



**K.R. MANGALAM UNIVERSITY**  
THE COMPLETE WORLD OF EDUCATION

# **SCHOOL OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME HANDBOOK**

Bachelor's in Hotel Management and Catering Technology

**Programme Code: 76**

**(Undergraduate Programme)**

**(2023-24)**



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## PREAMBLE

At K.R Mangalam University, we believe in the transformative power of education. Our curriculum is designed to equip the learners with the knowledge, skills, and competencies necessary for success in their chosen fields and to prepare them for the challenges of the ever-evolving global landscape. The foundation of our curriculum is rooted in a Learning Outcomes-Based Curricular Framework (LOCF) that ensures that the programmes are designed with clear learning objectives in mind, guiding the teaching and learning process to facilitate learner's growth and achievement. Our goal is to foster a holistic educational experience that not only imparts disciplinary knowledge but also nurtures critical thinking, problem-solving abilities, communication skills, and lifelong learning.

The curriculum is aligned with the needs of the industry and the job market and is flexible enough to adapt to changing trends and technologies. It integrates cross-cutting issues relevant to professional ethics, gender, human values, environment and Sustainable Development Goals (SDGs). All academic programmes offered by the University focus on employability, entrepreneurship and skill development and their course syllabi are adequately revised to incorporate contemporary requirements based on feedback received from students, alumni, faculty, parents, employers, industry and academic experts.

With the focus on Outcome-Based Education (OBE), our university is continuously evolving an innovative, flexible, and multidisciplinary curriculum, allowing students to explore a creative combination of credit-based courses in variegated disciplines along with value-addition courses, Indian Knowledge Systems, vocational courses, projects in community engagement and service, value education, environmental education, and acquiring skill sets, thereby designing their own learning trajectory.

The new curriculum of Bachelor of Hotel Management & Catering Technology offer in depth knowledge of ever changing field of Hospitality with focus on latest development through policy intervention, global integration and technological disruption. After pursuing this course students will get expertise in the field of Hotel Management in general with specialization in the specific fields of Food Production, Food & Beverage, Accommodation operation, Front office and in management subjects like sales and marketing, strategic planning and management, facility planning, human resource and so on with complete skills and competence required by the Hospitality Industry.

The K R Mangalam University hopes the LOCF approach of the programme BHMCT will help students in making an informed decision at the time of working with Corporates or engaged in any sectors of Hospitality Management.

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## **1. UNIVERSITY VISION AND MISSION**

K.R. Mangalam University is the fastest-growing higher education institute in Gurugram, India. Since its inception in 2013, the University has been striving to fulfil its prime objective of transforming young lives through ground-breaking pedagogy, global collaborations, and world-class infrastructure.

Recognized for its virtues of quality, equality, inclusiveness, sustainability, and professional ethics, KRMU is synonymous with academic excellence and innovation.

### **1.1. VISION**

K.R Mangalam University aspires to become an internationally recognized institution of higher learning through excellence in inter-disciplinary education, research and innovation, preparing socially responsible life-long learners contributing to nation-building.

### **1.2 MISSION**

1. Foster employability and entrepreneurship through futuristic curriculum and progressive pedagogy with cutting-edge technology.
2. Instill notion of lifelong learning through stimulating research, outcomes-based education and innovative thinking.
3. Integrate global needs and expectations through collaborative programs with premier universities, research centers, industries and professional bodies.
4. Enhance leadership qualities among the youth having understanding of ethical values and environmental realities.

## **2. SCHOOL OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (SOHMCT)**

### **2.1 About the School of Hotel Management and Catering Technology**

School of Hotel Management and Catering Technology at K. R. Mangalam University is equipped to carry out both teaching and research. The faculty is in constant touch with various experts in the relevant field and is willing to experiment with latest ideas in teaching and research.

School of Hotel Management and Catering Technology imparts students technical knowledge, enhances their practical skill and ability, motivating them to think creatively, helping them to act independently and take decisions accordingly in all their technical pursuits and other endeavors. It strives to empower its students and faculty members to contribute to the development of society and Nation.

## **3. SCHOOL VISION AND MISSION**

### **3.1 School Vision**

Aspires to become an internationally recognized School in Hotel Management through excellence in Hospitality education, research and innovation, preparing socially responsible life-long learners contributing to nation building.

### 3.2 School Mission

**To provide education at all levels in core and emerging areas of Hospitality to develop knowledge, learning and research and enhance the overall personality of students, School of Hotel Management is committed to-**

- Foster employability and entrepreneurship in field of hospitality through interdisciplinary curriculum and progressive pedagogy with cutting-edge technology.
- Instil notion of lifelong learning through stimulating research, Outcomes-based education, and innovative thinking.
- Integrate global needs and expectations through collaborative programs with premier universities, research centres, industries, and professional bodies.
- Enhance leadership qualities among the youth understanding ethical values and environmental realities.
- Developing active leadership skills, ethical values, and environmental responsibility.
- Foster employability and entrepreneurship through futuristic curriculum and progressive pedagogy with cutting-edge technology in field of hospitality.
- Instil notion of lifelong learning through stimulating research, Outcomes-based education, and innovative thinking.
- Integrate global needs and expectations through collaborative programs with premier universities, research centres, industries, and professional bodies.

## **4. INTRODUCTION TO BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY**

This Program aims at complete development of the student into a successful hospitality professional; particularly acquiring knowledge and skills to become well rounded hotelier, who can pursue the area of interest that they may have in the hospitality industry.

### **4.1. NATURE OF BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME**

**BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME** is a four-year professional degree programme of Hospitality education offered as an under-graduate degree that aims at preparing committed, responsible, and professional hoteliers for the industry. This programme combines theoretical knowledge, practical experiences, internships, reflective practice, learner-centred approaches, collaboration, and a commitment to lifelong learning. These aspects collectively shape the educational journey of SOHMCT students, equipping them with the necessary attributes to become competent and compassionate hospitality professionals.

### **4.2. AIMS OF BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME**

This programme aims to achieve several important objectives in preparing aspiring hoteliers for a successful career in Hospitality Industry. The programme aims to develop the professional competence of future hospitality professionals by providing them with a strong foundation in all the core and secondary areas of a hotel. It strives to equip students with the necessary skills, knowledge, and competencies to effectively plan, manage and run a hospitality business.

**5. LEARNING OUTCOME-BASED CURRICULUM FRAMEWORK IN BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME** The Learning Outcomes-based Curriculum Framework (LOCF) for the Bachelor . (HMCT) programme provides a

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framework for the budding hoteliers to develop a range of knowledge, skills, attitudes, and values that hospitality professionals should possess to meet the industry needs. The program will help the students in reaching their professional goals, by teaching them with a mix of theory and practical based subjects.

## **6. GRADUATE ATTRIBUTES OF BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME:**

Graduate attributes are the qualities, skills, knowledge, and attitudes that students are expected to develop and possess upon completion of a Bachelor in HMCT. The following attributes equip graduates with the necessary competencies to be effective hospitality professionals and contribute to the field of Hotel Management:

- **GA 1: Analytical and Problem- solving skills**  
Express problem-solving ability under adverse situations. Identify Analyze and Synthesize correct information for resolving Issues and arriving at appropriate solutions.
- **GA 2: Effective communication skills**  
Demonstrate a High Standard of Oral, Written and Visual Communication Skills relevant to Hospitality. Develop Communication skills for Clarity and Confidentiality Discuss, Listen and Negotiate Effectively with Clients and Guests. Diagnose and Develop Effective CRM Strategies.
- **GA 3: Team dynamics and group behaviour**  
Demonstrate high level of Inter-personal understanding, working in Team with Leadership qualities. Predict, Initiate and Embrace changes in the Hospitality sector.
- **GA 4: Ethics and Responsible behaviour**  
Demonstrate Truth, Honesty, Integrity, Compassionate conduct in Professional Life. Recognize Business Ethics for successful Business Operations and Customer Relations in Hospitality Sector. Practice Professional Ethics in line with Social Responsibility Framework designated for Hospitality sectors.
- **GA 5 Life-Long Learning**  
Develop Confidence and Capability to set Rigorous and High Standards, necessary in Hospitality. Formulate Knowledge Based Skills in accordance with the Changing Dynamics of the Hospitality Industry.
- **GA 6 Hospitality Knowledge**  
Define Hospitality concepts, Review of Components and Characteristics of Service Industry. Analyze functioning of Hotels Business in order to assess collaborative Intellectual Development.
- **GA 7 Employability & Entrepreneurship in Hospitality**  
Explore creativity, innovation and collaboration in Hospitality. To Demonstrate Risk taking Ability, Critical Decision Making, and Optimize use of Human Resource through formulation of Effective Methods pertaining to Hospitality sector. Appraise the use of special skills acquired.
- **GA 8 Customer Management Skills in Hospitality**  
Recognize the need for and Importance of Customer Relations Resolve Customer Grievances up to the utmost satisfaction to ensure achievement of principles of Relationship Management.
- **GA 9 Application of IT and Automation in Hospitality**  
Demonstrate ability to handle complex information data base pertaining to Hospitality sector. Apply use of latest Information Technology Tools and Techniques in handling Business Solutions effectively.
- **GA 10 Global citizenship in Hospitality sectors.**  
Recognize and Demonstrate the Global Code of Ethics for Hospitality as proposed by Hospitality Industry. Manage to work Effectively, Responsibly and Sensibly in Global context. Practice, Preach and Support Global Responsible Behaviour.

## **7. QUALIFICATION DESCRIPTORS FOR BACHELOR IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY PROGRAMME:**

The students who complete four years of full-time study will be awarded a Bachelor Degree in HMCT. Qualification descriptors for a Bachelor in HMCT program outline the knowledge, skills, and competencies that students are expected to acquire upon completion of the programme. These descriptors serve as benchmarks for assessing the readiness of graduates to enter the hospitality profession and may include:

1. This program is designed to provide a sound knowledge of hospitality skills and competence in hospitality domains. possess in-depth knowledge and understanding of the subject(s) they are planning to teach.
2. It develops the ability to analyze problems and generate solutions in the areas of hospitality. engage in critical reflection on their own teaching practices and make informed decisions based on evidence.
3. It also aims to provide exposure to the operations and practices of hospitality sectors and development of hospitality system.

## **8. PROGRAMME EDUCATIONAL OBJECTIVES (PEO)**

**PEO 1** To educate students with the knowledge and skills necessary to be competent business professionals in the hospitality industry and competitive in the job market, with special emphasis on multicultural understanding and practice in a global industry.

**PEO 2** To be able to collaborate as well as lead, with many different types of people, solve problems quickly and concentrate on details, have initiative and self-discipline, effective communication skills, and the ability to organize and direct the work of others.

**PEO 3** To be able to evaluate through strong knowledge of lodging and food and beverage service operations, including customer service, reservations, purchasing and accounting systems, safety and security, design, event planning, maintenance and repair, personnel practices, and business ethics, legal requirements, management and finance.

**PEO 4** To assume employment in the hospitality industry in management or operations or as a leader or owner for a lodging establishment, events and meeting management, restaurant, food service, sales, or related business field.

## **9. PROGRAMME OUTCOMES (PO)**

**PO1** Hotel and Hospitality Knowledge: Demonstrate essential knowledge and skills to be competent managers in the hospitality industry.

**PO2** Problem analysis: Demonstrate a critical understanding of the core functional areas and methods of working in the hospitality industry.

**PO3** Individual and Teamwork: Build individual and team performance with participation and consultation.

**PO4** Communication: Communicate clearly, concisely, and professionally in English. **PO5** Ethics Demonstrate an understanding of professional, ethical, legal, security and social issues and responsibilities in the context of the hospitality industry.

**PO6** Critical Thinking: Evaluate and respond to tactical and strategic issues of concern to organizations in the hospitality industry.

**PO7** Creativity and Innovation: Hospitality and Society Demonstrate the ability to recognize and seize opportunities for innovation and new venture creation in the hospitality industry.

**PO8** Project Management and Finance: Be able to select and apply multi-disciplinary management techniques to business dilemmas, analyze results, draw appropriate conclusions, and present the results in an appropriate format.

**PO9** Design and Development of solution: s Demonstrate employability and enterprise through practical work experience, engagement with professional practice and embedded research skills.  
**PO10** Lifelong learning Demonstrate self-motivated learning skills, reflection in practice, and information literacy skills for lifelong learning.

**10. PROGRAMME SPECIFIC OUTCOMES (PSO)**

**PSO1** Intellectual rigor: Students should have clarity in thinking and an ability to think carefully, deeply and with rigor when faced with new knowledge and arguments.

**PSO2** Creativity: To have an ability to develop creative and effective responses to intellectual, professional and social challenges.

**PSO3** Ethical practice: Commitment to sustainability and high ethical standards in social and professional practices

**PSO4** Knowledge of a discipline: To evaluate and utilise information and apply disciplinary knowledge and professional skills in the workplace.

**PSO5** Lifelong learning Ability to be responsive to change, to be inquiring and reflective in practice, through information literacy and autonomous, self-managed learning.

**PSO6** Communication and social skills Ability to communicate and collaborate with individuals, and within teams, in professional and community settings.

**PSO7** Cultural competence Ability to engage with diverse cultural and Indigenous perspectives in both global and local settings.

**MAPPING OF SCHOOL VISION, MISSION WITH PROGRAMME OUTCOMES (PO) AND PROGRAMME SPECIFIC OUTCOMES (PSO) OF BHMCT**

School Vision	School Mission	Program Outcomes (PO)	Program Specific Outcomes (PSO)
Aspires to become an internationally recognized School in Hotel Management through excellence in Hospitality education, research and innovation, preparing socially responsible life-long learners contributing to nation building.	M 1	PO1,PO 6, PO 7,PO8, PO 9	PSO 1, PSO 2, PSO 4
	M 2	PO 2, PO 6, , PO 9, PO 10	PSO 2 ,PSO4, PSO 5
	M 3	PO 4, PO 6, PO 8, PO 9	PSO 6, PSO 7
	M 4	PO 5	PSO 3, PSO 6, PSO 7
	M 5	PO 5,PO9,PO3,PO2	PSO 3, PSO 6, PSO 7



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## 11. PROGRAMME DURATION

Name of the Programme	Duration
Bachelor (HMCT)	4 Years (8 Semesters)

## 12. CAREER AVENUES

- Star category hotels
- Specialty restaurants & banquet
- Sales job in various hospitality sectors
- Event Management
- Airlines cabin crew and ground staff
- Travel and tourism houses
- Corporate front desk/ corporate PRO
- Hospitals catering & Housekeeping management.
- Railway catering
- Army as catering officer (JCO)
- Catering officers in Govt., sectors
- High class retail
- Theme and amusement park
- Entertainment industry
- Cargo management
- Education Industry
- Hospitality Entrepreneurships
- Banks as customer relation manager
- Automobile Industry as customer relation manager

### **13. ELIGIBILITY CRITERIA**

1. The student should have passed the 10+2 examination conducted by the Central Board of Secondary Education or equivalent examination from a recognized board in any stream with an aggregate of 50%.
2. The reservation and relaxation for SC/ST/OBC/PwD and other categories shall be as per the rules of the Central Government/ State Government, whichever is applicable.

### **14. CLASS TIMINGS**

The class will be held from Monday to Friday from 9.10 A.M. to 4.00 P.M.

### **15. TEACHING- LEARNING PROCESS**

Realizing the potential of Hotel Management and Catering Technology industry and in lined requirement of trained human resource, the course of Hotel Management and Catering Technology is developed. The studies in Hotel Management and Catering Technology provide a wide array of Hotel Management and related areas. Students will gain fundamental skills and knowledge in Hotel Management and related domains.

### **16. ASSESSMENT METHODS**

Both formative and summative assessments are integral part of the Bachelor (HMCT) programme. Formative assessments such as class discussions, group activities, projects, quizzes, assignments, and presentations are conducted throughout the teaching-learning process, enabling teachers to monitor student progress continuously. Teachers provide oral or written feedback, engage in one-on-one discussions, and use rubrics and checklists to communicate student performance. Summative assessments such as Term End Examination, viva voce for project work, research dissertations and performance evaluations are conducted after the completion of the course.

### **17. MINIMUM ACCEPTABLE LEVEL OF ACADEMIC STANDARDS**

The minimum acceptable level of achievement that a student must demonstrate to be eligible for the award of academic credit or qualification is the minimum acceptable level of academic standards. The Letter Grades and Grade Points which shall be used to reflect the outcome of the assessment process of the student's performance is indicated in Table 1.

**Table 1**

<b>Marks Range (%)</b>	<b>Letter Grade</b>	<b>Grade Points</b>	<b>Description of the Grade</b>
>90	O	10.0	Outstanding
80-90	A+	9.0	Excellent
70-80	A	8.0	Very Good
60-70	B+	7.0	Good
55-60	B	6.0	Above Average
50-55	C	5.5	Average
40-50	P	5.0	Pass
<40	F	0	Fail
-	AB	0	Absent
% marks $\geq$ 50	S	-	Satisfactory
% marks <50	US	-	Unsatisfactory
	W	0	Withdrawal

## 18. PROGRAMME STRUCTURE

### FOUR-YEAR Bachelor (HMCT) PROGRAMME AT A GLANCE

SEMESTERS	Sem I	Sem II	Sem III	Sem IV	Sem V	Sem VI	Sem VII	Sem VIII	Total
Courses	10	10	01	09	09	09	06	01	55
Credits	25	23	20	22	20	22	20	14	166

## 19 Scheme of Studies for Bachelor (HMCT) Program

### SEMESTER-WISE STRUCTURE FOR B.ED. PROGRAMME

<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
		2023-27			
<b>FIRST SEMESTER EXAMINATION</b>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HOCT101	Food and Beverage Production I	2	0	2
2	HOCT103	Food & Beverage Service -I	2	0	2
3	HOCT105	Accommodation Operations-I	4	0	4
4	HOCT107	Hygiene, Sanitation and First Aid	0	6	3
5	HOCT151	Food and Beverage Production Lab-I	0	6	3
6	HOCT153	Food and Beverage Service Lab- I	0	4	2
7	HOCT155	Accommodation Operations-Lab- I	2	0	2
8	UMN101	Foundations of Business	2	0	2
9	AEC001	New Age Life Skills	3	0	3
10	VAC-I	Value Added Course ( EVS+Disaster)through Moodle	2	0	2
			17	16	25

<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
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<b>SECOND SEMESTER EXAMINATION</b>					
<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT102	Food and Beverage production-II	2	0	2
2	HOCT104	Food and Beverage service -II	2	0	2
3	HOCT106	Accommodation Operations-II	4	0	4
4	HOCT152A	Food and Beverage Production Lab-II	0	6	3
5	HOCT154	Food and Beverage Service Lab- II	0	6	3
6	HOCT156	Accommodation Operations-Lab- II	0	4	2
7	HOCT108	Food and Nutrition	2	0	2
8	UMN102	Organizational Behavior & Human Resource Management	0	4	2
9	AEC002	New Age Life Skills-I	0	4	2
10	SEC019	PC Tools for hospitality Industry	0	2	1
			14	18	23

<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b>THIRD SEMESTER EXAMINATION</b>					
<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT251	Industrial Training- I		960	20

<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b>FOURTH SEMESTER EXAMINATION</b>					
<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT202	Food and Beverage production-III	2	0	2
2	HOCT204	Food and Beverage service -III	2	0	2
3	HOCT206	Accommodation Operations-III	4	0	4
4	HOCT252	Food and Beverage Production Lab-III	0	6	3
5	HOCT254	Food and Beverage Service Lab- III	0	6	3
6	HOCT256	Accommodation Operations-Lab- III	0	4	2
7	HOCT208	Introduction to Events Management	2	0	2
8	UMN103	Sales and Marketing for Service Industry	2	0	2

9	SEC001	Hotel French -I	2	0	2
			14	16	22
<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b><u>FIFTH SEMESTER EXAMINATION</u></b>					
<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT301	Food and Beverage production-IV	2	0	2
2	HOCT303	Food and Beverage Service -IV	2	0	2
3	HOCT305	Accommodation Operations-IV	4	0	4
4	HOCT351	Food and Beverage Production Lab-IV	0	0	3
5	HOCT353	Food and Beverage Service Lab- IV	0	0	3
6	HOCT355	Accommodation Operations-Lab- IV	0	0	2
7	HOCT307	Travel and Tourism Services	2	0	2
8	UMN104	Financial Management	2	4	2
9	SEC002	French-II	2	4	0
			14	16	20
<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b><u>SIXTH SEMESTER EXAMINATION</u></b>					
<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT302	Bakery and Patisserie	2	0	2
2	HOCT304	Food and Beverage service -V	2	0	2
3	HOCT306	Accommodation Operations-IV	4	0	4
4	HOCT352	Bakery and Patisserie Lab	0	0	3
5	HOCT354	Food and Beverage Service Lab- IV	0	0	3
6	HOCT356	Accommodation Operations Lab-IV	0	0	2
7	HOCT308	Hotel Laws and Licensing	2	0	2
8	UMN105	Leadership and Team Development	2	4	2
9	SEC020	Digital marketing and AI	2	4	2
			14	16	22
<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b><u>SEVENTH SEMESTER EXAMINATION</u></b>					

S. NO	Subject Code	Subject	L	T/P	Credits
1	HOCT401	Specialization: Food Production/	2		2
	HOCT403	Food and Beverage Service			
	HOCT405	Accommodation Management			
2	HOCT451	Specialization: Food Production Lab	0	6	3
	HOCT453	Food and Beverage Service Lab			
	HOCT455	Accommodation Management Lab		6	
3	HOCT457	Specialization: Advance Cookery	0		3
	HOCT459	Bar Management		0	
	HOCT407	Revenue Management	3	0	
4	SEC021	Facility Planning	2	0	2
5	SEC022	Entrepreneurship Development	2	0	2
6	HOCT409	Career Planning	2	0	2
			8	12	14
<b>BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY</b>					
<b><u>EIGHTH SEMESTER EXAMINATION</u></b>					
S. NO	Subject Code	Subject	L	T/P	Credits
1	HOCT 452	Industrial Training- II		960	20

### **SYLLABI**

The syllabi of all courses from first to Forth year for Hotel Management and Catering Technology offered by SOHMCT is given in the following pages

For each course, the first line contains; Course Code, Tittle and Credits (C) of the course. This is followed by the course objectives and Intended course outcomes, syllabus, Text Book and Reference Books.

<b>HOCT 401</b>	Food and Beverage Production I	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students will be exposed to the basics of food to be able to understand food production in greater extent. Students generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management.

**Course Outcomes**

- CO1: Explain the Origin and Evolution of Modern Cookery
- CO2: Identify various tools used for cooking.
- CO3: Elaborate on the role and importance of various cooking ingredients.
- CO4: Kitchen organization.

**Catalog Description**

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice. Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.



## **COURSE CONTENT**

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### **Unit – I**

#### **INTRODUCTION TO THE ART OF COOKERY**

- 1.1 Introduction to Culinary
- 1.2 Evolution of Global Food Culture
- 1.3 Kitchen hierarchy and Job Description & Specification
- 1.4 Identification of Kitchen equipment, utensils, layout
- 1.5 Aims, Objectives, Principles & Methods of Cooking Food
- 1.6 Types of Cooking Fuels
- 1.7 Personal Hygiene & Kitchen Ethics

### **Unit –II**

#### **FOOD COMMODITIES**

- 2.1 Classification, Origin & Cuts of fruits and vegetables
- 2.2 Role of Fats and Oils used in Cookery
- 2.3 Spices and Herbs used in Indian Cuisine
- 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery
- 2.5 Classification, Composition & Preparation of Eggs
- 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry)
- 2.7 Cleaning and pre-preparation of food commodities
- 2.8 Basics of Food Nutrition

### **Unit-III**

#### **KITCHEN ORGANIZATION & MANAGEMENT**

Kitchen Management: Kitchen Management Skills, Personal Hygiene, Safety procedures to be followed in Kitchen. Kitchen organization-brigade-Liaison of kitchen with other departments.

