

GURU KASHI UNIVERSITY



B. Voc. in Hospitality & Culinary Arts

Session: 2024-25

Department of Hotel Management

Program Structure

SEMESTER: I						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC101	Fundamentals of Food Production	Core	3	0	0	3
BVC102	Fundamentals of Food & Beverage Service	Core	3	0	0	3
BVC103	Fundamentals of Front Office Operations	Core	3	0	0	3
BVC104	Introduction to Hospitality Industry	Core	3	0	0	3
BVC105	Basics of Nutrition	Core	3	0	0	3
BVC106	Practical of Food Production	Skill Based	0	0	4	2
BVC107	Practical of F&B Service	Skill Based	0	0	4	2
BVC108	Practical of Front Office	Skill Based	0	0	2	1
BVC109	XXX	MOOC	-	-	-	2
Discipline Elective (Any one of the following)						
BVC110	Introduction to Airline Industry	Discipline Elective	3	0	0	3
BVC111	Management Practices and Organization behaviour					
Total			18	0	10	25

SEMESTER: II						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC201	Food Production Operations	Core	3	0	0	3
BVC202	Housekeeping Operations	Core	3	0	0	3
BVC203	Communication Skills	Core	3	0	0	3
BVC204	Foundation course in computer Application	Compulsory Foundation	2	0	0	2
BVC205	Practical of Food Production Operations	Skill Based	0	0	4	2
BVC206	Practical of Housekeeping Operations	Skill Based	0	0	4	2
BVC207	Practical of Communication Development	Skill Based	0	0	2	1
BVC208	Practical of Computer Applications	Skill Based	0	0	2	1
Discipline Elective (Any one of the following)						
BVC209	Tourism Planning and Development	Discipline Elective	3	0	0	3
BVC210	Air Cargo Management					
Value Added Course (For Other Discipline Also)						
BVC211	Disaster Management	VAC	2	0	0	2
Total			16	0	12	22

SEMESTER: III						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC301	Quantity Food Production	Core	3	0	0	3
BVC302	Advanced Food & Beverage Service	Core	3	0	0	3
BVC303	Food Packaging	Core	3	0	0	3
BVC304	Principles of Management	Compulsory Foundation	2	0	0	2
BVC305	Environmental Science	Ability Enhancement	2	0	0	2
BVC306	Practical of Quantity Food Production	Skill Based	0	0	4	2
BVC307	Practical of Advanced Food & Beverage Service	Skill Based	0	0	4	2
BVC308	Practical of Bakery	Skill Based	0	0	2	1
BVC309	XXX	MOOC	-	-	-	2
Discipline Elective (Any one of the following)						
BVC310	Event Management	Discipline Elective	3	0	0	3
BVC311	Resort Management					
Open Electives Course						
XXX	XXX	Open Elective	2	0	0	2
Total			18	0	10	25

SEMESTER: IV

Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC401	Industrial Training (Five Months)	Skill Enhancement Course	-	-	-	20
Total			0	0	0	20

SEMESTER: V						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC501	Indian Regional Cuisine	Core	3	0	0	3
BVC502	Beverage Service Management	Core	3	0	0	3
BVC503	Front Office Management	Core	3	0	0	3
BVC504	Food and Beverage Service Control	Core	3	0	0	3
BVC505	Principles of Management	Core	3	0	0	3
BVC506	Practical of Indian Regional Cuisine	Skill Based	0	0	4	2
BVC507	Practical of Beverage Service Management	Skill Based	0	0	2	1
BVC508	XXX	MOOC	-	-	-	2
Discipline Elective (Any one of the following)						
BVC509	Service Marketing	Discipline Elective	3	0	0	3
BVC510	Financial Management					
Total			18	0	6	23

Semester: VI						
Code	Course Title	Type of Courses	L	T	P	No. of Credits
BVC601	International Cuisine	Core	3	0	0	3
BVC602	Food Preservation	Core	3	0	0	3
BVC603	Housekeeping Management	Core	3	0	0	3
BVC604	Human Resource Management	Core	3	0	0	3
BVC605	Sustainability Management	Core	3	0	0	3
BVC606	Practical of International Cuisine	Skill Based	0	0	4	2
BVC607	Practical of Housekeeping Management	Skill Based	0	0	2	1
Discipline Elective (Any two of the following)						
BVC608	Customer Relationship Management	Discipline Elective	3	0	0	3
BVC609	Strategic Management					
Total			18	0	6	21
Grand Total			88	0	44	136

Evaluation Criteria

1. Evaluation Criteria for Theory Courses

A. Continuous Assessment: [25 Marks]

i. CA1 [10 Marks] {Surprise test (Two best out of three)}

ii. CA2 [10 Marks] {Assignments}

iii. CA3 [05 Marks] {Term Paper}

A. Attendance [05 Marks]

B. Mid Semester Test: [30 Marks]

C. End-Term Exam: [40 Marks]

Semester – I

Course Title: Fundamentals of Food Production

Course Code: BVC101

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze and recognize the basics of the culinary industry.
2. Apply the basic knowledge of different cooking methods used in the kitchen.
3. Analyze the usage of vegetables and fruits in stocks and sauces.
4. Exhibit the skills in preparing various bakery products such as breads, cookies etc.

Course Content

Unit-I

12 Hours

INTRODUCTION TO COOKERY: levels of skills and experiences, attitudes and behavior in the kitchen, personal hygiene, uniforms & protective clothing, safety procedure in handling equipment.

CULINARY HISTORY: origin of modern cookery, Hierarchy area of department and kitchen: classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments.

CULINARY TERMS: list of culinary (common and basic) terms, explanation with examples aims & objects of cooking food: aims and objectives of cooking food, various textures, various consistencies and techniques used in pre-preparation, techniques used in preparation.

Unit-II

11 Hours

METHODS OF COOKING FOOD: roasting, grilling, frying, baking, broiling, poaching, boiling: -principles of each of the above, care and precautions to be taken, selection of food for each type of cooking

FUELS USED IN CATERING INDUSTRY: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.

Gas: method of transfer, LPG and its properties; principles of Bunsen

burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds

FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices.

Unit-III

12 Hours

VEGETABLE AND FRUIT COOKERY: Introduction, classification of vegetables, Pigments and color changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.

STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions

SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions

SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.

EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery

SALADS AND SANDWICHES: Salads & its compositions, Types of Lettuce, Types of Dressing, Emerging trends in salad making, Sandwiches History, origin and its Different types.

Unit-IV

10 Hours

INTRODUCTION TO BAKERY: Principles of baking, Equipments used in bakery, Difference between bakery, patisserie and confectionary,

FLOUR: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)

METHODS OF BREAD MAKING: Straight dough method, Delayed salt method, No time dough method, Sponge and dough method

CHARACTERISTICS OF GOOD BREAD: External characteristics, Volume, symmetry of shape, internal characteristics - colour, texture, aroma, clarity and elasticity, Bread faults and their remedies

PREPARATION OF COOKIES AND BISCUITS: Factors affecting the quality of Biscuits & cookies. Raw material required for cookies making Faults – Internal & External causes of cookies & Biscuits making & their

remedies, Techniques of cookie making

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Bali Parvinder S. (2015). Food Production Operations. Oxford University Press. US*
- *Friberg Bo. (2017). The Professional Pastry Chef. 8th edition, Wiley & Sons INC, New York.*
- *Arora K. (2016). Theory of Cookery. Frank Brothers Publication, New Delhi.*
- *Philip, Thangam E. (2018). Modern Cookery, Vol-1. Orient Blackswan Private Limited. Hyderabad*
- *Philip, Thangam E. (2018). Modern Cookery, Vol-2. Orient Blackswan Private Limited. Hyderabad*
- *Aggarwal. D.K. (2019).Kitchen Equipment & Design. Aman Publications. New Delhi.*

Course Title: Fundamentals of Food & Beverage Service

Course Code: BVC102

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Develop an insight into the growth of Catering Industry in the world from medieval period to till recent times.
2. Apply the required technical skills to work efficiently in Food and Beverage service industry.
3. Exhibit the appropriate usage of various equipment of food and beverage service.
4. Identify and understand the basics of Tobacco and Cigarettes

Course Content

UNIT-I

13 Hours

THE HOTEL & CATERING INDUSTRY: Introduction to the Hotel Industry and Growth of the hotel Industry in India, Types of F&B operations.

CLASSIFICATION OF COMMERCIAL: Residential/Non-residential (Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.) Structure of the catering industry- a brief description of each.

DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B Department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a Waiter, Inter-departmental relationships (Within F&B and other department)

UNIT-II

12 Hours

FOOD SERVICE AREAS (F & B OUTLETS): Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discothèque

ANCILLIARY DEPARTMENTS: Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding F& B SERVICE EQUIPMENT: -Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above.

MEALS & MENU PLANNING: Origin of Menu, Objectives of Menu

Planning, Types of Menus, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Titles of dishes.

UNIT-III

11 Hours

TYPES OF MEALS- Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner Supper.

PREPARATION FOR SERVICE: Organizing Mise-en-scene, Organizing Mise-en-Place, TYPES OF FOOD SERVICE-Silver service, pre-plated service, Cafeteria Service, Room service, Buffet service, Gueridon service, Lounge service.

SALECONTROLSYSTEM: KOT/Bill Control System(Manual)-Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill Making bill, Cash handling equipment, Record keeping (Restaurant Cashier)

UNIT-IV

09 Hours

TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars

CIGARETTES – Types and Brand Titles, Pipe Tobacco – Types and Brand Titles, Cigars – shapes, sizes, colors and Brand Titles, Care and Storage of cigarettes & cigars

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading:

- *Lillicrap Dennis R. Cousins John A. (2018), Food and Beverage Service. John Wiley & Sons Inc, New York.*
- *NegisinghMahendra. (2019). Training Manual for Food and Beverage Services. Dreamtech Press. New Delhi*
- *Singaravelavan. B. (2016). Food and Beverage Services. Oxford University Press; US.*
- *Bagchi S. N. (2020). Textbook of Food and Beverage Service. Aman Publications; Kanpur.*
- *Andrews, S. (2013). Food and beverage service: A training manual. Tata McGraw-Hill Education.*
- *Davis, B., Lockwood, A., Pantelidis, I. S., & Alcott, P. (2018). Food and beverage management. Routledge.*

Course Title: Fundamentals of Front Office Operations
Course Code: BVC103

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Outcomes

- Understand the tourism, hospitality, and hotel Industry
- Identify and classify various types of hotels and their characteristics.
- Describe the organizational structure and functions of front office operations.
- Recognize the roles and attributes of front office personnel and their coordination with other departments.

Course Content

UNIT 1

Introduction to Tourism, Hospitality & Hotel Industry, Tourism and its importance, Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office

UNIT 2

Hotel Classification - On the basis of Size, Star, Location, Clientele, Ownership basis, Length of stay, Level of service, Boatels, Floatels, Rotels, Management and Affiliation, Heritage hotels, Eco hotels, Suite hotels, Resorts

UNIT 3

Organizational / Hierarchy Chart, Front office functional area, Ancillary areas, Front office layout & Equipment, Types of Rooms, Suites, Executive floors or Club floor concepts

UNIT 4

Duties and Responsibilities of F.O Persons, F.O co-ordination with other Departments, Attributes of Front Office Personnel Defining Guest & Their basic

requirements, Types of Guests - F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigners

Transactional Mode

Lectures, Group Discussions, Case Studies, Practical Demonstrations

Suggested Reading:

- Andrews Sudhir. (2017). *Front Office training manual*. Tata McGraw Hill Education. New York.
- TewariJatashankar R. (2016). *Front office operations and management*. Oxford University Press. UK
- Dix Colin. Baird Chris. (2015). *Front Office Operations*. Longman Publisher. London, UK
- KasavanaMicheal. Brooks Richard M. (2012). *Managing Front Office Operations*. – Educational Institute of the American Hotel. US.
- Dix Colin. Baird Chris. (2015). *Front Office Operations*. Longman Publisher. London, UK
- Ismail Ahmed. (2016). *Front Office Operations and Management*. Delmar Cengage Learning. New York
- KasavanaMicheal. Brooks Richard M. (2012). *Managing Front Office Operations*. – Educational Institute of the American Hotel. US.

Course Title: Introduction to Hospitality Industry

Course Code: BVC104

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Outcomes:

- Understand the evolution and development of the hospitality industry.
- Analyze hospitality products, services, and their impact on tourism.
- Comprehend distribution channels and their significance in hospitality.
- Examine current trends and the influence of ownership in the hospitality industry.

