

Program Syllabus Booklet

**Master of Science in Hospitality and Hotel
Management
(M.Sc. HHM– 1403)**



Session: -2021-22

**Institute of Hotel Management
Guru Kashi University, Talwandi Sabo**

TABLE OF CONTENTS

S No.	Content	Page No
1	Program Specific Outcomes and Program Outcomes Annexure-1	2
2	Curriculum / Scheme - Annexure-2	3-6
3	Semester wise Syllabi- Annexure-3	07-56
4	Academic Instructions - Annexure-4	57

Annexure -1**Program Name: M.Sc. in Hospitality and Hotel Management (M.Sc. HHM)****Program Code: 1403****The Program Outcomes (POs) for M.Sc. in Hospitality and Hotel Management are as follows:**

PO	Statement
PO1	Interpret practical, theoretical and personal skills required for senior management roles within a variety of hospitality organizations.
PO2	Anticipate and manage labor and food costs in order to operate an economically stable Environment in hotel.
PO3	To understand the knowhow and management skills of a student required for the food production department and to enhance creativity and practical knowledge of students.
PO4	To understand the different operations system followed in Housekeeping department with regard to hotel industry.
PO5	The students should become competent in handling PMS and compiling bills and handling check in and check out and gain knowledge with regard to operation of Front Office.
PO6	Able to formulate a marketing plan including marketing objective, strategies, budgeting considerations and evaluation criteria. Able to prepare and deliver a sales presentation.
PO7	To create knowledge in the minds of students to know about the different services offered to the customers and how to promote sales.
PO8	Develop organizational and marketing processes of a commercial hospitality enterprise.
PO9	Schedule employees with consideration given to budgets, sales forecasts, and customary labor practices.

Program Specific Outcomes (PSO): The PSO for the M.Sc. in Hospitality and Hotel Management program are as follows:

PSO	Statement
PSO1	The program empowers the students to establish the ability to innovate, ability to execute and ability to manage the organization in the most competitive circumstances.
PSO2	Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
PSO3	To be able to understand the Global trends and emerging issues in hospitality sector with the further opportunity in the area of research and higher education.

Annexure-2

Semester: 1st										
Sr. No	Course Code	Course Name	Type of Subject T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1403101	Food Production Operations-I	T	4	0	0	4	50	50	100
2	1403102	Food and Beverage Service Operations-I	T	4	0	0	4	50	50	100
3	1403103	Front Office Operation Foundations-I	T	4	0	0	4	50	50	100
4	1403104	Accommodation Operations-I	T	4	0	0	4	50	50	100
5.	1403105	Principal of Management	T	3	0	0	3	50	50	100
6	1403106	Food Production Operations-I (Lab)	P	0	0	4	2	60	40	100
7	1403107	Food and Beverage Service Operations-I (Lab)	P	0	0	4	2	60	40	100
8	1403108	Front Office Operation Foundations-I (Lab)	P	0	0	4	2	60	40	100
9	1403109	Accommodation Operations-I (Lab)	P	0	0	4	2	60	40	100
Total No. of Credits				27						

Semester: 2nd											
Sr. No	Course Code	Course Name	Type of Subject T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks	
				L	T	P					
1	1403201	Food Production Operations-II	T	4	0	0	4	50	50	100	
2	1403202	Food and Beverage Service Operations-II	T	4	0	0	4	50	50	100	
3	1403203	Front Office Operations-II	T	4	0	0	4	50	50	100	
4	1403204	Accommodation Operations - II	T	4	0	0	4	50	50	100	
5	A1403205	Basics of Accountancy		3	0	0	3	50	50	100	
6	1403206	Food Production Operations-II (Lab)	P	0	0	4	2	60	40	100	
7	1403207	Food and Beverage Service Operations-II (Lab)	P	0	0	4	2	60	40	100	
8	1403208	Front Office Operations-II (Lab)	P	0	0	4	2	60	40	100	
9	1403209	Accommodation Operations-II (Lab)	P	0	0	4	2	60	40	100	
		Total No. of Credits					27				

Semester: 3rd										
Sr. No	Course Code	Course Name	Type of Subject T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1403301	Industrial Training/Internship (6 Months)	NA	NA	NA	NA	20	500	500	1000
Total No. of Credits				20						

Semester: 4th										
Sr. No	Course Code	Course Name	Type of Subject T/P	(Hours Per Week)			No. of Credits	Internal Marks	External Marks	Total Marks
				L	T	P				
1	1403401	Food Production Management	T	4	0	0	4	50	50	100
2	1403402	Food & Beverage Service Management	T	4	0	0	4	50	50	100
3	1403403	Front Office Management	T	4	0	0	4	50	50	100
4	1403404	Accommodation Management	T	4	0	0	4	50	50	100
		Elective-III	T	3	0	0	3	50	50	100
6	1403408	Food Production Management (Lab)	P	0	0	4	2	60	40	100
7	1403409	Food & Beverage Service Management (Lab)	P	0	0	4	2	60	40	100
8	1403410	Front Office Management (Lab)	P	0	0	4	2	60	40	100
9	1403411	Accommodation Management (Lab)	P	0	0	4	2	60	40	100
Total No. of Credits							27			

Elective-III (Select one of the following subjects)		
Sr. No	Course Code	Course Name
1	1403405	Healthy Living & Fitness
2	1403406	Research Methodology
3	1403407	Wine Technology

Course Name: Food Production Operations-I**Course Code: 1403101****Semester: 1st****Credits -4****L T P
4 0 0****Course Outcomes:**

CO	On successful completion of this course, the students will:
CO1	Learn the origin of modern cooking techniques in the food production
CO2	Understand the importance of healthy diet in human life
CO3	Develop the skills related to kitchen hygiene
CO4	Utilize the knowledge regarding the organization structure of kitchen
CO5	Demonstrate the basic cuts and methods for food preparation.

Course Content**UNIT-1**

Introduction to the art of cookery: culinary history, Origins of modern cookery, Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry Principles of a balanced and a healthy diet, Conversion Table.

UNIT-2

Kitchen Hygiene and Professionalism: Personal hygiene and their importance, Levels of skill, Attitude towards work.

UNIT-3

Kitchen Organization: Modern kitchen Brigade, Kitchen layout, Hierarchy and function, Duties and responsibilities of Executive Chef, Sous chef and Chef de parties, Different sections of kitchen and their responsibility, Co-ordination with other departments.

UNIT-4

Basic preparations: Mise-en-place of all the basic preparations cuts of vegetables, mire poix, bouquet garni, various textures, consistencies, various methods of mixing food.

References:

- Arora. K. (January 2008). *Theory of Cookery*. Frank Brothers.
- Philip Thangam. E. (June 2018). *Modern Cookery*. Orient Blackswan Private Limited.

- Bali Parvinder S. (April 2014). *Food Production Operations*. Oxford University Press.
- Aggarwal D.K. (2006). *Kitchen Equipment & Design*. Aman Publications. New Delhi.

E-References:

- <https://www.youtube.com/watch?v=DWQm6g5ijhs>
- <https://www.youtube.com/watch?v=u4urr09oNwA>
- https://www.youtube.com/watch?v=x22aJo_FpVI
- <https://hmhub.me/classification-of-soup-with-examples/>
- <https://hmhub.me/egg-cookery/>
- <https://hmhub.me/basic-recipes-of-consomme-with-10-garnishes/>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	2	2	2	1	1	2	1
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	2	2	2	1	1	2	1
CO4	2	2	3	2	1	3	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	2.2	1.8	1.8	2.2	1.2	2	1.8	1.8	1.4	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food and Beverage Service Operations-I

Course Code: 1403102

Semester: 1st

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire and develop knowledge of F & B Industry with its classification
CO2	Understand the basic operations of F&B outlet
CO3	Develop the skills required for using the various equipment in F & B services
CO4	Displaying the basic etiquettes and attributes required for F & B staff.

CO5	Demonstrate the bar operation and handling task in F & B outlet
-----	---

Course Content

UNIT-1

Introduction to Food & Beverage Service Industry: Classification and various sectors of Catering Industry.

UNIT-2

Introduction to F & B Service operations: Types of F&B Outlets - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Snack Bar, executive lounges, business- centers & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, Ancillary areas.

UNIT-3

F & B Service Tools, Equipment and Furnishings: Classification, Various Tools and Equipment's, Usage of Equipment, Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props Care and maintenance, Other new concepts of modern furnishings.

UNIT-4

Food & Beverage Service Personnel: Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.

