



**ROYAL SCHOOL OF HOTEL MANAGEMENT
(RSHM)**

**COURSE STRUCTURE & SYLLABUS
(BASED ON NATIONAL EDUCATION POLICY 2020)**

FOR

**BA/ BSc. IN HOTEL MANAGEMENT
(4 YEARS SINGLE MAJOR)**

W.E.F.

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Preamble

The National Education Policy (NEP) 2020 conceives a new vision for India's higher education system. It recognizes that higher education plays an extremely important role in promoting equity, human as well as societal well-being and in developing India as envisioned in its Constitution. It is desired that higher education will significantly contribute towards sustainable livelihoods and economic development of the nation as India moves towards becoming a knowledge economy and society.

If we focus on the 21st century requirements, the higher education framework of the nation must aim to develop good, thoughtful, well-rounded, and creative individuals and must enable an individual to study one or more specialized areas of interest at a deep level, and also develop character, ethical and Constitutional values, intellectual curiosity, scientific temper, creativity, spirit of service, and twenty-first-century capabilities across a range of disciplines including sciences, social sciences, arts, humanities, languages, as well as professional, technical, and vocational subjects. A quality higher education should be capable enough to enable personal accomplishment and enlightenment, constructive public engagement, and productive contribution to the society. Overall, it should focus on preparing students for more meaningful and satisfying lives and work roles and enable economic independence.

Towards the attainment of holistic and multidisciplinary education, the flexible curricula of the University will include credit-based courses, projects in the areas of community engagement and service, environmental education, and value-based education. As part of holistic education, students will also be provided with opportunities for internships with local industries, businesses, artists, crafts persons, and so on, as well as research internships with faculty and researchers at the University, so that students may actively engage with the practical aspects of their learning and thereby improve their employability.

The undergraduate curriculums are diverse and have varied subjects to be covered to meet the needs of the programs. As per the recommendations from the UGC,

introduction of courses related to Indian Knowledge System (IKS) is being incorporated in the curriculum structure which encompasses all of the systematized disciplines of Knowledge which were developed to a high degree of sophistication in India from ancient

times and all of the traditions and practices that the various communities of India—including the tribal communities—have evolved, refined and preserved over generations, like for example Vedic Mathematics, Vedangas, Indian Astronomy, Fine Arts, Metallurgy, etc.

At RGU, we are committed that at the societal level, higher education will enable each student to develop themselves to be an enlightened, socially conscious, knowledgeable, and skilled citizen who can find and implement robust solutions to its own problems. For the students at the University, Higher education is expected to form the basis for knowledge creation and innovation thereby contributing to a more vibrant, socially engaged, cooperative community leading towards a happier, cohesive, cultured, productive, innovative, progressive, and prosperous nation.”

1.1.Introduction

The National Education Policy (NEP) 2020 indicates that higher education plays an extremely important role in promoting human as well as societal well-being in India. As envisioned in the 21st-century requirements, quality higher education must aim to develop good, thoughtful, well-rounded, and creative individuals. According to the new education policy, assessments of educational approaches in undergraduate education will integrate the humanities and arts with Science, Technology, Engineering and Mathematics (STEM), which will lead to positive learning outcomes. This will lead to creativity and innovation, critical thinking and higher-order thinking capacities, problem-solving abilities, teamwork, communication skills, more in-depth learning, mastery of curricula across fields, increases in social and moral awareness, and general engagement and enjoyment of learning. and more in-depth learning.

The NEP highlights that the following fundamental principles that have a direct bearing on the curricula would guide the education system at large, viz.

- i. Recognizing, identifying, and fostering the unique capabilities of each student to promote her/his holistic development.
- ii. Flexibility, so that learners can select their learning trajectories and programmes, and thereby choose their own paths in life according to their talents and interests.
- iii. Multidisciplinary and holistic education across the sciences, social sciences, arts,

humanities, and sports for a multidisciplinary world.

- iv. Emphasis on conceptual understanding rather than rote learning, critical thinking to encourage logical decision-making and innovation; ethics and human & constitutional values, and life skills such as communication, teamwork, leadership, and resilience.
- v. Extensive use of technology in teaching and learning, removing language barriers, increasing access for Divyang students, and educational planning and management.
- vi. Respect for diversity and respect for the local context in all curricula, pedagogy, and policy.
- vii. Equity and inclusion as the cornerstone of all educational decisions to ensure that all students can thrive in the education system and the institutional environment are responsive to differences to ensure that high-quality education is available for all.
- viii. Rootedness and pride in India, and its rich, diverse, ancient, and modern culture, languages, knowledge systems, and traditions.

1.2. Credits in Indian Context:

1.2.1. Choice Based Credit System (CBCS) By UGC

Under the CBCS system, the requirement for awarding a degree or diploma or certificate is prescribed in terms of number of credits to be earned by the students. This framework is being implemented in several universities across States in India. The main highlights of CBCS are as below:

- The CBCS provides flexibility in designing curriculum and assigning credits based on the course content and learning hours.
- The CBCS provides for a system wherein students can take courses of their choice, learn at their own pace, undergo additional courses and acquire more than the required credits, and adopt an interdisciplinary approach to learning.
- CBCS also provides opportunity for vertical mobility to students from a bachelor's degree programme to masters and research degree programmes.

1.3. Definitions

1.3.1. Academic Credit:

An academic credit is a unit by which a course is weighted. It is fixed by the number of hours of instruction offered per week. As per the National Credit Framework [2];

1 Credit = 30 NOTIONAL CREDIT HOURS (NCH)

Yearly Learning Hours = 1200 Notional Hours (@40 Credits x 30 NCH)

30 Notional Credit Hours		
Lecture/Tutorial	Practicum	Experiential Learning
1 Credit = 15 -22 Lecture Hours	10-15 Practicum Hours	0-8 Experiential Learning Hours

1.2.1. Course of Study:

Course of study indicate pursuance of study in a particular discipline/programme. Discipline/Programmes shall offer Major Courses (Core), Minor Courses, Skill Enhancement Courses (SEC), Value Added Courses (VAC), Ability Enhancement Compulsory Courses (AECCs) and Interdisciplinary courses.

1.2.2. Disciplinary Major:

The major would provide the opportunity for a student to pursue in-depth study of a particular subject or discipline. Students may be allowed to change major within the broad discipline at the end of the second semester by giving her/him sufficient time to explore interdisciplinary courses during the first year. Advanced-level disciplinary/interdisciplinary courses, a course in research methodology, and a project/dissertation will be conducted in the seventh semester. The final semester will be devoted to seminar presentation, preparation, and submission of project report/dissertation. The project work/dissertation will be on a topic in the disciplinary programme of study or an interdisciplinary topic.

1.2.3. Disciplinary/interdisciplinary minors:

Students will have the option to choose courses from disciplinary/interdisciplinary minors and skill-based courses. Students who take a sufficient number of courses in a discipline or an interdisciplinary area of study other than the chosen major will qualify for a minor in that discipline or in the chosen interdisciplinary area of study. A student may declare the choice of the minor at the end of the second semester, after exploring various courses.

1.2.4. Courses from Other Disciplines (Interdisciplinary):

All UG students are required to undergo 3 introductory-level courses relating to any of the

broad disciplines given below. These courses are intended to broaden the intellectual experience and form part of liberal arts and science education. Students are not allowed to choose or repeat courses already undergone at the higher secondary level (12th class) in the proposed major and minor stream under this category.

i. Natural and Physical Sciences: Students can choose basic courses from disciplines such as Natural Science, for example, Biology, Botany, Zoology, Biotechnology, Biochemistry, Chemistry, Physics, Biophysics, Astronomy and Astrophysics, Earth and Environmental Sciences, etc.

ii. Mathematics, Statistics, and Computer Applications: Courses under this category will facilitate the students to use and apply tools and techniques in their major and minor disciplines. The course may include training in programming software like Python among others and applications software like STATA, SPSS, Tally, etc. Basic courses under this category will be helpful for science and social science in data analysis and the application of quantitative tools.

iii. Library, Information, and Media Sciences: Courses from this category will help the students to understand the recent developments in information and media science (journalism, mass media, and communication)

iv. Commerce and Management: Courses include business management, accountancy, finance, financial institutions, fintech, etc.,

Humanities and Social Sciences: The courses relating to Social Sciences, for example, Anthropology, Communication and Media, Economics, History, Linguistics, Political Science, Psychology, Social Work, Sociology, etc. will enable students to understand the individuals and their social behaviour, society, and nation. Students be introduced to survey methodology and available large-scale databases for India. The courses under humanities include, for example, Archaeology, History, Comparative Literature, Arts & Creative expressions, Creative Writing and Literature, language(s), Philosophy, etc., and interdisciplinary courses relating to humanities. The list of Courses can include interdisciplinary subjects such as Cognitive Science, Environmental Science, Gender Studies, Global Environment & Health, International Relations, Political Economy and Development, Sustainable

i. Development, Women's, and Gender Studies, etc. will be useful to understand society.

1.2.5. Ability Enhancement Courses (AEC): Modern Indian Language (MIL) & English language focused on language and communication skills. Students are required to achieve competency in a Modern Indian Language (MIL) and in the English language with special emphasis on language and communication skills. The courses aim at enabling the students to acquire and demonstrate the core linguistic skills, including critical reading and expository and academic writing skills, that help students articulate their arguments and present their thinking clearly and coherently and recognize the importance of language as a mediator of knowledge and identity. They would also enable students to acquaint themselves with the cultural and intellectual heritage of the chosen MIL and English language, as well as to provide a reflective understanding of the structure and complexity of the language/literature related to both the MIL and English language. The courses will also emphasize the development and enhancement of skills such as communication, and the ability to participate/conduct discussion and debate.

1.2.6. Skill Enhancement Course (SEC): These courses are aimed at imparting practical skills, hands-on training, soft skills, etc., to enhance the employability of students and should be related to Major Discipline. They will aim at providing hands- on training, competencies, proficiency, and skill to students. SEC course will be a basket course to provide skill-based instruction. For example, SEC of English Discipline may include Public Speaking, Translation & Editing and Content writing.

A student shall have the choice to choose from a list, a defined track of courses offered from 1st to 3rd semester.

1.2.7. Value-Added Courses (VAC):

i. Understanding India: The course aims at enabling the students to acquire and demonstrate the knowledge and understanding of contemporary India with its historical perspective, the basic framework of the goals and policies of national development, and the constitutional obligations with special emphasis on constitutional values and fundamental rights and duties. The course would also focus on developing an understanding among student-teachers of the Indian knowledge systems, the Indian education system, and the roles and obligations of teachers to the nation in general and to the school/community/society. The course will attempt to deepen knowledge about and understanding of India's freedom struggle and of the values and ideals that it represented to develop an appreciation of the contributions made by people of all sections and regions of the country, and help learners understand and cherish the values enshrined in the Indian Constitution and to prepare them for their roles and responsibilities as effective citizens of a democratic society.

ii. Environmental science/education: The course seeks to equip students with the ability to apply the acquired knowledge, skills, attitudes, and values required to take appropriate actions for mitigating the effects of environmental degradation, climate change, and pollution, effective waste management, conservation of biological diversity, management of biological resources, forest and wildlife conservation, and sustainable development and living. The course will also deepen the knowledge and understanding of India's environment in its totality, its interactive processes, and its effects on the future quality of people's lives.

iii. Digital and technological solutions: Courses in cutting-edge areas that are fast gaining prominences, such as Artificial Intelligence (AI), 3-D machining, big data analysis, machine learning, drone technologies, and Deep learning with important applications to health, environment, and sustainable living that will be woven into undergraduate education for enhancing the employability of the youth.

iv. Health & Wellness, Yoga education, sports, and fitness: Course components relating to health and wellness seek to promote an optimal state of physical, emotional, intellectual, social, spiritual, and environmental well-being of a person. Sports and fitness activities will be organized outside the regular institutional working hours. Yoga education would focus on preparing the students physically and mentally for the integration of their physical, mental, and spiritual faculties, and equipping them with basic knowledge about one's personality, maintaining self-discipline and self-control, to learn to handle oneself well in all life situations. The focus of sports and fitness components of the courses will be on the improvement of physical fitness including the improvement of various components of physical and skills-related fitness like strength, speed, coordination, endurance, and flexibility; acquisition of sports skills including motor skills as well as basic movement skills relevant to a particular sport; improvement of tactical abilities; and improvement of mental abilities.

These are a common pool of courses offered by different disciplines and aimed towards embedding ethical, cultural and constitutional values; promote critical thinking. Indian knowledge systems; scientific temperament of students.

1.2.8. Summer Internship /Apprenticeship:

The intention is induction into actual work situations. All students must undergo internships / Apprenticeships in a firm, industry, or organization or Training in labs with faculty and researchers in their own or other HEIs/research institutions during the *summer term*. Students should take up opportunities for internships with local industry, business organizations, health and allied areas,

hospitality organizations, tour organizations, so that students may actively engage with the practical side of their learning and, as a by-product, further improve their employability. Students who wish to exit after the first two semesters will undergo a 4-credit work-based learning/internship during the summer term to get a UG Certificate.

1.3.9.1. Community engagement and service: The curricular component of ‘community engagement and service’ seeks to expose students to the socio-economic issues in society so that the theoretical learnings can be supplemented by actual life experiences to generate solutions to real-life problems. This can be part of summer term activity or part of a major or minor course depending upon the major discipline.

1.3.9.2. Field-based learning/minor project: The field-based learning/minor project will attempt to provide opportunities for students to understand the different socio-economic contexts. It will aim at giving students exposure to development-related issues in rural and urban settings. It will provide opportunities for students to observe situations in rural and urban contexts, and to observe and study actual field situations regarding issues related to socioeconomic development. Students will be given opportunities to gain a first-hand understanding of the policies, regulations, organizational structures, processes, and programmes that guide the development process. They would have the opportunity to gain an understanding of the complex socio-economic problems in the community, and innovative practices required to generate solutions to the identified problems. This may be a summer term project or part of a major or minor course depending on the subject of study.

1.2.9. Indian Knowledge System:

In view of the importance accorded in the NEP 2020 to rooting our curricula and pedagogy in the Indian context all the students who are enrolled in the four-year UG programmes should be encouraged to take an adequate number of courses in IKS so that the ***total credits of the courses taken in IKS amount to at least five per cent of the total mandated credits (i.e., min. 8 credits for a 4 yr. UGP & 6 credits for a 3 yr. UGP)***. The students may be encouraged to take these courses, preferably *during the first four semesters of the UG programme*. At least half of these mandated credits should be in courses in disciplines which are part of IKS and are related to the major field of specialization that the student is pursuing in the UG programme. They will be included as a part of the total mandated credits that the student is expected to take in the major field of specialization. The rest of the mandated credits in IKS can be included as a part of the mandated Multidisciplinary courses that are to be taken by every student. All the students should take a Foundational Course in Indian Knowledge System, which is designed to present an overall introduction to all the streams of IKS relevant to the UG programme. The foundational

IKS course should be broad-based and cover introductory material on all aspects.

Wherever possible, the students may be encouraged to choose a suitable topic related to IKS for their project work in the 7/8th semesters of the UG programme.

1.2.10. Experiential Learning:

One of the most unique, practical & beneficial features of the National Credit Framework is assignment of credits/credit points/ weightage to the experiential learning including relevant experience and professional levels acquired/ proficiency/ professional levels of a learner/student. Experiential learning is of two types:

a. Experiential learning as part of the curricular structure of academic or vocational program. E.g., projects/OJT/internship/industrial attachments etc. This could be either within the Program-internship/ summer project undertaken relevant to the program being studied or as a part time employment (not relevant to the program being studied- up to certain NSQF level only). In case where experiential learning is a part of the curricular structure the credits would be calculated and assigned as per basic principles of NCrF i.e., 40 credits for 1200 hours of notional learning.

b. Experiential learning as active employment (both wage and self) post completion of an academic or vocational program. This means that the experience attained by a person after undergoing a particular educational program shall be considered for assignment of credits. This could be either Full or Part time employment after undertaking an academic/ Vocation program. In case where experiential learning is as a part of employment the learner would earn credits as weightage. The maximum credit points earned in this case shall be double of the credit points earned with respect to the qualification/ course completed. The credit earned and assigned by virtue of relevant experience would enable learners to progress in their career through the work hours put in during a job/employment.

1.4 Approach to Curriculum Planning:

The fundamental premise underlying the learning outcomes-based approach to curriculum planning and development is that higher education qualifications such as a Bachelor's Degree (Hons) programmes are earned and awarded on the basis of (a) demonstrated achievement of outcomes (expressed in terms of knowledge, understanding, skills, attitudes and values) and (b) academic standards expected of graduates of a programme of study.

The expected learning outcomes are used as reference points that would help formulate graduate

attributes, qualification descriptors, programme learning outcomes and course learning outcomes which in turn will help in curriculum planning and development, and in the design, delivery, and review of academic programmes.

Learning outcomes-based frameworks in any subject must specify what graduates completing a particular programme of study are (a) expected to know, (b) understand and (c) be able to do at the end of their programme of study. To this extent, LOCF in Hotel Management is committed to allowing for flexibility and innovation in (i) programme design and syllabi development by higher education institutions (HEIs), (ii) teaching-learning process, (iii) assessment of student learning levels, and (iv) periodic programme review within institutional parameters as well as LOCF guidelines, (v) generating framework(s) of agreed expected graduate attributes, qualification descriptors, programme learning outcomes and course learning outcomes. The key outcomes that underpin curriculum planning and development at the undergraduate level include Graduate Attributes, Qualification Descriptors, Programme Learning Outcomes, and Course Learning Outcomes.

The LOCF for undergraduate education is based on specific learning outcomes and academic standards expected to be attained by graduates of a programme of study. However, an outcome-based approach identifies moves way from the emphasis on what is to be taught to focus on what is learnt by way of demonstrable outcomes. This approach provides greater flexibility to the teachers to develop—and the students to accept and adopt—different learning and teaching pedagogy in an interactive and participatory ecosystem. The idea is to integrate social needs and teaching practices in a manner that is responsive to the need of the community. HEIs, on their turn, shall address to the situations of their students by identifying relevant and common outcomes and by developing such outcomes that not only match the specific needs of the students but also expands their outlook and values.

2. Award of Degree

The structure and duration of undergraduate programmes of study offered by the University as per NEP 2020 include:

2.1. Undergraduate programmes of either 3 or 4-year duration with Single Major, with multiple entry and exit options, with appropriate certifications:

2.1.1. UG Certificate: Students who opt to exit after completion of the first year and have secured 40 credits will be awarded a UG certificate if, in addition, they complete one vocational course of 4 credits during the summer vacation of the first year. These students are allowed to re-enter the degree programme within three years and complete the degree programme within the stipulated

maximum period of seven years.

2.1.2. UG Diploma: Students who opt to exit after completion of the second year and have secured 80 credits will be awarded the UG diploma if, in addition, they complete one vocational course of 4 credits during the summer vacation of the second year. These students are allowed to re-enter within a period of three years and complete the degree programme within the maximum period of seven years.

