodation Operations Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

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

**Course Content:**

1. SAFETY AND SECURITY
  - a) Lost and found
  - b) Key control
  - c) HACCP
  - d) Fire safety and fire fighting
  - e) Potential hazards in housekeeping
  - f) First aid
  - g) Crime prevention
  - h) Safety awareness and accident prevention
  - i) Dealing with emergencies like bomb threat, thefts, death etc
  - j) Modern technology for safety and security
  
2. INTERNATIONAL HYGINE AND CLEANING STANDARDS

---

### 3. WASTE MANAGEMENT

- a) 3 R's of waste management
- b) Garbage segregation
- c) Disposal
- d) Composting
- e) Energy generation

### 4. ECO-FRIENDLY PRACTICES

- a) Housekeepers role in a green property
- b) Guest supplies
- c) Cleaning agents
- d) Energy conservation
- e) Water conservation
  - Indoor air quality Program
  - Fighting molds
- f) System of certifying an ecotel

### 5. OUT SOURCING

- a) Need
- b) Jobs outsourced
- c) Steps involved when hiring a contract
- d) Contract details

### 6. HOUSEKEEPING IN INSTITUTIONS OTHER THAN HOTELS

- a) Hospitals
- b) Hostels
- c) Malls
- d) Residential
- e) Offices
- f) Universities
- g) Other commercial areas

### 7. LINEN

- a) Type of fibers and their characteristics
- b) Fabric construction
  - Fiber to fabrics
  - Weaving and types of weaves
  - Knitting
  - Netting
  - Felting
  - Bonding
  - Braiding
- c) Fabric finishes
- d) Types of fabrics commonly used in hotels

### a) Essential components of horticulture

#### b) Landscaping –

- Bubble diagrams
- Concept plans
- Draft designs
- inal landscape design

#### c) c. Bonsais

- Why gaining importance
- Elements of Bonsai
- Converting a tree into a Bonsai
- Care
- Styles

### 8. HORTICULTURE

---

9. HOUSE KEEPING STORE

- a) Indenting
- b) Managing recycled and non recycled inventories
- c) Issuing procedures
- d) Records maintained

10. HOUSE KEEPING CONTROL DESK

- a) Importance
- b) Responsibilities
- c) Handling telephone calls
- d) Handling difficult situations
- e) Handling software

11. FLOORS AND PUBLIC AREA

- a) Floor pantry
  - Types
  - Layout
  - Physical features
  - Managing floor pantries – opening of a shift, handing over and records maintained
- b) Modern cleaning material
  - Agents – composition, action, use and precautions
  - Equipments
- c) Scheduling of jobs
  - Daily
  - Weekly
  - Special/periodic

**Text / Reference Books:**



**CO-PO Mapping:**

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

<b>Course Code</b>	XHH5104			
<b>Course Title</b>	Accommodation Operations Management Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	2	1
<b>Total Contact Hours</b>	12			
<b>Pre-requisites</b>	None			

---

**Learning Objective:**

**Course Outcome:**

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

**Suggestive List of Experiments:**

1. FIRST AID
  - KIT
  - Dealing with various situations. (Allergies, Burns, Bleeding, clothes on fire, fainting, fractures, Heart attack, Sprain, Shock, Stroke)
  - Disaster Management
2. FIRE
  - Care and maintenance of fire extinguishing devices
  - Fire drill
3. TEAM CLEANING (ROUTINE, SPECIAL AND SPRING CLEANING/ DEEP CLEANING)
  - Guest room and bathrooms
  - Public area
  - Surfaces like marble, wood etc.
4. GUEST ROOM AND PUBLIC AREA INSPECTION AND ROUTINE SYSTEMS
  - Use of checklists
  - Floor log register
  - Floor register
  - Room boy card
5. REPORTING MAINTAINANCE AND FOLLOW UP
6. HANDLING HOUSE KEEPING SOFTWARE
7. HORTICULTURE
  - Basic gardening tips
  - Tools and equipments
  - Landscape designing
  - How to make a bonsai (Demonstration )

---

**Text / Reference Books:**

**CO-PO Mapping:**

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

Course Code	XHH5005			
Course Title	Hospitality Sales & Marketing			
Category	BSC IN 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

**Text / Reference Books:**

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

**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.

**CO-PO Mapping:**

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

**Course Content:**

1. INTRODUCTION TO HOSPITALITY SALES AND MARKETING

- Today's Hospitality Trends - Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, and Relationship Marketing.
- Marketing and Sales - Marketing vs/Sales, The Marketing Mix
- Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales
- The Importance of Sales - Sales a Career, the Challenges of Hospitality Sales

2. MARKETING

- Basic concepts - needs, wants, demand, exchange
- Transaction, value and satisfaction in hospitality industry
- Marketing process - marketing philosophies
- Difference between marketing and selling
- Related application of concept in hotel service industry
  - Features of hospitality marketing
  - Customer expectation from hospitality services

3. THE ROLE OF MARKETING ORGANISATIONS

- Organising for marketing

- 
- Evolution of marketing organisation
  - Principles of organisational design & marketing organisation structures
  - Organisational problems
  - Planning & control of marketing operations
  - Problems of marketing planning , sales forecasting - a planning tool
  - Control of marketing operations
4. MARKETING ENVIRONMENT
- As basis for needs and trend analysis and marketing effectiveness
  - SWOT Analysis for hospitality industry of micro and macro environment
5. MARKETING RESEARCH
- Marketing research: meaning & scope
  - Contributions & limitations of marketing research
  - Profile of marketing research in india
  - Marketing research procedure
  - Types & techniques of marketing research
  - Marketing research organisation
6. PRODUCT
- Defining the hospitality product
  - Difference between goods and services product
  - Levels of product - generic, expected, augmented, potential
  - Tangible and intangible products
    - Accommodation
    - Food and beverage
    - Value added products
    - Recreation and health
    - Car rental service
  - Product planning & process
  - Product life cycle strategies
7. PRICING
- Meaning & role of pricing
  - Factors governing pricing
  - Pricing strategies
  - Public policy in relation to pricing in India
8. PRODUCT - MARKET INTEGRATION - PRODUCT & BRAND STRATEGIES
- Product-market integration
  - Product positioning
  - Diversification
  - Product-line simplification
  - Planned obsolescence
  - Branding
  - Packaging
9. PERSONAL SELLING
- Personal selling : meaning & importance
  - Status of personal selling in india
  - The selling job: nature & methods
  - Management of sales force

