

## Schemes and Syllabus

(For Academic Session 2019-20 & Onwards)

B.Sc (Hotel Management)

IEC School of Hotel Management & Travel & Tourism



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### Table of Content

Section	Content	Page no.
1	Program Outcomes and Program Specific Outcomes	
2	Semester wise Scheme	
3	Semester wise Syllabus	

## **Program Outcomes**

The expected outcome of the B.SC (HM) program is in keeping in view the basic objective stated above. The outcome of this model program structure is foreseen that on completion of this program the students will be able to:-

**PO1: Hospitality Management Knowledge:** Apply the knowledge of Hospitality Management, Culinary Science, Human Resource Management, Communication Skills and Marketing to the solution of Hospitality and Tourism World.

**PO2: Problem Analysis:** Identification of problems of Hospitality Industry, Formulation, Research Literature, and analyze complex Hospitality Management problems reaching substantiated conclusions using Principles of Hospitality.

**PO3: Project Development and Solutions:** Develop and study the project case related to Hospitality Industry and Designing and Developing Solutions.

**PO4: Modern Management Methods:** Create and integrate new solutions and adopt new methods of Culinary Science and Management Practices with an understanding of the limitations.

**PO5: The Hospitality Professionals and Society:** Creation and Application of Hospitality Knowledge to serve the society.

**PO6: Environment and Sustainability:** Understand the impact of the Hospitality Education and Culinary Science on society and environments for Sustainable Development.

### **PO7: Ethics:**

- Apply the ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality Management Practices.
- Respect of Tourists/Guests and Colleagues that encompasses without prejudice diversity of the background, language inculture.
- An understanding of Tourist's/Guest's right particularly with regard to confidentiality.

**PO8: Individual and Team Work:**Function effectively as an individual, and as a member or leader in diverse teams, and in Multidisciplinary HospitalitySettings.

### **Program Specific Outcomes**

The expected outcome of the B.SC (HM) program is in keeping in view the basic objective stated above. The outcome of this model program structure is foreseen that on completion of this program the students will be able to

**PSO1:** Understand and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.

**PSO2:** Comprehend and articulate written and oral communication as appropriate for hospitality environments.

**PSO3:** Understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.

**PSO4:** Demonstrate ability to apply strategies for managing diverse, multicultural hospitality.

<b>COURSE SCHEME</b>									
<b>1<sup>st</sup> Semester</b>									
<b>Course Code</b>	<b>Course Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>CH</b>	<b>CP</b>	<b>Int. A</b>	<b>ESE</b>	<b>Total</b>
<b>ENG-101</b>	Professional Communication	3			3	3	45	30	75
<b>HM-101</b>	Front Office Operation –I	3			3	3	45	30	75
<b>HM-102</b>	Housekeeping Operation -I	3			3	3	45	30	75
<b>HM-103</b>	Food & Beverage (Service) -I	2			2	2	45	30	75
<b>HM-104</b>	Food & Beverage (Production) -I	2			2	2	45	30	75
<b>EVS-101</b>	Environmental Sciences and technology	3			3	3	60	40	100
<b>HM-101 P</b>	Front Office Operation –I			2	2	1	15	10	25
<b>HM-102 P</b>	Housekeeping Operation -I			2	2	1	15	10	25
<b>HM-103 P</b>	Food & Beverage (Service) -I			5	5	2.5	15	10	25
<b>HM-104 P</b>	Food & Beverage (Production) -I			5	5	2.5	15	10	25
<b>ENG-101P</b>	Professional Communication			2	2	1	15	10	25
<b>2<sup>nd</sup> Semester</b>									
<b>HM-201</b>	Front Office Operation –2	3			3	3	45	30	75
<b>HM-202</b>	Housekeeping Operation -2	3			3	3	45	30	75
<b>HM-203</b>	Food & Beverage (Service) -2	2			2	2	45	30	75
<b>HM-204</b>	Food & Beverage (Production) -2	2			2	2	45	30	75
<b>HM-205</b>	Tourism	3			3	3	60	40	100
<b>HM-201 P</b>	Front Office Operation –2			2	2	1	15	10	25
<b>HM-202 P</b>	Housekeeping Operation -2			2	2	1	15	10	25
<b>HM-203 P</b>	Food & Beverage (Service) -2			5	5	2.5	15	10	25
<b>HM-204 P</b>	Food & Beverage (Production) -2			5	5	2.5	15	10	25
<b>3<sup>rd</sup> Semester</b>									
<b>HM-301</b>	Front Office Operation –3	3			3	3	45	30	75
<b>HM-302</b>	Housekeeping Operation -3	3			3	3	45	30	75
<b>HM-303</b>	Food & Beverage (Service) -3	2			2	2	45	30	75
<b>HM-304</b>	Food & Beverage (Production) -3	2			2	2	45	30	75
<b>HM-305</b>	Principles of Management	3			3	3	60	40	100
<b>HM-301 P</b>	Front Office Operation –3			2	2	1	15	10	25
<b>HM-302 P</b>	Housekeeping Operation -3			2	2	1	15	10	25
<b>HM-303 P</b>	Food & Beverage (Service) -3			5	5	2.5	15	10	25

<b>HM-304 P</b>	Food & Beverage (Production) -3			5	5	2.5	15	10	25
<b>4<sup>th</sup> Semester</b>									
<b>HM-401</b>	Accommodation Operations-1	3			3	3	45	30	75
<b>HM-402</b>	Food & Beverage (Service) -4	3			3	3	45	30	75
<b>HM-403</b>	Food & Beverage (Production) - 4	2			2	2	45	30	75
<b>HM-404</b>	Engineering and maintenance	3			3	3	60	40	100
<b>HM-405</b>	Economics	3			3	3	60	40	100
<b>HM-401 P</b>	Accommodation Operations-1			2	2	1	15	10	25
<b>HM-402 P</b>	Food & Beverage (Service) -4			5	5	2.5	15	10	25
<b>HM-403 P</b>	Food & Beverage (Production) - 4			5	5	2.5	15	10	25
<b>5<sup>th</sup> Semester</b>									
<b>HM-501</b>	Accommodation Operation -2	3			3	3	45	30	75
<b>HM -502</b>	Food & Beverage (Service) -5	3			3	3	45	30	75
<b>HM -503</b>	Food & Beverage (Production) -5	2			2	2	45	30	75
<b>HM -504</b>	French	3			3	3	45	30	75
<b>HM -505</b>	Facility Planning 2	2			2	2	60	40	100
<b>HM-501 P</b>	Accommodation Operation -2			2	2	1	15	10	25
<b>HM -502P</b>	Food & Beverage (Service) -5			5	5	2.5	15	10	25
<b>HM -503P</b>	Food & Beverage (Production) -5			5	5	2.5	15	10	25
<b>HM -504P</b>	French (Viva Voce)			4	4	2	15	10	25
<b>6<sup>th</sup> Semester</b>									
<b>HM-601</b>	Industrial Training Report					5	100		100
<b>HM-602</b>	Industrial Training Log-Book					5	100		100
<b>HM-603</b>	Industrial Training Project (Report)					5	100		100
<b>HM-604</b>	Presentation & Viva				5			200	200

**L** – Lecture; **T** – Tutorial; **P** – Practical; **CH** – Contact hour; **CP** – Credits points; **Int. A** – Internal assessment; **ESE** – End-semester exam

<b>Program:</b> BSc HM	<b>Semester:</b> 01 <sup>st</sup>
<b>Course Title:</b> Professional Communication	<b>Course Code:</b> ENG-101

### Course Description:

This course is aimed at equipping students with communication skills that are relevant for professional and advanced academic contexts. Concentration on identify, analyse, develop and evaluate communication skills in interpersonal situations, group interactions, and personal and professional presentations.

### Course Outcomes

**CO1:** Identify and apply strategies to improve communication especially in meetings

**CO2:** Recognize diversity, barriers and interact in bias-free communication

**CO3:** Plan and participate in professional presentations using different presentation tools

**CO4:** Develop sound, well supported and convincing arguments

**Theory**

**45hrs/sem**

Unit	Topic	Hours
1	<b>Communication:</b> <ul style="list-style-type: none"> <li>- Meaning of Communication ,</li> <li>- Importance of Communication &amp; Process of Communication ,</li> <li>- Types of communication, Channels of Communication,</li> <li>- Barriers of Communication , Role of Communication in Society ,Process of listening, Difference between hearing and listening,</li> <li>- Feedback skills.</li> </ul>	12
2	<b>Reading Skills:</b> <ul style="list-style-type: none"> <li>- Characteristics of reading,</li> <li>- Types of reading, Purpose of reading, Process of reading,</li> <li>- Rules for faster comprehension, Approach to reading, SQ3R,</li> <li>- Comprehension (Unseen passage).</li> </ul>	10
3	<b>Oral Communication:</b> <ul style="list-style-type: none"> <li>- Introduction, principles of successful oral communication,</li> <li>- two sides of effective oral communication,</li> <li>- Non-verbal communication</li> <li>- Body language, personal appearance, posture, gesture, facial</li> </ul>	15

	expression, - Eye contact, proxemics, haptics. - Written Communication: - Principles of effective writing, writing technique, - Paragraph writing, Business letters: Placing an order , - Complaint Letter, Adjustment Letter	
4	<b>Grammar:</b> - Patterns & Parts of speech, - Subject, Predicate, One word substitution, - Idioms and Phrases, Capital letters(use), - Abbreviation, Antonyms, Synonyms, - Word formation: prefix, suffix.	8

### Textbooks

- Bhattacharya, Inderjit, an Approach to Communication Skills. Dhanpat Rai Co., (Pvt.) Ltd. New Delhi.

### Reference Books

- K.K.Sinha, Business Communication, Galgotia Publishing Company, New Delhi, 1999.
- Loveleen Kaur, Communicative Skills, Satya Prakashan, New Delhi.
- Sanjay Kumar and Pushplata, Communication Skills, Oxford University Press.

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment (CA) = Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	3	0	0	0	1	0	0	2	1	3	0	1
CO2	2	0	0	0	1	1	0	0	2	3	0	0
CO3	3	1	0	0	1	0	2	2	0	2	1	0
CO4	2	1	0	0	0	0	1	0	1	3	0	2



<b>Program:</b> BSc HM	<b>Semester:</b> 1 <sup>st</sup>
<b>Course Title:</b> Front Office Operation-1	<b>Course Code:</b> HM-101

**Course Description:** Study of front office operations. Instruction in the duties of all front desk personnel including, cashier, night auditor, reservations clerk and the front office manager

### Course Outcomes

**CO1:**Identify the independent components of the lodging front desk/front office system.

**CO2:** Identify and explain the impacts of the front desk/ front office on the overall lodging Operation.

**CO3:** Apply and explain skills necessary to seek employment in front desk/ front office Supervision and management

**CO4:** Explain and perform the night audit function

Theory: 45hrs/Sem

Unit	Topic	Hours
1	Front Office- Introduction <ul style="list-style-type: none"> <li>- Front office, introduction its importance in hotels</li> <li>- Layout of the front office and its dress code and ethics.</li> <li>- Different section of the Front Office and their importance.</li> <li>- Bell desk operations.</li> </ul>	8
2	Classification of Hotels <ul style="list-style-type: none"> <li>- Hotels and their classifications</li> <li>- Star classification; Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains &amp; Franchise/ Affiliated, Time Share.</li> </ul>	10
3	Front Office Staff <ul style="list-style-type: none"> <li>- Department Hierarchy chart: Small, Medium and Large Hotels</li> <li>- Job Description, Job Specification &amp; Duties and Responsibilities of different front office personnel.</li> <li>- Attributes of front office employee</li> </ul>	10
4	Guest Cycle & Guest Types <ul style="list-style-type: none"> <li>- The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure</li> <li>- Front Office Systems: Non-Automated, Semi-Automated and</li> </ul>	8

	<p>Fully Automated</p> <ul style="list-style-type: none"> <li>- Guest Types: FIT, VIP, Business Travellers, GIT, Special Interest Tours, Domestic, and International.</li> </ul>	
5	<p>Equipment used in Front office</p> <ul style="list-style-type: none"> <li>- Room Rack, Mail, Message, and Key Rack.</li> <li>- Reservation Racks, Information Rack, Voucher Rack.</li> <li>- Folio Trays.</li> <li>- Account Posting Machine.</li> <li>- Cash Register Support Devices.</li> <li>- Telecommunications Equipment</li> </ul>	9

### Textbooks

- Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).

### Reference books

- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	2	0	2	1	0	1
CO2	1	1	1	2	0	0	2	3	0	1	2	1
CO3	2	1	1	0	2	1	3	2	2	0	0	0
CO4	1	1	1	0	2	0	0	1	2	2	0	1

<b>Program:</b> BSc HM	<b>Semester:</b> 01 <sup>st</sup>
<b>Course Title:</b> House Keeping Operation -1	<b>Course Code:</b> HM-102

### Course Description:

Housekeeping duties within an establishment, supervision of staff, scheduling, use of different cleaning agents, safety within the work environment; housekeeping technology.

### Course Outcomes

**CO1:** Be familiar with organisational Structure of Housekeeping

**CO2:** Familiarity with cleaning areas in hotel

**CO3:** To learn cleaning of Different surfaces

**CO4:** Get deep knowledge about key control and forms & Formats

Theory: 45 hrs/Sem

Unit	Topic	Hours
1	<b>Introduction- Housekeeping Department</b> <ul style="list-style-type: none"> <li>- Meaning, definition and importance of Housekeeping department</li> <li>- Layout of Housekeeping Department</li> <li>- Organisational structure of Housekeeping department (Large/medium/small Hotel)</li> <li>- Functions/ responsibilities of Housekeeping department</li> <li>- Interdepartmental coordination</li> </ul>	10
2	<b>Staffing</b> <ul style="list-style-type: none"> <li>- Attributes and qualities of Housekeeping staff</li> <li>- Job description and job specification of Housekeeping staff</li> <li>- Staffing of housekeeping staff</li> <li>- Contract housekeeping</li> <li>- Importance of housekeeping department in hospitals, hostels and other industries.</li> </ul>	10
3	<b>Introduction of cleaning areas</b> <ul style="list-style-type: none"> <li>- Types of guest rooms</li> <li>- Features of typical guest room</li> <li>- Bathroom</li> </ul>	8

	<ul style="list-style-type: none"> <li>- Public areas- meaning and introduction of all public areas of hotel</li> <li>- Guest amenities/ supplies of guest room and bathroom.</li> </ul>	
4	<b>Routine system and records</b> <ul style="list-style-type: none"> <li>- Briefing</li> <li>- Housekeeping control desk- importance, role.</li> <li>- Types of registers and files maintained</li> <li>- Types of keys and key control</li> <li>- Lost and found procedure and formats</li> <li>- Handling guest queries, problem and requests</li> <li>- Routine task of housekeeper</li> <li>- Housekeeping supply store</li> </ul>	8
5	<b>Cleaning equipments&amp;Cleaning different surfaces.</b> <ul style="list-style-type: none"> <li>- The maid's cart- introduction, design of maid's cart</li> <li>- Types of cleaning equipments, selection, and storage</li> <li>- Common cleaning agents, selection, general principles</li> <li>- Polishes, use, care, storage, distribution and control</li> <li>- Principles of cleaning, hygiene, safety factors in cleaning</li> <li>- Types of cleaning- daily, weekly, spring and deep cleaning</li> <li>- Cleaning different surfaces: Metals, Glass, Leather, Plastics, Ceramics, and Wood etc.</li> </ul>	9

### **Textbooks**

- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.

