

# **GURU KASHI UNIVERSITY**



**Master of Hotel Management (MHM)**

**Session: 2024-25**

**Department of Hotel Management**

**Graduate Attributes of the Programme:-**

Graduates will possess a comprehensive grasp of hotel, hospitality, and tourism, combined with specialized expertise in their chosen field. Furthermore, graduates will skillfully employ contemporary management and IT tools, adapting them to the distinct context of the hospitality industry while acknowledging their limitations.

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

1. Apply the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems.
2. Anticipate and manage labor and food costs in order to operate an economically stable Environment in hotel.
3. Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.
4. Apply ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality industry.
5. Competent in handling PMS and compiling bills and handling check in and check out and gain knowledge with regard to operation of Front Office.
6. Formulate a marketing plan including marketing objective, strategies, budgeting considerations and evaluation criteria. Able to prepare and deliver a sales presentation.

## Program Structure

<b>SEMESTER: 1ST</b>						
<b>Code</b>	<b>Course Title</b>	<b>Type of Courses</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>No. of Credits</b>
MHM101	Food Production Management	Core	4	0	0	4
MHM102	Food and Beverage Service Management	Core	4	0	0	4
MHM103	Front Office Management	Core	4	0	0	4
MHM104	Accommodation Operation Management	Core	4	0	0	4
MHM107	Principles of Management	MD	2	0	0	2
MHM108	Intellectual Property Rights	VAC	2	0	0	2
<b>Discipline Elective (Any one of the following)</b>						
MHM105	Organisational Behaviour	Discipline Elective	3	0	0	3
MHM106	Human Resource Management					
<b>Total</b>			<b>24</b>	<b>0</b>	<b>0</b>	<b>24</b>

<b>SEMESTER: 2ND</b>						
<b>Code</b>	<b>Course Title</b>	<b>Type of Courses</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>No. of Credits</b>
MHM201	Strategic Management	Core	4	0	0	4
MHM202	Basics of Statistics	Core	4	0	0	4
MHM205	Business Economics	MD	3	0	0	3
MHM203	Research Methodology- I	CF	3	0	0	3
MHM204	Hotel French	Ability Enhancement	2	0	0	2
MHM299	XXXX	MOOC	-	-	-	2
<b>Discipline Elective (Any one of the following)</b>						
MHM206	Business Communication	Discipline Elective	3	0	0	3
MHM207	Hospitality ICT					
	<b>Total</b>		<b>19</b>	<b>0</b>	<b>0</b>	<b>21</b>

<b>SEMESTER: 3rd</b>						
<b>Code</b>	<b>Course Title</b>	<b>Type of Courses</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>No. of Credits</b>
MHM301	Project Management	Core	3	0	0	3
MHM302	Hotel Law- I	Core	3	0	0	3
MHM303	Research Methodology- II	CF	3	0	0	3
MHM304	Business Ethics	Entrepreneurship	3	0	0	3
MHM305	Computer Proficiency	Skill based	2	0	0	2
MHM306	Environmental Practices in Hotels	VAC	2	0	0	2
MHM399	XXXX	MOOC	0	0	0	2
<b>Open Electives Courses (For other Departments)</b>						
XXX	XXX	Open Elective	2	0	0	2
<b>Total</b>			<b>18</b>	<b>0</b>	<b>0</b>	<b>20</b>

<b>Open Electives Courses (For other Departments)</b>						
OEC037	Food processing & Preservation	Open Elective	2	0	0	2

<b>SEMESTER: 4TH</b>						
<b>Code</b>	<b>Course Title</b>	<b>Type of Courses</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>No. of Credits</b>
MHM401	Dissertation	Research Skill Based	0	0	0	20
MHM402	Professional Teaching	AEC	1	0	0	1
<b>Total No. of Credits</b>			<b>1</b>	<b>0</b>	<b>0</b>	<b>21</b>
<b>Grand Total</b>			<b>60</b>	<b>0</b>	<b>0</b>	<b>86</b>

### **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: Food Production Management****Course Code: MHM101**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Total Hours: 60**

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

1. Recognize the modern cooking techniques in the food production.
2. Analyze the role of healthy diet in human life.
3. Create the organization structure of kitchen as per the latest standard of hotel industry.
4. Apply the required skills related to the basic cuts of vegetable and methods for food preparation.

**Course Content****UNIT-I****15 Hours**

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

**UNIT-II****15 Hours**

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

**UNIT-III****15 Hours**

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

**UNIT-IV****15 Hours**

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

**Transactional Modes:**

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

**Suggested Readings:**

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



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

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Course Code: MHH102**

**Total Hours: 60**

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

1. Recognize the working procedure of F&B outlet.
2. Apply the required skills for using the various equipment in F & B services.
3. Exhibit the basic etiquettes and attributes required for F & B staff.
4. Operate the bar operation and handling the task in F & B outlet.

**Course Content**

**UNIT-I**

**15 Hours**

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

**UNIT-II**

**15 Hours**

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

**UNIT-III**

**15 Hours**

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

**UNIT-IV****15 Hours**

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

**Transactional modes:** Ted Talks, Video based learning, E-Team-teaching, Open talk, Panel Discussions

**Suggested Readings:**

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

**Course Title: Front office Management**

**Course Code: MHM103**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Total Hours: 60**

**Course Learning Outcomes:**

- Examining importance of front office and tariff fixation.
- Understanding the function, handling of situations and key control.
- Summarizing organizational structure of front office and its coordination.
- Memorizing guestrooms, tariff and guest cycle.

**Course Content**

**UNIT-I**

**15 Hours s**

Introduction to Front Office Layout of the front office, Different section of the front office and their Importance, Qualities of Front Office staff  
Organizational set-up of Front Office Department Hierarchy: Small, Medium and Large Hotels, Job description and Job specification of different front office personnel. Bell Desk and Concierge- importance, functions and activities

**UNIT-II**

**15 Hours**

Basic Information for Front Desk Agents, Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk.