Duties of kitchen staff/functions of various sections of kitchen, Introduction to larder. Functions and importance,

Kitchen equipment and tools/cleaning and maintenance. Handling Modern Kitchen Equipments. Safety precautions.

## REFERENCE BOOKS FOR ALL SEMESTER

1. Theory of Cookery By K Arora, Publisher: FrankBrothers
2. Bakery & Confectionery By S. C Dubey, Publisher: Society of IndianBakers
3. The Professional Chef ( 4th Edition) By Le RolA.Polsom
4. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: OrientLongman
5. Practical Cookery By Kinton&Cessarani
6. Theory of Catering By Kinton&Cessarani
7. Practical Professional Cookery By Kauffman &Cracknell
8. Larder Chef By M J Leto& W K H Bode Publisher: Butterworth-Heinemann
9. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale  
Feinstein and John M.Stefanelli
10. Professional Cooking By Wayne Gisslen, Publisher Le CordonBleu
11. Cooking Essentials for the New ProfessionalChef
12. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & SonsINC

### Open Educational Resources (OER):

<https://www.youtube.com/watch?v=ZJy1ajvMU1k>

[https://www.youtube.com/watch?v=YrHpeEwk\\_-U](https://www.youtube.com/watch?v=YrHpeEwk_-U)

<https://www.youtube.com/watch?v=5kOUV6srez4>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT-I	Food and Beverage Production I	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Introduction to cooking	TOC	PPT/Lecture/Discussion
Week 2	Cooking basics	TOC	PPT/Lecture/Discussion
Week 3	Types of cuts	TOC	PPT/Lecture/Discussion
Week 4	Types of cuts continued	TOC	PPT/Lecture/Discussion
Week 5	Cookery Basics	TOC	PPT/Lecture/Discussion
Week 6	Kitchen Brigade	TOC	PPT/Lecture/Discussion
Week 7	Kitchen Brigade	TOC	PPT/Lecture/Discussion
Week 8	Kitchen Brigade	TOC	PPT/Lecture/Discussion
Week 9	Kitchen Brigade	TOC	PPT/Lecture/Discussion
Week 10	Kitchen Brigade	TOC	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Methods	Task
1	<b>INTRODUCTION TO THE ART OF COOKERY</b> 1.1 Introduction to Culinary 1.2 Evolution of Global Food	Assignment/PPT	QnA, Viva	

	<p>Culture</p> <p>1.3 Kitchen hierarchy and Job Description &amp; Specification</p> <p>1.4 Identification of Kitchen equipment, utensils, layout</p> <p>1.5 Aims, Objectives, Principles &amp; Methods of Cooking Food</p> <p>1.6 Types of Cooking Fuels</p> <p>1.7 Personal Hygiene &amp; Kitchen Ethics</p>		
2	<p><b>FOOD COMMODITIES</b></p> <p>2.1 Classification, Origin &amp; Cuts of fruits and vegetables</p> <p>2.2 Role of Fats and Oils used in Cookery</p> <p>2.3 Spices and Herbs used in Indian Cuisine</p> <p>2.4 Role of Indian Grains, Pulses, Condiments, Herbs &amp; Spices in cookery</p> <p>2.5 Classification, Composition &amp; Preparation of Eggs</p> <p>2.6 Classification &amp; Cuts of Fish, Meats (Beef, Lamb, Pork &amp; Poultry)</p> <p>2.7 Cleaning and pre-preparation of food commodities</p> <p>2.8 Basics of Food Nutrition</p>		
3	<p><b>KITCHEN ORGANIZATION &amp; MANAGEMENT</b></p> <p>Kitchen Management:</p> <p>Kitchen Management</p> <p>Skills, Personal Hygiene, Safety</p>		

<b>HOCT103</b>	<b>FOOD &amp; BEVERAGE SERVICE -I</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students will be exposed to the basics of food & beverage service to be able to understand in greater extent. Students generally encounter difficulties in identifying problems in various service-related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management.

**Course Outcomes:**

At the end of the semester the students will be able to –

CO1: Explain the growth and role of hotel industry and catering establishment Understand the various types of hotels and their features.

CO2: List and explain various catering establishment with their features Explain staff organization structure of food and beverage department.

CO3: Describe and understand job description of each personnel working in each F&B service outlet List various F&B service equipments with its use and care.

**Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.



They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice.

Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while study.

## **COURSE CONTENT**

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**Credits-2**

### **Unit I: The Hotel & Catering Industry**

- Introduction to the Hotel Industry and Growth of the hotel industry in India Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential
- Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea Structure of the catering industry a brief description of each

### **Unit II: Departmental Organization & 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 relationship (Within F&B and other department)

### **Unit III: Food Service Areas**

- Specialty Restaurants
- Coffee shop
- Cafeteria Service
- Fast Food Service
- Room Service
- Banquet Service
- Bar Service
- Vending Machines
- Annicalry Areas

### **Unit IV: F & B Service Equipments Familiarization of**

- Cutlery
- Crockery
- Glassware

- Flatware
- Holloware
- Other Related terms and French Terms

**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

**REFERENCES**

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins.Publisher: ELBS
2. Front Office Training manual – Sudhir Andrews. Publisher: Tata MacGraw Hill
3. Food & Beverage Service Management- BrianVarghese
4. Modern Restaurant Service – John Fuller,Hutchinson
5. The Restaurant ( From Concept toOperation)
6. Introduction F& B Service- Brown, Heppner &Deegan
7. Menu Planning- Jaksakivela, HospitalityPress
8. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

**Open Educational Resources (OER):**

<https://www.youtube.com/watch?v=ZJy1ajvMU1k>

[https://www.youtube.com/watch?v=YrHpeEwk\\_-U](https://www.youtube.com/watch?v=YrHpeEwk_-U)

<https://www.youtube.com/watch?v=5kOUV6srez4>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>
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	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT 2	FOOD & Beverage Service-I	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]- Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
<b>Week 1</b>	Introduction	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 2</b>	Basics of Fnb	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 3</b>	Meaning of FnB	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 4</b>	Types of FnB establishments	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 5</b>	Types of caterings	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 6</b>	Hierarchy	Food & Beverage Service -	PPT/Lecture/Discussion

		Dennis R.Lillicrap.	
<b>Week 7</b>	Hierarchy	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 8</b>	JD	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 9</b>	JD	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion
<b>Week 10</b>	Layout	Food & Beverage Service - Dennis R.Lillicrap.	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Methods</b>	<b>Task</b>
<b>1</b>	<b>Hotel and Catering Industry</b>	<b>PPT/Lecture/Discussion</b>	<b>QnA, Viva</b>	
<b>2</b>	<b>Department Organization and Staffing</b>			
<b>3</b>	<b>Food Service Areas</b>			

4	<b>FnB equipments</b>		
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<b>HOCT105</b>	Accommodation Operations-I	L	T	P	C
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students are exposed to the basics of Front office area of the Hotel; they will learn how to communicate with the guest at Hotel. Handling of various equipment and usage of the same.

This course is-

**Course Outcomes**

CO1:The growth, role of tourism in hospitality and hotel industry.

CO2:The classification and main features of hotels.

CO3:The Front Office staff and organization structure, duties/responsibilities of each personnel. Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

**Catalog Description**

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, importance of communication and how to deal with guest at the front desk counter. Front office system, operations and handling of front office equipment's



## **COURSE CONTENT**

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### **Unit I: 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-II**

#### **Classification of Hotels**

- Star classification
- Classification based on size, clientele, Location, Ownership, Independent,
- Management Contract, Chains & Franchise/ Affiliated, Time Share.

### **Unit-III**

#### **Organizational set up of Front Office Department**

- Function areas & Layout
- Front office hierarchy
- Job Description
- Attributes
- Front office equipments

### **Unit IV: Introduction to Guest Cycle**

- Pre-arrival
- Arrival
- Stay
- Departure
- Post- Departure

### **Unit V: Tariff Structure**

- Different types of Plans
- Different types of rates
- Different types of customer's profile,
- Hubbart's formula

- Different types of rates

**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

## **COURSE CONTENT**

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### **Unit VI: The Role of Housekeeping in Hospitality Operation**

- Role of Housekeeping in Guest satisfaction and repeat Business
- Functions of Housekeeping department

### **Unit VII: Organization Chart of the Housekeeping Department**

- Layout of the department
- Sub Sections
- Organization Structure

### **Unit VIII- Job Analysis of HK personnel**

Job specification and description of EHK,

- HK Supervisors,
- Night shift Supervisor,
- Control desk incharge,
- Laundry Manager,
- pest control in charge,
- Florist and Gardner.

### **Unit IX: Cleaning Organization/ science/ Cleaning Agents**

Frequency of cleaning daily, periodic, special  
Daily cleaning, Weekly cleaning, monthly  
cleaning, yearly cleaning Design features  
that simplify cleaning

### **Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topic.

## REFERENCE BOOKS FOR ALL SEMESTER

1. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
2. Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
3. Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
4. Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
5. Front Office Operations – Colin Dix & ChrisBaird.
6. Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
7. Managing Front Office Operations By Kasavana&Brooks
8. Principles of Hotel Front Office Operations, Sue Baker &JermyHuyton,Continum Check in Check out- JeromeVallen

Open Education Resources:

<https://www.revfine.com/hotel-housekeeping/>

<https://www.youtube.com/watch?v=b1xV9KNcaHU>

<https://www.youtube.com/watch?v=m3oTx5KHGls>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence in housekeeping operations	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC3	Accommodation Operations-I	3	2	3	2		3		2	2		2		3		
		<b>CO4</b>														
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and														
		To be able to support all the students for quality placements or join family business or start their own														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 2	Front Office Basics	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 3	House Keeping Basics	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 4	Front of the house	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 5	Back of the house	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 6	Guest Stay	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 7	Cleaning Agents	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion

Week 8	Basics of Cleaning	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 9	Understanding different terms	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 10	Revision	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	CO1:The growth, role of tourism in hospitality and hotel industry.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	CO2:The classification and main features of hotels.		
<b>3</b>	CO3:The Front Office staff and organization structure, duties/responsibilities of each personnel.		
<b>4</b>	Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling		

<b>HOCT-151A</b>	<b>FOOD PRODUCTION (LAB) -I</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to the basics of food production to be able to understand the food production in greater extent. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management .

This course enable you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be demonstrated while practical classes. Based on theory various menus to be complied and practiced in the lab.

Objective and Expected Outcome:

### **Course Outcomes**

- Identify kitchen equipment and tools.
- Develop cooking skills in foundation level.
- Prepare Soups according to the classification.
- Apply knowledge of cooking methods.
- Demonstrate ability to make Mother sauces and derivatives.
- Develop skills of making classical Sandwiches.
- Develop skills in Egg cookery.

### **Catalog Description**

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in the lab.



Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

### **Unit: I**

- Equipments - Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

### **Unit : II**

- Vegetables – classification
- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
- Preparation of salad dressings

### **Unit III**

Identification and Selection of Ingredients - Qualitative and quantitative measure

### **Unit IV:**

- 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) aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

### **Unit V:**

- Stocks - Types of stocks (White and Brown stock)
- 
- Fish stock
- Emergency stock
- Fungi stock

### **Unit VI:**

**Sauces** - Basic mother sauces

- Béchamel
- Espagnole
- Velouté

- Hollandaise
- Mayonnaise
- Tomato

**Unit VII:**

**Egg cookery** - Preparation of variety of egg dishes

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

**Unit VIII: Demonstration & Preparation of**

**simple menu**

**Unit IX:**

**Simple Salads & Soups:**

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

**Simple Egg preparations:**

- Scotch egg,
- Assorted omelletes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

**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.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>Mid Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT151	Food and Beverage Production Lab-I	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and														
		To be able to support all the students for quality placements or join family business or start their own														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		10 To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>HOCT153</b>	<b>FOOD &amp; BEVERAGE SERVICE(LAB) -I</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students are exposed to the basics of food & beverage service to be able to understand in greater extent. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment’s, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management .

This course enable you to learn lot of skills and competence for provide professional service of various types of cuisine in professional atmosphere. It also enables you to understand about entrepreneurial skills and make you competent to work in stars category hotels and other food and beverage outlets. While working in the lab you would be exposed to different types of service and care and cleaning of equipment service gears, cleaning of cutlery crockery and glassware. You would be also demonstrated the complete “Mise-en-Place” and “Mise-en-Scene” of the training restaurant and bar.This course is-

**Course Outcomes**

- CO1:Displays personal hygiene as applicable in the context of food service operations
- CO2:Identify and state the use of commonly-used restaurant equipment
- CO3:Proceeds to carry out a variety of preparatory tasks and duties within the food and beverage service area
- CO4:Follow sequence to serve food and beverage according to established systems and procedures
- CO5:Follow tasks to maintain the cleanliness and tidiness of service areas
- CO6:Demonstrate ability to work with others to support a shared purpose
- CO7:Display understanding of the importance of effective development and expression of ideas through written, oral and visual communication

**Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice during the practical session in the lab.

Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while service practice in the lab.

## COURSE CONTENT

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1. Practice on Restaurant Etiquettes
2. Basic technical skills, interpersonal skills, taking booking, preparation of service, the order of service.
3. Identification of Restaurant Equipments.
4. Mise-en-place, Mise-en-Scene.
5. Table laying - simple covers Ala' Carte & Table d'hote'.
6. Napkin Folding, spreading & changing tablecloth.
7. Laying table for Lunch/Dinner.
8. Arranging of Side Board/ Dummy Waiter.
9. Carrying a Salver or Tray, Carrying plates, Glasses and other Equipments
10. Rules for laying table - Laying covers as per menus
11. Order taking – writing a food KOT, writing a BOT
12. Handling service gear, Clearing an ashtray, Crumbing, Clearance and presentation of bill  
Silver service
13. American service
14. Practical situation handling e.g. spillage etc
15. Situation handling
16. Restaurant reservation system
17. Hostess desk functions

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	Mid Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence for preparing various types of basics of food services	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8



Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP 2	FOOD & Beverage Service (Lab) -I	3	2	3	2		3		2	2	1	2	1	3	1	
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>HOCT155</b>	Accommodation Operations-Lab- I	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students will be exposed to the basics of Housekeeping Operations to be able to understand in greater extent. Students generally encounter difficulties in identifying problems in various service related terms, name of equipment's, in Housekeeping cleanliness and overall aesthetic of the hotel. This course is-

### **Course Outcomes**

- Identification of different mechanical equipment and electrical equipment.
- Selection of appropriate equipment according to the requirement.
- To use the correct procedures in accordance with manufacturer's instructions when operating cleaning equipment.
- To Handle and use cleaning chemicals safely and wear appropriate protective clothing for all cleaning tasks.
- To clean sanitary fittings using the appropriate methods and materials.
- Various methods of cleaning.
- Identify different Guest rooms and their layout
- Identify and handle various cleaning equipment's
- Identify and clean various surfaces.
- Identify different stains and removal procedure.
- Identify and use of various cleaning agents.
- Set up the Maids Trolley
- Make the beds (including the turn down service).
- Identify public areas and the cleaning procedure for the same.
- Identify different surfaces, methods of polishing and cleaning.
- Guest room cleaning cycle.
- Identification of kinds of stains and methods of treating them.

### **Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be

able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice.

Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while study.

## COURSE CONTENT

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No of Practicals- 20 Hrs.

1. Introduction to House Keeping Department
2. Layout of room and standard supplies
3. Identification of cleaning equipment
4. Bed making, second service and turn down service
5. Cleaning of rooms, bathroom.
6. Room attendant trolley/Maid's cart
7. Room inspection- Check List
8. Public Area cleaning,

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	Mid Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence of various housekeeping activities	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8
CO4	Understand terms of trade and gain from trade	PO3,PO6,PO8,PO9

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP 3	Accommodation Operations-Lab-I	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>HOCT107</b>	<b>HYGIENE, SANITATION &amp; FIRST AID</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

The students will be able to understand the hygiene factors to be maintained during the operation of the various kitchens. What are the precautions that should be followed while preparing the food & beverages? The students would be able to understand the importance of quality of the food that is prepared from the quality raw materials.

Also, the students will be exposed to the dos & don'ts of the First Aid methods that one should follow in case of accidents in the premises of working. This course will-

### **Course Outcomes**

- CO1: Explain hazards, food borne illnesses and its control
- CO2: Describe flow of food according to HACCP guidelines,
- CO3: List principles of HACCP
- CO4: Demonstrate good personal hygiene
- CO5: Explain the concept of cleaning and sanitation, sanitisers used in hotel industry, pest control procedures
- CO5: Apply the knowledge about the sustainability, environmental issues, reducing carbon foot prints and the waste management in a hotel premises

### **Catalog Description**

This course will provide the learner an insight about the hygiene and its importance. The hygiene standards that need to be followed while preparing the food & beverages in the various kitchens of the hotel. The points that need to be kept in mind while preparing, storing & serving of the food & beverages. Learning all about food borne diseases and how to avoid them. Mandatory laws to be followed while the production of food & beverages is taking place. The learner will learn about the importance of producing quality food. The course will also provide with the learning of the First Aid methods and how to handle incidents patients with different ailments.

## **COURSE CONTENT**

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### **UNIT-1 HYGIENE**

Hygiene; why it is important? Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety (General Food Hygiene),  
Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.

### **UNIT-II FOOD SAFETY**

Basic Introduction to Food Safety, Food Hazards & Risks,  
Contaminants and Food Hygiene

### **UNIT-III MICRO ORGANISMS IN FOOD –**

General characteristics of Micro-organism based on their occurrence and structure, Factors affecting their growth in food (intrinsic and extrinsic),  
Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses,  
Parasites

### **UNIT- IV FOOD BORNE DISEASES –**

Types (Infections and intoxications),  
Common diseases caused by food borne pathogens, Preventive measures

### **UNIT-V QUALITY ASSURANCE –**

Introduction to Concept of TQM, GMP and Risk Assessment,  
Relevance of Microbiological standards for food safety, HACCP  
(Basic Principle and implementation)

### **UNIT-VI HYGIENE AND SANITATION IN FOOD SECTOR –**

General Principles of Food Hygiene,  
GHP for commodities, equipment, work area and personnel,  
Cleaning and disinfection (Methods and agents commonly used in the hospitality industry),  
Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

### **UNIT-VII RECENT CONCERNS –**

Emerging pathogens, Genetically Modified Foods, Food  
Labeling, Newer trends in food packaging and technology,  
BSE (Bovine Serum Encephalopathy)

## **UNIT - VIII**

### **FIRST AID:**

Definition, Importance & Rules,

Duties of a First – Aider, Skeleton System: Anatomy & Functions of Eye, Ear & lungs, Pressure Points, Respiration, Artificial Respiration, Heart- Blood Circulation.

## **UNIT – IX**

### **HANDLING ACCIDENTS**

Burns & Scalds; Poisons, Shock: Types, Sign & Symptoms & Treatments,

Fractures: Types, Signs & Symptoms & Treatments,

Wounds & Hemorrhage, Dressings & Bandages,

Heat Stoke; Epileptic Fits; Sprains; Drowning; Snake Bite etc.

### **REFERENCES:**

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. Microbiology- Anna K Joshna
7. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Publisher: Tata Mc Graw Hill)
8. First Aid Manual By St Andrew’s Ambulance Association & British Red Cross St John Ambulance Published By Dorling Kinderslay Publisher Ltd
9. The Essential Guide to Emergency Medical Procedures and First Aid By Auerback Paul S, Publisher: Lyons Press

### **OPEN EDUCATION RESOURCES:**

[https://www.youtube.com/watch?v=0r\\_tVpmQRgQ](https://www.youtube.com/watch?v=0r_tVpmQRgQ)

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

<https://www.youtube.com/watch?v=toT5NBLrfJ4>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**



<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence of hygiene factors to be maintained during the operation of the basic hygiene, sanitation and first aid.	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT-107	Hygiene, sanitation & first aid	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 2	Front Office Basics	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 3	House Keeping Basics	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 4	Front of the house	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 5	Back of the house	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 6	Guest Stay	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 7	Cleaning Agents	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion

Week 8	Basics of Cleaning	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 9	Understanding different terms	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion
Week 10	Revision	Front Office Management- JataShankar R Tewari	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	CO1:The growth, role of tourism in hospitality and hotel industry.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA, Simulation</b>
<b>2</b>	CO2:The classification and main features of hotels.		
<b>3</b>	CO3:The Front Office staff and organization structure, duties/responsibilities of each personnel.		
<b>4</b>	Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling		

<b>UMN101</b>	Foundations of Business	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

The students will be able to understand the basics of Management Operations in the Hospitality Industry.

**Course Outcomes**

- CO1: Understand the basic concepts of Management.
- CO2: Understand Management theories.
- CO3: Apply the functions of Management.
- CO4: Principles of Management.

**COURSE CONTENT**

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**UNIT-1  
BASIC CONCEPTS OF MANAGEMENT**

- A. Definition, concept, need and scope, science or art, process and functions
- B. Different Schools of Management: Behavioural, Scientific, Systems, Contingency C. Management levels, managerial skills and managerial roles
- D. Management and the society

**UNIT-II  
MANAGEMENT THEORIES**

- A. F.W. Taylor
- B. Henry Fayol
- C. Elton Mayo

**UNIT-III  
ROLE OF A MANAGER**

Management as a profession, professional manager and his tasks, managerial ethics and organization's

culture, external and internal factors that affect management

#### **UNIT-IV FUNCTIONS OF MANAGEMENT**

- A. Planning: Definition, nature, purpose, process and types, Management by Objectives
- B. Organizing: Concept of organizing and organization, line and staff, authority and responsibility, span of control, delegation, centralization and de-centralization, organizational structure and design
- C. Leading: Nature, importance and scope, leadership concepts and definitions, theories and styles, situational lead, team building
- D. Controlling: Basic concepts and definitions, process, methods and techniques
- E. Staffing: Definition, nature, importance, steps
- F. Decision Making: Definition, nature, importance, steps, techniques and processes
- G. Motivation: Basic concept, definition, theories and practices of motivating employees
- H. Coordination: meaning, concept, purpose and techniques
- I. Communication: Process, types, principles and barriers of effective communication, listening, significance of non-verbal communication.

#### **Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Understand the basic concepts of Management.	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Understand Management theories.	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Apply the functions of Management.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Principles of Management.	<b>PO3,PO6,PO8,PO9</b>



Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
MINOR-1	Introduction to Management	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

Reading list:

- “The Making of a Manager: What to Do When Everyone Looks to You” by Julie Zhuo
- “The First 90 Days: Proven Strategies for Getting Up to Speed Faster and Smarter” by Michael D. Watkins
- “The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win” by Kim Gene, Kevin Behr, and George Spafford
- “Radical Candor: How to Get What You Want by Saying What You Mean” by Kim Scott

OER:

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

[https://www.youtube.com/watch?v=cx\\_RXvE1qic](https://www.youtube.com/watch?v=cx_RXvE1qic)

[https://www.youtube.com/watch?v=\\_wlwpSXVfp0](https://www.youtube.com/watch?v=_wlwpSXVfp0)

**Teaching Plan:**

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 2	Meaning of Management	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 3	Concept of Management	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion

Week 4	Nature	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 5	Basics	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 6	Principles	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 7	Understanding Management	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 8	Functions of Management	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 9	Understanding different terms	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion
Week 10	Revision	Principles of Marketing. by Philip Kotler.	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Understand the basic concepts of Management.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Understand Management theories.		

