

GURU KASHI UNIVERSITY



Master of Science in Hospitality and Hotel Management

Session:2022-23

Department of Hotel Management

Program Learning Outcomes: After completion of the program, the students will be able to:

1. Interpret practical, theoretical and personal skills required for senior management roles within a variety of hospitality organizations.
2. Anticipate and manage labour and food costs in order to operate an economically stable Environment in hotel.
3. Acquaint with the knowhow and management skills required for the food production department and to enhance creativity and practical knowledge of students.
4. Understand the different operations system followed in housekeeping department with regard to hotel industry.
5. Competent in handling PMS and compiling bills and handling check in and check out and gain knowledge with regard to operation of Front Office.
6. Formulate a marketing plan including marketing objective, strategies, budgeting considerations and evaluation criteria. Able to prepare and deliver a sales presentation.

Programme Structure

Semester –I						
Course Code	Course Title	Type of Course	L	T	P	Credit
MHH101	Fundamentals of Food Production	Core	3	0	0	3
MHH102	Fundamentals of Food and Beverage Service	Core	3	0	0	3
MHH103	Fundamentals of Front Office	Core	3	0	0	3
MHH104	Fundamentals of Accommodation	Core	3	0	0	3
MHH105	Executive Communication	Ability Enhancement	2	0	0	2
MHH106	Fundamentals of Food Production (Practical)	Skill Based	0	0	4	2
MHH107	Fundamentals of Food and Beverage Service (Practical)	Skill Based	0	0	2	1
MHH108	Fundamentals of Front Office (Practical)	Skill Based	0	0	2	1
MHH109	Fundamentals of Accommodation (Practical)	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
MHH112	Organizational Behavior	Discipline Elective	3	0	0	3
MHH113	Human Resource					

	Management					
MHH199		MOOC	-	-	-	2
Open Elective Course						
		OEC	2	0	0	2
Total			19	0	10	26
Open Electives Courses (For other Departments)						
MHH110	Nutrition For Public Health	OEC	2	0	0	2
MHH111	Tourism Destination of World					

Semester- II						
Course Code	Course Title	Type of Course	L	T	P	Credits
MHH201	Hospitality Research Proposal	Compulsory Foundation	4	0	0	4
Discipline Elective (Any one of the following)						
MHH202	Retail Management	Discipline Elective	3	0	0	3
MHH203	Customer Relationship Management					
Discipline Elective (Any one of the following)						
MHH204	Resort Management	Discipline Elective	3	0	0	3
MHH205	Entrepreneurship and Project Management					
Value Added Courses (For other Discipline also)						
MHH206	Food Journalism	VAC	1	0	0	1
Students will choose either Specialization Group 1 or Group 2 and will have to continue with the same specialization for rest of the programme.						
Group - 1, Food & Beverage Division Management						
MHH207	Food Production Management	Core	3	0	0	3
MHH208	Food and Beverage Service Management	Core	3	0	0	3
MHH209	Food Production Management (Practical)	Skill Based	0	0	4	2
MHH210	Food and Beverage Service Management (Practical)	Skill Based	0	0	4	2

Group - 2, Room Division Management						
MHH211	Front Office Management	Core	3	0	0	3
MHH212	Accommodation Management	Core	3	0	0	3
MHH213	Front Office Management (Practical)	Skill Based	0	0	4	2
MHH214	Accommodation Management (Practical)	Skill Based	0	0	4	2
Total			17	0	8	21

Semester-III						
Course Code	Course Title	Course Type				Credit
			L	T	P	
MHH301	Industrial Training/Internship (6 Months)	Skill Based	NA	NA	NA	20
Total			0	0	0	20

Semester-IV						
Course Code	Course Title	Course Type				Credit
			L	T	P	
MHH401	Dissertation	Research skill Based	NA	NA	NA	20
Total			0	0	0	20
Grand Total			34	0	18	85

Evaluation Criteria

1. Evaluation Criteria for Theory Courses

- A. Continuous Assessment: [25 Marks]
- i. CA1 [10 Marks]
 - ii. CA2 [10 Marks]
 - iii. CA3 [05 Marks]

For Each Continues Assessment teacher will conduct the Surprise Test, Quiz, Term paper or assignment etc.

- B. Attendance [05 Marks]
- C. Mid Semester Test - 1: [30 Marks]
- D. Mid Semester Test - 2: [20Marks]
- E. End-Term Exam: [20 Marks]

SEMESTER-I**Course Title: Fundamentals of Food Production****Course Code: MHH101**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the origin of modern cooking techniques in the food production.
2. Acquire the knowledge of importance of healthy diet in human life.
3. Develop the skills related to kitchen hygiene
4. Utilize the knowledge regarding the organization structure of kitchen.
5. Demonstrate the basic cuts and methods for food preparation.

Course Content**UNIT-I****12 Hours**

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
2. Principles of a balanced and a healthy diet, Conversion Table.

UNIT-II**11 Hours**

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

UNIT-III**11 Hours**

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

UNIT-IV**11 Hours**

1. 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.

Transactional Modes:

Brain Storming, Video based learning, Demonstration, Open talk, Cooperative Teaching

Suggested Readings:

- Parvinder S. Bali. (2014). *Theory of Cookery*. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- Philip Thangam. E. (2018). *Modern Cookery*. Orient Blackswan Private Limited. Asaf Ali Rd, Kucha Pati Ram, Chandni Chowk, New Delhi.
- Bali Parvinder S. (2014). *Food Production Operations*. Oxford University Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- Aggarwal D.K. (2014). *Kitchen Equipment & Design*. Aman Publications. New Delhi.

Course Title: Fundamentals of Food and Beverage Service

Course Code: MHH102

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Acquire and develop knowledge of F & B Industry with its classification.
2. Identify the basic operations of F&B outlet.
3. Develop the skills required for using the various equipment in F & B services.
4. Display the basic etiquettes and attributes required for F & B staff.
5. Demonstrate the bar operation and handling task in F & B outlet.

Course Content

UNIT-I

10 Hours

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

UNIT-II

11 Hours

1. 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-III

13 Hours

1. 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,

2. 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-IV

11 Hours

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

Transactional modes:

Ted Talks, Video based learning, E-Team-teaching, Open talk, Panel Discussions

Suggested Readings:

- Negi Singh Mahendra. (2019). *Training Manual for Food and Beverage Services*. Dreamtech Press. Ansari Rd, Daryaganj, New Delhi.
- Singaravelavan. (2017). *Food and Beverage Services*. Oxford University Press. Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- Bagchi. S.N. (2009). *Textbook of Food and Beverage Service*. Aman Publications. New Delhi
- John Cousins, Dennis Lillicrap, Suzanne Weekes. (2014) *Food and Beverage Service*, Hodder Education. United Kingdom

Course Title: Fundamentals of Front Office

Course Code: MHH103

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the organization structure of front office department in hotel.
2. Acquire the knowledge regarding the sections of front office.
3. Exhibit the designing of tariff structure in hotel industry.
4. Demonstrate the settlement procedure of guest accounts.
5. Apply the basic skills related to the guest handling.