**UNIT-III**

**15 Hours**

Reservation Sources & Modes of Reservation, Types of Reservation, Systems of Reservation Amendments and cancellations procedures, Group reservation, Overbooking. Modes of Payments- Advantages and Disadvantages

**UNIT-IV**

**15 Hours**

Registration Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure. Telephonic etiquettes/ manners, the need for developing the telephone skills

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings: -**

- Front office management in hotel, Chkravarti B.K., CBS publishers and distributors, 1999.
- Front office : procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth-Heinemann.
- Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
- Bardi James, Front Office Operations
- Front office, Elsevier publications
- Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.
- Case studies in rooms operations and management, Huyton, Jeremy and Baker, Sue, Melbourne : Hospitality Press, 2001.
- Managing Front office operations, Michael L. Kasavana, Richard M. Brooks, Educational Institute of American Hotel & Lodging Association, (EI-AH&LA, USA).

**Course Title: Accommodation Operation  
Management**  
**Course Code: MHM104**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Total Hours: 60**

**Course Learning Outcomes:**

- Identify the elements involved in the managing of accommodation operations
- Develop the skills and knowledge of the handling housekeeping operations
- Familiarize with linen room management in hotels
- Ability to handle emergency situations and security and safety of guest during stay in the

**Course Content**

**UNIT-I**

**15Hours**

MANAGING HOUSEKEEPING OPERATIONS • Role of Housekeeping in Guest Satisfaction and Repeat Business. • Calculating standard time taken for performing tasks – productivity standards • Frequency schedules • Job Allocation • Work Schedules • Duty rosters • Work study • Ergonomics in housekeeping

**UNIT-II**

**15Hours**

CLEANING ORGANISATION AND ROUTINE SYSTEMS OF HOUSE KEEPING DEPARTMENT: Principles of cleaning • hygiene and safety factors in cleaning • Methods of organising cleaning • Frequency of cleaning daily, periodic, special Furniture/ Fixtures/ Reporting Staff placement • Room Occupancy Report • Guest Room Inspection • Entering Checklists, Floor Register Work Orders, Log Sheet. • Lost and Found Register and Enquiry File • Maid's Report and Housekeeper's Report • Handover Records • Guest's Special Requests Register • Record of Special Cleaning • Call Register • VIP Lists • Handling over at end of the shift

**UNIT-III**

**15Hours**

LINEN ROOM MANAGEMENT • Activities of the linen room • Location, planning and layout of the linen room • Linen items used in the hotel • Selection criteria for various linen items • Calculation of linen requirements • Purchase of linen • Linen cycle and linen control • Daily routine control of linen procedures and records • Stocktaking procedures and records • Recycling of discarded linen • The importance of providing uniforms to staff • Selection and design of uniforms • Issuing and exchange of uniforms Procedures and records • Planning the layout of the uniform room • Activities of the sewing sections • Areas and equipment to be provided.

#### **UNIT-IV**

**15Hours**

HANDLING EMERGENCY SITUATIONS AND TRENDS : Safety awareness and accident prevention –Procedure to be followed in the event of an accident. • Illness and First Aid procedures to combat the illness • Death of a guest • Fire Safety – detection and fire-fighting Procedure to be followed in the event of fire. • Dealing with emergency situations – bomb threats, natural disasters, etc. • Waste disposal • Related Case Studies • Trends in Housekeeping and front office operations.

#### **Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

#### **Suggested Readings: -**

- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughton Ltd.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher

**Course Title: Principles of Management**  
**Course Code: MHM107**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Total Hours: 30**

**Course Learning Outcomes:**

1. Understand the concept and nature of management as a discipline.
2. Identify the roles and responsibilities of managers in different organizational contexts.
3. Apply principles of planning, organizing, directing, controlling, and coordinating in managerial decision-making.
4. Analyze managerial ethics, organizational culture, and their impact on management practices.

**Course Content:**

**Unit-I:**

**08 Hours**

Management Fundamentals (11 Hours) Management concept and nature: Science or art, process & functions, management levels, managerial skills & managerial roles, management and society: Impact of management on societal development

**Unit-II:**

**07 Hours**

Managerial Roles and Skills (12 Hours) Role of Manager: Management as a profession, tasks of a professional manager, managerial skills: Roles & levels, ethical considerations, management process: External & internal factors affecting management practices.

**Unit-III:**

**08 Hours**

Planning and Organizing (11 Hours) Planning: Nature, purpose, types, and process, Management by Objectives (MBO), strategies, and policies, decision making: Types of decisions, decision-making process, organizing: Concept of organizing and organization, line and staff functions, authority and responsibility, span of control, delegation, decentralization, organizational structure and design.

**Unit-IV:**

**07 Hours**

Directing, Leadership, and Controlling (11 Hours) Directing: Communication process, types, barriers, and principles of effective communication, listening skills in managerial contexts, motivation: Theories and practices of motivating people in organizations, leadership: Basic concepts, definitions, theories, and styles, situational leadership, team building, controlling: Basic concepts, definitions, process, methods, and techniques, coordination: Meaning, techniques, and importance in organizational effectiveness.

**Transactional Modes:**

Video-based Teaching, Inquiry-Based Teaching, Project-Based Learning, Demonstration, Flipped Teaching

**Suggested Reading:**

- *"Principles Of Management & Administration" by Chandra Bose, Prentice Hall Of India*
- *"Management Theory & Practice" by C.B. Gupta, Sultan Chand & Sons*
- *"Management" by Stoner, Freeman & Gilbert, Prentice Hall Of India Pvt Ltd.*
- *"Management Today: Principles and Practice" by Burton, Jene, Tata McGraw-Hill Publishing Co. Ltd.*
- *"Management: A Global Perspective" by Wehrich, Heinz and Koontz, Harold, Tata McGraw-Hill Publication Company*



**Course Title: Intellectual Property Rights**

**Course Code: MHM108**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Total Hours: 30**

**Course Learning Outcomes:**

- The students once they complete their academic projects
- They get awareness of acquiring the patent
- They also learn to have copyright for their innovative works.
- They also get the knowledge of plagiarism in their innovations which can be questioned legally.