References:

- Negi Singh Mahendra. (November 2019). *Training Manual for Food and Beverage Services*. Dreamtech Press.
- Singaravelavan. (June 2016). *Food and Beverage Services*. Oxford University Press.
- Bagchi. S.N. (January 2006). *Textbook of Food and Beverage Service*. Aman Publications.
- Lillicrap. Dennis R. Cousins. John A. (September 1993). *Food and Beverage Service*. John Wiley & Sons Inc.

E-References:

- <https://www.youtube.com/watch?v=Ez4sAaoSjOc&t=149s>

- <https://www.youtube.com/watch?v=yu7nSustunI>
- <https://www.ihmnotes.in/firstyrnotes.html>
- <https://www.ihmnotessite.net/food-beverage>
- <https://hmhub.me/1st-sem-f-b-service-notes/>
- <http://rkiftmu.blogspot.com/2017/09/course-bhmct-subject-food.html>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	3	2	1	3	2	1	2	-	3	1	
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	2	2	2	1	1	2	1
CO4	2	2	3	2	1	3	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	2	2.2	1.8	2	1.6	2	1.6	1.8	1.5	1.4	2	1.5

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operation Foundations-I

Course Code: 1403103

Semester: 1st

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the organization structure of front office department in hotel.
CO2	Acquire the knowledge regarding the sections of front office
CO3	Know the designing of tariff structure in hotel industry.
CO4	Demonstrate the settlement procedure of guest accounts
CO5	Applying the basic skills related to the guest handling.

Course Content

UNIT-1

Introduction and Organization Structure of Front Office: - Function areas, Front office hierarchy, Duties and responsibilities, Personality traits.

UNIT- 2

Types of Rooms, Hotel Entrance, Lobby and Front Office:-Different types of rooms, Sub Sections of Front Office, Front office equipment.

UNIT- 3

Tariff Structure: - Basis of charging, Plans, competition, customer's profile, standards of service & amenities, Different types of tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents.

GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors, Tabular Ledger.

UNIT- 4

Front Office and Guest Handling: -Introduction to guest cycle: Pre arrival, Arrival, Stay, Departure and after departure. During the Stay Activities, Message and Mail Handling, Room selling technique, Hospitality desk, Complaint handling, Guest handling, Guest history.

Reservations: - Importance of reservation, Modes, Channels and sources (FITs, Travel Agents, Airlines, GITs) Types of reservations (Tentative, confirmed, guaranteed etc.) Systems (non-automatic, semi-automatic fully automatic), Cancellation, Amendments and overbooking.

References:

- Tewari. Jatashankar. R. (June 2016). *Front office operations and management*. Oxford University Press.
- Dix Colin, Baird Chris. (May 1998). *Front Office Operations*. Longman
- Ismail Ahmed. (January 2002). *Front Office Operations and Management*. Delmar Cengage Learning.
- Kasavana Micheal. Brooks Richard M. (May 2009). *Managing Front Office Operations*. Educational Institute of the Amer Hotel.

E-References:

- <https://www.youtube.com/watch?v=5E-FGxfqJbo>

- https://www.youtube.com/watch?v=tAgYPqEk_KI
- <https://hmhub.me/key-handling-in-front-office/>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Front%20office-done/Ch-4%20ROOM%20SELLING%20TECHNIQUES.pdf>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	3	2	1	1	2	1	1	-	2	1	2
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	1	3	2	1	1	2	1	1	-	2	1	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	1.6	2.4	1.6	1.8	1.2	1.6	1.4	1.6	1	1.4	1.6	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations-I

Course Code: 1403104

Semester: 1st

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn about the functions of housekeeping department in the hotel
CO2	Understand the organizational framework of housekeeping department.
CO3	Acquire the knowledge regarding the procedure of cleaning the rooms.
CO4	Determining the various requirements of manpower in housekeeping department.
CO5	Applying the basic knowledge of housekeeping department

Course Content

UNIT-1

Introduction, Meaning and definition, Importance of Housekeeping. A career in the Housekeeping department, Role of Housekeeping in guest satisfaction and repeat Business

UNIT- 2

Housekeeping Department: Organizational framework of the Department, Role of Key Personnel in Housekeeping, Attributes and Qualities of the Housekeeping staff - skills of a good, Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department.

UNIT- 3

Housekeeping Procedures: Briefing, Debriefing, Gate pass, Indenting from stores· Inventory of Housekeeping Items, Housekeeping control desk, Importance, Types of keys, key control, Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Handling of Guest queries, problem, request General operations of control desk, Role of control desk during Emergency.

UNIT- 4

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest room Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only), Types of Beds and Mattresses.

References:

- Stallworth Shelia. (January 2019). *Housekeeping Book*. Independently Published.
- Andrews. (July 2017). *Hotel Housekeeping A training Manual*. MHE Publisher
- Ganguly Pralay. (January 2019). *Housekeeping Management in Hotel and Service Industry*. Wiley India
- Negi Singh Deepak. Verma Dr. Shiv Mohan. (January 2020). *Fundamentals of Hotel*. Bharti Publications.

E-References:

- <https://www.youtube.com/watch?v=tKL9xXLQM3Q>
- https://www.youtube.com/watch?v=5aVdIISx_qc
- <https://www.ihmnotessite.net/accomodation>
- <https://hmhub.me/1st-sem-accommodation-operation-notes/>
- <https://www.ihmnotes.in/firstyrnotes.html>
- <https://www.ihmnotes.in/thirdyrnotes.html>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
-----------	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------

CO1	3	1	2	2	1	-	2	2	1	1	2	1
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	2	3	1	3	2	-	2	2	1	1	2	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	2.2	2	1.4	2.4	1.4	1	1.8	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation

Course Name: Principle of Management

Course Code: 1403105

Semester: 1st

Credits -3

L T P
3 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire the basic knowledge of Management concept
CO2	Identify the various approaches to management
CO3	Learn the concept of Planning and organizing in hotel industry
CO4	Access the global marketing concepts and opportunities.
CO5	Determining the concept of coordination and control in organization

Course Content

UNIT-1

Management: Definition, Nature, Scope & Characteristics, Management - Art or Science Principles of Management.

UNIT- 2

Evolution of Management: Scientific Theory- Taylor Administrative Principles- Fayol Human Relations Perspective- Hawthorne Studies Various approaches to Management.

UNIT- 3

Planning and Organizing: Meaning and Importance of staffing, Types of Plans and Structures, Meaning and Importance of Organizing, Various types of Organization Systems.

UNIT- 4

Staffing and Directing: Meaning and Importance of Staffing, Process of Staffing, Meaning, Importance and Principles of Directing, Meaning and Definition of Leadership, Types and Theories of Leadership, Meaning and Definition of Motivation, Theories of Motivation, Meaning, Importance and Process of Communication, Barriers of Communication.

UNIT- 5

Coordination and Control: Meaning and Importance of Coordination, Process of coordination, Meaning and Importance of controlling, Process of Control, Techniques of Control.

References:

- V-Eannlce & Harold Koontz. (2010). *Management: A Global and Entrepreneurial Perspective*. Tata McGraw -Hill New, Delhi.
- Ghuman, Karminder & K. Aswathappa. (2012). *Management: Concept, Practice & Case*. TataMcGraw -Hill, New Delhi.
- Kase, F. L. and Rasonu. J.E. (2000). *Organization and Management -A System and Contingency Approach*. McGraw Hill Book Company, New York.
- Chandra Bose. (2010). *Principles of Management & Administration*. Prentice Hall of India.
- Koontz & Wrihrich. (2005). *Essential of Management*. Tata Mc Graw – Hill Publishing Co. Ltd.