### **Reference Books**

- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

### **Assessment Process (Internal)**

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

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Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### **COCO-PO Mapping**

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	1	0	1	2	1	3	0	2	2	3	1	1
<b>CO2</b>	2	0	0	1	2	1	1	3	1	1	0	1
<b>CO3</b>	0	0	2	1	2	2	1	2	1	0	1	0
<b>CO4</b>	2	0	1	1	1	1	1	2	1	1	2	0

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<b>Program:</b> BSc HM	<b>Semester:</b> 01 <sup>st</sup>
<b>Course Title:</b> Food & Beverage service-1	<b>Course Code:</b> HM-103

### Course Description:

This course covers the fundamentals of food and beverage service and management as it applies to restaurants and all other types of food service operations including institutions, hotels, quick service operations, and catering. The focus of the course will be on the philosophy, psychology and technical skills required for excellent food and beverage service. In addition the course will cover the principles of sound food and beverage operation management, which can be applied to ensure these service levels are attained.

### Course Outcomes

**CO1:**Describe the size, nature and scope of the food and beverage service industry, including the industry's origins, trends currently affecting it and the outlook for the future;

**CO2:** Discuss the organizational structure and characteristics of food service operations, including the labour force, working conditions and career opportunities;

**CO3:**Discuss fundamentals of management, the management process and managerial responsibilities;

**CO4:**Demonstrate the principles of menu development from a marketing, nutrition, design, operational and cost control standpoint;

**Theory: 30hrs/Sem**

Unit	Topic	Hours
1	<b>Introduction to Food and Beverage:</b> <ul style="list-style-type: none"> <li>- Introduction to the Food &amp; Beverage Industry.</li> <li>- Types of Catering Establishments.</li> <li>- Introduction to Food &amp; Beverage Operations.</li> <li>- Role of catering establishment in the hospitality industry.</li> </ul>	6
2	<b>Food service areas (F &amp; B outlets)</b> <ul style="list-style-type: none"> <li>- Specialty Restaurants</li> <li>- Coffee Shop</li> <li>- Cafeteria</li> <li>- Fast Food (Quick Service Restaurants)</li> <li>- Banquets</li> <li>- Bar</li> <li>- Discotheque</li> </ul>	7

3	<b>F &amp; B Service Equipments:</b> <ul style="list-style-type: none"> <li>- Usage of Equipment, criteria for selection, requirements, quantity and types.</li> <li>- Furniture, Linen, Chinaware, Silverware &amp; Glassware,</li> <li>- Disposable.</li> <li>- Special Equipment &amp; Other Equipment, Care and maintenance.</li> </ul>	5
4	<b>Food &amp; Beverage Service Department and its organization:</b> <ul style="list-style-type: none"> <li>- Food &amp; Beverage Service Organization.</li> <li>- Job Descriptions &amp; Job Specifications of F&amp; B Service Staff.</li> <li>- French terms related to Food &amp; Beverage staff.</li> <li>- Attitude &amp; Attributes of a Food &amp; Beverage personnel, competencies, Basic Etiquettes for Catering staff, Inter and Intra departmental relationship.</li> </ul>	7
5	<b>Food &amp; Beverage Service Methods:</b> <ul style="list-style-type: none"> <li>- Table Service-Silver/English, Family, American, Butler/French, Russian.</li> <li>- Self Service-Bufferet &amp; Cafeteria, Tray, Lounge, Room, etc.</li> <li>- Single Point Service-Take Away, Vending, Food&amp; Beverage Terminology (related to the inputs of the semester).</li> </ul>	5

#### **Textbooks**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS

#### **Reference Books**

- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill

#### **Assessment Process (Internal)**

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
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<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
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86% - 90%	3
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96% - 100%	5



### COCO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	2	1	2	1	3	1	2	2	3	1	1
CO2	3	1	0	1	0	0	1	3	3	1	0	2
CO3	1	1	2	1	2	2	1	2	1	3	2	3
CO4	2	1	1	0	1	1	0	2	1	1	3	1

<b>Program:</b> BSc HM	<b>Semester:</b> 01 <sup>st</sup>
<b>Course Title:</b> Food & Beverage Production-1	<b>Course Code:</b> HM-104

**Course Description:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.

### **Course Outcomes**

**CO1:** Familiarized with kitchen hierarchy, equipment's and handling procedures

**CO2:** Identify raw materials, fruits and vegetables

**CO3:** Know about Hierarchy area of department

**CO4:** Can able to understand the aim and objectives of cooking food

### **Theory: 30hrs/Sem**

<b>Unit</b>	<b>Topic</b>	<b>Hours</b>
1	<b>Culinary history &amp; Introduction to cookery:</b> <ul style="list-style-type: none"> <li>- Development of the culinary art from the middle ages to modern cookery,</li> <li>- Indian regional cuisine,</li> <li>- Popular International cuisine, French, Italian, Chinese and their basic Characteristics</li> <li>- Levels of skills and experiences</li> <li>- Attitudes and behaviour in the kitchen</li> <li>- Personal hygiene</li> <li>- Uniforms &amp; protective clothing</li> </ul>	8
2	<b>Hierarchy area of department and Kitchen:</b> <ul style="list-style-type: none"> <li>- Classical Brigade</li> <li>- Modern staffing in various category hotels</li> <li>- Roles of executive chef</li> <li>- Duties and responsibilities of various chefs</li> <li>- Co-operation with other departments</li> </ul>	7
3	<b>Culinary terms:</b> <ul style="list-style-type: none"> <li>- List of culinary (common and basic) terms</li> <li>- Explanation with examples</li> <li>- Western and Indian Culinary terms</li> </ul>	5

4	<b>Aims and Objects of Cooking food:</b> <ul style="list-style-type: none"> <li>- Various textures</li> <li>- Various consistencies</li> <li>- Techniques used in pre-preparation</li> <li>- Techniques used in preparation</li> </ul>	5
5	<b>Fuels and Equipment:</b> <ul style="list-style-type: none"> <li>- Various Fuels used, Advantages and Disadvantages of each</li> <li>- Different Equipments used in Food Production manual and mechanical</li> </ul>	5

### **Textbooks**

- Theory of Cookery By K Arora, Publisher: Frank Brothers

### **Reference Books**

- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu

### **Assessment Process (Internal)**

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Below 75%	0
75% - 80%	1
81% - 85%	2
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96% - 100%	5

### COCO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	3	2	1	2	1	3	1	1	2	3	1	1
<b>CO2</b>	3	1	0	1	0	2	1	3	0	1	1	2
<b>CO3</b>	2	3	2	2	2	1	1	2	1	3	2	0
<b>CO4</b>	2	1	1	0	1	1	0	2	3	1	2	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> IstSem
<b>Course Title:</b> Environmental Sciences and technology	<b>Course Code:</b> EVS-101

### Course Description:

Environmental Studies (EVS) at the primary stage envisages exposing children to the real situations in their surroundings to help them connect, be aware of, appreciate and be sensitized towards the prevailing environmental issues (natural, physical, social and cultural). Beginning with child's immediate surroundings (including natural, social, physical and cultural settings) related to self, home, school and family in the early grades and gradually moving on to the wider environment (neighbor-hood and community at large), EVS not only helps children to get acquainted with their own environment but it also strengthens their bond with it.

### Course Outcomes

**CO1:**Identifies simple observable features (e.g. shape, colour, texture, aroma) of leaves, trunk and bark of plants in immediate surroundings.

**CO2:**Identifies simple features (e.g. movement, at places found/kept, eating habits, sounds) of animals and birds) in the immediate surroundings.

**CO3:**Identifies relationships with and among family members.

**CO4:** Identifies objects, signs (vessels, stoves, transport, means of communication, transport, signboards etc.), p laces (types of houses/shelters, bus stand, petrol pump etc.) activities (works people do, cooking processes, etc.) at home/school/ neighborhood.

**Theory: 45 hrs/Sem.**

Unit	Topic	Hours
1	<b>INTRODUCTION: Definition and Scope:</b> <b>Definition and Scope:</b> Importance, Public awareness and education. <b>Natural Resources:</b> Introduction, Renewable and non-renewable, Forest, water, mineral, food, energy and land resources, Conservation of resources, Equitable use of resources. <b>Human population and the environment:</b> Population growth, Environment and human health, Human rights, HIV/AIDS, Value education, Women and child welfare.	10

2	<p><b>ECOLOGY:</b></p> <p><b>Ecosystems,</b> Concept, Structure, Function, Energy flow, Ecological pyramids, Forest, grassland, desert and aquatic ecosystems - Introduction, characteristic features, structure and function.</p> <p><b>Biodiversity:</b> Genetic, Species and ecological diversity, Threats to biodiversity, Conservation of Biodiversity.</p>	10
3	<p><b>SOCIAL ISSUES &amp; ENVIRONMENTAL LEGISLATION</b></p> <p><b>Social Issues:</b> Sustainable development, Water conservation, Climatic change, Concept of Green Computing, and Green Building</p> <p><b>Environmental Laws:</b> Environmental ethics, EIA, Environmental protection acts and issues.</p>	6
4	<p><b>POLLUTION &amp; WASTE MANAGEMENT</b></p> <p><b>Pollution:</b> Definition, Causes, effects and control measures of the pollution – Air, soil, Noise, Water, Marine and Thermal and Nuclear Pollution.</p> <p><b>Disaster management:</b> Flood, Earthquake, Cyclone, Landslide, Drought.</p> <p><b>Solid waste management:</b> Waste Management hierarchy; Collection, transportation and storage of MSW; Treatment and disposal of MSW.</p>	9
5	<p><b>ENVIRONMENTAL CHEMISTRY</b></p> <p><b>General Chemistry:</b> Review of concepts like oxidation-reduction, Gas laws, pH and Buffers.</p> <p><b>Atmospheric Chemistry:</b> Photochemical reactions in atmosphere, Major chemical pollutants and their effects.</p> <p><b>Water and Wastewater Chemistry:</b> Hardness, Residual chlorine, Dissolved oxygen, BOD, COD, Solids.</p> <p><b>Green Chemistry:</b> Principles, Green materials, reactions, reagents and product.</p>	10

#### Textbooks

- Environment and Ecology by H.Kaur.

#### Reference Books

- Environmental Studies by Ranjit Daniels.
- Fundamentals of Ecology by P. Odum

#### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### **COCO-PO Mapping**

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	2	1	2	1	3	2	1	2	3	1	1
<b>CO2</b>	2	1	0	1	3	2	2	3	0	1	2	2
<b>CO3</b>	2	2	2	2	2	3	1	2	1	2	2	1
<b>CO4</b>	2	2	1	0	1	3	2	2	3	1	2	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> IstSem
<b>Course Title:</b> Front Office Operation –I	<b>Course Code:</b> HM-101 P

**Course Description:** To equip students of the B.Sc. (HM)& to Manage Front Office Operations practical is designed to provide students with a basic understanding of front office procedures in the hospitality industry. Students will understand, organize, perform and evaluate front office functions that are critical to the success of a hotel. Students will be trained in the importance of guest service, along with any technical aspects of front office management. Meet our expert trainers to learn hotel management courses in a professional way. Become a professional receptionist at Bright Future.

### Course Outcomes

**CO1:**Deeper familiarity with different sections of Front Office

**CO2:** Familiarity with different types of currencies,airlines and cards.

**CO3:**Learn telecommunication skills

**CO4:**Get deep knowledge regarding Forms and formats used in Front office

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
1.	Basic Manners and Attributes for Front Office Operations.
2.	Communication Skills – verbal and non-verbal.
3.	Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
4.	Telecommunication Skills.
5.	Forms & formats related to Front office
6.	Hotel visits – WTO sheets.
7.	Identification of equipment, work structure and stationery.
8.	Procedure of taking reservations – in person and on telephones.
9.	Converting enquiry into valid reservations.
10.	Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc. VIP / CIP / H.G etc.
11.	Suggestive selling.



## Textbooks

- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

## Reference books

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
i) **Practical Performance-** 10 marks iii) **Viva-**5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	3	2	1	2	1	3	2	1	2	2	1	1
CO2	1	3	0	1	3	0	2	2	0	1	2	0
CO3	0	0	2	0	2	3	1	0	1	0	2	1
CO4	2	2	1	0	1	3	2	2	3	1	2	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> IstSem
<b>Course Title:</b> Housekeeping Operation -I	<b>Course Code:</b> HM-102 P

**Course Description:** To equip students of the B.Sc. (HM) Housekeeping Operations Practical course presents a systematic approach to managing housekeeping operations and provides a thorough overview, from the big picture of maintaining a quality staff, planning, and organizing, to the technical details of cleaning each area of a hospitality facility.

### **Course Outcomes**

**CO1:**Familiarity with different types of cleaning agents.

**CO2:**Know about the supplies required in a room.

**CO3:**To learn setting up maids-cart.

**CO4:** Get deep knowledge all files registers and formats maintained at control desk

**Practical:**

**15 hr/sem.**

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Room layout and standard supplies
<b>2</b>	Identification of cleaning equipment both manual and mechanical use of brushes, brooms, mops
<b>3</b>	Identification of cleaning agents
<b>4</b>	Knowledge of all files registers and formats maintained at control desk: Register for guest messages <ul style="list-style-type: none"> <li>- Baby sitting services</li> <li>- Room checklist file</li> <li>- Carpet shampoo register</li> <li>- Room occupancy reports file</li> <li>- Duty roster file</li> <li>- Log book</li> <li>- Memo book</li> <li>- Lost and found slip and register</li> </ul>

	<ul style="list-style-type: none"> <li>- Maintenance register and slip</li> <li>- Work order slip</li> <li>- Guest loan register</li> <li>- Guest supplies consumption register</li> <li>- Room report format</li> </ul>
<b>5</b>	Maid's cart set-up, stocking and usage
<b>6</b>	General procedure cleaning

### Textbooks

- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications

### Reference books

- Professional management of Housekeeping by ManojMadhukar, Rajat Publications

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**
  - ii) **Practical Performance- 10 marks**
  - iii) **Viva-5 marks**

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	2	1	2	0	3	0	1	2	2	1	1
CO2	1	3	0	1	0	0	1	2	0	0	2	0
CO3	1	0	2	0	0	3	1	0	1	0	2	1
CO4	0	2	1	0	0	3	2	2	3	1	2	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> IstSem
<b>Course Title:</b> Food & Beverage (Service)-I	<b>Course Code:</b> HM-103 P

**Course Description:** This Practical course provides students with an introduction to the food and beverage services and operations. It offers a historical background of the development of food and beverage services, their operations and management phases, such as product development, production, equipping and staffing, events and performance.