Course Content:

UNIT 1

Meaning & definition, Historical evolution & development, Hospitality as an

industry, Interrelation with tourism industry and its sectors, Contribution to Indian and global economy

UNIT 2

Hospitality accommodation – Structured and non-structured accommodations, Hotels, Resorts, Condominiums, Guest Houses, Bread and Breakfast outlets, Food & Beverage facilities – Structured and Non-structured, Ancillary services – Spa, Health Club, Recreational facilities, Shopping Arcades, Support services – Transport, Guides, Travel desk, Banking, Insurance, Hospitality and Tourism Organizations – WTO, FHRAI, IH&RA, IATA, PATA, DOT

UNIT 3

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet

UNIT 4

Major players in the industry – India and worldwide, Present trends in the industry, Emerging markets, Impact of international and national events, Latest technology in the industry, Various forms of ownership – Franchise, Chain Concept, Time Share, Management Contract, Classification of Hotels – Norms and Standards, Classification procedure, Classifying bodies

Transactional Mode:

Lecture, Group discussion, Case study, Role play, Presentation

Suggested Readings:

- Andrews, S. *Introduction to Tourism and Hospitality Industry*
- Medlik, S. *The Business of Hotels*
- Walker, J. R. *Introduction to Hospitality*
- Jagmohan Negi. *Hotels for Tourism Development*
- Ninemeier, J. D., & Hayes, D. K. *Hotel Operations Management*

Course Title: Basics of Nutrition

Course Code: BVC105

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the importance of food in maintaining good health.
2. Evaluate the nutrients and factors affecting the energy requirements.
3. Describe the energy balance and health hazards associated with underweight and overweight
4. Create the different types of diet plan as per the requirement of the consumer.

Course Content

UNIT I

12 Hours

BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health, Classification of nutrients.

ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy Contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors Affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of Food, Dietary sources of energy. Concept of energy balance and the health Hazards associated with Underweight, Overweight.

UNIT II

12 Hours

MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and Polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases) Lipids-Definition, Classification: Saturated and Unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol, Proteins-Definition, Classification based Upon amino acid composition, Dietary sources, Functions, Methods of improving Quality of protein in food (special emphasis on Soya proteins and whey proteins).

UNIT III

10 Hours

MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats Soluble vitamins), Food Sources, function and significance of: Fat

soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

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

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

BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, Physiological state

UNIT IV

11 Hours

MENU PLANNING: Planning of nutritionally balanced meals based upon the three Foods group system, Factors affecting meal planning, Critical evaluation of few Meals served at the Institutes/Hotels based on the principle of meal planning, Calculation of nutritive value of dishes/meals.

MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP).

NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health Specific meals, Critical evaluation of fast foods, new products being launched in the market (nutritional evaluation).

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggesting Readings:

- *Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (2016): Normal and Therapeutic Nutrition, Macmillan Publishing Co.*
- *Swaminathan, M.S. (2015): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.*
- *Hughes, O, Bennion, M (2000): Introductory foods, Macmillan Company.*
- *Williams, S.R. (2009): Nutrition and Diet Therapy, C.V. Mosby Co.*
- *Guthrie, A.H. (2012): Introductory Nutrition, C.V. Mosby Co.*
- *Joshi, S.A. (2005), Nutrition and Dietetics, Tata McGraw Hill Publishing Co. Ltd*
- *Sunetra, R. (2009). Food Science and Nutrition.*

Course Title: Practical of Food Production

Course Code: BVC106

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the kitchen equipment and their handling.
2. Classify different vegetables along with their different cuts.
3. Evaluate the usage of different ingredients to produce desired recipes.
4. Exhibit the working skills of various equipment used in bakery & patisserie section in hotel.

Course Content

1. Equipment's - Identification, Description, Uses & handling

- Hygiene - Kitchen etiquettes, Practices & knife handling-Skills & Safety practices
- Safety and security in kitchen Demonstrations & simple applications

2. Vegetables - classification

- Cuts - julienne, jardinière, macaroni's, brunoises, pays sane, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings Demonstrations & simple applications by students

3. Identification and Selection of Ingredients – Qualitative and quantitative measures.

4. Basic Cooking methods and pre-preparations

- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc.)
- Frying - (deep frying, shallow frying, sautéing) Auberges, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, and Potatoes)

5. Stocks - Types of stocks (White and Brown stock)

- Fish stock, Emergency stock, Fungi stock

6. Sauces - Basic mother sauces

- Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise, Tomato

7. Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poaches, Scrambled, Omelets (Plain, Stuffed, Spanish), En cocotte (eggs Benedict).

8. Simple Salads & Soups:

- Cole slaw, Potato salad, Beetroot salad, green salad, Fruit salad, Consommé

9. Simple Egg preparations:

- Scotch egg, Assorted omelets, Oeuf Florentine, Oeuf Benedict, Oeuf Force, Oeuf Portuguese, Oeuf de Mayonnaise

10. Simple potato preparations

- Baked potatoes, Mashed potatoes, French fries, Roasted potatoes, Boiled potatoes, Lyonnaise potatoes, Allumettes, Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables.

Bakery & patisserie

1. Equipment's,

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

2. BREAD MAKING

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

3. SIMPLE CAKES

- Demonstration & Preparation of Simple and enriched Cakes, recipes, Sponge, Genoise, Fatless, Swiss roll, Fruit Cake, Rich Cakes, Dundee, Madeira.

4. SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like, Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri color biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons. Demonstration by instructor and applications by students.

5. HOT / COLD DESSERTS

- Caramel Custard, Bread and Butter Pudding. Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Peer Demonstration, Video Lecture.

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, Vol-1, Publisher: Orient Longman. New Delhi*
- *Philip E. Thangam (2015) Modern Cookery, Vol-2, Publisher: Orient Longman. New Delhi*

Course Title: Practical of F&B Service
Course Code: BVC107

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply the working skills of different equipment used in restaurant.
2. Describe the different types of principles and procedures of food service.
3. Identify the usage of different types of glassware, crockery, cutlery, trolley and tables etc. used in food and beverage service.
4. Exhibit the service skills during the service of water, juices, tonic water etc.

Course Content

- 1. Food Service areas** – Induction & Profile of the areas
- 2. Ancillary F&B Service areas** – Induction & Profile of the areas
- 3. Familiarization of F&B Service equipment**
- 4. Care & Maintenance of F&B Service equipment**
- 5. Cleaning / polishing of EPNS items by:**
 - Plate Powder method, Polivit method, Silver Dip method, Burnishing Machine
- 6. Basic Technical Skills**
 - Task-01: Holding Service Spoon & Fork
 - Task-02: Carrying a Tray / Salver
 - Task-03: Laying a Table Cloth
 - Task-04: Changing a Table Cloth during service
 - Task-05: Placing meal plates & clearing soiled plates
 - Task-06: Stocking Sideboard
 - Task-07: Service of Water
 - Task-08: Using Service Plate & Crumbing Down
 - Task-09: Napkin Folds
 - Task-10: Changing dirty ashtray
 - Task-11: Cleaning & polishing glassware
- 7. TABLE LAY-UP & SERVICE**
 - Task-01: A La Carte Cover
 - Task-02: Table d' Hote Cover

- Task-03: English breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

8. TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

9. PREPARATION FOR SERVICE (RESTAURANT)

- Task-01: Organizing Mise-en-scene
- Task-02: Organizing Mise-en-Place
- Task-03: Opening, Operating & Closing duties

10. PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Enchasing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

11. Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes
- Task-04: hotel and restaurant French abbreviation terms

12. Special Food Service - (Cover, Accompaniments & Service)

- Task-01: Classical Hors d'oeuvre
 - Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

13. Service of Tobacco

- Cigarettes
- Cigars

Transactional modes:

Demonstration, Mock Exercise, Video Demonstration, Role Play, Group Exercise.

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 Graham (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.*
- *Singaravelavan, R. (2016). Food and Beverage service. Oxford university press.*

Course Title: Practical of Front Office Operations

Course Code: BVC108

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Practical of Front Office Operations

Course Outcomes:

- Develop proficiency in handling front office equipment and software.
- Enhance communication skills for customer service in the front office.
- Apply check-in, check-out, and reservation procedures effectively.
- Demonstrate competence in managing guest relations and services.

Course Content:

Dealing front office operations

- Familiarization with front office operations, practice of standing behind the reception counter
- Practice of handling telephone, PBX, PABX, EPABX, facsimile, email, and internet access

- Handling of guest complaints, handling room keys
- Practice of entries in books, diaries, and forms used at the reception desk
- Handling visitor's property, preparation of guest bills, and V.T.L. (visitor tabular ledger)
- Practice of welcoming guests with a focus on new trends
- Role plays in reservation, arrivals, luggage handling, message and mail handling, paging
- Drafting business letters for special rates and agreements for accommodation, welcome letters
- Designing a loyalty program for a business hotel
- Comparison of three hotel groups in terms of rates, amenities, and loyalty programs
- Preparing a sales and marketing strategy for 5-star hotels
- Designing brochures for heritage hotels, business hotels, and resorts
- Learning about the latest trends at front desk and best practices
- Dealing with emergencies, developing SOPs for new properties
- Designing customer feedback forms
- Conducting marketing research for identifying customer needs

First Aid

- First Aid Kit
- Dealing with Emergency Situation & Maintaining Records

Fire Safety Fire Fighting

- Safety Measures
- Fire Drill (Demo)
-

Transactional Mode:

Demonstrations, Role Play, Practical Assignments, Hands-on Training

Suggested Readings:

- *Andrews Sudhir. (2017). Front Office training manual. Tata McGraw Hill Education. New York.*
- *TewariJatashankar R. (2016). Front office operations and management. Oxford University Press. UK*

- *Dix Colin. Baird Chris. (2015). Front Office Operations. Longman Publisher. London, UK*
- *Ismail Ahmed. (2016). Front Office Operations and Management. Delmar Cengage Learning. New York*
- *KasavanaMicheal. Brooks Richard M. (2012). Managing Front Office Operations. – Educational Institute of the American Hotel. US.*

Course Title: Introduction to Airline Industry
Course Code: BVC110

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the airline industry and its regulatory bodies.
2. Evaluate the characteristics of Airline Industry with its profitable modal.
3. Exhibit the required skills for performing the duties of Airline personal.
4. Describe the security, navigation and traffic control system of airline industry.

Course Content

Unit-I

12 Hours

Airline Industry, Scope, Types – Scheduled and Non-Scheduled Flights. Air Cargo Transport, Economic and Social impact, Regulatory Bodies, Key Performance indicators.

Unit-II

10 Hours

Airline Profitability, Main Industry, Characteristics of Passenger airlines, Service Industry Characteristics.

Unit-III

11 Hours

Airline Alliances, Development of commercial airlines, Deregulation, Impact of Deregulated Airline industry, Organizational Structure.
Types of Airline Personnel – Flight crew and Cabin Crew, Training and Organizational Culture.

Unit-IV

12 Hours

Airports Personnel, Processing Passengers and Freight, Airport Security, Air Navigation Services, Air Traffic Control, Airplanes, Manufacturers, Types of Aircraft, Air safety, Accident and Incident Investigation, Future of Airline Industry.

Transactional Mode:

Case based Teaching, Group Discussions, Video based Teaching, Team Teaching, E-Team teaching

Suggested Reading:

- *Graham. A. (2003) Managing Airport an International Perspective – Butterworth Heinemann, Oxford. London*
- *Wells. A. (2000) Airport Planning and Management, 4th Edition-McGraw-Hill, London.*
- *Alexander T. Well. Seth Young (2003) –Principles of Airport Management-McGraw Hill. London*
- *P.S. Senguttuvan (2003) Fundamentals of Airport Transport Management – McGraw Hill. New Delhi.*

Course Title: Management Practices and Organizational Behavior
Course Code: BVC111

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Evaluate the fundamental concepts and theories of organizational behavior.
2. Analyze individual and group behavior within organizations.
3. Develop and create strategies for managing individuals and groups within organizations.
4. Apply theories and concepts of organizational behavior to real-world situations.

Course Content

UNIT-I

12 Hours

Meaning, Nature and Scope of Management; Emergence of Management Thought – Classical, Neo-Classical and Modern Theories; Roles, Skills and Responsibilities of Managers; Universality of Management Principles. Functions of Management; Comparative Management – Japanese, American and Indian.

UNIT-II

10 Hours

Planning and Decision Making – Process, Premises, Types of Plans; Decision – Making – Process, Types of Decisions, Creativity in Decision Making, Techniques; Control – Process and Techniques.

UNIT-III

10 Hours

Organizations – Meaning, Principles, Types of Organizations; Organizational Behaviour – Meaning and Scope. Models of OB; Contributing Disciplines to OB: Emerging Challenges for OB: Organizations as Social Systems.

UNIT-IV

13 Hours

Foundations of Individual Behaviour; Individual Differences; Basic understanding of Attitudes, perception, Personality, and Learning; Work Motivation – Theories and Applications; communication – Process, Forms, Barriers and Effectiveness.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Readings: -

- *Johns, G., & Saks, A. M. Organizational behaviour: Understanding and managing life at work. Pearson Canada.*

- *Senge, P. M. The fifth discipline: The art and practice of the learning organization. Random House, 2006.*
- *Robbins, Stephen P, Management, Englewood Cliffs, Prentice Hall Inc, 2009.*
- *Robbins, Stephen P, Organizational Behaviour; Sultan Chand & Sons, New Delhi, 2016.*
- *Gregory Moorhead and Ricky W Griffin; Organizational Behaviour – Managing People and Organizations, Jaico Pub. Ouse, Bombay, 200*
- *Stoner, J. et. Al. Management, New Delhi, Prentice Hall of India.*
- *Prasad, LM; Organizational Behaviour; Sultan Chand & Sons, New Delhi.*

Semester II

Course Title: Food Production Operations

Course Code: BVC201

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the basic preparation of soups, sauces and gravies used in industry for basic cooking.
2. Apply the required skills to clean and debone a fish, and their different types of cuts.
3. Acquire the knowledge about the types of pastry and their preparation techniques.
4. Exhibit the food preparation skills in making cakes.