Course Content

UNIT-I

10 Hours

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

UNIT- II

11 Hours

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

UNIT- III**12 Hours**

1. Tariff Structure: -Basis of charging, Plans, competition, customer's profile, standards of service & amenities.
2. Different types of tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents.
3. GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors, Tabular Ledger.

UNIT- IV**12 Hours**

1. 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.
2. Room selling technique, Hospitality desk, Complaint handling, Guest handling, Guest history.
3. 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.

Transactional modes:

Role play, Project based learning, Flipped teaching, open talk, Collaborative Teaching.

Suggested Readings

- Tewari. Jatashankar. R. (2016). *Front office operations and management*. Oxford University Press. Press, Ndmc Complex Disaster Management Division, YMCA Library Building, Jai Singh Marg, New Delhi
- M Kasavana Michael. (2012). *Managing front office operation*. Lansing, Michigan: Educational Institute. UK.
- Ismail Ahmed. (2020). *Front Office Operations and Management*. Bharti Publications, 2020. New Delhi, India
- KasavanaMicheal. Brooks Richard M. (2009). *Managing Front Office Operations*. Educational Institute of the American Hotel. USA.

Course Title: Fundamentals of Accommodation**Course Code: MHH104**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the functions of housekeeping department in the hotel.
2. Construct the organizational framework of housekeeping department.
3. Acquire the knowledge regarding the procedure of cleaning the rooms.
4. Determining the various requirements of manpower in housekeeping department.
5. Acquaint the basic knowledge of housekeeping department

Course Content

UNIT-I

11 Hours

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

UNIT- II

11 Hours

1. 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.
2. Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department.

UNIT- III

11 Hours

1. 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.
2. Handling of Guest queries, problem, request General operations of control desk, Role of control desk during Emergency.

UNIT- IV

12 Hours

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

Transactional modes:

Video based Teaching, Cooperative Teaching, Team Teaching, Demonstration.

Suggested Readings:

- Stallworth Shelia. (2019). *Housekeeping Book*. Independently Published, Chicago.
- Andrews. (2017). *Hotel Housekeeping A Training Manual*. MHE Publisher. USA.

- Ganguly Pralay. (2019). *Housekeeping Management in Hotel and Service Industry*. Wiley India.
- Negi Singh Deepak. Verma Dr. Shiv Mohan. (2020). *Fundamentals of Hotel*. Bharti Publications. Patna.

Course Title: Executive Communication

Course Code: MHH105

L	T	P	Cr.
2	0	0	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the importance of Communication in Business.
2. Acquire the knowledge about the various approaches to effective communication.
3. Demonstrate the listening skills practiced in hospitality industry.
4. Acquaint with the usage of writing skills in effective communication.
5. Display the effective use of Public Relations in Business.

Course Content

UNIT-I

07 Hours

1. INTRODUCTION: Meaning, Process, Importance of Communication in Business, Types of Information, Formal and Informal Communication, Internal and External Communication.
2. Communication Channels, Choosing the Means of Communication, Audience Analysis, Ethical Considerations for Business Communication, Media of Communication, Barriers of Communication.
3. Approaches to Effective Communication, Essentials of Effective Business Communication (7Cs model).

UNIT – II

08 Hours

1. STRATEGIES TO IMPROVE INDIVIDUALS READING AND LISTENING SKILLS- DEVELOPING READING SKILLS: Identify the Purpose of Reading, Factors Effecting Reading, learning how to think and read, developing effective reading habits, reading tactics and strategies.
2. Developing Listening Skills: importance, purpose of listening, art of listening, factors affecting listening, components of effective listening, process of listening, principles, and barriers to listening, activities to improve listening.

UNIT – III

07 Hours

1. WRITTEN COMMUNICATION: Advantages and Disadvantages, Covering letter, Need, Functions and Kinds, Layout of Letter Writing, Types of

Letter Writing: Persuasive Letters, Request Letters, Sales Letters, Complaints and Adjustments.

2. Departmental Communication: Meaning, Need and Types: Interview Letters, Promotion Letters, Resignation Letters, Newsletters, Circulars, Agenda, Notice, Office Memorandums, Office Orders, Press Release Report Writing: Structure, Types, Formats, Drafting of Various Types of Report. Nonverbal – Features, Understanding of Body Language, Posture, Gestures. Influences on Communication: Social influences, Culture and Communication, Few Guidelines for Better Multicultural Communication, Business Etiquettes and Communication.

UNIT – IV

08 Hours

1. DEVELOPING EFFECTIVE PUBLIC RELATIONS: Drafting Speech, Press Release, Brochures, Handouts, Leaflets, e-newsletters. Group Discussion- Nature, Uses and Importance, Guidelines for GD
2. Presentations: How to make effective Presentations, Four P's of Presentation, Structuring, Rehearsing, and Delivery Methods. Resume Writing: Planning, Organizing Contents, Layout, Guidelines for Good Resume. Interviews: Preparation Techniques.
3. Frequently Asked Questions about How to face an interview board, Proper body posture, projecting a positive image, Steps to succeed in interviews, Practice Mock Interview in classrooms.

Transactional modes:

Cooperative Teaching, Project based learning, Group Discussions, E-Team-teaching.

Suggested Readings: -

- Lesikar, Petit & Flatley, Lesikar's (2017) Basic Business Communication, Tata McGraw Hill. New Delhi
- Raman Meenakshi Prakash Singh, (2015) Business Communication, Oxford University Press. UK.
- Rizvi Ashraf, (2016) Effective Technical Communication, Tata McGraw Hill. New Delhi.
- Krizan, Buddy, Merrier, (2018) Effective Business Communication, Cengage Learning. Boston.
- Baugh, Frayer & Thomas, (2019) How to write first class Business Correspondence, Viva Books. Delhi.