2.1.3. 3-year UG Degree: Students who will undergo a 3-year UG programme will be awarded UG Degree in the Major discipline after successful completion of three years, securing 120 credits and satisfying the minimum credit requirement.

2.1.4. 4-year UG Degree (Honours): A four-year UG Honours degree in the major discipline will be awarded to those who complete a four-year degree programme with 160 credits and have satisfied the credit requirements as given in Table 6 in Section 5.

2.1.5. 4-year UG Degree (Honours with Research): Students who secure 75% marks and above in the first six semesters and wish to undertake research at the undergraduate level can choose a research stream in the fourth year. They should do a research project or dissertation under the guidance of a Faculty Member of the University. The research project/dissertation will be in the major discipline. The students who secure 160 credits, including 12 credits from a research project/dissertation, will be awarded UG Degree (Honours with Research).

(Note: *UG Degree Programmes with Single Major:* A student must secure a minimum of 50% credits from the major discipline for the 3-year/4-year UG degree to be awarded a single major. For example, in a 3-year UG programme, if the total number of credits to be earned is 120, a student of Mathematics with a minimum of 60 credits will be awarded a B.Sc. in Mathematics with a single major. Similarly, in a 4-year UG programme, if the total number of credits to be earned is 160, a student of Chemistry with a minimum of 80 credits will be awarded a B.Sc. (Hons. /Hon. With Research) in Chemistry in a 4-year UG programme with single major. Also, the **4-year Bachelor's degree programme with Single Major** is considered as the preferred option since it would allow the opportunity to experience the full range of holistic and multidisciplinary education in addition to a focus on the chosen major and minors as per the choices of the student.)

Table: 1: Award of Degree and Credit Structure with ME-ME

Award	Year	Credits to earn	Additional Credits	Re-entry allowed within (yrs.)	Years to Complete
UG Certificate	1	40	4	3	7
UG Diploma	2	80	4	3	7

3-year UG Degree (Major)	3	120	x	x	x
4-year UG Degree (Honours)	4	160	x	x	x

Award	Year	Credits to earn	Additional Credits	Re-entry allowed within (yrs.)	Years to Complete
4-year UG Degree (Honors with Research):	4	160	Students who secure a cumulative 75% marks and above in the first six semesters		

3. Graduate Attributes

3.1. Introduction:

As per the NHEQF, each student on completion of a programme of study must possess and demonstrate the expected *Graduate Attributes* acquired through one or more modes of learning, including direct in-person or face-to-face instruction, online learning, and hybrid/blended modes. The graduate attributes indicate the quality and features or characteristics of the graduate of a programme of study, including learning outcomes relating to the disciplinary area(s) relating to the chosen field(s) of learning and generic learning outcomes that are expected to be acquired by a graduate on completion of the programme(s) of study.

The graduate profile/attributes must include,

- capabilities that help widen the current knowledge base and skills,
- gain and apply new knowledge and skills,
- undertake future studies independently, perform well in a chosen career, and
- play a constructive role as a responsible citizen in society.

The graduate profile/attributes are acquired incrementally through development of cognitive levels and describe a set of competencies that are transferable beyond the study of a particular subject/disciplinary area and programme contexts in which they have been developed.

Graduate attributes include,

- *learning outcomes that are specific to disciplinary areas* relating to the chosen field(s) of learning within broad multidisciplinary/interdisciplinary/ transdisciplinary contexts.
- *generic learning outcomes* that graduate of all programmes of study should acquire and demonstrate.

3.2 Graduate Attributes:

The Learning Outcomes Descriptors and Graduate Attributes

Sl.no.	Graduate Attribute	The Learning Outcomes Descriptors (The graduates should be able to demonstrate the capability to:)
GA1	Disciplinary Knowledge	acquire knowledge and coherent understanding of the chosen disciplinary/interdisciplinary areas of study.
GA 2	Complex problem solving	solve different kinds of problems in familiar and non-familiar contexts and apply the learning to real-life situations.
GA 3	Analytical & Critical thinking	apply analytical thought including the analysis and evaluation of policies, and practices. Able to identify relevant assumptions or implications. Identify logical flaws and holes in the arguments of others. Analyze and synthesize data from a variety of sources and draw valid conclusions and support them with evidence and examples.
GA 4	Creativity	create, perform, or think in different and diverse ways about the same objects or scenarios and deal with problems and situations that do not have simple solutions. Think 'out of the box' and generate solutions to complex problems in unfamiliar contexts by adopting innovative, imaginative, lateral thinking, interpersonal skills, and emotional intelligence.
GA 5	Communication Skills	listen carefully, read texts and research papers analytically, and present complex information in a clear and concise manner to different groups/audiences. Express thoughts and ideas effectively in writing and orally and communicate with others using appropriate media.
GA 6	Research-related skills	develop a keen sense of observation, inquiry, and capability for asking relevant/ appropriate questions. Should acquire the ability to problematize, synthesize and articulate issues and design research proposals, define problems, formulate appropriate and relevant research questions, formulate hypotheses, test hypotheses using quantitative and qualitative data, establish hypotheses, make inferences based on the analysis and interpretation of data, and predict cause-and-effect relationships. Should develop the ability to acquire the understanding of basic research ethics and skills in practicing/doing ethics in the field/ in personal research work.
GA 7	Collaboration	work effectively and respectfully with diverse teams in the interests of a common cause and work efficiently as a member of a team.

GA 8	Leadership readiness/qualities	plan the tasks of a team or an organization and setting direction by formulating an inspiring vision and building a team that can help achieve the vision.
GA 9	Digital & technological skills	Use ICT in a variety of learning and work situations. Access, evaluate, and use a variety of relevant information sources and use appropriate software for analysis of data.
GA 10	Environmental awareness and action	mitigate the effects of environmental degradation, climate change, and pollution. Should develop the technique of effective waste management, conservation of biological diversity, management of biological resources and biodiversity, forest and wildlife conservation, and sustainable development and living.

4. Programme Learning Outcomes (PLO)

Graduates of the Bachelor of Hotel Management will be able impart the:

Sl.no.	Programme Learning Outcomes	The Learning Outcomes Descriptors
PLO 1	Disciplinary Knowledge	<ol style="list-style-type: none"> 1. Students will demonstrate a comprehensive understanding of the principles and practices in hotel management, including front office operations, food and beverage management, housekeeping, and event planning. 2. Students will be able to apply theoretical knowledge to real-world scenarios, making informed decisions and implementing best practices in the hospitality industry. 3. Students will analyze the global trends and emerging issues in the hotel industry, recognizing the impact of cultural diversity and sustainability on hotel operations.
PLO 2	Develop Complex Problem Skills	<ol style="list-style-type: none"> 1. Students will identify and assess complex challenges faced in the hotel industry, such as managing guest complaints, optimizing revenue, and handling emergency situations. 2. Through case studies and simulations, students will develop innovative solutions and implement effective strategies to address multifaceted problems encountered in hotel operations. 3. Students will be able to critically evaluate the outcomes of their problem-solving approaches and refine their strategies based on feedback and lessons learned.

PLO 3	Develop Analytical & Criticalthinking Skills	<ol style="list-style-type: none"> 1. Students will apply analytical tools and techniques to analyze financial data, market trends, and customer feedback to improve the efficiency and profitability of hotel establishments. 2. Through critical thinking exercises, students will assess ethical dilemmas and social responsibilities related to hotel management, making informed decisions that prioritize guest satisfaction and employee well-being. 3. Students will evaluate the impact of various policies and strategies on hotel performance, enabling them to adapt and optimize operations for different market conditions.
PLO 4	Creativity	<ol style="list-style-type: none"> 1. Students will develop creative approaches to enhance guest experiences and differentiate hotel services, such as devising unique thematic events and innovative food and beverage offerings. 2. Through creative problem-solving exercises, students will generate novel ideas to improve operational efficiency, optimize resource utilization, and address sustainability challenges in the hospitality industry. 3. Students will demonstrate the ability to think outside the box and propose innovative solutions for marketing, branding, and guest engagement strategies in the competitive hotel market.
PLO 5	Developing Communication Skills	<ol style="list-style-type: none"> 1. Students will effectively communicate with diverse stakeholders, including guests, employees, and management, demonstrating excellent interpersonal skills and cultural sensitivity. 2. Through written and oral presentations, students will convey complex information clearly and persuasively, fostering effective communication within hotel teams and with external partners. 3. Students will practice active listening and conflict resolution techniques to handle guest complaints, employee issues, and challenging situations that may arise in the hotel industry.
PLO 6	Research-related skills	<ol style="list-style-type: none"> 1. Students will develop the ability to conduct comprehensive market research, analyzing industry trends, customer preferences, and competitor strategies to inform decision-making in hotel operations. 2. Through research projects, students will collect and analyze data on sustainable practices, energy-efficient technologies, and eco-friendly initiatives to promote environmental responsibility in hotel management. 3. Students will acquire skills in data gathering,

		literature review, and academic writing, culminating in the preparation of research reports and feasibility studies relevant to the hospitality sector.
PLO 7	Collaboration	<ol style="list-style-type: none"> 1. Students will actively participate in group projects, learning to work effectively as part of a team, fostering strong interpersonal relationships, and leveraging collective strengths to achieve common objectives. 2. Through experiential learning opportunities, students will engage in cross-functional collaboration, understanding the importance of teamwork in delivering seamless guest experiences. 3. Students will demonstrate the ability to resolve conflicts and handle diverse perspectives in a professional and constructive manner, promoting a harmonious work environment in the hospitality industry.
PLO 8	Develop Leadership qualities	<ol style="list-style-type: none"> 1. Students will develop leadership qualities such as integrity, empathy, and adaptability, which are essential for guiding hotel teams and ensuring high standards of service. 2. Through leadership training and mentorship programs, students will cultivate decision-making skills and a strategic mindset to excel in managerial roles within the hospitality sector. 3. Students will have opportunities to take on leadership responsibilities in hotel-related projects and gain hands-on experience in managing teams and resources effectively.
PLO 9	Develop Digital & technological skills	<ol style="list-style-type: none"> 1. Students will gain proficiency in using hotel management software, property management systems, and online booking platforms to streamline hotel operations and enhance guest experiences. 2. Through technological workshops and training, students will learn about the latest trends and advancements in the hospitality industry, such as artificial intelligence, data analytics, and virtual reality applications. 3. Students will be equipped with cybersecurity awareness, ensuring data privacy and safeguarding hotel information in the digital era.
PLO 10	Develop Environmental Awareness and ability to address the issue	<ol style="list-style-type: none"> 1. Students will recognize the importance of sustainability in the hotel industry, developing an understanding of eco-friendly practices, waste reduction, and energy-efficient measures. 2. Through practical initiatives and awareness campaigns, students will actively promote environmental responsibility within hotel

		establishments and engage guests in sustainable practices.
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5. Program Specific Outcomes (PSO)

Upon completion of BA/BSc (H) of Hotel Management Programme, the students will be able to –

PSO 1	Demonstrate a comprehensive understanding of hotel operations, including front office management, housekeeping, food and beverage services, food and beverage production and event management. Graduates will be proficient in coordinating various departments, optimizing guest experiences, ensuring smooth check-in/check-out procedures, maintaining cleanliness and hygiene standards, and efficiently organizing events, showcasing their ability to manage day-to-day hotel operations effectively.
PSO 2	Possess the skills to manage financial aspects of hotel operations. They will be able to create and manage budgets, monitor expenses, optimize revenue streams, and implement pricing strategies to maximize profitability. Students will understand how to analyse financial reports, identify opportunities for cost reduction, and employ innovative methods to increase revenue and enhance the financial performance of hospitality establishments.
PSO 3	Acquire strong leadership and team management skills. They will be capable of effectively leading and motivating diverse teams, fostering a positive work culture, and resolving conflicts. Graduates will demonstrate the ability to make strategic decisions, communicate effectively, delegate responsibilities, and provide guidance to ensure the smooth functioning of hotel departments and the overall success of the establishment.
PSO 4	Showcase exceptional customer service skills and the ability to build strong guest relationships. They will understand the importance of personalized experiences, anticipate guest needs, and handle guest inquiries, feedback, and complaints professionally and effectively. Graduates will be adept at maintaining high levels of guest satisfaction, loyalty, and repeat business, contributing to the reputation and success of the hotel.

6. Teaching Learning Process

Teaching and learning in this programme involve classroom lectures followed by tutorials and remedial classes.

- I. Classroom lecture is executed as per the designed course curriculum. After scheduled lecture hours as per the syllabus, tutorial classes are taken up to allow a closer interaction between the students and the teacher as each student gets individual attention.
- II. Written assignments and projects submitted by students
- III. the project-based learning
- IV. Group discussion
- V. Home assignments
- VI. Quizzes and class tests
- VII. PPT presentations, Seminars, interactive sessions
- VIII. Socio-economic survey
- IX. Co-curricular activity etc.
- X. Industrial Tour or Field visit

7. Assessment Methods

	Components of Evaluation	Marks	Frequency	Code	Weightage (%)
A	Continuous Evaluation				
i	Analysis/Class Test	Combination of any three from (i) to (v) with 5 marks each	1 – 3	C	25%
ii	Home Assignments		1 – 3	H	
iii	Project		1	P	
iv	Seminar		1 – 2	S	
v	Viva-voce/Presentation		1 – 2	V	
vi	Mid Semester Examination	MSE shall be of 10 marks	1	Q/CT	
vii	Attendance	Attendance shall be of 5 marks	100%	A	5%
B	Semester End Examination		1	SEE	70%
Total					100%

STRUCTURE OF THE SYLLABUS FOR 4-YEAR UG PROGRAMME

SCHOOL NAME - RSHM

DEPARTMENT NAME - Hotel Management

PROGRAMME NAME - BA/BSc in Hotel Management

1st SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M101	Food & Beverage Service Theory- I	100	4	3-1-0
Major (Core)	HMT192M111	Food & Beverage Service Lab- I	100	1	0-0-2
Major (Core)	HMT192M112	Front Office Lab - I	100	1	0-0-2
Major (Core)	HMT192M113	Housekeeping Lab - I	100	1	0-0-2
Minor	HMT192N301	Rooms Division I	100	3	2-1-0
Interdisciplinary (IDC)		IKS I	100	3	3
Ability Enhancement course (AEC)	AEC982A101	Communicative English and Behavioural Science-I	100	2	2-0-0
Skill Enhancement Course (SEC)	HMT192S112	Food Production Lab – I	100	2	0-0-4
Value Added Course (VAC- Restricted)		Introduction to food production techniques-1	100	3	3
		SWAYAM/MOOC			
TOTAL CREDIT FOR 1st SEMESTER				20	
2nd SEMESTER					

COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M201	Food & Beverage Service Theory- II	100	2	2-0-0
Major (Core)	HMT192M203	Nutrition & Food Science	100	2	2-0-0
Major (Core)	HMT192M211	Food & Beverage Service Lab- II	100	1	0-0-2
Major (Core)	HMT192M212	Front Office Lab - II	100	1	0-0-2
Major (Core)	HMT192M213	Housekeeping Lab - II	100	1	0-0-2
Minor	HMT192N201	Rooms Division II	100	3	2-1-0
IDC		IKS II	100	3	
AEC	AEC982A201	Communicative English and Behavioural Science-II	100	2	
SEC	HMT192S212	Food Production Lab – II	100	2	0-0-4
VAC-II (Restricted)		Advanced food Production techniques-II	100	3	2-1-0
VAC-II(OPEN)		Indian cuisine and culinary arts	100	3	2-1-0
		SWAYAM/MOOC			
TOTAL CREDIT FOR 2nd SEMESTER				20	
3rd SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M301	Food & Beverage Service Theory- III	200	2	2-0-0
Major (Core)	HMT192M302	Food Production Theory- III	200	3	2-1-0
Major (Core)	HMT192M303	Fundamentals of Tourism	200	2	1-1-0
Major (Core)	HMT192M311	Food & Beverage Service Lab- III	200	1	0-0-2
Major (Core)	HMT192M312	Front Office Lab - III	200	1	0-0-2
Major (Core)	HMT192M313	Housekeeping Lab - III	200	1	0-0-2
Minor	HMT192N301	Rooms Division III	200	3	2-1-0
IDC (Open)	HMT192I301	Front Office Management	200	3	2-1-0
AEC	AEC982A301	Communicative English and Behavioural Science- III	200	2	
SEC	HMT192S312	Food Production Lab – III	200	2	0-0-4

		SWAYAM/MOOC			
TOTAL CREDIT FOR 3rd SEMESTER				20	
4th SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M401	Food & Beverage Service Theory- IV	200	3	2-1-0
Major (Core)	HMT192M402	Food Production Theory- IV	200	3	2-1-0
Major (Core)	HMT192M403	Art and Culinary Heritage of India (IKS)	200	3	2-1-0
Major (Core)	HMT192M411	Food & Beverage Service Lab- IV	200	1	0-0-2
Major (Core)	HMT192M412	Front Office Lab - IV	200	1	0-0-2
Major (Core)	HMT192M413	Housekeeping Lab - IV	200	1	0-0-2
Minor	HMT192N401	Rooms Division IV	200	4	3-1-0
Minor	HMT192N412	Food Production Lab - IV	200	2	0-0-4
AEC	AEC982A401	Communicative English and Behavioural Science- IV	200	2	1-1-0
		SWAYAM/MOOC			
TOTAL CREDIT FOR 4th SEMESTER				20	
5th SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M521	17 Weeks Internship	300	20	
TOTAL CREDIT FOR 5th SEMESTER					20
6th SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M601	Food & Beverage Service Management	300	4	3-1-0
Major (Core)	HMT192M602	Advanced Food Production & Management	300	4	3-1-0
Major (Core)	HMT192M603	Rooms Division Management	300	4	3-1-0
Major (Core)	HMT192M604	Hotel Law	300	2	1-1-0
Major (Core)	HMT192M613	Facility Planning	300	2	1-1-0

Major (Core)	HMT192M611	Food & Beverage Service Management Lab	300	1	0-0-2
Major (Core)	HMT192M612	Rooms Division Management Lab	300	1	0-0-2
Minor	HMT192N611	Advanced Culinary & Bakery Practices	300	2	0-0-4
TOTAL CREDIT FOR 6th SEMESTER				20	
7th SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Core)	HMT192M721	17 Weeks Specialized Internship	400	20	
TOTAL CREDIT FOR 7th SEMESTER					20
8th SEMESTER					
COMPONENT	COURSE CODE	COURSE TITLE	LEVEL	CREDIT	L-T-P
Major (Any One)	HMT192M801	Sales & Marketing Management	400	3	2-1-0
	HMT192M802	Human Resource Management	400		
Minor	HMT192N801	Research Methodology	400	3	2-1-0
Minor	HMT192N802	Revenue and Yield Management	400	2	2-0-0
Choose any one, either Dissertation project or three Major subjects					
Project / Dissertation	HMT192M821	Dissertation/Research Project	400	12	
OR (For the students who do not qualify for a Dissertation of 12 credits)					
Major	HMT192M803	Dynamics of Hospitality Business	400	4	3-1-0
Major	HMT192M804	Hotel Safety, Security and Engineering	400	4	3-1-0
Major	HMT192M805	Public Relations and Customer Relationship Management	400	4	3-1-0
TOTAL CREDIT FOR 8th SEMESTER					20

Semester – I

Subject Name: Food & Beverage Service Theory – I

Type of Course: Major

Paper Code: HMT192M101

Course Level: 100

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objectives:

The course will provide the students information and knowledge about the hotel industry, its growth and structure of catering industry. Food service areas, F & B service equipment and Non-alcoholic beverages

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To define the concept of F&B service in hotel industry	BT 1
CO 2	To explain the various F&B outlets	BT 2
CO 3	To list out various equipment used in F&B Service	BT 1
CO 4	To develop various menus	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	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, etc. Structure of the catering industry - a brief description of each. Departmental organisation & staffing- Organisation of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a waiter, Inter-departmental relationships (within F&B and other department)	15
II	Food service areas (F&B outlets)- Specialty restaurants, Coffee shop, Cafeteria, food (quick service restaurants), Grill room, Banquets, Bar, Vending machines, Discotheque Ancillary departments- Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding	15
III	F & B service equipment-Familiarization & selection factors of: Cutlery, crockery, glassware, flatware, hollowware, All other equipment used in F&B Service -French terms related to the above	15

IV	Types of menus, types of services, Non-alcoholic beverages - Classification (nourishing, stimulating and refreshing beverages) Tea-origin & manufacture, types & brands, Coffee- origin & manufacture, types & brands, Juices and soft drinks, Cocoa & malted beverages- origin & manufacture	15
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 1. Assignments on Various types of hotels around the world. 2. Hotel Visit to a local Five-star hotel

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews, S., F & B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Mahafzah, A. G., Aljawarneh, N. M., Alomari, K. A. K., Altahat, S., & Alomari, Z. S. (2020). Impact of customer relationship management on food and beverage service quality: The mediating role of employees' satisfaction. *Humanities & Social Sciences Reviews*, 8(2), 222-230.
2. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balikesir, Turkey. *International Journal of Contemporary Hospitality Management*, 26(2), 183-204.