### **Course Outcomes**

**CO1:** To learn Food and Beverage service sequence

**CO2:** Familiarity with different types of Napkin folds.

**CO3:** To prepare students ready for upcoming challenges of professional life.

**CO4:** To learn Carrying plates, Glasses and other Equipment

**Practical:**

**37.5 hr/sem.**

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Service Grooming and Restaurant Etiquettes.
<b>2</b>	Mis-en- place and Mis-en-scene
<b>3</b>	Identification of equipments
<b>4</b>	Food and Beverage service sequence
<b>5</b>	Water pouring and seating a guest.
<b>6</b>	Laying and relaying of Tablecloth
<b>7</b>	Napkin folds
<b>8</b>	Carrying a Salver or Tray
<b>9</b>	Rules for laying table - Laying covers as per menus
<b>10</b>	TDH and A la carte cover Layout
<b>11</b>	Handling service gear
<b>12</b>	Carrying plates, Glasses and other Equipments
<b>13</b>	Clearing an ashtray
<b>14</b>	Crumbing, Clearance and presentation of bill
<b>15</b>	Sideboard setup
<b>16</b>	Silver service

## Textbooks

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill

## Reference books

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese

## Assessment Process (Internal)

- Continuous Assessment(CA)= 15 Marks in the form of:-  
iii) Practical Performance- 10 marks iii) Viva-5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	1	2	0	1	0	3	0	1	1	2	1	1
CO2	2	3	0	1	1	0	1	1	0	0	0	0
CO3	1	0	1	0	0	3	1	0	1	0	2	1
CO4	0	2	0	0	1	3	2	2	3	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> IstSem
<b>Course Title:</b> Food & Beverage (Production)-I	<b>Course Code:</b> HM-104 P

**Course Description:** The course intends to introduce students to the basics of cooking food coupled with the scientific approach by trying to understand the basic commodities utilized in preparation of food. Cooking of food is a skill based education that requires both the style of art and the method of science.

### Course Outcomes

**CO1:** Familiarity with basic principles of Sauce making.

**CO2:** To learn about the safe handling of equipment like Knife.

**CO3:** To give the basic training in food preparation.

**CO4:** To understand the usage of eggs in modern cookery.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
<b>1</b>	Safety, security and basic knife handling. Grooming sanitations and proper hygiene process while working in the kitchen. Basic kitchen equipment knowledge and their handling procedure.
<b>2</b>	Classification of vegetables, their identification and selections of vegetables. Various cuts of vegetables and their example:-Julienne, Jardinere, Mecedonies, Brunoise. Payyanes, Migonnete, Dice, cubes, Sheered.
<b>3</b>	Egg preparation and their different preparation ex. Boiled, Fried egg Poached egg scrambled egg and omelet. Different cooking methods:-boiling, braising, frying shallow frying and stir frying along with demonstrations, blanching of vegetables leafy and hard vegetables. Beans carrot cauliflower.
<b>4</b>	Sauce preparations and mother sauces:-Béchamel, Espagnole, hollandaise, mayonnaise, tomato, veloute. Derivatives of sauces.
<b>5</b>	Salad and salad dressings,

	Preparations of salad:-Cole slow ,Potato salad, green salad ,fruit salad.
<b>6</b>	Preparations of sauces: - white sauce, Brawn sauce and fish sauce.
<b>7</b>	Basic soup and soup preparations:- consommé soup, International soup.
<b>8</b>	Simple potato preparations:-boiled potato, mashedpotato, French fries baked potato, roasted potato.

### Textbooks

- Bali Parvinder S, Food production operations, Oxford University Press

### Reference books

- Arora Krishna, Theory of Cookery, Frank Bros & Co

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
 iv) **PracticalPerformance- 10 marks** iii) **Viva-5 marks**

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	0	2	0	1	0	3	0	1	1	2	1	1
<b>CO2</b>	2	2	0	1	0	0	0	1	0	1	0	1
<b>CO3</b>	1	0	1	0	0	2	0	0	1	0	2	0
<b>CO4</b>	0	2	0	0	2	2	0	2	2	1	0	1



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 1 stSem
<b>Course Title:</b> Professional Communication	<b>Course Code:</b> ENG-101 P

**Course Description:** Concentration on practical business and professional communication skills, including writing, speaking, and listening. Emphasis is on clarity, organization, format, appropriate language, and consideration of audience, for both written and oral assignments.

### Course Outcomes

**CO1:**Deeper familiarity with different types of business correspondence, better writingskills and knowledge of various types of formal and informal communication.

**CO2:** To improve pronouncitation.

**CO3:**To prepare students ready for upcoming challenges of professional life.

**CO4:** To learn manners for professional attitude.

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
1	Group Discussion
2	Just a minute Session:Speaking,Extempore for one minute on given topics
3	Reading aloud of newspaper headlines and important articles
4	Improving Pronunciation through tongue twisters
5	Mannerism or Etiquette
6	Mock Interview.

### Textbooks

- R. C Bhatia. *Business Communication*. Ane Books Pvt Ltd, New Delhi
- Department of English, University of Delhi. 2009. *Business English*. New Delhi: Pearson Publication, 2011.
- Scot, O. *Contemporary Business Communication*. Biztantra, New Delhi
- Choli, Mark and GeethaNagaraj. *English Basics: A Companion to Grammar and Writing*.
- Cambridge, UK: Cambridge UP, 2004.

## Reference books

- Tickoo M.L, A.E. Subramaniam and P. R. Subramaniam. *Intermediate Grammar, Usage and Composition*. 1975. New Delhi: Orient Blackswan, 2012
- Lesikar, R.V & Flatley, M.E. *Basic Business Communication Skills for Empowering the Internet Generation*. Tata McGraw Hill Publishing Co Ltd. New Delhi
- McGraw E.H., S.J. *Basic Managerial Skills for All*. Fourth Edn. Prentice Hall of India Pvt. Ltd, New Delhi.

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
v) **Practical Performance- 10 marks** iii) **Viva-5 marks**

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	1	0	1	0	3	0	1	1	0	1	1
CO2	2	1	0	0	1	0	0	1	0	2	0	1
CO3	1	0	1	0	0	2	0	0	1	0	0	0
CO4	2	1	0	0	2	2	0	1	2	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Front Office Operation –2	<b>Course Code:</b> HM-201

**Course Description:** Study of front office operations. Instruction in the duties of all front desk personnel including, cashier, night auditor, reservations clerk and the front office manager

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To handle guest arrival (Fit and groups) including registering the guests and rooming the guest functions.

**CO2:**To handle to telephones at the reception- receive/ record messages

**CO3:** To handle guest departure (fits and groups)

**CO4:** Preparation and study of countries, capitals, currencies, airlines and flags chart

Theory: 45 hrs/sem

Unit	Topic	Hours
1	<b>Tariff Structure:</b> <ul style="list-style-type: none"> <li>- Basis of charging</li> <li>- Plans, competition, customer s profile, standards of service &amp; amenities</li> <li>- Hubbart formula</li> <li>- Different types of tariffs</li> <li>- Rack Rate</li> <li>- Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul>	10
2	<b>Front Office and Guest Handling :</b> <ul style="list-style-type: none"> <li>- Introduction to guest cycle</li> <li>- Pre arrival</li> <li>- Arrival</li> <li>- During guest stay</li> <li>- Departure</li> <li>- After departure</li> </ul>	8

3	<b>Reservations :</b> <ul style="list-style-type: none"> <li>- Importance of reservation</li> <li>- Modes of reservation</li> <li>- Channels and sources (FITs, Travel Agents, Airlines, GITs)</li> <li>- Types of reservations (Tentative, confirmed, guaranteed etc.)</li> <li>- Systems (non automatic, semi automatic fully automatic)</li> <li>- Cancellation</li> <li>- Amendments</li> <li>- Overbooking</li> </ul>	7
4	<b>Room Selling Techniques :</b> <ul style="list-style-type: none"> <li>- Up selling</li> <li>- Discounts</li> <li>- Handling keys</li> <li>- Key handling Procedure</li> </ul>	10
5	<b>Guest Arrivals</b> <ul style="list-style-type: none"> <li>- Preparing for guest arrivals at Reservation and Front Office</li> <li>- Receiving of guests</li> <li>- Pre-registration</li> <li>- Registration (non automatic, semi automatic and automatic)</li> <li>- Relevant records for FITs, Groups, Air crews &amp; VIPs</li> </ul>	10

### **Textbooks**

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill

### **Reference Books**

- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers

### **Assessment Process (Internal)**

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	3	2	0	1	0	0	0	1	1	2	1	0
<b>CO2</b>	2	2	0	1	0	0	0	1	0	1	0	0
<b>CO3</b>	1	0	1	0	0	0	0	0	1	0	1	0
<b>CO4</b>	2	2	0	0	2	0	0	2	2	1	0	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>ND</sup> Sem
<b>Course Title:</b> Housekeeping Operation -2	<b>Course Code:</b> HM-202

**Course Description:** Management of housekeeping duties within an establishment, supervision of staff, scheduling, use of different cleaning agents, safety within the work environment; Housekeeping technology.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Gain the knowledge of public area, pest control, Safeguarding Assets and cleaning procedure of these areas in hotel.

**CO2:** To acquire the skills about guest room cleaning procedure in hotel and develop practical knowledge of system and procedures in housekeeping.

**CO3:** To develop the competencies of a supervisor and how to deal with supervisory tasks in a hotel.

**CO4:** Attain knowledge about various important sections of housekeeping like linen and uniform room.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Housekeeping Supervision :</b> <ul style="list-style-type: none"> <li>- Importance of Inspection</li> <li>- Checklist for Inspection</li> <li>- Typical Areas usually neglected where special attention is required.</li> <li>- Self Supervision Techniques for Cleaning Staff</li> <li>- Degree of Discretion / Delegation to Cleaning Staff</li> </ul>	10
2	<b>Layout :</b> <ul style="list-style-type: none"> <li>- Linen / Uniform / Tailor Room</li> <li>- Types of Linen, Sizes, and Linen Exchange Procedure</li> <li>- Selection of Linen</li> <li>- Storage Facilities and Conditions</li> <li>- Par Stock : Factors affecting Par Stock, Calculation of Par Stock</li> <li>- Discard Management</li> <li>- Linen Inventory System</li> </ul>	8

3	<b>Uniform Designing :</b> <ul style="list-style-type: none"> <li>- Importance, Types,</li> <li>- Characteristics, Selection,</li> <li>- Par Stock</li> <li>- Function of Tailor Room</li> </ul>	7
4	<b>Managing Inventory</b> <ul style="list-style-type: none"> <li>- Par level of linen, uniform, guest loan items,</li> <li>- machines &amp; equipment,</li> <li>- cleaning supplies &amp; guest supplies</li> <li>- Indenting from stores.</li> </ul>	10
5	<b>Guest Room</b> <ul style="list-style-type: none"> <li>- Prepare to clean</li> <li>- Bed making</li> <li>- Replenishment of Supplies &amp; linen</li> <li>- Inspection</li> <li>- Deep cleaning</li> <li>- Second service</li> <li>- Turn down service</li> </ul>	10

### **Textbooks**

- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications

### **Reference Books**

- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.

### **Assessment Process (Internal)**

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	0	0	1	0	0	1	2	1	0	0
<b>CO2</b>	2	0	0	1	1	0	1	2	0	1	0	1
<b>CO3</b>	2	0	1	0	0	0	0	1	1	0	1	0
<b>CO4</b>	2	1	0	0	2	0	0	2	2	1	0	0



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -2	<b>Course Code:</b> HM-203

**Course Description:** This course covers the fundamentals of food and beverage service and management as it applies to restaurants and all other types of food service operations including institutions, hotels, quick service operations, and catering. The focus of the course will be on the philosophy, psychology and technical skills required for excellent food and beverage service. In addition the course will cover the principles of sound food and beverage operation management, which can be applied to ensure these service levels are attained.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Students will be able to describe menu, its types, cover set for each type of menu and also will be able to plan a menu for various types of functions.

**CO2:** Students will be able to understand the service and storage of various types of beverages mainly non-alcoholic.

**CO3:** Students will be able to understand breakfast and their service and cover setup.

**CO4:** Students will be able to understand the procedure of room service.

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Types of food service</b> <ul style="list-style-type: none"> <li>- Silver service</li> <li>- Pre-plated service</li> <li>- Cafeteria service</li> <li>- Room service</li> <li>- Buffet service</li> <li>- Gueridon service</li> <li>- Lounge service</li> </ul>	8
2	<b>Menu Planning:</b> <ul style="list-style-type: none"> <li>- Origin of menu, Types- A la Carte &amp; Table d'hoté, Menu Planning, considerations and constraints.</li> <li>- French names of dishes and other menu terms, Menu Design.</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Classical French &amp; Indian Menu.</li> <li>- Classical Foods &amp; its Accompaniments with Cover.</li> <li>- Indian regional dishes, accompaniments and service.</li> </ul>	
3	<b>Room Service:</b> <ul style="list-style-type: none"> <li>- Introduction.</li> <li>- General principles.</li> <li>- Pitfalls to be avoided.</li> <li>- Cycle of Service, scheduling and staffing,</li> <li>- Room service menu planning.</li> <li>- Forms &amp; formats.</li> <li>- Order taking.</li> <li>- Thumb rules.</li> <li>- Suggestive selling.</li> <li>- Breakfast cards.</li> <li>- Layout &amp; Setup of Common Meals.</li> <li>- Use of technology for better room service.</li> <li>- Time management - lead time from order taking to clearance</li> </ul>	5
4	<b>Non-Alcoholic Beverages, Cheese and Tobacco:</b> <ul style="list-style-type: none"> <li>- Classification:</li> <li>- Hot Beverages-Types, Production, Service.</li> <li>- Cold Beverages-Types, Production and Service.</li> <li>- Table Cheeses: Introduction, Types, Production, Brands &amp; Service, Storage.</li> <li>- Tobacco –history, processing for cigarettes, pipe tobacco &amp; cigars-its shapes /sizes/colours, storage of cigarettes &amp; cigars</li> </ul>	5
5	<b>Control Methods:</b> <ul style="list-style-type: none"> <li>- Billing Methods:</li> <li>- Duplicate &amp; Triplicate System.</li> <li>- KOTs &amp; BOT's.</li> <li>- Computerised KOT's.</li> <li>- Necessity and functions of a control system.</li> <li>- F&amp;B Control cycle &amp; monitoring.</li> </ul>	5

## Textbooks

- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS

## Reference Books

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F & B Service – Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese

## Assessment Process (Internal)

- Mid-Term Exams (MSE) = Marks**
- Continuous Assessment (CA) = Marks in the form of:-**
  - (i) Assignments = 15 Marks
  - (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	1	2	2	1	0	0
CO2	3	1	0	1	0	1	1	2	2	1	0	1
CO3	2	0	1	0	0	0	0	1	1	0	1	0
CO4	2	1	0	0	2	0	0	2	2	1	1	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -2	<b>Course Code:</b> HM-204

**Course Description:** This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Students will acquaint themselves about different types of equipment, and fuel.

**CO2:** The undergraduates will get of knowledge of various cooking methods.

**CO3:** The pupils will be able to identify different sections of a professional kitchen and their organizational hierarchy.