Course Content

UNIT-I

12 Hours

INTRODUCTION TO BASICS OF INDIAN COOKERY: Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) MASALAS: Blending of spices, Different masalas used in Indian Cookery-Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends. Gravies: Different types Haryali, Makhni, Shahi/white, Chopped Masala, kadhai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes

UNIT-II

13 Hours

MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of Lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each). FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, cooking of Fish (Effects of heat). RICE, CEREALS & PULSES: Introduction, Classification and identification, cooking of rice, cereals and pulses, Varieties of rice and other cereals.

UNIT-III

09 Hours

PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and Methods of preparation, Differences, uses of each pastry, Care to be taken while Preparing pastry, Role of each ingredient, Temperature of baking pastry. PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production.

UNIT-IV

11 Hours

CAKES & ICINGS: Methods for the production of cakes. Raw Material required for cake Making, Role of ingredients like flour, sugar, shortening and egg for cake production Machinery involved in cake production Correct temperatures for baking various varieties of cake.

Factors affecting the quality of cake, Characteristic of Cakes- Internal & External., Balancing of Cake Formula, Cake faults and their remedies. Types of icings.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Singh Vikas. (2011). Text Book Of food Production (BTK). Aman Publication New Delhi.*
- *Bali. Parvinder S. (2017). Quantity Food Production Operations and Indian Cuisine. Oxford University Press. London.*
- *Folsom. LeRoi A. (2011). The Professional Chef. CBI Pub. Boston.*
- *Arora K. (2008). Theory of Cookery, Vol-2. Frank Brothers. New Delhi.*
- *Friberg Bo. (2002). The Professional Pastry Chef. Wiley & Sons INC. New Jersey, USA.*
- *Arora K. (2008). Theory of Cookery, Vol-1. Frank Brothers. New Delhi.*

Course Title: Housekeeping Operations

Course Code: BVC202

L	T	P	Cr.
3	0	0	3

Total Hours:45

Course Outcomes:

After completion of this course, the learner will be able to:

1. Understand the role and importance of the housekeeping department and its organizational structure.
2. Apply various housekeeping procedures and manage control desk operations effectively.
3. Describe the layout and features of hotel guest rooms from a housekeeping perspective.
4. Utilize appropriate cleaning agents and equipment for different surfaces and maintain them properly.

Course Content:

UNIT 1

Introduction: Meaning and definition, Importance of Housekeeping, Responsibility of the Housekeeping Department, A career in the Housekeeping department, Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff: skills of a good Housekeeper, Inter-departmental Coordination with emphasis on Front Office and the Maintenance department.

UNIT 2

Housekeeping Procedures: Briefing, Debriefing, Gate pass, Indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk: Importance, Role, Coordination, Checklist, Key control, Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problems, requests, General operations of the control desk.

UNIT 3

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features: Housekeeping Perspective.

UNIT 4

Cleaning Science: Characteristics of a good cleaning agent, pH scale and cleaning agents with their application, Types of cleaning agents, Cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering stain removal.

Transactional Mode:

Lecture, Demonstration, Practical Sessions, Case Studies, Group Discussions.

Suggested Readings:

- *HasaniKeshav. (2020). Major Topic in Housekeeping. Blue Rose Publishers. Delhi.*
- *RaiShaliendra. (2020). Hotel Housekeeping Operations. Orange Book Publication. Chattisgarh.*
- *Raghubalan G. (2018). Hotel Housekeeping Operations and Management. Oxford University. London.*
- *Institute Good housekeeping. (2013). The Good Housekeeping Christmas Cookbook. Sterling. New York.*

Course Title: Communication Skills

Course Code: BVC203

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Course Outcomes:

- Understand the principles and types of communication in the hospitality environment.
- Develop effective business writing skills for various professional

documents.

- Enhance oral communication skills including public speaking and interviews.
- Apply body language and grooming principles in a professional hotel setting.

Course Content:

Unit 1

Meaning, Significance and Scope of Communication, Communication Process, Communication-types: upward, downward, horizontal, vertical, and diagonal, verbal, nonverbal and oral and written, Flow of information in hotel organizations and role of effective communication in improving it, Barriers to communication in hotels

Unit 2

English communication skills Business Writing, Principles for Clear Business Writing, Adoption, Word Selection, Sentence Construction, drafting effective letters: formats, styles of writing, writing Memos, Email, Business Reports: Different Types of Reports and their format, Curriculum Vitae

Unit 3

English oral communication, Telephonic conversation: protocol for mobile & landline, Public speaking and presentation skills, Participation in Meetings, Group Discussions, Interview

Unit 4

Body Language & grooming, Importance, Reading Body Language, professional Body Language for hotel work environment

Transactional Mode:

Lectures, Group Discussions, Role Plays, Case Studies, Practical Exercises

Suggested Readings:

- *Business Communication for Success* by Scott McLean
- *Effective Communication in Business* by Herta A. Murphy, Herbert W. Hildebrandt, Jane P. Thomas
- *The Art of Public Speaking* by Stephen E. Lucas
- *Nonverbal Communication: Forms and Functions* by Peter A. Andersen

Course Title: Foundation Course in Computer Application
Course Code: BVC204

L	T	P	Cr.
2	0	0	2

Total Hours: - 30

Learning Outcomes: After completing this course, the learner will be able to:

1. Understand the basic concepts of computer systems and their components.
2. Use office productivity software for word processing, spreadsheets, and presentations.
3. Apply essential internet skills for communication and information retrieval.
4. Demonstrate basic troubleshooting and maintenance of computer systems.

Course Content

UNIT-1

08 Hours

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer

UNIT-2

09 Hours

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS Power Point, Property Management System.

Social Media Applications and Hospitality: Introduction to social media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of social media, Linked In, Twitter and Other Social Media Applications.

UNIT-3

07 Hours

Internet and Networking: Introduction to the internet, Types of networks: LAN, WAN, MAN, Internet services: Browsing, search engines, email, video conferencing, Social media and online collaboration tools, Cybersecurity essentials and safe practices on the internet.

UNIT-4**06 Hours**

Basic Troubleshooting and Maintenance: Identifying common computer issues, Basic troubleshooting techniques for hardware and software, Safe handling and maintenance of computer systems, Backup and recovery solutions.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Readings:

- *Taxli R.K., (2012) PC Software made simple, Tata Mc-Grave Hill, New Delhi.*
- *Long, L., (2016) Computers Englewood cliffs, Prentice Hall, New Jersey.*
- *Summer, M., (2018) Computers Concepts and Users Englewood cliffs, Prentice Hall, New Jersey.*
- *Raman Raja, (2011) Fundamentals of Computers, Prentice Hall, New Delhi.*
- *Galen, C. & Taun M. (2009). Hospitality Information Technology. Learning How to Use it. (4 th ed.). Kendall: Hunt Publishing.*
- *Inkpen, G. (2008). Information Technology for Travel and Tourism. (2 nded.) London: Longman.*
- *Nyheim, P. (2004). Technology Strategies for the Hospitality Industry (2 nded.) New Jersey: Pearson Education.*
- *O'Connor, P. (2016). Using Computers in Hospitality. Wellington: Wellington House.*

Course Title: Practical of Food Production Operations
Course Code: BVC205

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Concept the classification of meats and different types of cuts of meat products.
2. Apply the skills to identification, selection and processing of meat, fish and poultry.
3. Innovate the various bakery dishes using different types of pastries.
4. Exhibit the various Indian cold & hot sweet dishes.

Course Content

1 Meat – Identification of various cuts, Carcass

- Demonstration, Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Fish-Identification & Classification, Cuts and Folds of fish

2 Identification, Selection and processing of Meat, Fish and poultry.

- Slaughtering and dressing

3 Preparation of menu:

- **Salads:** Waldrof salad, Fruit salad, Russian, Salad, saladenicoise,
- **Soups:** Soups preparation: Chowder, Bisque, Veloute, Broth International soups

4 Chicken, Mutton and Fish Preparations-

- Fish only, a la anglaise, Colbert, meuniere, poached, and baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &
- Lamb/Pork chops, Roast chicken, grilled chicken, Leg of
- Lamb, Beef

5 Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations, Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer

BAKERY & PATISSERIE

1 PASTRY: Demonstration and Preparation of dishes using varieties of Pastry

- Short Crust – Jam tarts, Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

- Choux Paste – Éclairs, Profiteroles

2 COLD SWEET

- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse, Lemon soufflé

3 HOT SWEET

- Bread & butter pudding, Caramel custard, Albert pudding, Christmas pudding

4 INDIAN SWEETS

- Simple ones such as chicoti, gajjarhalwa, kheer

Transactional modes:

Demonstration, Team Demonstration, Video Demonstration, Team Teaching, Mock Exercise.

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

Course Title: Practical of Housekeeping Operations

Course Code: BVC206

L	T	P	Cr.
0	0	4	2

Total Hours: 300

Course Outcomes:

After completion of this course, the learner will be able to:

1. Create sample layouts for various types of guest rooms and understand their supplies.
2. Familiarize with and effectively use manual and mechanical cleaning equipment and agents.
3. Set up and manage a maid's trolley for efficient room servicing.

4. Execute proper procedures for servicing guest rooms and bathrooms, including bed making and replenishing supplies.

Course Content:

Sample Layout of Guest Rooms & Supplies

- Single room, Double room, Twin room, Suite, Standard room, VIP room with special amenities.

Cleaning Equipment

- Manual and mechanical cleaning equipment: Familiarization, Different parts, Function, Care and maintenance.

Maid's Trolley

- Contents, Trolley setup.

Servicing Guest Rooms

- **Checkout/Occupied and Vacant**
 - 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, 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: Vacuum clean carpet
 - Task 10: Check for stains and spot cleaning

Bathroom Servicing

- Task 1: Dispose of 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 corners 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 the 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 bedspread and place pillow

Transactional Mode:

Hands-on practice, Demonstration, Practical Sessions, Peer Teaching.

Suggested Readings:

- *HasaniKeshav. (2020). Major Topic in Housekeeping. Blue Rose Publishers. Delhi.*
- *RaiShaliendra. (2020). Hotel Housekeeping Operations. Orange Book Publication. Chattisgarh.*
- *Raghubalan G. (2018). Hotel Housekeeping Operations and Management. Oxford University. London.*
- *Institute Good housekeeping. (2013). The Good Housekeeping Christmas Cookbook. Sterling. New York.*
- *Branson, J. C., & Lennox, M. (1988). Hotel, hostel and hospital housekeeping. Hodder Arnold.*

Course Title: Practical of Communication Development
Course Code: BVC207

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Enhance verbal and non-verbal communication skills in professional settings.
2. Develop effective listening and feedback techniques.
3. Master public speaking and presentation skills for diverse audiences.
4. Apply communication strategies in group discussions and teamwork.

Course Content

- **Verbal Communication**
Improving vocabulary and articulation, Structuring effective sentences, Tone and intonation, Conversation practice in formal and informal settings.
- **Non-verbal Communication**
Understanding body language, Eye contact and facial expressions, Gestures and posture, Using visual aids to enhance communication.
- **Listening Skills**
Active listening techniques, Giving and receiving constructive feedback, Removing barriers to effective listening, Note-taking strategies.
- **Public Speaking and Presentations**
Organizing content for speeches, Delivering presentations with confidence, Managing stage fright, Use of multimedia in presentations, Engaging the audience through storytelling and humor.
- **Group Discussions and Teamwork**
Role of communication in teams, Techniques for effective group discussions, Managing conflicts, Encouraging participation, Leadership in group communication.

Transactional Mode:

Role plays, Group discussions, Peer teaching, Practice sessions, Feedback and reflection.

Suggested Readings:

- Lucas, S. E. (2020). *The Art of Public Speaking*. McGraw Hill.
- Adler, R. B., & Elmhorst, J. M. (2018). *Communicating at Work: Principles and Practices for Business and the Professions*. McGraw Hill.

- Pease, A. (2017). *Body Language: How to Read Others' Thoughts by Their Gestures*. Sheldon Press.
- Guffey, M. E., & Loewy, D. (2021). *Business Communication: Process and Product*. Cengage Learning.
- Hamilton, C. (2020). *Communicating for Results: A Guide for Business and the Professions*. Cengage Learning.

Course Title: Practical of Computer Applications
Course Code: BVC208

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

5. Perform basic operations on operating systems and file management.
6. Use word processing tools to create, edit, and format documents.
7. Develop and manage spreadsheets for data analysis and presentation.
8. Create presentations and integrate multimedia elements effectively.

Course Content

- **Operating Systems & File Management**
 Navigating operating systems (Windows, Linux, or others), Creating and managing files and folders, Basic system settings, Installing and uninstalling applications.
- **Word Processing**
 Creating documents, Editing and formatting text, Using styles, Page setup and margins, Insert tables, images, and other elements, Creating headers, footers, and page numbers, Saving and exporting in different formats.
- **Spreadsheets**
 Data entry and formatting, Basic formulas and functions, Sorting and filtering data, Creating charts and graphs, Using conditional formatting, Data validation and protection.
- **Presentations**
 Creating slides, Adding and formatting text and images, Applying transitions and animations, Using slide master, Integrating audio and video, Saving and exporting presentations.