Semester – I**Subject Name: Food & Beverage Service Lab– I****Type of Course: Major****Paper Code: HMT192M111****Course Level: 100****Course Credit: 1****Scheme of Evaluation: Practical****L-T-P-C: 0-0-2-1****Course Objectives:**

This course aims to equip students with comprehensive knowledge and practical skills in food and beverage service operations. It focuses on grooming standards, service etiquette, and professional communication. Students will develop expertise in mise-en-place, menu planning, and table service while enhancing their social and customer service skills to ensure guest satisfaction and loyalty.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Identify the roles, responsibilities, and operational structure of the Food & Beverage department, including grooming standards and service areas.	BT 2
CO 2	Demonstrate proficiency in mise-en-place, table setups, and professional service techniques for different dining formats.	BT 3
CO 3	Analyze menu planning concepts, including French Classical and Indian menus, course accompaniments, and cover setups.	BT 4
CO 4	Develop effective social and communication skills to handle guest interactions, manage complaints, and enhance overall dining experiences.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT- Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, soft skills—Importance & Service drivers	8
II	PREPARATION OF SERVICE- Mise-en-scene, Mise-en-place, & opening, operating & closing duties, SOCIAL SKILLS- Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, gaining guest loyalty & seeing off the guest	8
III	APPLICATION OF MENU PLANNING EXERCISE French Classical Menu & Indian Menu- Examples from each course, Cover of each course, Accompaniments	8
IV	TABLE LAY-UP & SERVICE - A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill SOCIAL SKILLS- Listening Skills, delighting the guest, storytelling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquette.	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 1. Assignments on different types of service methodologies and equipment

Text Books:

1. Singaravelavan, R.,(2013),Food and Beverage Service : Oxford University Press
2. Andrews ,S.,F &B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt.Ltd.

Reference Books:

1. Lilycrap ,D., & Cousins,J.,(2010),Food and Beverage Service - Ninth Edition, Publisher-Hodder Education

Additional Reads:

1. Nyanjom, J., & Wilkins, H. (2016). The development of emotional labor skill in food and beverage practical training. *Journal of Hospitality & Tourism Education*, 28(4), 178-188.
2. Davis, B., Lockwood, A., Pantelidis, I. S., & Alcott, P. (2018). *Food and beverage management*. Routledge.

Semester – I**Subject Name: Front Office Lab - I****Type of Course: Major****Paper Code: HMT192M112****Course Level: 100****Course Credit: 1****Scheme of Evaluation: Practical****L-T-P-C: 0-0-2-1****Course Objectives:**

This course aims to develop professional front office service skills by focusing on grooming etiquette, guest relations, and service culture. It equips students with essential skills in reservation management, check-in/check-out procedures, and communication etiquette. Additionally, it enhances knowledge of taxation, special rate calculations, and property management systems (PMS). The course also prepares students to handle guest interactions efficiently, ensuring high levels of satisfaction and service excellence.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Explain the principles of service culture, guest relationship management, and professionalism in front office operations.	BT 2
CO 2	Demonstrate front office operational procedures, including job roles, layout handling, and the use of front office equipment.	BT 3
CO 3	Calculate applicable taxes, special rates, and package pricing while maintaining reservation records.	BT 4
CO 4	Manage reservations, guest stay activities, complaint handling, and discrepancy reports to ensure seamless guest experiences.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	GROOMING ETIQUETTE- Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction	8
II	SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL, Job description & Job specifications, Layout of Front Office- FO equipment	8
III	APPLICABLE TAXES & CHARGES- Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS	8
IV	RESERVATION PROCEDURES-Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, Escorting guest & room orientation-Check-in procedure, Formats DURING THE STAY ACTIVITY PROCEDURES- Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 2. Assignments on different types of service methodologies and equipment

Text Books:

1. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill
2. Raghubalan, G. & Raghubalan, G.,(2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

1. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Additional Readings:

1. Melián-González, S., & Bulchand-Gidumal, J. (2017). Information technology and front office employees' performance. *International Journal of Contemporary Hospitality Management*, 29(8), 2159-2177.

Semester – I

Subject Name: Housekeeping Lab - I
Type of Course: Major
Paper Code: HMT192M113
Course Level: 100
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objectives:

This course introduces students to professional housekeeping operations, emphasizing the importance of cleanliness and maintenance in guest rooms and public areas. It equips learners with knowledge of cleaning equipment, guest room supplies, and industry-standard cleaning techniques. The course also trains students in daily housekeeping routines, bed-making procedures, shift operations, and handling special housekeeping situations to ensure high-quality service delivery in hospitality settings.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Identify the importance of guest room and public area maintenance, cleaning equipment, and guest supplies, including their proper placement.	BT 2
CO 2	Prepare a maid’s trolley, set up different types of pantries, and organize housekeeping supplies effectively.	BT 3
CO 3	Demonstrate industry-standard guest room cleaning, bed-making procedures, and proper documentation using housekeeping reports and registers.	BT 4
CO 4	Manage shift operations, handle special housekeeping situations, and respond effectively to guest requests and complaints.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Importance of cleaning and maintaining guest rooms & Public areas, Familiarization with cleaning Equipment (manual & mechanical) & agents with minimum 5 popular brand names, Guest room & bathroom supplies with positioning (layout of single, double, twin & Suite rooms)	8
II	PREPARING TO CLEAN- setting up of maid’s trolley/ caddy, different types of pantries and set up	8
III	GUEST ROOM CLEANING. A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant- Room Status Report, Linen exchange slip, Room attendant work report, Key Register	8
IV	DEMONSTRATION OF ENTIRE SHIFT OPERATIONS. Morning shift-routine operations (Including the daily cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. Evening shift – Routine operations DEALING WITH SPECIAL SITUATIONS – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 3. Assignments on different types of service methodologies and equipment

Text Books:

1. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill
2. Raghubalan, G. & Raghubalan, G.,(2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

1. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Additional Readings:

1. Jones, P. (2007). Housekeeping management: Critical perspectives. Wiley & Sons. Retrieved from <https://catalogimages.wiley.com>

Semester – I

Subject Name: Rooms Division – I
Type of Course: Minor (Restricted)
Paper Code: HMT192N101
Course Level: 100
Course Credit: 3
Scheme of Evaluation: Theory
L-T-P-C: 2-1-0-3

Course Objectives:

To provide students the knowledge about the evolution of tourism industry, description of classification of hotels, types of rooms, timeshares, explain front office organization, hotel layout, the role of housekeeping department. Also, will be able to describe the cleaning procedures of different surfaces and materials.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To tell the evolution of tourism industry	BT 1
CO 2	To explain the classification of hotels	BT 2
CO 3	To identify the types of room and timeshare	BT 3
CO 4	To analyze the front office organization	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Hospitality and its origin, Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to front office. Classification of hotels: Size, Star, Location & clientele, Ownership basis, independent hotels, Management contracted hotel, Chains, Franchise/affiliated, Supplementary accommodation, Time shares and condominium] Types of rooms- Single, Double, Twin, Suits Time share & vacation ownership, Time share	15
II	Hotel entrance, lobby and front office- Layout, Front office equipment (non-automated, semi-automated and automated), Bell desk- Functions, Procedures and records Front office organization- Function areas, Front office hierarchy, Duties and responsibilities, Personality traits	15
III	Role of housekeeping in guest satisfaction and repeat business, Organization chart of the housekeeping department- Hierarchy in small, medium, large and chain hotels, Identifying housekeeping responsibilities, Personality traits of housekeeping management personnel, Duties and responsibilities of housekeeping staff, Layout of the housekeeping department	15

IV	Cleaning organization- Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special. Cleaning agents- General criteria for selection, Classification, Polishes, Floor seats, Use, care and storage, Distribution and controls, Use of eco-friendly products in housekeeping	15
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 1. Assignments on Various types of hotel rooms 2. Class project on the classification of hotels

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press
3. Andrews, S., (2016), Hotel Housekeeping: A Training Manual, McGraw Hill Education (India) Pvt. Ltd.

Additional Readings:

1. Sigala, M., Jones, P., Lockwood, A., & Airey, D. (2005). Productivity in hotels: a stepwise data envelopment analysis of hotels' rooms division processes. *The Service Industries Journal*, 25(1), 61-81.
2. Wijesooriya, M. W. A. T. N. (2018). Role of the Rooms Division Operation in Hospitality Industry: Case study of Hotel "The Covanro". 4th International Conference on Social Sciences 2018, Research Centre for Social Sciences, Faculty of Social Sciences, University of Kelaniya, Sri Lanka.

Subject Name: Behavioural Sciences -1
UG 1st Semester
Course code: BHS982A104
Credit: 1

Course objectives: To increase one's ability to draw conclusions and develop inferences about attitudes and behaviour, when confronted with different situations that are common in modern organizations.

Course Outcomes: On completion of the course the students will be able to:

CO1: Understand self & process of self-exploration

CO2: Learn about strategies for development of a healthy self esteem

CO3: Apply the concepts to build emotional competencies.

Detailed Syllabus:

Modules	Course Contents	Periods
I	Introduction to Behavioural Science Definition and need of Behavioural Science, Self: Definition components, Importance of knowing self, Identity Crisis, Gender and Identity, Peer Pressure, Self-image: Self Esteem, Johari Window, Erikson's model.	4
II	Foundations of individual behaviour Personality- structure, determinants, types of personalities. Perception: Attribution, Errors in perception. Learning- Theories of learning: Classical, Operant and Social	4
III	Behaviour and communication. Defining Communication, types of communication, barriers to communication, ways to overcome barriers to Communication, Importance of Non-Verbal Communication/Kinesics, Understanding Kinesics, Relation between behaviour and communication.	4
IV	Time and Stress Management Time management: Introduction-the 80:20, sense of time management, Secrets of time management, Effective scheduling. Stress management: effects of stress, kinds of stress-sources of stress, Coping Mechanisms. Relation between Time and Stress.	4
Total		16

Text books

1. J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management; Pfeiffer & Company
2. Blair J. Kolasa, Introduction to Behavioural Science for Business, John Wiley & Sons Inc
3. K.Alex, Soft skills; S.Chand.

Type of Course: AEC (w.e.f. 2023-24)
UG programmes Semester: 1st
Course Code: CEN982A101
Course Title: CEN I: Communicative English and Behavioural science-1
Total credits: 1
Course level: 100
L-T-P-C: 1-0-0-1
Scheme of Evaluation: Theory and Practical

Course Objective: To understand the four major aspects of communication by closely examining the processes and figuring the most effective ways to communicate with interactive activities.

Course Outcomes: On successful completion of the course the students will be able to

SI No	Course Outcome	Blooms Taxonomy Level
CO 1	Identify the elements and processes that make for successful communication and recognise everyday activities that deserve closer attention in order to improve communication skills	BT 1
CO 2	Contrast situations that create barriers to effective communication and relate them to methods that are consciously devised to overcome such hindrance	BT 2
CO 3	Use language, gestures, and para-language effectively to avoid miscommunication and articulate one's thoughts and build arguments more effectively	BT 3

Detailed Syllabus		
Units	Course Contents	Periods
I	Introduction to Effective Communication Listening Skills The Art of Listening Factors that affect Listening Characteristics of Effective Listening Guidelines for improving Listening skills	5
II	Speaking Skills The Art of Speaking Styles of Speaking Guidelines for improving Speaking skills Oral Communication: importance, guidelines, and barriers	5
III	Reading Skills the Art of Reading Styles of Reading: skimming, surveying, scanning Guidelines for developing Reading skills	5
IV	Writing Skills the Art of Writing Purpose and Clarity in Writing Principles of Effective Writing	5

Keywords: Communication, Listening, Speaking, Reading, Writing

Textbooks:

1. *Business Communication* by Shalini Verma

References:

1. *Business Communication* by P.D. Chaturvedi and Mukesh Chaturvedi
2. *Technical Communication* by Meenakshi Raman and Sangeeta Sharma

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
15 hours	-	10 hours - Movie/ Documentary screening - Peer teaching - Seminars - Field Visit

Semester – I

Subject Name: Food Production Lab – I
Type of Course: Skill Enhancement Course
Paper Code: HMT192S112
Course Level: 100
Course Credit: 2
Scheme of Evaluation: Practical
L-T-P-C: 0-0-4-2

Course Objectives:

This course introduces students to fundamental kitchen operations, focusing on equipment identification, hygiene practices, and safety protocols. It develops essential culinary skills, including vegetable and fruit preparation, cooking techniques, and the use of stocks and sauces. The course also trains students in egg and fish cookery while demonstrating simple menu preparations, reinforcing both theoretical and practical aspects of professional cooking.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Identify kitchen equipment, hygiene practices, and knife handling techniques while classifying vegetables and fruits for various preparations.	BT 2
CO 2	Demonstrate fundamental cooking methods, including blanching, boiling, frying, braising, and starch cooking, to prepare basic ingredients.	BT 3
CO 3	Prepare stocks, thickening agents, basic sauces, and gravies while executing a variety of egg and fish dishes.	BT 4
CO 4	Execute simple menu preparations, including salads, soups, egg dishes, potato and vegetable preparations, ensuring consistency in taste and presentation.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	ORIENTATION (INTRODUCTION TO KITCHEN): Equipment – Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, Végétales & Fruits: Vegetables – Classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix, Preparation of salad dressing	24
II	BASIC COOKING METHODS AND PRE-PREPARATIONS: Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc.), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes)	24
III	STOCKS AND THICKENING & BINDING AGENTS: White and Brown stock, Fish stock, Emergency stock, Fungi stock, Thickenings – Roux (White, Blond, Brown), Beurre Manie, Panada, Liaison, Other starch/Protein, Sauce and Gravies: Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES: Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poches, Scrambled, Omelette (Plain, Stuffed, Spanish), En	24

	cocotte (eggs Benedict), Fish: Identification and Classification, Cuts & Folds of Fish	
IV	DEMONSTRATION & PREPARATION OF SIMPLE MENU: Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeufs Farcis, Oeuf Portuguese, Oeuf Durs Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables;	24
Total		96
Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	96	30 Hrs. 4. Assignments on different types of service methodologies and equipment

Text Books:

1. Arora , K.,(1993)Theory of Cookery: Frank Bros.& Co.(Publisher) Ltd
2. Phillip, E.T.,(2016),Modern Cookery 1&2- Sixth Edition :Publisher-Orient Black Swan
3. Bali, S.P.,(2017) Theory of Bakery & Patisserie :First Edition-Oxford University Press

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London

Additional Readings:

1. Provost, J. J., Colabroy, K. L., Kelly, B. S., & Wallert, M. A. (2016). *The science of cooking: Understanding the biology and chemistry behind food and cooking*. John Wiley & Sons.

Semester – I

Subject Name: Introduction to Food Production Techniques – I

Type of Course: Major

Paper Code: HMT192M102

Course Level: 100

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 3-0-0-3

Course Objectives:

The course will enable the students to state the culinary terms and explain the essentials of stock, soups, shortenings and raising agents.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To define different culinary terms	BT 1
CO 2	To explain culinary history	BT 2
CO 3	To identify aims and objectives of cooking	BT 3
CO 4	To classify soups, thickening agents, raising agents and types of sugar	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to cookery-Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment. Culinary history – Origin of modern cookery Hierarchy area of department and kitchen - Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments	15
II	Culinary terms -List of culinary (common and basic) and Explanation with examples Aims & objects of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation Basic principles of food production - vegetable and fruit cookery Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings	15
III	Stocks -Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions Sauces-Classification of sauces, Recipes for mother sauces, Storage & precautions, short cast, choux paste, rough puff (Bakery items) Methods of cooking food- Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Principles of each of the (Roasting, Grilling, Frying,	15

	Baking, Broiling, Poaching, Boiling), care and precautions to be taken, selection of food for each type of cooking.	
IV	Soups- Classification with examples, Basic recipes of consommé with 10 garnishes, Egg cookery- Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery, Commodities- Shortenings (fats & oils): Role of shortenings, Varieties of shortenings, Advantages and disadvantages of using various shortenings, Fats & oil – types, varieties. Raising agents: Classification of raising agents, Role of raising agents, Actions and reactions, Thickening agents: Classification of thickening agents, Role of thickening agents. Sugar: Importance of sugar, Types of sugar, Cooking of sugar.	15
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 5. Assignments on different types of cooking methodologies and equipment 6. Project on various cooking ingredients

Text Books:

1. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
2. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.
3. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Additional Readings:

1. Leach, G. (1976). *Energy and food production*. IPC Science and Technology Press Ltd.
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.
3. Postel, S. L. (1998). Water for food production: will there be enough in 2025. *BioScience*, 48(8), 629-637.