**CO4:** The learners will have thorough knowledge of Indian and French Cuisine.

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Fruits and Vegetables:</b> <ul style="list-style-type: none"> <li>- Introduction.</li> <li>- Classification of Vegetables, Cuts of vegetables</li> <li>- Pigments and colour changes.</li> <li>- Effects of heat on vegetables</li> <li>- Classification of fruits.</li> <li>- Uses of fruit in cookery</li> <li>- Salads and salad dressings</li> <li>- Storage of Fruits and Vegetables.</li> </ul>	8
2	<b>Stocks, Soups, Sauces:</b> <ul style="list-style-type: none"> <li>- Stocks.</li> <li>- Uses of Stocks.</li> <li>- Types of Stock</li> <li>- Preparation of Stock, Recipes</li> <li>- Storage of Stocks, Care and Precautions</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Soups, Classification with examples.</li> <li>- Health benefits of soups,</li> <li>- Basic Recipes, Consommés, Garnishes and Accompaniments</li> <li>- Sauces, Classification of Sauces, Recipes For Mother Sauces, their derivatives</li> </ul>	
3	<b>Introduction to Meat/Egg Cookery:</b> <ul style="list-style-type: none"> <li>- Cuts Of /Veal, Lamb/Mutton/Pork</li> <li>- Variety of meats/offals</li> <li>- Egg Cookery, Introduction, Uses Of Egg In Cookery</li> <li>- Structure Of An Egg, Selection Of Egg</li> <li>- Methods Of Cooking Egg</li> </ul>	5
4	<b>Fish, Rice, Cereals &amp;Pulses Cookery:</b> <ul style="list-style-type: none"> <li>- Introduction, and Classification with examples</li> <li>- Cuts Of Fish, Selection Of Fish And Shell Fish</li> <li>- Cooking Of Fish (Effects Of Heat)</li> <li>- Rice, Cereals &amp;Pulses, Classification And Identification</li> <li>- Cooking Of Rice, Cereals &amp; Pulses</li> </ul>	5
5	<b>Condiments &amp; Spices:</b> <ul style="list-style-type: none"> <li>- Spices Used In Indian Cookery.</li> <li>- Role of Spices In Indian Cookery</li> <li>- Indian Equivalent Of Spices (Names)</li> <li>- Masalas, Blending Of Spices And Concept Of Masalas</li> <li>- Different Masalas Used In Indian Cookery, Wet Masalas, Dry Masalas</li> <li>- Composition Of Different Masalas.</li> <li>- Varieties Of Masalas Available In Regional Areas</li> <li>- Special Masala Blends</li> <li>- Storage of masalas.</li> </ul>	5

### Textbooks

- Modern cookery (Vol- I) For Teaching & Trade, Philip E

### Reference Books

- Art of Indian Cookery, RockMohan, RoliPrased Cooking with Masters, J. Inder Singh Kalra, Allied
- Thangam, Orient Longman Larousse Grastonomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
(i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	3	0	0	1	1	0	1	2	2	1	0	1
<b>CO2</b>	3	0	0	1	2	0	1	1	0	0	0	1
<b>CO3</b>	2	0	1	0	0	0	1	1	1	0	1	0
<b>CO4</b>	2	1	0	0	2	1	0	2	0	1	1	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Tourism	<b>Course Code:</b> HM-205

**Course Description:** This course teaches students how to identify, develop, and promote tourism and hospitality products and services. Issues such as marketing, sales, advertising, and promotion for the tourism and hospitality industry will be explored, along with basic planning and financial topics.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to describe the characteristics of the various segments of demand for travel

**CO2:**To evaluate the role of various organizations of tourism.

**CO3:**To be able to identify the social, cultural and environmental impacts that tourism has on a destination.

**CO4:**Write clearly and concisely in the conventions of tourism studies.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>The tourist industry:</b> Definition Characteristics of purchase and consumption of tourist services Kinds of goods and services Sectors of the tourism industry Illustrative example and tourist industry in relation to the tourism system <b>Tourism and Travel Organizations:</b> WTO PATA IATA DOT ITDC etc.	10
2	<b>A Historical over view:</b> Travel in Ancient times and in the middle ages The grand tour Travel & tourism in the 19th century and after independence	8

3	<b>Major Changes and Developments:</b> Tourists Conceptual and statistical definitions: Popular versus scientific concepts Typologies Stages In the Touristic process	7
4	<b>Hospitality Distribution Channels:</b> Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet	10
5	<b>Identifying basic relationship with destination regions and with the tourist industry:</b> Determinants and motivations in tourism Factors stimulating the growth of tourism (determinants) Why people wish to travel (motivations) <b>Influences of supply</b> Statistical measurements and dimensions: - Types of tourism statistics <b>(a) – Domestic Tourism: -</b> Sources <b>Methods and dimensions</b> <b>(b) International Tourism: -Sources ,Methods&amp; dimension</b>	10

#### **Textbooks**

- RodaySunetra, Tourism Operations and Management, Oxford University Press, New Delhi

#### **Reference Books**

- Chand Mohinder, Travel Agency Management, Anmol Publications

#### **Assessment Process (Internal)**

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
(i) Assignments = 15 Marks (ii) Attendance = 05 Marks



<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	1	2	1	1	1	2	3	0	2	1	1	0
<b>CO2</b>	0	1	2	0	0	1	3	0	0	2	0	1
<b>CO3</b>	0	1	1	0	0	3	3	1	1	0	1	0
<b>CO4</b>	0	2	2	0	2	3	2	2	2	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Front Office Operation –2	<b>Course Code:</b> HM-201 P

**Course Description:** This course familiarizes students with the principles of front desk operational procedures; examines current trends in guest services; Students work with a Property Management Software to become familiar with computerized reservations, arrival and charge posting systems.

### Course Outcomes

**CO1:**Familiarity with various luggages handling procedure.

**CO2:** Learn reservation procedure.

**CO3:**To be familiar with various forms and formats.

**CO4:**Get deep knowledge about privacy of guest messages and mail.

**Practical:**

**15 hr/sem.**

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Reservation Procedure
<b>2</b>	Pre-registration and registration procedure
<b>3</b>	Luggage handling- Individual and group
<b>4</b>	Message and mail handling
<b>5</b>	Paging
<b>6</b>	<b>Forms and formats</b> Guest registration form New Reservation Amended Reservation Cancelled Reservation Crew/Group A&D Register Bell desk registers C-Form

## Textbooks

- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

## Reference books

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
**vi) Practical Performane- 10 marks iii) Viva-5 marks**

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	2	1	1	1	0	3	0	2	1	0	0
CO2	3	2	2	0	0	0	2	0	0	2	1	1
CO3	3	1	1	0	0	0	3	1	1	0	1	0
CO4	3	1	2	0	2	0	2	2	2	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Housekeeping Operation -2	<b>Course Code:</b> HM-202 P

**Course Description:** Identify typical cleaning responsibilities of the housekeeping department, and bed making procedure, frequency schedules and performance standards.

### Course Outcomes

**CO1:** Be familiar with guest supplies and linen.

**CO2:** Familiarity with different types of surfaces and their cleaning.

**CO3:** To learn cleaning of public areas and precautions involved.

**CO4:** Get deep knowledge about room cleanliness standards.

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
<b>1</b>	Cleaning guest rooms  -Vacant  -Occupied  -Departure
<b>2</b>	Placing guest supplies and soiled linen
<b>3</b>	Cleaning of bath room
<b>4</b>	Cleaning of different surface:  - Metals - Glass - Plastics - Wood - Wall finishes - Floor finishes - Ceramic tiles - Windows - Tabletops - Picture frame - Under bed

<b>5</b>	Bed making.
<b>6</b>	Cleaning of public areas of hotel

### Textbooks

- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.

### Reference books

- House Keeping Management by Matt A. Casado; Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
vii) **Practical Performance-** 10 marks iii) **Viva-**5 marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	1	1	1	0	2	0	2	1	0	0
<b>CO2</b>	2	0	2	0	0	2	1	0	0	0	1	1
<b>CO3</b>	1	1	1	0	0	2	1	1	1	0	1	0
<b>CO4</b>	1	1	2	0	2	0	2	2	2	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -2	<b>Course Code:</b> HM-203 P

**Course Description:** The course will cover the principles of sound food and beverage operation management, which can be applied to ensure these service levels are attained. The various types of services, equipment, and furniture and service items used will be examined.

### Course Outcomes

**CO1:** Deeper familiarity with different types of Table laying for different meals & Relaying.

**CO2:** Learn services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.

**CO3:** To understand the service of various types of cheese.

**CO4:** To familiarize with Table d' hôte cover and A la carte cover.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
1	Table laying for different meals & Re laying
2	Set up & Service of water, juices, soft, drinks squashes, syrups
3	Table d' hôte cover and A la carte cover.
4	Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
5	Service of Tea & Coffee, including accompaniments. Services of cigars & cigarettes
6	Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc) Laying a room service tray for bed tea and breakfast (Continental & English)
7	Trolley Tray Breakfast set up and service for rooms. Room Service Amenities Set-up in Rooms.
8	Service of Cheese

## Textbooks

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Professional Food & Beverage Service Management -Brian Varghese

## Reference books

- Modern Restaurant Service – John Fuller, Hutchinson

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
viii) **Practical Performance-** 10 marks iii) **Viva-**5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	2	0	2	1	0	0
CO2	2	0	3	0	0	2	1	0	0	1	1	1
CO3	2	1	1	0	1	1	1	1	1	0	0	0
CO4	1	1	2	0	2	0	2	2	2	1	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 2 <sup>nd</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -2	<b>Course Code:</b> HM-204 P

**Course Description:** To familiarize the students with practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation cuts of meat, basic knowledge of cooking poultry, meat and fish cookery.

### Course Outcomes

**CO1:** Learn about fish varieties and its cooking.

**CO2:** Familiarity with cuts of meat.

**CO3:** To give the basic knowledge of cooking of pulses and rice.

**CO4:** Get deep knowledge regarding poultry and poultry products.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
1	<b>Fish cookery:</b> <ul style="list-style-type: none"> <li>· Identification &amp; Classification Of Fish</li> <li>· Fish (Pomfret, Black Pomfret And Sole)</li> <li>· Round Fish (Surmal, Rawas Mackerel)</li> <li>· Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)</li> <li>· Cephalopods (Squid, Cuttle, Fish)</li> <li>· Cuts Of Fish</li> <li>· Fillet</li> <li>· Darne</li> <li>· Troncon</li> <li>· Pauprette</li> <li>· Goujons</li> <li>· Preparation Of Simple Fish Dishes such as</li> <li>· Saumon Grille</li> <li>· Pomfret Meuniere</li> <li>· Sole Mornay</li> <li>· Fish Orly</li> <li>· Fish Colbert</li> <li>· Fish A L'anglaise</li> </ul>



2	<b>Poultry,:</b> <ul style="list-style-type: none"> <li>- Cuts Of Poultry, Preparation And Jointing Of Chicken</li> <li>- Preparation of dishes such as</li> <li>- Poulet Roti A L'anglaise</li> <li>- Poulet Grille Diable</li> <li>- PouletSaute Chasseur</li> <li>- PouletSaute Maryland</li> </ul>
3	<b>Meat:</b> <ul style="list-style-type: none"> <li>· Identification Of Various Cuts, Preparation Of Basic Cuts Such As</li> <li>· Lamb &amp; Pork Chops</li> <li>· Tornado</li> <li>· Fillet,Steak And Escalope</li> <li>· Roast Leg Of Lamb</li> <li>· Stew</li> </ul>
4	<b>Rice and pulses cooking:</b> <p>Identification of types of rice varieties &amp; pulses.</p> <ul style="list-style-type: none"> <li>· Simple preparation of</li> <li>· Boiled rice (Draining &amp; absorption method).</li> <li>· Fried rice.</li> <li>· Simple dal preparation</li> </ul>
5	<b>Wheat Products :</b> <ul style="list-style-type: none"> <li>· Wheat, products like making</li> <li>· Chapattis</li> <li>· Parathas</li> <li>· Phulkas</li> <li>· Kulchas</li> <li>· Puris.</li> </ul>

### Textbooks

- Practical Cookery By Kinton&Cessarani
- Accompaniments &Garnishes from waiter; Communicate: Fuller J. Barrie &Jenkins

### Reference books

- Theory of Cookery By KArora, Publisher: Frank Brothers

### Assessment Process (Internal)

- Continuous Assessment(CA)= 15 Marks in the form of:-  
ix) Practical Performance- 10 marks iii) Viva-5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	2	0	2	1	0	0
CO2	3	0	3	0	2	1	1	0	2	1	0	1
CO3	2	1	1	0	1	1	3	1	1	0	0	0
CO4	2	1	2	0	2	0	1	2	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Front Office Operation –3	<b>Course Code:</b> HM-301

**Course Description:** This course familiarizes students with the duties of all front desk personnel including, handling emergency situations and checkout procedures.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Describe the history and structure of international travel and hospitality industry

**CO2:** Appraise the positive and negative impacts of tourism.

**CO3:** To analyze a range of 5 A's of Tourism.

**CO4:** Discuss the development and distribution of hospitality products, Different departments in a hotel and their role.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Computer application in front office operation:</b> <ul style="list-style-type: none"> <li>- Fidelio</li> <li>- Amadeus</li> </ul>	10
2	<b>Front office (Accounting) :</b> <ul style="list-style-type: none"> <li>- Accounting fundamentals</li> <li>- Guest and non-guest accounts</li> <li>- Accounting system (Non automated, semi-automated and fully automated)</li> </ul>	8
3	<b>Check out procedures:</b> <ul style="list-style-type: none"> <li>- Guest accounts settlement</li> <li>- Cash and credit</li> <li>- Indian currency and foreign currency</li> <li>- Transfer of guest accounts</li> <li>- Express check out</li> </ul>	7
4	<b>Control of cash and credit night auditing:</b> <ul style="list-style-type: none"> <li>- Functions</li> <li>- Audit procedures Non automated, semi-automated and fully automated</li> </ul>	10

5	<b>Handling Emergency situations</b> <ul style="list-style-type: none"> <li>- Handling emergency: Accident, illness, theft, fire, bomb</li> <li>- Importance of security systems</li> <li>- Guest safety and security.</li> <li>- Safe deposit</li> <li>- Key control</li> </ul>	10
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### Textbooks

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

### Reference Books

- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana&Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	2	0	2	1	0	0
CO2	0	2	2	0	2	1	1	2	2	2	0	1
CO3	1	1	0	0	1	0	3	1	1	0	2	0
CO4	2	1	2	0	2	0	1	0	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>RD</sup> Sem
<b>Course Title:</b> Housekeeping Operation -3	<b>Course Code:</b> HM-302

### Course Description:

This course presents a systematic approach to managing housekeeping operations and provides a thorough overview, from the big picture of maintaining a quality staff, planning, and organizing, to the technical details of cleaning each area of a hospitality facility.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Gain the knowledge about housekeeping meaning and importance in hotel.