**Course Content**

**Unit I**

**07 Hours**

INTRODUCTION TO IPR: Meaning of property, Origin, Nature, Meaning of Intellectual Property Rights, Kinds of Intellectual property rights—Copy Right, Patent, Trade Mark, Trade Secret and trade dress, Design, Layout Design, Geographical Indication, Plant Varieties and Traditional Knowledge.

**Unit II**

**08 Hours**

PATENT RIGHTS AND COPY RIGHTS— Origin, Meaning of Patent, Types, Inventions which are not patentable, Registration Procedure, Rights and Duties of Patentee, Assignment and licence , Restoration of lapsed Patents, Surrender and Revocation of Patents, Infringement, Remedies & Penalties.COPY RIGHT—Origin, Definition &Types of Copy Right, Registration procedure, Assignment & licence, Terms of Copy Right, Piracy, Infringement, Remedies, Copy rights with special reference to software.

**Unit III**

**07 Hours**

TRADE MARKS— Origin, Meaning & Nature of Trade Marks, Types, Registration of Trade Marks, Infringement & Remedies, Offences relating to Trade Marks, Passing Off, Penalties.

**Unit IV**

**08 Hours**

DESIGN- Meaning, Definition, Object, Registration of Design, Cancellation of Registration, International convention on design, functions of Design. Semiconductor Integrated circuits and layout design Act-2000.

**Transactional modes:**

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

**Suggested Readings:**

1. Intellectual Property Rights and the Law, Gogia Law Agency, by Dr. G.B. Reddy
2. Law relating to Intellectual Property, Universal Law Publishing Co, by Dr. B.L.Wadehra
3. IPR by P. Narayanan
4. Law of Intellectual Property, Asian Law House, Dr.S.R. Myneni.

**Course Title: Organizational Behavior**  
**Course Code: MHM105**

L	T	P	Cr.
3	0	0	3

**Total Hours: 45**

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

1. Recognize the concept of Individual and Organizational Behavior.
2. Describe the role and importance of Perception and Attitude.
3. Create various strategies to overcome the problems of Job Stress.
4. Apply the knowledge related to Organizational Conflicts and implement the Various Techniques to Resolve Conflicts.

### **Course Content**

#### **Unit I**

**11 Hours**

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

#### **Unit II**

**11Hours**

PERCEPTION: nature, Importance, meaning, learning & perception. Attitudes & satisfaction: - nature, dimensions of attitudes, meaning of job satisfaction. Sources & consequences of job satisfaction.

#### **Unit III**

**11 Hours**

JOB STRESS– meaning, causes & effects. GROUP DYNAMICS: - Nature of Groups, types- committee organization, its nature & functions. Informal Organization structure, Informal communication system

#### **Unit IV**

**12 Hours**

CONFLICTS: Organizational conflicts, types of conflict, Strategies of interpersonal conflicts. GROUP DECISION MAKING & CONTROL: - Nature and meaning of decision making, phases of decision-making process, Meaning of Control, elements of control process.

**Transactional modes:**

Demonstration, MockExercise, VideoDemonstration, RolePlay, Collaborative Teaching.

**Suggested Readings:**

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

**Course Title: Human Resource Management**  
**Course Code: MHH106**

L	T	P	Cr.
3	0	0	3

**Total Hours: 45**

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

1. Exhibit the different types of working procedure of Manpower Planning.
2. Operate the Recruitment and Selection procedure in Hospitality industry.
3. Apply the required skills in the concept of Training & Development.
4. Execute the Performance Appraisal system of Hospitality & Hotel Industry.

### **Course Content**

#### **Unit I**

**12 Hours**

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

#### **Unit II**

**11 Hours**

Recruitments and Placement sources of Recruitments: Internal & external selection process and techniques. Application. Interview; types, Test types, Group selection process, references, job offers  
 INDUCTION– orientations program, general property orientation; specific job orientation, follow up and evaluation

#### **Unit III**

**11 Hours**

TRAINING: Meaning and advantages. Purpose of training analyzing training need types or method of training on the job: of the job aids used while training, evaluations and monitoring of training.

#### **Unit IV**

**11 Hours**

DEVELOPMENT PROGRAM– function of a development program in HR, Career development program in hospitality & tourism industry, management development & organization strategy, organizing & implementing management development program and mentoring

**Transactional modes:**

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

**Suggested Readings:**

- *Armstrong, M. (2009) Armstrong's handbook of human resource management" (11th edition). London: Kogan Page*
- *Dessler, Garg, (2002) "Human Resource Management" (5<sup>th</sup> edition), Pearson education*
- *K. Aswathappa (2015) "Human Resource Management" (2<sup>nd</sup> edition), Tata McGraw Hill*
- *Rao V.S.P. (2014) "Human Resource Management" (1<sup>st</sup> edition) Excel books*

**SEMESTER- II****Course Title: Strategic Management****Course Code: MHM201**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Total Hours: 60****Course Learning Outcomes:**

1. Knowledge of business communication in Hotels
2. Developing business communication writing skills
3. Ability to speak verbal communication.
4. Develop cross cultural communication

**Course Content****UNIT-I****15 Hours**

Strategic Management – an overview Understanding Strategy, Definition & Explaining Strategy, Strategic Decision making Process of Strategic Management, School of thought on Strategy Formulation Strategic Intent Vision, Mission, Business Definition, Goals & Objective

**UNIT-II****15 Hours**

Environmental Appraisal Concept of Environment, Environmental Sectors, Environmental Scanning, Corporate level strategies, Grand Strategies, Stability Strategies, Expansion strategies, Retrenchment strategies Combination Strategies, Strategic Analysis & Choice Corporate & Business Level Strategic Analysis, Contingency Strategies, Strategic Plans

**UNIT-III****15 Hours**

Strategy Implementation Interrelationship between formulation & Implementation, Project Implementation Resource Allocation, Organizational System, Corporate Culture, Social Responsibilities & Strategic Implementation Functional & Operational implementation Functional Plan & Policies, Financial Plans & Policies, Marketing Plans & Policies

**UNIT-IV****15 Hours**

Strategic Evaluation & Control, Strategic Control, Operational Control, Role of Organizational System in Control, Case Studies- Case Analysis & Presentation, Mission & Mission Statement, Strategies, Approaches, Entrepreneurial Strategic Decision Making, Adaptive search, Environmental & Internal resource Analysis Environmental Scanning, SWOT Analysis (Internal & External Environment)