Semester – II**Subject Name: Food & Beverage Service Theory – II****Type of Course: Major****Paper Code: HMT192M201****Course Level: 100****Course Credit: 2****Scheme of Evaluation: Theory****L-T-P-C: 2-0-0-2****Course Objective:**

The course will enable the students to explain different types of menus used in hotels, explain its planning and state the accompaniments and the types of services related to it. Also, they will be able to describe the sales and control systems followed in F& B operations.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To define the meaning of Menu and Menu Planning.	BT 1
CO 2	To explain various types of Menus and how to prepare one	BT 2
CO 3	To develop an understanding of service preparation	BT 3
CO 4	To classify various types and brands of tobacco	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Meals & menu planning: Origin of menu, Objectives of menu planning, Types of menus, Courses of French classical menu-Sequence, examples from each course, cover of each course, Accompaniments, French names of dishes, Types of meals, early morning tea, breakfast (English, American, Continental, Indian), brunch, lunch, afternoon/high tea, dinner, supper.	12
II	Preparation for service-Organising mise-en-scene, Organising mise-en-place, Types of food service - silver service, pre-plated service, Cafeteria service, Room service, Buffet service, Gueridon service, Lounge service	12
III	Sale control system- KOT/bill control system (manual): triplicate checking system, duplicate checking system, single order sheet, quick service menu & customer bill. Making bill, Cash handling equipment, Record keeping (restaurant cashier)	12

IV	Tobacco- History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – types and brand names, Pipe tobacco – types and brand names, Cigars – shapes, sizes, colours and brand names, Care and storage of cigarettes & cigars	12
TOTAL		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 1. Assignments on Menu, Types of Service and Sales control System

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews, S., F & B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Mahafzah, A. G., Aljawarneh, N. M., Alomari, K. A. K., Altahat, S., & Alomari, Z. S. (2020). Impact of customer relationship management on food and beverage service quality: The mediating role of employees' satisfaction. Humanities & Social Sciences Reviews, 8(2), 222-230.
2. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balıkesir, Turkey. International Journal of Contemporary Hospitality Management, 26(2), 183-204.

Semester – II

Subject Name: Nutrition & Food Science

Type of Course: Major (Core)

Paper Code: HMT192M203

Course Level: 100

Course Credit: 2

Scheme of Evaluation: Theory

L-T-P-C: 2-0-0-2

Course Objective:

The course aims to introduce students to the **basic principles of nutrition and food science** with practical relevance to **hotel kitchens, food production, and menu planning**. Emphasis is placed on understanding nutrients, food groups, food safety, and the role of nutrition in health and hospitality operations.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO1	Understand basic concepts of nutrition and the role of food in human health.	BT1
CO2	Identify macro and micro nutrients and their functions in the body.	BT2
CO3	Apply nutritional knowledge in menu planning and food production.	BT3
CO4	Understand basic food science principles related to cooking and processing.	BT4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to Nutrition <ul style="list-style-type: none">• Meaning and importance of nutrition• Relationship between food, nutrition, and health• Basic food groups	12
II	Macronutrients <ul style="list-style-type: none">• Carbohydrates – types, sources, functions• Proteins – classification, sources, functions• Fats – Types, sources, functions	12
III	Micronutrients <ul style="list-style-type: none">• Vitamins – fat soluble & water soluble• Minerals – calcium, iron, iodine (basic overview)• Deficiency diseases of all major vitamins	12

IV	Food Science Basics <ul style="list-style-type: none"> • Composition of food • Effect of heat on carbohydrates, proteins, and fats • Cooking methods and nutrient loss 	12
TOTAL		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	X	1) Assignments on classifying food groups from the weekly cafeteria menu

Text Books:

- **Srilakshmi, B.** – *Nutrition Science*, New Age International Publishers
- **Mudambi & Rajagopal** – *Fundamentals of Foods, Nutrition and Diet Therapy*, New Age International

Reference Books:

- **Potter & Hotchkiss** – *Food Science*, CBS Publishers
- **Swaminathan, M.** – *Essentials of Food and Nutrition*, Vol. I & II

Additional Readings:

- FAO & WHO publications on basic nutrition
- Indian Council of Medical Research (ICMR) dietary guidelines
- Hospitality food safety manuals (FSSAI – basic level)

Semester – II

Subject Name: Food & Beverage Service Lab– II

Type of Course: Major

Paper Code: HMT192M211

Course Level: 100

Course Credit: 1

Scheme of Evaluation: Practical

L-T-P-C: 0-0-2-1

Course Objective:

This course introduces students to the preparation and service of tea, coffee, and other non-alcoholic beverages, along with specialized food service techniques. It develops proficiency in wine service, including mise-en-place, accessories, and equipment handling. The course also trains students in the service of aperitifs, spirits, and liqueurs while enhancing their ability to pair wines with various cuisines.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Demonstrate the preparation and service of tea, coffee, and other non-alcoholic beverages while understanding their significance in food service.	BT 3
CO 2	Execute professional service techniques for wines, aperitifs, spirits, and liqueurs, including appropriate glassware, equipment, and service styles.	BT 4
CO 3	Illustrate the correct table lay-up, accompaniments, and service procedures for classical hors d'oeuvres, cheese, and desserts.	BT 3
CO4	Design menus with appropriate wine pairings for international and Indian regional cuisines, ensuring proper presentation and service.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Tea/ Coffee/ other non-alcoholic beverages preparation & service SPECIAL FOOD SERVICE - (cover, accompaniments & service. table lay-up & service- Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)	16
II	SERVICE OF WINE, MISE EN PLACE, ACCESSORIES & EQUIPMENT - Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake	16

III	SERVICE OF APERETIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS- Task-01: Service of bitters, Task 02: Service of Vermouths.	16
	SERVICE OF SPIRITS- Service styles- neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits	
IV	SERVICE OF LIQUEURE-- Service Styles- neat/ on the rocks/ with crème/ frappe.	16
	MATCHING WINES WITH FOOD- Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine	
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 1. Assignments on Pastry Creams and Basic Indian Cookery 2. Home project on types of Soup

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews,S.,F &B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher- Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balikesir, Turkey. *International Journal of Contemporary Hospitality Management*, 26(2), 183-204.

Semester – II

Subject Name: Front Office Lab - II
Type of Course: Major
Paper Code: HMT192M212
Course Level: 100
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objective:

This course aims to develop practical proficiency in front office accounting, guest checkout procedures, and financial reconciliation. Students will learn to handle payment methods, verify guest bills, process refunds, perform night audits, and manage real-world scenarios like billing disputes and late checkouts, enhancing their problem-solving and revenue management skills.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Demonstrate proficiency in handling guest checkout procedures and financial transactions.	BT 2
CO 2	Apply accounting formats and night audit processes in front office operations.	BT 3
CO 3	Analyse guest billing, payment methods, and refund policies effectively.	BT 5
CO4	Handle real-world scenarios like billing disputes, late checkouts, and overbookings professionally.	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Accounting formats Introduction to checkout procedures, Formats used at checkout Filling out formats such as guest folios, credit card charge slips, and vouchers. Handling Different Payment Methods – Cash, Credit/Debit Cards, Digital Payments, City Ledger Transactions.	16
II	Guest Checkout Process – Step-by-step demonstration of front desk procedures for individual and group checkouts. Verification of Guest Bills – Checking charges, discounts, and additional services used. Practical Use of Checkout Formats – Preparing and filling out guest settlement vouchers, paid-out vouchers, and late checkout requests.	16

	Refund & Cancellation Policy – Handling early departures, refund processing, and no-show charges.	
III	Post-Departure Formalities – Updating guest history records, filing folios, and room status updates. Introduction to the Night Audit Process – Understanding its importance in financial reconciliation. Step-by-step night Audit Demonstration – Revenue postings, transaction verification, generating night audit reports. Practical Use of Formats – Hands-on experience with night audit reports, daily revenue reports, and discrepancy reports.	16
IV	SOP-Based Role-Playing – Handling late checkouts, overbookings, VIP departures, and guest complaints. Emergency Situations – Dealing with lost & found, disputed bills, and system failures. Group Presentations & Case Studies – Scenario-based role plays on checkout disputes, refunds, and unexpected guest requests. Numerical Exercises – Calculating late checkout charges, room revenue, occupancy percentage, and forecasting revenue using real-time hotel data formats.	16
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 3. Assignments on Pastry Creams and Basic Indian Cookery 4. Home project on types of Soup

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Additional Readings:

1. Kim, Y., Kim, S. S., Seo, J., & Hyun, J. (2011). Hotel employees' competencies and qualifications required according to hotel Divisions. *Journal of Tourism, Hospitality & Culinary Arts (JTHCA)*, 3(2), 1-18.
2. Ivanov, S., & Zhechev, V. (2012). Hotel revenue management—a critical literature review. *Tourism: an international interdisciplinary journal*, 60(2), 175-197.

Semester – II

Subject Name: Housekeeping Lab - II
Type of Course: Major
Paper Code: HMT192M213
Course Level: 100
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objective:

This course aims to develop expertise in hotel housekeeping operations, including performing team and public area cleaning, handling linen management, selecting and designing staff uniforms, and creating aesthetically pleasing flower arrangements and towel art for guestroom customization.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Perform efficient team and public area cleaning using industry standards.	BT 3
CO 2	Manage hotel linen selection, laundering, and maintenance effectively.	BT 4
CO 3	Design appropriate uniforms for various hotel departments.	BT 6
CO4	Create customized room aesthetics through flower arrangements and towel art.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	TEAM CLEANING - Introduction, PUBLIC AREA CLEANING- Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk-related activities, handling guest complaints and Special requests	16
II	HOTEL LINEN (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Coloured cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)	16
III	UNIFORM SELECTION AND DESIGN- (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)	16
IV	FLOWER ARRANGEMENT (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). Customization of rooms- Towel Art	16
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	64	30 Hrs. 5. Assignments on Pastry Creams and Basic Indian Cookery 6. Home project on types of Soup

Text Books:

1. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

1. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill

Additional Readings:

1. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Semester – II

Subject Name: Rooms Division – II
Type of Course: Minor
Paper Code: HMT192N201
Course Level: 100
Course Credit: 3
Scheme of Evaluation: Theory
L-T-P-C: 2-1-0-3

Course Objective:

The course will provide the students' knowledge about tariff structure, front office guest handling, room reservations, room selling techniques, during-stay information and complaints handling. And will also enable them to draw the room layout, state details of the guest supplies and describe records maintained in the housekeeping department.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To recall the rules of tariff structure, front office guest handling, room reservations, room selling techniques, during-stay information and complaints handling	BT 1
CO 2	To explain the room layout, the guest supplies	BT 2
CO 3	To identify the routine systems and records maintained in the housekeeping department.	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Tariff structure- Basis of charging, Plans, competition, customer's profile, standards of service & Amenities, Different types of tariffs, rack rate, discounted rates for corporates, airlines, groups & travel Agents Front office and guest handling-introduction to guest cycle, pre-arrival, arrival, during guest stay, departure, after departure. Reservations: Importance of reservation, Modes of reservation, Channels and sources (fits, travel agents, airlines, gits), Types of reservations (tentative, confirmed, guaranteed etc.), Systems (non-automatic, semi-automatic fully automatic), Cancellation, Amendments, Overbooking	15
II	Room selling techniques-Up selling, Discounts Arrivals: Preparing for guest arrivals at reservation and front office, Receiving of guests, Pre-registration, Registration (non-automatic, semi-automatic and automatic), Relevant records for fits, groups, air crews &VIPs During the stay activities- Information services, Message and mail handling, Key handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history Front office co-ordination-With other departments of hotel	15
III	Room Layout and Guest Supplies AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas	15
IV	Routine Systems and Records of House Keeping Department A. Reporting Staff Placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File	15

	F. Maid's Report and Housekeeper's Report G. Handover Records, H. Guest's Special Requests Register I. Record of Special Cleaning	
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 1. Home projects on hotel tariff structure and room layouts 2. Other regular course related assignments

Text Books:

3. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
4. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Additional Readings:

3. Kim, Y., Kim, S. S., Seo, J., & Hyun, J. (2011). Hotel employees' competencies and qualifications required according to hotel Divisions. *Journal of Tourism, Hospitality & Culinary Arts (JTHCA)*, 3(2), 1-18.
4. Ivanov, S., & Zhechev, V. (2012). Hotel revenue management—a critical literature review. *Tourism: an international interdisciplinary journal*, 60(2), 175-197.

Subject Name: Behavioural Sciences -II

UG 2nd semester

Course code: BHS982A204

Credit: 1

Course objectives: To increase one's ability to draw conclusions and develop inferences about attitudes and behaviour, when confronted with different situations that are common in modern organizations.

Course outcomes: On completion of the course the students will be able to:

CO1: Develop an elementary level of understanding of culture and its implications on personality of people.

CO2: Understand the concept of leadership spirit and to know its impact on performance of employees.

CO3: Understand and apply the concept of Motivation in real life.

Modules	Course Contents	Periods
I	Culture and Personality Culture: Definition, Effect, relation with Personality, Cultural Iceberg, Overview of Hofstede's Framework, Discussion of the four dimensions of Hofstede's Framework.	4
II	Attitudes and Values Attitude's definition: changing our own attitudes, Process of cognitive dissonance Types of Values, Value conflicts, Merging personal and Organisational values	4
III	Motivation Definition of motivation with example, Theories of Motivation (Maslow, McClelland's theory & Theory X and Y)	4
IV	Leadership Definition of leadership, Leadership continuum, types of leadership, Importance of Leadership, New age leaderships: Transformational & transactional Leadership, Leaders as role models.	4
Total		16

Text books:

1. J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management; Pfeiffer & Company
2. Blair J. Kolasa, Introduction to Behavioural Science for Business, John Wiley & Sons Inc.
3. Organizational Behaviour by Kavita Singh (Vikas publishers, 3rd Edition).

Type of Course: AEC (w.e.f. 2023-24)

UG programmes Semester: 2nd

Course Code: CEN982A201

Course Title: CEN II: Approaches to Verbal and Non-Verbal Communication

Total credits: 1

Course level: 100

L-T-P-C: 1-0-0-1

Scheme of Evaluation: Theory and Practical

Course Objectives

To introduce the students to the various forms of technical communication and enhance their knowledge in the application of both verbal and non-verbal skills in communicative processes.

Course Outcomes

On successful completion of the course the students will be able to:		
SI No	Course Outcome	Blooms Taxonomy Level
CO 1	Identify the different types of technical communication, their characteristics, their advantages and disadvantages.	BT 1
CO 2	Explain the barriers to communication and ways to overcome them.	BT 2
CO 3	Discover the means to enhance conversation skills.	BT 3
CO 4	Determine the different types of non-verbal communication and their significance.	BT4

Detailed Syllabus

Modules	Topics (if applicable) & Course Contents	Periods
I	Technology Enabled Communication Communicating about technical or specialized topics, Different forms of technology-enabled communication tools used in organisations Telephone, Teleconferencing, Fax, Email, Instant messaging , Blog, podcast, Videos, videoconferencing, social media	4
II	Communication Barriers Types of barriers: Semantic, Psychological, Organisational, Cultural, Physical, and Physiological. Methods to overcome barriers to communication.	4
III	Conversation skills/Verbal Communication Conversation – Types of Conversation, Strategies for Effectiveness, Conversation Practice, Persuasive Functions in Conversation, Telephonic Conversation and Etiquette Dialogue Writing, Conversation Control.	4
IV	Non-verbal Communication Introduction; Body language- Personal Appearance, Postures, Gestures, Eye Contact, Facial expressions Paralinguistic Features-Rate, Pause, Volume, Pitch/Intonation/ Voice/modulation Proxemics , Haptics, Artifacts, Chronemics	4
Total		16

Textbooks:

1. Rizvi, M. Ashraf. (2017). *Effective Technical Communication*. McGraw-Hill.
2. Chaturvedi, P. D. and Chaturvedi, Mukesh. (2014). *Business Communication*. Pearson.
3. Raman, Meenakshi and Sharma, Sangeeta. (2011). *Technical Communication: Principles and Practice* (2nd Edition): Oxford University Press.

References:

1. Hair, Dan O., Rubenstein, Hannah and Stewart, Rob. (2015). *A Pocket Guide to Public Speaking*. (5th edition). St. Martin's. ISBN-13:978-1457670404
2. Koneru, Aruna. (2017) *Professional Communication*. New Delhi: Tata McGraw Hill ISBN-13: 978-0070660021
3. Raman, Meenakshi and Singh, Prakash. (2012). *Business Communication* (2nd Edition): Oxford University Press
4. Sengupta, Sailesh. (2011) *Business and Managerial Communication*. New Delhi : PHI Learning Pvt. Ltd.

Semester – II
Subject Name: Food Production Lab – II Type of Course: Skill Enhancement Course Paper Code: HMT192S212 Course Level: 100 Course Credit: 2 Scheme of Evaluation: Practical L-T-P-C: 0-0-4-2

Course Objective:

This course aims to provide hands-on expertise in meat and poultry identification, selection, and processing. Students will learn to prepare authentic Indian and continental dishes, including gravies, soups, and salads. The course emphasizes fundamental culinary techniques for meat, poultry, vegetables, and potatoes, fostering essential skills for professional kitchens.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Identify various meat and poultry cuts, classifications, and processing techniques.	BT 1
CO 2	Prepare Indian cuisine, including popular gravies, rice dishes, breads, and snacks.	BT 3
CO 3	Demonstrate the preparation of continental salads, soups, and international dishes.	BT 3
CO4	Create diverse meat, poultry, potato, and vegetable-based preparations using standard techniques.	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
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I	MEAT – Identification of various cuts, Identification of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry- Identification & Classification Cuts of chicken IDENTIFICATION, SELECTION AND PROCESSING of Meat and poultry, Slaughtering and dressing	24
II	PREPARATION OF INDIAN MENU- POPULAR INDIAN GRAVIES – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks	24
III	PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS- Waldorf salad, Russian salad, salade niçoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot), & International soups	24
IV	CHICKEN AND MUTTON PREPARATIONS-Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb. SIMPLE POTATO PREPARATIONS- Basic potato dishes, VEGETABLE PREPARATIONS- Basic vegetable dishes	24
Total		96
Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	96	30 Hrs. 1. Other regular course-related assignments

Text Books:

1. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
2. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.

Additional Readings:

1. McPheeters, M. (1933). *Meat and its preparation*. Oklahoma Cooperative Extension Service.
2. Cooper, G. S., & Magisos, J. H. (1976). Metrics for Food Preparation, Baking, Meat Cutting.