<b>3</b>	Apply the functions of Management.		
<b>4</b>	Principles of Management		

AEC-I	Communicative English-I	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

VAC-I	Value Added Course ( EVS+Disaster)through Moodle	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**University wide running courses.**

HOCT102	Food and Beverage production-II	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to the basics of food production to be able to understand the food production in greater extent. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management . This course is-

### **Course Outcomes**

- CO1: Understanding the layout of different kitchens
- CO2: Menu Planning and Steps taken to make it
- CO3:Different types of meats.
- CO4: Basics of cooking and procedure of bread making.

### **Catalog Description**

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene,

sanitation and safety are the key concern of the food handlers, which would be taken into practice.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.

## **COURSE CONTENT**

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### **UNIT – I**

#### **Kitchen Layout:**

Types of Kitchen, General Planning & Layout of Food Production outlets in a five star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

### **UNIT-II**

#### **Menu Planning**

Essential considerations prior to planning the menu, Recipe formation, standard recipe- weighing & costing, portion control, storing and special storage points for Dry, Frozen & perishable food items

### **UNIT –III**

#### **Meat, Poultry, Game & Fish**

Extensive study of Kitchen ingredients and various characters Meat, Poultry, Game, Fish, Different cuts. Lamb & Poultry - selection, cuts and their uses.

Meat- structure, composition, classification, buying points, food value, storage, cutting, deboning, trussing & stuffing

Fish-Classification, selection, storage, cuts & uses, seafood and shellfish

### **.UNIT – IV**

#### **Commodities**

Purchasing-selection-storage and uses. Cereals and pulses- kinds and their uses. Egg cookery - structure and uses of egg.

Fats and oils-saturated and unsaturated fats, hydrogenation of fats, clarification of fats, smoking point, effect of heat on oil and fats. Butter, oil, lard, suet, tallow, bread spread  
Condiments and spices, Sugar-types

### **UNIT – V**

#### **Fuel**

Heat Transfer Principles, Types-Electricity, gas, oil, fire high-pressure steam and coal.

### **UNIT - VI**

#### **Bread making**

Role of Flour, Yeast in bread making, leavening action of yeast Types of yeast, ideal condition for yeast,

Effect of salt and sugar on yeast.

Methods of Bread Making. Types of dough, Faults in making. Factors affecting quality of flour. Different temperatures used in bakery for different products.

Extensive study of Role of egg, fat, milk, salt, leavening agents in bakery products.





**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Theory of Cookery- K Arora, Publisher: Frank Brothers
- 2) Bakery & Confectionery- S. C Dubey, Society of Indian Bakers
- 3) The Professional Chef ( 4<sup>th</sup> Edition), Le Rol A.Polsom
- 4) Modern Cookery (Vol-I) Philip E. Thangam, Orient Longman
- 5) Practical Cookery – Kinton & Cessarani
- 6) Theory of Catering - Kinton & Cessarani
- 7) Practical Professional Cookery – Kauffman & Cracknell
- 8) The Professional Chef ( 4<sup>th</sup> Edition), Le Rol A.Polsom
- 9) Larder Chef – M. J. Leto & W.H.K. Bode, Publisher: Butterworth Heinemann
- 10) Professional Charcuterrie By John Kinsella & David T Harvey
- 11) The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

**OER:**

<https://www.youtube.com/watch?v=ZJy1ajvMU1k>

[https://www.youtube.com/watch?v=YrHpeEwk\\_-U](https://www.youtube.com/watch?v=YrHpeEwk_-U)

<https://www.youtube.com/watch?v=5kOUV6srez4>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Understanding the layout of different kitchens	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Menu Planning and Steps taken to make it	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Different types of meats.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Basics of cooking and procedure of bread making.	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT102	Food and Beverage production-II	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Introduction and Revision of last sem	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 2	Layouts of kitchens	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 3	Types of kitchens	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 4	Cold Kitchen	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 5	Hot Kitchen	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 6	Principles of Cookery	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 7	Bread Making 1	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 8	Bread Making 2	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 9	Understanding different terms	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 10	Revision	Theory of Cookery- K Arora	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Understanding the layout of different kitchens.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Menu Planning and Steps taken to make it		
<b>3</b>	Different types of meats.		
<b>4</b>	Art of Bread Making		

HOCT104	Food and Beverage service -II	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to the basics of food & beverage service to be able to understand in greater extent. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management. This course is-

### **Course Outcomes**

- CO1: Outline the classification of non-alcoholic beverages.
- CO2: Comprehend production, preparation and service of tea, coffee and cocoa.
- CO3: Explain various approaches to conserve resources as practised by the food service industry.
- CO4: Explain the process of tobacco cultivation.
- CO5: State the steps involved in the production of cigar

### **Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice.

Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while study.

## **COURSE CONTENT**

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### **UNIT - I**

#### **Types of Meals –**

Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea.

### **UNIT – II**

#### **Types of Service –**

Service-its importance in Catering Establishment,  
Suitability of Service to Catering Establishment,  
Different types of Services (American, Russian, French, and Guéridon) Buffet, Banquet, and Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

### **UNIT - III**

#### **Control System –**

Necessity and function of Control System,  
F & B Control Cycle, Role of Cashier in F & B Controls, Cash Handling Equipment,  
Theft control procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & four copies K.O.T,  
Introduction of Micros in F & B - its role and importance.

### **UNIT -IV**

#### **Non-Alcoholic Beverages –**

Classification (Stimulating / Nourishing / Refreshing)

A. Stimulating

- a. Tea - Origin & Manufacture, Types of Brands, Preparation & Service
- b. Coffee - Origin & Manufacture, Types of Brands, Preparation.

B. Nourishing – Cocoa & malted beverage - Origin & Manufacture, Types of Brands

C. Refreshing – Juices, Aerated Drinks, Mixers (Tonic / Lemonade / Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling Water / Soda.

### **UNIT-V**

#### **Interpersonal Skills**

Dealing with incidents, spillage, returned food, lost property, illness, over consumption of alcohol, recording incidents, customer with special needs

### **UNIT-VI**

#### **Tobacco and Cigars**

Tobacco- Origin & Manufacture, Types of Brands, Preparation

Cigars: Origin & Manufacture, Types of Brands, Preparation and service



**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

**REFERENCES**

- 1) Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- 2) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 3) Food & Beverage Service Management- Brian Varghese
- 4) Modern Restaurant Service – John Fuller, Publisher: Hutchinson
- 5) The Restaurant ( From Concept to Operation)- Publisher: Lipinski
- 6) Introduction F& B Service- Brown, Heppner & Deegan
- 7) Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional
- 8) The Waiters Hand book-Grahm Brawn Karon Hebner, Publisher: Global Books & Subscription services, New Delhi
- 9) Design & Equipment for Restaurants & Food Service By Costas Katsigris & Chris Thomas Published by Wiley & Sons
- 10) Catering Management By Nancy Loman Scanlon Published by Wiley

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Outline the classification of non-alcoholic beverages.	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Comprehend production, preparation and service of tea, coffee and cocoa.	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Explain various approaches to conserve resources as practiced by the food service industry.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Explain the process of tobacco cultivation.	<b>PO3,PO6,PO8,PO9</b>
<b>CO5</b>	State the steps involved in the production of cigar	<b>PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT6	Food and Beverage service - II	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and														
		To be able to support all the students for quality placements or join family business or start their own														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction and Revision of last sem	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 2	Different meals	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 3	Controls in FnB	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 4	FnB controls continued	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 5	Non-Alcoholic Beverages	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 6	Non-Alcoholic Beverages part 2	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 7	Cigars	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 8	Cigrattes	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 9	Tobacco	Theory of Cookery- K Arora	PPT/Lecture/Discussion
Week 10	Revision	Theory of Cookery- K Arora	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Outline the classification of non-alcoholic beverages.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Comprehend production, preparation and service of tea, coffee and cocoa.		
<b>3</b>	Explain various approaches to conserve resources as practiced by the food service industry.		
<b>4</b>	Explain the process of tobacco cultivation.		
<b>5</b>	State the steps involved in the production of cigar	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>

HOCT106	Accommodation Operations-II	L	T	P	C
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students are exposed to the basics of Front office area of the Hotel; they will learn how to communicate with the guest at Hotel. Handling of various equipment and usage of the same.

This course is-

**Course Outcomes**

- CO1: Get an insight into the tourism and hospitality industry through the contributions of travel agents and airlines
- CO2: Learn the basic concepts of rates, meal plans, display materials and house rules.
- CO3: Examine the basic concepts and processes of reservations through the manual and automated processes of reservation
- CO4: Understand how to effectively manage the reservation activities of the Front Office department

**Catalog Description**

This course will provide the learner an insight of fundamental information about the importance of front office in a hotel, the front office layout and information about various sections about front office. How hotels are classified, organization structure of front office, basic information about front desk personnel, importance of communication and how to deal with guest at the front desk counter. Front office system, operations and handling of front office equipment's

## **COURSE CONTENT**

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### **UNIT-I**

#### **GUEST CYCLE**

### **UNIT-II**

#### **IMPORTANCE OF RESERVATION**

Sources and modes of Reservation.

Reservations and Sales,

Types of Reservations: Guaranteed Reservations, Non-Guaranteed Reservations

Computerized reservation system.

### **UNIT III**

#### **RESERVATION ENQUIRY**

Central Reservation Systems,

Global Distribution Systems, Inter-sell Agencies, Property Direct, Reservations through the Internet

### **UNIT IV**

#### **RESERVATION SYSTEM**

Group Reservations, FIT, and Reservation Availability: Control Book, Booking diary system, Reservation charts, A.L.C, Density chart, Whitney System, Computerized Systems, The Reservation Record, Reservation Confirmation, Cancellation and amendment, Confirmation/Cancellation Numbers, Over booking policy.

Reservation Maintenance: Modifying Non-Guaranteed Reservations, Reservation Cancellation

Reservation Reports: Expected Arrival and Departure Lists: Processing Deposits: Reservations Histories

Reservation Considerations: Legal Implications, Waiting Lists, Packages, and Potential Reservation Problems

### **UNIT V**

#### **PRE-REGISTRATION ACTIVITIES & REGISTRATION**

Preparing for guest arrival.

The Registration Record

Pre-registration activity for groups & FIT's.

Guaranteed reservation and walk-in.

Registration procedure and Legal implication. Room and Rate Assignment

Room Status, Room Rates, Room Locations, Future Blocks

Registration for Groups and F I T's

C FORM

## **UNIT VI:**

Areas of housekeeping

- Public Areas
- Guest Areas

## **UNIT II: Keys**

Type of keys, computerized key cards, Key control Duty roaster, Duty rota, work schedule, Job cards Lost & found system

## **UNIT VII: Area Cleaning and services**

Guest rooms, Front-of-the house areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

Special services: Valet service, baby sitting, Guest Loan item, fresh en up services, second service and turn down service

## **UNIT VIII: 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 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.

#### **UNIT IX: Inter-Departmental Relationship**

With Front Office, With maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department.

Intra-departmental relationship Role of control desk

#### **Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks

OERs: <https://www.youtube.com/watch?v=3zuYk-KLwV0>

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

[https://www.youtube.com/watch?v=xhdKDjb\\_GFM](https://www.youtube.com/watch?v=xhdKDjb_GFM)

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Get an insight into the tourism and hospitality industry through the contributions of travel agents and airlines	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Learn the basic concepts of rates, meal plans, display materials and house rules.	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Examine the basic concepts and processes of reservations through the manual and automated processes of reservation	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand how to effectively manage the reservation activities of the Front Office department	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT106	Accommodation Operations-II	3	2	3	2	3		2	2			2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Introduction and Revision	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 2	Different types of guests	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 3	Job Duties	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 4	Public and Private areas	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 5	Understanding HK	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 6	Different chemicals used	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 7	Keys	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 8	Different types of keys	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion
Week 9	Job Discriptions	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion

Week 10	Revision	Front Office Training manual – Sudhir Andrews	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Get an insight into the tourism and hospitality industry through the contributions of travel agents and airlines	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Learn the basic concepts of rates, meal plans, display materials and house rules.		
<b>3</b>	Examine the basic concepts and processes of reservations through the manual and automated processes of reservation		
<b>4</b>	Understand how to effectively manage the reservation activities of the Front Office department		

HOCT152	Food and Beverage Production Lab-II	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students are exposed to the basics of food production to be able to understand the food production in greater extent. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management .

This course enable you to learn lot of skills and competence for preparing various types of cuisine in professional atmosphere and provide you knowledge and understanding of entrepreneurial skills and make you competent to work in stars category hotels and other food outlets.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be demonstrated while practical classes. Based on theory various menus to be complied and practiced in the lab.

Objective and Expected Outcome:

**Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of cuisine.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**Catalog Description**

This course will provide the learner an insight of fundamental information of food production lab. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would be also be exposed to various cooking methods, time and temperature practically. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice while performing in the lab.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

## COURSE CONTENT

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### UNIT I:

- 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

### UNIT II:

- Identification, Selection and processing of Meat,
- Fish and poultry.
- Slaughtering and dressing

### UNIT III:

Preparation of menu

- Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise,
- Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups
- Chicken, Mutton and Fish Preparations-
- Fish orly, a la anglaise, colbert, meuniere, poached, baked
- Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence for preparing various types of cuisine	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8

		<b>CO4</b>														
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and														
		To be able to support all the students for quality placements or join family business or start their own														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														
<b>Course Code</b>	<b>Course Title</b>	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PO6</b>	<b>PO7</b>	<b>PO8</b>	<b>PO9</b>	<b>PO10</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>
HOCT152	Food and Beverage Production Lab-II	3	2	3	2		3		2	2		2		3		

1=weakly mapped

2= moderately mapped

3=strongly mapped



HOCT 154	<b>FOOD &amp; BEVERAGE SERVICE(LAB) -II</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students will be exposed to the basics of food & beverage service to be able to understand in greater extent. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment’s, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management .

This course enable you to learn lot of skills and competence for provide professional service of various types of cuisine in professional atmosphere. It also enables you to understand about entrepreneurial skills and make you competent to work in stars category hotels and other food and beverage outlets. While working in the lab you would be exposed to different types of service and care and cleaning of equipment service gears, cleaning of cutlery crockery and glassware. You would be also demonstrated the complete “Mise-en-Place” and “Mise-en-Scene” of the training restaurant and bar.This course is-

**Course Outcomes**

- CO 1. Enable you to learn skills and competence of basics of food and beverage service.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization of various service equipment, cutlery, crockery and glassware etc. Care and maintenance is the major concern, which would be taken into practice during the practical session in the lab.

Menu and menu planning ,designing and courses of menu along with French classical accompaniments, garnishes and cover of each course will be incorporated while service practice in the lab.

## COURSE CONTENT

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1. Table laying practice
2. Presenting the menu, care of menu.
3. Order Taking; writing a KOT/BOT
4. Bill working, presenting the bill
5. Role of Restaurant Cashier
6. Practice on Laying of Breakfast Cover for Room Service, Breakfast cover lay out on table, Continental and English breakfast Tray/Table Layout
7. Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee
8. Service of Special Food items

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence for preparing various types of cuisine	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8
CO4	Understand terms of trade and gain from trade	PO3,PO6,PO8,PO9



HOCT 156	Accommodation Operations-Lab- II	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students will be exposed to different parts of cleaning like the scrubbing, buffing, wiping, and washing. The students will also be able to learn to handle & identify different types of fabrics used in the hotel. This will give the students an opportunity to understand which cleaning agent should be used to clean what kind of surface & why. This course is-

### **Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of cuisine.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### **Catalog Description**

This course will provide the learner an insight on the different types of stones used in hotels at different locations. Various types of floorings & fabrics used in the hotel and how to clean them individually. An insight about the various cleaning agents used for cleaning different surfaces in the hotel.

### **COURSE CONTENT**

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1. Polishing of different floors, wood, marble, granite, etc.
2. Polishing of metals- brass, silver and copper.
3. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping
4. Brushing - Buffing
5. Cleaning of Public Areas
6. Use of Abrasives, Polishes / Chemical Agents

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for cleaning various types of floors.	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP7	Accommodation Operations-Lab-II	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

HOCT 108	<b>FOOD SCIENCE &amp; NUTRITION</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

The students will be able to understand the Food Science and Nutrition during the operation of the various kitchens. What are the precautions that should be followed while preparing the food & beverages? The students would be able to understand the importance of quality of the food that is prepared from the quality raw materials.

Also, the students will be exposed to the dos & don'ts of the First Aid methods that one should follow in case of accidents in the premises of working. This course will-

### **Course Outcomes**

CO 1. Enable you to learn skills and competence of Food Science and Nutrition to be studied during the operation of the various kitchens.

CO 2. Provide you knowledge and understanding of entrepreneurial skills.

CO 3. Professional atmosphere and make you competent to work in stars category hotels.

CO 4. Understand terms of trade and gain from food and beverage outlets.

### **Catalog Description**

This course will provide the learner an insight about the Food Science and Nutrition and its importance. The hygiene standards that need to be followed while preparing the food & beverages in the various kitchens of the hotel. The points that need to be kept in mind while preparing, storing & serving of the food & beverages. Learning all about food borne diseases and how to avoid them. Mandatory laws to be followed while the production of food & beverages is taking place. The learner will learn about the importance of producing quality food. The course will also provide with the learning of the First Aid methods and how to handle incidents patients with different ailments.

### **COURSE CONTENT**

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#### **UNIT - I**

#### **Food Poisoning –**

Food Poisoning and Food infection.

## **UNIT - II**

### **Disinfectants & Sterilization –**

Definition of disinfectant, sanitation, antiseptic and germicide, common disinfectants.

Use in case of working surfaces, kitchen equipments dishwashing, hand washing etc.

Sterilization of kitchen and service equipment, sanitizing of catering equipments.

## **UNIT - III**

### **Food Additives –**

Types of additives: preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers.

Food Adulteration - Food standards in India. Common Food contaminants & adulterants and their prevention,

Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material),

Simple test to detect food adulterants, metallic contaminants.

## **UNIT -IV**

### **Functional Food Group –**

Nutritive value of foods - cereals, pulses, vegetables and fruits, milk and its products, meats, poultry, fish, eggs, condiment and spices, sugar and jaggery, alcoholic beverages.

Function & sources,

Deficiency effects - Over nutrition - overweight and obesity - ill effects on health,

Under nutrition- Underweight, common nutritional, deficiency, diseases - P.C.M., anemia, goiter, dental caries, bleeding, night blindness, rickets.

Meal planning - Factors affecting meal planning, physiological, psychological, economic.

Food choices as affected by region (ethnic), culture, availability, custom, religion, food, food budget etc.

## **UNIT-V**

### **FOOD LAWS AND REGULATIONS**

A. National – PFA Essential Commodities Act (FPO, MPO etc.)

B. International – Codex Alimentarius, ISO

C. Regulatory Agencies – WTO

D. Consumer Protection Act

## **REFERENCES**



- 1) Nutrition for Food Service & Culinary Professionals, Fifth Edition By Karen Eich Drummond & Lisa M Brefere, Publisher Culinary Institute of America, Global Books & Subscription Services
- 2) NUTRITION FOR FOOD SERVICE MANAGERS - MAHMOOD A. KHAN, Publisher Amazon.com
- 3) HAND BOOK OF QUALITY & AUTHENTICITY - SINGHAL, KULKARNI, REGE.
- 4) Food and Nutrition – Dr. M. Swaminathan.
- 5) Food Microbiology – P.N.Mishra
- 6) Food Science – Potter & Hotchkiss.
- 7) Fundamentals of Food and Nutrition – Mudambi & Rajgopal 4th edition 2001
- 8) Modern Food Microbiology by Jay. J.
- 9) Food Microbiology by Frazier and Westhoff
- 10) Food Safety by Bhat & Rao
- 11) Safe Food Handling by Jacob M.
- 12) Food Processing by Hobbs Betty
- 13) PFA Rules

OER:

[https://www.youtube.com/watch?v=0r\\_tVpmQRgQ](https://www.youtube.com/watch?v=0r_tVpmQRgQ)

<https://www.youtube.com/watch?v=Pq2me3r0cz4>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various Food Science & Nutrition components	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT-8	FOOD Science & Nutrition	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction and Revision	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 2	Adulteration	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 3	Additives	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 4	Food Poisoning	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 5	Food Groups	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 6	Food Groups 2	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 7	Additives 2	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 8	Revision	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion
Week 9	Revision	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion

Week 10	Revision	nutrition for food service managers - mahmood a. khan	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Enable you to learn lot of skills and competence for preparing various Food Science & Nutrition components	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA, Simulation</b>
<b>2</b>	Provide you knowledge and understanding of entrepreneurial skills.		
<b>3</b>	Professional atmosphere and make you competent to work in stars category hotels.		
<b>4</b>	Understand terms of trade and gain from trade		

<b>UMN102</b>	<b>HUMAN RESOURCES MANAGEMENT IN HOSPITALITY</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the basic functioning of the human resource department. The course also talks about the need for the department and the purpose of recruiting and selection for different departments of the organization. The course also covers various other activities the department is involved for the improvement of the functioning of the employees so that the overall performance improves which gives the benefit to the employer and the employees.

**Course Outcomes**

- CO 1. The course covers all the aspects of basic planning for the human resource for the organization. The requirement of human resource at all levels is part of the planning.
- CO 2. The students would be able to understand the requirement of the job description and specification for any profile in the organization as it is the foundation for any organization.
- CO 3. The course also covers the factors involved in the recruitment and selection of the employees at all levels in different departments of the organization.
- CO 4. The students would also be exposed to the factors leading to the formation of the unions in the company and requirement of the same for keeping the employee interests intact.

**Catalog Description:**

The students after completing this course would be able to understand the importance of the human resource department and its functioning with regards to the performance of the employees working in different departments in the organization. The course covers the organizations' need for providing the employment to people at different levels in various departments. The students would understand the basics of recruitment and selection of the employees from various sources. The course also covers the formation and necessity of the unions in the organizations and the functioning of the same in sync with the top management. It is important for the HR department to have the training section in place because the continuous updating of skills of the employees is important for the success of employees

and the organization.

## **COURSE CONTENT**

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### **UNIT – I**

#### **Basic Human Resource Planning**

1. Macro level scenario of Human Resource Planning
2. Concept and process of Human Resource Planning
3. Planning
4. Methods and techniques of demand forecasting
5. Methods and techniques of supply of forecasting
6. Attitude towards time, work and leisure

### **UNIT – II**

#### **Job Evaluation**

1. Job analysis and job description.
2. Job specification-definition and formats.
3. Job evaluation-concept, scope and limitation.
4. Job evaluation methods, meaning and types.
5. Job enlargement/rotation, job enrichment.

### **UNIT-III**

#### **Selection and Recruitment**

1. Selection-Application, Interviews-types, group selection procedure, reference.
2. Recruitment's-sources and methods.

### **UNIT – IV**

#### **Motivation**

1. Theories of motivation, creating a positive motivational environment.
2. Use of reward to motivate employees.
3. Communication as motivation.
4. Motivation through effective leadership.

### **UNIT – V**

#### **Labour Relations**

1. Why employees Unionize?
2. Structure of Unions.
3. How employees become Unionized.
4. Working with unions.
5. Maintaining non- union status.

### **UNIT – VI**

#### **Orientation and Training**

1. Difference between orientation and training.
2. Benefits of orientation, developing the orientation programs.
3. Orientation of different levels of employees - new joiners, trained and experienced, New employee, executives and other highly experienced new employees, disabled employees, employees where first language is not English.

4. Elements of typical orientation programme.
5. Follow up and evaluation.
6. Training and its importance
7. Developing and designing a training programme.
8. Creating training sessions.
9. Selecting trainers.
10. Evaluating the training programme.
11. Training a continuous process.

### **Reference:**

1. Human Resources Management for Hospitality by Linda A. Jerris
2. Organization Behaviour in Hotels & Restaurants Yvonne Guerrier
3. Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall.