E-References:-

- <https://www.youtube.com/watch?v=Cy8WM36Hz6I>
- <https://www.youtube.com/watch?v=jOLHwYi-waI>
- <https://ncert.nic.in/textbook/pdf/lebs106.pdf>
- https://nptel.ac.in/content/storage2/courses/122106031/slides/1_1s.pdf

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	1	2	1
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	2	3	1	3	2	-	2	2	1	1	2	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2

Average	2.2	2	1.4	2.4	1.4	1	1.8	2	1	1	2	1.6
---------	-----	---	-----	-----	-----	---	-----	---	---	---	---	-----

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation

Course Name: Food Production Operations – I (Lab)

Course Code: 1403106

Semester: 1st

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Identify the usage of various equipment in Kitchen operations
CO2	Demonstrate the usage of knives and hand tools
CO3	Know about the commonly used raw material in kitchen
CO4	Demonstrate the usage of First Aid Kit in kitchen
CO5	Applying the basic skills required in Food preparation

Course Content

1. Familiarization and Understanding the usage of equipment and tools
2. Proper usage of a kitchen knife and hand tools
3. Cuts - julienne, jardinière, macaroni's, brunoise, pays sane, mignonette, dices, cubes, shred, mirepoix
4. Preparation of salad dressings Demonstrations & simple applications by students
5. Basic hygiene practices to be observed in the kitchen
6. First aid for cuts & burns
7. Safety practices to be observed in the kitchen
8. Boiling: Potato and Rice
9. Poaching: Fish and Egg
10. Steaming: Rice, Pudding
11. Blanching: Vegetable
12. Stewing: Mutton and Vegetable stew
13. Frying: Fritters, Patties
14. Sautéing: Vegetable

15. Roasting: Potato and Vegetable roast
16. Grilling: Grilled Vegetable and Fish
17. Braising: Chicken
18. Broiling: Breads, Spices
19. Baking: Potato and vegetable
20. Basic cuts of vegetables, Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.
21. Egg cookery - Preparation of variety of egg dishes
22. Boiled (Soft &Hard)
23. Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
24. Poaches & Scrambled
25. Omelets (Plain, Stuffed,Spanish)
26. En cocotte (eggs Benedict)

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	1	2	2	-	1	2	2	1	1	2	1
CO2	2	3	1	3	-	2	2	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	2	3	1	3	-	2	2	2	1	1	2	2
CO5	1	2	1	2	1	1	1	2	1	1	2	2
Average	1.8	2	1.4	2.4	1	1.4	1.8	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food & Beverage Service Operations -I (Lab)

Course Code: 1403107

Semester: 1st

Credits -2

L T P
0 0 4

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the restaurant etiquettes required for food & beverage service
CO2	Acquire the skills related to the hygiene practices used in F & B services

CO3	Identify the different types of glassware, crockery, cutlery, trolley, tables etc.
CO4	Applying the basics steps lay and relay of the table cloth & clearance
CO5	Exhibit the standard procedures of water service

Course Content

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Practice of Mise- En –Scene activities
4. Practice of Mise- En –Place activities
5. Cleaning / polishing of EPNS items by:
6. Plate Powder method
7. Polivit method
8. Silver Dip method
9. Burnishing Machine Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
10. Care and Maintenance of various Tools, Equipment's, Flatware's, Hollowware's etc.
11. Side board Organization
12. Carrying a Salver/Tray
13. Service of Water
14. Handling the Service Gear
15. Carrying Plates, Glasses & other Equipment's
16. Clearing an Ashtray
17. Handling precautions.
18. Taking Guest Reservations
19. Receiving Seating of Guests
20. Order taking & Recording
21. Order processing (passing orders to the kitchen)
22. Sequence of service
23. Presentation & encasing the Bill
24. Presenting & collecting Guest comment cards
25. Seeing off the Guest

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	1	2	2	1	1	2	1
CO2	2	3	1	3	-	2	2	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	2	3	1	3	2	2	2	2	1	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	2.2	2	1.4	2.4	1.333	1.4	1.8	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operation Foundations-I (Lab)

Course Code: 1403108

Semester: 1st

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:-
CO1	Identify the various front office equipment and furniture with their arrangements in lobby area.
CO2	Get to know about the usage of various performs in front office operations
CO3	Improve the basics skills related to the welcoming and handling the guests
CO4	Demonstrate the luggage, message and mail handling
CO5	Apply the required skills in front office operations for better employability

Course Content

1. Introduction of front office equipment and furniture (Rack, counter bell desk)
2. Filling up of various Performa.
3. Welcoming of guest
4. Telephone handling
5. Role play
6. Reservation
7. Arrivals
8. Luggage handling
9. Message and mail handling

10. Paging
11. Make FIT reservation
12. Send confirmation letters
13. Printing registration card Process a reservation deposit
14. Pre-register a guest
15. Put message and locator for a guest
16. Put trace for guest
17. Maintain guest history
18. Issue a new key
19. Verify a key
20. Cancel a key
21. Re issue a key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys
25. Programme one key for two rooms

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	1	2	2	1	1	2	1
CO2	1	2	1	3	-	2	1	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	1	2	1	3	2	2	2	2	1	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.8	1.6	1.4	2.4	1.333	1.4	1.6	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations-I (Lab)

Course Code: 1403109

Semester: 1st

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understanding the structure and layout of guest room
CO2	Acquire the knowledge about the manual & mechanical cleaning equipment
CO3	Identify the usage of various cleaning tools in housekeeping operations
CO4	Applying the various methods of Cleaning stains from different types of surfaces
CO5	Demonstrate the procedure of guest requests and complaints at control desk

Course Content

1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation, maintenance and storage of cleaning equipment's.(manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents, polishes, detergent, acids etc.
6. Cleaning stains from different types of surfaces like wood, glass, plastic, Ceramic etc.
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk
9. Guest Room Supplies and Position
10. Standard room, Suite
11. VIP room special amenities
12. Room occupancy report
13. Checklist
14. Floor register
15. Work/ maintenance order
16. Lost and found
17. Maid's report
18. Housekeeper's report
19. Log book
20. Guest special request register
21. Record of special cleaning
22. Call register
23. VIP list
24. Floor linen book/ register

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	3	1	2	3	1	2	3	1	1	2	1
CO2	1	2	1	2	-	1	1	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	1	2	1	3	-	2	2	2	1	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.6	2	1.2	2.2	2	1.2	1.6	2.2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Production Operations –II

Course Code: 1403201

Semester: 2nd

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire the knowledge about preparation of traditional classical breakfast items.
CO2	Learn about the structure of Egg and usage of egg in cookery.
CO3	Gain the Knowledge about fish cookery like :- classification of Fish and cuts of fish
CO4	Exhibit the basic preparation skills of national and international soups
CO5	Determining the techniques of bread and dough making for bakery section.

Course Content

UNIT- 1

Breakfast preparation of traditional / classical items, Continental breakfast, English breakfast, Indian breakfast, Breakfast accompaniments and Garnishes

UNIT- 2

Egg cookery, Structure of egg, types, cooking methods, uses in cookery, Selection, purchasing and storing of eggs, Classical Egg preparations.

UNIT- 3

Fish cookery, Introduction to fish Cookery- Classification of fish with examples, Standard purchase specification, and Different cuts of fish, Purchasing and storing fish. Classical Fish preparations.

UNIT- 4

Basic Preparation: Stocks-Definition, principles of stock making, types, preparation uses, Care & Precaution Soups: Definitions, Classification on soups. Cold and international soups. Examples. Consommé- preparation and precautions, Sauces: Definition, Use and importance of sauces. Mother sauces-Recipes, Derivative sauces. Garnishes and Accompaniments.

UNIT- 5

BAKERY SCIENCE: Bread Making, Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk etc.

Principles of bread making Method of bread making:

- (i) Straight dough method,
- (ii) Sponge and dough method,
- (iii) Salt Delayed method,
- (iv) Flying ferment method.

Bread faults and remedies, Bread diseases, Bread varieties.

References:

- Philip, Thangam E. (June 2018). *Modern Cookery*. Orient Blackswan Private Limited.
- Arora K. (2008). *Theory of Catering*. Hodder Education Publisher.
- Kinton Ronald, Ceserani Victor, Foskett David. (April 2000). *Practical Cookery*. Hodder Education.
- Bode W. K. H. Leto M. J. (June 2006). *The Larder Chef: Food Preparation and Presentation*. A Butterworth-Heinemann.
- Budgen June. (February 1988). *The Book of Garnishes*. HP Trade.

E-References:

- <https://www.youtube.com/watch?v=DDTSNbMgPh0>

- <https://www.youtube.com/watch?v=aBS1KFs66>
- <https://www.youtube.com/watch?v=TPpvooLJhiM>
- <https://hmhub.me/indenting-in-quantity-food-kitchen/>
- <https://hmhub.me/principles-of-planning-for-quantity-food-production-with-regard-to-space-allocation-equipment-selection-staffing/>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	1	2	2	1	1	2	1
CO2	2	3	1	3	-	2	2	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	2	3	1	3	2	2	2	2	1	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	2.2	2	1.4	2.4	1.33	1.4	1.8	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food & Beverage Service Operations- II

Course Code: 1403202

Semester: 2nd

Credits -4

L T P
4 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the types of menus such as ala carte, Table d hote, French Classical Menu etc.
CO2	Get to know about different KOT control systems used in hotel industry
CO3	Identify the different types of Non- Alcoholic Beverages used in Hotel Industry.
CO4	Demonstrate the order taking steps and procedures
CO5	Applying the basics skills related to the preparation of various beverages

Course Content

UNIT-1

Types of Meals, Breakfast-Introduction, Types, Service Methods, A la carte and TDH set ups, Brunch, Lunch, Hi-Tea, Dinner, Supper, Relevancies, and others.