Semester – II

Subject Name: Indian cuisine and culinary arts

Type of Course: VAC-II (Open)

Paper Code: HMT192M202

Course Level: 100

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 2-1-0-3

Course Objective:

The course will enable the students to identify different types of soups, mother sauces, cereals, and also will enable them to describe various types of meat cookery and explain the various types of condiments, spices and pastries.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To list different types of soups, mother sauces, cereals, spices, etc	BT 1
CO 2	To classify various types of meat cookery	BT 2
CO 3	To identify the various types of condiments, spices and pastries	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>Soups- Basic recipes other than consommé with menu examples, broths, bouillon, puree, cream, velouté, chowder bisque, etc, Garnishes and accompaniments, international soups.</p> <p>Sauces & gravies- Difference between sauce and gravy, Derivatives of mother sauces, Contemporary & proprietary</p> <p>Meat cookery- Introduction to meat cookery, Variety meats (offal's)</p> <p>Poultry (with menu examples of each)</p> <p>Fish cookery- Introduction to fish cookery, Classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shellfish, Cooking of fish (effects of heat)</p>	12
II	<p>Rice, cereals and pulses- Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals</p> <p>Pastry- Short crust, Laminated, Choux, Hot water/rough puff, recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient, temperature of baking pastry</p> <p>Flour-Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch), Simple breads, Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, baking temperature and its importance</p>	12
III	<p>Pastry creams- Basic pastry creams, Uses in confectionery, Preparation and care in production</p> <p>Basic commodities-milk: Introduction, Processing of milk, Pasteurisation – homogenisation, Types of milk – skimmed and condensed, Nutritive value</p> <p>Cream: Introduction, Processing of cream, Types of cream</p> <p>Cheese: Introduction, Processing of cheese, Types of cheese, Classification of cheese, curing of cheese, Uses of cheese,</p> <p>Butter: Introduction, Processing of butter, Types of butter.</p>	12

IV	<p>Basic Indian cookery- condiments & spices: Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names).</p> <p>Masalas: Blending of spices, Different masalas used in Indian cookery, Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masala blends.</p> <p>Kitchen organization and layout: General layout of the kitchen in various organisations, Layout of receiving areas, Layout of service and wash up</p>	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 7. Assignments on Pastry Creams and Basic Indian Cookery 8. Home project on types of Soup

Text Books:

1. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
2. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.
3. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Additional Readings:

1. Leach, G. (1976). Energy and food production. IPC Science and Technology Press Ltd.
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.

Semester – II
<p>Subject Name: Advance Food Production Techniques-II</p> <p>Type of Course: VAC</p> <p>Paper Code: HMT192V202</p> <p>Course Level: 100</p> <p>Course Credit: 3</p> <p>Scheme of Evaluation: Theory</p> <p>L-T-P-C: 2-1-0-3</p>

Course Objective:

The course will enable the students to identify different types of soups, mother sauces, cereals, and also will

enable them to describe various types of meat cookery and explain the various types of condiments, spices and pastries.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To list different types of soups, mother sauces, cereals, spices, etc	BT 1
CO 2	To classify various types of meat cookery	BT 2
CO 3	To identify the various types of condiments, spices and pastries	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Soups- Basic recipes other than consommé with menu examples, broths, bouillon, puree, cream, velouté, chowder bisque, etc, Garnishes and accompaniments, international soups. Sauces & gravies- Difference between sauce and gravy, Derivatives of mother sauces, Contemporary & proprietary Meat cookery- Introduction to meat cookery, Variety meats (offal's) Poultry (with menu examples of each) Fish cookery- Introduction to fish cookery, Classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shellfish, Cooking of fish (effects of heat)	12
II	Rice, cereals and pulses- Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals Pastry- Short crust, Laminated, Choux, Hot water/rough puff, recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient, temperature of baking pastry Flour-Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch), Simple breads, Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, baking temperature and its importance	12
III	Pastry creams- Basic pastry creams, Uses in confectionery, Preparation and care in production Basic commodities-milk: Introduction, Processing of milk, Pasteurisation – homogenisation, Types of milk – skimmed and condensed, Nutritive value Cream: Introduction, Processing of cream, Types of cream Cheese: Introduction, Processing of cheese, Types of cheese, Classification of cheese, curing of cheese, Uses of cheese, Butter: Introduction, Processing of butter, Types of butter.	12

IV	<p>Basic Indian cookery- condiments & spices: Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names).</p> <p>Masalas: Blending of spices, Different masalas used in Indian cookery, Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masala blends.</p> <p>Kitchen organization and layout: General layout of the kitchen in various organisations, Layout of receiving areas, Layout of service and wash up</p>	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 9. Assignments on Pastry Creams and Basic Indian Cookery 10. Home project on types of Soup

Text Books:

3. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
4. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan

Reference Books:

4. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London
5. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.
6. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Additional Readings:

3. Leach, G. (1976). Energy and food production. IPC Science and Technology Press Ltd.
4. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.

Semester – III
<p>Subject Name: Food & Beverage Service Theory – III</p> <p>Type of Course: Major</p> <p>Paper Code: HMT192M301</p> <p>Course Level: 200</p> <p>Course Credit: 2</p> <p>Scheme of Evaluation: Theory</p> <p>L-T-P-C: 2-0-0-2</p>

Course Objective:

The objectives of the course are to enable the students to define alcoholic beverages, its classification and state fermentation and distillation processes and identify food accompaniments with various types of wine.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To define the meaning of Alcoholic Beverage and its types	BT 1
CO 2	To explain various types of Bars and its purposes	BT 2
CO 3	To develop an understanding of service & preparation of Wines	BT 3
CO 4	To classify various types of production and storage of Alcoholic Beverages.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol C. Fermentation process D. Distillation process E. Classification with examples	15
II	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non-alcoholic beverages D. Bar equipment	15
III	WINES A. Definition & History B. Classification with examples C. Table/Still/Natural Sparkling D. Fortified E. Aromatized F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	15
IV	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage A. Introduction & Definition B. Production of Spirit Pot-still method Patent still method C. Production of Whisky	15

Rum Gin Brandy Vodka Tequilla D. Different Proof Spirits American Proof British Proof (Sikes scale) Gay Lussac (OIML Scale)	
TOTAL	60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 2. Assignments on Menu, Types of Service and Sales control System

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews,S.,F &B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Mahafzah, A. G., Aljawarneh, N. M., Alomari, K. A. K., Altahat, S., & Alomari, Z. S. (2020). Impact of customer relationship management on food and beverage service quality: The mediating role of employees' satisfaction. Humanities & Social Sciences Reviews, 8(2), 222-230.
2. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balikesir, Turkey. International Journal of Contemporary Hospitality Management, 26(2), 183-204.

Semester – III
Subject Name: Food Production Theory – III Type of Course: Major Paper Code: HMT192M302 Course Level: 200 Course Credit: 3 Scheme of Evaluation: Theory L-T-P-C: 2-1-0-3

Course Objective:

The objectives of the course are to introduce students to the concept of quantity food production, institutional and industrial catering and regional Indian Cuisine

Prerequisites: Must complete the course credit of previous semesters.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To identify equipment's required for bulk food preparations.	BT 1
CO 2	Illustrate the methods of volume feeding	BT 2
CO 3	Explain and Construct menu planning for industrial and institutional catering	BT 3
CO 4	Describe various regional cuisines of India	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding</p> <p>B. Heat and cold generating equipment</p> <p>C. Care and maintenance of this equipment</p> <p>D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation</p> <p>B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</p> <p>C. Planning menus for</p> <ul style="list-style-type: none"> • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway <p>D. Nutritional factors for the above</p>	15
II	<p>INDENTING</p> <ul style="list-style-type: none"> • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding <p>VOLUME FEEDING</p> <p>Institutional and Industrial Catering , Types of Institutional & Industrial Catering Problems associated with this type of catering, Hospital Catering Highlights of Hospital Catering for patients, staff, visitors Diet menus and nutritional requirements.</p>	15

III	OFF PREMISES Catering Reasons for growth and development Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering	15
IV	REGIONAL INDIAN CUISINE A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location	15
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 rs. 1. Assignments on Pastry Creams and Basic Indian Cookery 2. Home project on types of Soup

Text Books:

1. Arora , K.,(1993)Theory of Cookery: Frank Bros.& Co.(Publisher) Ltd
2. Phillip, E.T.,(2016),Modern Cookery 1&2- Sixth Edition :Publisher-Orient Black Swan
3. Bali, S.P.,(2017) Theory of Bakery & Patisserie :First Edition-Oxford University Press

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopaedia; Reprint; 1997; Paul Hamlyn; London
2. Porter, J. R., Xie, L., Challinor, A. J., Cochrane, K., Howden, S. M., Iqbal, M. M., ... & Travasso, M. I. (2014). Food security and food production systems.
3. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Additional Readings:

1. Ducrot, P., Méjean, C., Aroumougame, V. et al. Meal planning is associated with food variety, diet quality and body weight status in a large sample of French adults. Int J Behav Nutr Phys Act 14, 12 (2017)

Semester – III
Subject Name: Fundamentals of Tourism Type of Course: Major Paper Code: HMT192M303 Course Level: 100 Course Credit: 2 Scheme of Evaluation: Theory L-T-P-C: 1-1-0-2

Course Objective: This course shall introduce the learners to the various fundamental concepts of travel

trade.

Course outcomes:

Having completed this module, a student will be able –

CO 1	To define the basic concepts of tourism development	BT 1
CO 2	To classify and explain the history and evolution of tourism	BT 2
CO 3	To identify the typology of tourism	BT 3
CO 4	To construct various tourism systems along with tourism demand and travel motivators	BT 3

Detailed Syllabus:

Modules	Topics (if applicable) & Course Contents	Periods
I.	History and evolution of tourism: Roman Empire and early travel, trade routes, concept of annual holiday, social(paid)Tourism; Grand Tour, dark age, renaissance in Tourism; Thomas cook & early organized travel; Modern day Mass Tourism.	8
II.	Typology and forms of tourism: International Tourism, Inbound, Outbound, inter-regional, intra-regional, domestic, internal, National Tourism; Types of Tourism, contemporary trends in Indian Tourism.	8
III	Tourism system & environment - Components of tourism, Distribution, Inter-relation between various segments, travel industry network, Elements of tourism, Tourism environment, Manila Declaration.	8
IV	Tourism Demand & Travel Motivators: basics of Tourism demand, Net travel propensity, Gross travel propensity, Travel Motivators, Physical Motivators, Interpersonal Motivators, Status & Prestige.	8
	Total	32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
32 Hrs.	x	30 Hrs. 1. Group Project on Tourism Typology 2. Individual Assignments on Tourism Systems

Text Books:

1. The Business of Tourism, Holloway, J. C. (1994)., Pitman Publishing, London. “(L)”.
2. Tourism Principles and Practices, Swan, Sampad Kumar, and Mishra, Jitendra Mohan (2012)., Oxford Higher Education. “(L)”
3. An Introduction to Tourism, N. Jayapalan, Atlantic; Latest Edition (1 January 2013)

Reference Books:

1. Understanding Tourism, Medlik, S. (1997)., Butterworth Hinemann, Oxford
2. Leisure and Tourism, Hayward, Peter (2000), Hiennemann GNVQ Intermediate, Hiennemann Educational Publishers
3. Introduction to Tourism, Shailja Sharma, SAGE Publications Pvt. Ltd

Additional Reading:

1. Tourism and Travel: A Research Guide (<https://guides.loc.gov/tourism-and-travel>)
2. Types of Tourists (<https://www.slideshare.net/1stborn31/types-of-tourist>)

Semester – III
<p>Subject Name: Food & Beverage Service Lab– III Type of Course: Major Paper Code: HMT192M311 Course Level: 200 Course Credit: 1 Scheme of Evaluation: Practical L-T-P-C: 0-0-2-1</p>

Course Objective:

This course provides students with a strong understanding of wines, spirits, aperitifs, and liqueurs, along with their service techniques. They will be proficient in handling and serving different types of wines while understanding their storage and food pairings. Students will master the service of popular spirits, gaining knowledge of their characteristics and ideal presentation. They will also develop expertise in serving aperitifs and liqueurs, recognizing their cultural significance. Additionally, the course will enhance their ability to curate and serve regional cuisines, as well as prepare and present cocktails and mocktails with a professional approach, preparing them for roles in the hospitality and beverage industry.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	Demonstrate the correct service techniques for wines, spirits, aperitifs, and liqueurs.	BT 3
CO 2	Execute proper table setup, menu writing, and service for regional cuisine.	BT 4
CO 3	Prepare and serve various cocktails and mocktails using appropriate techniques.	BT 3
CO 4	Evaluate the principles of pairing beverages with food to enhance dining experiences.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Wines & Liquors Service of Wines <ul style="list-style-type: none"> • Red wine • White/Rose wine • Sparkling wine • Fortified wine • Aromatized wine 	8
II	Spirits Service of spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)	8
III	Aperitifs Service of different types of Aperitifs Liquors Service of Liqueur	8
IV	Regional Cuisine Menu writing of regional dishes Table laying of regional dishes Service of regional dishes Cocktail & Mocktail Preparation of different Cocktail and mocktails Service of Cocktails and Mocktails.	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	32	31 hrs. 3. Assignments on Indian Cuisine

Text Books:

1. New Guide to Wine & Liquor by Walten S.
2. Food & Beverage Service by Lilicrap

3. Food & Beverage Management & Control by Dr. JM Negi, Kanishka, New Delhi

Reference Books:

1. Food & Beverage Costing by Dr. JM Negi, Himalaya, New Delhi
2. Professional Table Service by Denis Lilicrap

Additional Readings:

1. Ducrot, P., Méjean, C., Aroumougame, V. et al. Meal planning is associated with food variety, diet quality and body weight status in a large sample of French adults. Int J Behav Nutr Phys Act 14, 12 (2017)

Semester – III

Subject Name: Front Office Lab - III
Type of Course: Major
Paper Code: HMT192M312
Course Level: 200
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objective:

This course aims to equip students with advanced skills in front office and rooms division management, focusing on guest handling, reservations, and seamless check-in/check-out procedures. Students will develop proficiency in guest accounting, billing, night auditing, and revenue management to enhance financial performance. Emphasis is placed on mastering concierge services, VIP guest management, safety protocols, and crisis handling to elevate guest experiences. Additionally, the course enhances technical expertise in property management systems (PMS), automation, and digital front office operations, preparing students to streamline hospitality services while integrating emerging industry trends and best practices.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Demonstrate proficiency in advanced guest handling, reservation management, and service recovery techniques.	BT 3
CO 2	Manage financial transactions, billing procedures, and night auditing processes with accuracy and efficiency.	BT 4
CO 3	Execute concierge services, VIP guest handling, and crisis management strategies to enhance guest experiences.	BT 3
CO 4	Operate Property Management System (PMS) software for seamless front office operations, data management, and financial reporting.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>Advanced Guest Handling & Front Office Operations</p> <p>Front Office Structure & Professionalism: Understanding hierarchy, departmental coordination, and industry standards</p> <p>Grooming & Etiquette: Mastering professional communication, body language, and service excellence</p> <p>Reservation Management: Handling corporate bookings, OTA reservations, group check-ins, and pre-arrival preparations</p> <p>Guest Registration & Check-In Procedures: Digital check-ins, biometric authentication, VIP protocols, and special requests handling</p> <p>Handling Guest Relations & Service Recovery: Managing guest complaints, conflict resolution strategies, and personalized guest experiences</p>	8
II	<p>Financial Transactions, Billing & Night Auditing</p> <p>Guest Accounting & Financial Transactions: Managing cash flow, credit card authorizations, foreign exchange, and ledger reconciliation</p> <p>Billing & Settlement Procedures: Split billing, express check-out, folio adjustments, and tax applications</p> <p>Advanced Night Auditing: Reconciling accounts, revenue forecasting, and error detection in financial reports</p> <p>Revenue Management Principles: Dynamic pricing strategies, demand forecasting, and up-selling techniques</p>	8
III	<p>Concierge & Guest Services Excellence</p> <p>Concierge Desk Management: Travel bookings, itinerary planning, local sightseeing arrangements, and transportation services</p>	8

	<p>Handling VIP & Long-Stay Guests: Personalized services, guest history tracking, and loyalty programs</p> <p>Security & Safety Protocols: Handling emergencies, lost & found management, and guest confidentiality</p> <p>Crisis Management & Emergency Response: Fire drills, evacuation procedures, and managing disruptive situations</p>	
IV	<p>Property Management System (PMS) & Digital Front Office Operations</p> <p>Hands-on Training in PMS Software (IDS):</p> <ul style="list-style-type: none"> • Creating and modifying guest profiles • Managing reservations, room status, and availability updates • Automated check-in and check-out processes • Generating financial and operational reports 	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	32	32 hrs. 1. Assignments on Guest Handling

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management- Third Edition, Oxford University Press
3. Andrews, S., (2016), Hotel Housekeeping: A Training Manual, McGraw Hill Education (India) Pvt. Ltd.

Additional Readings:

1. Sigala, M., Jones, P., Lockwood, A., & Airey, D. (2005). Productivity in hotels: a stepwise data envelopment analysis of hotels' rooms division processes. *The Service Industries Journal*, 25(1), 61-81.
2. Wijesaooriya, M. W. A. T. N. (2018). Role of the Rooms Division Operation in Hospitality Industry: Case study of Hotel “The Covanro”. 4th International Conference on Social Sciences 2018, Research Centre for Social Sciences, Faculty of Social Sciences, University of Kelaniya, Sri Lanka.