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings: -**

- Wootton and Terryhorne: Strategic planning: The Nine Programme
- John Tribe: Corporate Strategy for Tourism.
- Prashad, L.M.: 2004, Business Policy and Strategic Management,
- Sultan chand & Sons.
- Ghosh, P.K.: 2004, Strategic Planning & Management, Sultan Chand& Sons



**Course Title: Basics of Statistics**

**Course Code: MHM202**

L	T	P	Cr.
4	0	0	4

**Total Hours: 60**

**Course Learning Outcomes:**

1. Understand the fundamental concepts and applications of statistics in business.
2. Apply various measures of central tendency and dispersion to different types of data.
3. Analyze relationships between variables using correlation and regression techniques.
4. Utilize statistical methods for data collection, presentation, and analysis.

**Course Content**

**Unit-I**

**15 Hours**

**Introduction to Statistics:** Introduction: Meaning of statistics, applications of statistics in various fields of business, definition of data, types of data: primary and secondary data, qualitative and quantitative data, definition of population and sample, methods of data collection: census method and sampling method, advantages of sampling method over census method, concepts of simple random sampling and stratified random sampling.

**Unit-II**

**15 Hours**

**Measures of Central Tendency & Dispersion:** Measures of Central Tendency - Mean, Median and Mode - Dispersion, Range, Quartile Deviation, Mean Deviation, Standard Deviation - Measures of Skewness

**Unit-III**

**15 Hours**

**Correlation and Regression:** Meaning of correlation, types of correlation, Methods of studying correlation, scatter diagram, Karl Pearson's coefficient, Rank Correlation, Meaning and applications, Lines of regression, regression coefficients, Business applications Distinction between Correlation and regression

**Unit-IV****15 Hours**

Probability & Time Series: Definitions - Examples of Sample Space. Events, Independent Events and Conditional Events, Axiomatic and classical approach to probability. Time Series Analysis - Trend - Seasonal Variation

**Transactional Modes:**

Video-based Teaching, Inquiry-Based Teaching, Project-Based Learning, Demonstration, Flipped Teaching

**Suggested Reading:**

- *"Statistics for Business and Economics" by Paul Newbold, William L. Carlson, and Betty Thorne*
- *"Fundamentals of Statistics" by S.C. Gupta*
- *"Basic Statistics for Business and Economics" by Douglas A. Lind, William G. Marchal, and Samuel A. Wathen*
- *"Introduction to the Practice of Statistics" by David S. Moore, George P. McCabe, and Bruce A. Craig*
- *"Statistics for Management" by Richard I. Levin and David S. Rubin*

**Course Title: Research Methodology –I**  
**Course Code: MHM203**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Total Hours: 45**

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

1. Evaluate the research process, including the identification of research problems, formulation of research questions, and the steps involved in designing, conducting, and reporting research studies.
2. Apply appropriate research design and sampling techniques based on the research objectives, ensuring the selection of suitable methods for data collection and analysis.
3. Analyze and interpret research data using both quantitative and qualitative techniques, including descriptive and inferential statistics, thematic analysis, and content analysis.
4. Evaluate the ethical considerations involved in conducting research, including obtaining informed consent, ensuring participant confidentiality, and maintaining integrity in data collection and reporting.

### **Course Content**

#### **UNIT I**

**12 Hours**

Research: Nature, Purpose, and Scope of Research, Definition of research, Importance of research in various fields, Characteristics of good research. Research Process: Steps and Components Identification of research problem, Formulation of research objectives and questions, Literature review and theoretical framework, Research design and methodology, Data collection and analysis, Interpretation and reporting of results, Ethical considerations in research.

#### **UNIT II**

**11 Hours**

Research Design: Types and Selection, Experimental, quasi-experimental, and non-experimental designs, Cross-sectional and longitudinal designs, Case study, survey, and ethnographic designs. Sampling Techniques: Principles and Methods, Probability sampling techniques (simple random

sampling, stratified sampling, cluster sampling), non-probability sampling techniques (convenience sampling, purposive sampling, snowball sampling), Sample size determination

### **UNIT III**

**11 Hours**

Data Collection Methods: Questionnaires and surveys, Interviews (structured, semi-structured, and unstructured), Observations (participant and non-participant). Data Analysis Techniques: Descriptive statistics (measures of central tendency and variability), Inferential statistics (hypothesis testing, correlation, regression), Qualitative data analysis (thematic analysis, content analysis).

### **UNIT IV**

**11 Hours**

Research Ethics: Ethical considerations in research involving human participants, Informed consent and confidentiality, Integrity and responsible conduct of research.

Research Reporting and Presentation: Writing a research proposal, Structure and format of a research report, Effective presentation of research findings, Publication and dissemination of research results.

### **Transaction Mode**

Face-to-face classroom instruction, offline synchronous sessions, online asynchronous discussions, Individual research projects, Group discussions and presentations, Practical exercises and data analysis tasks

### **Suggested Readings**

- *Creswell, J. W. Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. Sage Publications.*
- *Sekaran, U., & Bougie, R. Research Methods for Business: A Skill-Building Approach. Wiley*
- *Neuman, W. L. Social Research Methods: Qualitative and Quantitative Approaches. Pearson.*
- *Saunders, M., Lewis, P., & Thornhill, A. Research Methods for Business Students. Pearson.*
- *Kothari, C. R. Research Methodology: Methods and Techniques. New Age International Publishers.*
- *Panneerselvam, R. Research Methodology. PHI Learning Pvt. Ltd.*

**Course Title: Business Economics**  
**Course Code: MHM205**

L	T	P	Cr.
3	0	0	3

**Total Hours: 45**

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

1. Understand the fundamental concepts and principles of economics and their relevance to business management.
2. Analyze demand and supply functions and their impact on consumer behavior.
3. Examine production functions and the laws governing production processes.
4. Evaluate different market structures and their implications for pricing and competition.