**CO2:** To acquire the skills about Housekeeping procedures in hotel and gain knowledge about lost and found procedure.

**CO3:** Attain knowledge about hotel guest rooms and guest room features.

**CO4:** Students able to understand the concepts of cleaning equipment's and agents used in hotel industry.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Linen room</b> <ul style="list-style-type: none"> <li>- Meaning &amp; types of linen</li> <li>- Activities in linen and uniform room</li> <li>- Layout of linen and uniform room</li> <li>- Linen and sizes</li> <li>- Linen exchange procedure</li> <li>- Storage of linen</li> <li>- <b>Par stock</b> -Factors affecting par stock, calculation of par stock</li> <li>- Linen control procedures</li> <li>- General selection criteria for fabrics for bed linen, bath linen, table linen</li> <li>- Discarding procedures and their reuse</li> </ul>	10

2	<b>Uniforms</b> <ul style="list-style-type: none"> <li>- Types of uniform</li> <li>- Advantages of providing staff uniforms</li> <li>- Selection and design of uniforms</li> <li>- Establishing par levels for uniforms</li> <li>- Storage of uniforms</li> <li>- Issuing and exchange of uniforms</li> </ul>	8
3	<b>Sewing room</b> <ul style="list-style-type: none"> <li>- Activities of sewing room</li> <li>- Job specification of a seamstress/ tailor</li> <li>- Sewing area and equipment</li> </ul>	7
4	<b>Laundry operations</b> <ul style="list-style-type: none"> <li>- Types of laundries</li> <li>- Planning and layout of an On Premise Laundry (OPL)</li> <li>- Laundry equipments</li> <li>- Laundry agents- soaps, detergents, bleaches, softeners, starches, sours</li> <li>- Laundry process</li> <li>- Handling guest laundry</li> </ul>	10
5	<b>Stain removal</b> <ul style="list-style-type: none"> <li>- General procedure of stain removal</li> <li>- Classification of stains</li> <li>- Principles of stain removal</li> <li>- Removal of common stains - ballpoint ink, blood, candle wax, chewing gum, chocolate, cocoa, coffee, tea, curry (turmeric and oil), dye, egg, fruit, ghee, oil, grass, grease, gum, henna, milk, ink-blue&amp; black, lipstick, medicine, mud, nail polish, paint, rust, shoe polish, urine or vomit etc.</li> <li>- Spotting</li> <li>- Dry cleaning process</li> </ul>	10

### Textbooks

- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill

## Reference Books

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul
- House Keeping Management – Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones

## Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
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CO1	2	0	1	1	1	0	2	0	2	1	0	1
CO2	1	0	2	1	1	2	1	2	2	2	1	1
CO3	1	1	0	0	1	1	3	1	2	0	2	1
CO4	2	1	2	0	2	2	1	0	2	2	0	0



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Food & Beverage (Service)-3	<b>Course Code:</b> HM-303

**Course Description:** This course continues to build on the philosophy and psychology of service as well as technical skills of service. Students will expand their learning in service theory to include fine dining with continued practice of the concepts learned. This course also introduces a systematic approach to beverage operations with emphasis on management and operational controls. Students will get practical experience in preparing and serving beverages. Students will understand and appreciate the areas of service that are important and critical from a management point of view.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to discuss, compare and differentiate the methods used in the production of wine, beer, spirits, and other beverages.

**CO2:**To make students able to identify, utilize and implement beverage handling, storage, service techniques, sales and alcohol service methods utilized in the hospitality industry.

**CO3:**To equip the student with the background and service of alcoholic drinks including a variety of spirits suitable for service in a variety of bar

Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service.

**CO4:** To enable the student to take a responsible approach to the service of alcoholic beverages

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Basics of Bar:</b> <ul style="list-style-type: none"> <li>- Introduction to bar, bar types, Layout of bar area &amp; bar counter.</li> <li>- Bar stocks maintenance, Equipments used in bar.</li> <li>- Bar Licenses, Staffing, job description, job specification.</li> <li>- Understanding Bar Menus.</li> </ul>	8
2	<b>Introduction to Fermented Alcoholic Beverages:</b> <ul style="list-style-type: none"> <li>- Fermented alcoholic beverages: Introduction, definitions and classification.</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Wines, Classification, Viticulture &amp; Viticulture Methods, Vinification -Still, Sparkling, Aromatized &amp; Fortified Wines, Vine Diseases.</li> <li>- Wine regions &amp; famous wine brand -France, Italy, Spain, Portugal, South Africa, Australia, India&amp; California.</li> <li>- Food &amp; Wine Harmony, Wine glasses and equipment.</li> <li>- Storage and service of wine.</li> </ul>	
3	<b>Others Fermented Alcoholic Beverages:</b> <b>Beers:</b> <ul style="list-style-type: none"> <li>- Introduction.</li> <li>- Ingredients used.</li> <li>- Production.</li> <li>- Types and Brands, Indian and International.</li> <li>- Service, bottled, canned and drought beers.</li> <li>- Other fermented beverages: Sake, Cider, Perry.</li> </ul>	5
4	<b>Distilled Alcoholic Beverages:</b> <ul style="list-style-type: none"> <li>- Distilled alcoholic beverages (Spirits): introduction to whisky, brandy, rum, vodka, gin &amp; tequila; Types, Production process.</li> <li>- Indian and International brands &amp; service</li> <li>- Brief introduction to other alcoholic beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.</li> </ul>	5
5	<b>Liqueurs &amp; Mixed drinks:</b> <ul style="list-style-type: none"> <li>- Liqueurs: Types, Production, Brands &amp; Service -Indian and International.</li> <li>- Introduction &amp; history of Cocktails, Types &amp; Preparation, Classic Cocktails recipes. Mocktails, equipment, garnishes, decorative accessories.</li> <li>- Terms related to alcoholic beverages, Interaction with guests, suggestive selling.</li> <li>- Food &amp; Beverage Terminology related to the inputs of the semester.</li> </ul>	5

### Textbooks

- Food & beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap& Cousins, ELBS

## Reference Books

- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese

## Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
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Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	1	1	1	0	2	0	2	1	0	1
CO2	2	1	2	1	2	2	1	3	1	1	1	1
CO3	1	1	1	0	2	1	3	1	2	0	2	2
CO4	1	1	1	0	2	2	1	0	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -3	<b>Course Code:</b> HM-304

**Course Description:** This course will cover the basic principles and techniques of food preparation, the use of recipes and the use and care of equipment and tools.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Students will be able to understand the technicalities and beauty of cooking.

**CO2:** The undergraduates will acquire skills to deal with different types of accidents and fire.

**CO3:** The learners will be able to identify, classify and purchase good quality food ingredients.

**CO4:** The beginners will become capable in their selection of better quality raw material.

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Understanding Raw Material:</b> <ul style="list-style-type: none"> <li>- Types of salts.</li> <li>- Fats &amp; oil- types, sources, smoking point and effect of cooking.</li> <li>- Raising &amp; leavening agents- types &amp; their role in cookery.</li> <li>- Thickening &amp; binding agents-types &amp; their role in cookery.</li> </ul>	8
2	<b>Regional Cookery:</b> <ul style="list-style-type: none"> <li>- North</li> <li>- South</li> <li>- West</li> <li>- East</li> </ul>	7
3	<b>Advanced methods of Cookery:</b> <ul style="list-style-type: none"> <li>- Broiling,</li> <li>- Grilling,</li> <li>- Poaching,</li> <li>- Roasting ,</li> <li>- Stewing</li> <li>- Cook chill,</li> <li>- Cook freeze</li> </ul>	5

	- Sous vide - method, advantage /disadvantage.	
4	<b>Food Preservatives</b> <ul style="list-style-type: none"> <li>- Additives-natural and chemical.</li> <li>- Flavoring agent</li> <li>- Emulsifier agents</li> <li>- Stabilizer</li> <li>- Pigments &amp; colors</li> </ul>	5
5	<b>Food laws and Health &amp; Safety laws:</b> <ul style="list-style-type: none"> <li>- Prevention of Food Adulteration Act (PFA )</li> <li>- Bureau of Indian Standards (ISI)</li> <li>- Agricultural Marketing Act (Agmark)</li> <li>- Food Product Order (FPO)</li> <li>- Meat Product Order (MPO)</li> <li>- Codex Alimentarius</li> <li>- A Hazard Analysis Critical Control Point (HACCP)</li> <li>- Occupational Safety Health (OSHA)</li> <li>- Safety Risk Management (SRM)</li> <li>- Regulation and legislation</li> <li>- Need for safety Regulation</li> <li>- Accidents</li> </ul>	5

### Textbooks

- Theory of Cookery By K Arora, Publisher: Frank Brothers

### Reference Books

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto& W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman

### Assessment Process (Internal)

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### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	1	1	1	0	2	0	2	1	0	1
<b>CO2</b>	2	1	2	2	0	0	1	3	0	1	1	1
<b>CO3</b>	2	1	1	0	2	1	3	1	2	0	0	2
<b>CO4</b>	1	1	1	0	2	0	1	0	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Principles of Management	<b>Course Code:</b> HM-305

### Course Description:

This course presents the principles, techniques, and concepts needed for managerial analysis and decision-making. It highlights the effective management of planning, organizing, influencing, and controlling related to the internal and external environment and issues of ethics and social responsibility

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Gain the knowledge regarding concept, functions and level of management and also will be able to learn the history and evolution of management thought.

**CO2:** Apply the knowledge pertaining to planning, decision making process and forecasting.

**CO3:** Acquire knowledge pertaining to organizing, delegation and its benefits and various forms of organizational structure.

**CO4:** Apply the knowledge regarding motivating employees, communication with employees and leadership skills and styles.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Introduction</b> <ul style="list-style-type: none"> <li>- Introduction to Management, concept, nature, functions, process.</li> <li>- Traits of a successful manager, managerial role &amp; managerial skills.</li> <li>- Management and society, social responsibility and ethics of business towards the society.</li> </ul>	10
2	<b>Planning:</b> <ul style="list-style-type: none"> <li>- Nature, purpose,</li> <li>- types and process of planning.</li> <li>- Salient features of good planning.</li> </ul>	8
3	<b>Organizing:</b> <ul style="list-style-type: none"> <li>- Concept of organizing and organization.</li> <li>- Basics of Organization: line &amp; staff, span of management, delegation, organizational structure &amp; design.</li> <li>- Basis of organizational structures.</li> <li>- Line form of authorities, span of control.</li> </ul>	7

4	<b>Communication Process:</b> <ul style="list-style-type: none"> <li>- Directing, communication,</li> <li>- Process and types of communication.</li> <li>- Barriers and principles of effective communication.</li> <li>- Maslow &amp; Herzberg theories of motivation.</li> </ul>	10
5	<b>Leadership:</b> <ul style="list-style-type: none"> <li>- Concept, qualities of successful leader.</li> <li>- Factors influencing performance of a leader,</li> <li>- Leadership styles: management grid, continuum leadership.</li> </ul> Meaning & need, process, methods, needs and basic techniques	10

### Textbooks

- Fundamentals of Management – J.S. Chandran Principles of management- P.N, Reddy Management – Stoner & Freeman

### Reference Books

- Management and Organization – M. Louis Allen Management Theory and Practice- Earnest Dale
- Management Stoner, Freeman & Gilbert Prentice Hall of India Pvt Ltd Management Tasks – Peter F Drucker Management Process – Davar R
- Management Theory & Practice C.B. Gupta (CBG) Sultan Chand & Sons
- Management Today: Principles and Practice – Burton, Jene, Tata McGraw Hill Publishing Co. Ltd.

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
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### CO-PO Mapping

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CO1	0	2	1	1	1	0	0	0	2	1	0	1
CO2	0	1	2	2	0	0	1	2	0	1	0	2
CO3	0	1	2	1	1	1	0	1	2	0	0	2
CO4	0	1	1	1	1	0	1	1	2	2	0	3

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>RD</sup> Sem
<b>Course Title:</b> Front Office Operation –3	<b>Course Code:</b> HM-301P

**Course Description:** Students will understand, organize, perform and evaluate front office functions that are critical to the success of a hotel. Students will be trained in the importance of guest service, along with software knowledge and forms & Formats of Front Office.

### Course Outcomes

**CO1:**Deeper familiarity with different types of formats used in reservation with the help of computer software, business correspondence, better writingskills and knowledge of various types of formal and informal communication.

**CO2:** Familiarity with different types of record books.

**CO3:**To prepare students ready for upcoming challenges of professional life.

**CO4:**Get deep knowledge regarding handling guest luggage.

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
<b>1</b>	<b>Hands on practical of computer application on software,:</b> <ul style="list-style-type: none"> <li>- Register- in a reservation</li> <li>- Register an arrival</li> <li>- Amend a reservation</li> <li>- Cancel a reservation</li> <li>- Post a charge</li> <li>- Make a group reservation</li> <li>- Make a folio</li> <li>- Make a room change</li> <li>- Show a departure/ checkout</li> <li>- Print a folio</li> </ul>
<b>2</b>	<b>Familiarisation with record books lists &amp;forms such as :</b> <ul style="list-style-type: none"> <li>- Arrival/ departure register</li> <li>- Departure intimation</li> <li>- Arrival/ Departure list</li> <li>- No show/ cancellation repot</li> <li>- VIP List</li> <li>- Fruits &amp; Flowers requisition</li> <li>- Left luggage register</li> <li>- Bell boy movement control sheet</li> </ul>

	<ul style="list-style-type: none"> <li>- Scanty Baggage Register</li> <li>- Arrival &amp; Departure errands cards</li> </ul>
<b>3</b>	<b>Role play</b> <ul style="list-style-type: none"> <li>- Problem handling on different accommodation problems</li> <li>- Paging</li> <li>- Role-play of Front Office Assistants</li> <li>- GRE</li> <li>- Lobby Manager</li> <li>- Bell Captain</li> <li>- Bell Boys- luggage handling</li> <li>- Concierge and Car Valet</li> </ul>
<b>4</b>	<b>Bell desk / concierge functions</b> <ul style="list-style-type: none"> <li>- Luggage Handling During Check-In &amp; Check-Out</li> <li>- Left Luggage Procedures</li> <li>- Wake-Up Call Procedures,</li> <li>- Scanty Baggage Procedure,</li> <li>- Handling Of Group Baggage,</li> <li>- Maintenance Of Records,</li> <li>- Errands Made,</li> <li>- Briefing</li> </ul>

### Textbooks

- TiwariJatashankar R, Hotel Front Office, Oxford University Press
- Andrews Sudhir, Front office management, Mcgraw-hill

### Reference books

- Bhatnagar S K, Front Office Management, Frank Bros & Co

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
**x) Practical Performance- 10 marks iii) Viva-5 marks**

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
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### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
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CO3	2	1	1	0	2	1	3	2	2	0	0	0
CO4	1	1	1	0	2	0	0	1	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Housekeeping Operation -3	<b>Course Code:</b> HM-302 P

**Course Description:** This course focuses on understanding the procedures for operating and controlling Housekeeping activities in hotels and the management of rooms' division operations. Additionally, it also aims at providing students with the necessary skills and knowledge of the housekeeping department functions, cleaning agents, equipment and cleaning Procedures

### **Course Outcomes**

**CO1:** Familiarity with different types of Cleaning Equipment (Manual and Mechanical)

**CO2:** Familiarity with different types of cleaning agents.

**CO3:** To prepare students for making a Guest Room.

**CO4:** To know about cleaning of Public areas.

**Practical:**

**15 hr/sem.**

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Identification of Cleaning Equipments ( Manual and Mechanical)
<b>2</b>	Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping –Brushing – Buffing
<b>3</b>	Handling Different Types of Fabrics
<b>4</b>	Use of Abrasives, Polishes / Chemical Agents/ Brass Polishing / Silver Polishing
<b>5</b>	Room Attendant Trolley / Maid's Cart
<b>6</b>	Bed Making, Turndown Service , Cleaning of Guestroom
<b>7</b>	Cleaning of Public Area
<b>8</b>	Cleaning of Guestroom
<b>9</b>	Forms and Formats related

### **Textbooks**

- Raghubalan .G, Hotel Housekeeping operations and Management
- Andrews Sudhir, Housekeeping Training Manual, Tata McGraw Hill

## Reference books

- Brenson&Lanex, Hotel, Hostel & Hospital Housekeeping

## Assessment Process (Internal)

- Continuous Assessment(CA)= 15 Marks in the form of:-  
xi) Practical Performance- 10 marks iii) Viva-5 marks

Attendance percentage	Marks
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CO3	2	1	2	0	2	1	2	2	2	0	1	0
CO4	1	1	1	0	2	0	0	1	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>rd</sup> Sem
<b>Course Title:</b> Food & Beverage (Service)-3	<b>Course Code:</b> HM-303 P

**Course Description:** This course provides students with an introduction to room service and operations, Recognising the plans and control needed to be considered in food and beverage operations.