---

## 10. ADVERTISING

- Meaning & role of advertising
- Profile of advertising in india
- Management of advertising

## 11. INTERNAL SALES

- Role of employees in internal sales
- Reservation Department - Electronic and Telephone Sales
- Selling techniques
  - Upselling
  - Suggestive selling
  - Cross selling
  - Sales promotion tools
  - Special Promotion
  - Merchandising

## 12. BANQUET AND MEETING ROOM SALES

1. Banquet/ Catering Sales
  - Developing leads
  - Selling to clients
  - Planning the function
  - Follow up
2. Meeting Room Sales
  - Components of sales package
  - Types of set ups and facilities
  - Booking meeting rooms

## 13. RESTAURANT AND LOUNGE SALES

- Position Restaurants and Lounges -Positioning Research
- Merchandising Food & Beverages -Creating Menus that sell, Other F&B Merchandising Methods.
- Promoting Restaurants and Lounge -Types of Promotions, Planning Effective Promotions.
- Building Repeat Business - The Importance of Employees, Guest Follow Up.
- Other Food Service, Limited Service Operation - Room Service, Limited Service Operation

### **Text / Reference Books:**

### **CO-PO Mapping:**

<b>Course Code</b>	XHH5006			
<b>Course Title</b>	Financial Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. NATURE AND SCOPE OF FINANCIAL MANAGEMENT
  - Corporate Objectives
  - Profit Maximization Objective
  - Wealth Maximization Objective
  - Goals of Financial Management
  - Social Objective
  - Nature of Financial Management
  - Concept of Financial Management
  - Function of Financial Management
  - Scope of Financial Management
  - Concept of Financial Management in Public Sectors
  - Role of Finance Manager in a changing Economics Scenario in India
  
2. MANAGEMENT CAPITAL INVESTMENT
  - Goals of Project Planning
  - Required Rate of returns standards & costs of Capital
  - Tradition Techniques for testing Viability
  - Cash Flow discipline in Project Analysis
  - Computational Resources
  - Data Sensitivity Analysis
  - Probability Analysis
  - Risk
  - Reappraisal: Ex-post Evaluation & Capital Expenditure



---

### 3. SOURCES OF LONG TERM CAPITAL

- Share capital - equity & preference share, various types of preference shares
- Difference between equity & preference shares, share & stock, rights issue
- Debt capital - debt financial , instruments , use & limitations,
- Debentures - importance & limitations, various types of debentures, difference between debt & equity, loans from financial Institutions , public deposits, inter corporate loans, Foreign loans
- Internal Capital - ploughing back of profits, dividend policy-importance, different types of dividends , stock dividends , bonus shares

### 4. FUNDS FLOW & ANALYSIS

- Meaning , objectives , advantages, changes in Working capital
- Factors responsible , funds flow statements
- Statement showing changes in working capital & statement of sources & applications of funds; Preparation

### 5. ANALYSIS & INTERPRETATION OF FINANCIAL STATEMENTS -

- Introduction, Objects, Reclassification & Rearrangement Of Financial Data - Comparison, Analysis - Types, Procedure , Techniques
- Comparative Financial Statements
- Funds Flow & Cash Flow Statements
- Statement Of Changes In Networking Capital
- Financial Ratios
- Common Measurement Statement
- Trend Analysis Statement

### 6. RATIO ANALYSIS

- Meaning, Process, Use
- Parties Interested In Analysis
- Limitations
- Classification Of Accounting Ratios - Balance Sheet, Profit & Loss Account
- Composite/Combined Ratios
- Functional Classification Of Ratios
- Miscellaneous Ratios

### 7. BUDGET & BUDGETARY CONTROL

- Budget - Meaning, Need
- Budgetary Control- Objectives , Advantages, Limitations, System, Period, Factors, Different Types of Budgets
- Preparation of Budgets

### 8. COSTING

- Definition Of Cost, Costing ,Cost-Accounting, Scope & Advantages Of Cost Techniques
- Cost Concept Pertaining To Hotel Industry
- Elements Of Costing-Meaning
  - Fixed Cost & Variable Cost
  - Material , Labour , Overheads
- Break-Even Analysis With Simple Workouts

### 9. FINANCIAL FORECASTING

- 
- Meaning, Advantages, Tools, Limitations
  - Different Kinds of Forecasting
  - Criteria for a Good Forecasting
  - Procedures

#### 10. INTERNAL CHECK & INTERNAL CONTROL

- Meaning & Advantages
- Factors To Be Borne In Mind While Developing Internal Check/ Control Procedure
- Developing Internal Check/Control Procedure For Materials
  - Purchasing , Receiving, Storing , Issuing
- Developing Internal Check/Control Procedure For Food & Beverage Control
- Developing Internal Check/Control Procedure For Front Office
- Developing Internal Check/Control Procedure For Housekeeping

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH5007			
<b>Course Title</b>	Facility Planning in the Hospitality Industry			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. THE ROLE, COST AND MANAGEMENT OF HOSPITALITY FACILITIES
  - The role of facilities in the hospitality industry
  - Costs associated with hospitality facilities
  - The impact of facility design on facility management
  - Management's responsibilities
  
2. MANAGING MAINTENANCE NEEDS
  - Facilities maintenance and repair
  - Maintenance management systems
  - Outsourcing
  
3. HOSPITALITY FACILITIES
 

<ul style="list-style-type: none"> <li>● Guestrooms and corridors</li> <li>● Public space</li> <li>● Recreation and exterior areas</li> <li>● Back of house</li> </ul>	<ul style="list-style-type: none"> <li>● Laundry</li> <li>● Food service</li> <li>● Offices</li> <li>● Building structure and exterior</li> </ul>
--	---
  
4. WATER AND WASTEWATER SYSTEMS
  - Water usage in the lodging industry
  - Water systems
  - Water quality
  - Water heating; water heating options
  - Water system maintenance concerns
  - Swimming pool water systems
  - Water conservation

---

## 5. ELECTRICAL SYSTEMS

- A Brief Introduction To Electrical Systems
- System Design And Operating Standards
- System Components
  - Fuses And Circuit Breakers
  - Distribution Panels And Wiring
  - Electric Motors, Controls, And Drive
  - Elements
  - Electronic Equipment
  - Emergency Power Systems
  - Electrical Maintenance Equipment
- System And Equipment Maintenance