UNIT-2

Types of Menu: Introduction- Origin & Definition, Types-Ala Carte & Table D'hôte, Menu Planning, considerations and constraints, Menu Terms & Menu Design, French Classical, Menu- 11, 13 and 17 courses, Classical Foods & its accompaniments with cover, Indian regional dishes, accompaniments and service.

UNIT-3

Order taking, Service and Billing: Handling Table reservation, KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's Sequence of Food Service, Table Clearing Process, Billing Methods, Payment methods and Cash Handling.

UNIT-4

Non-Alcoholic Beverages, Definition and Classification, Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation & Service, Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Still & Sparkling water, Preparation and Service.

References:

- Fear David A. (June 1973). *Food and Beverage Management*. Butterworth-Heinemann Ltd.
- Lillicrap D.R. Robert Smith John Cousins. (August 2011). *Food and Beverage Management*. Goodfellow Publishers Limited.
- Negi Jagmohan. Manohar Gaurav. (October 2011). *Food and Beverage Management*. Himalaya Publishing House.
- Foster Dennis L. (April 1992). *Food and Beverage Operations*. TataMcGraw-Hill Inc.Us.

E-References:

- <https://www.youtube.com/watch?v=yu7nSustunI>
- <https://www.youtube.com/watch?v=m8qXKzv8-dQ>
- <https://www.ihmnotes.in/firstyrnotes.html>
- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_a06d98d707d24f9ca54124c5577a5085.pdf

- <https://hmhub.me/2nd-sem-f-b-service-notes/>
- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	3	2	1	1	2	1	1	-	2	1	2
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	1	3	2	1	1	2	1	1	-	2	1	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	1.6	2.4	1.6	1.8	1.2	1.6	1.4	1.6	1	1.4	1.6	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operations –II

Course Code: 1403203

Semester: 2nd

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the concept of safety and security of guests in Hotel
CO2	Improve knowledge about the concept of night auditing in front office operations.
CO3	Identify the various room selling techniques used in hotel operations
CO4	Applying the basic knowledge of PMS, GDS and CRS software used in Front office.
CO5	Exhibit the procedure of Night Auditing

Course Content

UNIT-1

Front office Guest Security & Safety, Introduction to security systems, Types of security, Key control, Safe deposit, lost & found, Handling emergency situations.

UNIT-2

The Night Audit, Importance & functions of night audit, Operating modes: non automated, semi-automated, automated, Night audit process, the night audit reports –generations& utility. Verifying the night audit.

UNIT-3

Room Selling Techniques, Targeting the Market, Front Office selling tips, Selling Techniques, up selling, Discounts.

UNIT-4

Front Office Computer Operation, Basic of computers, P.M.S, G.D.S, C.R.S, Front office software application –Reservation Management software, Room Management Software, Guest Accounting Management Software, General Management Software.

References:

- Ismail Ahmed. (July 2001). *Front Office operations and management*. Delmar Cengage Learning.
- Bhatnagar S. K. (January 2006). *Front office Operation Management*. Frank Brothers
- Bardi James A. (November 2010). *Hotel Front Office Management*. Wiley International.
- Baker Sue, Huyton Jermy. (June 2000). *Principles of Front Office Operations*. Thomson Learning Publisher.
- Kasavana Michael L., Cahill John J. (February 1992). *Managing Computers in Hospitality Industry*. Educational Institute of the Amer Hotel.

E-References:

- <https://www.youtube.com/watch?v=V1e9BlSTfWI>
- https://www.youtube.com/watch?v=hZ_jSZ8mQDs
- <https://www.ihmnotes.in/assets/Docs/Sem-3&4/Front%20office/Ch-1COMPUTER%20APPLICATION%20IN%20FRONT%20OFFICE%20OPERATION.pdf>
- https://ddb5a128-b08b-44fa-861f-54761b5fd5c4.filesusr.com/ugd/31086a_6641857207c7405e8ba115449bdbfd80.pdf

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	2	2	3	1	2	1	3	2	1	2	1
CO2	3	3	1	2	2	2	2	1	2	1	2	2
CO3	2	1	3	1	3	1	3	1	1	1	2	1
CO4	1	1	2	3	2	2	2	3	2	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.8	1.8	1.8	2.2	2	1.6	1.8	2	1.6	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations – II

Course Code: 1403204

Semester: 2nd

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Identify the usage of various cleaning equipment in Housekeeping department.
CO2	Get to know about inspection procedure of room after cleaning.
CO3	Acquire knowledge about cleaning of different types of surfaces in housekeeping operations.
CO4	Examine the concept and importance of Linen/Uniform room and Tailor Room in hotels.
CO5	Demonstrate the cleaning procedure on deferent surface

Course Content

UNIT-1

Cleaning Equipment, Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

UNIT -2

Care and Cleaning of Different Surfaces, Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

UNIT-3

Cleaning of Guest Rooms, Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved,

Forms and Formats, Guest room cleaning – Replenishment of Guest supplies and amenities.

UNIT-4

Cleaning of Public Area, Cleaning process, Cleaning and upkeep of Public areas (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor).

UNIT-5

Linen/ Uniform / Tailor Room, Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock, Function of Tailor room.

References:

- Hasani Keshav. (January 2020). *Major Topic in Housekeeping*. Blue Rose Publishers.
- Rai Shaliendra. (January 2020). *Hotel Housekeeping Operations*. Orange Book Publication.
- Raghubalan. G. (August 2018). *Hotel Housekeeping Operations and Management*. Oxford University.

E-References:

- <https://www.youtube.com/watch?v=etBq6xj4yho>
- <https://www.youtube.com/watch?v=m3oTx5KHGls>
- <https://www.ihmnotessite.net/2-accomodation>
- <https://hmhub.me/2nd-sem-accommodation-operations-notes/>
- <https://www.ihmnotes.in/firstyrnotes.html>
- <https://www.ihmnotes.in/thirdyrnotes.html>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	3	1	2	3	2	1	1	2	1
CO2	2	3	1	3	-	1	2	1	2	1	2	2
CO3	2	1	3	1	-	1	3	1	1	1	2	1
CO4	1	1	2	3	2	2	2	3	2	1	2	2

CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.8	1.6	1.8	2.4	1.5	1.4	2.2	1.8	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Basics of Accountancy

Course Code: A1403205

Semester: 2nd

Credits -3

**L T P
3 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Develop the basic knowledge of accounting terms.
CO2	Acquire knowledge about the usage of cash book in organization.
CO3	Learn about the procedure to prepare the bank reconciliation statement.
CO4	Applying the basic knowledge of accounting practices used in hotel industry.
CO5	Demonstrate the accounting procedure of hotel industry

Course Content

UNIT-1

INTRODUCTION TO ACCOUNTING: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, generally Accepted Accounting Principles (GAAP). **PRIMARY BOOKS (JOURNAL):** Meaning and Definition, Format of Journal, Rules of Debit and Credit, Opening entry, Simple and Compound entries, Practical's.

UNIT-2

SECONDARY BOOK (LEDGER): Meaning and Uses, Formats, Posting, Practical's.

SUBSIDIARY BOOKS: Need and Use, Classification, Purchase Book, Sales Book, Purchase Returns, Sales Returns, Journal Proper, Practical's.

CASH BOOK: Meaning, Advantages, Simple, Double and Three Column, Petty Cash Book with Imprest System (simple and tabular Forms), Practical's.

UNIT-3

BANK RECONCILIATION STATEMENT: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement, No Practical's, Trial balance: Meaning, method, advantage, Limitations, practical.

UNIT-4

FINAL ACCOUNTS OF SMALL HOTELS AND RESTAURANTS

Need for preparation of Trading account, Profit and Loss account and Balance Sheet, Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals.

References:

- Sharma, R.K. and Shashi K. Gupta. (2019). *Management Accounting*. Kalyani Publisher. Ludhiana.
- Ozi A.D Cunha & Gleson O. D Cunha (2014). *Hotel Accounting & Financial Control*. Dicky, Enterprize. Mumbai.
- David Alexander. Christopher Nobes. *Financial accounting: an international introduction*. Wiley Publication.
- Bierman. H. (2011). *Financial and Management Accounting: An Introduction*. Mac Millian, New York.