### **Course Outcomes**

**CO1:** Familiarity with Room service.

**CO2:** To understand the process of Beverage order Taking.

**CO3:** To prepare students be ready for Table set-up with wines on the menu.

**CO4:** Get deep knowledge regarding Service of Beer, Sake, and Other fermented and brewed beverages

**Practical:** 37.5 hr/sem.

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Room service tray and trolley lay – up and service
<b>2</b>	Room service amenities, Set-up in rooms
<b>3</b>	Functional and floor layouts for room service
<b>4</b>	Conducting briefing and de-briefing for F&B Outlets
<b>5</b>	Beverage order-taking
<b>6</b>	Service of Beer, Sake, and Other fermented and brewed beverages
<b>7</b>	Service of sparkling, aromatized, fortified, still wines
<b>8</b>	Table set-up with wines on the menu

### **Textbooks**

- Singaravelavan R, Food and Beverage Service, Oxford University Press
- Brian Varghese Food and Beverage Service Management, ELBS

### **Reference books**

- Andrews Sudhir, Food and Beverage Service Training Manual, Tata McGraw Hill

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
xii) **Practical Performance- 10 marks** iii) **Viva-5 marks**

<b>Attendance percentage</b>	<b>Marks</b>
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<b>CO1</b>	2	0	1	2	1	0	2	0	2	1	0	1
<b>CO2</b>	2	1	1	2	2	0	2	3	0	1	1	0
<b>CO3</b>	2	1	3	0	2	1	3	2	1	0	2	0
<b>CO4</b>	1	1	1	0	2	0	0	1	2	2	0	1



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 3 <sup>RD</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -3	<b>Course Code:</b> HM-304 P

**Course Description:** kitchen operations including culinary terminology, Regional cookery, bakery products & cooking methods, and basic food handling skills: such as food safety and food quality and different types of menus.

### Course Outcomes

**CO1:**To learn formulation of Menu.

**CO2:** Familiarity with different types of menu.

**CO3:**To prepare and understand various techniques used in Regional Cookery.

**CO4:**Get deep knowledge about Bakery & Bakery Products.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
<b>1</b>	<b>Regional Cookery</b> To formulate 20 sets of menus form the following dishes and to include more dishes from respective regions <ul style="list-style-type: none"> <li>- Awadh</li> <li>- Bengal</li> <li>- Goa</li> <li>- Gujrat</li> <li>- Hyderabad</li> <li>- Kashmiri</li> <li>- Maharastra</li> <li>- Punjabi</li> <li>- Rajasthan</li> <li>- South India(Tamilnadu,karnatka,Kerla)</li> </ul>
<b>2</b>	<b>Simple Breads :</b> <ul style="list-style-type: none"> <li>- Bread rolls,</li> <li>- loaf.</li> </ul>
<b>3</b>	<b>Simple Cakes :</b> <ul style="list-style-type: none"> <li>- Sponge, Genoise,</li> <li>- Fatless, Swiss roll,</li> <li>- Fruit cake,</li> <li>- Rich Cake</li> <li>- Madiera Cake.</li> </ul>
<b>4</b>	<b>Pastry :</b> <ul style="list-style-type: none"> <li>- Short crust ( Jam Tarts, Turn overs),</li> <li>- Laminated ( Palmiers, Khara Biscuit),</li> <li>- Danish Pastry,</li> <li>- Choux Pastry ( Eclairs, Profit rolls)</li> </ul>

<b>5</b>	<b>Simple cookies :</b> <ul style="list-style-type: none"> <li>- Nan Khatai,</li> <li>- Golden Goodies,</li> <li>- Melting moments,</li> <li>- Swiss tarts,</li> <li>- tri colour Biscuits, Chocolate chips Biscuits,</li> <li>- chocolate cream fingers,</li> <li>- bachelors buttons.</li> </ul>
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### Textbooks

- Bali, Parvinder S, Food Production Operations, Oxford University Press 2nd Edition, (2014)

### Reference books

- Dubey Krishna Gopal, The Indian Cuisine, PHI Learning Pvt Ltd, New Delhi.

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
 xiii) **Practical Performance-** 10 marks iii) **Viva-**5 marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	3	0	1	1	1	0	2	0	2	0	0	1
<b>CO2</b>	3	1	1	3	0	0	2	3	0	1	2	1
<b>CO3</b>	3	1	1	2	1	1	3	2	2	0	0	1
<b>CO4</b>	3	1	1	0	1	0	0	1	2	2	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Accommodation Operations-1	<b>Course Code:</b> HM-401

**Course Description:** The Managing Front Office Operations course is designed to provide students with a basic understanding of front office procedures in the hospitality industry. Students will understand, organize, perform and evaluate front office functions that are critical to the success of a hotel. Students will be trained in the importance of guest service, along with any technical aspects of front office management.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Understand the requirements for dealing with Emergency Situations

**CO2:** Understand the importance of Security functions

**CO3:** To be able to implement the managerial aspects of front office needed for better functioning of front office department of five star hotels.

**CO4:** To make students able to implement various practices followed at front desk in the star category hotels.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Safety procedures:</b> <ul style="list-style-type: none"> <li>- Concept and importance of safety management programs</li> <li>- Potential hazards in housekeeping</li> <li>- Safety awareness and accident prevention</li> <li>- Basic guidelines for the prevention of accidents</li> </ul>	10
2	<b>Accidents :</b> <ul style="list-style-type: none"> <li>- Procedures to follow in case of an accident</li> <li>- Meaning of Fire prevention and fire warning systems</li> <li>- Fire fighting equipment's</li> <li>- Bio security</li> </ul>	8

3	<b>First aid procedures:</b> <ul style="list-style-type: none"> <li>- The first- aid box</li> <li>- First aid procedure- ABC of artificial respiration</li> <li>- Holgarnielson method of artificial respiration</li> <li>- First aid for common situation- suffocation, asthma, burns and scalds, choking, cuts, drowning, electric shock, eye injuries, heart attack, indigestion, nose bleeds etc</li> </ul>	7
4	<b>Pest control and waste disposal</b> <ul style="list-style-type: none"> <li>- Meaning of pest control</li> <li>- Types of pests</li> <li>- Common pests and their control- bed bugs, beetles, carpet beetles, furniture beetles, silverfish, cockroaches, fleas, lice, moths, ants, termites, flies, mosquitoes, rats, fungi</li> <li>- Meaning and importance of waste disposal</li> </ul>	10
5	<b>Security functions</b> <ul style="list-style-type: none"> <li>- Front Office and housekeeping Security Functions</li> <li>- Role of Front Office in Hotel Security- Check in: use of metal detectors, validates, scanty baggage handling</li> <li>- Keys control: ELS (Electronic Cards), use of key cards</li> <li>- Guest &amp; staff movement &amp; access control</li> <li>- Protection of funds, safe deposit boxes</li> <li>- Handling Grand Master / Master key, lost &amp; found &amp; damaged keys</li> <li>- Crime prevention by front office and housekeeping</li> <li>- Dealing with emergencies- Bomb threat, Sickness and death, fire, Guest and employee thefts, planning for an emergency</li> </ul>	10

### Textbooks

- Management front office operations by Kasavana& Books Front office training manual by Sudhir Andrews

### Reference Books

- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Principal of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
(i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	1	0	0	1	3	0	2	0	2	0	0	1
CO2	1	1	0	2	3	0	2	2	0	0	0	1
CO3	2	0	0	2	3	1	3	2	2	0	0	0
CO4	1	0	0	0	3	0	0	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -4	<b>Course Code:</b> HM-402

**Course Description:** This course covers the fundamentals of food and beverage service and management as it applies to restaurants and all other types of food service operations including institutions, hotels, quick service operations, and catering. The focus of the course will be on the philosophy, psychology and technical skills required for excellent food and beverage service. In addition the course will cover the principles of sound food and beverage operation management, which can be applied to ensure these service levels are attained.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Students will have an understanding of beverage industry.

**CO2:** To make students able to explain different restaurant procedures.

**CO3:** To make students able to analyse and apply the controls needed to manage a successful food and beverages operation

**CO4:** Students will have knowledge of buffet Management and Hi Tea

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Planning restaurant &amp; other food service facilities:</b> <ul style="list-style-type: none"> <li>- Introduction,</li> <li>- Planning &amp; Operating various F &amp; B Outlets and support, ancillary areas,</li> <li>- Factors-Concept, Menu, Space&amp;Lighting ,</li> <li>- Colors and Market,</li> <li>- Restaurant Design team.</li> </ul>	10
2	<b>Situation handling in food &amp; beverage outlets:</b> <ul style="list-style-type: none"> <li>- Restaurant Problems</li> <li>- Guest Situation Handling (related to food, ambience, hygiene etc. (any five)</li> </ul>	8
3	<b>Different Catering Operations:</b> <ul style="list-style-type: none"> <li>- Catering Operations:</li> <li>- Off- Premises Catering.</li> <li>- Hospital Catering.</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Industrial &amp; Institutional Catering.</li> <li>- Airline &amp; Railway catering.</li> <li>- Home Delivery.</li> <li>- Take away.</li> </ul>	
4	<b>High tea:</b> <ul style="list-style-type: none"> <li>- Its introduction,</li> <li>- Menu,</li> <li>- Cover &amp; Service.</li> </ul>	10
5	<b>Buffet management:</b> <ul style="list-style-type: none"> <li>- Introduction.</li> <li>- Types.</li> <li>- Buffet Sectors, Equipments Used, Factors,</li> <li>- Space requirements &amp; Checklist.</li> <li>- Buffet Presentation, menu planning, staff requirement.</li> <li>- Buffet Management.</li> </ul>	10

### Textbooks

- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS

### Reference Books

- Introduction F& B Service – Brown, Heppner & Deegan
- Menu Planning – Jaksakivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment (CA) = Marks in the form of:-**
  - (i) Assignments = 15 Marks
  - (ii) Attendance = 05 Marks

<b>Attendance</b>	<b>Marks</b>
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percentage	
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	0	1	1	0	2	0	2	0	0	1
CO2	3	0	1	2	1	1	2	2	0	2	0	0
CO3	2	0	0	2	0	0	3	2	2	0	0	0
CO4	2	0	0	0	2	0	2	1	2	0	0	1



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -4	<b>Course Code:</b> HM-403

**Course Description:** students will get experienced with Menu planning, Kitchen management & Kitchen Space, Purchasing & storing bakery and hygiene & Sanitation.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** The students will increase their knowledge of menu planning and construction of menu

**CO2:** The learners will get information of the purchasing and storing of food items

**CO3:** The students will be able to understand bakery and confectionery preparations

**CO4:** The undergraduates have a detailed knowledge Kitchen layout and hygiene Standards

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Menu Planning:</b> <ul style="list-style-type: none"> <li>- Definition</li> <li>- Types</li> <li>- Principles of menu planning</li> <li>- Factor effecting menu planning and construction of menu</li> </ul>	8
2	<b>Introduction Purchasing and Storing:</b> <ul style="list-style-type: none"> <li>- Purchasing</li> <li>- The purchasing procedure price and quality performance</li> <li>- The purchasing of food</li> <li>- Receiving of food</li> <li>- Storing and issuing food</li> </ul>	7
3	<b>Introduction to Bakery:</b> <ul style="list-style-type: none"> <li>- Pastry/cake and bread making, confectionery</li> <li>- Cold dishes and Buffet work</li> <li>- Selection of commodities, preparation and presentation.</li> <li>- Decoration and garnishes for cold buffet work.</li> </ul>	5
4	<b>Kitchen management:</b> <ul style="list-style-type: none"> <li>- Departments/section of kitchen</li> <li>- Duties and responsibilities of staffs</li> </ul>	5

	<b>Hygiene and sanitation:</b> <ul style="list-style-type: none"> <li>- Causes of food spoilage</li> <li>- Food borne illnesses</li> <li>- Personal cleanliness and health</li> <li>- Sanitary procedure for safe food</li> </ul>	
5	<b>Kitchen Spaces:</b> <ul style="list-style-type: none"> <li>- Size and types of kitchen</li> <li>- Developing kitchen plan</li> <li>- Designing kitchen</li> <li>- Work centre in kitchen layout</li> <li>- Maintenance of kitchen</li> <li>- Sample layout plan</li> </ul>	5

### Textbooks

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers

### Reference Books

- Modern Cookery By Kinton&Cessarani
- Practical Cookery By Cookery By Kauffman &Cracknell
- Practical Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andre Hale Feinstein and John M. Stefanelli

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	0	1	1	0	2	0	2	0	0	0
CO2	3	2	1	2	1	1	2	1	0	2	0	0
CO3	3	1	0	1	0	0	3	2	2	0	0	0
CO4	2	0	0	0	2	0	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Engineering and maintenance	<b>Course Code:</b> HM-404

**Course Description:** The maintenance and engineering department has been treated as a catch-all department, which literally means that if a problem is not related to food, marketing or sales, housekeeping or accounting, then it must be a maintenance and engineering responsibility. The purpose of maintenance is to increase the system availability. The term maintenance covers the following aspects: a) Inspection of the item/plant/equipment/machine/system. b) Repair of the defects if any c) Minor modification in order to reduce maintenance efforts.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** The students shall be able to understand basic maintenance terms and know methods and techniques for planning, scheduling, carry out and analyze maintenance.

**CO2:** The students shall get information about the most relevant and future maintenance concepts.

**CO3:** The students shall also be able to carry out risk and vulnerability analyses and to use maintenance optimization models.

**CO4:** The student shall receive information about the future within maintenance

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Hotel Engineering Department</b> <ul style="list-style-type: none"> <li>- Organization &amp; Setup of the Department</li> <li>- The Staff – Duties and Responsibilities</li> <li>- Requirement of Engineering Workshops.</li> </ul> <b>Hotel Maintenance Management</b> <ul style="list-style-type: none"> <li>- Introduction &amp; Scope in Hotels</li> <li>- Classification and Types</li> <li>- Maintenance Programme.</li> </ul>	10

2	<p><b>Fuels &amp; Electricity:</b></p> <ul style="list-style-type: none"> <li>- Fuels :Types of Fuels available</li> <li>- Gases</li> <li>- Precautions while using them - Heat Parts, BTU, Thermal &amp; Calorific values</li> <li>- Calculation of heat requirements, Fuel Requirement</li> <li>- Principle of Bunsen burner</li> <li>- Construction of an Industrial Gas Range: Parts &amp; Functions, striking back, causes and remedies of problems.</li> </ul> <p><b>Electricity:</b></p> <ul style="list-style-type: none"> <li>- Meaning and use,</li> <li>- Advantage as a type of energy, conductors and non conductors,</li> <li>- Meaning of ampere, volt, ohm and their relationship, ohm's law,</li> <li>- AC &amp; DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing.</li> </ul>	8
3	<p><b>Water Management and Sanitary System:</b></p> <p>Water Management System</p> <ul style="list-style-type: none"> <li>- Sources of water and its quality</li> <li>- Methods of removal of hardness, description of cold water</li> <li>- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.</li> <li>- Sanitary Systems</li> <li>- Sinks, basins</li> <li>- Water closet, bidets and their fittings</li> <li>- Use of water traps and water seals, water pipes and soil pipes</li> <li>- Inspection chambers- blockages and leakages and their remedies.</li> </ul>	7
4	<p><b>Refrigeration and Air – Conditioning.</b></p> <ul style="list-style-type: none"> <li>- Refrigeration</li> <li>- Principle uses of refrigeration in hotel and catering industries</li> <li>- Basic scientific principles</li> <li>- Different types of refrigeration systems and refrigerants</li> <li>- Walk in coolers and freezers, care and maintenance of these systems.</li> </ul> <p><b>Air-conditioning</b></p> <ul style="list-style-type: none"> <li>- Classification, Types of systems, Layout of AC Plant.</li> </ul>	10

	<ul style="list-style-type: none"> <li>- Condition for comfort Air movement, humidity control, ventilation.</li> <li>- How to select a suitable air-conditioning system.</li> </ul>	
5	<b>Transport Systems</b> <ul style="list-style-type: none"> <li>- Elevators, freight</li> <li>- Passenger elevators</li> <li>- Escalators and sidewalks - their operation and maintenance.</li> </ul>	10

### Textbooks

SujitGhosal – Hotel Engineering

### Reference Books

Tarun K Bansal – Hotel Facility Planning

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	0	3	0	1	1	3	0	0	2	2	0	0
CO2	0	2	1	2	1	3	0	1	0	2	0	0
CO3	0	2	1	1	1	2	0	0	2	2	0	0
CO4	0	1	1	1	2	2	0	1	2	3	0	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Economics	<b>Course Code:</b> HM-405

**Course Description:** An introduction to modern economic analysis. A study of the principles of production and exchange, the distribution of income, money and banking and national income analysis. Required of all majors in economics and recommended for all students planning business, legal, or public service careers.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** Students will understand general economic concepts (supply & demand, comparative advantage, opportunity cost, etc.).