### **Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

#### **Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

### **Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The course covers all the aspects of basic planning for the human resource for the organization. The requirement of human resource at all levels is part of the planning.	<b>PO2, PO5, PO9</b>
<b>CO2</b>	The students would be able to understand the requirement of the job description and specification for any profile in the organization as it is the foundation for any organization.	<b>PO1, PO4, PO8</b>
<b>CO3</b>	The course also covers the factors involved in the recruitment and selection of the employees at all levels in different departments of the organization.	<b>PO3, PO5, PO6</b>
<b>CO4</b>	The students would also be exposed to the factors leading to the formation of the unions in the company and requirement of the same for keeping the employee interests intact.	<b>PO3, PO6, PO7</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3	PSO4	PSO5
UM N102	HUMAN RESOURCES MANAGEMENT IN HOSPITALITY	To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning	
		3	2	3	2		3		2	2		2			3		

1=weakly mapped  
2= moderately mapped  
3=strongly mapped



## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Basics of HR	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 2	Human Resources	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 3	Job Description	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 4	Job Specifications	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 5	Motivation of employees	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 6	Labour Relations	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 7	Labour Relations 2	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
Week 8	Revision	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion

Week 9	Revision	Human Resources Management for Hospitality by Linda A. Jerris	PPT/Lecture/Discussion
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### Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	The course covers all the aspects of basic planning for the human resource for the organization. The requirement of human resource at all levels is part of the planning.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
2	The students would be able to understand the requirement of the job description and specification for any profile in the organization as it is the foundation for any organization.		
3	The course also covers the factors involved in the recruitment and selection of the employees at all levels in different departments of the organization.		
4	The students would also be exposed to the factors leading to the formation of the unions in the company and requirement of the same for keeping the employee interests intact.		

AEC002	Communicative English-I	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

This course will run university wide.

<b>SEC019</b>	<b>PC TOOLS (LAB)-I</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to various basics of computers and usage of MS Office in the hospitality industry.

### **Course Outcomes**

- CO 1. Enable you to learn skills and competence in computers.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### **Catalog Description**

This course will provide the learner an insight on different DOS commands and different software used by the hotels for recording various transactions in different departments. The course will also allow the students an access to explore the internet and understand various features of windows which will eventually help them in working effectively.

### **COURSE CONTENT**

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#### **1. MS-OFFICE:**

- Working on Word, (Making of resume)
- Working on Powerpoint (Making presentations)
- Working on Excel(Basic Formulas and table making)

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence in computers	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
SECP-I	PC Tools (Lab) -I	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HOCT251	Industrial Training-I	0	960	20
			0	0	20

<b>HOCT204</b>	<b>FOOD &amp; BEVERAGE SERVICE -III</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to entire process of operating the in-room dining department of F&B Service. Students will also learn about famous food items of the international cuisines, their preparation and description along with different types of cheese. The students will also be exposed to the kitchen stewarding department and its role in F&B Service & kitchen. This course is-

### **Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of beverages.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### **Catalog Description**

This course will provide the learner an insight about the entire process of in-room dining of the hotel which includes the staff required for each shift along with the forms & formats required in the functioning of the department. Different types of food preparation of the international cuisines including the Hors d' Oeuvres & consommés and variety of cheese. The course will also give the students the opportunity to understand the kitchen stewarding department, its organization structure, layout, washing of utensils, various chemicals used, the storage of chemicals and cleaning of EPNS items.

## **COURSE CONTENT**

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### **UNIT - I**

#### **Alcoholic Beverages –**

Introduction & Definition,  
 Classification of Alcoholic Beverages (Fermented & Distilled),  
 Definition of fermentation & Distillation.

### **UNIT - II**



**Wines.-**

Introduction, Wine Producing Countries and Regions, New world wines,  
 Types of Grapes used,  
 Classification and Production Process of Table Wines, Sparkling Wines and Fortified Wines, Aromatized Wines, Fruit Wines,  
 Storage of Wine,  
 Service of Wines,  
 Food and Wine Harmony.

**UNIT - III****Beer –**

Introduction & definition,  
 Manufacturing Process,  
 Type of Beer,  
 Storage,  
 Service of bottle beer, canned beer and draught beer,  
 Care of the beer,  
 The beer dispensing system.

**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

**REFERENCES**

1. Exploring Wine By Steven Kolpan, Brian H Smith, Michael A Weiss, Publisher; The Culinary Institution Of America
2. The World of Wine By Walton Stuart, Publisher: Lorenz Boo
3. Harveys Guide to Wine Octopus Books Limited, London W1
4. Professional Beverage Management By Bob & Kathie Lipinski Publisher Wiley
5. Exploring Wine Second Edition By Steven Kaplan, Brian H Smith, The Culinary Institute of America

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination****Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence for preparing various Food & Beverage Service	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,

Course Code	Course Title	CO3		CO4												
		PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT204	FOOD & Beverage Service-III	3	2	3	2	3	2	2	2	2	2	3				
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and														
		To be able to support all the students for quality placements or join family business or start their own														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Basics of Alcohols	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 2	Spirits	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 3	Wines	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 4	Wines 2	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 5	Wines 3	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 6	Beer	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 7	Beer 2	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 8	Revision	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion
Week 9	Revision	Professional Beverage Management By Bob & Kathie Lipinski	PPT/Lecture/Discussion

## **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Enable you to learn lot of skills and competence for preparing various Food & Beverage Service	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Provide you knowledge and understanding of entrepreneurial skills		
<b>3</b>	Professional atmosphere and make you competent to work in stars category hotels.		
<b>4</b>	Understand terms of trade and gain from trade		

<b>HMCT202A</b>	<b>FOOD AND BEVERAGE PRODUCTION-III</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Objective:

Students would be able to understand about the different commodities and the effect of flavouring & colouring agents on the food. The student should be able to understand the various aspects of cooking of food in different parts of India. In bakery and confectionary, the students would be able to understand the knowhow of the different processes of preparing the bakery items. This course is-

### Course Outcomes

- CO 1. Enable you to learn lot of skills and competence for preparing various types of cuisine
- CO 2. Provide you knowledge and understanding of entrepreneurial skills
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from trade

### Catalog Description

The student in this course will learn about the classification of different commodities along with variety of flavoring & coloring agents which help in the cooking. The student will also learn about regional cuisines of India, the pattern of cooking, staple diets of different regions of India and the food prepared during the festivals in various parts of the country. Also, the student shall be introduced to the characteristics, processing, and the advantages & disadvantages of convenience foods.

This course will cover the various aspects of bakery and confectionary products like the preparing of cakes & other bakery items, different aspects of preparing the products, like the frozen desserts and others.

## COURSE CONTENT

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### UNIT I:

#### INTRODUCTION TO INDIAN COOKERY

- History
- Uses of Spices and Herbs
- Types of Masalas
- Types of Gravies

#### HALWAI SECTION

- Hot sweet dishes
- Cold sweet dishes

### UNIT II: INTRODUCTION TO TANDOOR

#### I. History

- Origin
- Parts of tandoor
- Manufacturing of tandoor

- Seasoning of tandoor and its temperature control

## II. Basic dishes for tandoor

- Different types of breads
- Different meat products
- Kababs
- Tikka

## III. Marination

- Different Marinations
- Accelerators

## **UNIT III: INDIAN CULINARY TERMS**

- List of culinary (common and basic) terms

- Explanation with examples

#### **UNIT IV: INDIAN CONDIMENTS & APPETIZERS**

- Geographic location
- Historical background
- Regional Influence
- Specialized Recipe

**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Theory of Cookery- K Arora, Publisher: FrankBrothers
- 2) Bakery & Confectionery- S. C Dubey, Society of IndianBakers
- 3) The Professional Chef ( 4<sup>th</sup> Edition), Le RolA.Polsom
- 4) Modern Cookery (Vol-I) Philip E. Thangam, OrientLongman
- 5) Practical Cookery – Kinton&Cessarani
- 6) Theory of Catering –Kinton&Cessarani
- 7) Practical Professional Cookery – Kauffman &Cracknell
- 8) The Professional Chef ( 4<sup>th</sup> Edition), Le RolA.Polsom
- 9) Larder Chef – M.J.Leto& W.H.K. Bode, Publisher: ButterworthHeinemann
- 10) Professional Charcuterrie By John Kinsella & David THarvey
- 11) The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

OERs: <https://www.youtube.com/watch?v=0qSm029ROn4>

[https://www.youtube.com/watch?v=XmO\\_IvaDKjU](https://www.youtube.com/watch?v=XmO_IvaDKjU)

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>



Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT 202	Food and Beverage production-III	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Meaning of Cuisines	Theory of Cookery	PPT/Lecture/Discussion
Week 2	Indian Cookery 1	Theory of Cookery	PPT/Lecture/Discussion
Week 3	Indian Cookery 2	Theory of Cookery	PPT/Lecture/Discussion
Week 4	Halwai	Theory of Cookery	PPT/Lecture/Discussion
Week 5	Tandoor 1	Theory of Cookery	PPT/Lecture/Discussion
Week 6	Tandoor 2	Theory of Cookery	PPT/Lecture/Discussion
Week 7	Indian Spices	Theory of Cookery	PPT/Lecture/Discussion
Week 8	Indian Condiments	Theory of Cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of Cookery	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Enable you to learn lot of skills and competence for preparing various Culinary Skills	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation

<b>2</b>	Provide you knowledge and understanding of entrepreneurial skills		
<b>3</b>	Professional atmosphere and make you competent to work in stars category hotels.		
<b>4</b>	Understand terms of trade and gain from trade		

<b>DSCT11</b>	<b>ACCOMMODATION OPERATIONS-III</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students would be able to understand the software of PMS for the various activities of Front office in the Hotel; they will know how the registration and post registration activities take

place. Also, the student would be able to understand what needs to be done during the stay of the guest at the hotel.

### **Course Outcomes**

CO 1. Enable you to learn skills and competence on different types of software at front office.

CO 2. Provide you knowledge and understanding of entrepreneurial skills.

CO 3. Professional atmosphere and make you competent to work in stars category hotels.

CO 4. Understand terms of trade and gain knowledge from the actual working.

### **Catalog Description**

This course will provide the learner an insight of about the importance and different aspects of Property Management System software used by the Front Office of the hotel. How does the fully automated Front Desk functions. Different steps followed in registration of Indian & foreign nationals reservation systems that the front office in a hotel follows. Different activities involved in post registration of the guests. The students would be made to understand the details of handling the guests during their stay at the hotel.

## **COURSE CONTENT**

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### **UNIT-I**

#### **PROPERTY MANAGEMENT SOFTWARE:**

- Guest Account Management  
Software General  
Management Software,
- Back Office  
Interfaces, System  
Interfaces
- Hotel Computer Application

### **UNIT II**

#### **FRONT OFFICE (ACCOUNTING)**

- Accounting Fundamentals
- Guest and non guest accounts
- Accounting system
- Non automated – Guest weekly bill, Visitors tabular ledger
- Semi automated
- Fully automated

### **UNIT-III**

#### **CHECK OUT PROCEDURES**

- Guest accounts settlement

- Cash and credit - Indian currency and foreign currency
- Transfer of guest accounts
- Express check out
- BELL DESK/CONCIERGE
- Duties and responsibilities of Bell Captain
- Duties and responsibilities of Bell Boy

#### **UNIT-IV**

##### **CONTROL OF CASH AND CREDIT**

- NIGHT AUDITING
- Functions
- Audit procedures (Non automated, semi automated and fully automated)

#### **UNIT - V**

##### **LINEN/ UNIFORM/ TAILOR ROOM**

Layout, types of linen, linen sizes and linen exchange procedure,  
Storage

Par stock: factors affecting par stock, calculation

Discard procedure, Linen inventory system

Uniform planning, designing, selection & calculating par stock, uniform control, stocking and storage procedures

Function of tailor room

##### **UNIT - VI MANAGING INVENTORY**

Guest loan items, Indenting from stores,

Par level of guest loan items, machines and equipment, cleaning supplies, and guest supplies.

##### **UNIT – VII**

Environment friendly cleanliness, Hygienic-cleaning skills,

Importance of different cleaning agents in maintenance of standards

##### **UNIT-VIII CONTRACT CLEANING**

Definition, concept

Job given on contract by Housekeeping,

Advantages & disadvantages,

Pricing a contract

**Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

**Reference:**

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox, Publisher: ELST.
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews (Publisher: Tata McGrawHill).
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- 5) Professional Management of Housekeeping Operations, Martin Jones, Publisher: Wiley & sons

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of housekeeping activities	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HMCT 208A	Housekeeping Operations-III	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped



## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Meaning of Cuisines	Theory of Cookery	PPT/Lecture/Discussion
Week 2	Indian Cookery 1	Theory of Cookery	PPT/Lecture/Discussion
Week 3	Indian Cookery 2	Theory of Cookery	PPT/Lecture/Discussion
Week 4	Halwai	Theory of Cookery	PPT/Lecture/Discussion
Week 5	Tandoor 1	Theory of Cookery	PPT/Lecture/Discussion
Week 6	Tandoor 2	Theory of Cookery	PPT/Lecture/Discussion
Week 7	Indian Spices	Theory of Cookery	PPT/Lecture/Discussion
Week 8	Indian Condiments	Theory of Cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of Cookery	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Enable you to learn lot of skills and competence for preparing various Culinary Skills	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation

2	Provide you knowledge and understanding of entrepreneurial skills		
3	Professional atmosphere and make you competent to work in stars category hotels.		
4	Understand terms of trade and gain from trade		

<b>HOCT 252</b>	<b>FOOD AND BEVERAGE PRODUCTION LAB-III</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Objective:

Students would be able to understand about the methods of bulk cooking and all the aspects related to it. The student would understand different cuisines from Indian subcontinent, cooking of various items from different regions of India. He shall also become aware of cooking of Indian sweets and various Indian accompaniments.

### Course Outcomes

- CO 1. Enable you to learn skills and competence service of various types of cuisine.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### Catalog Description

The student in this course will learn about bulk cooking at various institutions like the hospitals, schools, factory canteens etc. The student will learn about cooking of the regional cuisines of India, the pattern of cooking, staple diets of different regions of India. Also, the

student shall be introduced to the different types of Indian pastes & accompaniments like the pickles, Murabbas etc. This course will cover the preparation of variety of Indian desserts.

## **COURSE CONTENT**

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**Formulate 36 set of menus from the following cuisines.**

- Awadh
  - Bengal
  - Goa
  - Gujarat
  - Hyderabad
  - Kashmiri
  - Maharastra
  - Punjabi
  - Rajasthan
  - South India (Tamilnadu, Karnataka, Kerala)
- SUGGESTED MENUS**  
**MAHARASTRIAN**

**MENU 01** Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir  
Coconut Poli

**MENU 02** Moong Dal Khichdee  
Patrani Macchi Tomato Saar Tilgul Chapatti Amti  
Basundi

### **AWADH**

**MENU 01** Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan  
Kulfi with Falooda

**MENU 02** Galouti Kebab Bakarkhani 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

## 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 Matar Pulao Kadhi

Punjabi Gobhi Kheer

### **MENU 02** Sarson Da

Saag Makki Di Roti Peshawari Chole Motia Pulao

Sooji Da Halwa

## SOUTH INDIAN

### **MENU 01** Meen Poriyal Curd Rice Thoran Rasam

Pal Payasam

### **MENU 02** Lime Rice Meen Moilee Olan Malabari

Pratha Parappu Payasam

## 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

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni),  
Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dween cheten, Aleh cheten (pumpkin chutney)

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for practical work through preparing various dishes	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP9	Food and Beverage Production Lab-III	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 256</b>	<b>FOOD &amp; BEVERAGE SERVICE(Lab) - III</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to the basics of food & beverage service to be able to understand in greater extent. Students are generally encounter difficulties in identifying problems in various service related terms, name of equipment's, utensils, cutlery and crockery and their usage, understand the F&B hierarchy system and F& B outlet management. This course is-

### **Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of F& B services.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### **Catalog Description**

This course will provide the learner an insight of role of catering establishment in the travel and tourism industry, classification and types of various food and beverage operations. One would be able to understand essentials of different types of food beverage service and layout according to the requirement of Hotel Industry.

They would be also exposed to departmental organization system. Familiarization Practical will be in accordance with the topics of theory with Service of alcoholic beverages. Wine, Beer and other alcoholic and non-alcoholic beverages.

### **COURSE CONTENT**

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#### **Dispense Bar – Organizing Mise-en-place**

Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables

#### **Service of Wines**

Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake

#### **Service of Aperitifs**

Task-01 Service of Bitters Task-02 Service of Vermouths Service of Beer



Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers

### Service of Spirits

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky

### Service of Vodka

Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila

### Service of Liqueurs

Task-01 Service styles – neat/on-the-rocks/with cream/enfrappe Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

Wine & Drinks List

Task-01 Wine Bar, Beer Bar, Cocktail Bar

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying

Wines

- Continental Cuisine
- Indian Regional Cuisine

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of alcoholic beverage service	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP10	FOOD & Beverage (Lab)-III	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 256</b>	<b>ACCOMMODATION OPERATIONS LAB-III</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students would be able to understand about the method/s used in taking the money from the guest at the time of check-out. What procedures to follow and what kind of precautions the staff has to take to keep the guest satisfied at the time of check-out. Accounting of all the transactions at the time of check-out so that not a single transaction is left unaccounted for. This course is-

### **Course Outcomes**

- CO 1. Enable you to learn skills and competence about Accommodation Operations.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.

### **Catalog Description**

The student in this course will learn about the complete process of check-out of the guests. The procedure of creating the folio for the billing of the guest in the system. Different methods of payment, keeping tab of all the transactions that the guest has made in the hotel. Accounting of all the transactions and compiling the same for the final payment by the guest. Also, the student would be able to know about handling of the foreign exchange and the travelers check.

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1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges,
  2. Telephone, Laundry, Room Charge, Food & Beverage and other charges.
  3. Pantry set up.
  4. Lay out of Linen room & Laundry
  5. Linen & Laundry practical including stain removal,
  6. Use of laundry equipment (washing machine),
  7. Visit to laundry
  8. Inventory Procedures.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for Housekeeping operations	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCP11	Accommodation Operations-Lab-III	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT208</b>	<b>INTRODUCTION TO EVENTS MANAGEMENT</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

This module aims to pull together the learning that you have accumulated over the last three years of your hospitality studies and apply the skills, knowledge and understanding to effect the management of a restaurant-based event. This will involve planning, organisation, execution and evaluation. You will have the opportunity to work in teams and take responsibility for the management of resources including raw materials, finance, equipment and personnel.

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**Course Outcomes**

CO 1. Enable you to learn skills and competence about Events.

CO 2. Provide you knowledge and understanding of entrepreneurial skills.

CO 3. Professional atmosphere and make you competent to work in stars category hotels.

**COURSE CONTENT:**

**UNIT-I:**

- Introduction to the module.

**UNIT-II:**

- Project management Basics.
- Team Building.
- The Project Team.

**UNIT-III:**

- Project selection Techniques
- Work breakdown structure
- Linear responsibility charts.

**UNIT IV:**

- Scheduling of the project.
- The use of Gantt Charts.

**UNIT V:**

- Event Marketing

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for Housekeeping operations	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT 208	Introduction to Events Management	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

### Teaching Plan:



<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Meaning of Events	Event Management in Hospitality	PPT/Lecture/Discussion
Week 2	Event Management 1	Event Management in Hospitality	PPT/Lecture/Discussion
Week 3	Event Management 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 4	Budgets	Event Management in Hospitality	PPT/Lecture/Discussion
Week 5	Budgets 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 6	Budgetary Exercise 1	Event Management in Hospitality	PPT/Lecture/Discussion
Week 7	Budgetary Exercise 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 8	Final Event plan	Event Management in Hospitality	PPT/Lecture/Discussion
Week 9	Revision	Event Management in Hospitality	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Outcomes</b>	<b>Learning</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Enable you to learn lot of skills and competence for preparing various Culinary Skills		<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>

2	Provide you knowledge and understanding of entrepreneurial skills		
3	Professional atmosphere and make you competent to work in stars category hotels.		
4	Understand terms of trade and gain from trade		

<b>UNM 103</b>	<b>Sales and Marketing for Service Industry</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students would be able to understand about the method/s used in taking the money from the guest at the time of check-out. What procedures to follow and what kind of precautions the staff has to take to keep the guest satisfied at the time of check-out. Accounting of all the transactions at the time of check-out so that not a single transaction is left unaccounted for. This course is-

**Course Outcomes**

- CO 1. Enable you to learn skills and competence about Sales and Marketing.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**COURSE CONTENT**

## **UNIT – I**

### **Introduction to Hospitality Sales and Marketing**

Today's Hospitality Trends - Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing.

Marketing and Sales - Marketing Vs. Sales, The Marketing Mix

Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales

The Importance of Sales - Sales a Career, The Challenges of Hospitality Sales.

## **UNIT – II**

### **The Marketing Plan**

The Marketing Team, Steps of Marketing Plan, Conducting a Marketing Performance, Audit, Selection Target Market,

Positioning the Property,

Determining Marketing Objectives,

Developing and Implementing Action Plans,

Monitoring and Evaluating the Marketing plan.

## **UNIT – III**

### **The Sales Officer**

The Marketing and Sales Division - Organizing a Sales Officer,

The Sales Area, Hiring Effective Sales People, Training, Managing, Evaluating Sales Team, Compensating Sales Team, Supplementary Sales Staff.

## **UNIT – IV**

### **Personal Sales**

Prospects Qualifying & Personality traits.

Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit,

Projecting a Professional Image.

Improving Sales Productivity - Time Management, Key Account Management.

## **UNIT – V**

### **Telephone Sales**

Basic of Telephone Communication -Telephone Etiquettes, Telephone Communication Skill, Listening Skill.

Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls.

In Coming Calls - Reservations, Response to Advertising, Inquiries.

Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

## **REFERENCES**

1. Hotel & Food Service Marketing- Francis Buttle
2. Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3. Hospitality Sales A Marketing Approach By Margaret Shaw Published By Wiley



**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for Housekeeping operations	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
c	Accommodation Operations-Lab-III	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Meaning of Hospitality Marketing	Event Management in Hospitality	PPT/Lecture/Discussion
Week 2	Marketing in Hotels	Event Management in Hospitality	PPT/Lecture/Discussion
Week 3	Sales in Hotels 1	Event Management in Hospitality	PPT/Lecture/Discussion
Week 4	Sales in Hotels 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 5	Budgets 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 6	Budgetary Exercise 1	Event Management in Hospitality	PPT/Lecture/Discussion
Week 7	Budgetary Exercise 2	Event Management in Hospitality	PPT/Lecture/Discussion
Week 8	Final Marketing plan	Event Management in Hospitality	PPT/Lecture/Discussion
Week 9	Revision	Event Management in Hospitality	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Outcomes	Learning	Teaching Learning Activity	Assessment Task Methods
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<b>1</b>	Enable you to learn lot of skills and competence for preparing various Culinary Skills	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Provide you knowledge and understanding of entrepreneurial skills		
<b>3</b>	Professional atmosphere and make you competent to work in stars category hotels.		
<b>4</b>	Understand terms of trade and gain from trade		

SEC001	<b>HOTEL FRENCH-I</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative strategies. Students are expected to learn:

### **Course Outcomes**

- CO 1. Communication skills like presenting, producing written and explaining data.
- CO 2. Comprehension of text, Translation of sentences
- CO 3 Essay on different topics - general as well as specific, Functional and advanced grammar
- CO 4. Understand terms of trade and gain from food and beverage outlets.



CO5. Expression of opinion

CO6. Discussion on general and common interests

### **Catalog Description**

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners. This study allows the students to interact in French and acquire familiarity with the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types.

We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication.