Semester – III

Subject Name: Housekeeping Lab - III

Type of Course: Major

Paper Code: HMT192M313

Course Level: 200

Course Credit: 1

Scheme of Evaluation: Practical

L-T-P-C: 0-0-2-1

Course Objective:

This course aims to equip students with advanced housekeeping skills, focusing on professional cleaning techniques, guest room preparation, laundry operations, and hygiene protocols. It emphasizes the use of mechanized tools, sustainable practices, pest control, and safety measures to maintain high-quality standards in hospitality operations.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Demonstrate proficiency in advanced cleaning techniques and housekeeping practices	BT 3
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CO 2	Analyse and execute professional bed-making and room preparation procedures	BT 4
CO 3	Evaluate and manage laundry operations, linen inventory, and valet services	BT 5
CO 4	Create and implement pest control, hygiene, and safety protocols in housekeeping operations	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>Advanced Cleaning Techniques & Equipment Handling</p> <p>In-depth orientation to the housekeeping department's role and responsibilities</p> <p>Professional handling and maintenance of cleaning equipment:</p> <ul style="list-style-type: none"> • Mechanized cleaning tools – Scrubbing machines, extractors, polishers • Manual cleaning tools – Microfiber cloths, squeegees, and dusters • Application of cleaning agents based on surface types (wood, marble, glass, upholstery, carpets) <p>Professional housekeeping practices:</p> <ul style="list-style-type: none"> • Performed daily, periodic, and deep cleaning procedures for guest rooms and public areas • Special cleaning procedures (high-touch surfaces, sanitization, air purification) • Waste management, eco-friendly cleaning, and sustainability in housekeeping 	8
II	<p>Professional Bed Making & Guest Room Preparation</p> <ul style="list-style-type: none"> • Standard operating procedures for bed making: <ul style="list-style-type: none"> ○ Luxury hotel bedding setup (hospital corners, pillow placement, turndown service) ○ Special bed-making techniques for VIP & themed rooms • Guest room preparation & setup: <ul style="list-style-type: none"> ○ Setting up different room categories (single, double, suites, villas) ○ Customization & personalization – handling guest preferences and special requests • Room inspection & quality control: <ul style="list-style-type: none"> ○ Housekeeping checklists and standardization techniques ○ Identifying and reporting maintenance issues 	8
III	<p>Advanced Laundry & Linen Management</p> <ul style="list-style-type: none"> • Professional laundry operations: <ul style="list-style-type: none"> ○ Laundry cycle: sorting, washing, drying, ironing, folding, and distribution ○ Handling of delicate fabrics and stain removal techniques ○ Advanced stain removal and chemical usage 	8

	<ul style="list-style-type: none"> • Guest laundry services & valet operations: <ul style="list-style-type: none"> ○ Laundry labelling and packaging techniques ○ Express laundry, dry cleaning, and pressing services ○ SOP for handling lost-and-found items in laundry • Linens room operations & inventory management: <ul style="list-style-type: none"> ○ Linen counting, par stock calculations, and replacement procedures ○ Uniform management and control measures for staff attire ○ Sustainability in laundry operations (water recycling, biodegradable detergents) 	
IV	<p>Pest Control, Hygiene, & Safety Protocols</p> <ul style="list-style-type: none"> • Pest management in hotels: <ul style="list-style-type: none"> ○ Identifying common hotel pests (bed bugs, cockroaches, rodents, termites) ○ Preventive measures and safe chemical application • Health and safety regulations in housekeeping: <ul style="list-style-type: none"> ○ Fire safety protocols (fire extinguisher usage, emergency evacuation) 	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	32	30 hrs. 1. Assignments on Room Maintenance

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management- Third Edition, Oxford University Press
3. Andrews, S., (2016), Hotel Housekeeping: A Training Manual, McGraw Hill Education (India) Pvt. Ltd.

Additional Readings:

1. Hsu, S. Y., Ho, T. K., Tsai, J. J., & Wang, C. H. (2011). The evaluation mode of hotel housekeeping management. *African Journal of Business Management*, 5(34), 13249.
2. Sanon, M. A. (2013). Hotel housekeeping work influences on hypertension management. *American journal of industrial medicine*, 56(12), 1402-1413.

Semester – III

Subject Name: Rooms Division – III

Type of Course: Minor

Paper Code: HMT192N301

Course Level: 200

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 2-1-0-3

Course Objective:

The course will enable the students to handle property management software and also to describe the hotel accounting and night auditing procedures. Also, it will enable them to describe the procedures adapted for linen room management in a hotel and state various methods and procedures for flower arrangements (fresh, dry and artificial).

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To define the property management system (PMS)	BT 1
CO 2	To demonstrate the hotel accounting, night auditing and procedures adapted for room linen management in a hotel	BT 2
CO 3	To apply various methods and procedures for flower arrangements- fresh, dry and artificial.	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel	16
II	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non-guest accounts C. Accounting system Non-automated – Guest weekly bill, Visitors tabular ledger Semi-automated Fully automated CHECK OUT PROCEDURES Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts NIGHT AUDITING A. Functions B. Audit procedures (non-automated, semi-automated and fully automated)	16
III	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire UNIFORMS	16

	A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room	
IV	<p>LAUNDRY</p> <p>A. Commercial and On-Site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service</p> <p>FLOWER ARRANGEMENT</p> <p>A. Flower Arrangements in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement</p>	16
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
64	x	30 Hrs. 1. course related assignments

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press
3. Andrews, S., (2016), Hotel Housekeeping: A Training Manual-Third Edition: Publisher: Tata McGraw Hill Education (India) Pvt.Ltd-2016.

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Additional Readings:

1. Albert Kwansah Ansah, Victoria S. Blankson ,(2012). The use of information and communication technologies(ICT) in front office operations of chain hotel in Ghana. *International Journal of advanced computer science and applications(IJACSA)*, Vol.3, No.3.
2. Nilanjana Das (2012). Hotel revenue management—a critical literature review. *Tourism: an international interdisciplinary journal*, 60(2), 175-197.

Subject Name: Behavioural Sciences -III UG 3rd semester

Course code: BHS982A304

Credit: 1

Course objectives: To increase one's ability to draw conclusions and develop inferences about attitudes and behaviour, when confronted with different situations that are common in modern organizations. To enable the students to understand the process of problem solving and creative thinking.

Course outcomes: On completion of the course the students will be able to:

CO1: Understand the process of problem solving and creative thinking.

CO2: Develop and enhance of skills required for decision-making.

Detailed Syllabus:

Modules	Course Contents	Periods
I	Problem Solving Process Defining problem, the process of problem solving, Barriers to problem solving (Perception, Expression, Emotions, Intellect, surrounding environment)	4

II	Thinking as a tool for Problem Solving What is thinking: The Mind/Brain/Behaviour Critical Thinking and Learning: -Making Predictions and Reasoning. -Memory and Critical Thinking. - Emotions and Critical Thinking.	4
III	Creative Thinking Definition and meaning of creativity, The nature of creative thinking: Convergent and Divergent thinking, Idea generation and evaluation (Brain Storming) Image generation and evaluation. - The six-phase model of Creative Thinking: ICEDIP model	4
IV	Building Emotional Competence Emotional Intelligence – Meaning, components, Importance and Relevance Positive and Negative emotions Healthy and Unhealthy expression of emotions	4
Total		16

Text books:

1. J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management; Pfeiffer & Company
2. Blair J. Kolasa, Introduction to Behavioural Science for Business, John Wiley & Sons Inc.

Type of Course: AEC (w.e.f. 2023-24)

UG programmes Semester: 3rd

Course Code: CEN982A301

Course Title: CEN III – Fundamentals of Business Communication

Total credits: 1

Course level: 200

L-T-P-C: 1-0-0-1

Scheme of Evaluation: Theory and Practical

Course Objective: The aim if the course is to develop essential business communication skills, including effective writing, speaking, and interpersonal communication, to enhance professional interactions, collaboration, and successful communication strategies within diverse corporate environments.

Course Outcomes: On successful completion of the course the students will be able to:

SI No	Course Outcome	Blooms Taxonomy Level
CO 1	Define and list business documents using appropriate formats and styles, demonstrating proficiency in	BT 1

	written communication for various business contexts.	
CO 2	Demonstrate confident verbal communication skills through persuasive presentations, active listening, and clear articulation to	BT 2
CO 3	Define and identify different life skills and internet competencies required in personal and professional life.	BT 3

Detailed Syllabus		
Modules	Course Contents	Periods
I	Presentation Skills Importance of presentation skills, Essential characteristics of a good presentation, Stages of a presentation, Visual aids in presentation, Effective delivery of a presentation	5
II	Business Writing Report writing: Importance of reports, Types of reports, Format of reports, Structure of formal reports Proposal writing: Importance of proposal, Types of proposal, structure of formal proposals Technical articles: Types and structure	5
III	Preparing for jobs Employment Communication and its Importance, Knowing the four-step employment process, writing resumes, Guidelines for a good resume, Writing cover letters Interviews: Types of interview, what does a job interview assess, strategies of success at interviews, participating in group discussions.	5
IV	Digital Literacy and Life Skills Digital literacy: Digital skills for the '21st century', College students and technology, information management using Webspaces, Dropbox, directory, and folder renaming conventions. Social Media Technology and Safety, Web 2.0. Life Skills: Overview of Life Skills: Meaning and significance of life skills, Life skills identified by WHO: self-awareness, Empathy, Critical thinking, Creative thinking, Decision making, problem-solving, Effective communication, interpersonal relationship, coping with stress, coping with emotion. Application of life skills: opening and operating bank accounts, applying for pan, passport, online bill payments, ticket booking, gas booking	5
Total		20

Keywords: Employability, business writing, presentation skills, life skills

Textbooks:

1. *Business Communication* by PD Chaturvedi and Mukesh Chaturvedi

Semester – III
Subject Name: Food Production Lab – III Type of Course: SEC Paper Code: HMT192S312 Course Level: 200 Course Credit: 2 Scheme of Evaluation: Practical L-T-P-C: 0-0-4-2

Course Objective:

The course aims to develop students' expertise in authentic regional Indian cuisine by enhancing their skills in menu planning, preparation, and service techniques. Students will explore the culinary diversity of North, West, South, and East India, analyze traditional cooking methods, and apply professional kitchen practices to preserve cultural authenticity.

Course Outcomes:

Having completed this module, a student will be able to–

CO 1	Identify the key ingredients, traditional cooking techniques, and cultural significance of North, West, South, and East Indian cuisines.	BT 1
CO 2	Demonstrate proficiency in preparing, presenting, and serving a variety of regional dishes while adhering to standard culinary practices.	BT 3
CO 3	Analyse the variations in ingredients, preparation methods, and flavours across different regional cuisines of India.	BT 4
CO 4	Create innovative menu combinations while maintaining authenticity, presentation standards, and food safety protocols.	BT 6

Detailed Syllabus:

Modules	Topics (if applicable) & Course Contents	Periods
I	<p>NORTH INDIA</p> <p>MENU-1 Sarson da saag, Makki ki roti, Kadhi pakora, Jeera Rice, Sooji Halwa</p> <p>MENU-2 Amritsari Macchi, Rajma, Aloo Gobhi, Boiled Rice, Boondi ka raita, Gulab Jamun</p> <p>MENU-3 Tandoori Chicken, Dal Makhani, Matar Paneer, Vegetable Pulao, Sewaiyan</p> <p>MENU-4 Choley Bhaturey, Paneer butter masala, Matar Pulao, Roh di Kheer</p> <p>MENU-5 Lal Maas, Gatte ki sabzi, Ker Sangri, Boiled Rice, Missi Roti, Moong Daal Halwa</p> <p>MENU-6 Safed Maas, Dal Bati Churma, Gawar ki phalli dry, Ghewar</p>	24
II	<p>WEST INDIA</p> <p>MENU-1 Sarki Brown Rice, Salli Murg, Gujarati Dal Methi, Thepla, Shrikhand</p> <p>MENU-2 Gujarati Khichadi, Oondhivu, Batata nu Tomato, Osaman, Mohan Thaal</p> <p>MENU-3 Masala Bhat, Kolhapuri Mutton, Batata Bhaji, Poori, Koshimbir, Pooranpoli</p> <p>MENU-4 Moong dal Khichidi, Malvani Fish Curry, Tomato Saar, Tilgul Chapati, Amti, Basundi</p> <p>MENU-5 Prawn Pulao, Mutton Vindaloo, Beans Foogath, Dodol</p> <p>MENU-6 Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle</p>	24
III	SOUTH INDIA	24

	<p>MENU-1 Hyderabad Gosht Biryani, Mirch ka Salan, Baghara Baigan, Burani Raita, Double ka Meetha</p> <p>MENU-2 Pathar ke kebab, Haleem, Tamatar ka Kut, Roomali Roti, Khubani ka Meetha</p> <p>MENU-3 Kozhi Curry, Mor Kuzhambu, Steamed Rice, Malabari Parathaan, Payasam</p> <p>MENU-4 Meen Moilee, Olan, Appam, Unni appam</p> <p>MENU-5 Chicken Chettinad, Avial, Coconut Rice, Parupu Payasam</p> <p>MENU-6 Sambhar, Dosa, Iddli, Vadai, Athirasam</p>	
IV	<p>EAST INDIA</p> <p>MENU-1 Macher Jhol Aloo Posto Bhaaja Mooger daal Ghee Bhaat Mishti Doi Rasogulla</p> <p>MENU-2 Doi Mach Channa daal Lucchi Baigun Bhaja Bhaat Tomator Chatni Sondesh</p> <p>MENU-3 Champaran Mutton Litti Chokha Sattu ka paranthan Balushai</p> <p>MENU-4 Masor tenga (Sour fish curry), Bhedailota, Manimuni and Norosinxho Jool, Matikaduri, Duck eggs with tora flower, Pitika, Amitar Khar, Khorisa Bhaaji</p>	24
Total		96

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	96	45 Hrs. 1. Apart from the practical exposure, the students will be also given the projects and assignments related to various cooking and cleaning methods.

Text Books:

1. Arora , K.,(1993)Theory of Cookery: Frank Bros.& Co.(Publisher) Ltd
2. Phillip, E.T.,(2016),Modern Cookery 1&2- Sixth Edition :Publisher-Orient Black Swan

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London

Additional Reading:

1. Wolfson, J. A., Bleich, S. N., Smith, K. C., & Frattaroli, S. (2016). What does cooking mean to you?: Perceptions of cooking and factors related to cooking behavior. *Appetite*, 97, 146-154.
2. Saxena, S., Saini, S., Samtiya, M., Aggarwal, S., & Dhewa, T. (2021). Assessment of Indian cooking practices and cookwares on nutritional security: A review.

Semester – IV

Subject Name: Food & Beverage Service Theory – IV

Type of Course: Major

Paper Code: HMT192M401

Course Level: 200

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 2-1-0-3

Course Objective:

The objectives of the course are to enable the students to plan various F & B outlets and describe functional catering and explain Gueridon service with identification of menu for it. Also, will enable them to describe the concept of Kitchen Stewarding and its function.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To define the meaning of different Food & Beverage Outlets.	BT 1
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CO 2	To explain functional catering Banquets.	BT 2
CO 3	To develop an understanding of Gueridon's service & its Operation	BT 3
CO 4	To classify various importance and functions of Kitchen Stewarding	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	PLANNING & OPERATING VARIOUS F&B OUTLET A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning. E. Calculating space requirement. F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment.	16
II	FUNCTION CATERING BANQUETS A. History B. Types BANQUET PROTOCOL • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures INFORMAL BANQUET • Reception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows Trade Fair • Wedding • Outdoor catering	16
III	GUERIDON SERVICE A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Disadvantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients	16
IV	KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory	16
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
64	x	30 hrs. 1. Assignments on Menu, Types of Service and Sales control System

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews, S., F & B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Mahafzah, A. G., Aljawarneh, N. M., Alomari, K. A. K., Altahat, S., & Alomari, Z. S. (2020). Impact of customer relationship management on food and beverage service quality: The mediating role of employees' satisfaction. Humanities & Social Sciences Reviews, 8(2), 222-230.
2. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balikesir, Turkey. International Journal of Contemporary Hospitality Management, 26(2), 183-204.

Semester – IV

Subject Name: Food Production Theory – IV

Type of Course: Major

Paper Code: HMT192M402

Course Level: 200

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 2-1-0-3

Course Objective:

The objectives of the course is to enable the students to describe the Larder operations of a kitchen and enable them to identify the different products of a cold kitchen, with proper use of wine and herbs.

Prerequisites: Must complete the course credit of previous semesters.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	Define larder and its various operations	BT 1
CO 2	Describe various cold cuts and identify their ingredients	BT 2

CO 3	Explain the optimum use of wine and herbs in the preparation of cold items	BT 3
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Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>LARDER LAYOUT & EQUIPMENT</p> <p>A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections</p> <p>DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <p>A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef</p>	16
II	<p>CHARCUTIERIE SAUSAGE</p> <p>A. Introduction to charcutierie B. Sausage – Types & Varieties C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives</p> <p>FORCEMEATS</p> <p>A. Types of forcemeats B. Preparation of forcemeats C. Uses of forcemeats</p> <p>HAM, BACON & GAMMON</p> <p>A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts</p> <p>CHAUD FROID</p> <p>A. Meaning of Chaud froid B. Making of chaud frod &Precautions C. Types of chaud froid D. Uses of chaud froid</p>	20
III	<p>SANDWICHES</p> <p>A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches</p>	16

IV	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking	12
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 1. Assignments on Pastry Creams and Basic Indian Cookery 2. Home project on types of Soup

Text Books:

1. Gill, R., (2006), The Larder Chef: Publisher-Bloomsbury
2. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
3. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan
4. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Reference Books:

1. Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London

Additional Readings:

1. Leach, G. (1976). Energy and food production. IPC Science and Technology Press Ltd.

Semester – IV
Subject Name: Art and Culinary Heritage of India Type of Course: Major (IKS) Paper Code: HMT192K401 Course Level: 200 Course Credit: 3 Scheme of Evaluation: Theory L-T-P-C: 2-1-0-3

Course Objective:

This course aims to provide a comprehensive understanding of the rich and diverse art heritage of India, spanning various historical periods and regions. Students will explore the evolution of Indian art, its cultural significance, and the key organizations contributing to the preservation and promotion of this heritage.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	Recall the evolution of Indian art and culinary heritage through different historical periods.	BT 1
CO 2	Synthesize knowledge of modern and contemporary Indian art movements and culinary traditions.	BT 2
CO 3	Develop historical perspectives to understand the development of Indian culinary traditions.	BT 3
CO 4	Discover diverse regional cuisines of India and their cultural significance.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<p>Introduction to Indian Art:</p> <ul style="list-style-type: none"> - Overview of the cultural and historical context. - Evolution of art from ancient to medieval India. <p>Indus Valley Civilization:</p> <ul style="list-style-type: none"> - Artistic achievements and artifacts. - Cultural influences and trade connections. <p>Gupta and Post-Gupta Period:</p> <ul style="list-style-type: none"> - Golden age of Indian art. - Ajanta and Ellora caves: significance and artistic styles. 	16
II	<p>Modern and Contemporary Art</p> <p>Bengal Renaissance and Modern Indian Art:</p> <ul style="list-style-type: none"> - Significance of the Bengal School. - Influential modern Indian artists. <p>Overview of major art institutions:</p> <ul style="list-style-type: none"> - Role of organizations in the promotion and preservation of Indian art. 	16
III	<p>History of Culinary Heritage in India</p> <p>Prehistoric and Ancient Period:</p> <ul style="list-style-type: none"> - Introduction to the earliest food practices in the Indian subcontinent. - Significance of agriculture and domestication of animals in ancient Indian society. <p>Vedic Period and Early Civilizations:</p> <ul style="list-style-type: none"> - Role of food in Vedic rituals and ceremonies. - Influence of Vedic texts on dietary practices. 	16

	<ul style="list-style-type: none"> - Cooking techniques such as boiling, roasting, and frying. <p>Classical Period:</p> <ul style="list-style-type: none"> - Impact of foreign invasions and trade on Indian cuisine. - Culinary contributions of the Mauryan and Gupta empires. - Various spices and exotic ingredients in Indian cooking. <p>Medieval Period:</p> <ul style="list-style-type: none"> - Rise of Islamic rule and the fusion of Persian and Indian culinary traditions. - Influence of Mughal emperors on royal cuisine. - Develop complex and aromatic dishes like biryani and kebabs. 	
IV	<p>Indian Cuisine</p> <ul style="list-style-type: none"> - Overview of the diversity and uniqueness of Indian food. - Historical influences and culinary traditions. <p>South Indian Cuisine:</p> <ul style="list-style-type: none"> - Key ingredients and Flavors of South Indian dishes. - Explore dosas, idlis, sambar, and other specialties. <p>North Indian Cuisine:</p> <ul style="list-style-type: none"> - Staple dishes, spices, and cooking techniques of North India. - Regional variations and cultural influences. <p>East Indian Cuisine:</p> <ul style="list-style-type: none"> - Unique flavours and ingredients of East Indian cooking. - Emphasis on fish and rice-based dishes. <p>West Indian Cuisine:</p> <ul style="list-style-type: none"> - Culinary traditions of Gujarat, Maharashtra, and Rajasthan. - Influence of desert, coastal, and tribal cuisines. <p>Northeast Indian Cuisine:</p> <ul style="list-style-type: none"> - Introduction to the diverse and lesser-known cuisines of the Northeast. - Focus on tribal food traditions and exotic ingredients. 	16
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning

64	x	30 Hrs. - Weekly quizzes and readings - Research paper on a selected topic
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Text Books:

1. Indian Art by Partha Mitter, Oxford University Press
2. Indian Art and Culture by Nitin Singhania, McGraw Hills
3. The Story of Art in India by Ratan Parimoo
4. Indian Food: A Historical Companion by KT Acharya, Oxford University Press, 1994
5. The Bloomsbury Handbook of Indian Cuisine by Colleen Taylor Sen, Sourish Bhattacharyya, Helen Saberi, Bloomsbury

Reference Books:

1. Elements of Indian Art: Including Temple Architecture, Iconography and Iconometry by SP Gupta and SP Asthana, DK Printwood
2. 5000 Years of Indian Art by Sushma Bahl, Roli Books

Additional Readings:

1. Lorenzetti, T., & Scialpi, F. (Eds.). (2013). Glimpses of Indian History and Art: Reflections on the past, perspectives for the future. Sapienza Università editrice.
2. Mosteller, J. F. (1990). The problem of proportion and style in Indian art history: or why all Buddhas in fact do not look alike. Art Journal, 49(4), 388-394.
3. Antani, V., & Mahapatra, S. (2022). Evolution of Indian cuisine: a socio-historical review. Journal of Ethnic Foods, 9(1), 15.
4. Jain, A., & Bagler, G. (2015). Spices form the basis of food pairing in Indian cuisine. arXiv preprint arXiv:1502.03815.