## 6. HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS

- Factors influencing building thermal comfort
- Heating sources and equipment
- Cooling sources and equipment
- Guestroom HVAC System Types : 1) Centralized Systems    2) Decentralized Systems

## 7. LIGHTING SYSTEMS

- Light sources
- Lighting system design
- Lighting system maintenance
- Energy conservation opportunities

## 8. LAUNDRY SYSTEMS

- Laundry equipment
- Laundry design
- Laundry maintenance

## 9. SAFETY AND SECURITY SYSTEMS

- Safety And The Hospitality Industry
- Fire - Safety; Prevention; Detection; Notification; Suppression; Control

## 10. BASIC FUELS

- Types
- Calorific Value
- Comparison And Cost Calculation

## 11. ENERGY MANAGEMENT

- Energy Pricing, Energy Cost Control
- Reducing Guest Room Energy Costs
- Reducing F&B Production And Service Energy Costs
- Energy Management And Conservation Systems

## 12. LODGING PLANNING AND DESIGN

- The Development Process
  - The Feasibility Study
  - The Space Allocation Program
  - Operational Criteria

- 
- Construction And Engineering Criteria
  - The Project Budget
  
  - THE PLANNING AND DESIGN PROCESS
    - Site Planning
    - Hotel Planning
      - Guestrooms And Suites
      - The Lobby
      - Food And Beverage Outlets
      - Function Space
    - Recreational Facilities
    - Administration Offices
    - Food Production Areas
    - Other Back-Of-The-House Areas

### 13. FOOD SERVICE PLANNING AND DESIGN

- Concept Development
- Planning The Layout
- Design Of Function Areas
  - Receiving Area
  - Storage Areas
  - The Kitchen
  - The Dining Room
  - Employee Facilities
  - Office Space

**Text / Reference Books:**

**CO-PO Mapping:**

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

<b>Course Code</b>	XHH5008			
<b>Course Title</b>	Entrepreneurship Development			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:****Course Outcome:****Course Content:**

- FOUNDATIONS OF ENTREPRENEURSHIP DEVELOPMENT
  - Concept and Need of Entrepreneurship Development
  - Definition of Entrepreneur, Entrepreneurship, Innovation, Invention, Creativity, Business Idea, Opportunities through change.
  - Concepts of Entrepreneur, Manager, Intrapreneur / Corporate Entrepreneur –
  - comparative study - Roles, Responsibilities, Career opportunities
  - Entrepreneurship as a career
  - Entrepreneurship as a style of management
  - The changing role of the entrepreneur: mid career dilemmas – Closing the window: Sustaining Competitiveness - Maintaining competitive advantage

---

## 2. THEORIES OF ENTREPRENEURSHIP

- Innovation Theory by Schumpeter & Imitating
- Theory of High Achievement by McClelland - X-Efficiency
- Theory by Leibenstein
- Theory of Profit by Knight
- Theory of Social change by Everett Hagen

## 3. IDEAS GENERATION AND EVALUATION

- Sources of business idea
- Evaluation of the idea
- Analysis of the market
- SWOT analysis

## 4. EMERGENCE OF WOMEN ENTREPRENEURS

- Definition by GOI(Government of India)
- Importance of Women Entrepreneurship
- Problems faced by women entrepreneurs
- Program for promoting women entrepreneurship – SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs
- Women’s Organizations Supporting Women’s Entrepreneurship- Udyog Lijjat Papad, Mahila Bunker Sahakari Samiti, SABALA

## 5. THE ENTREPRENEURIAL PROCESS

- Identify and Evaluate the Opportunity
  - Establish Vision
  - Persuade others
  - Gather Resources
  - Create new venture/product or market
  - Change , Adopt with time
- Technical, Financial, Marketing Personnel and Management Feasibility Reports
- Marketing Plan
  - Understanding marketing plan
  - Characteristics of a marketing plan
- Human Resource Plan
  - Manpower Planning
  - Recruitment, Selection & Training

## 6. FINANCING THE NEW VENTURE

- Sources of Finance
  - Internal or External funds
  - Personal funds
  - Family and friends
  - Commercial Banks
  - Various Financial Institutions- SIDBI, NABARD, IDBI
  - Venture Capital Funding, Angel Capitalist

## 7. GROWTH AND SOCIAL RESPONSIBILITY

- Growth
  - Stages of growth (Coming into existence, Survival, Success, Take-off, Consolidation)
- Growth strategies
  - Diversification, launching New Product in Same Market, Joint Ventures, Mergers and

---

Acquisitions, Franchising, E-Commerce

- Financial Growth
  - Internal accruals, contributing own equity, Venture capital, Bank finance, taking on new partners
- Reasons for Exiting
- Social Responsibility
  - Definition by European Union
  - Corporate Social Responsibility (CSR) and Increased focus on CSR
  - Social Entrepreneur – Definition and Role

8. DOING BUSINESS IN INDIA

- Major Issues (Bureaucracy, Corruption, Labour, Regional Sentiments, Grey market and Counterfeit goods)
- Legal Compliances (Income tax, Sales tax, Professional tax, Central Excise, Company law, Import-Export, Labour laws, Provident fund, Employee’s State Insurance, Gratuity, Pollution Control, Service tax )

9. INTELLECTUAL PROPERTY

- Definition- Intellectual Property, Trademark, Patent, Copyright and Geographical Indication.
- Quality Standards – Definition (ISI, Agmark, FDA)

**Text / Reference Books:**

**CO-PO Mapping:**

**CO-PO Mapping:**

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



<b>C03</b>	-	-	-	2	-	-	-	-	-	-	1	-
<b>C04</b>	-	-	1	-	-	2	-	-	-	-	1	-
<b>C05</b>	2	2	-	2	2	1	1	3	2	2	1	-

### Detail Syllabus BSC IN H & HA Semester-6

SEMESTER-6							
Sl. No.	Type	Course No.	Course Name - BSC IN H & HA	L	T	P	Credits
THEORY :-- SPECIALIZATION ELECTIVE (ANY ONE)							
1		XHH6001	Food Production & Pâtisserie	6	0	0	6
		XHH6002	Food & Beverage Service Management				
		XHH6003	Rooms Division Management				