**Course Title: Fundamentals of Food Production
(Practical)**

Course Code: MHH106

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the usage of various equipment in Kitchen operations
2. Demonstrate the usage of knives and hand tools
3. Acquire the knowledge about the commonly used raw material in kitchen
4. Demonstrate the usage of First Aid Kit in kitchen
5. Apply 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. Familiarization, identification of commonly used raw material: For commodities listed in theory.
6. Basic hygiene practices to be observed in the kitchen
7. First aid for cuts & burns
8. Safety practices to be observed in the kitchen
9. Demonstration of cooking methods – two items of preparation of each method:
10. Boiling: Potato and Rice
11. Poaching: Fish and Egg
12. Steaming: Rice, Pudding
13. Blanching: Vegetable
14. Stewing: Mutton and Vegetable stew
15. Frying: Fritters, Patties
16. Sautéing: Vegetable
17. Roasting: Potato and Vegetable roast
18. Grilling: Grilled Vegetable and Fish
19. Braising: Chicken
20. Broiling: Breads, Spices
21. Baking: Potato and vegetable
22. Micro waving: Rice and Vegetable
23. Basic cuts of vegetables, Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.
24. Caramel Custard,
25. Bread and Butter Pudding

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration.

Suggested Readings:

- Bo. Friberg. (2017) The Professional Pastry Chef, Publisher: Wiley & Sons INC, New Jersey
- Fuller J. Barrie & Jenkins (2018) Accompaniments & Garnishes from waiter, MHE Publisher. New Delhi.
- Dubey S. C (2017) Bakery & Confectionery, Publisher: Society of Indian Bakers. New Delhi.
- Philip E. Thangam (2015) Modern Cookery, Publisher: Orient Longman. New Delhi.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Fundamentals of Food and Beverage Service (Practical)**Course Code: MHH107**

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Demonstrate the restaurant etiquette required for food & beverage service
2. Acquire the skills related to the hygiene practices used in F & B services
3. Identify the different types of glassware, crockery, cutlery, trolley, tables etc.
4. Apply the basics steps lay and relay of the table cloth & clearance
5. Exhibit the standard procedures of water service

Course Content

1. Restaurant Etiquette
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. Laying & Relaying of Table cloth
13. Practice of 7 to 10 Napkin folds
14. Rules for Laying a Basic Cover
15. Carrying a Salver/Tray
16. Service of Water
17. Handling the Service Gear
18. Carrying Plates, Glasses & other Equipment's
19. Clearing an Ashtray
20. Handling precautions.

Transactional Modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration

Suggested Readings:

- Dennis R. Lillicrap. & John. A. Cousins (2015) Food & Beverage Service, Publisher: ELBS, Germany.
- Andrews Sudhir (2018) Food & Beverage Service Training Manual, Tata McGraw Hill, New Delhi.
- Brown Gram (2019) The Waiter Handbook Forth Edition, Publisher: Global Books & Subscription Services, New Delhi.
- Negi Dr. J M (2017) Food & Beverage Management & Control by, Kanishka Publications, New Delhi

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Fundamentals of Front Office (Practical)

Course Code: MHH108

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the various front office equipment and furniture with their arrangements in lobby area.
2. Acquire the knowledge about the usage of various performs in front office operations
3. Improve the basics skills related to the welcoming and handling the guests
4. Demonstrate the luggage, message, and mail handling
5. 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 Performs.
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. Check in a reserved guest
18. Check in day use
19. Check –in a walk-in guest
20. Maintain guest history

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Collaborative Teaching.

Suggested Readings:

- Bhatnagar S. K. (2006). *Front office Operation Management*. Frank Brothers.
- Bardi James A. (2010). *Hotel Front Office Management*. Wiley

International.

- Baker Sue, Huyton Jeremy, Bradley Pam, (2000) *Principles of hotel front office operations*, London, and New York: Continuum.
- Chkravarti B.K (2008) *Front office management in hotel*, CBS publishers and distributors. New Delhi.

Evaluation Criteria:

- Practical Experiment [100 Marks]
- Total Evaluation will be conducted in the Semester: - 10 Times
- Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - Performance in Practical (5 Marks)
 - Report (3 Marks)
 - Viva (2 Marks)

Course Title: Fundamentals of Accommodation (Practical)

Course Code: MHH109

L	T	P	Cr.
0	0	2	1

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the students will be able to:

- Understanding the structure and layout of guest room
- Acquire the knowledge about the manual & mechanical cleaning equipment
- Identify the usage of various cleaning tools in housekeeping operations
- Apply the various methods of cleaning stains from different types of surfaces
- Demonstrate the procedure of guest requests and complaints at control desk

Course Content

- Understanding Guest Room Layout (Double, Twin, suite room)
- Identification of cleaning equipment – Manual & mechanical
- Operation, maintenance, and storage of cleaning equipment's. (Manual and mechanical)
- Setting up of maid's cart trolley.
- Usage of different types of cleaning agents, polishes, detergent, acids etc.
- Cleaning stains from different types of surfaces like wood, glass, plastic, Ceramic etc.
- Handling Desk Control (preparing form and formats)
- Handling guest requests and complains at control desk

9. Guest Room Supplies and Position
10. Standard room, Suite
11. VIP room special amenities
12. Checklist
13. Floor register
14. Work/ maintenance order]
15. Lost and found
16. Maid's report
17. Housekeeper's report
18. Log book
19. Guest special request register

Transactional modes:

Demonstration, Mock Exercise, Peer Demonstration, Roleplay, Field Visit.

Suggested Readings:

- Sudhir Andrews (2016) *Hotel House Keeping A Training Manual Fourth Edition*, Tata McGraw. New Delhi.
- Raghubalan (2018) *Hotel Housekeeping Operations & Management*, Oxford University Press, London.
- Branson, Joan C. and Lennox, Margret (2017) *Hotel, Hostel and Hospital housekeeping*, ELST, London.
- Margaret M. Kappa, Aleta Nitschke (2016) *Managing Housekeeping operations*, EI-AH&LA, USA.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Organizational Behavior

Course Code: MHH112

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Understanding the Individual and Organizational Behavior.
2. Elaborate Different Types of Personality and Role of Perception for Decision Making.
3. Describe the importance of Attitude and satisfaction.
4. Learn the various causes of Job Stress.

5. Apply the knowledge related to Organizational Conflicts and implement the Various Techniques to Resolve Conflicts.

Course Content

Unit I 10 Hours

1. Organizational Behavior – What is O.B., Nature and Structure, approaches to O.B. behaviorists frame work, social learning frame work.
2. Basic understanding of Individual behaviors: - personality – meaning, development, Freudian stage, Neo Freudian stage.

Unit II 11 Hours

1. Perception-nature, Importance, meaning, learning & perception. Attitudes & satisfaction: - nature, dimensions of attitudes.
2. Meaning of job satisfaction. Sources & consequences of job satisfaction.

Unit III 11 Hours

1. Job stress – meaning, causes & effects.
2. Group dynamics: - Nature of Groups, types- committee organization, its nature & functions. Informal Organization structure, Informal communication system.