Transactional Mode:

Video Based Teaching, Software Demonstration, Group Assignment. Case Based Teaching.

Suggested Readings:

- *Taxli R.K., (2012) PC Software made simple, Tata Mc-Grave Hill, New Delhi.*
- *Long, L., (2016) Computers Englewood cliffs, Prentice Hall, New Jersey.*
- *Summer, M., (2018) Computers Concepts and Users Englewood cliffs, Prentice Hall, New Jersey.*
- *Raman Raja, (2011) Fundamentals of Computers, Prentice Hall, New Delhi.*
- *Galen, C. & Taun M. (2009). Hospitality Information Technology. Learning How to Use it. (4 th ed.). Kendall: Hunt Publishing.*

Course Title: Tourism Planning and Development
Course Code: BVC209

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the concept of Tourism planning with their scope.
2. Describe the different approaches of tourism planning.
3. Create the rule and regulation for tourism agency under the guidelines of Government.
4. Execute the various development program for the promotion of tourism in India.

Course Content

Unit-I

11 Hours

Tourism Planning: Concept, Nature and Type of Tourism Planning, Significance of Planning in Tourism Industry, Factors Influencing Tourism Planning, Steps of Destination Planning.

Unit-II

11 Hours

Approaches of Planning in Tourism: Tourism Planning Approaches, Planning Approaches for different forms of Tourism: Eco-Tourism, Adventure Tourism, Urban Tourism and Rural Tourism.

Unit-III

13 Hours

Tourism Policy: Concept, Objective and Significance of Tourism Policy, Procedure for Formulating Tourism Policy. National Tourism Policy 1982 and 2002 of India, National Action Plan of 1992- Objectives and Strategies., Tourism Policy of Punjab.

Unit-IV

10 Hours

Tourism Planning Development: Planning for the Development of a Tourist Destination, Impacts of Unplanned Tourism Development on a Tourist, Destination, Government initiative in the field of Tourism Development.

Transactional modes:

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

Suggested Readings:

- *PranNath Seth (1998). Successful Tourism Management, Sterling Publication Pvt. Ltd., Delhi.*
- *R.K. Sinha (1999). Growth and Development of Modern Tourism, Dominant Publishers and Distributors, Delhi.*
- *Charles R. Goeldner & J. R. Brent Ritchie: TOURISM: Principles, Practices, Philosophies*
- *Maria D. Souza (2003) Tourism Development and Management, Mangal Deep Publication, Jaipur.*

Course Name: Air Cargo Management
Course Code: BVC210

L	T	P	Cr.
3	0	0	3

Total Hours:45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the different regulatory bodies of Airline Industry.
2. Formulate the effective strategies for the operation of air cargo terminal.
3. Exhibit the skills of import/export and claims activity in cargo operation.
4. Operate the software used in Air cargo management.

Course Contents

UNIT-I

12 Hours

INTRODUCTION TO AIRLINE INDUSTRY- Regulatory Bodies, Navigation systems, Air Transport System: Functions, Customers, Standardization, Management, Airside, Terminal Area, Landside Operations, Civil Aviation, Safety and Security.

Aircraft operator's security program, Security v/s Facilitation. ICAO security manual, Training and awareness, Rescue and fire, fighting, Issues and challenges, Industry regulations, Future of the Industry.

UNIT-II

11 Hours

INTRODUCTION TO AIR CARGO- Aviation and airline terminology, IATA areas, Country, Currency, Airlines, and Aircraft: lay out, Different types of aircraft, aircraft manufacturers, ULD, International Air Routes, Airports codes, Consortium, Hub & Spoke, and Process Flow.

UNIT-III

10 Hours

AIRLINE MARKETING AND CUSTOMER SERVICE- Standardization in Logistics, Air freight Exports and Imports, Sales & Marketing: Understanding Marketing, Environment, Marketing Research, Strategies and Planning, Audits, Segmentation, SWOT.

Marketing Management Control; Consignee controlled cargo, Sales leads, Routing Instructions, Customer service, Future trends.

UNIT-IV

12 Hours

CARGO OPERATION- Advices, Booking, SLI, Labeling, Volume/ Weight Ratio, Shipment Planning, TACT, Air Cargo Rates and Charges. Cargo

operations, Customs clearance.

Air Freight Forwarding: Air freight Exports and Imports, Special Cargoes, Documentation, Air Way Bill (AWB), Handling COD shipments, POD, Conditions of contract, Dangerous (DGR) or Hazardous goods.

Transactional modes:

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

Suggested Readings:

- *Sales, M. (2016). Air Cargo Management Air Freight and the Global Supply Chain (2nd Ed.). New Delhi, India.*
- *Senguttuvan, P. S. (2006). Fundamentals of Air Transport Management (1st Ed.). Excel books. New Delhi.*
- *Kinnison, H. A. and Siddiqui, T. (2013). Aviation Maintenance Management (2nd Ed.). McGraw-Hill Professional Publishing. New Delhi*

Course Title: Disaster Management

Course Code: BVC211

L	T	P	Cr.
2	0	0	2

Total Hours: 30

Learning Outcomes:After completion of this course, the learner will be able to:

1. Recognize the basic concept of disaster with their vulnerability.
2. Describe the various category of natural and man-made disaster.
3. Evaluate the different types of techniques for mitigating the disaster.
4. Analyze the principles and policies of disaster management.

Course Content

Unit-I

06 Hours

Definition and types of disaster: - Hazards and Disasters, Risk and Vulnerability in Disasters.

Unit-II

09 Hours

Natural and Man-made disasters, earthquakes, floods drought, landside, land subsidence, cyclones, volcanoes, tsunami, avalanches, global climate extremes.

Man-made disasters: Terrorism, gas and radiations leaks, toxic waste disposal, oil spills, forest fires.

Unit: III

08 Hours

Mitigation of Disaster, Different way of mitigation of disaster, Management techniques of Disaster

Unit: IV

07 Hours

Basic principles of disasters management, Disaster Management cycle, Disaster management policy, National and State Bodies for Disaster Management, Early Warning Systems, Building design and construction in highly seismic zones, retrofitting of buildings.

Transaction Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Readings:

- Damon, P. Copola, (2006) *Introduction to International Disaster Management*, Butterworth Heineman.
- Gupta A.K., Niar S.S and Chatterjee S. (2013) *Disaster management and Risk Reduction, Role of Environmental Knowledge*, Narosa Publishing House, Delhi.
- Murthy D.B.N. (2012) *Disaster Management*, Deep and Deep Publication PVT. Ltd. New Delhi.

- *Modh S. (2010) Managing Natural Disasters, Mac Millan Publishers India LTD.*
- *Kapur, Anu& others, 2010: Vulnerable India: A Geographical Study of Disasters, IAS and Sage Publishers, New Delhi.*

Semester III

Course Title: Quantity Food Production
Course Code: BVC301

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes:

After completing this course, the learner will be able to:

1. Understand the principles of large-scale food production and menu planning.
2. Demonstrate skills in preparing and presenting food in bulk for different types of establishments.
3. Apply safety and hygiene standards in quantity food production.
4. Manage kitchen operations efficiently, including cost control and resource management.

Course Content:

Unit I

13 hours

Introduction to Quantity Food Production: Definition and scope of quantity food production, Types of food service establishments: Hotels, industrial canteens, institutional catering, Characteristics of large-scale food production, Kitchen layouts and equipment for quantity food production.

Unit II

10 hours

Menu Planning and Standardization: Principles of menu planning for quantity food production, Importance of portion control, Recipe standardization: Benefits and process, Menu costing: Factors influencing costs, Planning special menus for events, banquets, and buffets.

Unit III

11 hours

Food Production Techniques: Batch cooking methods for soups, sauces, gravies, vegetables, and meats, Cooking techniques for bulk preparation: Boiling, roasting, steaming, braising, and grilling, Techniques for food storage and preservation, Maintaining quality and consistency in large-scale production.

Unit IV**11 hours**

Hygiene, Safety, and Kitchen Management: Hygiene and sanitation practices in quantity kitchens, Food safety standards and regulations, Waste management and sustainability in food production, Kitchen staff management: Roles and responsibilities, Cost control techniques in kitchen operations, Inventory management and purchasing.

Transactional Mode:

Demonstration, Lab-based practicals, Group activities, Case studies, Peer teaching.

Suggested Readings:

1. Kinton, Ronald, Ceserani, Victor, *The Theory of Catering*, Hodder Education.
2. Roday, Sushma, *Food Hygiene and Sanitation*, Tata McGraw-Hill.
3. Arora, Krishna, *Theory of Cookery*, Frank Bros. & Co.
4. Philip Thangam E., *Modern Cookery for Teaching and Trade*, Orient Blackswan.
5. Bali, Parvinder S., *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press.

Course Title: Advanced Food & Beverage Service**Course Code: BVC302**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the various types of equipment's used in Food & Beverage Service Industry.
2. Identify the importance of banquet in hotel for revenue generation in hospitality industry.
3. Recognize the required skills for Barista concept in F&B Service.
4. Execute the knowledge of gueridon service and preparations.

Course Content

UNIT-I**13 Hours****PLANNING & OPERATING VARIOUS F&B OUTLET**

Physical layout of functional and ancillary areas, Objective of a good layout, steps in planning, Factors to be considered while planning, calculating space requirement, Various set ups for seating, Planning staff requirement

Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.

UNIT-II**10 Hours**

FUNCTION CATERING: -BANQUETS History, Types, and Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus. Banquet Protocol Space Area requirement, Table plans/arrangement, Mise.-en-place, Service, Toast & Toast procedures.

INFORMAL BANQUET Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

UNIT-III**11 Hours**

BUFFETS Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffets, Display, sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list

Barista- introduction, history, Scope Duties and responsibilities of Barista, Difference between Arabica and Robusta, Different methods, coffee classification.

Hygiene types of hygiene, methods, procedure and advantage/disadvantage

Different types of tools/equipment's/machines and their uses. Safety and precautions.

UNIT-IV**11 Hours**

GUERIDON SERVICE: History of gueridon, Definition, General consideration of operations, Advantages & Dis- advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen, Gueridon equipment, Gueridon ingredients,

KITCHEN STEWARDING Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.

Transactional Mode:

Cooperative Teaching, Group Discussion, Role play, Flipped Teaching, Project Based learning

Suggested Reading: -

- *Fearn David A. (2013). Food and Beverage Management. Butterworth-Heinemann Ltd. USA*
- *Lillicrap D.R. Robert Smith John. Cousins. (2011). Food and Beverage Management. Good fellow Publishers Limited. UK.*
- *NegiJaqmohan. ManoharGaurav. (2011). Food and Beverage Management. Himalaya Publishing House. New Delhi.*
- *Foster Dennis L. (2012) Food and Beverage Operations. McGraw-Hill Inc.*

Course Title: Food Packaging

Course Code: BVC303

L	T	P	Cr.
3	0	0	3

Learning Outcomes:

After completing this course, the learner will be able to:

1. Understand basic concepts and types of food packaging.
2. Identify common materials used in food packaging and their purposes.
3. Explain how packaging interacts with different types of foods.
4. Apply basic packaging methods and understand relevant laws.

Course Content:

Unit I

10 hours

Introduction to Food Packaging: Definition and purpose of packaging, Functions of food packaging, Types of packaging: Primary, secondary, and tertiary packaging, Flexible and rigid packaging options.

Unit II

11 hours

Materials Used in Packaging: Overview of materials like paper, glass, tin, aluminum, and plastic, Common types of plastics used in packaging: LDPE, HDPE, Polypropylene, and Polystyrene.

Unit III

12 hours

Food Containers and Packaging Interaction: Types of food containers: Boxes, jars, bottles, cans, Basic understanding of how packaging interacts with different foods, Packaging needs for fresh and canned foods, meat, vegetables, and spices.

Unit IV

12 hours

Modern Packaging Techniques and Laws: Introduction to aseptic packaging, vacuum-packaging, and tetra-pack, Overview of food packaging laws, Basic quality tests for packaging materials: Strength, resistance, and seal tests.

Transactional Mode:

Demonstration, Case studies, Lab-based practicals, Group discussions.

Suggested Readings:

1. Cruess, W.V., *Commercial Fruit & Vegetable Products*, Allied Scientific Publishers, New Delhi.

2. Gopal, T.K.S., *Seafood Packaging*, CIFT, Matsyapuri Cochin.
3. Potter, N.N., *Food Science*, CBS Publishers, New Delhi.
4. Srilakshmi, B., *Food Science*, New Age International Publishers, New Delhi.

Course Title: Introduction to Tourism

Course Code: BVC304

L	T	P	Cr.
2	0	0	2

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the different concept of tourism with their scope.
2. Create various strategies for the growth of tourism industry.
3. Evaluate the rules and regulation of various Government and non Government organization of tourism industry.
4. Describe the impacts of tourism on different sector of India.

Course Content

Unit I

8 Hours

Tourism: concepts, definitions and historical development. Types of tourists: tourist, traveler, excursionists; Forms of tourism: inbound, outbound, domestic and international. Nature and Forms of Travel/Tourism. Tourism System: Nature, Characteristics and components of tourism industry. Push-pull factors in Tourism

Unit II

7 Hours

Motivation for Travel- basic travel motivators, early travel motivators. Tourism Demand, Motivation of Tourism Demand. Measuring Tourism Demand. Pattern and characteristic of tourism supply; Factors influencing tourism demand and supply.