2		XHH6004	Values & Ethics in Hospitality & Tourism	2	0	0	2
3		XHH6005	Tourism Management	2	0	0	2
4		XHH6006	Environmental Issues in the Hospitality Industry	2	0	0	2
5		XHH6007	Basics of Event Management	2	0	0	2
6		XHH6008	Hospitality Industry Based Research Project & Dissertation	4	0	0	4
<b>PRACTICAL :-- SPECIALIZATION ELECTIVE PRACTICAL (ANY ONE)</b>							
1		XHH6101	Food Production & Pâtisserie	0	0	8	2
		XHH6102	Food & Beverage Service Management				
		XHH6103	Rooms Division Management				
2		XHH6104	Event Management Project (Food Fest / Formal Banquet)	0	0	0	2
<b>TOTAL</b>				<b>18</b>	<b>0</b>	<b>8</b>	<b>22</b>

<b>Course Code</b>	XHH6001			
<b>Course Title</b>	Food Production & Pâtisserie			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	6	0	0	6
<b>Total Contact Hours</b>	72			
<b>Pre-requisites</b>	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'hole buffet or a la cartle).

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.

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.

Food Cost Reconciliation Sheet- 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.

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.

Food Cost Reconciliation Sheet- Food cost percentage

Analysis of result with Study of causes and remedies.

### Course Outcome

XHH 6001.1	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.
XHH 6001.2	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.
XHH 6001.3	Students will able to evaluate Establishing and evaluation of standard recipe cards, Developing, Testing and assessing new recipes, Sales monitoring, Portion Control implementation-,Flash Food cost control-,Stock taking methods and will implement the same in the culinary world.

---

## Course Content:

1. FOOD PRESENTATION PRINCIPLES
  - Basic presentations
  - Modern Perspectives
  - Use of technology
  - Contemporary plates
  - Unconventional garnishes
  - Role & uses of garnishes
2. ART OF DESSERT PRESENTATION
  - Essentials of plate presentation
  - Garnishes for dessert presentation-tulip paste, chocolate stencils, nougat garnishes.
  - Sauce pouring techniques
  - Buffet presentations
  - Modern trends in presentation- portioning, usage of contemporary plates, technology
3. FOOD STYLING
  - Food photography & problems therein
  - Use of non-edible components
  - Role of dimension
4. FOOD PRODUCTION MANAGEMENT
  - Yield management-yield test, yield percentage
  - Quality control
  - Determining standard food cost for menu items
  - Pricing strategy for food items-recipe scaling, recipe costing
  - Menu management
  - Volume forecasting
  - Material management
  - Inventory management
  - Waste management and recycling food
5. INTERNATIONAL CUISINE
  - Geographic location, historical background, food specialities and dishes of:
    - Great Britain
    - Spain & Portugal
    - Scandinavia
    - Germany
    - Greece
    - Mexico
    - Lebanese
    - Thailand
    - Japan
    - Indonesia
6. NEW CONCEPTS IN INTERNATIONAL CUISINE
  - Genetically modified food
  - Organic food
  - Slow food movement

- 
- Molecular gastronomy
  - Vegan cuisine
  - Kosher food
7. KITCHEN DESIGN
- Types of operation
  - Space consideration
  - Cost factor
  - Work flow
  - Equipment
8. KITCHEN LAYOUT
- Principles of kitchen layout
  - Area requirement of the various kitchens with recommended dimensions of equipment
  - Factors that affect kitchen layout
  - Placement of equipment
  - Space allocation
  - Kitchen equipment- manufacturers and selection
  - Budgeting for kitchen equipment
9. LAYOUT OF COMMERCIAL KITCHENS
- Layout of a 5 \*/3\* Main kitchen
  - Layout of Butchery
  - Layout of Garde Manger
  - Layout of Commissary
  - Layout of Bakery and Confectionery
  - Layout of Banquet Kitchen (Indian & Continental)
  - Layout of fast food outlets
  - Layout of Speciality/Show kitchen/Flexi kitchen
10. KITCHEN STEWARDING DESIGN AND LAYOUT
- Importance of kitchen stewarding
  - Kitchen stewarding department design and layout
  - Equipment found in kitchen stewarding department
  - Stock verification

**Text / Reference Books:**

**FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

---

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

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

H.Sweetman& I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,

London, Sydney.

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 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

Cooking with the Indian Masters ( Prashad)J Kalra

Ma Cuisine--- A Escoffier

Larder Chef.

- **CO-PO Mapping:**

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

<b>Course Code</b>	XHH6101			
<b>Course Title</b>	Food Production & Pâtisserie Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	8	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Preparation and service of 20 Table d’hote , 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.**

---

## Course Outcome

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

## Suggestive List of Experiments:

1. PREPARATION OF MENUS FROM INTERNATIONAL CUISINES
  - Great Britain
  - Spain & Portugal
  - Scandinavia
  - Germany
  - Greece
  - Mexico
  - Lebanese
  - Thailand
  - Japan
  - Indonesia
2. MODERN PLATE PRESENTATION
  - Using contemporary menus
  - Using appropriate contemporary sauces
3. INNOVATIVE BASKET COOKERY
4. MOLECULAR GASTRONOMY
  - Demonstration by industry expert
5. CAKE PREPARATIONS , DECORATIONS , CAKE ASSEMBLING
  - Angels Food cake, Devil's Food cake, Yellow Chiffon Cake, Baumkuchen, Upside Down cake, Cheese cake, etc.
  - Decorative sponges- Joconde, Ribbon, etc.
  - Speciality Sponges – Sacher, Dobos, etc.
  - Icings & Toppings
  - Making & Using pippin Bags , Piping techniques
  - Petit fours , Othello's
  - Gateaux & Tortes - Black Forest, Dobos Torte, Monte Carlo, Sacher Torte, Fruit Gateaux, Gateaux St, Honore Chocolate Ganache Torte , Tiramisu , Mocha Gateaux



- 
- Wedding cakes/theme cake
6. SUGAR WORK (COOKED AND UNCOOKED)
- Spun sugar
  - Pulled sugar
  - Poured sugar
  - Pastillage
  - Marzipan
  - Toffee and candy
  - Fudge
7. TRADE TEST PRACTICE