French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).
- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

## **COURSE CONTENT**

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### **UNIT I**

1. Basic Grammar (rules and exercises)
2. Vocabulary activities

3. Audio activities
4. Role-play
5. Descriptive and creative writing exercises with related grammar and vocabulary
6. Reading exercises

## **UNIT II**

1. Grammar topics and respective exercises (articles contractés, articles partitifs, adjectifs possessifs, adjectifs démonstratifs)
2. Translation exercises
3. Audio books (related vocabulary and grammar exercises)

## **UNIT III**

1. Pronominal verbs (grammar rules and exercises)
2. More verbs of all 3 groups
3. Time
4. Daily routine
5. Grammar exercises

## **UNIT IV**

1. Passé récent
2. Futur proche
3. Creative writing exercises
4. Activities based on grammar and vocabulary
5. Comprehension passages
6. Reading exercises

### **Text book [TB]:**

1. Text Book JUMELAGE 1

Author: Manjiri Khandekar

Roopa Luktuke

Publication: Langers

2. Work Book JUMELAGE 1

Author: Manjiri Khandekar

Roopa Luktuke

Publication: Langers

3. French Exercises

Author: Preeti Bhutani

Reference book(s) [RB]: 1. Grammaire Française par étapes A1 2. Bonne Chance

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

### **Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Communication skills like presenting, producing written and explaining data.	<b>PO1,PO4,</b>
<b>CO2</b>	Comprehension of text, Translation of sentences	<b>PO2 ,PO6,</b>
<b>CO3</b>	Essay on different topics - general as well as specific, Functional and advanced grammar	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from food and beverage outlets.	<b>PO3,PO6,PO8,</b>
<b>CO5</b>	Expression of opinion	<b>PO6, PO9</b>
<b>CO6</b>	Discussion on general and common interests	<b>PO2, PO4</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
AEC-III	Hotel French-I	3	2	3	2		3		2	2		2		3		
		To be able to <b>provide</b> appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	<b>10</b> To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>HOCT 301</b>	<b>FOOD AND BEVERAGE PRODUCTION- IV</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Objective:**

Students are exposed to the Advance Food Production to be able to understand the food production in greater extent. Students are generally encounter difficulties in identifying problems in various culinary terms, name of equipment's, utensils, spices and their usage, understand the food production hierarchy system and kitchen management . The student in this course will learn about the various cuisines of the Asian & European continents. The students would also be exposed to the various types of meat cooking and the usage of wines and herbs & spices. In the bakery & confectionary part, the course will cover the usage of chocolate in making different items. This course is-

### **Course Outcomes**

- CO 1. Enable you usage of various ingredients like the wines and spices and their importance in the cooking of different food items
- CO 2. Provide the students with the knowledge and understanding of entrepreneurial skills
- CO 3. The students would also be able to about different uses of chocolate in the preparation of desserts.
- CO 4. Enable you to understand about multiple cuisines from around the world.

### **Catalog Description**

This course will provide the learner an insight of fundamental information of food production. The origin of culinary to modern history of cookery practice, steps involve in preparation before cooking, method of mixing food, texture, faults and remedies. One would be able to understand essentials of different types of food preparation.

They would also be exposed to various cooking methods, time and temperature. The learner would be able to understand the kitchen organization and kitchen management skills. Hygiene, sanitation and safety are the key concern of the food handlers, which would be taken into practice.

Use kitchen equipment and utensils while preparation of food. Various food commodities names and usage would be demonstrated.

Basic food preparations of soup sauce, stock, appetizers and popular baking product preparation would also be incorporated while study.

## **COURSE CONTENT**

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### **UNIT-I**

#### **Asian cuisine-**

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

Chinese, Japan, Thai, Indo, Philippine,

Special ingredients, equipment, tools, preparation and technology involved.

Mexican, Lebanese, Middle Eastern, Spanish.

### **UNIT-II**

#### **European cuisine-**

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,

Pasta & rice, types and sauces

### **UNIT –III**

#### **Charcuterie**

Preparation & processing of sausages, ham, bacon, gammon green bacon, larding, barding. Uses of different cuts, Forcemeats, Galantines, Pate, Mouse & Mousseline, Quenelles, Edible display

### **UNIT-IV**

#### **Use of Wine & Herbs in Cooking**

Ideal use of Wine in Cooking, Classification of Herbs, Idea; Use of Herbs in Cooking

### **UNIT-V**

#### **Product Research & Development**

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

### **UNIT-VI**

#### **Production Management**

Buying Knowledge, Production planning & scheduling, Production quality & quantity control, basic stages in preparation of budget, pricing consideration

## REFERENCES

1. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
2. Professional Baking 4<sup>th</sup> Edition By Wayne Gisslen: John Wiley & Sons Inc
3. The Professional Chef ( 4<sup>th</sup> Edition) By Le Rol A.Polsom
4. Practical Cookery By Kinton & Cessarani
5. Theory of Catering By Kinton & Cessarani
6. Pactical Professional Cookery By Kauffman & Cracknell
7. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
8. Larousse Gastronomique By Hamlyn, Publisher Octopus Publishing Group London

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you usage of various ingredients like the wines and spices and their importance in the cooking of different food items.	PO1, PO4, PO6
CO2	Provide you knowledge and understanding of entrepreneurial skills.	PO2, PO4, PO6
CO3	The students would also be able to about different uses of chocolate in the preparation of desserts.	PO3, PO6, PO8
CO4	Enable you to understand about multiple cuisines from around the world.	PO3, PO6, PO8, PO9

<b>Course Code</b>	<b>Course Title</b>	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PO6</b>	<b>PO7</b>	<b>PO8</b>	<b>PO9</b>	<b>PO10</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
DSCT 14	Food and Beverage production-IV	3	2	3	2		3		2	2		2		3			
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning	

1=weakly mapped

2= moderately mapped

3=strongly mapped

### Teaching Plan:



<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Meaning of Cuisines	Theory of cookery	PPT/Lecture/Discussion
Week 2	Asian Cuisine	Theory of cookery	PPT/Lecture/Discussion
Week 3	Asian Cuisine 2	Theory of cookery	PPT/Lecture/Discussion
Week 4	European Cuisine	Theory of cookery	PPT/Lecture/Discussion
Week 5	European Cuisine 2	Theory of cookery	PPT/Lecture/Discussion
Week 6	Use of wines and herbs	Theory of cookery	PPT/Lecture/Discussion
Week 7	Use of wines and herbs 2	Theory of cookery	PPT/Lecture/Discussion
Week 8	Product Management	Theory of cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of cookery	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Enable you usage of various ingredients like the wines and spices and their importance in the	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>

	cooking of different food items		
2	Provide you knowledge and understanding of entrepreneurial skills.		
3	The students would also be able to about different uses of chocolate in the preparation of desserts.		
4	Enable you to understand about multiple cuisines from around the world.		

<b>HOCT303</b>	<b>FOOD AND BEVERAGE SERVICE -IV</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Overview:**

The student in this course will learn about the day-to-day activities of the restaurant and bar at the hotel or any stand-alone restaurant. The course also covers all the aspects of planning for the opening of a restaurant at any location. This course covers the activities covered in the banquets.

### **Course Outcomes**

CO 1. The course enables the students to understand the basics of the functioning of the restaurant including all aspects of operations.

CO 2. Students would be able to make the restaurant operational from the scratch including the design, planning and picking up the location for the restaurant.

CO 3. Special kind of service like the Guéridon Trolley service is part of the course where students would come to know about this kind of special service.

CO 4. This course also enables the students to understand the functioning of the bar and all the activities related to the operations of bar.

### **Catalog Description**

Students would be able to understand complete operations of the F&B outlet which would include staff handling, fire prevention, advertising and indenting of different items from the stores department for the usage on the day-to-day operations.

The course also covers the different aspects of planning, design layout and location of the restaurant. This is a very important aspect to understand because it is foundation post which the restaurant starts its operations and maximizes its revenues.

The students would be exposed to the specialized form of service like the Guéridon Trolley service as this kind of service enhances the image of the outlet and helps in word of mouth publicity because it attracts the customers towards this kind of special service.

## **COURSE CONTENT**

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### **UNIT - I**

#### **MANAGING F&B OUTLETS**

Indenting and maintaining par-stocks of supplies,  
Advertisement/selling techniques.  
Garbage disposal,  
Situations handling,  
Fire and emergency procedure,  
Employee requirement,  
Setting up operational procedures,  
Training programmes,  
Employee evaluating / performance appraisal.

### **UNIT-II**

#### **RESTAURANT PLANNING AND OPERATION**

Types of Restaurant, Location or site,  
Sources of finance,  
Design consideration,  
furniture, lighting and décor, equipment required, records maintained,  
Licenses required

### **UNIT - III**

#### **GUERIDON SERVICE –**

History & definition of Guéridon,  
Types of Trolley,  
Various items to be prepared,  
Advantages and disadvantages of Guéridon,  
Flambé work.

### **UNIT – IV**

#### **BAR OPERATIONS –**

Types of Bar-Cocktails, Dispense, Floating/ Cash bar,  
Area of bar - Front, Under, Back. Bar equipment,  
Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores.  
Staffing and their job description, inventory & controls systems.  
Liquor Licenses

### **UNIT – V**

#### **EVENT MANAGEMENT & FUNCTION CATERING-MICE**

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing,  
Organization of banquet department with their duties of responsibilities,  
Pricing banquet, Banquet protocol.  
Types of function - formal/informal, buffets, theme parties, food festivals, Outdoor caterings, meeting/conference/seminars/convention/ workshops, cocktails and tea. Planning & Organizing Themes of Indian and International cuisine.  
Booking procedure - Booking diary, Function Prospectus and its notifications.  
Function planning- space requirement.  
Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, Closing and evaluating the function.

## REFERENCES

1. Food & Beverage Management By John Cousines, David Foskett, Publisher: Pearson Education
2. Profitable Food & Beverage Management-By Richard Kotas & Chandra Jaywardana, Publisher:Hodder & Stoughton
3. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher:Elsevier
4. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
5. Food Service Operations , Peter Jones, Cassel
6. Food & Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institution AHMA
7. The Bar and Beverage Book By Costas Katsigris, Mary Porter Chris Thomas (Publisher:LIB)
8. Meetings, Conventions, and Expositions By Rhonda J Montgomery and Sandra K Strick
9. Special Events, Global Event Management in 21<sup>st</sup> Century, Third Edition: Joe Goldblatt, the Globlatt Company International

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	The course enables the students to understand the basics of the functioning of the restaurant including all aspects of operations.	PO1, PO4, PO6
CO2	Students would be able to make the restaurant operational from the scratch including the design, planning and picking up the location for the restaurant.	PO2, PO4, PO6
CO3	Special kind of service like the Guéridon Trolley service is part of the course where students would come to know about this kind of special service.	PO3, PO6, PO8
CO4	This course also enables the students to understand the functioning of the bar and all the activities related to the operations of bar.	PO3, PO7, PO9

<b>Course Code</b>	<b>Course Title</b>	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PO6</b>	<b>PO7</b>	<b>PO8</b>	<b>PO9</b>	<b>PO10</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>				
DSCT 15	Food and Beverage service -IV	3	2	3	2		3		2	2		2		3						
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.																		
		To be able to support all the students for quality placements or join family business or start their own venture.																		
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.																		
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.																		
		To be able to facilitate cultivation of cross-cultural humanitarian values.																		
		To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.																		
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.																		
		To be able to establish Strong relationship with hospitality industry																		
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.																		
		To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.																		
		Applications of Concepts																		
		Innovative and Industry Friendly																		
		Ethics and Communication Skills																		
		Extra-Curricular activities																		
		Independent and life-long learning																		

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Introduction and Revision	Theory of cookery	PPT/Lecture/Discussion
Week 2	Types of Services	Theory of cookery	PPT/Lecture/Discussion
Week 3	Types of FnB Outlets	Theory of cookery	PPT/Lecture/Discussion
Week 4	Specialized Services - I	Theory of cookery	PPT/Lecture/Discussion
Week 5	Specialized Services- II	Theory of cookery	PPT/Lecture/Discussion
Week 6	Budgeting	Theory of cookery	PPT/Lecture/Discussion
Week 7	Event Planning - I	Theory of cookery	PPT/Lecture/Discussion
Week 8	Event Planning- II	Theory of cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of cookery	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	The course enables the students to understand the basics of the functioning of	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation

	the restaurant including all aspects of operations.		
2	Students would be able to make the restaurant operational from the scratch including the design, planning and picking up the location for the restaurant.		
3	Special kind of service like the Guéridon Trolley service is part of the course where students would come to know about this kind of special service.		
4	This course also enables the students to understand the functioning of the bar and all the activities related to the operations of bar.		

<b>HOCT 305</b>	<b>ACCOMMODATION OPERATIONS-IV</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**



The student in this course will learn about the different management functions that can be applied in the day-to-day activities at the Housekeeping department of the hotel. The course also covers all the aspects of budgeting for the smooth operations of the department. This course covers the activities related to inventory control and the environmental control.

### **Course Outcomes**

CO 1. The students would be able to understand the importance of planning and other functions of management in the housekeeping operations which also includes the staffing and retention of the staff.

CO 2. The course enables the students to understand the importance of the usage of real flowers and various flower arrangements for variety of occasions like the conferences, weddings, meetings, etc.

CO 3. The students would get the fair idea about the process and requirement of renovation of any particular area of the hotel and the budget required for running the day-to-day operations of the department.

CO 4. Maintaining stocks and the inventory of the items required for the operations is a very important function to be understood by the students. Also, studying about the pest control is quite important for the students as it plays a very critical factor in the satisfaction of the customers.

### **Catalog Description**

Students would be able to understand about the importance of planning & budget control for the day-to-day operations of the housekeeping department. The course shall also enable the students to understand the importance of inventory & environmental control for the department.

The students would be exposed to the various factors involved in the renovation of different areas of the hotel along with the arrangements of flowers for different occasions / functions that take place in the hotel throughout the year.

The course also covers the importance of pest control as it is directly related to the hygiene and sanitation of all the areas including the public areas. In this course students learn about the safety and security of the hotel and steps required to maintain the same.

## **COURSE CONTENT**

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### **UNIT – I**

#### **Planning and Organizing**

Staffing, Work Study, Measurement of work, Job analysis,  
Motivating staff,

Recruitment & orientation, Selecting & Training,

Work Scheduling – Rotational & tight, Contract Service, Criteria for Work – load  
(Equal distribution of Work)

### **UNIT – II**

### **Flower Arrangement**

Principles, Purpose, Types – Japanese, western, free style, Traditional  
Equipment, accessories, rules and step.

Functions, theme decoration – Christmas, New Year, Onam, Wedding, Reception, Birthday,  
Pongal, meeting etc.

### **UNIT – III**

#### **Renovation Process**

Redecoration, Renovation process, Refurnishing,  
Types & selection of furniture

### **UNIT – IV**

#### **Budget and Budgetary Controls**

Definition of budget,  
Types of budget - Capital and Operational Expenditure Budget and Pre-opening Budget,  
Purchase & selection criteria, Guest Supplies,  
Selection of Cleaning Equipment & Cleaning Agents,  
Importance of Budgetary Control, Controlling systems

### **UNIT – V**

Storage, Inventory & stock taking,  
Registers & records maintained,  
Concept of safeguarding assets,  
Inventory Control

### **UNIT – VI**

#### **House Keeping & Environmental Control**

Pest Control,  
Waste water treatment & disposal,  
Environmental Service, Environmental Pollution.

### **UNIT – VII**

#### **Security and Vigilance**

Its Importance, Role & procedures adopted by the security department, Organization Structure -  
Details of Security in Public Area,  
Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the  
House Areas.

Safety of guest property, hotel property  
Different kinds of security equipments used in Hotel Operation.

### **REFERENCES:**

1. House Craft – Valerie Paul
2. Commercial Housekeeping & Maintenance – Stanley Thornes
3. Hotel, Hostel and Hospital Housekeeping – John C. Bronson and Margaret  
Lennox
4. Hotel and Catering Studies – Ursula Jones
5. Housekeeping and Front Office – Jones
6. Managing housekeeping Custodial Operation – Edwin B. Feldman
7. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin &  
Thomas J.A. Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

9. Management of Hotel & Motel Security ( Occupational Safety and Health) By H. Burstein, Publisher :CRC  
 10. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann  
 11. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales

OER: <https://www.youtube.com/watch?v=4gyHhDfPEq4>

<https://www.youtube.com/watch?v=VBFuY4dTpTs>

<https://www.youtube.com/watch?v=y-592wD4Gnk>

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>CO1</b>	The students would be able to understand the importance of planning and other functions of management in the housekeeping operations which also includes the staffing and retention of the staff.	<b>PO1, PO4, PO6</b>
<b>CO2</b>	The course enables the students to understand the importance of the usage of real flowers and various flower arrangements for variety of occasions like the conferences, weddings, meetings, etc.	<b>PO1, PO3, PO6</b>
<b>CO3</b>	The students would get the fair idea about the process and requirement of renovation of any particular area of the hotel and the budget required for running the day-to-day operations of the department.	<b>PO3, PO6, PO8</b>
<b>CO4</b>	Maintaining stocks and the inventory of the items required for the operations is a very important function to be understood by the students. Also, studying about the pest control is quite important for the students as it plays a very critical factor in the satisfaction of the customers.	<b>PO5, PO7, PO8</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC T16	Accommodation Operations-IV	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction and Revision	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 2	Planning and Budgeting	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 3	Budgeting - II	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 4	Flower Arrangements-I	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 5	Flower Arrangements-II	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 6	Renovation	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 7	Recreation	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 8	Interior Decor	House Craft – Valerie Paul	PPT/Lecture/Discussion
Week 9	Revision	House Craft – Valerie Paul	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	The students would be able to understand the importance of planning and	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>

	<p>other functions of management in the housekeeping operations which also includes the staffing and retention of the staff.</p>		
2	<p>The course enables the students to understand the importance of the usage of real flowers and various flower arrangements for variety of occasions like the conferences, weddings, meetings, etc.</p>		
3	<p>The students would get the fair idea about the process and requirement of renovation of any particular area of the hotel and the budget required for running the day-to-day operations of the department.</p>		
4	<p>Maintaining stocks and the inventory of the items required for the operations is a very important function to be understood by the students. Also, studying about the pest control is quite important for the students as it plays a very critical factor in the satisfaction of the customers.</p>		

<b>HOCT 351</b>	<b>FOOD AND BEVERAGE PRODUCTION LAB-IV</b>	L	T	P	C
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the software applications used in the food production area. The students would also practice the preparation of food items from cuisines of countries from around the world. They would also make different kinds of salads and hors d'oeuvres.

**Course Outcomes**

CO 1. The students would be exposed to the various softwares available to control all the functions of production of food.

CO 2. The students would practically prepare food items from different cuisines across the world.

CO 3. The course also outlines the details of the project work to be done during this course.

**Catalog Description:**

The students after completing this course would be able to understand the different techniques used in the preparation of various items cuisines from around the world. The practice of making these different dishes would enable them to understand the importance of different ingredients used for different items in specific cuisines.

**COURSE CONTENT**

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**UNIT I: THREE COURSE MENUS TO BE FORMULATED FEATURING INTERNATIONAL CUISINES**

- French.
- Oriental (Chinese and Thai)
- Italy, Germany, Spain, Greece, Mexican, Mediteranian and Lebanese.

**UNIT II: DEMONSTRATION OF- CHARCUTERIE**



- Galantines
- Pate
- Terrines
- Mousselines

### UNIT III: INTERNATIONAL CUISINE

- French Cuisine
- Italian
- Scandinavian
- British
- Spanish
- German
- Demonstrate

### UNIT IV: NON-EDIBLE DISPLAY

- Démonstration and practices of non édile ingrédients

Western starters, snacks and hors d'oeuvres

**Specialized Project work:** intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- Comprehensive case study
- Interdepartmental study
- Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)  
Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs	
Course Outcomes (COs)	Mapped Program Outcomes

<b>CO1</b>	The students would be exposed to the various softwares available to control all the functions of production of food.	<b>PO1, PO4, PO7</b>
<b>CO2</b>	The students would practically prepare food items from different cuisines across the world.	<b>PO2, PO5, PO6</b>
<b>CO3</b>	The course also outlines the details of the project work to be done during this course.	<b>PO5, PO7, PO9</b>



<b>HOCT 353</b>	<b>FOOD AND BEVERAGE SERVICE LAB- IV</b>	L	T	P	C
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the various activities that that are required for the operations of banquets. The course also covers the theme dinners, making ala carte menus & fixed menus, setting of the bar and its equipment.

**Course Outcomes**

CO 1. The students would be able to practically handle different aspects of holding a function in the banquets of the hotel.

CO 2. The course also covers the practicing of SOPs and handling different situations arising in the bar / restaurant on daily basis.

CO 3. The students would be able to practice as the supervisor of the restaurant and perform all the functions related to the said job profile.

CO 4. The course also outlines the details of the project work to be done during this course.

**Catalog Description:**

The students after completing this course would be able to independently handle all the activities related to the operations in restaurants and banquets and also, they would be able to design the bar and can design the menus according to different situations.

## COURSE CONTENT

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1. To develop and perfect skill and techniques for formal Banquet Services, Function, calculation of space for Banquets, Banquet Menu. Setting of various types of Buffet. Guéridon and Flame Work and induce supervisory responsibility in students.
2. Cooking and Carving at Table.
3. Designing and setting the Bar
4. Kitchen Stewarding: Record maintaining and inventory
5. Arranging a theme dinner/ food festivals
6. Practice on Standard Operating Procedures in Restaurant
7. list of restaurant equipment manufacturer (assignment)
8. preparation of duty roasters in restaurants & function catering Planning & Operating various outlet (Specialty, Fast Food and coffee shop, bar)
9. Supervisory skills, SOP,
10. Calculation of space for Banquet Menu & Service, Various types of Buffet, Formal Banquets
11. Using and Operating Machines & Micro and other software
12. Art of Cocktail Mixing

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The students would be able to practically handle different aspects of holding a function in the banquets of the hotel.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The course also covers the practicing of SOPs and handling different situations arising in the bar / restaurant on daily basis.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	The students would be able to practice as the supervisor of the restaurant and perform all the functions related to the said job profile.	<b>PO3, PO5, PO7</b>

<b>CO4</b>	The course also outlines the details of the project work to be done during this course.	<b>PO2, PO6, PO8</b>
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Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P15	Food and Beverage Service Lab-IV	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 355</b>	<b>ACCOMMODATION OPERATIONS LAB- IV</b>	L	T	P	C
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the layouts of the guestrooms, bathrooms, suites, lounges etc. The course also covers the various types of flower arrangements that are required at different locations and different occasions. The course also covers the planning of staff and making the duty roster for them.

**Course Outcomes**

CO 1. The course covers the planning of the layout of the rooms, bathrooms, suites in the hotel which the students would practice to understand the importance of planning the rooms.

CO 2. The students would practice on the various flower arrangements required for different occasions and places in the hotel.

CO 3. The students would also be exposed to the aspects of requirement of staff and which level/s and also preparing the duty roster for all the staff.

CO 4. The course also outlines the details of the project work to be done during this course.

**Catalog Description:**

The students after completing this course would be able to understand the importance of layout of different outlets, guestrooms and other locations within the premises of the hotel.

The students would be able to make different flower arrangements for different occasions.

The students would be able to independently make the staffing for the department and the duty roster as well.