**CO2:** To gain an understanding of core economic principles and how they apply

**CO3:** To learn how to articulate pragmatic, principles-based policies to enhance economic well-being and promote social justice .

**CO4:** Students will understand general economic concepts of Hotel economics, hotel demand, supply and cost

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Introduction to Hotel Economics:</b> <ul style="list-style-type: none"> <li>- Circular flow of Economic Activities.</li> <li>- Hotel development and national economy-contribution to GDP, influencing procedure.</li> <li>- Hotel business under five year plans.</li> <li>- Globalization and its impacts on hotel business.</li> </ul>	10
2	<b>Economics of Hotel Demand:</b> <ul style="list-style-type: none"> <li>- Nature of demand.</li> <li>- Factor influencing hotel demand.</li> <li>- Economic determinants of Hotel demand,</li> <li>- Price and income elasticity of hotel demand</li> <li>- Trends in hotel demand</li> </ul>	8

3	<b>Economics of Hotel supply:</b> <ul style="list-style-type: none"> <li>- Market Structure and Hotel supply</li> <li>- Elasticity of supply</li> <li>- Integration in hotel supply,</li> <li>- Supply trends</li> </ul>	7
4	<b>Economic impacts of hotel business:</b> <ul style="list-style-type: none"> <li>- Employment and income creation</li> <li>- Hotel Multiplier</li> <li>- Balance of payment</li> <li>- Foreign exchange.</li> </ul>	10
5	<b>Hotel Costs:</b> <ul style="list-style-type: none"> <li>- Cost concept,</li> <li>- Types of costs,</li> <li>- Determinants of cost hotel,</li> <li>- Taxation and cost.</li> </ul>	10

### Textbooks

- Brahmananda, P.R. and Panchmukhi : The Development Process of Indian Economy, V.R. (eds.) 1987 Himalaya Publishing House, Bombay.

### Reference Books

- Lucas ,E.B., and Papanek, G.F.: The Indian Economy- Recent Developments and (eds.) 1988 Future Prospects, Oxford University Press, New Delhi.
- Jalan, Bimal1992 : The Indian Economy – Problem and Prospects, Viking, New Delhi.
- Byres, T J (Ed.) (1998): The Indian Economy: Major Debate Since Independence, Oxford University Press, New Delhi.
- Economic Survey: Government of India. Various Issues.

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks



<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	0	0	2	1	1	0	2	0	2	0	0	0
<b>CO2</b>	0	1	1	2	1	1	2	0	0	0	0	2
<b>CO3</b>	0	1	1	1	0	1	2	0	1	0	0	0
<b>CO4</b>	0	0	0	0	1	0	2	0	1	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Accommodation Operations-1	<b>Course Code:</b> HM-401 P

**Course Description:** Housekeeping is an important and integral part of the guest Experience and satisfaction. Other things such as security are Important, but what guests really want is to feel at home, to feel Comfortable. The impact of the housekeeping function on the success of a Hotel's operations cannot be underestimated. Since large revenue for Hotel industry is generated mainly from the sale of rooms.

### Course Outcomes

**CO1:**To learn Team Cleaning.

**CO2:** Familiarity with different flower arrangements.

**CO3:**To prepare students ready for Role plays in Front office.

**CO4:**Get deep knowledge about supervisory roles.

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
1	Team cleaning of various areas
2	First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
3	Flower arrangements
4	Role play and problem handling on different accommodation problems and emergencies
5	<b>Role play :</b> <ul style="list-style-type: none"> <li>- Front Office Assistants,</li> <li>- GRE</li> <li>- Lobby Manager,</li> </ul>
6	<b>Bell Desk :</b> <ul style="list-style-type: none"> <li>- Bell Captain,</li> <li>- Bell Boys,</li> <li>- Concierge,</li> <li>- Car Valet,</li> </ul>
7	Control Desk Supervisor

## Textbooks

- Housekeeping Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox

## Reference books

- The Professional Housekeeper by Tucker Schneider, Wiley Publications

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
xiv) **Practical Performane- 10 marks iii) Viva-5 marks**

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	0	1	1	0	2	0	2	0	0	0
CO2	2	2	1	2	1	2	2	1	0	2	0	0
CO3	3	1	0	1	0	1	3	2	1	0	0	0
CO4	2	0	0	1	2	0	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -4	<b>Course Code:</b> HM-402 P

**Course Description:** The course examines the contemporary competitive restaurant environment and focuses on the kinds of service that set businesses apart. It provides a guide to the ins and outs of front-of-house operations, including taking reservations, greeting guests, basics service, table service, beverage service and payment handling.

### **Course Outcomes**

**CO1:**To learn Set-ups of different types

**CO2:** Familiarity with different types of buffets setups.

**CO3:**To prepare students to plan for cocktail planning.

**CO4:**.To learn situation handling in Restaurants

**Practical:**

**37.5 hr/sem.**

<b>Sr No.</b>	<b>Experiment Title</b>
<b>1</b>	Restaurant Set-ups of different types
<b>2</b>	Service of Afternoon & High teas
<b>3</b>	Buffet Lay -up, theme Buffets set up
<b>4</b>	Cocktail party planning
<b>5</b>	Role Plays & Situation handling in Restaurants

### **Textbooks**

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Professional Food & Beverage Service Management -Brian Varghese

### **Reference books**

- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

### **Assessment Process (Internal)**

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
**xv) Practical Performance- 10 marks iii) Viva-5 marks**

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>PO 1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	0	1	1	0	2	0	2	0	0	0
<b>CO2</b>	2	1	1	2	1	1	2	2	0	2	1	0
<b>CO3</b>	3	1	0	1	2	0	3	2	2	1	0	0
<b>CO4</b>	2	2	0	0	2	0	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 4 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) – 4	<b>Course Code:</b> HM-403 P

**Course Description:** The course focuses on the art of advanced food preparation in order to execute planned meals using learned food preparation and presentation techniques. The course focuses on the skills in producing a variety of food items.

### Course Outcomes

**CO1:**To learn preparing various types of menus.

**CO2:** Familiarity with different types of reports in kitchen.

**CO3:**To prepare students ready for making innovative menus.

**CO4:**Get deep knowledge about Accompaniments and garnishes.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
	<b>Menu I</b> <ul style="list-style-type: none"> <li>- Tomato kasar</li> <li>- Dum paneerKalimirchi</li> <li>- Bagarabaigan</li> <li>- Aloo gobhikitairi</li> <li>- Chapattis</li> <li>- Pumpkin Halwa</li> </ul>
	<b>Menu II</b> <ul style="list-style-type: none"> <li>- Paneer sabut dane ke kabab</li> <li>- Dal Khandari</li> <li>- Gucchi Biryani</li> <li>- Sham Savera</li> <li>- Raj Bhog</li> </ul>
	<b>Menu III</b> <ul style="list-style-type: none"> <li>- AlooBonda</li> <li>- Idli</li> <li>- Masala Uttapam</li> <li>- Samber</li> </ul>

	<b>Menu V</b> <ul style="list-style-type: none"> <li>- Fish Malai Curry</li> <li>- ChorChori</li> <li>- Luchi</li> <li>- Bhindi do Piazza</li> <li>- Doodh Kamal</li> </ul>
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### Textbooks

- Practical Cookery By Kinton&Cessarani
- The Professional Pastry Chef, Fourth Edition By BoFreiberg Publisher: Wiley & Sons INC

### Reference books

- Theory of Cookery By KArora, Publisher: FrankBrothers

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
 xvi) **PracticalPerformance-** 10 marks iii) **Viva-**5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	0	1	1	0	2	0	2	0	0	0
CO2	2	1	1	2	1	1	2	1	0	2	0	0
CO3	3	1	0	1	2	0	3	2	2	1	0	0
CO4	2	0	0	0	2	0	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> Accommodation Operation -2	<b>Course Code:</b> HM-501

**Course Description:** Students learn how to transform residential and commercial interiors into aesthetically pleasing, personalized spaces. Focus is on creating complementary color schemes, arranging furniture, selecting flooring, fabrics, and finishes, and placing accessories.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to discuss the importance of flower arrangements in enhancing the beauty of hotels interiors

**CO2:** To make students able to discuss the importance of flower arrangements in enhancing the beauty of hotels interiors

**CO3:**Demonstrate the ability to select and specify furniture, fixtures, equipment and finish materials in interior spaces.

**CO4:** To Identify, define and describe relevant aspects of a design problem (goals, objectives).

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Flower Arrangement:</b> <ul style="list-style-type: none"> <li>- Flower arrangement in hotels</li> <li>- Flower arrangement equipment</li> <li>- Indoors flowers and foliage</li> <li>- Selection, Care and conditioning of flowers</li> <li>- Elements and principles of flower arrangement</li> <li>- Different style of flower arrangements</li> </ul>	10
2	<b>Interior Designing:</b> <ul style="list-style-type: none"> <li>- Objectives of interior design,</li> <li>- Basic types of design,</li> <li>- Elements of design, principles of design,</li> <li>- Units of design,</li> <li>- Designing for disabled.</li> </ul>	8



3	<b>Interior decoration:</b> <ul style="list-style-type: none"> <li>- Carpets, importance of floor maintenance,</li> <li>- ceilings and their maintenance,</li> <li>- wall covering, windows</li> <li>- window treatments.</li> </ul>	7
4	<b>Standard content of a guestroom</b> <ul style="list-style-type: none"> <li>- Guest room furniture.</li> <li>- Furniture arrangement, guest room fixture and fittings, beds, mattresses and bedding, soft furnishing.</li> <li>- Guest room accessories,</li> <li>- Placement of guest supplies.</li> </ul>	10
5	<b>Revenue Management:</b> <ul style="list-style-type: none"> <li>- Concept and applications;</li> <li>- Measuring yield;</li> <li>- Elements of revenue management;</li> <li>- Using revenue management,</li> <li>- Revenue management software.</li> </ul>	10

### Textbooks

- Hotel Housekeeping: Operations and Management (Oxford Higher Education) Paperback – 30 Jul 2009 by Smritee Raghubalan (Author), G. Raghubalan
- Alan T. Stutts, James Wortman (2005), Hotel and Lodging Management: An Introduction, Wiley.

### Reference Books

- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment (CA) = Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O 1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	0	1	1	0	2	2	2	0	1	0
<b>CO2</b>	2	0	0	1	1	0	1	1	3	0	0	1
<b>CO3</b>	2	1	0	1	0	0	1	2	2	0	2	0
<b>CO4</b>	2	0	0	0	2	0	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -5	<b>Course Code:</b> HM-502

**Course Description:** The course introduces and analyzes the functions of food and beverage marketing in the context of hospitality, events and tourism. The areas of consideration will include group sales, negotiations, contracts, computer applications and service methodologies.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:** To make students able to analyse and apply the controls needed to manage a successful food and beverages operation

**CO2:** Help to prepare students to meet the challenges associated with the Food and Beverage Industry.

**CO3:** Understand the promotion policies

**CO4:** To get knowledge of HRM, Enhance the leadership quality

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Food &amp; beverage Marketing:</b> <ul style="list-style-type: none"> <li>- Definition.</li> <li>- Marketing environment,</li> <li>- Market research,</li> <li>- Market plans &amp; marketing mix.</li> </ul>	10
2	<b>Promoting food operations:</b> <ul style="list-style-type: none"> <li>- Objectives.</li> <li>- Steps in the process.</li> <li>- Customer use of information,</li> <li>- Promotion with other travel partners,</li> <li>- Full destination promotions &amp; benefits of promotions.</li> </ul>	8
3	<b>Promotion a tools of Food&amp;Beverage:</b> <ul style="list-style-type: none"> <li>- Advertising.</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Internet, personal selling, sales promotions,</li> <li>- merchandising,</li> <li>- Public Relations &amp; publicity.</li> </ul>	
4	<b>Human Resource:</b> <ul style="list-style-type: none"> <li>- Introduction to hiring process,</li> <li>- pre recruitment activity, sources of HR supply, recruitment &amp; selection, basic interviewing skills,</li> <li>- orientation &amp; socialization- types, facilities,</li> <li>- requirement &amp; conduct.</li> </ul>	10
5	<b>Training for Food &amp; beverage:</b> <ul style="list-style-type: none"> <li>- Organizational view point, training requirement.</li> <li>- Methodology.</li> <li>- Various training aids &amp; its process.</li> <li>- Leadership &amp; motivation.</li> </ul>	10

### Textbooks

- Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.