Unit III

8 Hours

Organizations in tourism- need & factors, National Tourist Organizations, Role and functions of Important Tourism Organizations: WTO, IATA, PATA, TAAI, WTTC. Seasonality & tourism

Unit IV

7 Hours

Impacts of Tourism at the destination. Its impact: socio-cultural, environmental and economic. Factors affecting the future of tourism business. Sociology of tourism.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Readings: -

- *Bhatia A.K (2003) International Tourism, Sterling Publishers Pvt Ltd, New Delhi.*
- *Chris Cooper, Fletcher John, Fyall, Alan, Gilbert David, Wall Stephen (2008), Tourism Principles and Practices, 4th edition, Pearson Education Limited.*
- *Dennis L & Foseter – Glencoe (2003), an Introduction to Travel & Tourism, McGraw- Hill International.*
- *Dr. Revathy Girish (2007), Indian Tourist Panorama, Dominant Publishers and Distributors, New Delhi.*
- *Ghosh Bishwanth (2000), Tourism & Travel Management, Second Revised Edition Vikas Publishing House Pvt Ltd, New Delhi.*
- *Kaul R.N (1991), Dynamics of Tourism, Sterling Publishers Pvt Ltd, Volume 1, 2 & 3 New Delhi.*

Course Title: Environment Studies**Course Code: BVC305**

L	T	P	Cr.
2	0	0	2

Total Hours: 30**Learning Outcomes:**

After completing this course, the learner will be able to:

1. Understand the fundamentals of the environment and ecosystems.
2. Analyze the impact of human activities on the environment.
3. Explore solutions to environmental challenges through sustainable practices.
4. Comprehend environmental laws and regulations for conservation.

Course Content:**Unit I****7 hours**

Introduction to Environmental Studies: Definition, scope, and importance, Concept of an ecosystem: Structure and function of an ecosystem, Energy flow in the ecosystem, Types of ecosystems: Forest, Grassland, Desert, Aquatic ecosystems (ponds, rivers, oceans).

Unit II**8 hours**

Natural Resources and Conservation: Types of natural resources: Renewable and non-renewable, Forest resources, Water resources, Energy resources, Food

resources, Sustainable practices and their importance.

Unit III

7 hours

Environmental Pollution: Definition, Types of pollution: Air, Water, Soil, Noise, Solid waste management: Causes, effects, and control measures, Disaster management: Floods, earthquakes, and landslides.

Unit IV

8 hours

Environmental Policies and Sustainable Development: Climate change, Global warming, Ozone layer depletion, Environmental laws in India: Environment Protection Act, Wildlife Protection Act, Sustainable development goals, Role of technology in environmental conservation.

Transactional Mode:

Lectures, Group discussions, Case studies, Field visits.

Suggested Readings:

1. Bharucha, E., *Textbook of Environmental Studies*, University Press, New Delhi.
2. Odum, E.P., *Fundamentals of Ecology*, W.B. Saunders, Philadelphia.
3. Agarwal, K.C., *Environmental Biology*, Nidhi Publishers, New Delhi.
4. Rao, M.N., *Air Pollution*, Tata McGraw-Hill Publishing Co. Ltd., New Delhi.
5. Singh, J.S., *Environmental Science and Ecology*, Vishal Publishing Co., Jalandhar.

Course Title: Practical of Quantity Food Production

Course Code: BVC306

L	T	P	Cr.
0	0	0	4

Total Hours: 60

Course Outcomes:

After completion of this course, the learner will be able to:

1. Plan and prepare food in bulk for various occasions and settings.
2. Understand and apply techniques for cost control and portioning in quantity cooking.
3. Ensure safety, hygiene, and quality standards while working in large-scale kitchens.
4. Manage kitchen operations and coordinate teamwork effectively.

Course Content:

Planning and Menu Design for Bulk Cooking

Menu planning for banquets and large gatherings, Portion control strategies, Catering to diverse dietary needs, Balancing nutrition and taste, Seasonal and regional variations in menus.

Preparation Techniques for Quantity Cooking

Bulk preparation of soups, sauces, and gravies, Cooking large quantities of proteins (meat, poultry, fish), Batch cooking of vegetables and side dishes, Techniques for preserving flavors in mass cooking.

Cost Control and Waste Management

Yield management in bulk cooking, Efficient use of ingredients to minimize waste, Portioning techniques, Cost calculation per dish and per meal, Storage and inventory management.

Hygiene and Safety Practices in Large-Scale Kitchens

Kitchen cleanliness and sanitization procedures, Personal hygiene standards, Managing food safety and preventing contamination, Safe storage and handling of raw and cooked food, Implementing safety protocols in bulk kitchens.

Transactional Mode:

Hands-on practice, Demonstration, Group work, Practical sessions, Peer Teaching.

Suggested Readings:

- Kinton, R., Ceserani, V., & Foskett, D. (2017). *The Theory of Catering*. Hodder Education.
- Thangam, P. (2018). *Modern Cookery for Teaching and Trade: Quantity Cooking*. Orient Blackswan.
- Arora, K. (2019). *Theory of Bakery and Confectionary*. Frank Brothers.
- Singh, Y. (2020). *Food Production Operations*. Oxford University Press.
- Ramaswamy, H., & Marcotte, M. (2016). *Food Processing: Principles and Applications*. CRC Press.

Course Title: Practical of Advanced Food & Beverage Service

Course Code: BVC307

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply the required skills for the planning of F&B outlet.
2. Create a different setup procedure of banquets for hotel industry.
3. Exhibit the barista skills of coffee making.
4. Demonstration of Gueridon food preparation on Trolley Service.

Course Content

Task 01: Planning & Operating Food & Beverage Outlets

- Class room Exercise
 - Developing Hypothetical Business Model of Food & Beverage Outlets
 - Case study of Food & Beverage outlets-Hotels & Restaurants

Task: 02 Function Catering–Banquets

- Planning& organizing Formal & Informal Banquets
- Planning& organizing Outdoor caterings

Task 03 Function Catering–Buffets

- Planning& organizing various types of Buffet

Task 04 Barista

- Species of Coffee
- Brewing methods of coffee
- Coffee tasting terms and steps
- Different types of beverages
- Recipe preparation for beverage
- Paring with food

Task 05 Gueridon Service-

- Organizing Mise-en-place for Gueridon Service

- Dishes involving work on the Gueridon
- Recipe 01 Crepe suzette
- Recipe 02 Banana au Rhum
- Recipe 03 Peach Flambe
- Recipe 04 Rum Omelette
- Recipe 05 Steak Diane
- Recipe 06 Pepper Steak

Task 06 Kitchen Stewarding

- Using & operating Machines
- Exercise - physical inventory

Transactional modes:

Demonstration, Team Demonstration, Role Play, Video Demonstration, Project Based Study, Flipped Teaching.

Suggestive Reading:

- *Fearn David A. (2013). Food and Beverage Management. Butterworth-Heinemann Ltd. USA*
- *Lillicrap D.R. Robert Smith John. Cousins. (2011). Food and Beverage Management. Good fellow Publishers Limited. UK.*
- *Negi Jagmohan. Manohar Gaurav. (2011). Food and Beverage Management. Himalaya Publishing House. New Delhi.*
- *Foster Dennis L. (2012) Food and Beverage Operations. McGraw-Hill Inc. Us.*

Course Title: Practical of Bakery
Course Code: BVC308

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Course Outcomes:

After completion of this course, the learner will be able to:

1. Understand the fundamentals of baking and various bakery products.
2. Prepare a variety of baked goods, including bread, cakes, and pastries.
3. Apply techniques for ingredient measurement, mixing, and baking processes.
4. Ensure proper hygiene and safety practices in the bakery kitchen.

Course Content:

Introduction to Bakery and Ingredients

- Types of flour, Types of yeast and their uses, Leavening agents and their importance, Sugars and sweeteners, Fats and oils in baking, Eggs, and dairy products.

Bread Making

- Methods of bread making (straight dough, sponge dough), Types of bread (whole wheat, multigrain, baguette, rolls), Kneading and proofing techniques, Shaping, and baking bread, Bread cooling and storage.

Cakes and Pastries

- Types of cakes (sponge, butter, foam), Cake mixing methods (creaming, all-in-one, whisking), Baking cakes and cupcakes, Frosting and icing techniques, Introduction to pastry types (shortcrust, puff, choux), Preparing and baking pastries.

Biscuits, Cookies, and Desserts

- Mixing and shaping cookies and biscuits, baking times and temperatures, Preparing sweet and savory biscuits, Introduction to baked desserts (tarts, pies), Filling and decorating techniques for baked desserts.

Transactional Mode:

Hands-on practice, Demonstration, Peer Teaching, Practical sessions.

Suggested Readings:

- Dubey, S. C. (2018). *Basic Baking*. Chanakya Publishing.
- Figoni, P. (2019). *How Baking Works: Exploring the Fundamentals of Baking Science*. Wiley.
- Arora, K. (2020). *Theory of Bakery and Confectionary*. Frank Brothers.
- Sultan, W. (2020). *Advanced Bakery and Pastry Skills*. Oxford University Press.
- Pylar, E., & Gorton, L. (2017). *Baking Science and Technology*. Sosland Publishing.

Course Title: Event Management
Course Code: BVC310

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the concept of events management with their nature & scope.
2. Recognize the Planning, Organization and Designing of the events.
3. Determine the Marketing and Promotional strategies used for event management.
4. Exhibit the planning & organizing procedure of successful event/s.

Course Content

UNIT I

12 Hours

Events- the Concept, Nature, Definition and scope, C"s of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be good Event Planners.

UNIT II

12 Hours

Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event,

Negotiating Contracts with event Organizers, Venue, Media

UNIT III

11 Hours

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, the Marketing Mix, Sponsorship.

Promotion: Image/ Branding, Advertising, Publicity and Public Relation.

UNIT IV

10 Hours

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar may be planned and organized to supplement learning of students.

Transactional modes:

Flipped teaching, Open talk, Video based Teaching, Role Play, Industry Visit, Group Assignment.

Suggested Readings:

- *Bhatia K. (2018). Event Management. Sterling Publishers Pvt. Ltd. Delhi.*
- *Anton Shone. Bryn Parry. (2012). Successful Event Management. Coleman Lee. &Frankle. Powerhouse Conferences. Educational Institute of AHMA*
- *H. Hoyle Jr. (2019). Event Marketing. John Willy and Sons. New York.*
- *Gaur Singh Sanjay. Saggere. Sanjay V. (2016). Event Management. Pearson New Delhi.*
- *John Beech. Sebastian Kaiser. Kaspar Robert (2017). Event Marketing Management. Vikas Publication. New Delhi.*

Course Title: Resort Management

Course Code: BVC311

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Recognize the concept of Resort management with their element.
2. Execute the internal and external challenges occurring in resort.
3. Create the various planning strategy required for the operation of resort.
4. Design the organizational structure of resort.

Course Content

UNIT I

10 Hours

Resort Management- Introduction, basic characteristics, phases of resort planning and development, Upcoming trends in Resort Management
Basic element of a resort management- Lodging facilities, land escaping, Dining and Drinking facilities, Family oriented services, shops and entertainment services

UNIT II

11 Hours

External challenges for resort management: Changing market and competitive conditions - global demand trends, market competition
Internal challenges for resort management: Planning and financial management – planning process– phases of resort development – functional tools of Resort development.

UNIT III

12 Hours

Resort Planning: Preliminary Consideration in Resort Planning and Development and Phases of Resort Planning and Development. Trends and factors in Developed Tourist Markets leading to growth of Resort Concept. Factors affecting rate.
Basic Elements of a Resort Complex: Loading facilities, landscaping, Dining and drinking facilities, Family Oriented Services, shops and services, Entertainment; Use of Community Resources.

UNIT IV

12 Hours

Marketing issues for resorts: introduction, place marketing, destination image formation - cluster theory marketing - changing product emphasis - marketing changing seasons, seasonality management strategies – Branding – services marketing and management- Recreation management in resorts: rides, games and parks.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Readings: -

- *Peter E Murphy (2007), The Business of Resort Management, Butterworth Heinemann*
- *Robert Christie Mill (2008), Resorts Management and Operations, Wiley.*
- *JagmohanNegi (2008), Hotel, Resort and Restaurant: Planning, Designing and Construction, Kanishka Publications, New Delhi.*
- *Percy K Singh (2006), Hotel Lodging, Restaurant and Resort Management, Kanishka Publications, New Delhi.*
- *Chuck Y Gee (2016), Resort Development and Management, AHMA, USA*

Semester IV

Course Title: Industrial Training/Internship

Course Code: BVC401

L	T	P	Cr.
0	0	0	20

Learning Outcomes: After completion of this course, the learner will be able to:

1. Build a good communication skill with group of employees and showcase proper behavior of corporate life in industrial sector.
2. Enhance the teamwork spirit and self-confidence in his/her life.
3. Develop various skills to sustain in the hotel and industry.
4. Improve the sense of responsibility and good working habits.