References:

- <https://www.youtube.com/watch?v=ndB18K4bmZA>
- <https://www.youtube.com/watch?v=j8abMdvZByU>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Accounts-done/Ch-4%20SUBSIDIARY%20BOOKS.pdf>
- <https://www.ihmnotes.in/assets/Docs/Sem-2/Accounts-done/CH-6%20BANK%20RECONCILIATION%20STATEMENT.pdf>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	1	2	3	1	3	2	1	1	1	2	1
CO2	2	3	1	3	2	2	1	2	2	1	2	2
CO3	2	1	3	1	1	1	2	1	1	1	2	1
CO4	1	1	2	3	1	3	1	2	2	1	2	2

CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.4	1.6	1.8	2.4	1.25	2	1.4	1.6	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Production Operations –II (Lab)

Course Code: 1403206

Semester: 2nd

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the preparation of various breakfasts as per guest requirements.
CO2	Get to know about the structure of egg and different types of egg preparations.
CO3	Acquire the basic skills for preparation of different types of stocks used in hotels for basic cooking.
CO4	Demonstrate the preparations of basic mother sauces with their derivatives.
CO5	Exhibit the basics skills related to the continental cookery

Course Content

1. Continental & English breakfast: Hash Brown, Baked and Glazed Vegetables, Egg to order (Boiled, Poached, Scrambled etc.), Toasts, Porridge, Cereal flakes
2. Breakfast Rolls: Muffins, 2 Breads, Brioche, Bread sticks
3. Tea/ Coffee.
4. Indian breakfast: Poori Bhaji with Raita and pickle, Stuffed paranthas with curd/ chutney and pickle, Poha and Upma.
5. Basic stock preparations: White and Brown.
6. Basic Mother sauces preparations and 2 commonly used derivatives.
7. Preparation of basic continental cookery-stews, soups, and basic fish preparations.
8. Stews: Fricassee, Navarin Printainaire, Ragout.
9. Soups preparations varieties: 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 2 International soups, 1 cold soup. Bakery & patisserie
10. Uses and handling Ingredients - Qualitative and quantitative measures

SANDWICHES

11. Open
12. Club
13. Closed
14. Canapé
15. Zukuskis
16. Pinwheel
17. Checkers board

BREAD MAKING

18. Demonstration & Preparation of Simple and enriched bread recipes
19. Bread Loaf (White and Brown)
20. Bread Rolls (Various shapes)
21. French Bread

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	2	1	3	1	3	2	1	1	1	2	1
CO2	1	1	1	3	2	1	1	1	2	1	2	2
CO3	2	2	2	1	1	2	2	2	1	1	2	1
CO4	1	2	1	3	1	1	2	1	2	1	2	2
CO5	1	2	1	2	-	1	2	1	1	1	2	2
Average	1.6	1.8	1.2	2.4	1.2	1.6	1.8	1.2	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food & Beverage Service Operations-II (Lab)

Course Code: 1403207

Semester: 2nd

Credits -2

L T P
0 0 4

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the process of cleaning & polishing the equipment.
CO2	Improve the skills related to the welcoming and escorting the guests in hotel premises.
CO3	Understand the process of laying and relaying of covers setup and clearance.

CO4	Demonstrate the preparation of non-alcoholic beverages and their service styles.
CO5	Applying the basic knowledge of order taking and Restaurant reservation.

Course Content

1. Care & maintenance of equipment including cleaning/polishing of EPNS items
by:
 - Plate Powder method
 - Polivit method
 - Silver dip method
 - Burnishing machine
 - Table laying for different meals
2. Restaurant reservation.
3. Receiving and seating the guest.
4. Taking the order.
5. Cover layout for breakfast service: Continental, American, Modified American and English.
6. Cover layout for Elevenies, High Tea.
7. Cover layout: A la carte, Table d' hote for lunch, dinner.
8. Preparation and service of Tea, coffee, juice, soft drinks, and cocktail.
9. Special Food Service - (Cover, Accompaniments & Service)

BASIC TECHNICAL SKILLS

10. Holding Service Spoon & Fork
11. Carrying a Tray / Salver
12. Laying a Table Cloth
13. Changing a Table Cloth during service
14. Placing meal plates & Clearing soiled plates
15. Stocking Sideboard
16. Changing dirty ashtray
17. Wiping of Tableware, Chinaware, Glassware

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	1	3	1	-	3	2	1	2	1	2	1
CO2	3	2	1	2	3	2	3	1	1	1	2	2
CO3	2	1	2	3	1	3	1	2	2	1	2	1
CO4	1	3	2	2	-	1	2	3	1	1	2	2
CO5	1	2	1	2	-	1	2	1	1	1	2	2
Average	1.8	1.8	1.8	2	2	2	2	1.6	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Operations-II - (Lab)

Course Code: 1403208

Semester: 2nd

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire knowledge about key control procedure followed by the hotel.
CO2	Learn the procedure of lost and found section.
CO3	Know the importance and procedure of night auditing in accounting operations.
CO4	Demonstrate the various room selling techniques used in front office department.
CO5	Exhibit the lost and found procedures of hotel industry.

Course Content

- 1) Making Sales call
- 2) Computer training for the students
- 3) Processing foreign currency exchange/ cheque exchange
- 4) Process guest check out by cash and credit card
- 5) Check out without closing folio-Skipper accounts
- 6) Handle paymaster folios
- 7) Check out using city ledger
- 8) Print guest folio during check out
- 9) Close bank at end of each shift
- 10) Check room rate and variance report
- 11) Tally Allowances for the day at night

- 12) Tally paid outs for the day at night
- 13) Tally forex for the day at night
- 14) Credit check report
- 15) Hands on practice of computer application (Hotel Management System) related to front office procedures such as
- 16) Night audit,
- 17) Income audit,
- 18) Accounts
- 19) Yield Management
- 20) Situation handling - handling guests & internal situations requiring management

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	1	3	1	-	3	2	1	2	1	2	1
CO2	3	2	1	2	3	2	3	1	1	1	2	2
CO3	2	1	2	3	1	3	1	2	2	1	2	1
CO4	1	3	2	2	-	1	2	3	1	1	2	2
CO5	1	2	1	2	-	1	2	1	1	1	2	2
Average	1.8	1.8	1.8	2	2	2	2	1.6	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Operations-II (Lab)

Course Code: 1403209

Semester: 2nd

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire the basic skills for room services.
CO2	Learn about the bed making techniques.
CO3	Understand the deep cleaning schedules of public areas.
CO4	Applying the basic knowledge of guest room service.

CO5	Demonstrate the procedure of washroom cleaning in guest room.
-----	---

Course Content

BATHROOM

- Task 1-disposed soiled linen
- Task 2-clean ashtray
- Task 3-clean WC
- Task 4-clean bath and bath area
- Task 5-wipe and clean shower curtain
- Task 6- clean mirror
- Task 7-clean tooth glass
- Task 8-clean vanity unit
- Task 9- replenish bath supplies
- Task 10- mop the floor

BED MAKING SUPPLIES

- Step 1-spread the first sheet (from one side)
- Step 2-make miter corner (on both corner of your side)
- Step 3- spread second sheet (upside down)
- Step 4-spread blanket
- Step 5- Spread crinkle sheet
- Step 6- make two folds on head side with all three (second sheet, blanket and Crinkle sheet)
- Step 7- tuck the folds on your side
- Step 8- make miter corner
- Step 9- change side and finish the bed in the same way
- Step 10- spread the bed spread and place pillow

MINIBAR MANAGEMENT

- Issue
- stock taking
- checking expiry date

VARIOUS SETUPS OF ROOM

- Honeymoon setup
- Birthday setup
- Anniversary setup

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	2	3	2	-	3	3	-	2	1	2	1
CO2	3	2	1	2	2	1	2	1	2	1	2	2

CO3	1	2	3	2	-	3	3	-	2	1	2	1
CO4	1	1	2	2	1	1	1	-	1	1	2	2
CO5	2	2	1	1	-	2	2	1	2	1	2	2
Average	2.8	2	1.8	2.4	2.4	1.8	1	1	2	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Industrial Training

Course Code: 1403301

Semester: 3rd

Credits - 20

L T P
NA NA NA

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire the skills needed in the hotel and hospitality industry.
CO2	Improve the sense of responsibility and good work habits.
CO3	Develop the strength, teamwork spirit and self-confidence in students' life.
CO4	Enhance the ability to improve students' creativity and innovation.
CO5	Possess the good communication skill with industry exposure.