**Text / Reference Books:**

**FOOD PRODUCTION**

**Text book :Thangam E. Philip MODERN COOKERY FOR TEACHING AND THE TRADE Orient**

**Longmans Ltd , Bombay –Calcutta- Madras- New Delhi.**

**K.Arora THEORY OF COOKERY.**

**References :Morr&Irmette Michigan state University INTRODUCTORY FOODS McMillan & Co .**

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

**H.Sweetman& I. Mackeller FOOD SELECTION &PREPARATION John Wiley & Sons inc. New York,**

**London, Sydney.**

**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 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**

**Cooking with the Indian Masters ( Prashad)J Kalra**

---

**Ma Cuisine--- A Escoffier**

**Larder Chef.**

● **CO-PO Mapping:**

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

<b>Course Code</b>	XHH6002			
<b>Course Title</b>	Food & Beverage Service Management			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	6	0	0	6
<b>Total Contact Hours</b>	72			
<b>Pre-requisites</b>	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

XHH 6002.1	Develop an insight on the various banquet setup for supervising the flow of events
XHH 6002.2	Identify, organize and construct Physical layout of a restaurant

### Course Content:

1. Pantry Operations –
  - (a) Non-Alcoholic Beverages- Tea Coffee, Cocoa, malt, Juices, milk and waters
  - (b) Sandwiches / Canapés
  - (c) Ice cream and cold sweets
  - (d) Layout & Planning of Pantry
  - (e) Modern Pantry Equipments and their care
2. Room Service Operations –
  - (a) Introduction and types of room service
  - (b) Layout of Department
  - (c) Mis-en-place for each shift
  - (d) Equipment used
  - (e) Forms and Order Taking
  - (f) Butler Service – Importance, Attributes, duties & responsibilities, multitasking.
3. Quick Service Restaurant Operations -
  - (a) Front of the House operations
  - (b) Middle of the House operations
  - (c) Back of the House operations
  - (d) Door Delivery
  - (e) Take away operations
  - (f) “Drive In” outlets
  - (g) Students to prepare a report after docking 12 hours ( practical exposure in QSR)
4. Meal Management –
  - (a) EMT – Service (Early Morning Tea)
  - (b) Breakfast – Different types and their service with Menu Planning, breakfast buffet
  - (c) Brunch – Menu Planning and Service
  - (d) Lunch – Service and Menu Planning, lunch buffet
  - (e) High Tea – Service and Menu Planning
  - (f) Dinner – Service and Menu Planning
  - (g) Supper – Service and Menu Planning
  - (h) Lounge service
5. International Cuisine – Each student to choose any two from the following:

---

(Popular Dishes and Service Involved)- Restaurant Theme, salient features, cuisine, food and alcoholic beverage harmony

- |            |            |              |
|------------|------------|--------------|
| (a) USA    | (d) France | (g) Thailand |
| (b) Italy  | (e) China  | (h) Vietnam  |
| (c) Mexico | (f) Spain  | (i) Japan    |
|            |            | (j)UK        |

Students to submit assignments on any two cuisines with a PPT presentation

6. Food & Beverage facility planning & design

- Feasibility study
  - Operational data collection
  - Projected financial statement
  - Project plan
  - Capital Structuring- Mode of ownership
  - Funds Management
  - Principles of design
  - Architectural considerations
  - Site selection
  - Façade
  - Green structure concept

7. Layout and planning of a restaurant

- Systematic layout planning
- Flow process and flow diagram
- Space consideration
- HVAC, Plumbing and electric consideration
- Water, gas and energy consideration
- Kitchen stewarding
- Equipment planning
  - Standard purchase specification
  - Operating manual
  - Manufacturers of industrial equipment
  - Care and maintenance
  - Cost and efficiency

8. F & B Waste Management

- Definition
- Types of waste
- Collection and disposal systems

9. Hospitality Entrepreneurship

- Introduction
  - Strategic Management of a new venture
    - SWOT Analysis
    - Market Segmentation
    - Break even Analysis
    - Capital sourcing
    - Project Planning
- Municipal – Police – Fire – Excise – Phonographic  
- Copyright – others

10. Legal Requirements for setting up a hotel/QSR/ Bar/ Restaurant

11. Promotional Costing

- Introduction
- Different forms of promotions used by F&B outlets
- Expenditure and revenue analysis

- 
- Numerical

**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:**

● **CO-PO Mapping:**

	Programme Outcomes (PO)											
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
<b>CO1</b>	-	-	-	-	-	2	-	1	3	-	-	-
<b>CO2</b>	3	-	2	-	-	1	-	-	-	-	-	-

<b>Course Code</b>	XHH6102			
<b>Course Title</b>	Food & Beverage Service Management Lab			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	8	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	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**

XHH 6102.1	Prepare and demonstrate skills in the field of flambé service.
XHH 6102.2	Enhancing professional ability through silver service techniques.
XHH 6102.3	Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.

---

### **Suggestive List of Experiments:**

1. B/F Service - Mis-en-place, Buffet Set up, Popular B/F Menus, Serving B/F cereal rolls, juices, hot beverages. Contemporary B/F setups for Health B/F with calorie count of dishes on offer, Regional B/F service.  
Students to submit 2 assignments 1. On breakfast buffet setup 2. On Trends in health breakfast
2. International Cuisine Service. Spl. Equipments, accompaniments, garnishes, service methodology, menu terminology.  
Students to dock at least 24 hours in a Speciality restaurant (international) and submit a report on the above defined aspects.
3. Pantry Operation, Preparation and service of Non-alcoholic beverages, - Tea, flavoured tea, Coffee, laced coffee, Machine dispensed coffee, Juices- fresh, canned, tetra pack, waters- still/sparkling. Preparation of sandwich / canapés. Service of frozen dessert.
4. R/S Operation – Mis-en-place for different shift, Breakfast, Lunch, Dinner, snacks, Hi tea and Midnight snacks. Tray and Trolley exercises, telephone handling.
5. QSR – Students to dock at least 10 hrs in a QSR and submit a report on  
Front Of House (FOH) operations  
Middle Of House (MOH) operations  
Back Of House (BOH) operations
6. F & B Waste Management  
Survey and report preparation on waste management adopted at various hotels in the city with a detailed report on waste management of any 1 leading hotel.
7. Entrepreneurship
  - Capital Sourcing – Identification of different venture capitalists e.g. Bank, pvt loans, bonds etc.
  - Project Planning
  - Project preparation for a F & B outlet
8. Preparation of a project plan
  - Restaurant design and layout
  - Data collection
  - Feasibility study
  - Drawing a restaurant or Bar plan to scale
  - Presentation on funds mobilisation with a recovery plan