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

A. Professional training will have 100 marks.

B. Monthly Evaluation will be conducted (25 Marks)

The criteria for evaluation will be as under in the industry:

- 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:

- 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.
- At the end of industrial training students will submit the below mentioned material to the department:
 - Log Book
 - Training completion certificate
 - Training Project

Semester V

Course Title: Indian Regional Cuisine

Course Code: BVC501

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

- Identify the staples diet of north India as well as the special occasions.
- Recognize the factors that affect eating habits in southern states of the country.
- Describe the preparation of various dishes of western region of India.
- Analyze and recognize the famous dishes of eastern region of India.

Course Content

UNIT-I

12 Hours

NORTHERN REGION: Introduction to Northern Regional Indian Cuisine, Heritage of Northern Cuisine, Factors that affect eating habits in northern states of the country, Cuisine and its highlights of different areas to be discussed; Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions States: Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Punjab, Haryana, Delhi and Chandigarh.

Tandoor cooking: Origin of tandoor and its uses, fabrication and

installing tandoor, work station set up, Work flow, tenderizing agents used in Indian cooking, Classical tandoori marinades and preparations of different dishes from it. Marination of Tandoor and its use

Discussions: Mass Gathering, Feasts and importance, Lost Recipes

UNIT-II

11 Hours

SOUTHERN REGION: Introduction to Southern Regional Indian Cuisine, Heritage of Southern Cuisine, Factors that affect eating habits in southern states of the country, Cuisine and its highlights of different areas to be discussed; Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions, States: Andhra Pradesh, Karnataka, Tamil Nadu, Telangana, Andaman and Nicobar, Lakshadweep, Pondicherry

Discussions: Mass Gatherings, Feasts, Lost Recipes Indian Breads, Indian Sweets, Indian Snacks

UNIT-III

12 Hours

WESTERN REGION: Introduction to Western Regional Indian Cuisine, Heritage of Western Cuisine, Factors that affect eating habits in Western states of the country, Cuisine and its highlights of different areas to be discussed; Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions. States: Goa, Gujrat, Maharashtra, Madhya Pradesh, Dadra and Nagar Haveli, Daman and Diu, Rajasthan

Discussions: Mass Gatherings, Feasts, Lost Recipes Indian Breads, Indian Sweets, Indian Snacks

UNIT-IV

10 Hours

EASTERN REGION: Introduction to Eastern Regional Indian Cuisine, Heritage of Eastern Cuisine, Factors that affect eating habits in Eastern states of the country, Cuisine and its highlights of different areas to be discussed; Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions. States: West Bengal, Bihar, Jharkhand, Orissa, Seven Sisters,

Discussions: Mass Gatherings, Feasts, Lost Recipes Indian Breads, Indian Sweets, Indian Snacks

Transactional Mode:

Video Based Teaching, Live Demonstration, Group Assignments, Instructional Teaching.

Suggested Reading:

- *Bali Parvinder S. (2017). Quantity Food Production Operations and Indian Cuisine. Oxford University Press. London.*
- *Knight John B. KotschevarLendal H. (2016). Quantity Food Production. Planning, and Management. John Wiley & Sons. USA*
- *Arora K. (2018). Theory of Cookery, Vol-1. Frank Brothers. USA*
- *Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London*
- *ChainiSusanta. (2014). Quantity Food Production and Operations with Glimpses of Indian Cuisine. Shroff Publishers & Distributors Pvt. Ltd.*
- *Arora K. (2018). Theory of Cookery, Vol-2. Frank Brothers. USA*

Course Title: Beverage Service Management**Course Code: BVC502**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the manufacturing concept of various Non-Alcoholic beverages.
2. Describe the classification of various Alcoholic Beverages.
3. Operate the different types of equipment's used in bar operation.
4. Evaluate and analyze the basics of Liqueur Products.

Course Content**UNIT-I****10 Hours**

NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing beverages), Tea- Origin & Manufacture, Types & Brands, Coffee- Origin & Manufacture, Types & Brands, Juices and Soft Drinks, Types & Brands, Cocoa & Malted Beverages - Origin & Manufacture Types & Brands.

UNIT-II**12 Hours**

ALCOHOLIC BEVERAGE: Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, WINES: Definition, History&Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized. Production of wines, Old World. Wines: Principal wine regions, wine laws, grape varieties, production and brand Titles (France, Germany, Italy, Spain, Portugal), New World Wines: Principal wine regions, wine laws, grape varieties, production and brand Titles: India, Chile, South Africa, Algeria, New Zealand, USA, Australia. Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

UNIT-III**11 Hours**

DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar. Bar stock – alcohol & non-alcoholic beverages, Bar equipment.

BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage

SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Sikes Scale (Gay - Lussac), OIML Scale

UNIT-IV**12 Hours**

APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand Titles), Bitters (Definition, Types & Brand Titles)

LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Title, colour, predominant flavor & country of origin).

Transactional Mode:

Collaborative Teaching, Panel Discussion, Case Based Teaching, Quiz, Open Talk.

Suggested Reading:

- Andrews Sudhir. 1 July 2017. *Food and Beverage Services: A Training Manual*. McGraw Hill Education. New Delhi.
- Kant Jay Prakash. 1 January 2015. *Food & Beverage: Management and Cost Control*. Aman Publications. New Delhi.
- George Bobby. And Chatterjee Sandeep. 1 August 2008. *Food & Beverage - Service and Management*. Jaico Publishing House. Mumbai.
- Bansal Tarun K. 1 September 2019. *Food and Beverage: Operations to Management* Dreamtech Press. New Delhi.
- Pavesic, D. V., & Magnant, P. F. (2005). *Fundamental principles of restaurant cost control*. Pearson, London.

Course Title: Front Office Management**Course Code: BVC503**

L	T	P	Cr.
3	0	0	3

Total Hours: 45**Learning Outcomes:**

After completing this course, the learner will be able to:

- Understand the fundamentals of tariff structures and reservation systems.
- Apply room selling techniques and handle guest interactions effectively.
- Manage check-out procedures, perform night auditing, and apply yield management strategies.

- Comprehend time share and vacation ownership concepts, budget planning, and property management systems.

Course Content:

Unit I (10 Hours):

Tariff Structure & Reservation: Basis of charging, Plans, competition, customer's profile, Standards of service & amenities, Hubbart formula, Different types of Tariffs: Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents.

Reservations: Importance of reservation, Modes of reservation, Channels and sources (Fits, Travel Agents, Airlines, Gist), Types of reservations (Tentative, confirmed, guaranteed etc.), Systems (non-automatic, semi-automatic, fully automatic), Cancellation, amendments, Overbooking.

Room Selling Techniques: Up selling, Discounts.

Unit II (12 Hours):

Front Office and Guest Handling: Introduction to guest cycle: Pre-Arrival, Arrival, during guest stay, Departure, after departure.

Front Office Coordination: With other departments of the hotel.

Arrivals: Preparing for guest arrivals at Reservation and Front Office, receiving of guests, Pre-registration, Registration (non-automatic, semi-automatic, and automatic), Relevant records for Fits, Groups, Information Services-Message and Mail Handling, Key Handling, Room selling technique, Hospitality desk, Complaints Handling, Guest handling, Guest history.

Unit III (10 Hours):

Check-Out Procedures: Guest accounts settlement (Cash and credit, Indian Currency and foreign currency, transfer of guest accounts, Express check-out).

Night Auditing: Functions, Audit procedures (Non-automated, semi-automated, and fully automated).

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 IV (13 Hours):

Time Share & Vacation Ownership: Definition and types of time share options, Difficulties faced in marketing time share business, Advantages & disadvantages of time share business.

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.

Property Management System: Fidelio / IDS / Shawman, Amadeus.

Transactional Mode:

Lectures, Group discussions, Case studies, Field visits.

Suggested Readings:

- *Ismail Ahmed. (2011). Front Office operations and management. Delmar Cengage Learning. New York*
- *Bhatnagar S. K. (2016). Front office Operation Management. Frank Brothers. New Delhi*
- *Kasavana Michael L. Cahill John J. (2012). "Managing Computers in Hospitality Industry. Educational Institute of the American Hotel. USA*
- *Dix Colin. Baird Chris. (2015). Front Office Operations. Longman Publisher. London, UK*
- *Raghubalan, G., Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. India: Oxford University Press.*

Course Title: Food and Beverage Service Control

Course Code: BVC504

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the skills related to the control of purchasing, receiving, and storage process.
2. Recognize the structure and process of receiving department.
3. Apply the required skills in quality and quantity control in F & B.
4. Create a different solution for the Sale control issues faced by the staff.

Course Content**UNIT-I****13 Hours**

FOODCOST CONTROL Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic costing, Food costing

FOODCONTROL CYCLE Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel

Types of Food Purchase Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply,

Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms , Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.

UNIT-II

10 Hours

RECEIVING CONTROL Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements.

Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department.

UNIT-III

11 Hours

STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel.

Storing Control, Conditions of facilities and equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, two types of foods received –direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area

UNIT-IV

11 Hours

PRODUCTION CONTROL Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives & Cost Cards), Computation of staff meals

SALES CONTROL: Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price

- Matching costs with sales
- Billing procedure– cash and credit sales
- Cashier's Sales summary sheet

Transactional Mode:

Video Based Teaching, Peer Teaching, Case Based Teaching, Brain Storming, Demonstration.

Suggested Reading:

- Fuller John. (2012). *Modern restaurant service*. London Hutchinson
- Deegan Alan. Brown Graham. And HepnerKaron. (2017). *Introduction to Food and Beverage Service*. Longman. London
- Davis, B., Lockwood, A. and Stone, S. (2018) *Food and Beverage Management, 9th edn*. Butterworth-Heinemann, Oxford, U.K.
- George, B. and Chatterjee, S. (2008) *Food Beverage Service and Management*.
- Jaico Publishing House, Mumbai. Walker John. (2017). *The Restaurant: From Concept to Operation*, Wiley publication. New Delhi.

Course Title: Principles of Management

Course Code: BVC505

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes:

After completing this course, the learner will be able to:

1. Understand different schools of management thought and their significance.
2. Apply planning and decision-making techniques in a business environment.
3. Analyze organizational structures and management processes.
4. Explore the importance of leadership, motivation, and controlling in management.

Course Content:

Unit I (10 hours)

Nature and Process of Management: Schools of Management Thought: Management Process School, Human Behavioural School, Decision Theory School, Systems Management School, Contingency School, Managerial Role, Basics of Global Management.

Unit II (10 hours)

Planning and Decision Making: Objectives, Types of plans: Single-use plan and repeated plan, MBO, MBE, Strategic planning and formulation, Decision making: Types and process, Forecasting.

Unit III (12 hours)

Organizing and Staffing: Types of organizations: Formal and informal, Line and staff, Functional, Organization structure and design, Span of control, Delegation and decentralization of authority and responsibility, Organizational culture and group dynamics, Systems approach to HRM, Performance appraisal and career strategy, HRD: Meaning and concept.

Unit IV (13 hours)

Directing and Controlling: Motivation: Meaning, Need for motivation, Theories of motivation: Herzberg and McGregor, Leadership: Importance, Styles of leadership, Managerial Grid by Blake and Mouton, Leadership as a Continuum by Tannenbaum and Schmidt, Path-Goal Approach by Robert House (in brief), Controlling: Concept, Significance, Methods of establishing control.

Transactional Mode:

Lecture, Case study, Group discussion, Role-playing.

Suggested Readings:

1. Moshal, B.S., *Principles of Management*, Ane Books India, New Delhi.
2. Bhatia, R.C., *Business Organization and Management*, Ane Books Pvt. Ltd., New Delhi.
3. Richard Pettinger, *Introduction to Management*, Palgrave Macmillan, New York.
4. Koontz and O'Donnell, *Principles of Management*, Tata McGraw-Hill Publishing Co. Ltd., New Delhi.
5. Terry, G.R., *Principles of Management*, D.B. Taraporevala Sons & Co. Pvt. Ltd., Mumbai.
6. Govindarajan, M., Natarajan, S., *Principles of Management*, PHI, New Delhi.

Course Title: Practical of Indian Regional Cuisine

Course Code: BVC506

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Exhibit the preparation of Indian dishes according to different regions of India.
2. Recognize the spices used for preparing various dishes of regional cuisine.
3. Identify the flavors, textures and Courses about the practical use of certain ingredients.

4. Demonstrate and prepare the various Indian cuisine dishes.

Course Content

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

Suggested Menus:

MAHARASTRIAN

MENU 01: - Masala Bhatt, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.

MENU 02: - Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.

AWADHI

MENU 01: -Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.

MENU 02: -Galouti Kebab, karkhani, Gosht Korma, Paneer Pasanda, Muzzafar.

BENGALI

MENU 01: - Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.

MENU 02: -Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.

MENU 03: - Mach Bhape, Luchi, Sukto, Kala Jamun.

MENU 04: -Prawn Pulao, Mutton Vidalloo, Beans Foogath, Dodol.

GOAN

MENU 01: -Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.

MENU 02: - Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.

PUNJABI

MENU 01: -Rada Meat, MatarPulao, Kadhi, Punjabi Gobhi, Kheer.

MENU 02: -Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.

MENU 03: -Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.

MENU 04: - Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

SOUTH INDIAN

MENU 01: -Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02: - Lime Rice, Meen Moilee, Olan, Malabari Paratha, Parappu Payasam.

MENU 03: - Tamarind Rice, Kori Gashi, Kalan, Sambhar, Savian Payasam.

MENU 04: - Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.

RAJASTHANI

MENU 01: -Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.