Course Content

EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING: Professional training will have 1000 marks. Out of which 500 marks will be awarded by the organization were placed for practical/professional training and 500 marks are for (Board) external examination. The criteria for internal assessment will be as under:

Criteria for internal assessment by Weight age organization where placed (%) for practical/professional training

- Attendance/Punctuality 10%.
- Proficiency in conducting laboratory test 30%.
- Preparation of portfolio based on day-to-day work done in various laboratories 20%.
- Initiative/responsibility exhibited 10%.
- Interpersonal relations 10%.
- Behavior/attitude 10%.
- Maintenance of equipment and work place 10%.

GENERAL GUIDELINES:

- a) The students are expected to prepare practical record book as per given list of the experiments. Besides, they can also add other experiments as well.
- b) External examiner along with internal faculty should evaluate the student's performance through viva voice/spotting/performance and synopsis:

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	3	1	1	2	3	2	1	2	1	2	1
CO2	3	1	3	2	1	1	1	2	1	1	2	2
CO3	1	2	1	1	3	2	2	3	2	1	2	1
CO4	2	2	1	2	1	1	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	1.8	2	1.4	1.6	1.6	1.6	1.6	1.8	1.8	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Production Management

Course Code: 1403401

Semester: 4th

Credits -4

L T P
4 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Identify the types of vegetables and fruits with their cooking techniques.
CO2	Know about the importance of Commissary and Butchery department in Hotels.
CO3	Acquire the required skills for becoming a Bakery chef.
CO4	Applying the process of menu planning based on different types of factors.
CO5	Demonstrate a working knowledge of Regional Indian cuisine.

Course Content

UNIT- 1

Vegetable And Fruit Cookery, Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery

UNIT- 2

Meat Cookery, Game- meaning- types with examples, Selection and cooking methods used. Poultry – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable. Meat – Structure, Types, Cuts with example and usage with different cooking. Methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's. Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

UNIT- 3

Introduction to Indian Cookery, History and Key characteristics of Indian regional cuisine. Characteristics and role of regional staple food. A detailed study on Indian Regional Cuisine regarding ingredients used traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, etc. Basics of Indian masalas, gravies, breads and sweets. Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian. Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments. Indian Fast Foods.

UNIT- 4

Menu Planning: Introduction: Types of menus, terms and factors which affect Menu Planning. Development of the Menu. Compiling Menus. Nutritional Aspect of Menu Planning.

UNIT- 5

Basic Bakery and Confectionery: Pastry –Introduction, types of dough and pastes. Uses, faults and remedies of pastry dough and paste. Types of sponges. Cakes – basics mixture for small cakes, faults & remedies. Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes Bakery and Confectionery: culinary terminologies.

References:

- Bali, Parvinder S. (September 2017). *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press.
- Knight John B. Kotschevar Lendal H. (December 1988). *Quantity Food Production, Planning, and Management*. John Wiley & Sons
- Arora K. (January 2008). *Theory of Cookery*. Frank Brothers.
- Bali Parvinder S. (May 2012). *International Cuisine and Food Production Management*. Oxford University Press.

- Chaini Susanta. (January 2014). *Quantity Food Production and Operations with Glimpses of Indian Cuisine*. Shroff Publishers & Distributors Pvt. Ltd.

E-References:

- <https://www.youtube.com/watch?v=PUjNdnFhHtk>
- <https://www.youtube.com/watch?v=niycWxlUfYs>
- <https://www.youtube.com/watch?v=0s8cz0XfqFc>
- <https://hmhub.me/types-of-meringues/>
- <https://hmhub.me/icings-and-its-varieties/>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	-	2	2	1	1	2	1
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	2	3	1	3	2	-	2	2	1	1	2	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	2.2	2	1.4	2.4	1.4	1	1.8	2	1	1	2	1.6

The correlation levels are: “1” – Low Correlation, “2” – Medium Correlation, “3” – High Correlation and “-” indicates there is no correlation.

Course Name: Food & Beverage Service Management

Course Code: 1403402

Semester: 4th

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the planning and organizing of restaurant sections in hotel.
CO2	Learn the personal management concept in F&B department.
CO3	Acquire the knowledge regarding the event management.
CO4	Identify the various principles of room service department.
CO5	Demonstrate the skills related to the Restaurant Planning & Operations

Course Content

UNIT-1

Restaurant Planning Restaurant Planning & Operations Types of Restaurants Location or site Sources of Finance Design Consideration Furniture Lighting and Décor Equipment required Records maintained Licenses required.

UNIT- 2

Personal Management in F & B Service, Developing a good F & B Team (desirable attributes for various levels of hierarchy) Allocation of work, Task analysis and Duty Rosters Performance Measures Customer Relations Staff Organizations and Training Sales Promotion.

UNIT- 3

Event Management Types of functions, Role of sales and marketing, taking bookings, Planning and organizing themes of Indian and International cuisine Concept & planning for MICE segments, Function Administration & Organization- Menus, Function, contracts, Seating Arrangements, Introduction, Types of Banquets and Buffets, Equipment's Used, Calculation of Space Allocation in Banquets, Buffet Presentation, menu planning in Buffets, staff, Allocation in Buffets, Buffet Management.

UNIT- 4

Room Service, Introduction, general principles, pitfalls to be avoided, Cycle of Service, scheduling and staffing, Room service, menu planning, Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards.

References:

- ArduserLora. Brown Douglas. Centers Taylor. (January2017). *The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food & Beverage Employees*. Atlantic Publishing Group, Inc.
- Thomas Chris. and Katsigris Costas. (March 1999). *Design and Equipment for Restaurants and Foodservice*. Willey Publisher
- Walton Stuart.(September 2001). *The World Encyclopedia of Wine*. Lorenz Books.
- Dhawan Vijay. (2008). *Food & Beverage Service*. Frank Brothers & Company Pvt Ltd.
- Singaravelavan. R. (2016). *Food and Beverage Service*. New Delhi: Oxford University Press.

E-References:

- <https://www.youtube.com/watch?v=TQc14cispKU>
- <https://www.youtube.com/watch?v=ItILRAyA6Yw>
- <https://www.ihmnotes.in/thirdyrnotes.html>
- <https://www.ihmnotessite.net/6-f-b-service>
- <https://hmhub.me/6th-sem-f-b-operations-notes>
- https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	3	2	1	1	2	1	1	-	2	1	2
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	1	3	2	1	1	2	1	1	-	2	1	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	1.6	2.4	1.6	1.8	1.2	1.6	1.4	1.6	1	1.4	1.6	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management

Course Code: 1403403

Semester: 4th

Credits -4

L T P
4 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the concept and importance of sales and marketing in Hotel Industry
CO2	Learn the Budget practices and preparation of budget for hotel
CO3	Get to know about the concept and importance of Yield Management
CO4	Possess the knowledge regarding the Timeshare and Vacation ownership
CO5	Demonstrate the procedure of forecasting and budgeting

Course Content

UNIT-1

F.O. – Sales & Marketing, Hotel Marketing, Elements of marketing, Room Selling Techniques – Up selling, down selling, Room availability Forecast

UNIT- 2

BUDGETING: Types of budget & budget cycle, making front office budget, Factors affecting budget planning, Capital & operations budget for front office, Refining budgets, budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting.

UNIT- 3

YIELD MANAGEMENT: Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.

UNIT- 4

TIMESHARE AND VACATION OWNERSHIP: Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business. Exchange companies -Resort Condominium International, Intervals International How to improve the timeshare / referral/condominium concept in India-Government's Role/industry role.

References:

- Dix Colin & Baird Chris. (August 1997). *Front Office Operations*. Longman.
- Bhatnagar S. K. (January 2006). *Front office Operation Management*. Frank Brothers.
- Kasavana Michael L. Cahill John J. (February 1992). *Managing Computers in Hospitality Industry*. Educational Institute of the Amer Hotel.
- Bhattacharya S. (2005). *French for Hotel management and tourism industry*. Frank Bros. and Co.

E-References:

- https://www.youtube.com/watch?v=hSKcld_yHZw
- <https://www.youtube.com/watch?v=Rm0fsCdg0mY>
- <https://www.ihmnotessite.net/timeshare>
- <https://www.ihmnotes.in/assets/Docs/Sem-6/Front%20Office/Ch-1%20YIELD%20MANAGEMENT.pdf>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	3	2	1	3	2	1	2	-	3	1	
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	2	2	2	1	1	2	1
CO4	2	2	3	2	1	3	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	2	2.2	1.8	2	1.6	2	1.6	1.8	1.5	1.4	2	1.5

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management

Course Code: 1403404

Semester: 4th

Credits -4

**L T P
4 0 0**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the planning and organizing process of housekeeping department.
CO2	Understand the various guest room services related to the accommodation management.
CO3	Identify the various Contractual services used in the housekeeping department.
CO4	Acquaint with the procedure and implementation of Budgetary control.
CO5	Exhibit the planning procedure of Boutique Hotel.