## COURSE CONTENT

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1. Planning layouts – guestrooms/bathrooms/suites/lounges
2. Flower arrangement – Japanese, Western, Traditional, Free style
3. Flower Theme Decorations for different area of a hotel
4. Inventory control procedures
5. Calculating staff requirement and duty rota
6. Prepare operating budget for Housekeeping Department

**Specialized Project work:** intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- d. Comprehensive case study
- e. Interdepartmental study
- f. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>CO1</b>	The course covers the planning of the layout of the rooms, bathrooms, suites in the hotel which the students would practice to understand the importance of planning the rooms.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The students would practice on the various flower arrangements required for different occasions and places in the hotel.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	The students would also be exposed to the aspects of requirement of staff and which level/s and also preparing the duty roster for all the staff.	<b>PO3, PO5, PO7</b>
<b>CO4</b>	The course also outlines the details of the project work to be done during this course.	<b>PO2, PO6, PO8</b>



Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P16	Accommodations Operations LAB-IV	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 307</b>	<b>TRAVEL AND TOURISM SERVICES</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

After the course, the students would be able to understand the importance of the tourism industry with respect to hospitality industry. Tourism directly affects the hospitality sector in negative & positive. Therefore, it can be safely considered that the tourism is part of hospitality umbrella. This course is-

**Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of cuisine.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**Catalog Description**

This course will provide the learner about the growth of tourism along with positive and negative impact of tourism. The students shall be exposed to the travel patterns of international & domestic tourism where the tourists travel for different purposes like the cultural, adventure, sports tourism etc. The concept of management in tourism shall also be part of the syllabus along with its impact on the ancillary industries and the challenges faced by the people working in the tourism industry.

**COURSE CONTENT**

**UNIT-I**

**Growth of Tourism**

Role of various agencies in growth of tourism like central and state, government and private players.

**UNIT-II**

**Positive and Negative Impact of Tourism**

With reference to economical, social and environmental, and geographic etc.

**UNIT-III**

**Domestic and International Tourism-**

Types and forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.

**UNIT- IV**

**Tourist Product**

Meaning or concept, how they are different from other consumer products.

Components of tourist product-

Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.

Religion based- Hindu, Muslim , Sikh, Buddhist, Jain and Christian Wild life sanctuaries- national parks, adventure, eco tourismdestinations Facilities- hotels, transport- air, rail, road,water.

**Reference Books:**

1. Tourism Principles and Policies By A K Bhatia, Publisher: Sterling
2. Travel Agents and Tourism By Merrisen James
3. Tourism- The State of Art, Edited by Seaton, Wood etc Publisher: John Wiley
4. Tourism Principles and Practices –A.K.Bhatia
5. Tourism and Cultural Heritage of India – Ram Acharya
6. Tourism & Hospitality Industry -Fridgen
7. Hotels for Tourism Development - Dr.Jagmohan Negi
8. Tourism Management by Akshay Kumar
9. Tourism Planning -Gunclare,A.,
10. Tourism Management -P.N.Seth
11. Cross Cultural Communication For Tourism & Hospitality Industry by Helen Fitz Gerald, Publisher; Hospitality Press Melbourne
12. Tourism Development By A K Bhatia, Publisher: Sterling Publication, Delhi
13. Tourism – The State of Art, By A.V. Seaton & C.L. Jenkins & Smith, John Wiley, NY
16. Tourism Management Second Edition By David Weaver

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Enable you to learn lot of skills and competence for Hospitality Management & Tourism	PO1,PO4,PO6,
CO2	Provide you knowledge and understanding of entrepreneurial skills	PO2,PO4,PO6,
CO3	Professional atmosphere and make you competent to work in stars category hotels.	PO3,PO6,PO8
CO4	Understand terms of trade and gain from trade	PO3,PO6,PO8,PO9

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT-17	Travel and Tourism Services	3	2	3	2		3		2	2		2		3		
		<p>To be able to provide appropriate methodology and pedagogical tools for teaching, learning and</p> <p>To be able to support all the students for quality placements or join family business or start their own</p> <p>To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.</p> <p>To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent</p> <p>To be able to facilitate cultivation of cross-cultural humanitarian values.</p> <p>To be able to facilitate joint research collaborations; invite international delegates and speakers for</p> <p>To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve</p> <p>To be able to establish Strong relationship with hospitality industry</p> <p>To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.</p> <p>To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.</p> <p>Applications of Concepts</p> <p>Innovative and Industry Friendly</p> <p>Ethics and Communication Skills</p> <p>Extra-Curricular activities</p> <p>Independent and life-long learning</p>														

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

**Teaching Plan:**

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction and Revision	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 2	Tourism Product	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 3	Growth of Tourism	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 4	Positive Tourism	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 5	Negative Tourism	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 6	Importance of Tourism	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 7	Preparation of Itinerary- I	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 8	Preparation of Itinerary- II	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion
Week 9	Revision	Travel Agents and Tourism By MerrisenJames	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

Unit No.	Course Outcomes	Learning	Teaching Learning Activity	Assessment Task Methods
1	Enable you to learn lot of skills and competence for Hospitality Management & Tourism		<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
2	Provide you knowledge and understanding of entrepreneurial skills			
3	Professional atmosphere and make you competent to work in stars category hotels.			
4	Understand terms of trade and gain from trade			

<b>UMN104</b>	<b>FINANCIAL MANAGEMENT</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Objective:

In the light of the new & challenging role of 'Hospitality Professional' in the dynamic hospitality sector as part of the service sector! This course truly supplements the strategic role of numbers/business events in the life of the potential food & beverage manager, Chef, Front Office Manager & House-Keep executive & the like dynamic positions. This course makes you understand the key accounting concepts in a very innovative & excitedly mode under the expert professionals. It illustrates the art of financial flow from a simple economic event to its ultimate destination & helps to record & appreciate the importance of financial records for compliance & business/economic intelligence in the hospitality sector.

### Course Outcomes

CO 1. Appreciate key accounting terms and accounting cycle.

CO 2. Identify and describe the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.

CO 3. Appreciate the detailed balance sheet of the limited company as per the new companies act, 2013

CO 4. Understand revenue mix and departmental accounting.

CO 5. Appreciate uniform system of accounting in hotels.

### Catalog Description



This course truly destroy the fear of numbers & instead put in the excitement of this unique art to understand the harmony of accounting process/cycle in the minds of young hospitality learners with practical & hands-on learning.

Moreover, it incorporates the special modules on departmental accounting & hotel accounting to give them an edge in the hospitality industry.

## **COURSE CONTENT**

### **UNIT - I**

Meaning, Working Scheme, Advantages & Limitations, Uniform accounting & Inter-firm comparison, Common Size statements, Comparative statements

### **UNIT - II**

Accounting terminologies, Financial Statements, Purpose of financial statements, Definition, Objectives and Importance of Accounting and Hotel Accounting  
Purpose of Internal Control, Types, Organisation, Segregation of duties, Profit & Loss account

### **UNIT - III**

Revenue Expenditure, Capital expenditure, introduction to departmental accounting, allocation of expenses, advantages and disadvantages of allocation

### **UNIT - IV**

-  
Concept, Internal audit, External audit (statutory audit),  
Role of internal auditor, Requirements of internal audit department,  
Importance and Scope of auditing- Advantages and limitations of auditing- Types of audit.

## **REFERENCES**

1. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company
2. Hospitality Management Accounting, Michael M Coltman
3. Hotel Accountancy & Finance- S.P.Jain & K.L Narang, First 1999 Kalyani Publishers, B 1/1292, Rajinder Nagar, Ludhiana
4. Hotel Accounting Earnest B. Horwath & Luis Toth
5. Uniform System of Accounts, Publisher: EIAH & LA,USA
6. Hotel Accounting & Financial Control By Ozi A.D’Cunha & Gleson O. D’Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai

7. Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey
8. Accounting for Management, S K Bhattacharya, Vikas Publishing House
9. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
10. Accounting in the Hotel & Catering Industry- Richard Kotas-Four- 1981- International Textbook Company

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination Examination Scheme:**

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Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>C01</b>	Appreciate key accounting terms and accounting cycle.	<b>P01,P04,P06,</b>
<b>C02</b>	Identify and describe the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.	<b>P02,P04,P06,</b>
<b>C03</b>	Appreciate the detailed balance sheet of the limited company as per the new companies act, 2013	<b>P03,P06,P08</b>
<b>C04</b>	Understand revenue mix and departmental accounting.	<b>P03,P06,</b>
<b>C05</b>	Appreciate uniform system of accounting in hotels.	<b>P08,P09</b>

1=weakly mapped

2= moderately mapped

**Teaching Plan:**

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open	Teaching-Learning Method

		<b>Education Resources [OER]</b>	
Week 1	Introduction and Revision	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 2	Key Accounting Terms	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 3	Types of Accounts	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 4	Meaning of PnL	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 5	Making of PnL	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 6	Making of Balance Sheet	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 7	Revenue Mix	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
Week 8	Revenue Mix	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion

Week 9	Revision	Hospitality Management Accounting, Michael M Coltman	PPT/Lecture/Discussion
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### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Appreciate key accounting terms and accounting cycle.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Identify and describe the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.		
<b>3</b>	Appreciate the detailed balance sheet of the limited company as per the new companies act, 2013		
<b>4</b>	Understand revenue mix and departmental accounting.		

<b>AEC IV</b>	<b>FRENCH-II</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

The objective is to provide an integrated knowledge of the subject which means that the various aspects that make up the language-learning experience are not separated or isolated but will be treated as complementary to one another. In one single activity, students will learn some facts, procedures, practice certain grammatical structures and communicative strategies.

Students are expected to learn:

**Course Outcomes**

- CO 1. Communication skills like presenting, producing written and explaining data.
- CO 2. Comprehension of text, Translation of sentences
- CO 3 Essay on different topics - general as well as specific, Functional and advanced grammar
- CO 4. Understand terms of trade and gain from food and beverage outlets.
- CO5. Expression of opinion
- CO6. Discussion on general and common interests

**Catalog Description**

This course gradually builds French knowledge and skills in writing, reading, speaking French and to develop the intercultural competence of the learners. This study allows the students to interact in French and acquire familiarity with the world turning into a global village and different foreign firms entering the Indian markets, there are a large number of job opportunities that are being created to tackle the demand from firms of diverse spheres. This course aims to build knowledge in linguistic skills in French and develop the intercultural competence of the learners.

The syllabus aims to impart an additional soft skill that is very closely related to the core curriculum of Hotel operations, viz. to help communicate in French, through the acquisition of basic knowledge of listening, speaking, reading and writing skills. It also aims to sensitize students to the different communicative approaches, based on cultural differences, which come into play during interpersonal interactions at a global level in the Hotel Industry.

Students are guided to develop their literacy skills through the communicative acts of reading, writing and creating discourse around texts of all types.

We guide our students to develop a competency level in comprehending and producing the target language, spoken and written, as well as socio-cultural competency in communicating with people who speak the target language. The main focus of classes is on communication.

French language programs are intended to contribute to the development of the knowledge, skills and attitudes further enabling students to:

- Communicate effectively in French using the listening, speaking, viewing, reading and writing modes (communication).

- Demonstrate a better understanding of their own and others.
- Demonstrate preparedness for further learning, particularly where French is the language of instruction (personal development).
- Work and learn purposefully, both independently and in groups (personal development)
- Solve problems individually and collaboratively (problem solving)
- Express their ideas and feelings using various art forms (expression)

## **COURSE CONTENT**

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### **UNIT I**

1. Basic Grammar (rules and exercises)
2. Vocabulary activities
3. Audio activities
4. Role-play
5. Descriptive and creative writing exercises with related grammar and vocabulary
6. Reading exercises

### **UNIT II**

1. Grammar topics and respective exercises (articles contractés, articles partitifs, adjectifs possessifs, adjectifs démonstratifs)
2. Translation exercises
3. Audio books (related vocabulary and grammar exercises)

### **UNIT III**

1. Pronominal verbs (grammar rules and exercises)
2. More verbs of all 3 groups
3. Time
4. Daily routine
5. Grammar exercises

### **UNIT IV**

1. Passé récent
2. Futur proche
3. Creative writing exercises
4. Activities based on grammar and vocabulary
5. Comprehension passages
6. Reading exercises

### **Text book [TB]:**

1. Text Book JUMELAGE 1  
Author: Manjiri Khandekar  
Roopa Luktuke  
Publication: Langers
2. Work Book JUMELAGE 1

Author:Manjiri Khandekar

Roopa Luktuke

Publication: Langers

3. French Exercises

Author: Preeti Bhutani

Reference book(s) [RB]: 1. Grammaire Francaise par etapes A1 2. Bonne Chance

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Communication skills like presenting, producing written and explaining data.	<b>PO1,PO4,</b>
<b>CO2</b>	Comprehension of text, Translation of sentences	<b>PO2 ,PO6,</b>
<b>CO3</b>	Essay on different topics - general as well as specific, Functional and advanced grammar	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from food and beverage outlets.	<b>PO3,PO6,PO8,</b>
<b>CO5</b>	Expression of opinion	<b>PO6, PO9</b>
<b>CO6</b>	Discussion on general and common interests	<b>PO2, PO4</b>





<b>HOCT 302</b>	<b>Bakery &amp; PATISSERIE - I</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Students would be able to understand about the different fundamentals related to bulk cooking. The student should be able to understand the various components of quantity production. The students would be exposed to the cuisines from all parts of India wherein they learn about the history, methodology and the type of preparation which is typical to that particular region.

### Course Outcomes

- CO 1. Enable you to learn skills and competence production of various types of bakery products.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

### Catalog Description

The student in this course will learn about the production of food in quantity. It will also cover all the aspects of quantity food production like the indenting of raw materials, equipment used in quantity production. The course also covers each and every detail related to various cuisines from all parts of the Indian Subcontinent. The course talks about the Indian accompaniments like the pickles, preservatives & the murabbas etc.

### COURSE CONTENT

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#### THEORY OF:

<b>UNIT I: Equipments</b> <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> <li>• Ingredients - Qualitative and quantitative measures</li> </ul>
<b>UNIT II: BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>
<b>UNIT III: SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>

#### UNIT IV:SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

#### UNIT V:HOT / COLD DESSERTS

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

#### **Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics .

#### **REFERENCES**

1. Quantity Food P[roduction, Planning & Management, Third Edition By John B Knight Publisher Woley & Sons
2. A Historical Companion Indian Food By KT Achaya Published by Oxford Press
3. Taste of India By Madhur Jafery
4. Prasad Cooking with Indian Masters By Prasad, Allied Publisers Pvt Limited
5. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
6. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
7. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

**Mapping between COs and POs**

	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you usage of various ingredients like the wines and spices and their importance in the cooking of different food items	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	The students would also be able to about different uses of chocolate in the preparation of desserts.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Enable you to understand about multiple desserts from around the world.	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSCT18	Bakery and Patisserie	3	2	3	2		3		2	2		2		3		
		<p>To be able to provide appropriate methodology and pedagogical tools for teaching, learning and</p> <p>To be able to support all the students for quality placements or join family business or start their own</p> <p>To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.</p> <p>To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent</p> <p>To be able to facilitate cultivation of cross-cultural humanitarian values.</p> <p>To be able to facilitate joint research collaborations; invite international delegates and speakers for</p> <p>To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve</p> <p>To be able to establish Strong relationship with hospitality industry</p> <p>To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.</p> <p>To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make</p> <p>Applications of Concepts</p> <p>Innovative and Industry Friendly</p> <p>Ethics and Communication Skills</p> <p>Extra-Curricular activities</p> <p>Independent and life-long learning</p>														

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

**Teaching Plan:**

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Equipments used in kitchen	Theory of cookery	PPT/Lecture/Discussion
Week 2	Bread Making	Theory of cookery	PPT/Lecture/Discussion
Week 3	Bread Making	Theory of cookery	PPT/Lecture/Discussion
Week 4	Basic Cookies	Theory of cookery	PPT/Lecture/Discussion
Week 5	Designer Cookies	Theory of cookery	PPT/Lecture/Discussion
Week 6	Basic Cakes	Theory of cookery	PPT/Lecture/Discussion
Week 7	Designer cakes	Theory of cookery	PPT/Lecture/Discussion
Week 8	Bakery budgeting	Theory of cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of cookery	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
1	Enable you usage of various ingredients like the wines and spices and their importance in the cooking of different food items	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
2	Provide you knowledge and understanding of entrepreneurial skills.		
3	The students would also be able to about different		

	uses of chocolate in the preparation of desserts.		
4	Enable you to understand about multiple desserts from around the world.		

<b>HOCT 304</b>	<b>FOOD AND BEVERAGE SERVICE -V</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students would be able to understand about the fundamental difference between the pot still & patent still method of distillation in the process of manufacturing the spirits. The student should be able to understand the various components of preparing cocktails & mocktails.

**Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of cocktails & mocktails.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**Catalog Description**

The student in this course will learn about all the aspects of production of spirits and other alcoholic beverages like the liqueurs & bitters. The course also covers the preparation of all kinds of cocktails & mocktails. In this course, the students will also learn all about tobacco which includes cigars and cigarettes.

**COURSE CONTENT**

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<b>UNIT I-</b>	<b>ALCOHOLIC BEVERAGE</b> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Production of Alcohol</li> <li>• Fermentation process</li> <li>• Distillation process</li> <li>• Classification with examples</li> <li>• DISPENSE BAR</li> <li>• Introduction and definition</li> <li>• Bar layout – physical layout of bar</li> <li>• Bar stock – alcohol &amp; non alcoholic beverages</li> <li>• Bar equipment</li> </ul>
<b>UNIT II-</b>	<b>WINES</b> <p><b>A. Definition &amp; History</b></p> <p><b>B. Classification with examples</b></p> <ul style="list-style-type: none"> <li>• Table/Still/Natural</li> <li>• Sparkling</li> <li>• Fortified</li> <li>• Aromatized</li> </ul> <p><b>C. Production of each classification</b></p> <p><b>D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)</b></p> <ul style="list-style-type: none"> <li>• France</li> <li>• Germany</li> <li>• Italy</li> <li>• Spain</li> <li>• Portugal</li> </ul> <p><b>E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)</b></p> <ul style="list-style-type: none"> <li>• USA</li> <li>• Australia</li> <li>• India</li> <li>• Chile</li> <li>• South Africa</li> <li>• Algeria</li> <li>• New Zealand</li> </ul> <p>F. Food &amp; Wine Harmony</p> <p>G. Storage of wines</p> <p>H. Wine terminology (English &amp; French)</p>
<b>UNIT III-</b>	<b>BEER</b> <p>A. Introduction &amp; Definition</p>

	<ul style="list-style-type: none"> <li>• Types of Beer</li> <li>• Production of Beer</li> <li>• Storage</li> </ul>
<b>UNIT IV:</b>	<p><b>SPIRITS</b></p> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Production of Spirit <ul style="list-style-type: none"> <li>○ Pot-still method</li> <li>○ Patent still method</li> </ul> </li> <li>• Production of <ul style="list-style-type: none"> <li>○ Whisky</li> <li>○ Rum</li> <li>○ Gin</li> <li>○ Brandy</li> <li>○ Vodka</li> <li>○ Tequilla</li> </ul> </li> <li>• Different Proof Spirits <ul style="list-style-type: none"> <li>○ American Proof</li> <li>○ British Proof (Sikes scale)</li> <li>○ Gay Lussac (OIML Scale)</li> </ul> </li> </ul>
<b>UNIT V:</b>	<p><b>APERITIFS</b></p> <ul style="list-style-type: none"> <li>• Introduction and Definition</li> <li>• Types of Aperitifs</li> <li>• Vermouth (Definition, Types &amp; Brand names)</li> <li>• Bitters (Definition, Types &amp; Brand names)</li> <li>• LIQUEURS</li> </ul> <ul style="list-style-type: none"> <li>• Definition &amp; History</li> <li>• Production of Liqueurs</li> <li>• Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean &amp; Kernel)</li> <li>• Popular Liqueurs (Name, colour, predominant flavour &amp; country of origin)</li> </ul>

**REFERENCES:**

1. The Complete Guide to Spirits & Liqueurs By Stuart Walton
2. Professional Guide to Alcoholic Beverages By Lipinski (With Effect From Session 2008-2009) 76
3. The World of Wine, Spirits & Beer- H Berberoglu
4. The Ultimate Cigar book By Richard Carleton Hacke

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**



**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn skills and competence service of various types of cocktails & mocktails.	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills.	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT304	Food and Beverage service - V	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Revision and Introduction	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 2	Alcoholic Beverages	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 3	Wines	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 4	Beer	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 5	Specialized Spirits	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 6	Taquila	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 7	Sparkling Wines	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion

Week 8	Laws of Wines around the world	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion
Week 9	Revision	The Complete Guide to Spirits & Liqueurs By Stuart Walton	PPT/Lecture/Discussion

### Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Enable you to learn skills and competence service of various types of cocktails & mocktails.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
2	Provide you knowledge and understanding of entrepreneurial skills.		
3	Professional atmosphere and make you competent to work in stars category hotels.		
4	Understand terms of trade and gain from trade		

<b>HOCT306</b>	<b>ACCOMMODATION OPERATIONS-V</b>	L	T	P	C
<b>Version 1.0</b>		4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the different management functions that can be applied in the day-to-day activities at the Front Office of the hotel. The course also covers the aspect of deciding the room rates for the rooms on daily / weekly basis. The students would be exposed to the budget for the smooth operations of Front Office.

**Course Outcomes**

- CO 1. Understand different management functions that can be applied on the daily activities of Front Office and House-Keeping.
- CO 2. Understand the concept of different room rates for various time periods.
- CO 3. The course shall also make the students aware of the importance of the budgets for the department for a specific time period.

**Catalog Description**

Students would be able to understand about different management functions that can be applied on the daily activities of Front Office. The students would be able to understand the concept of different room rates for various time periods. The course shall also make the students aware of the importance of the budgets for the department for a specific time period.

The students would be able to understand the importance of budgeting. All the aspects related to the budgeting including controlling of the expenses and spending the money in a very systematic manner where proper justification can be there.

Yield Management provides the insight about the revenue which is earned and how the revenue be maximized while managing the yield.

**COURSE CONTENT**

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## **UNIT –I Interior Decoration**

- Elements of design Colour& its role in décor
- Window & window treatments Lighting & lighting fixtures Floor finishes & carpets
- Furniture & fitting and accessories
- Layout of guest room (refurbishing & redecoration)
- Sizes of rooms, sizes of furniture & furniture arrangement Principles of design
- Color harmony & color schemes

## **UNIT – II Clinically tested Housekeeping**

- WHO& HRACC Guidelines for Hotels cleaning & Hygiene maintenance SOP for room cleaning & Public area Cleaning
- Guest Handling Standards Disinfectant & sanitizer

## **UNIT – III Computer Applications in Accommodations**

- Property Management System - Opera, IDS
- PMS Modules
- Point of Sale Functions
- Global Distribution System
- Central Reservation system

## **UNIT-IV**

### **Budgeting in Front Office and House Keeping**

- Cost Control
- Forecasting Rooms  
Revenue, Estimating  
Expenses, Refining  
Budget Plans,
- Daily Operation Report, Occupancy Ratios,
- Room Revenue Analysis, Hotel Income Statement & Room Div. Income Statement, Room Division Budget Report, Operating Ratios, Ratio Standards.

## **REFERENCES**

- 1) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 2) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 3) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 4) Front Office Operations – Colin Dix & Chris Baird.,
- 5) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum,

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Understand different management functions that can be applied on the daily activities of Front Office.	<b>PO1, PO4, PO6</b>
<b>CO2</b>	Understand the concept of different room rates for various time periods.	<b>PO2, PO4, PO6</b>
<b>CO3</b>	The course shall also make the students aware of the importance of the budgets for the department for a specific time period.	<b>PO3, PO6, PO8</b>



Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO2	PSO3	PSO4	PSO5
DSCT20	Accommodation Operations-V	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

### Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Revision and Introduction	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 2	Interior Decor	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 3	Interior Designing	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 4	Refurbishment	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 5	Front Office Budgeting	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 6	House Keeping Budgeting	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 7	Staffing	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 8	Budgetary Requirements	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 9	Revision	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Outcomes</b>	<b>Learning</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	Understand different management functions that can be applied on the daily activities of Front Office.		<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA, Simulation</b>
<b>2</b>	Understand the concept of different room rates for various time periods.			
<b>3</b>	The course shall also make the students aware of the importance of the budgets for the department for a specific time period.			