### **Course Content**

#### **Unit-I**

**11 Hours**

**Introduction to Economics:** Definition, nature, scope, and limitations of economics, economics as an art or science, relevance of economics in business management, utility analysis, marginal theory of utilities, equi-marginal theory of utility.

#### **Unit-II**

**12 Hours**

**Meaning of demand:** demand theory and objective, demand analysis, demand schedule, demand curve, law of demand, elasticity of demand: types and measurement, indifference curve analysis, laws of supply, elasticity of supply, consumer equilibrium, consumer surplus.

#### **Unit-III**

**10 Hours**

**Production:** Meaning, analysis of production function, laws of production, laws of increasing returns, laws of constants, laws of returns to scale, equi product curves, producers equilibrium.

#### **Unit-IV**

**12 Hours**

**Market Analysis:** Market analysis, nature of market, types of markets and their characteristics, pricing under different market structures, perfect competition, monopoly, oligopoly, monopolistic competition, price discrimination under monopoly competition

**Transactional Modes:**

Video-based Teaching, Inquiry-Based Teaching, Project-Based Learning, Demonstration, Flipped Teaching

**Suggested Reading:**

- *"Principles of Economics" by N. Gregory Mankiw*
- *"Managerial Economics" by Christopher R. Thomas and S. Charles Maurice*
- *"Microeconomics" by Robert Pindyck and Daniel Rubinfeld*
- *"Economics for Business" by John Sloman and Elizabeth Jones*
- *"Managerial Economics: Theory, Applications, and Cases" by W. Bruce Allen, Keith Weigelt, and Neil Doherty*

**Course Title: Hotel French**  
**Course Code: MHM204**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Total Hours: 30**

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

1. Identify & use small French expression, vocabulary, articles indefinite & definite, auxiliary 1st group verbs
2. Reading & Reciting various Expressions/vocabulary used for seasons, colors & telling the time; Counting (51-100); Translation; Comprehension based on simple text basic French introduction, fruits, vegetables & 1st group French verbs.
3. Describing & role playing various French conversation.
4. Familiarizing for with tourism & hospitality related situations & grammar.

### **Course Content**

#### **UNIT-I**

**07 Hours**

Vocabulary & written expression: Expressions used for introduction, greetings, salutations; Days of the week; Month of the year; counting (1-50); translation (simple) Grammar: Definite article; Indefinite article; Subjective pronouns; Conjugation of auxiliary verbs & first group verbs (-er group in positive form in present tense) Oral/Situation: Presentez-vous: (IN conversation) Civilization: Name of various countries and their nationality in French.

#### **UNIT-II**

**08 Hours**

Vocabulary & written Expressions/vocabulary used for seasons, colours & telling the time Counting (51-100), Translation Comprehension based on simple text Grammar, Pronouns, Conjugation of first group verbs in negative & interrogative, Adjectives. Oral/Situation: to be given by concern teacher. Civilization Name & description of Indian festivals & their importance-(2). Important Indian dishes, their preparation & ingredients-(2)

**UNIT-III****07 Hours**

Situation 1: Bienvenue; Situation2: vous parlez francais; Situation3; Quel est votre nom(Includes grammar exercise associated with it)

**UNIT-IV****08 Hours**

Book: Bon Voyage , Embarquement (conti.)Situation 4: une table pour deux personnes; Situation 5: isabelle quelle surprise (Incudes grammar exercises associated with it)

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings: -**

- *Vasanti Gupta, Malini Gupta, Usha Ramchandran, Bon Voyage, W. R. goyal Publishes and*
- *Distributions, New Delhi.*
- *▪ Odilechantellauvechiari, Sophie, C and Chantal, D., Les Metiers de Tourism, Hachette, Paris.*
- *▪ French for hotels, frank brothers, New Delhi*



**Course Title: Business Communications**  
**Course Code: MHM207**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Total Hours: 45**

**Course Learning Outcomes:**

1. Knowledge of business communication in Hotels
2. Developing business communication writing skills
3. Ability to speak verbal communication.
4. Develop cross cultural communication

**Course Content**

**UNIT-I**

**10 Hours**

Communication theory: Meaning, Significance & Scope of Communication: Models of Communication Process; Filtering in Communication; Words & Meanings, Perception & Reality, Barriers of Communication. Flow of information in business organizations & role of effective communication in improving it

**UNIT-II**

**11 Hours**

Business Writing Principles for Clear Business Writing; Adoption, Word Selection, Sentence Construction. Qualities of Business Correspondence, Letters. Important Business correspondence; Letters. Important Business correspondence; Memos, Reports, Inquires and Responses, Persuasive Requests, Sales Letters, Facsimile, Curriculum Vitae, Email, Use of MS Office in Business Communication. Business Report Writing – Organization and Makeup of Different Types of Reports. Techniques of Writing Visual aspects of Reports; layout options & Illustrations

**UNIT-III**

**12 Hours**

Verbal communication: Oral Business Communication: Dictation, Telephone conversation, Public speaking & oral reporting, Interviews, demonstration, Meeting-Process & Organization of Meetings, Group Discussions. Nonverbal

Communication: Body Language, Importance of Gestures in Communication. Readig Body Language in Business Communication

#### **UNIT-IV**

**12 Hours**

Cross- Cultural Communication –Concepts of Cultures, Function of Culture, Impact of Culture on Communication, Important expressions in Cross Cultural Communication.

#### **Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

#### **Suggested Readings: -**

- *Snell shelagh & Carpenter Jeff, "Communication in Travel & Tourism" Hodder& Stoughton Ltd.*
- *Kent by Page Bros. (Norwich) Ltd. 1990.*
- ▪ *Leisikar V Raymond & Petit d. John. "Business Communication" Richard D Irwin, 1992.*
- ▪ *Allan Peas, Body Language.*
- ▪ *Desmand Morris, People Watching.*
- ▪ *RK Maddhukar, Business Communication, Vikas Publishing House, New Delhi.*

**Course Title: Hospitality ICT**

**Course Code: MHM208**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Total Hours: 45**

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

1. Describing Computers; its characteristics & application of computers
2. Discussing internet, its uses & understanding Word
3. Practicing Excel & PowerPoint for effective managerial presentation
4. Planning E-Commerce, its features & different types of ecommerce
5. Course Content

### **UNIT-I**

**10 Hours**

Information to Computers, Characteristics of Computers, applications of Computers in hotel industry, Different unit of Computers, Components of Computers, Input/output and auxiliary storage devices.