Unit IV 13 Hours

1. Conflicts – Organizational conflicts, types of conflict, Strategies of interpersonal conflicts.
2. Group decision making & control: - Nature and meaning of decision making, phases of decision-making process.
3. Meaning of Control, elements of control process.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- Robbins P.Stephen.(2016).*OrganisationBehaviour*.PearsonEducation
- Luthans,Fred.(1992).*OrganizationalBehaviour*.McGrawHillPublication
- Prasad,L.M.(2019). *OrganizationalBehaviour*.Sultan Chand&Sons
- Robbins,S.P,Judge&T.A,Sanghi.(2009).*OrganizationalBehavior*.PearsonEducation
- Aswathappa,K.(2016).*OrganisationalBehaviour*.HimalayaPublishingHouse.

Course Title: Human Resource Management

Course CodeMHH113

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Learn the basics of Human Resource Management
2. Understand the procedure of Manpower Planning
3. Acquire the knowledge regarding the Recruitment and Selection procedure of Hospitality industry
4. Acquaint with the concept of Training & Development
5. Know the Performance Appraisal system used in Hospitality & Hotel Industry.

Course Content

Unit I 10 Hours

1. Definition of role of human resources development role of human manager.
2. Manpower planning definition need for manpower planning analyzing & forecasting human resources demand and supply, Job designee job analysis job description job enlargement / job rotation enrichment job specification.

Unit II 11 Hours

1. Recruitments and placement sources of Recruitments – internal & external selection process and techniques.
2. Application. Interview; types, Test types, Group selection process, references, job offers, induction – orientations program, general property orientation; specific job orientation, follow up and evaluation.

Unit III 11 Hours

1. Training – meaning and advantages. Purpose of training analyzing training need types or method of training on the job: of the job aids used while training, evaluations and monitoring of training.

Unit IV 13 Hours

1. Development program – function of a development program in HR, Career development program in hospitality & tourism industry.
2. Management development & organization strategy, organizing & implementing management development program and mentoring.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- Armstrong, M. (2009) *Armstrong's handbook of human resource management* (11th edition). London: Kogan Page
- Dessler, Garg, (2002) *Human Resource Management* (5th edition), Pearson education

- K. Aswathappa (2015) “*Human Resource Management*” (2nd edition), Tata McGraw Hill
- Rao V.S.P. (2014) “*Human Resource Management*” (1st edition) Excel books

Course Title: Nutrition for Public Health

Course Code: MHH110

L	T	P	Cr.
2	0	0	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to

1. Identify the various types of nutritional deficiency diseases.
2. Assess the factors leading to addiction and AIDS.
3. Acquire the knowledge regarding the importance of physical fitness and sports in life.
4. Exhibit the skills and techniques during Disaster Management.
5. Gain the knowledge about Food security and new technologies of food and nutrition.

Course Content

UNIT- I

08 Hours

1. Introduction to Nutritional deficiency diseases, Causes, symptoms, treatment.
2. Prevention of the following: Protein Energy Malnutrition (PEM), Vitamin A Deficiency (VAD), Iron Deficiency Anaemia (IDA), Iodine Deficiency Disorders (IDD), Zinc Deficiency, Fluorosis.

UNIT II

06 Hours

1. Social health problems: Smoking, Alcoholism, Drug addiction, AIDS including AIDS Control Programme.

UNIT III

08Hours

1. Nutrition for special conditions, Introduction to Nutrition for physical fitness and sport.
2. Feeding problems in children with special needs, Considerations during natural and man-made disasters e.g., floods, war. - basic guidelines in disaster management.

UNIT IV

08 Hours

1. Food Security: Key terms, factors affecting food security, recent concern, Technologies for food and nutrition security.

Transactional modes:

Case based Teaching, Demonstration, Video based Teaching, Team Teaching, Projector Based Learning.

Suggested Readings:

- Mudambi, SR and Rajagopal, MV. (2012) Fundamentals of Foods, Nutrition and Diet Therapy; New Age International Publishers, Australia.
- Wardlaw GM, Hampl JS. (2007) Perspectives in Nutrition; Seventh Ed; McGraw Hill. New Delhi.
- Gibney et al. (2004) Public Health Nutrition; Blackwell Publishing New Jersey. US.
- Khanna K et al. Textbook of Nutrition and Dietetics; 2013; Phoenix Publisher. Kenyan
- Sharma S, Wadhwa A. (2003) Nutrition in the Community- A textbook; Elite Publishing House Pvt. Ltd. New Delhi.

Course Name: Tourism Destination of the World

Course Code: MHH111

L	T	P	Cr.
2	0	0	2

Total Hours:30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Describe the spatial patterns of international and domestic tourism.
2. Examine the economic impact of tourism on geographic areas.
3. Identify tourist attractions of regional, national and international with their significance.
4. Explore world heritage sites of international country.
5. Acquire the basic knowledge of tourism destinations of the world.

Course Contents

UNIT 1

08 Hours

1. FRANCE: Introduction, Overview of France, Interesting facts of France in terms of tourism sector, various famous attraction of France: Eiffel Tower (Paris), St. Tropez (French Riviera), Palace of Versailles (Versailles)
2. SPAIN: Geographical location of Spain, Interesting facts of Spain, Major tourist attraction of Spain, UNESCO world heritage site of Spain: Alhambra, Mezquita of Cordoba.

UNIT 2

08 Hours

1. SINGAPORE: Introduction, History of Singapore, Major information of Singapore, Interesting facts about Singapore, Top rated attraction of Singapore, Marina Bay Sands, Orchard Road, Sentosa Island, Universal Studio

2. RUSSIA: Geographic location of Russia, basic information about Russia, Famous tourist attraction of Russia: Saint Basil's Cathedral, Hermitage Museum, Moscow Kremlin, Lake Baikal.

UNIT 3**07 Hours**

1. Geographical location of North America and South America, Major important information about America tourism.
2. Famous tourist attraction of NA & SA America: Washington DC United States, Niagara Falls, Ontario, Canada Banff National Park, Alberta, Canada The River of Five Colors, Colombia, Mount Fitzroy, Argentina.

UNIT 4**07 Hours**

1. AUSTRALIA: Introduction and geographical location of Australia, Sydney Opera House, Great Barrier Reef Marine Park, Sydney Harbours Bridge, Table Mountain
2. SOUTH AFRICA: Introduction and geographical location of Africa, Victoria Falls; Zambia; Zimbabwe
3. EGYPT: Introduction and geographical location of Egypt, Pyramids of Giza.