<b>HOCT 352</b>	<b>Bakery &amp; PATISSERIE - I</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Students would be able to understand about the different fundamentals related to bulk cooking. The student should be able to understand the various components of quantity production. The students would be exposed to the cuisines from all parts of India wherein they learn about the history, methodology and the type of preparation which is typical to that particular region.

### Course Outcomes

- CO 1. Enable you to learn skills and competence production of various types of bakery products.  
CO 2. Provide you knowledge and understanding of entrepreneurial skills.  
CO 3. Professional atmosphere and make you competent to work in stars category hotels.  
CO 4. Understand terms of trade and gain from food and beverage outlets.

### Catalog Description

The student in this course will learn about the production of food in quantity. It will also cover all the aspects of quantity food production like the indenting of raw materials, equipment used in quantity production. The course also covers each and every detail related to various cuisines from all parts of the Indian Subcontinent. The course talks about the Indian accompaniments like the pickles, preservatives & the murabbas etc.

### COURSE CONTENT

Practical Preparation of:
<b>UNIT I: BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>
<b>UNIT II: SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>

### UNIT III:SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

### UNIT IV:HOT / COLD DESSERTS

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

#### **Note: GLOSSARY OF TERMS**

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics .

#### **REFERENCES**

1. Quantity Food P[roduction, Planning & Management, Third Edition By John B Knight Publisher Woley & Sons
2. A Historical Companion Indian Food By KT Achaya Published by Oxford Press
3. Taste of India By Madhur Jafery
4. Prasad Cooking with Indian Masters By Prasad, Allied Publisers Pvt Limited
5. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
6. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
7. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

**Mapping between COs and POs**

	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of regional cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT 352	Bakery and Patisserie Lab	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 354</b>	<b>FOOD AND BEVERAGE SERVICE Lab -V</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Objective:**

Students would be able to understand about the fundamental difference between the pot still & patent still method of distillation in the process of manufacturing the spirits. The student should be able to understand the various components of preparing cocktails & mocktails.

**Course Outcomes**

- CO 1. Enable you to learn skills and competence service of various types of cocktails & mocktails.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.
- CO 4. Understand terms of trade and gain from food and beverage outlets.

**Catalog Description**

The student in this course will learn about all the aspects of production of spirits and other alcoholic beverages like the liqueurs & bitters. The course also covers the preparation of all kinds of cocktails & mocktails. In this course, the students will also learn all about tobacco which includes cigars and cigarettes.

**COURSE CONTENT : Service of:**

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<b>UNIT I: Beer</b>	<ul style="list-style-type: none"> <li>• Service</li> </ul>
<b>UNIT II:</b>	<p><b>SPIRITS</b></p> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Production of Spirit <ul style="list-style-type: none"> <li>○ Pot-still method</li> <li>○ Patent still method</li> </ul> </li> <li>• Production of <ul style="list-style-type: none"> <li>○ Whisky</li> <li>○ Rum</li> <li>○ Gin</li> <li>○ Brandy</li> <li>○ Vodka</li> <li>○ Tequilla</li> </ul> </li> <li>• Different Proof Spirits <ul style="list-style-type: none"> <li>○ American Proof</li> <li>○ British Proof (Sikes scale)</li> <li>○ Gay Lussac (OIML Scale)</li> </ul> </li> </ul>
<b>UNIT III:</b>	<p><b>APERITIFS</b></p> <ul style="list-style-type: none"> <li>• Introduction and Definition</li> <li>• Types of Aperitifs</li> <li>• Vermouth (Definition, Types &amp; Brand names)</li> <li>• Bitters (Definition, Types &amp; Brand names)</li> <li>• LIQUEURS</li> <li>• Definition &amp; History</li> <li>• Production of Liqueurs</li> <li>• Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean &amp; Kernel)</li> <li>• Popular Liqueurs (Name, colour, predominant flavour &amp; country of origin)</li> </ul>

**REFERENCES:**

1. The Complete Guide to Spirits & Liqueurs By Stuart Walton
2. Professional Guide to Alcoholic Beverages By Lipinski  
(With Effect From Session 2008-2009) 76
3. The World of Wine, Spirits & Beer- H Berberoglu
4. The Ultimate Cigar book By Richard Carleton Hacke

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various types of cuisine	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5	
HOCT 354	Food and Beverage service Lab -V	3	2	3	2		3		2	2		2		3			
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and															
		To be able to support all the students for quality placements or join family business or start their own															
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.															
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent															
		To be able to facilitate cultivation of cross-cultural humanitarian values.															
		To be able to facilitate joint research collaborations; invite international delegates and speakers for															
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve															
		To be able to establish Strong relationship with hospitality industry															
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.															
		To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.															
		Applications of Concepts															
		Innovative and Industry Friendly															
		Ethics and Communication Skills															
		Extra-Curricular activities															
		Independent and life-long learning															

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 356</b>	<b>ACCOMMODATION OPERATIONS LAB- V</b>	L	T	P	C
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about the layouts of the guestrooms, bathrooms, suites, lounges etc. The course also covers the various types of flower arrangements that are required at different locations and different occasions. The course also covers the planning of staff and making the duty roster for them.

**Course Outcomes**

CO 1. The course covers the planning of the layout of the rooms, bathrooms, suites in the hotel which the students would practice to understand the importance of planning the rooms.

CO 2. The students would practice on the various flower arrangements required for different occasions and places in the hotel.

CO 3. The students would also be exposed to the aspects of requirement of staff and which level/s and also preparing the duty roster for all the staff.

CO 4. The course also outlines the details of the project work to be done during this course.

**Catalog Description:**

The students after completing this course would be able to understand the importance of layout of different outlets, guestrooms and other locations within the premises of the hotel.

The students would be able to make different flower arrangements for different occasions.

The students would be able to independently make the staffing for the department and the duty roster as well.

## COURSE CONTENT

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### UNIT I:

- Handling Different Types of Fabrics & collection of samples (cotton, silk, velvet, georgette, denim, crepe, gabardine, polyester, wool, linen, jute, canvas, brocade, candlewick, chiffon, organdy, velvet, twill, tweed, corduroy, net).
- Different types of weaving machine and types of weaving  
Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and satin. Collection of different special fabrics and their usage (baize, chintz, drill, flannelette, folk weave, tapestry, scrim, plush, satin, hessian, felt )

### UNIT II:

- First aid kit
- Dealing with emergency Safety & security in Hotels.

**Specialized Project work:** intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- g. Comprehensive case study
- h. Interdepartmental study
- i. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)  
Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

### Examination Scheme:

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The course covers the planning of the layout of the rooms, bathrooms, suites in the hotel which the students would practice to understand the importance of planning the rooms.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The students would practice on the various flower arrangements required for different occasions and places in the hotel.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	The students would also be exposed to the aspects of requirement of staff and which level/s and also preparing the duty roster for all the staff.	<b>PO3, PO5, PO7</b>
<b>CO4</b>	The course also outlines the details of the project work to be done during this course.	<b>PO2, PO6, PO8</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P20	Accommodation Operations LAB-V	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped



Course Code	Course Title	L	T	P	S	C
HOCT 308	HOTEL LAWS AND LICENSING	2	0	0	0	2
Version 1.0						
Pre-requisites/Exposure						
Co-requisites	Not Applicable					

### COURSE OUTCOMES

**CO 1:** This course is designed to acquaint students with the legal requirements in the formation of a hotel company and also to have an overview of the Contract, its types & steps in drawing up a contract for the hotel operations.

**CO 2:** The students would be exposed to the legislations, licenses and Permits required for the service of alcoholic beverages in the bars and other food & beverage service outlets across the country.

**CO 3:** The students will be able to understand the legislation and guidelines related to food laws, standard setting and enforcement agencies for different sectors of food and Varied Quality/Safety standards restricting innovation in food products.

**CO 4:** The students will be able to familiarise themselves with the laws related to the welfare of the employees, their benefits, duties and rights as the employee of the hotel industry and also, would be made aware about laws related to the Health & safety for employees & guests.

### **SYLLABUS**

#### **Unit: 1: Laws Related to Hotel Operations in India:**

**Business Contract in the hotel industry** – essential, Elements of a valid contract - Classification of contracts: voidable contract, void contract, illegal agreement, express contract, implied contract, executed contract, executable contract and warranties - Contractual relationship: Advance Booking/ hotel reservation, terms and conditions, laws relating to registration of guest, Infectious diseases, Hotel Register, Guests in residence, Death at the hotels, Guests causing a disturbance, Property lost and found, Animal, price display and Overbooking - Breach of contract: Registered letters, Damage to property, service charge, Settlement of payments, Guests who have left.

#### **Unit: 2 Hotel Licenses and Permits:**

**Licenses and permits:** Licenses and Permits for Hotels & Catering Establishments - Procedure for Procurement - By-laws of hotels & restaurants under Municipal Corporation - Renewal, Suspension & Termination of Licenses- Licenses for Fire and safety licences, foreign exchange licences and Health club licences.

**Liquor Legislations and orders:** Types of liquor licences needs for the hotel industry - Liquor licensing laws, licensed premises & General permitted hours and Quantities and measures for serving liquor.

**Other Permits/Licenses:** Permits related to Billiards and similar games, Music and dancing licenses, performing right, late-night refreshment houses - License on Tobacco, cigars and Sheesha – Permission for Betting, gaming and gaming machines – copyrights

#### **Unit- 3 Laws relating to Food:**

Objectives, definition, Functions, Structure, Composition of the authority, Legal Implications & Penalty of:

**Food Legislation and Food Safety and Standards Act:**

- The Food Safety and Standards Authority of India (FSSAI)
- The Food Safety and Standards Act, 2006
- Food Safety and Standards Guidelines & Licenses

**Food Safety Management System (FSMS)**

- A Food Safety Management System (FSMS)
- Good Practices
- Food Additives

**Food Safety and Standards**

- Prevention of Food Adulteration Act, 1954 (PFA)
- Authorities under the Prevention of Food Adulteration Act 1954 (PFA)

**Unit-4 Consumer Protection Laws and Commercial Legislations**

**Consumer Protection Act 2019:** Definitions of Consumer Protection Act-Consumer protection councils - Procedure for redressal of grievances - Emerging Trends in Hospitality Law - Hotel owners, managers and the law

**Shops and Establishment Act 1953:** Introduction, Definitions, Adult, family, commercial establishments, employer, employee exemption, registration, daily and weekly working hours, overtime and annual leave with wages.

**Laws Related to Employees, Guests, Public Health & Safety:** Factories Act, Industrial Disputes Act, Workmen's Compensation Act & Trade Union Act - Health and Safety for Employees & Guests - Fire Regulations in respect to Safety & Code of Practice – Provisions for the safety of guests – The guest in residence – Hotel's responsibility for guest's property – The rights of a hotelier – Property deposited for safe custody – Negligence – Hotel's right of lien on goods – Bailment.

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	This course is designed to acquaint students with the legal requirements in the formation of a hotel company and also to have an overview of the Contract, its types & steps in drawing up a contract for the hotel operations.	<b>PO1, PO8</b>
<b>CO2</b>	The students would be exposed to the legislations, licenses <b>and Permits</b> required for the service of alcoholic beverages in bars and other food & beverage service outlets across the country.	<b>PO1, PO4, PO7, PO8</b>
<b>CO3</b>	The students will be able to understand the legislation and guidelines related to food laws, standard setting and enforcement agencies for different sectors of food and Varied Quality/Safety standards restricting innovation in food products.	<b>PO2, PO5, PO7</b>
<b>CO4</b>	The students will be able to familiarise themselves with the laws related to the welfare of the employees, their benefits, duties and rights as employees of the hotel industry and also, would be made aware about laws related to the Health & safety of employees & guests.	<b>PO5, PO6, PO8, PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HOCT 308	Hotel Law & Licensing	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.														
		To be able to support all the students for quality placements or join family business or start their own venture.														
		To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.														
		To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.														
		To be able to facilitate cultivation of cross-cultural humanitarian values.														
		To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.														
		To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.														
		To be able to establish Strong relationship with hospitality industry														
		To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.														
		To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.														
		Applications of Concepts														
		Innovative and Industry Friendly														
		Ethics and Communication Skills														
		Extra-Curricular activities														
		Independent and life-long learning														

**Mapping of Course Outcome (Cos) with Program Outcomes (POs) and Programme Specific Outcomes (PSOs)**

- 1=weakly mapped  
 2= moderately mapped  
 3=strongly mapped

**Modes of Evaluation: Quiz/Assignment/ Presentation/ Extempore/ Written Examination**  
**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

<b>Evaluation Scheme:</b>				
	Evaluation Component	Duration	Weightage (%)	Date, Time & Venue
1	Quiz/Assignment/ Presentation/ Extempore	120 Minutes	20	
2	Written Examination	120 Minutes	20	
3	Attendance		10	
4	End Term Examination	120 Minutes	50	
<b>Total</b>			<b>100</b>	

**BOOKS:**

1. Hotel Laws by Amitabh Devendra, Oxford University press
2. Hotel & Tourism Laws by Jagmohan Negi
3. Hospitality Law – Managing Legal Issues in the Hospitality Industry – by Stephen Bharath, Wiley Publication
4. Related Guidelines & Reports from Ministry & Tourism, Govt. of India

**Teaching Plan:**

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Food Laws	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion

Week 2	Liquor Laws	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 3	Different acts passed	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 4	Licenses	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 5	Licenses continued	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 6	Different situations	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 7	Different Situations- II	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 8	Legal team in a hotel	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion
Week 9	Revision	Hotel Laws by Amitabh Devendra	PPT/Lecture/Discussion

### Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	This course is designed to acquaint students with the legal requirements in the formation of a hotel company and also to have an overview of the Contract, its types & steps in drawing up a contract for the hotel operations.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
2	The students would be exposed to the legislations, licenses <b>and Permits</b> required for the service of alcoholic beverages in bars and other food & beverage service outlets across the country.		
3	The students will be able to understand the legislation and guidelines related to food laws,		

	standard setting and enforcement agencies for different sectors of food and Varied Quality/Safety standards restricting innovation in food products.		
<b>4</b>	The students will be able to familiarise themselves with the laws related to the welfare of the employees, their benefits, duties and rights as employees of the hotel industry and also, would be made aware about laws related to the Health & safety of employees & guests.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>

<b>UMN 105</b>	<b>LEADERSHIP AND TEAM DEVELOPMENT</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>
<b>Pre-requisites/Exposure</b>	<b>NIL</b>				
<b>Co-requisites</b>	<b>NIL</b>				

**Overview:**

The student in this course will learn about leadership and management.

**Course Outcomes**

CO 1. The course will help the students to be molded in leaders and managers.

CO 2. The students will learn the meaning of the term leadership and will learn the qualities of a leader.

## COURSE CONTENT

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### UNIT I: Introduction

- Identify and discuss the leadership theories and uncover the meaning of effective leadership specifically in the hospitality and tourism sectors.
- Understand the difference between leadership & management.

### UNIT II: Managerial Traits and Skills

- Importance of traits & its change over the years
- Understand different types of traits
- Understand the types of research methods to study leadership traits
- Evaluate the limitation of trait approach

### UNIT III: Leadership Qualities:

- Understand the list of qualities
- Understand charismatic leadership

### UNIT IV: Leader Behavior

- Identify the views from practitioners
- Understand the Cognitive Approach to leadership
- Understanding the Change in leadership styles
- Evaluate the influence of leader behavior on corporate cultures

**Specialized Project work:** intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following types:

- j. Comprehensive case study
- k. Interdepartmental study
- l. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)  
Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**



<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The course will help the students to be molded in leaders and managers.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The students will learn the meaning of the term leadership and will learn the qualities of a leader.	<b>PO2, PO7, PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
UMN 105	Leadership and Team Development	To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning
		3	2	3	2		3		2	2		2		3		

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 2	Leadership	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 3	Management	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 4	Styles of Leadership	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 5	Styles of Management	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 6	Being a leader	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 7	Situation Handling - I	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 8	Situation Handling - II	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion
Week 9	Revision	Principles of Marketing. by Philip Kotler	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	The course will help the students to be molded in leaders and managers.	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation
2	The students will learn the meaning of the term leadership and will learn the qualities of a leader.		

SEC020	<b>DIGITAL MARKETING AND AI</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Overview:

The student in this course will learn about E Business, Digital Marketing and AI.

## Course Outcomes

CO 1. The course will help the students to understand the meaning of the term E Business.

CO 2. The students will learn the term AI in Hospitality.

## COURSE CONTENT

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### UNIT I: Introduction

- Define e-business and its various categories
- Appreciate the drivers and potential inhibitors of e-business
- Understand 'Digital Economy' and its main features and effects
- Describe the main consequences of digitalization of businesses
- Advantages and disadvantages of digitalization

### UNIT II: Social Marketing

- Understand Business Social Networking and Enterprise Social Networks
- Commercial activities in Business and Enterprise Social networks
- Revenue Generation Strategies in Social Networks

### UNIT III: Usage of AI

- Understand the term Artificial Intelligence
- Usage of AI in the modern world and Hospitality

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and Pos</b>
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	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The course will help the students to understand the meaning of the term E Business.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The students will learn the term AI in Hospitality.	<b>PO2, PO7, PO9</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
SEC-II	Digital marketing and AI	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 2	Digital Marketing	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 3	AI	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 4	Usage of AI in hospitality	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 5	Usage of Digital Marketing	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 6	Future of Hospitality using AI	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 7	Future of Hospitality using Digital Marketing	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 8	Revision	Fundamentals of Digital Marketing	PPT/Lecture/Discussion
Week 9	Revision	Fundamentals of Digital Marketing	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes



<b>Unit No.</b>	<b>Course Outcomes</b>	<b>Learning</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	The course will help the students to understand the meaning of the term E Business.		<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	The students will learn the term AI in Hospitality.			

### Overview:

<b>HOCT 401</b>	<b>SPECIALIZATION: FOOD PRODUCTION</b>	L	T	P	C
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

The student in this course will learn to specialize in the Food Production department and will move a step closer to becoming a trainee chef.

### Course Outcomes

CO 1. To acquaint the students with the basic concepts of Cold Kitchens

CO2:To expose the students to the popular cuisines of the world

CO3: To familiarize the students with the fundamentals of Food Production

Management

## COURSE CONTENT

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### UNIT I:

## **INTRODUCTION TO COLD KITCHEN**

- Fundamentals of Larder kitchen
- Charcuterie
- Appetizers and Garnishes
- Sandwiches & Burgers

## **UNIT- 2: CUISINES OF THE WORLD**

- French Cuisine
- Mediterranean Cuisine
- Mexican Cuisine
- German Cuisine
- Oriental Cuisine
- Scandinavian Cuisine
- Cuisines of UK

## **UNIT- 3: BASICS OF FOOD PRODUCTION MANAGEMENT**

- Kitchen Organization
- Production Planning & Scheduling
- Production Quality & Quantity Control
- Forecasting & Budgeting
- Yield Management
- Food Research & Product Development

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and Pos</b>
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	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	To acquaint the students with the basic concepts of Cold Kitchens.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	To expose the students to the popular cuisines of the world.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	To familiarize the students with the fundamentals of Food Production Management.	<b>PO1, PO4</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC T22	Specialization: Food Production/	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Theory of Cookery	PPT/Lecture/Discussion
Week 2	Meaning of Cold Kitchen	Theory of Cookery	PPT/Lecture/Discussion
Week 3	Hot Kitchen	Theory of Cookery	PPT/Lecture/Discussion
Week 4	Different profiles in Kitchens	Theory of Cookery	PPT/Lecture/Discussion
Week 5	Making of different dishes	Theory of Cookery	PPT/Lecture/Discussion
Week 6	Making of different dishes- II	Theory of Cookery	PPT/Lecture/Discussion
Week 7	Specialty Cuisines	Theory of Cookery	PPT/Lecture/Discussion
Week 8	Revision	Theory of Cookery	PPT/Lecture/Discussion
Week 9	Revision	Theory of Cookery	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

<b>Unit No.</b>	<b>Course Outcomes</b>	<b>Learning</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	To acquaint the students with the basic concepts of Cold Kitchens.		<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	To expose the students to the popular cuisines of the			

	world.		
<b>3</b>	To familiarize the students with the fundamentals of Food Production Management.		

<b>HOCT 451</b>	<b>SPECIALIZATION: FOOD PRODUCTION</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn to specialize in the Food Production department and will move a step closer to becoming a trainee chef.

**Course Outcomes**

- CO 1. Develop skills essential for demonstrating Mediterranean cooking techniques
- CO2: Develop skills essential for demonstrating Italian cooking techniques
- CO3: Develop skills essential for demonstrating German cooking techniques
- CO4: Develop skills essential for demonstrating Spanish cooking techniques

**COURSE CONTENT**

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<b>UNIT1:</b> Four course menu based on Mediterranean Cuisine
<b>UNIT 2:</b> Four course menu based on Italian Cuisine
<b>UNIT 3:</b> Four course menu based on Italian Cuisine

<b>UNIT 4:</b> Four course menu based on German Cuisine
<b>UNIT 5:</b> Four course menu based on Oriental Cuisine
<b>UNIT 6:</b> Four course menu based on UK Cuisine
<b>UNIT 7:</b> Four course menu based on Spanish Cuisine
<b>UNIT 8:</b> Four course menu based on Mexica Cuisine
<b>UNIT 9:</b> Four course menu based on Fusion Cuisine

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and Pos</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Develop skills essential for demonstrating Mediterranean cooking techniques	<b>PO1, PO3, PO4</b>
<b>CO2</b>	Develop skills essential for demonstrating Italian cooking techniques	<b>PO1, PO3, PO4</b>
<b>CO3</b>	Develop skills essential for demonstrating German cooking techniques	<b>PO2, PO4</b>
<b>CO4</b>	Develop skills essential for demonstrating Spanish cooking techniques	<b>PO1,PO3,PO5</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P22	Specialization: Food Production/	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped



<b>HOCT 403</b>	<b>SPECIALIZATION: FOOD AND BEVERAGE</b>	L	T	P	C
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Overview:**

The student in this course will learn to specialize in the Food and Beverage department and will move a step closer to becoming a trainee Food and Beverage Personnel.

### **Course Outcomes**

CO 1. To acquaint the students with the Budgets and Budgetary control

CO2: To expose the students to the understanding of Break Even Analysis

CO3: To familiarize the students with the fundamentals of Food and Beverage Management.

## **COURSE CONTENT**

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### **UNIT I:**

#### **BUDGETORY CONTROL**

- Define Budget
- Define Budgetary Control Objectives
- Key Factors
- Types of Budget & Control.

#### **UNIT- 2: BREAKEVEN ANALYSIS**

- Breakeven chart
- P.V. Ratio
- Contribution Marginal
- Cost Graphs.

#### **UNIT- 3: COST DYNAMICS**

- Element of Cost
- Classification of Cost.

#### **UNIT 4: VARIANCE ANALYSIS**

- Standard Cost

- Standard Costing
- Cost Variance
- Material Variance
- Labour Variance
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance.

## UNIT 5: BEVERAGE CONTROL

- Purchasing
- Receiving
- Storing
- Issuing
- Standard Recipes
- Standard Portion Size
- Bar Inventory
- Bar Frauds
- Books Maintained.