MENU 02: - Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.

GUJRATI

MENU 01: -Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.

MENU 02: -Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.

HYDERABADI

MENU 01: -Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piazka Raita, Double Ka Meetha.

MENU 02: -Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.

Transactional modes:

Live Demonstration, Team Demonstration, Projector Based Teaching, Group Assignment, Instructional Teaching.

Suggestive Reading:

- *Bali Parvinder S. (2017). Quantity Food Production Operations and Indian Cuisine. Oxford University Press. London.*
- *Knight John B. KotschevarLendal H. (2016). Quantity Food Production. Planning, and Management. John Wiley & Sons. USA*
- *Arora K. (2018). Theory of Cookery. Frank Brothers. USA*
- *Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London*
- *ChainiSusanta. (2014). Quantity Food Production and Operations with Glimpses of Indian Cuisine. Shroff Publishers & Distributors Pvt. Ltd. Mumbai.*

Evaluation Criteria:

- A. Practical Experiment [100 Marks]
- B. Total Evaluation will be conducted in the Semester: - 05 Times
- C. Evaluation of Practical Experiment (20 Marks for each Practical)
 - i. Performance in Practical (10 Marks)
 - ii. Report (05 Marks)
 - iii. Viva (05 Marks)

Course Title: Practical of Beverage Service Management

L	T	P	Cr.
0	0	2	1

Course Code: BVC507

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the setup procedure of bar layout in hotel industry.
2. Exhibit the various categories of staff in bar operations.
3. Apply the skills for professional designing & setting bar.
4. Demonstrate the use and operating the bar equipment

Course Content

1. Planning & Operating bar

Class room Exercise

- Developing Organization Structure of bar layout.
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

2. Technical Skills

- Conducting Briefing & Debriefing
- Drafting Standard Operating Systems (SOPs)
- Supervising bar operations
- Designing & setting the bar
- Using & operating Machines
- Exercise – physical inventory
- Handling guest complaints
- Service of Spirits
- Service of Wines
- Service of Beer

3. Molecular Mixology Demo

- Style and Types of Mocktails & One Mocktail of each Style and type
- Bar Design
- Menu Design

Transactional modes:

Live Demonstration, Team Demonstration, Field Visit, Video Demonstration, Instructional Teaching.

Suggestive Reading:

- *Fearn David A. (2013). Food and Beverage Management. Butterworth-*

Heinemann Ltd. USA

- *Lillicrap D.R. Robert Smith John. Cousins. (2011). Food and Beverage Management. Good fellow Publishers Limited. UK.*
- *NegiJagmohan. ManoharGaurav. (2011). Food and Beverage Management. Himalaya Publishing House. New Delhi.*
- *Foster Dennis L. (2012) Food and Beverage Operations. McGraw-Hill Inc. Us.*

Course Title: Services Marketing
Course Code: BVC509

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the role of service marketing and discuss its core concept.
2. Recognize the role of intermediaries in the service marketing.
3. Determine the buying behavior process of target customer.
4. Apply relevant services marketing theory, research and analysis skills to contemporary case studies and communicate outcomes employing professional discourse and formats.

Course Content

UNIT I

10 Hours

1. Concept of services: introduction, growth and role of services, differentiation of goods and services, service characteristics and classifications.
2. Service quality: quality and productivity, quality gaps and their closing

UNIT II

12 Hours

1. Concept of services marketing: role of marketing in services, service marketing mix, service marketing triangle.
2. Managing effective service delivery: managing demand and capacity, importance of employees.
3. Intermediaries and customer participation in effective delivery, channel selection.

UNIT III

11 Hours

1. Knowledge of buyer's behavior: decision making roles, consumer decision making, consumer evaluation of services.
2. Marketing strategies for service marketing: segmentation, targeting and positioning, differentiation, life cycle, pricing and market communication.

UNIT IV

12 Hours

1. Quality Issues and Quality Models; Managing Productivity and Differentiation in Services Organizations;
2. Demand-Supply Management; Advertising, Branding and Packaging of Services, Service Recovery Management; Applications of Services

Marketing.

Transaction Mode:

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk, Panel Discussions.

Suggested Readings:

- Lovelock, Christopher, Wirtz, Jochen and Chatterjee, Jayanta, “Services Marketing – People, Technology, Strategy”, Pearson Education, New Delhi
- Zeithaml, Valarie A. & Bitner, Mary Jo, “Services Marketing – Integrating Customer Focus Across the Firm”, Tata McGraw Hill, New Delhi
- Rao, K. Rama Mohana, “Services Marketing”, Pearson Education, New Delhi
- Shanker, Ravi, “Services Marketing – The Indian Perspective”, Excel Books, New Delhi
- Rao, K. R. M. (2019). Services marketing. Pearson Education India.

Course Title: Financial Management

Course Code: BVC510

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the fundamental concepts of financial management.
2. Evaluate the cost of capital and the risk-return trade-offs in financial decision-making.
3. Apply financial analysis tools to make investment and financing decisions.
4. Exhibit the required skills for effective financial planning and control.

Course Content

UNIT I

10 Hours

Financial Management: Scope and Objectives of Financial Management. Time Value of Money- Compounding Techniques and Discounting Techniques.

UNIT II

13 Hours

Capital Budgeting, Evaluation of Projects (excluding Risk and Uncertainty, Implications of Normal, Initial and Terminal Depreciation and Balancing Charge). Cost of Capital: Determination of Cost of Capital, Components of Cost of Capital.

UNIT III

12 Hours

Sources of Corporate Finance, SEBI Guidelines for Raising Corporate Finance. Capital Structure, Meaning, Types of Leverage, Determinants of Capital Structure. Theories of Capital Structure

UNIT IV

10 Hours

Working Capital Management and Its Estimation (Excluding Cash, Receivable and Inventory Management). Dividend Policy- Relevance and Irrelevance Theories.

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk, Panel Discussions

Suggested Readings

- *Van Horne, J.C. Financial Management and Policy. New Delhi: Prentice Hall of India.*
- *Van Horne, J.C., & Wachowicz Jr., J.W. Fundamentals of Financial Management. New Delhi: Prentice Hall of India.*

- *Chandra, P. Financial Management. New Delhi: Tata McGraw Hill.*
- *Khan, M.Y., & Jain, P.K. Financial Management - Text and Problems. New Delhi: Tata McGraw Hill.*
- *Brealey, R.A., & Myers, S.C. Principles of Corporate Finance. New Delhi: Tata McGraw Hill.*
- *Pandey, I.M. Financial Management. New Delhi: Vikas Publishing House*

Semester VI

Course Title: International Cuisine

Course Code: BVC601

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the culture, eating habits and preparation of popular dishes from the cuisines around the world.
2. Apply the desired skills needed in the production management.
3. Describe the various recipes of international cuisine.
4. Apply the skills related to the research of new things in international Cuisine.

Course Content

UNIT-I

11 Hours

CONTEMPORARY ISSUES IN INTERNATIONAL CUISINE: Genetically modified food, Organic food, Slow food movement, Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, Blast Freezing, Vegan cuisine, INTERNATIONAL SPICES AND CONDIMENTS: Types of spices and condiments, Usage in cooking, Availability, Medicinal and therapeutic properties, international sauces, condiments, marinades, spice blends and rubs recipes.

UNIT-II

12 Hours

PRODUCTION MANAGEMENT: Kitchen Organization, Allocation of Work-Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management.

PRODUCT & RESEARCH DEVELOPMENT: Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.

UNIT-III

11 Hours

INTERNATIONAL CUISINE PART1: Geographic location, Historical background Staple food with regional Influences, Specialties, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic.

UNIT-IV

11 Hours

INTERNATIONAL CUISINE PART2: -CHINESE: Introduction to Chinese foods, Historical background, regional cooking styles, Methods of cooking, Equipment & utensils.

FRENCH: Culinary French, Classical recipes (recettes classique), Historical Background of Classical. Garnishes, Offal's/Game, Larder terminology and vocabulary

Transactional modes:

Video based Teaching, Inquiry Based Teaching, Project based learning, Demonstration, Flipped Teaching.

Suggested Reading:

- *Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London.*
- *Knight John B. KotschevarLendal H. (2017). Quantity Food Production. Planning, and Management. John Wiley & Sons. USA*
- *Philip, Thangam E. (2018). Modern Cookery. Orient Blackswan Private Limited. New Delhi*
- *Folsom LeRoi A. (2017). The Professional Chef. Boston CBI Pub. Massachusetts*

Course Title: Food Preservation

Course Code: BVC602

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes:

After completing this course, the learner will be able to:

- Understand the definitions and types of spoilage and its mechanisms.
- Apply principles of food preservation using traditional and modern methods.
- Comprehend pasteurization, sterilization, and canning processes, including their advantages and challenges.
- Differentiate between refrigeration and freezing methods, and understand their effects on food preservation.

Course Content:

Unit I (10 Hours):

Definition and Types of Spoilage: Physical, enzymatic, chemical, and biological spoilage.

Mechanism of Spoilage: End products and shelf life determination.

Unit II (10 Hours):

Food Preservation: Definition, principles, importance of food preservation.

Methods of Preservation: Traditional and modern methods.

Food Additives: Definition, types, Class I and Class II preservatives.

Unit III (12 Hours):

Pasteurization: Definition, types.

Sterilization and Canning: History and steps involved, spoilage encountered in canned foods, types of containers used for canning foods.

Food Irradiation: Principles, merits and demerits, effects of irradiation.

Photochemical Methods.

Unit IV (13 Hours):

Refrigeration: Advantages and disadvantages.

Freezing: Types of freezing, common spoilages occurring during freezing.

Comparison: Difference between refrigeration and freezing.

Transactional Mode:

Lectures, Group discussions, Case studies, Field visits.

Suggested Readings:

- Gould, G. W. (2012), *New Methods of Food Preservation*, Springer Science & Business Media.
- Manay, N.S., Shadaksharaswamy, M. (2004), *Foods- Facts and Principles*, New Age International Publishers, New Delhi.
- Srilakshmi, B. (2003), *Food Science*, New Age International Publishers, New Delhi.
- Subalakshmi, G., Udipi, S.A. (2001), *Food Processing and Preservation*, New Age International Publishers, New Delhi.

Course Title: Housekeeping Management**Course Code: BVC603**

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes:

After completing this course, the learner will be able to:

- Understand room layout and guest supplies, including key control and area cleaning.
- Manage routine systems and records of the housekeeping department and implement pest control measures.
- Oversee linen, uniform, and sewing room activities, including laundry processes and procedures.
- Apply principles of interior decoration, flower arrangement, and safety and security in housekeeping operations.

Course Content:

Unit I (10 Hours):

Room Layout and Guest Supplies: Standard rooms, VIP rooms, Guest's special requests, Types of beds and mattresses.

Keys: Types of keys, Computerized keycards, Key control.

Area Cleaning: Guest rooms, Front-of-the-house Areas, Back-of-the-house Areas, Work routine and associated problems (e.g., high traffic areas, façade cleaning).

Unit II (12 Hours):

Routine Systems and Records of Housekeeping Department: Reporting staff placement, Room occupancy report, Guest room inspection, Entering checklists, Floor register, Work orders, Log sheet, Lost and found register, Enquiry file, Maid's report, Housekeeper's report, Handover records, Guest's special requests register, Record of special cleaning, Call register, VIP lists.
Pest Control: Areas of infestation, Preventive measures and control measures.

Unit III (12 Hours):

Linen Activities: Layout and equipment in the linen room, Selection criteria for various linen items and fabrics, Purchase of linen, Calculation of linen requirements, Linen control procedures and records, Stocktaking procedures and records, Recycling of discarded linen, Linen hire.

Uniforms: Advantages of providing uniforms to staff, Issuing and exchange of uniforms, Types of uniforms, Selection and designing of uniforms, Layout of the uniform room.

Sewing Room: Activities and areas provided, Equipment provided.

Laundry: Flow process of industrial laundering and OPL, Stages in the wash cycle, Equipment and machines, Layout, Agents, Dry cleaning, Guest laundry/valet service, Stain removal.

Unit IV (11 Hours):

Interior Decoration: Elements of design, Colour and its role in décor (types of colour schemes), Windows and window treatments, Lighting and lighting fixtures, Floor finishes, Carpets, Furniture and fittings, Accessories.

Flower Arrangement in Hotels: Equipment and material required, Styles of flower arrangements, Principles of design as applied to flower arrangement.

Safety and Security: Safety awareness and accident prevention, Fire safety and fire fighting, Crime prevention and dealing with emergency situations.

Transactional Mode:

Lectures, Group discussions, Case studies, Field visits.

Suggested Readings:

- Hasani, K. (January 2020), *Major Topics in Housekeeping*, Blue Rose Publishers, New Delhi.
- Rai, S. (January 2020), *Hotel Housekeeping Operations*, Orange Book Publication, Chhattisgarh.
- Raghubalan, G. (August 2018), *Hotel Housekeeping Operations and Management*, 2nd Edition, Oxford University, UK.
- Institute Good Housekeeping (October 2013), *The Good Housekeeping Christmas Cookbook*, Sterling, Uttar Pradesh.

Course Title: Human Resource Management

Course Code: BVC604

L	T	P	Cr.
3	0	0	0

Total Hours: 45

Course Outcomes:

After completion of this course, the learner will be able to:

1. Understand the fundamental principles and functions of Human Resource Management within the hospitality industry.
2. Analyze the process of Human Resource/Manpower Planning and its impact on hospitality operations.