Transactional modes:

Video based Teaching, Cooperative Teaching, E-Team Teaching, Project Based Teaching, Demonstration

Suggested Readings:

- Kshitiz, S. (2014). *Introduction to tourism management*, (2nd Ed.). McGraw hill education. New Delhi, India
- The Travel Book (2016). *A Journey through Every Country in the World*, (2nd Ed.). Publisher: Lonely Planet. Australia
- Thomas. R (2013). *Small Firms in Tourism*. Rutledge. United Kingdom
- Boniface B. & Cooper C (2009) *Worldwide Destinations: The geography of Travel & Tourism*, Oxford Butterworth Heinemann.

SEMESTER-II**Course Title: Hospitality Research Proposal****Course Code: MHH201**

L	T	P	Cr.
4	0	0	4

Total Hours: 60

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the basic concept of research and its methodology
2. Recognize the various limitations of research methodology
3. Identify the various tools & techniques used for research design

4. Acquire the knowledge regarding the various methods of data collection
5. Apply the knowledge of research methodology

Course Overview

This subject will ensure that students have the necessary knowledge and skills to complete a research study in their chosen area. In this subject, students will learn how to develop a research proposal for the purpose of conducting research as part of their Master's degree. Students will develop skill in demonstrating each of the following: the problem is significant enough to warrant investigation, the chosen methodology is suitable and practical, the results are likely to be successful and the research project will make an original contribution. Students will also develop an understanding of the rationale, justification, background, and methods for their research project (thesis). Students will have the opportunity to prepare and submit an application for approval to the relevant ethics committees and present their research proposal to staff and students. This research proposal will form the basis of research subsequently undertaken in the Masters Research Project. This subject lays the foundation for the development and completion of a Research Project in the following semester.

Course Content

UNIT –I

15 Hours

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

UNIT-II

16 Hours

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

UNIT-III

18 Hours

1. 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.
2. Different types of Sample design, Measurement Scales, Important scaling Techniques.

UNIT-IV

11 Hours

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

Transactional modes:

Video based Teaching, Collaborative Teaching, Case based Teaching, Panel Discussions, Projectbasedlearning, Team Teaching, E-Team Teaching

Suggested Readings:

- O'Brien PM Shaughn, Pipkin Fiona Broughton (2017) "Introduction to Research Methodology for Specialists and Trainees" Cambridge University Press, India
- Punch Keith F, OanceaAlis E. (November 2014) "Introduction to Research Methods in Education". SAGE Publications Ltd. United States of America.
- Kothari CR, Garg Gaurav, (2019). "Research Methodology: Methods and Techniques", New Age International Publishers. New Delhi.

Course Title: Food Journalism**Course Code: MHH206**

L	T	P	Cr.
1	0	0	1

Total Hours: 15

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the basic concept of Journalism
2. Acquire the knowledge about profile and ethics of journalist
3. Acquaint with knowledge of creative writing and its applications
4. Exhibit the skills in writing in Travel and tourism magazine
5. Develop the research skills related to hospitality industry for journalism

Course Content**Unit – I****04 Hours**

1. Journalism, hospitality & tourism: introduction to journalism.
2. Definition of a journalist. Nature & scope of journalism. Careers & opportunities.

Unit – II**04 Hours**

1. Familiarization with tasks and profile of a journalist; ethics for journalists; current issues for journalists.
2. Travel, tourism & hospitality writing; types of travel writing.

Unit – III**04 Hours**

1. Creative travel, tourism & hospitality writing.

2. Introduction to creative writing; information collection; writing for hospitality.

Unit – IV**03 Hours**

1. Tourism and travel magazines; writing for online magazines; studies from hospitality biz India.
2. Travel biz monitor and express hospitality magazines.

Transactional modes:

Collaborative Teaching, Case based Teaching, Panel Discussions, Project based learning, Team Teaching, E-Team Teaching

Suggested Readings:

- Corinna Gisseman, (2018) Food Photography, Rocky Nook Publisher. California.
- Nicole S. Young, (2019) Food Photography: From Snapshots to Great Shots, Peachpit Press. United States.
- Lara Ferroni, (2018) Food Photography: Pro Secrets for Styling, Lighting, and Shooting, Lark Books. Bhuvneshwar.

Course Title: Retail Management**Course Code: MHH202**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Define the retailing and Retailer's role in Distribution channel.
2. List the benefits of retailing to customers, manufacturers, wholesalers and Economy.
3. Learn the buying behavior of retails customer.
4. Understand the concept of Merchandise management.
5. Determine the various pricing strategies used in Retail Business.

Course Content**UNIT-I****11 Hours**

1. Introduction to retailing: What is retailing, Structure of retailing and distribution, Opportunities in retailing. Types of retailers: Retailer characteristics, Food retailers.
2. General merchandise retailers, Service retailing, Types of ownership, Retail channels, Benefits & Challenges of retail channels.

UNIT-II**11 Hours**

1. Retail buying behaviour: The buying process, Types of buying decisions. Retailing strategy: Retail market strategy, Target market and retail formats, Growth strategies.
2. Financial strategy and retail locations: Financial objectives and goals, Analysis of financial strength, Types of locations, Location and retail strategy.

UNIT-III**11 Hours**

1. Merchandise management: Merchandise management overview, forecasting sales, developing an assortment plan, setting inventory and product availability levels.
2. Establishing a control system for managing inventory, allocating merchandise to stores.

UNIT-I**12 Hours**

1. Retail pricing: Pricing strategies, Consideration in setting retail prices, Legal and ethical pricing issues.
2. Store Management: Store management responsibilities, Recruiting and selecting employees, Motivating and managing store employees, Compensating and rewarding store employees, Store design objectives, Store design elements, Visual merchandising. merchandising.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- PanditAjay, WeitzBarton&LevyMichael. *Retailingmanagement*. 8thEdition. M. G.Hills,
- Zentes, J., Morschett, D., & Schramm-Klein, H. (2007). *Strategic retail management*. BetriebswirtschaftlicherVerlagDr.Th.GablerGWVFachverlag eGmbH, Wiesbaden (GWV).
- Bhatia, S. C.(2008). *Retailmanagement*. AtlanticPublishers &Dist.
- Berman, B., Evans, J. R., & Chatterjee, P. (2018). *Retailmanagement: a strategic approach*. PearsonEducationLimited
- Barry, B. (2003). *Retailmanagement: a strategic approach*. PearsonEducationIndia.

Course Title: Customer Relationship Management**Course Code: MHH203**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Understand the basic concepts of Customer relationship management.
2. Determine the marketing aspects of Customer relationship management.
3. Learn the various business strategies for Customer relationship management.
4. Apply the knowledge of Customer centric approach of CRM.
5. Acquaint with the basic application of E-CRM.

Course Content

Unit I 12 Hours

1. Customer Relationship Management: CRM Definition, Need and Importance: Conceptual Framework of Customer.
2. Relationship Management; the Value Pyramid, Customer Interaction Cycle, Customer Profiling and Total Customer Experience, Goals of a CRM Strategy and Obstacles.