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Practical Exam	End Term Practical Exam
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and Pos		
	Course Outcomes (COs)	Mapped Program Outcomes
<b>CO1</b>	To acquaint the students with the Budgets and Budgetary	<b>PO1, PO3, PO6</b>

	control.	
<b>CO2</b>	To expose the students to the understanding of Break Even Analysis.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	To familiarize the students with the fundamentals of Food and Beverage Management.	<b>PO1, PO4</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC T22	Specialization: Food and Beverage Service	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 2	Break Even Analysis-I	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 3	Break Even Analysis-II	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 4	Cost Analysis	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 5	Budgetary controls	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 6	FnB Controls	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 7	FnB Controls	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 8	Revision	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion
Week 9	Revision	Food and Beverage Service by Oxford Press	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	To expose the students to the understanding of Break Even Analysis.	PPT/Lectures/Demo/Discussion	Viva, QnA,Simulation
2	To acquaint the students with the Budgets and Budgetary		
3	To familiarize the students with the fundamentals of Food and Beverage Management.		

HOCT 459	SPECIALIZATION: BAR MANAGEMENT				
Version 1.0		L	T	P	C
		0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

### Overview:

The student in this course will learn about Management of Bars in a star category hotel and learn more about mixology making him / her one step closer to becoming a trainee Bar Tender.

### Course Outcomes

CO 1. The course will help the students to understand management aspect of Bars.

CO2: The course will teach the students about Cocktails and Mocktails

CO3: The course will teach the learners about specializing in Bar.

## **COURSE CONTENT**

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### **UNIT I:**

#### **INTRODUCTION**

- Introduction to the module
- Familiarization and classify the difference of all bar equipment's
- Familiarization and classify the difference of all types and sizes of glassware
- Familiarization and list bar service equipment's
- Familiarization and list bar ingredients to use
- Understand significance of hygiene in bar and HACCP standards
- Classify how to do bar set up

#### **UNIT II: Professional Bartending & Garnishes for cocktails**

- Describe the Strengths and knowledge required to be a bartender.
- Explain how to deliver order of multiple drinks.
- Select the essentials of bar setup

#### **UNIT III: Classic Cocktails and Drinks**

History, Method and Demonstration of Classic cocktail & drinks

- Demonstrate an understanding on the history of cocktails and drinks.
- Describe and demonstrate the methods used to make classic cocktails.
- Describe the difference between concentration of various liqueurs and why.
- Explain how to make indent with format.

#### **UNIT IV: Innovative Cocktails, Mocktails and Drinks**

Innovative Cocktails, Mocktails and drinks

- To understand the significance of innovative cocktails and drinks.

- Explain modern methods used to make innovative cocktails and drinks.
- Describe the recipes of innovative cocktails, mocktails and drinks.
- To make students understand how to utilize specific glassware as per drink



**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and Pos</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	The course will help the students to understand management aspect of Bars.	<b>PO1, PO3, PO6</b>
<b>CO2</b>	The course will teach the students about Cocktails and Mocktails	<b>PO2, PO7, PO9</b>
<b>CO3</b>	The course will teach the learners about specializing in Bar.	<b>PO3, PO4</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P24	BARMA NAGEMENT	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped  
2= moderately mapped  
3=strongly mapped

<b>HOCT 405</b>	<b>SPECIALIZATION: ACCOMODATION MANAGEMENT</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Overview:**

The student in this course will learn about Management of Bars in a star category hotel and learn more about mixology making him / her one step closer to becoming a trainee Bar Tender.

### **Course Outcomes**

CO1: Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry.

CO2: Understand the importance safety and security of a guest.

CO3: It is going to be comprehensive study in accommodation management.

## **COURSE CONTENT**

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### **UNIT I:**

#### **PLANNING AND ORGANIZATION OF FRONT OFFICE AND HOUSE-KEEPING DEPARTMENT**

- Area inventory list Frequency schedules
- Performance & productivity standards Time & motion study
- Standard operating manuals- job procedures
- Job allocation & work schedules, calculating staff strength & planning duty reports Selection of cleaning equipment's & agents (Inventory System)
- Housekeeping in Institution other than Hotel.
- New Property countdown

#### **UNIT II: BUDGET AND BUDGETORY CONTROL**

- The budget process

- Planning capital budget
- Planning operating budget
- Operating budget- controlling expenses- income statement
- Purchasing systems- methods of buying
- Stock records- issuing & control

### **UNIT III: CONTRACT SERVICES & SAFETY-SECURITY**

- Types of contract services
- Guidelines for hiring contract services Advantages & disadvantages of contract services Safety awareness & accident prevention
- Fire safety & firefighting equipment First aid
- Key & key control
- Crime prevention & dealing with emergencies situations Energy & Water Conservation.

### **UNIT IV: GUEST COMPLAINTS**

- Guest Complaints
- Types of complaints
- Handling Guest Complaints

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Practical Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Practical Exam</b>	<b>End Term Practical Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and Pos</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry	<b>PO1, PO3, PO6</b>
<b>CO2</b>	Understand the importance safety and security of a guest.	<b>PO2, PO7, PO9</b>
<b>CO3</b>	It is going to be comprehensive study in accommodation management.	<b>PO3, PO4</b>

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC T22	ACCOMMODATION MANAGEMENT	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture.	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 2	Control of the department	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 3	RDM	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 4	Budgetary and Budget Controls	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 5	Budgetary and Budget Controls-II	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 6	Contract Services	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 7	Security Controls	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 8	Revision	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 9	Revision	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation
2	Understand the importance safety and security of a guest.		
3	It is going to be comprehensive study in accommodation management.		

<b>HOCT 455</b>	<b>Accommodation Management Lab</b>	L	T	P	C
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Overview:

The student in this course will learn about maintaining the quality at every step during the operations at the Front Office. Following the Total Quality Management should be the norm as this helps in achieving the guest satisfaction along with motivation to the staff. The staff should be well trained in managing all the functions of Front Office because they have to deal with guests as they are the face of the hotel.

### Course Outcomes

CO 1. The course will help the student understand how a guest room is designed and all the different aspects that go in the designing of a room.

CO2: The course will help the students understand the new trends in House Keeping and front Office.



## **COURSE CONTENT**

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The students must present the model of the guestroom. The presentation by each group would be of 10minutes in which they have to explain:

- 1) Background of the hotel
- 2) Type of hotel, category of room
- 3) Theme used in the guestrooms(if any)
- 4) Colour scheme for the particular room
- 5) Samples of soft furnishing(curtains, sofa upholstery, cushion covers) and linen (room andbathroom) to be incorporated
- 6) Sample of flooring or floor covering could be also included (wooden floor tile, carpet, rug). The students should bring all background material to support the content of the presentation.

## REFERENCES

- 1) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 2) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 3) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 4) Front Office Operations – Colin Dix & Chris Baird.,
- 5) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	The course will help the students understand the new trends in House Keeping and front Office.	PO1, PO2, PO4
CO2	The course will help the students understand the new trends in House Keeping and front Office.	PO2, PO6, PO8

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
DSC P24	Accommodation Management Lab	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

<b>HOCT 407</b>	<b>REVENUE MANAGEMENT</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about maintaining the quality at every step during the operations at the Front Office. Following the Total Quality Management should be the norm as this helps in achieving the guest satisfaction along with motivation to the staff. The staff should be well trained in managing all the functions of Front Office because they have to deal with guests as they are the face of the hotel.

**Course Outcomes**

CO 1. Understand the term Revenue Management

CO2: This course will help the students understand the revenue movement in the hotel.

CO3: This course will enable students to become a Revenue Manager in future.

**COURSE CONTENT**

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**UNIT - I  
INTRODUCTION TO REVENUE  
MANAGEMENT AND  
DIFFERENTIAL PRICING**

- Explanation of why an excessive internal focus on profits or the owner's return on investment is detrimental to the long-term success of a hospitality business.
- Explanation of why businesses exist to create wealth for their customers and how effective RM helps them do that.
- Examination of the concept of price from the perspective of a seller and a buyer. Discussion of the concept of strategic pricing and the role of the RM in it

## **UNIT – II SEGMENTATION AND INVENTORY CONTROL**

- A detailed explanation of differential pricing; the practice of charging different prices, to different customers, for the same or similar products and services.
- Detailed examination of the eight techniques RMs use to applying differential pricing.
- Detailed examination of how RMs optimize revenue when applying inventory management strategies.
- Candid presentation of the pros and cons of overbooking as an inventory management strategy.
- Detailed examination of how RMs optimize revenue when applying price management principles.

## **UNIT - III METRICS AND DISTRIBUTION CHANNELS**

- Detailed examination of the primary financial measures of RM performance.
- Explanation of how to read and analyze STAR and similar reports.
- Examination of additional RM-related performance measures and their uses.
- Explanation of how distribution channels affect revenue optimization.
- Details about the way lodging industry RMs manage non-electronic distribution channels.
- Details about the way lodging industry RMs manage electronic distribution channels.

## **UNIT - IV FORECASTING AND GROUP PRICING**

- Explanation of why collecting and analyzing data about customer demand for lodging products and services are essential when forecasting future sales.
- Presentation of the tools RMs use to track historical, current and future demand for

theirrooms inventory.

- Examination of how demand forecasts affect decisions on a hotel room and services pricing.

## **UNIT - V**

### **RESTAURANT REVENUE MANAGEMENT**

- Identify the measures that Restaurant can use to measure the success or failure of RevenueManagement.
- Describe the benefits of implementing a systematic Revenue Management process
- Describe what revenue management might look like in a restaurant.
- Explain the necessary conditions.
- Define Rev pash
- Identify opportunities for Revenue Management.

## REFERENCES

- 1) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 2) Front Office – operations and management – Ahmed Ismail  
Publisher: ThomsonDelmar.
- 3) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 4) Front Office Operations – Colin Dix & Chris Baird.,
- 5) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Understand the term Revenue Management	PO1, PO2, PO4
CO2	This course will help the students understand the revenue movement in the hotel.	PO2, PO6, PO8
CO3	This course will enable students to become a Revenue Manager in future.	PO2, PO5, PO6

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
HMCT 406A	Advanced Rooms Division Management - II	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry	To be able to support all the students for quality placements or join family business or start their own	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped



## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 2	Revenue Management	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 3	Budgets	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 4	Inventory	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 5	Working in controls	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 6	Inventory Controls	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 7	Security Controls	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 8	Revision	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion
Week 9	Revision	House Keeping Manual by Sudheer Andrews	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Understand the term Revenue Management	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation
2	This course will help the students understand the revenue movement in the hotel.		
3	This course will enable students to become a Revenue Manager in future.		

<b>SEC021</b>	<b>FACILITY PLANNING</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Objective:

Students would be able to understand various aspects of designing any kind of hospitality unit be it hotel, resort, restaurant etc. The students would also be able to figure out the statutory requirements which have to be fulfilled for building any kind of hospitality premises. This course is-

### Course Outcomes

- CO 1. Enable you to learn skills and competence service of various hotel facility planning.
- CO 2. Provide you knowledge and understanding of entrepreneurial skills.
- CO 3. Professional atmosphere and make you competent to work in stars category hotels.

CO 4. Understand terms of trade and gain understanding.

### **Catalog Description**

The students in this course will learn about the design & planning required for building the best of the structures for various types of hotels. Different parameters are considered while designing and developing different restaurants and other outlets. The course also covers various statutory requirements which have to be fulfilled for constructing different hospitality units.

### **COURSE CONTENT**

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#### **UNIT - I**

##### **Hotel Design**

Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials, Good workmanship, Sound financing, Competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine the integrated functions of housing, feeding, entertainment, rentals, services, maintenance and light manufacture.

#### **UNIT - II**

##### **Planning considerations-**

Flow process and flow diagrams, Space relationships, Architectural consideration, Difference between carpet area and plinth area, Approximate cost estimation, Class room exercises.

### **UNIT - III**

#### **Star Classification of Hotels. –**

Criteria for star classification of hotels.

Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

### **UNIT – IV**

#### **Planning of offices /meeting room**

Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.

### **UNIT - V**

#### **Planning of F & B Service outlet areas**

1. Planning of physical layouts of function and supporting area.
2. Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office.
3. Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.
4. Factors to be considered while planning décor.

### **UNIT - VI**

#### **planning of staff facilities areas**

Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative canteen.

### **UNIT - VII**

#### **Planning of service support areas**

Planning of material management, area-receiving, stores, bar stores, cellar, beverage store, cold room, banquets utility area, furniture storage area, garbage disposal, gas bank, and maintenance area, fire exits.

### **UNIT-VIII**

#### **Renovation:**

Reasons to renovate, the life cycle of a Hotel

Types of Renovation,

The Renovation Process,

Other Renewal Issues

### **REFERENCE:**

- 1) Production Management – S.K. Hajra Choudhry
- 2) Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- 3) Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
- 4) Systematic layout planning – Richard Muther Cahners
- 5) Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- 6) Management operations and Research – N.Sathyanarayana

7) The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY

8) Designe & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

<b>Components</b>	<b>Quiz</b>	<b>Presentation/ Assignment/ etc.</b>	<b>Attendance</b>	<b>Mid Term Exam</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

<b>Mapping between COs and POs</b>		
	<b>Course Outcomes (COs)</b>	<b>Mapped Program Outcomes</b>
<b>CO1</b>	Enable you to learn lot of skills and competence for preparing various hotel facility planning	<b>PO1,PO4,PO6,</b>
<b>CO2</b>	Provide you knowledge and understanding of entrepreneurial skills	<b>PO2,PO4,PO6,</b>
<b>CO3</b>	Professional atmosphere and make you competent to work in stars category hotels.	<b>PO3,PO6,PO8</b>
<b>CO4</b>	Understand terms of trade and gain from trade	<b>PO3,PO6,PO8,PO9</b>



<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 2	Planning of FO	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 3	Planning of FNB	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 4	Planning of Kitchens	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 5	Planning of Front of the House Areas	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 6	Planning of Back of the house areas	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 7	Security and safety Controls	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 8	Revision	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion
Week 9	Revision	Production Management – S.K. Hajra Choudhry	PPT/Lecture/Discussion

### **Facilitating the Achievement of Course Learning Outcomes**

Unit No.	Course Outcomes	Learning	Teaching Learning Activity	Assessment Task Methods
1	Understand the term Revenue Management		PPT/Lectures/Demo/Discussion	Viva, QnA,Simulation
2	Enable you to learn lot of skills and competence for preparing various hotel facility planning			
3	Professional atmosphere and make you competent to work in stars category hotels.			
4	Understand terms of trade and gain from trade			

SEC022	ENTREPRENEURSHIP DEVELOPMENT	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

#### Overview:

The student in this course will learn about the business strategies that are employed for better revenues and smooth operations of all the departments. The various reports that are generated from all the departments which would give the top management the necessary tools for planning for the future. The course also covers the aspects where the organization needs to expand and therefore, planning and finalizing the projects in different locations.

#### Course Outcomes

CO 1. This course aims to enable students to learn the process of starting and building successful hospitality enterprises/ businesses.

CO2: Students will explore array of issues pertaining to hospitality entrepreneurship – attributes, attitudes and behavior of an entrepreneur, idea generation to idea conceptualizations, and finally develop a plan.

CO3: Students will learn how to make a business plan.

#### Catalog Description:



This course deals with the introduction, developing business ideas, growth of hospitality firm, feasibility analysis, writing business plan, industry and competitive analysis, legal and ethical dimensions and start-up new business venture and marketing issues.

## **COURSE CONTENT**

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### **UNIT I**

#### **Introduction**

Concept, becoming an entrepreneur, key elements of entrepreneurship, characteristics of successful entrepreneurs, entrepreneurship in hospitality business, types of start-up firms, Importance of entrepreneurship- entrepreneurial firms, society and larger firms, The process of new hospitality venture creation, Entrepreneurship development in India.

### **UNIT II**

#### **Developing Business Ideas :**

Identifying and recognizing opportunities- observing trends and solving problems, personal characteristics of the entrepreneur, techniques for generating ideas, encouraging, and protecting new ideas; definition of creativity, innate or learned creativity, idea generation, approaches and Techniques, Research and Exercises, linking creativity, innovation and entrepreneurship, developing business ideas for hospitality business.

### **UNIT III**

#### **Growth of Hospitality Firm**

Nature of business growth, planning for growth, reasons for growth and managing growth, knowing and managing the stages of growth, managing capacity, day-to-day challenges of growing a firm, introduction to organic and inorganic growth of hospitality firms, Grainer's growth model, growth challenges for entrepreneurs, formula for successful growth, barriers to growth.

### **UNIT-IV**

#### **Writing a Business Plan Financing Hospitality Firms**

Concept, reasons for writing for a business plan, Guidelines for writing a business plan, section of the plan, presentation of business plan; introduction to financial characteristics of hospitality entrepreneurial business, sources of start-up funding, Sources of Financial, Financial Management in Hospitality Entrepreneur Businesses

## REFERENCES

1. An Introduction to Management Science: A Quantitative Approach to Decision Making, Anderson, Sweeny, Williams, Martin, Thomson- South Western
2. Management Information Systems, Eighth Edition- Kenneth C. Laudon and Jane P. Laudon, Prentice Hall
3. Projection & Operations Management- Kaniska Bedi, Oxford University Press, India
4. MIS Cases: Decision Making with Application Software-M Lisa Miller, Prentice Hall
5. Methods of Operations Research By Morse Philip Dover Publisher
6. Hospitality Strategic Management By Jaffrey S Harrison and Cathey A Enz, Publisher Wiley
7. Entrepreneurship Development: Published by AIMA, SSI and Dept of Industries , GOI

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	This course aims to enable students to learn the process of starting and building successful hospitality enterprises/ businesses.	PO1, PO2, PO4
CO2	Students will explore array of issues pertaining to hospitality entrepreneurship – attributes, attitudes and behavior of an entrepreneur, idea generation to idea conceptualizations, and finally develop a plan.	PO2, PO6, PO8
CO3	Students will learn how to make a business plan.	PO2, PO5, PO6

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
SECI II	Entrepreneurship Development	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped

## Teaching Plan:

<b>Weekly Teaching Plan</b>	<b>Topic/Unit No.</b>	<b>Textbook [TB]/ Reference Book [RB]-Chapter/ Page No./ Open Education Resources [OER]</b>	<b>Teaching-Learning Method</b>
Week 1	Introduction	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 2	Planning of a hospitality business	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 3	Financial	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 4	Planning of Kitchens	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 5	Planning of Front of the House Areas	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 6	Planning of Back of the house areas	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 7	Security and safety Controls	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 8	Revision	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion
Week 9	Revision	Entrepreneurship Development: Published by AIMA	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

<b>Unit No.</b>	<b>Course Learning Outcomes</b>	<b>Teaching Learning Activity</b>	<b>Assessment Task Methods</b>
<b>1</b>	This course aims to enable students to learn the process of starting and building successful hospitality enterprises/businesses.	<b>PPT/Lectures/Demo/Discussion</b>	<b>Viva, QnA,Simulation</b>
<b>2</b>	Students will explore array of issues pertaining to hospitality entrepreneurship – attributes, attitudes and behavior of an entrepreneur, idea generation to idea conceptualizations, and finally develop a plan.		
<b>3</b>	Students will learn how to make a business plan.		

<b>HOCT 409</b>	<b>Career Planning</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Overview:**

The student in this course will learn about how to plan their career.

**Course Outcomes**

CO 1. Learning to introduce yourself

CO 2. How to make yourself important for the labour market

CO 3. Making your resume.

## **COURSE CONTENT**

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### **UNIT I : INTRODUCTION**

- Understand the structure, learning outcomes and assessment for the module
- Understand the concept of self-development and how this relates to career planning
- Understand the competitiveness of the graduate labor market and the implications of this for your career

### **UNIT II : PERSONALITY PROFILING**

- Explore your work values and evaluate how this influences your career choices
- Understand business strategy and human resource management practices of hospitality and/or tourism organizations
- Evaluate the type of organizational culture that correlates with your work values

### **UNIT III : SUCCEEDING IN SELECTION TESTS**

- To explore the range of different type of selection tests and how they might be used to obtain a graduate position
- To experience using selection tests by practicing in a safe environment
- To evaluate the pros and cons of using selection tests for employment purposes

### **UNIT-IV : SELLING YOURSELF IN THE LABOUR MARKET**

- Understand the importance of self-presentation in creating a good impression
- Evaluate the importance of body language for interacting with others and effective communication
- Review and reflect on your self-presentation skills and what this might mean for your career
  
- To consider cross-cultural communication and your skills in this area

### **UNIT V: RESUME MAKING**

## REFERENCES

1. An Introduction to Management Science: A Quantitative Approach to Decision Making, Anderson, Sweeny, Williams, Martin, Thomson- South Western
2. Management Information Systems, Eighth Edition- Kenneth C. Laudon and Jane P. Laudon, Prentice Hall
3. Projection & Operations Management- Kaniska Bedi, Oxford University Press, India
4. MIS Cases: Decision Making with Application Software-M Lisa Miller, Prentice Hall
5. Methods of Operations Research By Morse Philip Dover Publisher
6. Hospitality Strategic Management By Jaffrey S Harrison and Cathey A Enz, Publisher Wiley
7. Entrepreneurship Development: Published by AIMA, SSI and Dept of Industries , GOI

**Modes of Evaluation: Quiz/Assignment/ presentation/ extempore/ Written Examination**

**Examination Scheme:**

Components	Quiz	Presentation/ Assignment/ etc.	Attendance	Mid Term Exam	End Term Exam
Weightage (%)	10	10	10	20	50

**Relationship between the Course Outcomes (COs) and Program Outcomes (POs)**

Mapping between COs and POs		
	Course Outcomes (COs)	Mapped Program Outcomes
CO1	Learning to introduce yourself	PO1, PO2, PO4
CO2	How to make yourself important for the labour market	PO2, PO6, PO8
CO3	Making your resume.	PO2, PO5, PO6

Course Code	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3	PSO4	PSO5
AEC V	Career Planning	3	2	3	2		3		2	2		2		3		
		To be able to provide appropriate methodology and pedagogical tools for teaching, learning and innovation and also applying the latest technology as per the requirement and development in the industry.	To be able to support all the students for quality placements or join family business or start their own venture	To be able to engage in scholarly and professional activities in order to enhance their competencies and to contribute to the existing Body of Knowledge.	To be able to integrate ethics and values in teaching, theory and practice, develop and retain excellent students, faculty and staff.	To be able to facilitate cultivation of cross-cultural humanitarian values.	To be able to facilitate joint research collaborations; invite international delegates and speakers for seminars and conferences and various other opportunities for global exposure.	To be able to continuously engaged in developing/ reviewing processes, policies and systems to achieve prestigious accreditations from various national, international bodies and ranking bodies.	To be able to establish Strong relationship with hospitality industry	To be able to Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary environment.	To be able to communicate effectively on complex hospitality activities with the community and society at large , such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	Applications of Concepts	Innovative and Industry Friendly	Ethics and Communication Skills	Extra-Curricular activities	Independent and life-long learning

1=weakly mapped

2= moderately mapped

3=strongly mapped



## Teaching Plan:

Weekly Teaching Plan	Topic/Unit No.	Textbook [TB]/ Reference Book [RB]- Chapter/ Page No./ Open Education Resources [OER]	Teaching-Learning Method
Week 1	Introduction	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 2	Learning to give intro	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 3	Resume Making	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 4	Video Resume Making	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 5	Interviews	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 6	Interviews prep	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 7	Interviews prep	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 8	Interviews prep	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion
Week 9	Interviews prep	<a href="https://www.youtube.com/watch?v=Tj1w86bw4EM">https://www.youtube.com/watch?v=Tj1w86bw4EM</a>	PPT/Lecture/Discussion

## Facilitating the Achievement of Course Learning Outcomes

Unit No.	Course Learning Outcomes	Teaching Learning Activity	Assessment Task Methods
1	Learning to introduce yourself	PPT/Lectures/Demo/Discussion	Viva, QnA, Simulation
2	How to make yourself important for the labour market		

<b>3</b>	Making your resume		
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<b>HOCT 452</b>	<b>FUNCTIONAL EXPOSURE TRAINING</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	20	20
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				