### **UNIT-II**

**11 Hours**

Internet: concepts of Internet, Use of Internet, requirements of Internet, Internet, Domain, Internet Server, Establishing Connectivity on the Internet, types of Internet providers, Procedure of Opening E-mail Account on Internet, Browsing the Internet, Internet and Chatting, Internet Phone and Video. Introduction to MS word – Creating – Editing – Formatting – Saving documents– Types of document format – Mail Merge features – Parts of MS word window –Features of Ribbons – Using MS word Tools – Spelling and Grammar – Mail merge – Printing Envelops and labels

### **UNIT-III**

**12 Hours**

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

Cash Handling. MANAGING FOOD & BEVERAGE OUTLET: Supervisory skills, Developing efficiency, Standard Operating Procedure

#### **UNIT-IV**

**12 Hours**

Introduction of Spreadsheet & excel - Getting started with excel- Editing cells -Using commands and functions - Moving and copying - Inserting and deleting rows & columns -Getting help and formatting a worksheet - Printing the worksheet – Creating charts - Using date and time - Addressing modes - Naming ranges – Statistical and mathematical functions. -Database in a worksheet – Additional formatting commands and drawing tool bar – Internet usage in Business Email - Multiple worksheets and macros. Introduction to MS Power Point - Power point basics - Editing text – Adding subordinate points -Deleting slides - Working in outline view - Using design templates - Adding graphs – Adding organization Charts - Running an electronic slide show - Adding special effects - Creating Presentation using MS power point.

#### **UNIT-V**

**12 Hours**

E-Commerce Concepts: Meaning, Definition, Concepts, Features, Function of Ecommerce, E-commerce practices v/s traditional practices, scope & Basic models of E-commerce, Limitations of E-commerce, Precaution for secure E-commerce. Types of E-commerce: Meaning of Business to Customers (B2C), Business to Business (B2B), Consumer to Consumer (C2C), Peer to Peer (P2P), A brief overview on: Marketing, E-Payments & E-Finance. Introduction to Information and Communication Technology: Definition, ICT in Hospitality sector: Accommodation establishment, types and ICT utilization, strategic and tactical role of ICTs for Hotels, Issues for future of E-hospitality

#### **Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

#### **Suggested Readings: -**

- *Leon Alexis and Mathews Leon: Introduction to Computers, Vikas Publishing House Pvt Ltd. New Delhi*
- *Bhatnagar S C and Ramani K V: Computers and information management. A Primer for*
- *Practicing Managers, New Delhi, Prentice Hall of India Pvt. Ltd.*
- *Bansundara, S: Computer Today.*
- *Goel Ritender and D N Kakkar: Computer Application in Management, New Age International*

- *Publishers, New Delhi.*
- *▪ Ragaraman, V: Fundamental of Computers, PHI, New Delhi.*

### SEMESTER-III

**Course Title: Project Management**

**Course Code: MHM301**

L	T	P	Cr.
3	0	0	3

**Total Hours: 45**

#### Course Learning Outcomes:

1. Understand the fundamentals and methodologies of project management.
2. Apply project management processes to various types of projects.
3. Develop skills to manage risks and ensure successful project completion.
4. Utilize tools and techniques for effective project monitoring and control.

### Course Content

#### Unit-I

**12 Hours**

**Introduction to Project Management:** Orientation and course preview, work and grading methodology, introduction to project management, project management as a process, what is a project?, the project environment & ecosystem -- essential elements, kinds of projects (examples).

#### Unit-II

**11 Hours**

**Predictive (Waterfall) Projects:** The 6 constraints, the project management cycle, project management processes (core & supportive), project management roles & cultural differences, project management skills, project organizational structures.

#### Unit-III

**11 Hours**

**Contract Management:** Contract structures and contents, Contract negotiation, Scope, requirements and interfaces, Phases of a contract, Contractual conflicts resolution, The change control process

#### Unit-IV

**11 Hours**

**Risk Management and Project Monitoring and Control:** Introduction to risk assessment, contingency planning, a model for adaptive project management, building a suitable monitoring & control system, mastering conflict, collaborative behavior, the role of communication, troubleshooting (common practices), an overview of useful techniques and tools used in project management.

**Transactional Modes:**

Video-based Teaching, Inquiry-Based Teaching, Project-Based Learning, Demonstration, Flipped Teaching

**Suggested Reading:**

- *"A Guide to the Project Management Body of Knowledge (PMBOK Guide)" by PMI*
- *"PRINCE2: A Practical Handbook" by Colin Bentley*
- *"Agile Project Management with Scrum" by Ken Schwaber*
- *"Project Management for Dummies" by Stanley E. Portny*
- *"Risk Management" by Carl L. Pritchard*

**Course Title: Hotel law –I**  
**Course Code: MHM302**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Total Hours: 45**

**Course Learning Outcomes:**

1. Provide an understanding of the rights, obligations and liabilities concerning laws and regulations which govern the hospitality and travel industry.
2. Students will acquire the knowledge needed to facilitate compliance with regards to regulations concerning hotels, restaurants and travel operations.

**Course Content**

**UNIT-I**

**12 Hours**

Introduction to Indian Hospitality & Related Laws in India: - Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business. Catering Establishment Act, 1958

**UNIT-II**

**11 Hours**

Laws Related to Hotel Operations in India: Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance Role of professional bodies like FHRAI & Hotel Association of India (HAI) in regulating the affairs of the hotel industry.

**UNIT-III**

**11 Hours**

Laws Related to Employees, Guests, Public Health Safety: Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws.