### **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
<b>C01</b>	-	-	-	-	-	2	-	1	3	-	-	-
<b>C02</b>	3	-	2	-	-	1	-	-	-	-	-	-
<b>C03</b>	1	-	-	-	-	-	-	-	2	-	-	-

<b>Course Code</b>	XHH6003			
<b>Course Title</b>	Rooms Division Management			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	6	0	0	6
<b>Total Contact Hours</b>	72			
<b>Pre-requisites</b>	None			



---

**Learning Objective:**

**Course Outcome:**

**Course Content:**

**PART – A: FRONT OFFICE**

**REVENUE & YIELD MANAGEMENT IN THE FRONT OFFICE DEPARTMENT**

1. The Concept of Revenue Management
  - Concept, Definition & Importance of Revenue Management
  - Benefits of Revenue Management
2. Elements of Revenue Management
  - Group Room Plans
  - Transient Room Plans
  - Food & Beverage Activity
  - Local & Area Wide Activity
  - Special Events
3. Using Revenue Management.
  - Potential High & low Demand Tactics
  - Implementing Revenue Strategies
  - Availability Strategies.
4. Revenue Management Team
  - Composition & Role
  - Revenue Manager
5. Yield Management
  - a) Concept and importance
  - b) Applicability to Front Office (capacity management, discount allocation, duration control)
  - c) Measuring Yield
    - Formula-1: Potential Average Single Rate
    - Formula-2: Potential Average Double Rate
    - Formula-3: Multiple Occupancy Percentage
    - Formula-4: Rate Spread
    - Formula-5: Potential Average Rate
    - Formula-6: Room Rate Achievement Factor
    - Formula-7: Yield Statistic
    - Formula-8: RevPAR
    - Formula -9: Identical Yields
    - Formula-10: Equivalent Occupancy
    - Formula-11: Required Non-Room
    - Revenue per Guest

- 
- RevPAG and GOPPAR
- d) Benefits of Yield Management
6. Revenue Management Softwares

## **PART – B: HOUSEKEEPING**

### 1. INTERIOR DECORATION

- Introduction - Principles of designs, their application in hotel industry
- Elements of design

### 2. COLOUR

- Colour wheel
- Colour Schemes
- Planning colour schemes for various areas in the hotel
- Importance and psychological effect of colour

### 3. LIGHTING

- Types – Natural, Artificial, Direct , Indirect, Semi indirect, General, Specific
- Methods of lighting, importance
- Lighting plans for various areas like entrance areas, lobbies, restaurants, guest rooms

### 4. FLOOR COVERINGS AND FINISHES

- Floor – Selection:
- Types-Hard, Semi hard
- Characteristics
- Cleaning
- Soft floor coverings- Carpets - types and characteristics, selection of carpets, installation, care and maintenance

### 5. WINDOW AND WINDOW TREATMENTS

- Structure of window
- Types of windows
- Window treatments (stiff, soft)
- Specialized Window cleaning procedure

### 6. SOFT FURNISHINGS AND ACCESSORIES

- Types of soft furnishing
- Cushions and their fillings
- Curtains
- Upholstery - care and maintenance
- Role of accessories in interiors

### 7. GUESTROOM FURNITURE

- Type of furniture-Fixed, Movable
- Selection and Materials used
- Furniture arrangement
- Care and maintenance

---

## 8. WALL COVERINGS

- Types of walls
- Types of wall coverings
- Selection of wall covering
- Care and maintenance

## 9. ERGONOMICS

- Principles of Ergonomics
- Significance & need of ergonomics in housekeeping
- Analysis of risk factors in housekeeping: ergonomic perspective

## 10. LAYOUT OF GUEST ROOMS

- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

## 11. THE PLANNING PROCESS

- Area inventory list
- Frequency schedule
- Performance standards
- Productivity standards
- Inventory level calculation

## 12. ORGANIZING THE HOUSE KEEPING DEPARTMENT

- Task lists
- Job description
- Work study – time and motion study
- S.O.P'S
- Devising Training modules - e.g. training programme for GRA.
- Skill training
- Prepare to train
- Present
- Practice
- Follow up

## 13. COORDINATING AND STAFFING

- Staffing guide
- Productivity complications
- Calculating staff strength
- Job allocation
- Developing work schedules/ alternative scheduling techniques
- Planning duty rota

## 14. CONTROLLING EXPENSES

- Types of budgets
- The budget process
- Planning the operating budget
- Budgeting expenses(salaries and wages, employee benefits, outside services, in-house undry, linens, operating supplies, uniforms)
- Using the operating budget as a control tool
- Operating budgets and income statements

- Controlling expenses
- Capital budgets
- Contract vs in-house cleaning

15. MATERIAL MANAGEMENT

- Purchase systems and procedure
- Standardisation, codification and variety reduction
- Stores and inventory management
- Par levels
- Establishing par levels
- Linen
- Uniform
- Guest loan items
- Cleaning equipment and machines
- Cleaning supplies
- Guest supplies
- Taking a physical inventory of recycled and non recycled items

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH6103			
<b>Course Title</b>	Rooms Division Management Lab			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	8	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

---

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

**PART – A: FRONT OFFICE**

1. Write job description and job specification for a Receptionist/ Front Office Associate and Bell Boy.
2. Make task lists for various designations of Front Office Personnel (from the SOP point of view).
3. Role plays for different types of check ins – FIT, Group, FFIT, VIP along with rooming
4. Making SOPs for a) Guest registration b) Rooming a guest c) HWC d) Differently abled guest e) Guest booking through Travel agent f) Crew check-in g) Single lady traveller h) Luggage handling i) Check out
5. Role plays for different types of check outs – FIT, VIP and Groups, Express check out.
6. Calculating staff requirements and making of duty roster for a 100 rooms hotel (Business and Budget).
7. Calculating staff requirements and making of duty roster for a 250 rooms hotel (business and resort).
8. Designing a process for stock taking of Front Office supplies and steps for control.
9. Case Studies on Revenue/ Yield Management in Front Office.
10. Time and Motion Study:
  - a) Check in (welcoming, registration and room allotment)