Unit II 11 Hours

1. CRM Solutions Map, Discussing People, Processes and Technology, CRM myths. CRM as a Business Strategy: CRM - Issues and Strategies; Winning Markets through Effective CRM; CRM as a business strategy.
2. CRM Process, Effective Customer Relation Management through Customer Knowledge Management; Customer Interaction Management, Call Centre management in CRM.

Unit III 11 Hours

1. Customer Centricity in CRM-Concept of Customer centricity, Customer touch points, Customer Service.
2. Measuring Customer life time value-. Customer life cycle Management. Technological Tools for CRM and Implementation: Data Mining for CRM.

Unit IV 11 Hours

1. Changing Patterns of e-CRM Solutions in the Future; Structuring a Customer Focused IT Organization to Support CRM.
2. Organizational Framework for Deploying Customer Relationship; measuring profitability.

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Roleplay, Collaborative Teaching.

Suggested Readings:

- Peelan, E. (2005). Customer Relationship Management. Pearson Education, New Delhi.
- Ken, B. (2000). Customer Relationship Management: The Handbook of Key Customer Relationship Management. Prentice Hall, New Delhi.
- Greenberg, P. (2001). CRM at the speed of light: Capturing and keeping customers in Internet real time. Elsevier. ISBN: 0072127821.

- H.Peeru Mohamed , A Sagadevan, Customer Relationship Management, A Step by Step Approach, Vikas Publishing House, Delhi.
Jagdish N Sheth, Parvatiyar Atul, G Shainesh, Customer Relationship Management: Emerging Concepts, Tools and Applications, 1st Edition, Tata McGraw Hill, USA.

Course Name: Resort Management

Course Code: MHH204

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Describe the history, growth, and development of resorts and the gaming industry.
2. Discover the process of resort planning and development, and the basic elements of a resort complexes.
3. Recognize key recreational activities and facilities common to resorts and summarize current developments in casino gaming, resorts, and the future trends
4. Identify key components of the organizational structure, supervising personnel, wage and salary administration
5. Acquire the basic knowledge of market segmentation and potential guest markets.

Course Contents

UNIT-I

13 Hours

1. THE CONCEPT OF RESORT- The History and Characteristics of Resorts, Indian Scenario.
2. The Development of Gaming, Resorts in the 21st Century – a comparison

UNIT-II

11 Hours

1. RESORT PLANNING AND RECREATIONAL ACTIVITIES- Investment Consideration, The Role of Planning and Management, Facilities, Grounds Maintenance, the Leisure Concept, Food and Beverage planning.
2. RECREATIONAL ACTIVITIES- Golf, Tennis, Snow Sports, Water sports, Spa and Health Club Facilities, Recreational Infrastructure and Nature Loading facilities, landscaping, Theme Resorts.

UNIT-III

11 Hours

1. RESORT MANAGEMENT, SAFETY AND SECURITY- Personnel organization and Human Relations, Wage and Salary Administration, Employee Productivity, Labor force (hiring, retention, turnover).

2. Resort Operation, and Human Relations. Safety and Security: Rules and protection in Casino management planning, Guest Safety, Surveillance, Human Resource Training

UNIT-IV**10 Hours**

1. MARKETING THE RESORT EXPERIENCE- Resort Marketing and Sales Promotion, Market Segmentation and potential guest markets.
2. Advertising, Promotion, and Publicity, The Casino concept in relation to other Resort services, Customer service.

Transactional modes:

Video based Teaching, Cooperative Teaching, E-Team-teaching, Project Based Teaching, Demonstration

Suggested Readings:

- Gee, C. Y., (2010). *Resort development and management*. (3rd ed.). East Lansing, MI: Educational Institute of the American Hotel & Motel Association. USA.
- Philip Kotler and Gray Armstrong, 1987, *Marketing- An Introduction* Prentice Hall Inc. New Jersey.
- Philip Kotler, 1985, *Marketing for non-profit organization*, Prentice Hall of India.

Course Title: Entrepreneurship and Project Management

Course Code: MHH205

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

- Identify the basic concept of Entrepreneur.
- Exhibit the various strategy used in entrepreneurship.
- Acquire the knowledge about Project Management.
- Demonstrate the procedure of Project Analysis in Business Management.
- Acquaint with the basic use of PERT & CPM in Project Management.

Course Content**Unit I****12 Hours**

1. Introduction to Entrepreneur: Concept, Characteristics, functions of an entrepreneur, Entrepreneur Manager, Types of entrepreneurs, Entrepreneurial Mind Set, Key attributes of an entrepreneur, desirable and acquirable traits and behaviors.

2. Rural entrepreneurship, social entrepreneurship, Entrepreneurship Development, Entrepreneurial support systems and role of government in Entrepreneurship Development.

Unit II**11 Hours**

1. Entrepreneurial Strategy: Creativity and Business Idea Generation: Concept of creativity, ideas from trend analysis, sources of new ideas, Methods of generating new ideas, Creative problem solving, creativity and entrepreneurship.
2. Entrepreneurial Innovation: Concept and types, Opportunity Recognition and opportunity assessment plan, product planning and development process.

Unit III**11 Hours**

1. Project Management: Concept, facets, and Key Issues of project management. Generation and screening of project ideas.
2. Project Analysis: Market and demand analysis, technical analysis, financial estimates and projection.
3. Project Selection: Investment criteria, Risk analysis, Social Cost Benefit analysis.

Unit IV**11 Hours**

1. Project Financing: Financing of projects, Concept of Venture Capital in detail, Difference between Venture Capital, and Private Equity.
2. Project Implementation: Project planning and control.
3. Network techniques for project management: PERT and CPM Models, Project Review: Post Audit and Administrative Aspects.

Transaction Modes:

E-Team-teaching, E-Monitoring, Video based Teaching, Collaborative Teaching, Brainstorming, Ted Talks, flipped teaching, open talk, Question

Suggested Readings: -

- Vasanth Desai (2017) "Dynamics of Entrepreneurial Development and Management Himalaya Publishing House. New Delhi.
- Poornima M Charantimath, (2017) Entrepreneurship Development - Small Business Enterprises - Pearson Education. England.
- M.P. Spinner, (2016) Project management: principles and practices, Prentice-Hall International. United Kingdom.
- H. Kerzner. (2017) Project Management: A Systems Approach to Planning, Scheduling and Controlling. John Wiley & Sons. USA.

Course Title: Food Production Management**Course Code: MHH207**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Acquire the knowledge about preparation of traditional classical breakfast items.
2. Identify about the structure of Egg and usage of egg in cookery.
3. Acquaint with the knowledge about fish cookery like: - classification of Fish and cuts of fish
4. Exhibit the basic preparation skills of national and international soups
5. Determine the techniques of bread and dough making for bakery section.