**UNIT-IV**

**11 Hours**

Laws Related to Food & Beverage Services: Food Legislation and Liquor Licensing The Liquor Policy in Punjab Haryana & Delhi

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings: -**

1. Legal Aspect for Hospitality and Travel-Tourism Industry, Atul Bansal, Shyamraj Publication.
2. Hotel Law by Amitabh Devendra, Oxford University Press India
3. Hospitality and Hotel Laws, Satish C. Kaul, Axis Publication



**Course Title: Research Methodology –II**  
**Course Code: MHM303**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Total Hours: 45**

**Course Learning Outcomes:**

1. Identify the potential areas of research.
2. Distinguish between the different schools of literary criticism and theory.
3. Apply critical theories to the research problem.
4. Analyse the research problem using primary materials (texts) and secondary materials (reference readings).
5. Argue a proposition with relevant ideas.
6. Write a research proposal and a dissertation.

**Course Content**

**UNIT-I**

**12 Hours**

Research Design – definition – essentials and types of research design – errors and types of errors in research design. Research problem: Selecting and analyzing the research problem – problem statement formulation – formulation of hypothesis. Literature review: purpose, sources, and importance - literature review procedure. Objectives: Learning Objectives; Definitions; Formulation of the research objectives.

**UNIT-II**

**11 Hours**

Measurement. Scaling and Sampling

Variables in Research – Measurement and scaling – Different scales – Construction of instrument – Validity and Reliability of instrument. Data Collection methods – primary and secondary data – Construction of questionnaire and instrument –validation of instruments. Sample size determination - Sample design and sampling techniques.

**UNIT-III**

**11 Hours**

Data Analysis and Tools Processing of Data: Editing of Data – Coding of Data – Classification of Data –Statistical Series. Qualitative vs Quantitative

data analyses – Univariate, Bivariate and Multivariate statistical techniques

**UNIT-IV****11 Hours**

Data Analysis and Tools

Processing of Data: Editing of Data – Coding of Data – Classification of Data – Statistical Series. Qualitative vs Quantitative data analyses – Univariate, Bivariate and Multivariate statistical techniques.

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings: -**

- Cooper, D.R., Schindler, P.S. and Sun, J., 2006. *Business research methods (Vol. 9)*. New York: McGraw-Hill Irwin.
- Creswell, J.W. and Creswell, J.D., 2017. *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Kothari, C.R., 2004. *Research methodology: Methods and techniques*. New Age International.
- Krishnaswamy, K.N., 2006. *Management Research Methodology: Integration of Principles, Methods and Techniques*. Pearson Education India.
- Sekaran, U. and Bougie, R., 2016. *Research methods for business: A skill building approach*. John Wiley & Sons.

**Course Title: Business Ethics**  
**Course Code: MHM304**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>

**Course Learning Outcomes:**

**Total Hours: 45**

1. Students can identify and explain major ethical theories, including utilitarianism, deontology, virtue ethics, and others.
2. Students understand key concepts such as corporate social responsibility, stakeholder theory, and ethical decision-making models.
3. Students can apply ethical principles to real-world business scenarios, identifying potential ethical dilemmas and suggesting appropriate courses of action.
4. They can evaluate the ethical implications of business decisions on various stakeholders, including employees, customers, suppliers, communities, and shareholders.

### **Course Content**

#### **UNIT-I**

**10 Hours**

INTRODUCTION TO ETHICS, Ethics and Business Ethics, Ethical Concepts, Ethical Values, Business Ethics

#### **UNIT-II**

**10 Hours**

ORGANIZATIONAL ETHICS - Ethical Corporate Behaviour, Development of Ethical Corporate Behaviour, Ethical Leadership

#### **UNIT-III**

**10 Hours**

Ethical Decision-making, Ethical Dilemmas in Organization, Social Responsibility of Business and Corporate Governance.

#### **UNIT-IV**

**15 Hours**

Ethic in Functional Area, Marketing, Finance, Human Resource and Information Technology, Environmental Ethics, Corruption and Gender Issues—Gender Ethics, Sexual Harassment and Discrimination.

**Transactional modes:**

Video based Teaching, Open talk, Question, Instructional teaching, Peer Teaching.

**Suggested Readings:**

- *"Business Ethics: A Textbook with Cases" by William H. Shaw*
- *"Business Ethics: Ethical Decision Making and Cases" by O.C. Ferrell, John Fraedrich, and Linda Ferrell*
- *"Just Business: Christian Ethics for the Marketplace" by Alexander Hill*
- *"Business Ethics and Corporate Governance: Principles and Practices" by S.K. Bhatia*
- *"Corporate Governance and Business Ethics: Text and Cases" by U.C. Mathur*
- *"Ethical Management: Text and Cases in Business Ethics and Corporate Governance" by Satish Modh.*

**Course Title: Computer Proficiency****Course Code: MHM305**

L	T	P	Cr.
2	0	0	2

**Total Hours: - 30**

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

1. Analyze the hardware, software, components of a network and the interrelations.
2. Apply the skills related to the database management to conduct the different types of research work.
3. Execute the different types of ICT tools for conducting the research work.
4. Recognize the different types of data graphical techniques which are used for research.

### **Course Content**

**Unit I****08 Hours**

Fundamentals of computers and their components, Hardware and software, Operating systems, Word processing programme: basics, editing, referencing, Spread sheet programme: application, features and functions, formulas, statistics, graphs.

**Unit II****07 Hours**

Presentation programme: application, features and functions, creating presentations, Database management systems: Creation, updating, indexing and searching of data.

**Unit III****08 Hours**

Use of ICT: Web based resources, search engines and techniques, Web as a tool for scientific literature survey, archive browsing, Research purpose software's: Origin and MS Excel.

**Unit IV****07 Hours**

Graph plotting and its types, Curve fitting, and data management. Chem draw: Use of Chem draw, The Basics, Drawing Resonance Structures, Drawing Reactions, Drawing Schematics.

**Transaction Mode**

Problem-solving learning, blended learning, Gasification, Cooperative learning, Inquiry-based learning, Visualization, Group discussion, experiential learning, Active participation

**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.*

**Course Title: Food Processing and Preservation**  
**Course Code: OEC037**

L	T	P	Cr.
2	0	0	2

**Total Hours:30**

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

1. To explain different processing and preservation of fruits and vegetables and prepare various milk products.
2. To discuss various processing and preservation techniques.
3. To identify novel technologies in the processing of fleshy foods.
4. To identify high end techniques in sea food processing and preservation. v. Compare various food processing technology.