- 
- b) Rooming a guest
  - c) Check out
  - d) Luggage delivery in room
9. Practicing room set ups for various types of hotels – Budget, Resort, Business
  10. Forecasting for Room availability.
  11. Preparing Operating Budget for Front Office Department.
  12. Compare any two Hotels from their viewpoint of attitude towards Yield Management.
  13. Preparing a Front Office Budget for a pre-opening property

### **PART – B: HOUSEKEEPING**

1. Special decoration (theme related to hospitality industry)
  - Indenting
  - Costing
  - Planning with time split
  - Executing
2. Layout of guest room
  - To the scale
  - Earmark pillars
  - Specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used
3. Identification of colour schemes and its application in hotels
4. Plan a hotel suite and other areas; chalk out a lighting plan for the same
5. Visit to see various types of floors and floor finishes, prepare a report.
6. Draw or prepare models for various types of windows and suggest window treatments for the same
7. Prepare a PPT on the types of soft furnishings and its impact on interior decoration.
8. Depict any 6 modes of hanging window curtains and draperies with either paper or fabric
9. Calculate the amount of material required to stitch a triple pleated / eyelet, floor length curtain for a window.
10. Draw a layout of a room with placement of furniture and justify.
11. Applying the Ergonomics principles in Housekeeping Operations e.g. bed making, detailed study and using of various machines for cleaning.
12. Designing a questionnaire to analyze preferences of guests in the hotel (interior decoration).

---

13. Role plays on handling complaints of guests, guest preferences and requests, as per profiles of guests

**Text / Reference Books:**

**CO-PO Mapping:**

<b>Course Code</b>	XHH6004
--------------------	---------

<b>Course Title</b>	Values & Ethics in Hospitality & Tourism			
<b>Category</b>	BSC IN H & HA			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. INDIAN VALUES AND ETHICS

- Respect for Elders
- Hierarchy and Status
- Need for Security
- Non – Violence
- Cooperation
- Simple Living High Thinking
- Rights and Duties
- Ethics in Work-life
- Attitudes and Beliefs

2. BUSINESS ETHICS

- Mediating between Moral Demands and Interest
- Relative Autonomy of Business Morality,
- Studies in Business Ethics
- Role of Ethics in Business
- Theory of Voluntary Mediation
- Participatory Ethics
- Moral Responsibility: Introduction
- Balanced Concept of Freedom
- Individual Responsibility
- Implications related to Modern Issues
- Public Accountability and Entrepreneurial Responsibility



- 
- Moral Corporate Excellence
  - Corporate Responsibility

3. BUSINESS ETHICS AND INDIVIDUAL INTEREST

- Interest based Outlook
- Impact of Interest on Moral Goals and Moral Principles
- Utilitarian Views on Business Ethics
- Enlightened Egoism
- Duty ethics in the Business Environment
- Theories of Virtue: Productive Practices and Team Motivation
- Prospects of Virtues in Business Ethics and Management Theory

4. SOCIAL RESPONSIBILITY, CORPORATE SOCIAL RESPONSIBILITY (CSR)

- Obligations under Law
- Environmental Protection
- Fair Trade Practices
- Health and Well-being of Under-Privileged People
- Social Welfare and Community Development Activities

**Text / Reference Books:**

**CO-PO Mapping:**

---

<b>Course Code</b>	XHH6104			
<b>Course Title</b>	Event Management Project (Food Fest / Formal Banquet)			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	0	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Suggestive List of Experiments:**

**Text / Reference Books:**

---

**CO-PO Mapping:**

<b>Course Code</b>	XHH6005			
<b>Course Title</b>	Tourism Management			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

1. Introduction to Tourism
  - Origin, Growth & Development of Tourism
  - Early History
  - Development of Tourism
  - Forms & Types of Tourism
  - Classification of Tourism Accommodation & Consumer Groups
  - Geographical Resources for Tourism
  - Tourism Potential

- 
- Various Tourist Attractions of India
2. Travel & Tourism Statistics
    - Measurement of Tourism
    - Categories of Tourist Statistics
    - Methods of Measurement; Problems
  3. The Organization of Tourism
    - Need for Organization
    - Factors Influencing Type of Organization
    - Tourism Organization in India
    - Travel Agency & Tour Operations
  4. Tourism Planning & Development
    - Planning for Tourism; Coordination
    - Tourist Demand & Supply
    - Environmental Planning
    - Carrying Capacity
  5. Marketing Concepts and Strategies in Tourism
    - Marketing in Travel & Tourism ; Special Features
    - The Tourist Product
    - Market Research
    - Market Segmentation
    - Tourist Marketing Mix
    - Tourist Publicity - Methods; Brand Concept; Media
  6. Information Technology in Tourism
    - Modern Media Techniques
    - Networking
    - Internet & Tourism Industry
    - Computers in Air Cargo, Airlines, Hotels, Railways & CRS
  7. International Tourism Organizations
    - WTO; PATA; IATA; ICAO; OECD; IOTO
  8. Tourist Transport & Their Role in Growth of Tourism
    - Modes of Transport - Road, Air, Rail, Sea
    - Technological Advances

**Text / Reference Books:**

---

**CO-PO Mapping:**

<b>Course Code</b>	XHH6006			
<b>Course Title</b>	Environmental Issues in the Hospitality Industry			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

- Knowledge of the environment, environmental resources and ecosystem help the students to understand the importance of the environment in human life.
- Knowledge of biodiversity and their way of protection help students to take necessary roles to protect them.
- Knowledge of environmental pollution and their negative effect on the environment along with the EPA help students to protect the environment and can also guide others to do so.
- Knowledge of problems associated with urbanisation like overpopulation which can adversely affect the environment can help students to restrict it.

**Course Outcome:**

XHH6006.1	Describe the concept of environment, environmental resources and ecosystem.
xhh	

---


**Course Content:**

1. THE MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES

- Definition, scope and importance
- Need for public awareness

2. NATURAL RESOURCES - RENEWABLE AND NON RENEWABLE RESOURCES

a) Natural resources and associated problems

- Forest resources: Use and over-exploitation, deforestation, case studies, Timber extraction, mining, dams and their effects on forests and tribal people.
- Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dam's benefits and problems.
- Mineral Resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- Food Resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizers- pesticides problems, water logging, salinity, case studies.
- Energy Resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies
- Land Resources: Land as a resource, land degradation, man induced landslides, soil erosion, and desertification.

b) Role of individuals in conservation of natural resources.

c) Equitable use of resources for sustainable lifestyles.