Course Content**UNIT- I** **12 Hours**

1. Breakfast preparation of traditional / classical items, Continental breakfast, English breakfast, Indian breakfast, Breakfast accompaniments and Garnishes.
2. Egg cookery, Structure of egg, types, cooking methods, uses in cookery, Selection, purchasing and storing of eggs, Classical Egg preparations.

UNIT- II **12 Hours**

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

UNIT- III **11 Hours**

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

UNIT- IV **10 Hours**

1. BAKERY SCIENCE: Bread Making, Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk etc.
2. 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.

Transactional modes:

Video based Teaching, Collaborative Teaching, Peer Demonstration, Roleplay, Demonstration.

Suggested Readings:

- Philip, Thangam E. (June 2018). Modern Cookery. Orient Blackswan Private Limited. Telangana.
- Williams Mary Emma, (2015). *Elements Of The Theory And Practice Of Cooker*. Palala Press, India
- Campbell John; Foskett David; Ceserani Victor (April 2008). Practical Cookery. Hodder Education. UK.
- Bode W. K. H. Leto M. J. (June 2006). The Larder Chef: Food Preparation and Presentation. A Butterworth-Heinemann. UK.

Course Title: Food and Beverage Service**Management****Course Code: MHH208**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Recognize the types of menus such as ala carte, Table d hote, French Classical Menu etc.
2. Acquire the knowledge about different KOT control systems used in hotel industry
3. Identify the different types of Non- Alcoholic Beverages used in Hotel Industry.
4. Demonstrate the order taking steps and procedures
5. Apply the basics skills related to the preparation of various beverages

Course Content**UNIT-I****11 Hours**

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

UNIT-II**11 Hours**

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

UNIT-III**10 Hours**

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

UNIT-IV**12 Hours**

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

Transactional modes:

Video based Teaching, Open talk, Question, Roleplay, Demonstration

Suggested Readings: -

- Davis Bernard ; Lockwood Andrew ; Alcott Peter ; PantelidisIoannis S (2018). Food and Beverage Management. NY : Routledge, New York
- Lillicrap D.R. Robert Smith John Cousins. (August 2020) Food and Beverage Management. Good fellow Publishers Limited. England.
- Negi Jagmohan. Manohar Gaurav. (October 2017). Food and Beverage Management. Himalaya Publishing House. New Delhi.
- Foster Dennis L. (April 2000). Food and Beverage Operations. Tata Mc Graw-Hill Inc. US.

**Course Title: Food Production Management
(Practical)**

Course Code: MHH209

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Demonstrate the preparation of various breakfasts as per guest requirements.
2. Identify the structure of egg and different types of egg preparations.
3. Acquire the basic skills for preparation of different types of stocks used in hotels for basic cooking.
4. Demonstrate the preparations of basic mother sauces with their derivatives.
5. Exhibit the basics skills related to the continental cookery

Course Content

Egg cookery including 5 classical preparations

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. Equipment's,
11. Identification
12. Uses and handling Ingredients - Qualitative and quantitative measures
13. BREAD MAKING
14. Demonstration & Preparation of Simple and enriched bread recipes
15. Bread Loaf (White and Brown)
16. Bread Rolls (Various shapes)
17. French Bread
18. Brioche Demonstration by instructor and applications by students

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration

Suggested Readings:

- K. Arora, (2011) *Theory of Cookery*, Frank Bros & Co. New Delhi
- Kinton Cesserani (2012) *Practical Cookery*, Hodder & Stoughton, London, UK.
- Carole Clement (2013) *Ultimate Cooking Course*, Joana Lorrenz, New York.
- James Peterson (2015) *Essential of Cooking*, Artisan Publisher, USA

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

**Course Title: Food and Beverage Service
Management (Practical)
Course Code: MHH210**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Recognize the process of cleaning & polishing the equipment.
2. Exhibit the skills related to the welcoming and escorting the guests in hotel premises.
3. Identify the process of laying and relaying of covers setup and clearance.
4. Demonstrate the preparation of non-alcoholic beverages and their service styles.
5. Apply 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)

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoke Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Mock Exercise

Suggested Readings:

- Bagchi S N & Sharma Anita (2017) *Food & Beverage Services*, Aman Publications, New Delhi
- Andrews Sudhir (2011) *F & B Service Manual* by, Tata McGraw Hill. New Delhi.
- Negi Dr. J M (2012) *Food & Beverage Management & Control*, Kanishka Publications, New Delhi.
- Singaravelavan R. (2016) *Food & Beverage Service*, Oxford University Press, London, UK.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Front Office Management

Course Code: MHH211

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

- Identify the concept of safety and security of guests in hotel
- Acquire the knowledge about the concept of night auditing in front office operations.
- Demonstrate the various room selling techniques used in hotel operations
- Apply the basic knowledge of PMS, GDS and CRS software used in Front office.
- Exhibit the procedure of Night Auditing

Course Content**UNIT-I****11 Hours**

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

UNIT-II**11 Hours**

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

UNIT-III**12 Hours**

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

UNIT-IV**11 Hours**

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

Transactional modes:

Flipped teaching, Open talk, Brainstorming, Roleplay, Demonstration

Suggested Readings: -

- Ismail Ahmed. (January 2020). *Front Office Operations and Management*. New Delhi, India : Bharti Publications.
- Bardi James A. (November 2014). *Hotel Front Office Management*. Wiley International. USA.
- Baker Sue, HuytonJermy. (June 2012). *Principles of Front Office Operations*. Thomson Learning Publisher. United States.
- Lago -ElpediaMarte (November 2020). *Front Office Systems and Procedure*,Arcler Education Inc. Canada.

Course Title: Accommodation Management**Course Code: MHH212**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Identify the usage of various cleaning equipment in housekeeping department.
2. Acquaint with the knowledge about inspection procedure of room after cleaning.
3. Acquire knowledge about cleaning of different types of surfaces in housekeeping operations.
4. Examine the concept and importance of Linen/Uniform room and Tailor Room in hotels.

- Demonstrate the cleaning procedure on different surface.

Course Content

UNIT-I

12 Hours

- Cleaning Equipment, Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep.
- Maintenance of equipment. Care and Cleaning of Different Surfaces, Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

UNIT -II

11 Hours

- 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-III

11 Hours

- 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-IV

11 Hours

- 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.