Course Content

UNIT-1

Planning and Organizing the Housekeeping Department-Planning process, Area Inventory List, Frequency Schedule, Performance and Productivity standard, Time and motion study, standard Operating Manual, Job Allocation and Work Schedules, calculating staff strength and duty roaster, Teamwork and leadership, Training in Housekeeping, Inventory Level for Non-Recycle Items.

UNIT- 2

Planning Trends in Housekeeping, Planning Guest Rooms, Bathrooms, suites, Lounges. Planning fir the Provision of Leisure facilities for the Guest, Boutique Hotel Concept, Special Provision for Physically Challenged Guest.

UNIT- 3

Contract Services-Types of contracts, Guidelines for hiring contracts, Advantages, and disadvantages.

UNIT- 4

Budget, Budget and budgetary control, Budget process, Methods of buying, Stock record issuing and control.

References:

- Raghubalan. G. Raghubalan Smitree. (July 2015). *Hotel Housekeeping Operations and Management*. Oxford University Press India.
- Hussain K.M Hasan. (January 2019). *Hotel housekeeping Management*. Notion Press
- Andrews. J. (January 2015). *Text book of Hotel Housekeeping*. MHE Publisher
- Cpillai Arun. K Pillai Chandrababu. (January 2021). *Text Book of Hospital Housekeeping*. Walnut Publication.

References:

- <https://www.youtube.com/watch?v=oda3EPZwKPA>
- <https://www.youtube.com/watch?v=6xiHKPgbA7w>
- <https://www.ihmnotessite.net/6-accomodation>
- <https://hmhub.me/6th-sem-accommodation-management-notes/>
- <https://www.ihmnotes.in/thirdyrnotes.html>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	2	2	2	1	1	2	1
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	2	2	2	1	1	2	1
CO4	2	2	3	2	1	3	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	2.2	1.8	1.8	2.2	1.2	2	1.8	1.8	1.4	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food Production Management (Lab)

Course Code: 1403408

Semester: 4th

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Demonstrate the preparation of Charcuterie items in a professional kitchen.
CO2	Improve the skills required for preparation of Salads & Hors d'oeuvres.
CO3	Acquire knowledge about the preparation of different types of Sandwiches and Canapés.
CO4	Applying the various techniques of Ice Carving.
CO5	Exhibit the preparation of various famous dishes all around the world.

Course Content

- Demonstration of Charcuterie
 - Galantines
 - Ballotine
 - Pate
 - Terrines
 - Mousselines
- Chicken, Mutton and Fish Preparations:
 - Fish only, a la anglaise, Colbert, meunière,
 - poached, baked Entrée-Lamb stew, hot pot,
 - shepherd's pie, grilled steaks & lamb/Pork chops,
 - Roast chicken, grilled chicken, Leg of Lamb, Beef
- Meat Preparations: Gushtaba, Rista, Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh Preparation of basic Salads & H'ordovs Oeuvre'.
- Cold preparations, Aspic, chaufroid,
- Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastillage, Salt dough & Jelly logo.
- To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.
- Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamil Nādu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri
- International cooking – various countries. International cuisine -French, English, Italian, Greek, Lebanon, American, Spanish, Mexican, Chinese, Thai, Indonesian, Japanese, Scandinavian.

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	2	1	1	2	2	1	1	2	1
CO2	2	3	1	3	-	2	2	2	1	1	2	2
CO3	3	1	2	2	1	1	2	2	1	1	2	1
CO4	2	3	1	3	2	2	2	2	1	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	2.2	2	1.4	2.4	1.3	1.4	1.8	2	1	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Food & Beverage Service Management (Lab)

Course Code: 1403409

Semester: 4th

Credits -2

L T P
0 0 4

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the basics of buffet system as per the requirement of the guests.
CO2	Get to know about the booking procedure of Banquet.
CO3	Acquire the skill needed for Gueridon Service.
CO4	Improve the order taking skills in room service operations.
CO5	Demonstrate the setup of buffet system as per the requirement of the guests.

Course Content

- Buffet Lay -up, theme Buffets set up
- Taking Banquet Booking-Filling - Banquet FP Format Banquet Service Set-up and operations
- Practical's of Gueridon service
- Practice of Taking Room Service Orders Tray Set up for Room Service Orders
- Special Food Service - (Cover, Accompaniments & Service)
 - Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus
 - Task-02: Cheese
 - Task-03: Dessert (Fresh Fruit & Nuts)

- Service of Tobacco
Cigarettes and Cigar

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	1	2	1	2	3	2	3	2	1	2	1
CO2	1	3	1	2	3	1	2	2	1	1	2	2
CO3	2	2	3	1	3	1	3	1	1	1	2	1
CO4	2	2	1	2	1	1	2	1	2	1	3	1
CO5	1	2	1	2	1	1	1	2	2	1	2	2
Average	1.6	2	1.6	1.6	2	1.4	2	1.8	1.6	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Front Office Management (Lab)

Course Code: 1403410

Semester: 4th

Credits -2

L T P
0 0 4

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Know the preparation of statistical data used in front office operations.
CO2	Learn the process of Sales Letter needed in sales and marketing department.
CO3	Acquire knowledge about the preparation of Brochures, Tariff cards and Sales documents.
CO4	Identify the various property management systems used in front office department.
CO5	Demonstrate the procedure of forecasting.

Course Content

- Preparing statistical data based on actual calculations
- Preparation of sales letter, brochure, tariff cards & other sales documents
- Computer proficiency in all hotel computer applications – actual computer lab hours Internet practice for direct sales
- How to checkout standing batch totals
- How to do a credit check report

- How to process late charges on third party
- How to process late charges to credit card
- Interview Skills:
 - Resume Writing,
 - Self-Introduction,
 - Mock Group Discussions
 - Mock
 - Personal Interviews
 - Current Affairs
 - Interview Questions
 - Different Elimination rounds
 - Outside the interview room, Psychometric tests

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	1	2	3	-	2	1	3	1	1	2	1
CO2	1	3	1	2	3	1	2	2	1	1	2	2
CO3	2	1	2	3	-	2	1	3	1	1	2	1
CO4	2	2	1	2	1	1	2	1	2	1	3	1
CO5	1	2	1	2	-	1	1	2	2	1	2	2
Average	1.6	1.8	1.4	2.4	2	1.4	1.4	2.2	1.4	1	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Accommodation Management (Lab)

Course Code: 1403411

Semester: 4th

Credits -2

**L T P
0 0 4**

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Acquire the knowledge regarding the duty roster.
CO2	Get to know about the calculation of Frequency Schedule with time and motion Study.
CO3	Learn the cleaning process of guest rooms, Bathrooms, suites, and Lounges.

CO4	Applying the basic skill for preparation of Budget and Budgetary control.
CO5	Demonstrate the process of Inventory control and stock taking procedure.

Course Content

- Inventory Control
- Preparing Duty Roaster
- Calculation of Frequency Schedule
- Calculation of Time and motion Study
- Calculation of Staff strength
- Planning of Guest Rooms, Bathrooms, suites Lounges
- Steps for Preparing Budget
- Stock Register-Preparation and Maintenance
- Issuing Procedure of Supplies
- Team cleaning
- PREPARING SOP
 - a) Guest room cleaning
 - b) Bed making
 - c) Glass cleaning
 - d) Stain removal
 - e) Metal polishing

The mapping of PO/PSO/CO attainment is as follow:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1	2	3	1	2	3	2	1	1	2	1
CO2	2	3	1	3	-	1	2	1	2	1	2	2
CO3	2	1	3	1	-	1	3	1	1	1	2	1
CO4	1	1	2	3	2	2	2	3	2	1	2	2
CO5	1	2	1	2	-	1	1	2	1	1	2	2
Average	1.8	1.6	1.8	2.4	1.5	1.4	2.2	1.8	1.4	1	2	1.6

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Wine Technology

Course Code: 1403407

Semester: 4th

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the concept of different types of wines and wine making process in different regions.
CO2	Learn the different types of wine terminologies.
CO3	Explore the concept of Vine and Wine.
CO4	Acquaint with production technology of wines.
CO5	Demonstrate the making procedure of wine.

Course Content**Unit 1**

Introduction Winemaking: Introduction to winemaking, definition and terminologies. Viticulture: Introduction to viticulture, definition and terminologies. History of wine-making and viticulture: Wine-producing regions of the world and different practices of wine making & viticulture. Status of Indian viticulture and winemaking.