### Reference Books

- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment (CA) = Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

**CO-PO Mapping**

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>CO2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>CO3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>CO4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>TH</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -5	<b>Course Code:</b> HM-503

**Course Description:** The course builds on the Bachelor level introductory chemistry and familiarizes the theoretical aspects of atomic structure and periodicity. The course will be highlighting the chemistry of hydrogen as well as s-block elements and p-block elements.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to explain the importance of modern culinary arts

**CO2:** To be able to figure out production of Mexican,Chinese,Thai,Italian,Spanish,Lebanese

**CO3:**understand the handling of meat products

**CO4:** To get knowledge of Buffet & Bakery Preparations

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Popular International cuisine:</b> <ul style="list-style-type: none"> <li>- Features.</li> <li>- Regional classification.</li> <li>- Ingredients.</li> <li>- Methods ofcooking, courses of the menu.</li> <li>- Mexican,Chinese,Thai,Italian,Spanish,Lebanese(Mediterranean),Menuexamples</li> </ul>	8
2	<b>Garde Manger:</b> <ul style="list-style-type: none"> <li>- Definition.</li> <li>- Functions.</li> <li>- Importance of Garde manger and Butchery,lay-out,Stafforganization, Storage points, Special Purchase.</li> <li>- Standards of meat products.</li> <li>- Yields test calculations and portioning.</li> </ul>	7
3	<b>Buffet Preparations:</b> <ul style="list-style-type: none"> <li>- Principles of Buffet,</li> <li>- Presentation, Types,</li> <li>- Themes, Buffet Setups,</li> </ul>	5

	- typical dishes, smorgasbord.	
4	<b>Cold Cuts:</b> <ul style="list-style-type: none"> <li>- Farcis, terrines, pates, galantines, ballotines, mousses, quenelles,-types, preparation, menu examples.</li> <li>- Cold sauces, dips, chaud froid, aspics, methods of preparations, examples, chacutiere</li> <li>- sausages, types, preparation, popular sausages, Special Purchase Standards,</li> <li>- Cooking methods, casings, storage,problems.</li> </ul>	5
5	<b>Advanced Bakery preparation:</b> <ul style="list-style-type: none"> <li>- Introduction,</li> <li>- types,</li> <li>- recipes: Sugar craft, chocolate confectionery,</li> <li>- cold puddings and sweets.</li> </ul>	5

### Textbooks

- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins

### Reference Books

- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
 (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	3	0	0	1	1	0	2	2	2	0	1	0
CO2	1	0	0	0	1	0	2	0	3	1	1	0
CO3	2	0	0	1	0	0	1	2	2	0	1	1
CO4	2	0	0	0	2	0	2	1	2	0	0	1



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> French	<b>Course Code:</b> HM-504

**Course Description:** Introduces students to the culture and language of the French-speaking world. Students develop an ability to communicate in real-life situations by acquiring reading, writing, listening, and speaking skills.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to use French in daily hotel operations

**CO2:** Demonstrate advanced proficiency in spoken and written French.

**CO3:**Demonstrate the ability to read critically, interpret analytically and speak persuasively

**CO4:**Ability to write coherently about visual and literary texts produced in the French-speaking world.

Theory:

45 hrs/sem

Unit	Topic	Hours
1	<b>Pronunciation</b> <ul style="list-style-type: none"> <li>- The Alphabet - The Accents; ‘Formules de politesse’,</li> <li>- Time (only 24 hr clock)</li> </ul> <b>Ingredients used in Kitchen</b> <ul style="list-style-type: none"> <li>- Dairy Products &amp; cereals</li> <li>- Name of Vegetables</li> <li>- Name of Fruits</li> <li>- Herbs &amp; Spices</li> </ul>	10
2	<b>Self-introduction</b> <ul style="list-style-type: none"> <li>- Presenting and introducing other person,</li> <li>- Conjugation of first group of verbs; Days of the week;</li> <li>- Months of the year; Date; The definite and indefinite articles</li> <li>- Dialogues related to Hotel Operations</li> </ul>	8
3	<b>Adjectives</b> <ul style="list-style-type: none"> <li>- Name of the Countries and their Nationalities;</li> </ul>	7

	<ul style="list-style-type: none"> <li>- Conjugation of second group of verbs;</li> <li>- Adjectives of place; Preposition of place;</li> <li>- Describing a place (your city/ tourist place) of hotel</li> <li>- Restaurant Brigade</li> </ul>	
4	<b>Vocabulary</b> <ul style="list-style-type: none"> <li>- Vocabulary describing family;</li> <li>- Describe your family &amp; Self introduction; presenting and introducing other person</li> <li>- Negation; Conjugation of irregular verbs :venir, aller;</li> <li>- Demonstrative Adjectives</li> <li>- Simple translation, Wine terminology</li> </ul>	10
5	<b>Brigade</b> <ul style="list-style-type: none"> <li>- Restaurant Brigade; Hotplate language and terminology;</li> <li>- Name of French wines ,</li> <li>- French cheese and seasonings,</li> <li>- The French Classical Menu with classic - examples of each course</li> </ul>	10

### Textbooks

Bhattacharaya S, French for Hotel management & Tourism Industry

### Reference books

Lillicrap & Cousins, ELBS Food and Beverage service

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**
  - (i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	3	0	0	0	0	0	1	2	2	2	0	0
CO2	3	0	0	0	0	0	0	1	3	2	0	0
CO3	2	0	0	0	0	0	1	2	2	2	0	0
CO4	2	0	0	0	0	0	2	1	2	3	0	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> Facility Planning	<b>Course Code:</b> HM-505

**Course Description:** They study the physical aspects of facilities management, such as interiors and exteriors, building structure and building grounds. Those enrolled also learn methods for managing cost, planning a budget, using equipment and creating a maintenance plan.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**Develop an understanding of facility analysis, planning and design

**CO2:** Develop knowledge of the architectural and construction process.

**CO3:**Develop knowledge of proper operation and care of those systems

**CO4:** To get knowledge of hotel design and layouts

Theory:

30 hrs/sem

Unit	Topic	Hours
1	<b>Hotel Design:</b> <ul style="list-style-type: none"> <li>- Design consideration</li> <li>- Attractive Appearance</li> <li>- Efficient Plan</li> <li>- Good location</li> <li>- Suitable material</li> <li>- Good workmanship</li> <li>- Sound financing</li> <li>- Competent Management</li> </ul>	8
2	<b>Facilities Planning:</b> <ul style="list-style-type: none"> <li>- The systematic layout planning pattern (SLP)</li> <li>- Planning consideration</li> <li>- Flow process &amp; Flow diagram</li> <li>- Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities &amp; services, hotel administration,</li> </ul>	7

	<p>internal roads/budget hotel/5 star hotel Architectural consideration</p> <ul style="list-style-type: none"> <li>- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)</li> <li>- Approximate cost of construction estimation</li> <li>- Approximate operating areas in budget type/ 5 star type hotel approximate other operating areas per guest room</li> <li>- Approximate requirement and Estimation of water/electrical load gas, ventilation.</li> </ul>	
3	<p><b>Star classification of Hotel:</b></p> <ul style="list-style-type: none"> <li>- Criteria for star classification of hotel</li> <li>- (Five, four, three, two, one &amp; heritage)</li> </ul>	5
4	<p><b>Kitchen:</b></p> <ul style="list-style-type: none"> <li>- Equipment requirement for commercial kitchen Heating- gas/electrical Cooling (for various catering establishment)</li> <li>- Developing specification for various Kitchen equipments</li> <li>- Planning of various support services (pot wash, wet grinding, chef room, larder, store &amp; other staff facilities)</li> </ul>	5
5	<p><b>Kitchen layout and design:</b></p> <ul style="list-style-type: none"> <li>- Principles of kitchen layout and design</li> <li>- Areas of the various kitchens with recommended dimension</li> <li>- Factors that affect kitchen design</li> <li>- Placement of equipment</li> <li>- Flow of work</li> <li>- Space allocation</li> <li>- Kitchen equipment, manufacturers and selection</li> <li>- Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen</li> <li>- Budgeting for kitchen equipment</li> </ul>	5

### Textbooks

- Hotel Management Theory by B.K Chakaravati
- Hotel Venture Management by PanditS.N, HotexPublishers, New Delhi

### Reference Books

- HotelFacilityPlanningbyTarunBansal,OxfordUniversityPress.NewDelhi

### Assessment Process (Internal)

- **Mid-Term Exams (MSE) = Marks**
- **Continuous Assessment(CA)= Marks in the form of:-**  
(i) Assignments = 15 Marks (ii) Attendance = 05 Marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	1	0	0	1	1	0	2	2	0	0	0	1
<b>CO2</b>	0	0	0	0	1	0	2	3	0	0	0	0
<b>CO3</b>	0	0	0	1	0	0	3	2	0	0	0	1
<b>CO4</b>	2	0	0	0	2	0	2	3	0	0	0	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>TH</sup> Sem
<b>Course Title:</b> Accommodation Operation -2	<b>Course Code:</b> HM-501 P

**Course Description:** Course provides in-depth knowledge of the advanced aspects of Housekeeping and organisation skills required for the maintenance and smooth running of the Guest Interior. There is a thorough review of Housekeeping basics, followed by more advanced theory on the care and maintenance of surfaces and fabrics. Focus is also given to anticipating guest needs, time management and the importance of attention to detail in the Housekeeping department..

### Course Outcomes

**CO1:**Deeper familiarity with various types of floor finishes, wall coverings, windows, ceiling

**CO2:** Familiarity with Yield management.

**CO3:**To understand interiors decoration techniques.

**CO4:**Toget knowledge about functioning of Valet services.

**Practical:**

**15 hr/sem.**

Sr No.	Experiment Title
<b>1</b>	<b>Team Cleaning :</b> <ul style="list-style-type: none"> <li>- various types of floor finishes, wall coverings, windows, ceiling,</li> <li>- carpet and hotel areas.</li> </ul>
<b>2</b>	<b>Yield management calculations:</b> <ul style="list-style-type: none"> <li>- Preparing statistical data based on actual calculations</li> <li>- Role play &amp; problem handling on different accommodation problems, role play of</li> </ul> Front Office assistant, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge
<b>3</b>	<b>Car Valet:</b> <ul style="list-style-type: none"> <li>- Computer Proficiency in all hotel computer applications</li> <li>- In journal explain with proper illustration, picture the objectives of interior designing</li> </ul>
<b>4</b>	<b>Interior Design:</b> <ul style="list-style-type: none"> <li>- Draw &amp; collect pictures and illustration to depict how you would— achieve proportion</li> <li>- in interior design, produce a rhythmic effect in designing, achieve balance in terms of</li> <li>- interior design, create points of interest in interior design, achieve a harmonious</li> <li>- atmosphere in interior design</li> </ul>
<b>5</b>	Use of paints on paper, illustrate prang's colour wheel & value scale
<b>6</b>	Compare and contrast the contents in a VIP suite and a twin room

## Textbooks

- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications.

## Reference books

- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.

## Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
xvii) **Practical Performance- 10 marks** iii) **Viva-5 marks**

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	2	0	0	1	1	0	2	2	2	0	1	0
CO2	2	1	0	1	1	2	2	1	3	0	1	0
CO3	2	1	0	1	0	0	1	2	2	0	1	1
CO4	2	0	0	0	2	1	2	1	2	0	0	1



<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Service) -5	<b>Course Code:</b> HM-502 P

**Course Description:** This course provides students with practical skills and knowledge for effective management of food service operations. It presents basic service principles while emphasizing the importance of meeting the needs and, whenever possible, exceeding the expectations of guests.

### Course Outcomes

**CO1:**Deeper familiarity with organizing theme parties.

**CO2:** Familiarity with different types of promotional measures.

**CO3:**To prepare Marking kit for your training restaurant

**CO4:**To develop an orientation programme.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
1	Prepare a Marking kit for your training restaurant
2	Organize a theme party in your training restaurant &sell the concept to organisation
3	Prepare various food promotion for your training restaurant
4	Prepare an orientation kit for your department
5	Develop an orientation program.

### Textbooks

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Professional Food & Beverage Service Management -Brian Varghese

### Reference books

- Modern Restaurant Service – John Fuller, Hutchinson

### Assessment Process (Internal)

- **Continuous Assessment(CA)= 15 Marks in the form of:-**  
 xviii) **PracticalPerformance-** 10 marks  
 iii) **Viva-**5 marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	2	0	0	1	1	0	2	2	2	0	1	0
<b>CO2</b>	3	1	2	1	1	0	2	1	3	0	1	0
<b>CO3</b>	3	0	2	1	0	0	0	2	3	0	0	1
<b>CO4</b>	2	0	0	0	2	0	2	1	2	0	0	0

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> Food & Beverage (Production) -5	<b>Course Code:</b> HM-503 P

**Course Description:** This course provides an introduction to the science and art of baking and the composition and properties of baking ingredients. Students will prepare a variety of baked goods, snacks, and starters using the appropriate tools and measurement methods

### Course Outcomes

**CO1:**To Learn preparing Cold preparation.

**CO2:** Familiarity with different types of Bakery products.

**CO3:**To prepare students ready to cook various types of snacks.

**CO4:**To get deep knowledge about starters.

**Practical:**

**37.5 hr/sem.**

Sr No.	Experiment Title
1	Cold preparations, platters and buffets
2	International cooking, Recipes from Italy, Spain, Mexico.
3	Exotic Indian & International starters & snacks, Hors d'oeuvres platter, meze etc.
4	<b>Advance Bakery-</b> Rolls, breads, pastries, cookies, Mousses, Souffles, Parfait, Bavarois, Puddings, Gateaux etc.

### Textbooks

- Practical Cookery By Kinton & Cessarani
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins

### Reference books

- Theory of Cookery By K Arora, Publisher: Frank Brothers

### Assessment Process (Internal)

- **Continuous Assessment (CA) = 15 Marks in the form of:-**  
 xix) **Practical Performance-** 10 marks    iii) **Viva-** 5 marks

<b>Attendance percentage</b>	<b>Marks</b>
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

### CO-PO Mapping

	<b>P O1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PO 8</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>
<b>CO1</b>	3	0	1	1	1	0	2	2	2	0	0	0
<b>CO2</b>	3	2	0	1	1	2	2	1	3	0	0	0
<b>CO3</b>	2	1	0	1	0	0	1	2	3	0	0	0
<b>CO4</b>	2	0	0	0	2	1	2	1	2	0	0	1

<b>Program:</b> B.Sc (HM)	<b>Semester:</b> 5 <sup>th</sup> Sem
<b>Course Title:</b> French (Viva Voce)	<b>Course Code:</b> HM-504 P

**Course Description:** Introduces students to the culture and language of the French-speaking world. Students develop an ability to communicate in real-life situations by acquiring reading, writing, listening, and speaking skills.

### Course Outcomes

Upon course completion, the student will be able to:

**CO1:**To make students able to use French in daily hotel operations

**CO2:** Demonstrate advanced proficiency in spoken and written French.

**CO3:**Demonstrate the ability to read critically, interpret analytically and speak persuasively

**CO4:** Ability to write coherently about visual and literary texts produced in the French-speaking world.

**Practical:**

**30 hr/sem.**

Sr No.	Experiment Title
1	Introduction to the language, Alphabets and Pronunciation of the words
2	Days and Months Name
3	Numbers 1 to 100
4	Greetings
5	Presenting and introducing other person
6	Vegetables and Fruits name
7	Spices
8	French Menu Terminology
9	Name of Kitchen Professional, Restaurant Brigade
10	Utensils and Family Members

### Textbooks

Bhattacharaya S, French for Hotel management & Tourism Industry

## Reference books

Lillicrap & Cousins, ELBS Food and Beverage service

## Assessment Process (Internal)

1. Continuous Assessment(CA)= 15 Marks in the form of:-
2. Practical Performance- 10 marks iii) Viva-5 marks

Attendance percentage	Marks
Below 75%	0
75% - 80%	1
81% - 85%	2
86% - 90%	3
91% - 95%	4
96% - 100%	5

## CO-PO Mapping

	P O1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4
CO1	0	0	0	0	0	0	0	0	0	3	0	0
CO2	2	0	0	0	1	0	0	0	0	2	0	0
CO3	2	0	0	0	0	0	0	0	0	3	1	0
CO4	0	0	0	0	0	0	0	0	0	3	0	0

## **B.Sc in Hotel Management -6<sup>TH</sup> SEMESTER (HM-601)**

### **Course Description:**

In this semester the student shall be sent for industrial training for a period of 20-24 Weeks, where they would work in all departments of Classified star Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Head of faculty within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

### **Course Outcomes**

**CO1:** To provide to students the feel of the actual working environment,

**CO2:** To gain practical knowledge and skills, which in turn will motivate develop and build student's confidence.

**CO3:** To prepare students ready for upcoming challenges of professional life.

**CO4:** Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

### **Assessment Process**

<b>HM-601</b>	Industrial Training Report	100
<b>HM-602</b>	Industrial Training Log-Book	100
<b>HM-603</b>	Industrial Training Project (Report)	100
<b>HM-604</b>	Presentation & Viva	200
<b>Total</b>		<b>500</b>