3. Evaluate various recruitment methods and their implications for staffing in hospitality settings.
4. Implement effective selection, training, and development strategies to enhance employee performance in hospitality organizations.

Course Content:

UNIT 1

Introduction to Human Resource Management in Hospitality: Definition, Functions of Personnel Management, Objectives of Personnel Management, Qualities of a Good Personnel Manager in Hospitality

UNIT 2

Human Resource/Manpower Planning in Hospitality: Definitions, Need of Manpower Planning in Hospitality, Objectives of HR Planning for Hospitality Operations, Advantages and Disadvantages of Manpower Planning Process/Steps

UNIT 3

Recruitment in Hospitality: Definition, Sources of Recruitment in Hospitality (Internal and External), Internal Sources of Recruitment (Advantages, Disadvantages), External Sources (Advantages, Disadvantages)

UNIT 4

Selection, Training, and Development in Hospitality: Definition of Selection, Steps in Selection Process (Application Blank, Initial Interview of the Candidates, Employment Tests, Interviews, Checking References, Physical or Medical Examination, Final Interview & Induction), Definition of Training, Importance of Training in Hospitality, Training Process & Methods

Transactional Mode:

Lecture, Case Studies, Practical Exercises, Group Discussions, Role Plays

Suggested Readings:

- Gary Dessler. *Human Resource Management in Hospitality*.
- Michael J. Boella and Stephen C. Goss-Turner. *Human Resource Management in the Hospitality Industry*.

- David K. Hayes and Jack D. Ninemeier. *Managing Hospitality Human Resources*.
- Chris Wyatt and J. Michael Sturman. *Hospitality Management: A Human Resource Approach*.
- Peter Jones and Andrew Lockwood. *Introduction to Hospitality Management*.

Course Name: Sustainability Management
Course Code: BVC605

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completing this course, the learner will be able to:

- Understand key sustainability concepts and their relevance to the hospitality and culinary sectors.
- Identify and implement environmentally friendly practices in hospitality operations.
- Evaluate the economic and social impacts of sustainability initiatives in the industry.
- Develop and manage sustainability strategies for improved organizational performance.

Course Content:

Unit I (10 Hours):

Introduction to Sustainability in Hospitality and Culinary Industry:

Definition and importance of sustainability in hospitality and culinary sectors, Basic principles of sustainability and the Triple Bottom Line (environmental, economic, and social impacts), Key sustainability issues: resource management, waste reduction, and energy efficiency, Benefits of sustainability for businesses: cost savings, improved reputation, and customer satisfaction.

Unit II (12 Hours):

Environmental Sustainability Practices:

Implementing eco-friendly practices in hotels and restaurants: energy and water conservation, waste management, Introduction to green certifications and standards (e.g., LEED, Green Key), Sustainable sourcing: local and organic ingredients, minimizing food waste, Case studies of successful environmental initiatives in hospitality and culinary settings.

Unit III (12 Hours):

Economic and Social Aspects of Sustainability:

Economic benefits of sustainability: cost reduction, profitability, and long-term value, Social sustainability: enhancing guest and employee satisfaction, community engagement, Ethical practices: fair trade, labor practices, and inclusive policies, Reporting and communicating sustainability efforts to stakeholders.

Unit IV (11 Hours):

Developing and Managing Sustainability Strategies:

Creating a sustainability plan: setting goals, implementing practices, and monitoring progress, Measuring success: key performance

indicators (KPIs), audits, and continuous improvement, Engaging staff and guests in sustainability efforts: training, awareness programs, Examples and best practices from industry leaders in hospitality and culinary sectors.

Transactional Mode:

Lectures, Group discussions, Case studies, Workshops.

Suggested Readings:

- Jones, P., & Comfort, D. (2019), *Sustainable Hospitality and Tourism Management*, Routledge.
- Baum, T. (2009), *Human Resource Management for the Hospitality and Tourism Industries*, Routledge.
- Mowen, J. C., & Minor, M. (2014), *Consumer Behavior in Hospitality and Tourism*, Pearson.
- Green Hotelier (2020), *Sustainable Practices for Hotels and Restaurants*, available online.

Course Title: Practical of International Cuisine

Course Code: BVC606

L	T	P	Cr.
0	0	4	2

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply the required skills for the preparation of various internationally famous food items in all around world.
2. Evaluate the usage of various international species in food production.
3. Demonstrate the service skills of various international dishes.
4. Exhibit the preparation skills of international breads and desserts according to international standards.

Course Content

CHINESE

- **MENU 01** Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noodles
- **MENU 02** Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers, Chinese Fried Rice
- **MENU 03** Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice
- **MENU 04** Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow

Mein

- **MENU 05** Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles

SPAIN

- **MENU 06**, Gazpacho, PolloEnPepitoria, Paella, Fritata De Patata, Pastel De Mazaana

ITALY

- **MENU 07** Minestrone, Ravioli Arabeata, FettocineCarbonara, PolloAlla Cacciatore, MedanzaneParmigiane

GERMANY

- **MENU 08** Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad

U.K.

- **MENU 09** Scotch Broth, Roast Beef, Yorkshire pudding,Glazed Carrots & Turnips, Roast Potato

GREECE

- **MENU 10** SoupeAvogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

Bakery & patisserie (Practical)

1. Grissini, Tiramisu
2. Pumpernickle, Apfel Strudel
3. Yorkshire Curd Tart,Crusty Bread
4. Baklava, Harlequin Bread
5. Baugette, Crepe Normandy
6. Crossiants, Black Forest Cake
7. Pizza base, Honey Praline Parfait
8. Danish Pastry, Cold Cheese Cake
9. Soup Rolls, Chocolate Truffle cake
10. Ginger Bread, Blancmange
11. Lavash, Chocolate Parfait
12. Cinnamon & Raisin Rolls, SouffleChaudVanille
13. Fruit Bread, Plum Pudding
14. Demonstration of: Meringues, Icings & Toppings
15. Demonstration of: Wedding Cake &Oriental cakes
16. Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
17. Drafting Standard Operating Systems (SOPs) for various F & B Outlets
18. Supervising Food & Beverage operations

- 19. Preparing Restaurant Log
- 20. Designing & setting the bar
- 21. Preparation & Service of Cocktail & Mixed Drinks

Transactional modes:

Live Demonstration, Team Demonstration, Video Demonstration, Mock Exercise, Group Assignment.

Suggestive Readings:

- *Bali Parvinder S. (2012). International Cuisine and Food Production Management. Oxford University Press. London.*
- *Knight John B. KotschevarLendal H. (2017). Quantity Food Production. Planning, and Management. John Wiley & Sons. USA*
- *Philip, Thangam E. (2018). Modern Cookery. Orient Blackswan Private Limited. New Delhi*
- *Folsom LeRoi A. (2017). The Professional Chef. Boston CBI Pub. Massachusetts*
- *Walton Stuart.(2018).The World Encyclopedia of Wine. Hermes House. Leicester*

Course Title: Practical of Housekeeping Management

Course Code: BVC607

L	T	P	Cr.
0	0	2	1

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Perform comprehensive servicing and maintenance of guest rooms and bathrooms.
2. Implement effective bed making techniques and manage room records and reports.
3. Conduct thorough guest room inspections and manage minibar supplies efficiently.
4. Execute laundry operations, including stain removal, and design and maintain uniforms.

Course Content:

Servicing Guest Rooms-

- **Checkout/Occupied and Vacant**
Open curtain and adjust lighting, Clean ash and remove trays if any, Strip and make bed, Dust and clean drawers and replenish supplies,

Dust and clean furniture, clockwise or anticlockwise, Clean mirror, Replenish all supplies, Clean and replenish minibar, Vacuum clean carpet, Check for stains and spot cleaning.

- **Bathroom Servicing**

Dispose of soiled linen, Clean ashtray, Clean WC, Clean bath and bath area, Wipe and clean shower curtain, Clean mirror, Clean tooth glass, Clean vanity unit, Replenish bath supplies, Mop the floor.

- **Bed Making Supplies**

Spread the first sheet (from one side), Make miter corner (on both corners of your side), Spread second sheet (upside down), Spread blanket, Spread crinkle sheet, Make two folds on the head side with all three (second sheet, blanket, and crinkle sheet), Tuck the folds on your side, Make miter corner, Change side and finish the bed in the same way, Spread the bedspread and place pillow.

- **Records Room Occupancy Report**

Checklist, Floor register, Work/maintenance order, Lost and found, Maid's report, Housekeeper's report, Log book, Guest special request register, Record of special cleaning, Call register, VIP list, Floor linen book/register.

- **Guest Room Inspection & Minibar Management**

Issue, Stock taking, Checking expiry date, Handling room linen/guest supplies, Maintaining register/record, Replenishing floor pantry, Guest handling, Guest request, Guest complaints.

Laundry -

Layout of Linen, Uniform, Laundry Room, Laundry Machinery and Equipment, Stain Removal, Selection and Designing of Uniforms.

Special Decorations (Theme Related to Hospitality Industry) -

Indenting Costing, Planning with Time Split Executing, Flower Arrangement.

Transactional Mode:

Hands-on practice, Demonstration, Practical Sessions, Peer Teaching.

Suggested Readings:

- Walker, J. R., & Murphy, J. M. (2017). *Managing Housekeeping Operations*. AH&LA.
- McCabe, S., & Crouch, G. (2020). *Managing Housekeeping Operations*. Wiley.
- Arora, K. (2019). *Theory of Housekeeping Management*. Frank Brothers.

- Mudd, P. (2018). *Housekeeping Management*. Routledge.
- Hoover, G. J. (2016). *Housekeeping Management for the Hotel Industry*. Wiley.

Course Title: Customer Relationship Management
Course Code: BVC608

L	T	P	Cr.
3	0	0	3

Total

Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyse the basic concepts of Customer relationship management.
2. Apply the required marketing skills in the creation of positive relationship.
3. Evaluate the various business strategies for Customer relationship management.
4. Design the new framework of Customer relationship management.

Course Content

Unit I

12Hours

Customer Relationship Management: CRM Definition, Need and Importance: Conceptual Framework of Customer. 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

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. CRM Process, Effective Customer Relation Management through Customer Knowledge Management; Customer Interaction Management, Call Centre management in CRM.

Unit III

11 Hours

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

Unit IV

11 Hours

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

Transactional modes:

Peer Teaching, Role Play, Video Demonstration, Group Discussion, 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.PeeruMohamed , A Sagadevan, Customer Relationship Management, A Step by Step Approach, Vikas Publishing House, Delhi.*

Course Title: Strategic Management

Course Code: BVC609

L	T	P	Cr.
3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Evaluate the latest applications of strategic management.
2. Create the different strategies for the solution of various business problems.
3. Apply the research and analytical skills by using both human and technological resources.
4. Describe the various implications of Corporate Social Responsibilities.

Course Content

UNIT I

12 Hours

Strategic Management Process: defining strategy, levels of approaches to strategic decision making, process of strategic management, roles of strategies, mission and objectives, strategic business unit.

Environment – concept, components and appraisal. Strategic Alliances: Introduction, Strategic Alliances. Types of Strategic Alliances and Business Decisions, Problems Involved in Strategic Alliances.

UNIT II

11 Hours

Organization appraisal and strategy formulation: organizational dynamics and structuring organizational appraisal. SWOT analysis formulation – corporate level strategies and business strategies, strategy analysis and choice – the process. BCG matrix, GE matrix, SPACE approach, QSP matrix and strategic plan.

UNIT III

10 Hours

Role of Creativity and Innovation in Business: Introduction, Creativity, Innovation, Creating and Building Creative and Innovative Business Culture. Business Practices Adopted to Promote Creativity and Innovation, Importance of Creativity and Innovation in Business, Challenges Involved in Creativity and Innovation. Strategy implementation: aspects, structures, design and change; behavioral implementation – leadership, culture, value and ethics.

UNIT IV

12 Hours

Functional implementation: functional strategies, plans and policies; marketing; financial, personal, operations, its plans and policies. Strategic evaluation and control – an overview of strategic evaluation and control, techniques of strategic evaluation and control. Business Ethics and Corporate Social Responsibility: Introduction, Ethics and Values,

Ethical Conduct and Unethical Conduct, Impact of Ethical Conduct. Corporate Social Responsibilities (CSR), Business obligations, Social Audit and Corporate Governance.

Transaction Mode

Group discussion, Active participation, Brain storming, Demonstration, Project based learning, Team Teaching, Mentee Meter, Quiz, Open talk.

Suggested Readings

- *Freeman, R. E. & Gilbert D.R. (2018). Corporate strategy and the search for ethics. Englewood Cliffs, NJ: Prentice Hall.*
- *Jouch&Gluick. (2017). Strategic Management & Business Policy 3/e. Tata McGraw-Hill*
- *Wheelen, T. L., Hunger, J. D., Hoffman, A. N., & Bamford, C. E. (2017). Strategic management and business policy (Vol. 55). Boston, MA: pearson.*
- *Rao, C. A., Rao, B. P., & Sivaramakrishna, K. (2019). Strategic management and business policy. Excel Books India.*
- *Kazmi, A. (2016). Business policy. Tata McGraw-Hill.*