**UNIT I****7 Hours**

**Introduction to Food Processing:** Definition and significance, Historical development, Overview of the food processing industry

Principles of Food Preservation: Importance and objectives, Factors contributing to food spoilage (microbial, enzymatic, chemical)  
**Food Safety and Quality:** Key safety regulations and standards, Quality control in food processing.

## UNIT II

**8 Hours**

**Thermal Processing:** Pasteurization: Methods and applications, Sterilization: Techniques and differences from pasteurization, Canning: Principles and processes

**Low-Temperature Preservation:** Refrigeration: Principles and effects, Freezing: Methods and considerations

**Dehydration and Drying:** Basic principles of drying, Comparison of different drying methods

## UNIT III

**7 Hours**

**Chemical Methods:** Use of preservatives: Types and effects, Smoking and pickling: Processes and applications, Sugar and salt preservation

**Biological Methods:** Fermentation: Principles and benefits, Probiotics and bacteriocins: Role in preservation

**Packaging for Preservation:** Types of packaging materials, Modified atmosphere packaging (MAP), Vacuum packaging: Basics and uses

## UNIT IV

**8 Hours**

**Emerging Preservation Technologies:** High-pressure processing (HPP), Pulsed electric fields (PEF), Cold plasma and other non-thermal methods

**Impact on Nutritional Value:** Nutrient retention during processing, Strategies to minimize nutrient loss

**Future Trends:** Innovations in food preservation, Sustainability considerations

### Transactional Mode

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

### Suggested Readings:

- *Khetarpaul Neelam (2005) Food Processing and Preservation, Daya Publications, New Delhi*
- *Manoranjan Kalia (2014) Food Quality Management Second Edition, Agrotech Publishing Academy, Udaipur.*
- *Sivasankar B (2002) Food Processing & Preservation, Prentice Hall, India.*

**Course Name: Environmental Practices in Hotels**  
**Course Code: MHM306**

L	T	P	Cr.
2	0	0	2

**Total hours: 30**

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

1. Understand the meaning and importance of environmental studies in hotel industry.
2. Recognize awareness about impact of human population on environment.
3. Create strategies to solve problems related to environment pollution.

### **Course Contents**

#### **UNIT I**

**08 Hours**

**ENVIRONMENTAL STUDIES:-** Nature, scope and importance, need for public awareness; natural resources – renewable and non-renewable resources, use and over- exploitation/over-utilization of various resources and consequences; role of an individual in conservation of natural resources; equitable use of resources for sustainable lifestyles.

#### **UNIT II**

**07 Hours**

**ECOSYSTEMS:-** concept, structure and function of an ecosystem; energy flow in the ecosystem; ecological succession; food chains, food webs and ecological pyramids; types of ecosystem – forest ecosystem, grassland ecosystem, desert ecosystem, aquatic ecosystems Environmental Pollution – Definition, cause, effects and control measures of different types of pollutions – air pollution, water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards; solid waste management – causes, effects and control measures of urban and industrial wastes; role of an individual in prevention of pollution.

#### **UNIT III**

**08 Hours**



**SOCIAL ISSUES AND THE ENVIRONMENT:-** Sustainable development, urban problems related to energy, water conservation, rain water harvesting, watershed management; resettlement and rehabilitation of people, its problems and concerns; climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust; Wasteland reclamation, consumerism and waste products, Solid Waste Management.

#### UNIT IV

**07 Hours**

**ENVIRONMENTAL LEGISLATION:-** Environment Protection Act. Air (Prevention and Control of Pollution) Act. Water (prevention and control of pollution) Act, Wildlife Protection Act, Forest Conservation Act

#### **Transactional Mode:**

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

#### **Suggested Readings:**

- *Hawkins R.E., (2012) "Encyclopedia of Indian Natural History", Natural History Society, Mumbai.*
- *Jadhav, H &Bhosale, V.M., (2016) "Environmental ProtectionandLaws" Himalaya Pub. House, Delhi*
- *Mckinney, M.L. & School, R.M. (2012) "Environmental Sciencesystems & Solutions". Himalaya Publisher House. NewDelhi*
- *Miller T.G. Jr. (2010) "Environmental Science", WadsworthPublishingCo. USA.*

### SEMESTER-IV

**Course Title: Dissertation**

**Course Code: MHM401**

L	T	P	Cr.
0	0	0	20

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

1. Plan, and engage in, an independent and sustained critical investigation and evaluation of a chosen research topic relevant to environment and society

2. Identify the relevant theory and concepts, relate these to appropriate methodologies and evidence.
3. Engage in systematic discovery and critical review of appropriate and relevant information sources
4. Appropriately apply qualitative and/or quantitative evaluation processes to original data
5. Communicate research concepts and contexts clearly and effectively both in writing and orally

### **Course Content**

#### **Format for Preparation Of Project Report**

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

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

#### **1. ARRANGEMENT OF CONTENTS:**

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

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

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

#### **2. PAGE DIMENSION AND BINDING SPECIFICATIONS:**

- ThedimensionoftheprojectreportshouldbeinA4size.
- The project report should be bound using flexible cover of the thick white art paper.
- The cover should be printed in black letters and the text for printing should be identical.

#### **3. PREPARATION FORMAT:**

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

#### **4. TYPING INSTRUCTIONS:**

- The impression on the typed copies should be black in color.
- One and a half spacing should be used for typing the general text.
- The general text shall be typed in the Font style ‘Times New Roman’ and Font size 14.

**Course Title: Professional Teaching**  
**Course Code: MHM402**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>
<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

In this course, students are required to complete a 40-hour classroom teaching at a government-approved institution. This hands-on experience is designed to bridge theoretical knowledge with practical application, allowing students to gain real-world teaching experience. During this period, students will develop lesson plans, deliver instruction, and engage with learners, honing their skills in classroom management, instructional design, and pedagogical strategies. This classroom teaching aims to provide valuable insights into the teaching profession, enhance their instructional capabilities, and ensure they are well-prepared for a career in specified subjects/technical subjects.