3. ECO SYSTEMS

- Concept of an ecosystem
- Structure and function of an ecosystem.
- Producers, consumers, decomposers.
- Energy flow in the eco systems.
- Ecological succession.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystems:
  - Forest ecosystem
  - Grassland ecosystem
  - Desert ecosystem.
  - Aquatic eco systems (ponds, streams, lakes, rivers, oceans, estuaries)

4. BIODIVERSITY AND ITS CONSERVATION

- Introduction-Definition: genetics, species and ecosystem diversity.
- Biogeographical classification of India.
- Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values

- 
- Biodiversity at global, national and local level.
  - India as a mega diversity nation.
  - Hot-spots of biodiversity.
  - Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts.
  - Endangered and endemic species of India.
  - Conservation of biodiversity: in-situ and ex-situ conservation of biodiversity.

#### 5. ENVIRONMENTAL POLLUTION

- Definition Causes, effects and control measures of: Air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution, Nuclear hazards
- Solid waste Management: Causes, effects and control measures of urban and Industrial wastes, Role of an individual in prevention of pollution, Pollution case studies
- Disaster management: Floods, earthquake, cyclone and landslides

#### 6. SOCIAL ISSUES AND THE ENVIRONMENT

- From unsustainable to sustainable development
- Urban problems related to energy, Water conservation, rain water harvesting, water shed management
- Resettlement and rehabilitation of people; its problems and concerns, case studies,
- Environmental ethics: issues and possible solutions
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust
- Case studies
- Wasteland reclamation
- Consumerism and waste products
- Environment protection Act- Air (prevention and control of pollution) Act
- Water (prevention and control of pollution) Act
- Wildlife Protection Act
- Forest Conservation Act
- Issues involved in enforcement of environmental legislations
- Public awareness

#### 7. HUMAN POPULATION AND THE ENVIRONMENT

- Population growth and variation among nations
- Population explosion- family welfare program
- Environment and human health
- Human rights
- Value education
- HIV / AIDS
- Women and child welfare
- Role of information technology in environment and human health
- Case studies

**Text / Reference Books:**

---

**CO-PO Mapping:**

<b>Course Code</b>	XHH6007			
<b>Course Title</b>	Basics of Event Management			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**



---

**Course Content:**

1. INTRODUCTION TO EVENT MANAGEMENT

- Size of events
- Types of events
- The event team
- Code of ethics

2. CONCEPT AND DESIGN

- Developing the concept
- Analysing the concept
- Designing the event
- Logistics of the concept

3. FEASIBILITY

- Keys to success
- The swot analysis

4. LEGAL COMPLIANCE

- Relevant legislation
- Official bodies involved
- Contracts

5. MARKETING OF EVENT

- Nature of event marketing
- Process of event marketing
- The marketing mix
- Sponsorship

6. PROMOTION

- Image / branding
- Advertising
- Publicity
- Public relations

7. FINANCIAL MANAGEMENT

- The budget
- Break-even point & cash flow analysis
- Profit & loss statement
- Balance sheet
- Financial control systems

8. RISK MANAGEMENT

- Process of risk management
- Incident reporting
- Emergency response plans
- Standards for risk management

9. PLANNING

- 
- Establish the aims of the event & objectives
  - Prepare an event proposal
  - Planning tools

#### 10. PROTOCOL

- Order of precedence; titles; styles of address; dress codes
- Protocol for speakers
- Seating plans
- Religious & cultural protocol
- Rules of flag flying

#### 11. STAGING THE EVENT

- Choosing the event site
- Developing the theme
- Providing services
- Managing the environment

#### 12. STAFFING

- Organization chart; preparing job descriptions
- Recruitment & selection; rosters
- Training; briefing staff
- Managing volunteers

#### 13. OPERATIONS & LOGISTICS

- Logistics
- Policies
- Procedures
- Performance standards
- Functional areas

#### 14. CROWD MANAGEMENT & EVACUATION

- The crowd management plan
- Emergency planning
- Implementing emergency procedures

#### 15. CONTROL & EVALUATION

- Monitoring & control systems
- Operational monitoring & control
- Evaluation

**Text / Reference Books:**

---

**CO-PO Mapping:**

<b>Course Code</b>	XHH6008			
<b>Course Title</b>	Hospitality Industry Based Research Project & Dissertation			
<b>Category</b>	<b>BSC IN H &amp; HA</b>			
<b>LTP &amp; Credits</b>	L	T	P	Credits
	2	0	0	2
<b>Total Contact Hours</b>	24			
<b>Pre-requisites</b>	None			

**Learning Objective:**

**Course Outcome:**

**Course Content:**

---

## 1. PURPOSE OF PROJECT

- The project is intended to serve the student develop ability to apply multi-disciplinary concepts, tools and techniques to deal with the operational problems related to core areas of the hospitality industry, selecting from - (food production / food and beverage service / front office / housekeeping)
- The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

## 2. TYPE OF PROJECT (ANY ONE)

- a) Comprehensive Case Study
- b) Inter-Organizational Study
- c) Field Study

## 3. PROJECT SUPERVISION

- Each project shall be guided by a supervisor duly appointed by the Academic Coordinator
- Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data.
- The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc.
- Student must inform their supervisor or other people with whom their work is being discussed.
- The research should be planned to minimise time wastage and a clear time scale should be put in place.
- The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations.

## 4. PROJECT PROPOSAL (SYNOPSIS)

- Synopsis of the project should be prepared in consultation with the guide and submitted in the department
- The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken
- It should have full details of the rationale, description of universe sampling, research instruments to be used, limitations, if any, and future directions for further research

## 5. PROJECT DOCUMENTATION

- Project report should be properly documented and will include the following:
  - Executive Summary
  - Research Design And Methodology
  - Literature Review
  - Data Collection And Analysis
  - Conclusions And Recommendations
  - Bibliography

## 6. PROJECT SUBMISSION

- Final draft of the project should be submitted in computer-typed and bound form, in the department after being duly certified by the guide

---

7. PROJECT PRESENTATION AND EVALUATION

- Formal presentation of the project using audio-visual tools before a panel constituted by the academic coordinator, and evaluation

**Text / Reference Books:**

**CO-PO Mapping:**