Unit 2

Introduction to grapevine and concept of Terroir:

2.1 Grapevine: Classification, anatomy and function of various parts of grapevine

2.2 Cultivars and development of hybrids varieties of grapevine.

2.3 Introduction of soil and influence on the grapevine: Structure of soil and growth of grapevine roots and shoot system

2.4 Effect of climatic condition on the cultivation of grapevine (sunlight, temperature, wind, rain, hail, frost). 2.5 Terroir: Concept of Terroir, Terroir units and importance of Terroir

Unit -3

Wine-making:

3.1 Classification of wine: Generic classification, varietal classification, Vilification classification and classification on the basis of chemical Constituents.

3.2 Flow chart of white wine-production and recommended varieties.

3.3 Flow chart of Red wine-production and recommended varieties.

3.4 Flow chart of Fortified wine-production and recommended varieties.

3.5 Production of wine from fruits other than grapes.

Unit-4

Vine and Wine

4.1 Present scenario of viticulture in different Countries: Variation in varieties selection, wines, harvesting, irrigation practices, clonal selection and other mechanization practices.

4.2 Grape variety as criteria for quality wine production: Study of criteria such as tractability, distinctive flavors, other special characteristics.

4.3 Introduction to barrel: Distribution, species and advantages of oak, anatomical and chemical constituents of oak and liberation of oak flavors from the barrel or cask in wine.

4.4 Barrel making and maintenance: Harvesting of oak wood, selection and seasoning of oak wood for barrel making and maintenance or storage of barrels in the winery.

4.5 Automation in wine industry: Importance of automation operation in wine industries and concept of Programmed Logic Control System.

References:

- Walton Stuart.(September 2001).*The World Encyclopedia of Wine*. Lorenz Books.
- Paul Wagner. Liz Thach. Janeen Olsen. Robert Mondavi. (2001).*Wine Marketing and Sales*. Willey Publisher.
- Deegan Alan. Brown Graham. & Hepner Karon.(March 1998). *Introduction to Food and Beverage Service*. Longman.

E-References:

- <https://www.youtube.com/watch?v=a9oMV2ZinXQ>
- <https://www.pasc.edu.in/wp-content/uploads/2021/04/Food-Beverage-Service.pdf>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-2nd-year/food-beverage-service-4th-sem/wine-making-process/>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	3	2	1	1	2	1	1	-	2	1	2
CO2	2	3	1	3	2	-	2	2	1	1	2	2
CO3	3	1	2	2	1	-	2	2	1	1	2	1
CO4	1	3	2	1	1	2	1	1	-	2	1	2
CO5	1	2	1	2	1	1	1	2	-	1	2	2
Average	1.6	2.4	1.6	1.8	1.2	1.667	1.4	1.6	1	1.4	1.6	1.8

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Healthy Living & Fitness

Course Code: 1403405

Semester: 4th

Credits -3

L T P
3 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Learn the various organs of human body.
CO2	Know the relation between the Diet and Health.
CO3	Understand the various diseases related to the modern life.
CO4	Identify the various benefits of yoga and exercise.
CO5	Importance of mental health and work life balance.

Course Content

UNIT-1

Human body Awareness of important body organs, their location and broad function.

UNIT- 2

Diet and Health, Importance of breakfast fruits, whole grain, knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin, and mineral), importance of fiber.

UNIT- 3

Lifestyle diseases, Harmful effect of junk/processed foods, Dangers of obesity, Disease ensuing because of lifestyle e.g., diabetes heart diseases etc.

UNIT- 4

Exercise Benefits of yoga and exercise.

UNIT- 5

Addictions, Chewing, Drinking, Smoking.

UNIT- 6

Importance of mental health, Stress management, Anxiety and depression, Awareness of commonly encountered diseases ailments.

References:

- Corbin. Charles Beetal. C.A., (2004) “*Concepts of Fitness and Welfare Boston*” McGraw Hill.
- Puri. K. Chandra. S. S. (2005)“*Health and Physical Education*” Surjeet Publications, New Delhi.
- Rai B. C. (2015) “*Health Education and Hygiene*” Published: - Kendra Prakashan.

E-References: -

- <https://www.youtube.com/watch?v=fqhYBTg73fw>
- <https://www.youtube.com/watch?v=rXCuSjBsCIk>
- <https://www.nhsggc.org.uk/media/226582/Mental%20Health%20is%20important.pdf>
- <https://www.revolutionyogospace.com/pdf/yogabenefit.pdf>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	3	1	2	-	3	2	1	2	3	2	1
CO2	2	2	2	2	-	1	1	2	3	3	2	2
CO3	3	2	3	3	3	2	1	1	2	2	2	1
CO4	2	2	1	2	1	1	2	1	2	1	3	1
CO5	1	2	1	2	-	1	1	2	2	1	2	2
Average	2	2.2	1.6	2.2	2	1.6	1.4	1.4	2.2	2	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Course Name: Research Methodology

Course Code: 1403406

Semester: 4th

Credits -3

L T P
3 0 0

Course Outcomes:

CO	On successful completion of this course, the students will:
CO1	Understand the basic concept of research and its methodology
CO2	Learn the limitations of particular research methods
CO3	Identify the various tools & techniques used for research design
CO4	Acquire the knowledge regarding the various methods of data collection
CO5	Applying the knowledge of research methodology

Course Content

UNIT -1

Introduction to Research Methodology: Meaning and objectives of Research, Types of Research, Research Approaches. Significance of Research, Research methods Vs Methodology, Research Process Criteria of Good Research Problem faced by Researches. Tech, Involved in defining a problem.

UNIT-2

Research Design: Meaning and Need for Research Design, Features and important concepts relating to research design, Different Research design, Importance of Experimental Designs.

UNIT-3

Sample Design: Censure and sample Survey, Implication of Sample design, Steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques.

UNIT-4

Methods of Data Collection: Collection of Primary Data, Collection through Questionnaire & schedule collection of secondary data, Difference in Questionnaire & Schedule, Different methods to collect secondary data.

References:

- Garg. B.L. Karadia, R. Agarwal. F. and Agarwal. U.K. 2002. “*An introduction to Research Methodology*” RBSA Publishers.
- Kothari, C.R., 1990. “*Research Methodology: Methods and Techniques*”. New Age International. 418p.
- Sinha.S.C. and Dhiman A.K., 2002. “*Research Methodology*”, Ess Ess Publications. 2 volumes.
- Trochim. W.M.K., 2005. “*Research Methods: the concise knowledge base*”, Atomic Dog Publishing. 270p.

E-References: -

- <https://www.youtube.com/watch?v=nR0Ub1SEfHI>
- <https://www.youtube.com/watch?v=HvbClOwK9c0>
- http://www.tezu.ernet.in/~utpal/course_mat/research_design.pdf
- <https://egyankosh.ac.in/bitstream/123456789/4114/1/MWG-005B3E-U2.pdf>

The mapping of PO/PSO/CO attainment is as follows:

PO/PSO/CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	2	1	3	1	2	2	1	1	3	2	1
CO2	2	1	2	2	1	3	1	2	1	3	2	2
CO3	1	2	3	1	-	2	1	1	2	2	2	1
CO4	2	1	1	2	-	1	2	1	2	1	3	1

CO5	1	2	2	1	-	1	1	2	2	1	2	2
Average	1.4	1.6	1.8	1.8	1	1.8	1.4	1.4	1.6	2	2.2	1.4

The correlation levels are: "1" – Low Correlation, "2" – Medium Correlation, "3" – High Correlation and "-" indicates there is no correlation.

Total Number of Course	30
Number of Theory Course	18
Number of Practical Course	12
Total Number of Credits	101

ACADEMIC INSTRUCTIONS**Attendance Requirements**

A student shall have to attend 75% of the scheduled periods in each course in a semester; otherwise, he / she shall not be allowed to appear in that course in the University examination and shall be detained in the course(s). The University may condone attendance shortage in special circumstances (as specified by the Guru Kashi University authorities). A student detained in the course(s) would be allowed to appear in the subsequent university examination(s) only on having completed the attendance in the program, when the program is offered in a regular semester(s) or otherwise as per the rules.

Assessment of a course

Each course shall be assessed out of 100 marks. The distribution of these 100 marks is given in subsequent sub sections (as applicable).

	Internal (50)					External (50)	Total	
Components	Attendance	Assignment			MST1	MST2	ETE	
		A1	A2	Quiz				
Weightage	10	10	10	10	30	30	50	
Average Weightage	10	10			30		50	100

Passing Criteria

The students have to pass both in internal and external examinations. The minimum passing marks to clear in examination is 40% of the total marks.