Transactional modes:

Flipped teaching, Open talk, Video based Teaching, Roleplay, Demonstration

Suggested Readings:

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

Course Title: Front Office Management (Practical)
Course Code: MHH213

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Acquire knowledge about key control procedure followed by the hotel.
2. Identify the procedure of lost and found section.
3. Exhibit the procedure of night auditing in accounting operations.
4. Demonstrate the various room selling techniques used in front office department.
5. Exhibit the lost and found procedures of hotel industry.

Course Content

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

Transactional modes:

Roleplay, Team Demonstration, Video Demonstration, Mock Exercise

Suggested Readings:

- James,B. (2011). Hotel Front Office Management;(6 ed), John Wiley & sons. USA.
- Ahmed, I. (2002) Front Office Operations and Management; Thompson& Delmar. NY
- Bhatnagar, S. K. (2010). Hotel Front Office. Oxford publications. London.
- Dix, C. (1998). Front Office Operations (4 ed.). Pearson education India.

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 10 Times
- C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)
 - i. Performance in Practical (5 Marks)
 - ii. Report (3 Marks)
 - iii. Viva (2 Marks)

Course Title: Accommodation Management (Practical)**Course Code: MHH214**

L	T	P	Cr.
0	0	4	2

Total Hours: 30

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Acquire the basic skills for room services.
2. Identify about the bed making techniques.
3. Exhibit the deep cleaning schedules of public areas.
4. Apply the basic knowledge of guest room service.
5. Demonstrate the procedure of washroom cleaning in guest room.

Course Content**Review of semester 1****Servicing guest room (checkout/ occupied and vacant) ROOM**

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10- check for stains and spot cleaning

Task 11- Layout of Linen and Uniform Room/Laundry

Task 12- Laundry Machinery and Equipment

Task 13- Stain Removal

Task 14- Flower Arrangement

Task 15- Selection and Designing of Uniforms

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

Transactional modes:

Roleplay, Peer Demonstration, Video Demonstration, Mock Exercise

Suggested Readings:

- Raghubalan- G. & Raghubalan- S. (2016). Hotel housekeeping operations and management. New Delhi: Oxford university press.
- Casado, Matt A. (2015). Housekeeping Management (Course Smart) Wiley. USA.
- Jones, Thomas J. A. (2007). Professional Management of Housekeeping Operations, Wiley Publication, USA.

Evaluation Criteria:

A. Practical Experiment [100 Marks]

B. Total Evaluation will be conducted in the Semester: - 10 Times

C. Weekly Evaluation of Practical Experiment (10 Marks for each Practical)

- i. Performance in Practical (5 Marks)
- ii. Report (3 Marks)
- iii. Viva (2 Marks)

SEMESTER- III**Course Title: Industrial Training****Course Code: MHH301**

L	T	P	Cr.
NA	NA	NA	20

T**Total Hours: NA**

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Acquire the skills needed in the hotel and hospitality industry.
2. Improve the sense of responsibility and good work habits.
3. Develop the strength, teamwork spirit and self-confidence in students' life.
4. Enhance the ability to improve students' creativity and innovation.
5. Possess the good communication skill with industry exposure.

Course Content**EVALUATION OF STUDENTS FOR PROFESSIONAL TRAINING:**

- A. Professional training will have 100 marks.
- B. Monthly Evaluation will be conducted (20 Marks for each month)

The criteria for evaluation will be as under:

- Attendance/Punctuality 10%.
- Proficiency in organizing departmental task 30%.
- Preparation of portfolio based on day-to-day work done in various department 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) At the end of industrial training students will submit the below mentioned material to the department:
 - i. Log Book
 - ii. Training completion certificate
 - iii. Training Project

SEMESTER- IV**Course Title: Dissertation****Course Code: MHH401**

L	T	P	Cr.
NA	NA	NA	20

Total Hours: NA

Course Learning Outcomes: After successful completion of this course, the students will be able to:

1. Plan, and engage in, an independent and sustained critical investigation and evaluation of a chosen research topic relevant to environment and society
2. Identify the relevant theory and concepts, relate these to appropriate methodologies and evidence.
3. Engage in systematic discovery and critical review of appropriate and relevant information sources
4. Appropriately apply qualitative and/or quantitative evaluation processes to original data
5. Communicate research concepts and contexts clearly and effectively both in writing and orally

Course Content

FORMAT FOR PREPARATION OF PROJECT REPORT

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM-II, plant writing the final research project during SEM-IV. Keep in mind the following:

The candidate is required to make three copies of the project report.

1. ARRANGEMENT OF CONTENTS:

The sequence in which the project report material should be arranged and bound should be as follows:

- A. Cover Page & Title
Page
- B. Bonafide Certificate
- C. Abstract
- D. Table of Contents
- E. Chapters
- F. Introduction to the topic
- G. Literature review
- H. Research methodology
- I. Data collection
- J. Analysis& interpretation
- K. Conclusion
- L. Suggestion
- M. Appendices
- N. References

The table and figures shall be introduced in the appropriate places.

2. PAGE DIMENSION AND BINDING SPECIFICATIONS:

- The dimension of the project report should be in A4 size.

- The project report should be bound using flexible cover of the thick white art paper.
- The cover should be **printed in black letters** and the text for printing should be identical.

3. PREPARATION FORMAT:

- **Cover Page & Title Page**—A specimen copy of the Cover page & Title page of the project report will be provided by the department.
- **Bonafide Certificate**—The Bonafide Certificate shall be in double line spacing using Font Style Times New Roman and Font Size 14.
- **Abstract**—Abstract should be one page synopsis of the project report typed double line spacing, Font Style Times New Roman and Font Size 14.
- **Table of Contents**—The table of contents should list all material following it as well as any material which precede sit. The title page and Bonafide Certificate will not find a place among the items listed in the Table of Contents but the page numbers of which are in lower case Roman letters. One and a half spacing should be adopted for typing the matter under this head.
- **Chapters**—The chapters maybe broadly divided into 3 parts: -
 - a. Introductory chapter
 - b. Chapters developing the main theme of the project work
 - c. Conclusion.
- The main text will be divided into several chapters and each chapter may be further divided into several divisions and sub-divisions.
 - a. Each chapter should be given an appropriate title.
 - b. Tables and figures in a chapter should be placed in the immediate vicinity of the reference where they are cited.
 - c. Foot notes should be used sparingly. They should be typed single space and placed directly underneath in the very same page, which refers to the material they annotate.
- **List of References**—The listing of references should be typed 4 spaces below the heading “REFERENCES” in alphabetical order in single spacing left-justified. The reference material should be listed in the alphabetical order of the first author. The Title of the author/authors should be immediately followed by the year and other details.

4. TYPING INSTRUCTIONS:

- The impression on the typed copies should be black in color.
- One and a half spacing should be used for typing the general text.
- The general text shall be typed in the Font style ‘Times New Roman’ and Font size 12.