Semester – IV
Subject Name: Food & Beverage Service Lab– IV
Type of Course: Major
Paper Code: HMT192M411
Course Level: 200
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objective:

This course aims to develop students' expertise in planning and managing food & beverage outlets, organizing formal and informal catering events, executing buffet and gueridon service techniques, and operating essential

kitchen stewarding equipment. Through practical exercises and case studies, students will analyze real-world hospitality scenarios and industry standards.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Design a hypothetical business model for food & beverage outlets, analyse case studies, and evaluate operational strategies.	BT 6
CO 2	Plan and execute formal and informal banquets, outdoor catering events, and various buffet arrangements with efficiency	BT 5
CO 3	Demonstrate proficiency in Gueridon service by performing tableside preparations for classic dishes with precision.	BT 4
CO 4	Operate kitchen stewarding equipment effectively, manage physical inventory, and ensure compliance with hygiene and safety standards.	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Planning & Operating Food & Beverage Outlets Class room Exercise <ul style="list-style-type: none"> Developing a Hypothetical Business Model of Food & Beverage Outlets Case study of Food & Beverage outlets - Hotels & Restaurants 	8
II	Function Catering – Banquets <ul style="list-style-type: none"> Planning & organizing Formal & Informal Banquets Planning & organising Outdoor caterings 	8
III	Function Catering – Buffets Planning & organising various types of Buffet	8
IV	Gueridon Service <ul style="list-style-type: none"> Organizing Mise-en-place for Gueridon Service Dishes involving work on the Gueridon Task-01 Crepe Suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak Kitchen Stewarding <ul style="list-style-type: none"> Using & operating Machines Exercise – physical inventory 	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. - Weekly quizzes and readings - Research paper on a selected topic

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews, S., F & B Service: A Training Manual : Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Abdullah, O., Sufi, T., & Kumar, S. (2023). Impact of Food and Beverage Quality and Service Quality Towards Customer Satisfaction and Customer Retention, A Study of Five-Star Hotels. *International Journal of Professional Business Review: Int. J. Prof. Bus. Rev.*, 8(5), 98.
2. Jeou-Shyan, H., & Lu, H. Y. (2006). Needs assessment of professional competencies of F&B/hospitality management students at college and university level. *Journal of Teaching in Travel & Tourism*, 6(3), 1-26.

Semester – IV
Subject Name: Front Office Lab - IV Type of Course: Major Paper Code: HMT192M412 Course Level: 200 Course Credit: 1 Scheme of Evaluation: Practical L-T-P-C: 0-0-2-1

Course Objective:

This course aims to develop students' proficiency in front office operations by practicing guest registration, check-in procedures, and handling various guest scenarios. It enhances problem-solving skills through role-

plays on emergencies, overbooking, and complaints while also fostering expertise in key management, departure procedures, and concierge activities.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Demonstrate proficiency in guest check-in procedures by accurately filling out registration cards, handling various guest types, and managing room keys efficiently.	BT 3
CO 2	Apply problem-solving techniques in guest interactions, including rooming procedures, handling special requests, and addressing emergencies or overbooking situations.	BT 3
CO 3	Utilize front office documentation and procedures effectively, including vouchers, stationery, and concierge services, to ensure smooth operational workflow.	BT 4
CO 4	Execute check-out procedures, including express and late check-outs, while handling mock situations through role-plays to enhance real-world readiness.	BT5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	<ul style="list-style-type: none"> - Preparing & Filling Up of Registration Card - Role-play for Check-In of Different Types of guests: FIT, Walk-In, VIP, and Groups - Role Plays of Check-In of Foreigners Using C-Form - Handling Room Keys (Issuing, Receiving, Missing Keys, Computerized Key Cards) 	8
II	<ul style="list-style-type: none"> - Rooming a Guest and Dealing with Change of Room Requests. - Handling Guest Enquiries at Reception & Guest Relations - Handling of Keys- Situations Related to Loss of Keys. - Role Play on Situation Handling Like Emergencies, walking a Guest, Dealing with Overbooking Situations, Complaints - Identification of Vouchers 	8
III	<ul style="list-style-type: none"> - Use of F.O. Stationary during Arrival & Departure Process. - Reception, Concierge, and Cash Counter Activities. - Departure Control Procedure 	8
IV	<ul style="list-style-type: none"> - Express Check Out, Late Check Out - Role Plays of Check-Out Procedure - Mock Situations – Role-Plays 	8
Total		32

Credit Distribution

Lecture/Tutorial	Practicum	Experiential Learning
x	32	30 Hrs. - Weekly quizzes and readings - Research paper on a selected topic

Text Books:

3. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill
4. Raghubalan, G. & Raghubalan, G.,(2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

2. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Additional Reads:

1. Hai-yan, K., & Baum, T. (2006). Skills and work in the hospitality sector: The case of hotel front office employees in China. *International Journal of Contemporary Hospitality Management*, 18(6), 509-518.
2. Sirikhan, S., & Prapphal, K. (2011). Assessing pragmatic ability of Thai hotel management and tourism students in the context of hotel front office department. *Asian EFL Journal Professional Teaching Articles*, 53, 72-94.

Semester – IV

Subject Name: Housekeeping Lab- IV
Type of Course: Major
Paper Code: HMT192M413
Course Level: 200
Course Credit: 1
Scheme of Evaluation: Practical
L-T-P-C: 0-0-2-1

Course Objective:

This course aims to enhance students' practical competence in advanced housekeeping operations. It focuses on mastering guestroom servicing, linen and laundry operations, public area upkeep, and control desk responsibilities. The course emphasizes hands-on learning, grooming professionalism, and coordination skills for real-world housekeeping challenges.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Know advanced guestroom cleaning and servicing procedures.	BT 1
CO 2	Perform laundry and linen handling operations using proper techniques	BT 3
CO 3	Operate and manage housekeeping control desk procedures and records	BT 4
CO 4	Evaluate guest complaints and provide professional housekeeping solutions	BT5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	- Cleaning of occupied and departure rooms - Bathroom cleaning and replenishment - Use and handling of cleaning agents and checklists	8
II	-Sorting and classification of linen -Laundry operations: washing, drying, ironing -Stain removal techniques and use of machines - Inventory control and linen inspection	8
III	- Public area cleaning: lobbies, elevators, washrooms - Use of mechanized equipment (scrubber, vacuum, etc.) - Floral arrangements and seasonal decoration - Deep cleaning and eco-friendly practices	8
IV	-Guest complaint and lost & found handling -Preparing duty rosters and allocation - Role-play on control desk operations - Interdepartmental coordination (FO, Maintenance)	8
Total		32

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning

x	32	30 Hrs. - Weekly quizzes and readings - Research paper on a selected topic
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Text Books:

1. **Andrews, Sudhir.** *Hotel Housekeeping: Training Manual*. Tata McGraw-Hill Education.
2. **Raghubalan, G. & Smritee Raghubalan.** *Hotel Housekeeping: Operations and Management* (2nd or 3rd Edition). Oxford University Press.

Reference Books:

1. **Singh, Malini.** *Professional Housekeeping*. Aman Publications.
2. **Jones, Thomas J.A.** *Professional Management of Housekeeping Operations* (6th Edition). Wiley.
3. **Khan, M. A.** *Housekeeping Management in Hotels*. Anmol Publications.
4. **Lillicrap, Dennis & Cousins, John.** *Food and Beverage Service and Housekeeping*. Hodder Education.

Additional Reads:

1. **Latest editions of housekeeping trade journals** (e.g., *Hotelier India, Catering & Hospitality Review*)
2. **Online Tutorials and Demonstrations** on platforms like YouTube, NPTEL, or Hotel Management Institutes' official channels.
3. **Eco-Friendly Housekeeping Practices Guidebooks** published by Ministry of Tourism or Hospitality Federations.
4. **Case Studies** on Housekeeping Operations from reputed hotel chains (e.g., Marriott, Oberoi, Taj).
5. **SOP Manuals** from real hotel housekeeping departments (where permitted).

Semester – IV

Subject Name: Rooms Division – IV
Type of Course: Minor (Restricted)
Paper Code: HMT192N401
Course Level: 200
Course Credit: 4
Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

The course will provide the students with knowledge about planning and evaluating Front Office operations, to identify and prepare the budget requirements of Front Office operations also, to plan and evaluate housekeeping operations and prepare the budget requirements of housekeeping operations.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To recall room forecasting techniques of the Front office department	BT 1
CO 2	To explain the types of budgets and the factors affecting budget planning	BT 2
CO 3	To identify the planning and organising techniques of the housekeeping department	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack, etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data: • % of walking • % of overstaying • % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations	12
II	BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning	12

	<p>D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of Budgeting</p>	
III	<p>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</p> <p>A. Area inventory list B. Frequency schedules C. Performance and Productivity Standards D. Time and Motion study in housekeeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, teamwork work and leadership in housekeeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non-recycled items J. Budget and budgetary controls K. The budget processes L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control</p>	12
IV	<p>CONTRACT SERVICES</p> <p>A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services</p> <p>FIRST AID</p>	12
Total		48

Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 1. course related assignments

Text Books:

1. Andrews, S., (2015), Hotel front office: A Training Manual, Tata McGraw Hill
2. Tewari, J., (2016), Hotel Front Office Operations & Management, Oxford University Press
3. Andrews, S., (2016), Hotel Housekeeping: A Training Manual-Third Edition: Publisher-McGraw Hill Education (India) Pvt.Ltd.-2016

Reference Books:

1. Negi, J., (2009), Hospitality Reception & Front Office-Procedures & Systems: Publisher S. Chand
2. Raghubalan, G.& Raghubalan, G., (2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Additional Readings:

1. Jeff Wilks (2013). First aid responsibilities for hotels and Resorts. *Travel Law Quarterly*.
2. Christopher Chen & Soulaymane Kachani (2007). Forecasting and Optimisation of Hotel Revenue Management. *Journal of Revenue and Pricing Management*.

Semester – IV

Subject Name: Food Production Lab – IV
Type of Course: Minor
Paper Code: HMT192N412
Course Level: 200
Course Credit: 2
Scheme of Evaluation: Practical
L-T-P-C: 0-0-4-2

Course Objective:

This course aims to develop students' expertise in classical and contemporary European culinary preparations, with a focus on French and international cuisine. Students will apply advanced cooking techniques, analyze ingredient pairings, and demonstrate proficiency in preparing soups, main courses, accompaniments, and desserts, ensuring a well-rounded understanding of fine dining gastronomy.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	Recall classical European culinary terminologies, ingredients, and standard preparation methods.	BT 1
CO 2	Apply fundamental cooking techniques to prepare soups, entrées, side dishes, and desserts with precision.	BT 3
CO 3	Evaluate the quality of prepared dishes based on texture, flavour balance, presentation, and authenticity.	BT 5
CO 4	Design classical European menus incorporating appropriate course sequencing and plating aesthetics.	BT6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	MENU 01 • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts MENU 02 • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles • Epinards au Gratin MENU 03 • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande MENU 04 • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre	24
II	MENU 05 • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille MENU 06 • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf	24

	MENU 07 • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets	
III	MENU 08 • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • Funghi Marirati MENU 09 • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter Tossed Green Peas MENU 10 • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne	24
IV	MENU 11 • Brioche • Baba au Rhum MENU 12 • Foccacia • Crème Brûlée MENU 13 • Milk Bread • Gateaux des Peache MENU 14 • Whole Wheat Bread • Charlotte Royal	24
Total		96

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
x	96	30 Hrs. - Weekly quizzes and readings

Text Books:

- Arora , K.,(1993)Theory of Cookery: Frank Bros.& Co.(Publisher) Ltd
- Phillip, E.T.,(2016),Modern Cookery 1&2- Sixth Edition :Publisher-Orient Black Swan
- Bali, S.P.,(2017) Theory of Bakery & Patisserie :First Edition-Oxford University Press

Reference Books:

- Larousse Gastronomies-Cookery Encyclopedia; Reprint; 1997; Paul Hamlyn; London

Additional Readings:

- Ferguson, P. P. (2006). *Accounting for taste: The triumph of French cuisine*. University of Chicago Press.

Subject Name: Behavioural Sciences -IV
UG 4th semester
Course code: BHS982A404
Credit: 1

Course objectives: To increase one's ability to draw conclusions and develop inferences about attitudes and behaviour, when confronted with different situations that are common in modern organizations.

Course outcomes: On completion of the course the students will be able to:

CO1: Understand the importance of individual differences

CO2: Develop a better understanding of self in relation to society and nation

CO3: Facilitation for a meaningful existence and adjustment in society

Detailed Syllabus:

Modules	Course Contents	Periods
I	Managing Personal Effectiveness Setting goals to maintain focus, Dimensions of personal effectiveness (self-disclosure, openness to feedback and perceptiveness), Integration of personal and organizational vision for effectiveness, A healthy balance of work and play, Defining Criticism: Types of Criticism, Destructive vs Constructive Criticism, Handling criticism and interruptions.	4
II	Positive Personal Growth Understanding & developing positive emotions, Positive approach towards future, Impact of positive thinking, Importance of discipline and hard work, Integrity and accountability, Importance of ethics in achieving personal growth.	4
III	Handling Diversity Defining Diversity, Affirmation Action and Managing Diversity, Increasing Diversity in Work Force, Barriers and Challenges in Managing Diversity.	4
IV	Developing Negotiation Skills Meaning and Negotiation approaches (Traditional and Contemporary) Process and strategies of negotiations. Negotiation and interpersonal communication. Rapport Building – NLP.	4
Total		16

Text books:

- 1 J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management; Pfeiffer & Company
- 2 Blair J. Kolasa, Introduction to Behavioural Science for Business, John Wiley & Sons Inc.

Type of Course: AEC (w.e.f. 2023-24)
UG programmes Semester: 4th
Course Code: CEN982A401
Course Title: CEN IV – Employability and Communication
Total credits: 1
Course level: 200
L-T-P-C: 1-0-0-1
Scheme of Evaluation: Theory and Practical

Course Objectives: This course is designed to enhance employability and maximize the students' potential by introducing them to the principles that determine personal and professional success, thereby helping them acquire the skills needed to apply these principles in their lives and careers.

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

SI No	Course Outcome	Blooms Taxonomy Level
CO 1	Demonstrate understanding the importance of verbal and non-verbal skills while delivering an effective presentation.	BT 2
CO 2	Develop professional documents to meet the objectives of the workplace	BT 3
CO 3	Define and identify different life skills and internet competencies required in personal and professional life.	BT 3

Detailed Syllabus		
Units	Course Contents	Periods
I	Presentation Skills Importance of presentation skills, Essential characteristics of a good presentation, Stages of a presentation, Visual aids in presentation, Effective delivery of a presentation	5
II	Business Writing Report writing: Importance of reports, Types of reports, Format of reports, Structure of formal reports Proposal writing: Importance of proposal, Types of proposal, structure of formal proposals Technical articles: Types and structure	5
III	Preparing for jobs Employment Communication and its Importance, Knowing the four-step employment process, writing resumes, Guidelines for a good resume, Writing cover letters Interviews: Types of interviews, what does a job interview assess, strategies of success at interviews, participating in group discussions.	5
IV	Digital Literacy and Life Skills Digital literacy: Digital skills for the '21st century', College students and technology, information management using Webspaces, Dropbox, directory, and folder renaming conventions. Social Media Technology and Safety, Web 2.0. Life Skills: Overview of Life Skills: Meaning and significance of life skills, Life skills identified by WHO: self-awareness, Empathy, Critical thinking, Creative thinking, Decision making, problem-solving, Effective communication, interpersonal relationship, coping with stress, coping with emotion.	5

	Application of life skills: opening and operating bank accounts, applying for pan, passport, online bill payments, ticket booking, gas booking	
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Keywords: Employability, business writing, presentation skills, life skills

Textbook:

1. *Business Communication* by PD Chaturvedi and Mukesh Chaturvedi

References:

1. *Business Communication* by Shalini Verma
2. *Technical Communication* by Meenakshi Raman and Sangeeta Sharma

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
15 hours		10 hours Movie/ Documentary Screening Field visits Peer teaching Seminars Library visits

Semester – V

Subject Name: Internship

Type of Course: Internship

Paper Code: HMT192M521

Course Level: 300

Course Credit: 20

Scheme of Evaluation: Project+Viva

Course Objective:

This course aims to provide students with hands-on industry exposure by integrating theoretical knowledge with practical training in a real-world hospitality environment. Through structured industrial training in a reputed five-star hotel in India or abroad, students will:

- Gain **first-hand experience in the four core operational departments**—Front Office, Housekeeping, Food & Beverage Service, and Food Production, enhancing their professional competencies.
- Develop **practical skills, adaptability, and problem-solving abilities** by working in a dynamic hospitality setting.
- Understand **industry standards, guest service excellence, and operational best practices** to bridge the gap between academic learning and professional expectations.
- Cultivate **teamwork, communication, and leadership skills** essential for a successful career in the hospitality industry.
- Reflect on their learning experience through **a structured presentation and daily logbook**, demonstrating their ability to document, analyze, and articulate key insights gained during the training.
- Internship for 17 weeks

Semester – VI

Subject Name: Food & Beverage Service Management

Type of Course: Major

Paper Code: HMT192M601

Course Level: 300

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

The course aims to equip students with advanced knowledge and skills required for managing food & beverage service operations efficiently, develop expertise in bar operations, cocktail and mocktail preparation, and modern mixology techniques, and enhance their ability to apply management strategies, SOPs, and beverage trends to optimize service quality and customer satisfaction.

Having completed this module, a student will be able –

CO 1	Understand the key concepts of food & beverage outlet management, including supervisory skills, efficiency, and SOPs.	BT 1
CO 2	Apply bar operational knowledge in managing bar areas, stock control, and efficient staffing.	BT 3
CO 3	Analyse various cocktail and mocktail preparation techniques, classifications, and presentation styles for effective service.	BT 4
CO 4	Evaluate and create innovative beverage concepts using advanced mixology techniques and menu engineering strategies for enhanced customer experience.	BT 5 & 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Managing Food & Beverage Outlet A. Supervisory Skills <ul style="list-style-type: none">• Roles and responsibilities of a food & beverage supervisor• Leadership styles and their impact on team performance• Communication skills for effective management• Delegation and motivation techniques• Conflict resolution and problem-solving in food & beverage service B. Developing Efficiency	16

	<ul style="list-style-type: none"> • Time management and resource optimization • Staff training and development techniques • Implementing productivity and quality standards • Cost control strategies • Managing peak hours and ensuring smooth service flow <p>C. Standard Operating Procedure (SOP)</p> <ul style="list-style-type: none"> • Importance of SOPs in maintaining service consistency • Developing SOPs for different food & beverage outlets • SOPs for customer service, order-taking, and service delivery • Monitoring and updating SOPs regularly • Ensuring compliance with SOPs among staff 	
II	<p>Bar Operations</p> <p>A. Types of Bar</p> <ul style="list-style-type: none"> • Cocktail Bar: Features, service style, and cocktail preparation • Dispense Bar: Operational style, dispensing methods, and alcohol service <p>B. Area of Bar</p> <ul style="list-style-type: none"> • Understanding the physical layout and design of a bar • Importance of space management for efficient bar operations <p>C. Front Bar</p> <ul style="list-style-type: none"> • Role of the front bar in customer service • Interaction between bartenders and customers • Bar menu management <p>D. Back Bar</p> <ul style="list-style-type: none"> • Storage and organization of alcohol and beverages • Safety and hygiene practices in the back bar <p>E. Under Bar</p> <ul style="list-style-type: none"> • Equipment and tools: Speed Rack, Garnish Containers, Ice Wells • Bar essentials and maintaining proper inventory <p>F. Bar Stock</p>	16

	<ul style="list-style-type: none"> • Inventory management techniques • Stock rotation and control • Recordkeeping and stock taking <p>G. Bar Control</p> <ul style="list-style-type: none"> • Preventing pilferage and wastage • Control measures for maintaining stock levels • Pricing strategies and profit margins <p>H. Bar Staffing</p> <ul style="list-style-type: none"> • Types of bar staff and their duties (bartenders, bar backs, etc.) • Train staff in drink preparation, customer service, and safety <p>I. Opening and Closing Duties</p> <ul style="list-style-type: none"> • Detailed checklist for opening and closing a bar • Cleaning, stocking, and safety procedures • Ensuring the bar is secure at the end of service 	
III	<p>Cocktail and Mocktail Preparation & Service</p> <p>A. Introduction to Cocktails and Mocktails</p> <ul style="list-style-type: none"> • Definition and historical evolution • Differences between cocktails and mocktails • The role of mixology in modern beverage service <p>B. Cocktail Preparation</p> <ul style="list-style-type: none"> • Classification of cocktails (shaken, stirred, blended, built, layered) • Base spirits and their influence on cocktail flavours • Standard recipes, techniques, and presentation styles for classic cocktails • Popular cocktails: Martini, Margarita, Old Fashioned, Mojito, Cosmopolitan, Daiquiri, etc. <p>C. Mocktail Preparation</p> <ul style="list-style-type: none"> • Importance of non-alcoholic beverages in food & beverage service • Ingredients and mixing techniques for mocktails • Popular mocktail recipes: Virgin Mojito, Shirley Temple, Mojito, Fruit Punch, Pina Colada (non-alcoholic), etc. • Creative garnishing and presentation styles 	16

	<p>D. Tools, Equipment, and Glassware</p> <ul style="list-style-type: none"> • Essential bar tools and their uses (shakers, muddlers, jiggers, strainers, etc.) • Importance of glassware in drink presentation • Pairing cocktails/mocktails with appropriate glassware 	
IV	<p>Advanced Mixology & Beverage Trends</p> <p>A. Advanced Cocktail Techniques</p> <ul style="list-style-type: none"> • Molecular mixology (foams, smoke infusions, sphere cocktails) • Infusions, fat-washing, and barrel-aging in cocktail preparation • Sustainable and eco-friendly cocktail trends <p>B. Beverage Pairing & Menu Engineering</p> <ul style="list-style-type: none"> • Principles of pairing cocktails/mocktails with food • Creating a balanced beverage menu for different service styles (e.g., fine dining, casual dining, luxury bars) • Seasonal and themed cocktail/mocktail menus <p>C. Bar Innovation & Customer Experience</p> <ul style="list-style-type: none"> • The role of a mixologist in enhancing guest experience • Personalizing cocktail/mocktail experiences for customers • Use of technology and automation in modern bar operations 	16
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practical	Experiential

	cum	Learning
64	x	31 hrs. 1. Assignments on preparation of Cocktail recipes, preparation of Bar staffing and stock taking

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews,S.,F &B Service: A Training Manual: Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher- Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Mahafzah, A. G., Aljawarneh, N. M., Alomari, K. A. K., Altahat, S., & Alomari, Z. S. (2020). Impact of customer relationship management on food and beverage service quality: The mediating role of employees' satisfaction. *Humanities & Social Sciences Reviews*, 8(2), 222-230.
2. Giritlioglu, I., Jones, E., & Avcikurt, C. (2014). Measuring food and beverage service quality in spa hotels: A case study in Balikesir, Turkey. *International Journal of Contemporary Hospitality Management*, 26(2), 183-204.

Semester – VI

Subject Name: Advanced Food Production & Management

Type of Course: Major

Paper Code: HMT192M602

Course Level: 300

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

The objectives of the course are to impart the knowledge to the students, how to prepare International Cuisine, Bakery & Confectionery items & Bread Making and different frozen desserts.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	To define the role of different International Cuisine	BT 1
CO 2	To explain the varieties of icings and classifications of Frozen desserts	BT 2
CO 3	To develop an understanding on Chocolate preparation processing and Bread making	BT 3
CO 4	To classify the understanding of Product Management and its dynamics	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	International Cuisine A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes Chinese A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils	16

II	<p>Bakery & Confectionery</p> <p>I. Icings & Toppings A. Varieties of icings B. Using Icings C. Difference between icings & Toppings D. Recipes</p> <p>Frozen Desserts A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture</p>	16
III	<p>Chocolate A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p> <p>Bread Making A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p>	16
IV	<p>Production Management A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management</p>	16
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
64	x	32 hrs. 1. Assignments on preparation of duty rosters, preparation of different cuisines from all over the world, etc.

Text Books:

1. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
2. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan
3. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Reference Books:

1. Larousse Gastronomies (1997(-Cookery Encyclopedia; Paul Hamlyn; London
2. Escoffier; (1983), The Complete Guide to the Art of Modern Cookery; Wiley

Additional Readings:

1. **Currey, A. D., & Hinote, B. P.** (2011). *The evolution of industrial food production: McDonaldization and population health*. *Scientia et Humanitas*, **1**, 121–144. Retrieved from <https://libjournals.mtsu.edu/index.php/scientia/article/view/624>
2. **Nosratabadi, S., Ardabili, S., Lakner, Z., Mako, C., & Mosavi, A.** (2021). *Prediction of food production using machine learning algorithms of multilayer perceptron and ANFIS*. arXiv. Retrieved from <https://arxiv.org/abs/2104.14286>

Semester – VI

Subject Name: Rooms Division Management

Type of Course: Major

Paper Code: HMT192M603

Course Level: 300

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

The course "Rooms Division Management" aims to equip students with advanced knowledge and skills in managing front office and housekeeping operations, ensuring seamless guest experiences and operational efficiency. It covers key aspects such as yield management, timeshare and vacation ownership, guest safety and security, and concierge services, enabling students to optimize revenue and enhance customer satisfaction. Additionally, the course delves into interior decoration, guest room layout, and housekeeping safety protocols, providing insights into creating aesthetically pleasing and functionally efficient spaces. By integrating both front office and housekeeping management, students will develop a holistic understanding of the rooms division, preparing them for leadership roles in the hospitality industry.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Understand the principles of yield management, timeshare, guest safety, and housekeeping operations in the hotel rooms division.	BT 1
CO 2	Apply revenue management techniques, security protocols, and guest interaction strategies to enhance operational efficiency in the front office and housekeeping departments.	BT 3
CO 3	Analyse the impact of interior decoration, guest room layouts, and design elements on guest satisfaction and hotel branding.	BT 4
CO 4	Evaluate and create effective room division management strategies by integrating revenue optimization, guest services, safety measures, and design aesthetics to improve hotel operations.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Yield Management and Guest Safety & Security A. Yield Management in Rooms Division <ul style="list-style-type: none">• Concept and importance• Applicability to rooms division• Capacity management• Discount allocation and duration control• Measuring yield and revenue optimization	16

	<ul style="list-style-type: none"> • Potential high and low demand tactics • Yield management software • Yield management team <p>B. Guest Safety & Security in Hotels</p> <ul style="list-style-type: none"> • Importance of security systems • Safe deposit procedures • Key control and management • Emergency response procedures (accident, illness, theft, fire, bomb threats) • Prevent crime and handle security incidents 	
II	<p>Timeshare, Vacation Ownership, and Guest Relations</p> <p>A. Timeshare & Vacation Ownership</p> <ul style="list-style-type: none"> • Definition and types of timeshare options • Challenges in marketing timeshare business • Advantages & disadvantages of timeshare ownership • Role of exchange companies (RCI, Intervals International) • Improving the timeshare/referral/condominium concept in India (Government & industry role) <p>B. Guest Interaction and Concierge Services</p> <ul style="list-style-type: none"> • Providing information about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centres, and places of worship • Handling guest inquiries and complaints professionally • Guest departure process (Cashier, Bills Section, Bell Desk) 	16
III	<p>Housekeeping Safety, Security, & Interior Decoration</p> <p>A. Safety and Security in Housekeeping</p> <ul style="list-style-type: none"> • Safety awareness and accident prevention in housekeeping operations • Fire safety and fire-fighting procedures • Emergency preparedness and response plans <p>B. Interior Decoration & Design Principles – Part I</p> <ul style="list-style-type: none"> • Elements of design in hotel interiors • Role of colour in décor and types of colour schemes • Window treatments and their aesthetic significance 	16

IV	Interior Décor, Guest Room Layout, and Housekeeping Operations A. Interior Decoration & Design Principles – Part II <ul style="list-style-type: none"> • Lighting and lighting fixtures in hospitality • Floor finishes and their maintenance • Carpet types, selection, and care • Furniture and fittings in guest rooms • Accessories and décor enhancements 	16
	B. Layout and Design of Guest Rooms <ul style="list-style-type: none"> • Room sizes and furniture dimensions • Furniture arrangement principles • Principles of design in guest room layouts • Refurbishing and redecorating hotel rooms 	
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
64	x	30 hrs. 1. Assignments on calculation of yield, process of key control, and emergency handling.

Text Books:

5. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill
6. Raghubalan, G. & Raghubalan, G.,(2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

3. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Additional Readings:

2. Jones, P. (2007). Housekeeping management: Critical perspectives. Wiley & Sons. Retrieved from <https://catalogimages.wiley.com>

Semester – VI

Subject Name: Hotel Law
Type of Course: Major
Paper Code: HMT192M604
Course Level: 300
Course Credit: 2
Scheme of Evaluation: Theory
L-T-P-C: 1-1-0-2

Course Objective:

This course aims to provide students with a comprehensive understanding of the legal framework governing the hospitality industry. It covers essential mercantile laws, regulatory requirements, licensing procedures, taxation policies, food safety regulations, and ethical business practices. By exploring legal compliance, corporate governance, and industry-specific legislation, students will develop the necessary knowledge to navigate legal challenges, ensure smooth hotel operations, and uphold ethical standards in hospitality management.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Understand fundamental mercantile and hospitality laws, including contract law, partnership law, and industrial regulations applicable to the hotel industry.	BT 1
CO 2	Apply knowledge of hotel licensing, permits, and foreign exchange regulations to ensure legal compliance in hotel operations.	BT 3
CO 3	Analyse the implications of food safety regulations, taxation laws, and financial policies on hotel business sustainability.	BT 4
CO 4	Evaluate and develop ethical business strategies and corporate governance frameworks to enhance operational integrity and social responsibility in the hospitality industry.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to Hospitality Laws and Mercantile Law Introduction to Law: Meaning, Definition, Objectives, and Importance of Studying Law. Mercantile Law and Its Implications in the Hotel Industry: <ul style="list-style-type: none">Law of Contract – Definition, Essential Elements of a Valid Contract.	8

	<ul style="list-style-type: none"> ○ Sale of Goods Act – Rights of Seller and Purchaser, Guarantee & Warranty. ○ Partnership Act – Types, Duties & Responsibilities, Termination of Partnership. ○ Industrial Law – Overview of Code of Wages Act 2019, Industrial Dispute Act, Payment of Wages Act, and Minimum Wages. 	
II	<p>Legal Framework for Hotel Business</p> <p>Hospitality Laws in India: Origin, Legal Requirements in Hotel Business.</p> <p>Licenses and Permits Required for Hotel Operations:</p> <ul style="list-style-type: none"> ○ Types of Licenses, Application Procedures, and Conditions for grants. ○ Bar and Liquor Licensing Laws – Licensed Premises, General Permitted Hours. ○ Fire and Safety Licenses, Eating House Licenses, Lift Operation Licenses. ○ No Smoking Law. <p>Foreign Exchange Regulations: Introduction to FEMA 1999, Credit & Debit Card Regulations in Hotels.</p>	8
III	<p>Food Safety and Taxation in the Hospitality Industry</p> <p>Food Safety and Regulation Laws:</p> <ul style="list-style-type: none"> ○ Food Safety and Standards Act 2006 (FSSAI). ○ Role of Food Safety Officers and Authorities. ○ Food Regulations and Compliance for Hotels & Restaurants. <p>Taxes Applicable to the Hospitality Industry:</p> <ul style="list-style-type: none"> ○ Income Tax Act 1961 – Introduction, Heads of Income, Section 80HH (Deductions for New Hotel Businesses). ○ Goods and Services Tax (GST) Act 2017 – Definition, Structure, Tax Rates on Hotel Services. 	8
IV	<p>Business Ethics and Corporate Governance in Hospitality</p> <p>Business Ethics in Hospitality:</p> <ul style="list-style-type: none"> ○ Meaning, Sources, and Factors Influencing Business Ethics. ○ Code of Ethics and Its Importance in Hotel Operations. ○ Ethics & Social Responsibility in the Hospitality Industry. 	8

	<p>Corporate Governance in Hotels:</p> <ul style="list-style-type: none"> ○ Role of Independent Directors, Majority Voting, Risk Oversight. ○ Board of Directors and Audit Committee, Investor Perspectives. ○ Compliance, Documentation, and Governance Policies for Hotels. 	
TOTAL		32

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
32	x	16 hrs. 1. Assignments on Hotel regulations

Text Books:

1. Hotel Law by Amitabh Devandra, Publisher: Oxford University Press
2. Food and Hotel Legislation and Polices by E. Dharmaraj, Publisher: New Age International

Reference Books:

1. Hotel and Tourism laws by Dr Jagmohan Negi, Publisher: Frank Brothers
2. Corporate Governance: Principles, Polices and Practices by A.C. Fernando, Publisher: Pearson
3. Essentials of Corporate Governance by Sanjay Anand, Publisher: Wiley

Additional Readings:

1. Savina, A. A., & Zlobin, A. A. (2015). *LEGAL ASPECTS OF HOTEL BUSINESS. In РЕГИОНАЛЬНЫЕ АСПЕКТЫ ФУНКЦИОНИРОВАНИЯ ГОСТИНИЧНОЙ ИНДУСТРИИ= REGIONAL ASPECTS OF THE HOSPITALITY INDUSTRY (pp. 201-204).*
2. Petric, S. (2000). *Business Law in Tourism and Hotel Business.*

Semester – VI

Subject Name: Food & Beverage Service Management Lab

Type of Course: Major

Paper Code: HMT192M611

Course Level: 300

Course Credit: 1

Scheme of Evaluation: Practical

L-T-P-C: 0-0-2-1

Course Objective:

This course aims to provide hands-on training in Food & Beverage Service Management, equipping students with practical skills essential for efficient restaurant and bar operations. It focuses on organisational structure, staffing, and supervisory skills through real-world exercises such as duty rosters, job descriptions, and standard operating procedures. Students will gain expertise in conducting briefings, managing service in restaurants, bars, and banquets, and handling guest interactions professionally. Additionally, the course covers bar operations, including designing bar layouts and preparing cocktails, alongside practical aspects of revenue and service management like cost control, menu pricing, and guest experience enhancement. Through case studies, role-playing, and live simulations, students will develop the skills necessary for effective leadership in F&B operations.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Organize and Manage F&B Operations – Develop organizational structures for various F&B outlets, determine staffing needs, create duty rosters, and draft job descriptions based on industry standards.	BT 3
CO 2	Demonstrate Supervisory and Service Skills – Conduct briefings and debriefings, implement Standard Operating Procedures (SOPs), and supervise restaurant, bar, and banquet operations efficiently.	BT 4
CO 3	Execute Bar and Beverage Service – Design bar layouts, set up bar operations, and prepare and serve cocktails and mixed drinks with professional techniques.	BT 5
CO 4	Apply Cost Control and Revenue Management in F&B – Implement cost-control measures, optimize menu pricing, and enhance guest experience through effective service management.	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	F&B Staff Organization Classroom Exercise (Case Study method) <ul style="list-style-type: none">• Developing Organization Structure of various Food & Beverage Outlets• Determination of Staff requirements in all categories• Making Duty Roster• Preparing Job Description & Specification	16

II	Supervisory Skills Conducting Briefing & Debriefing Restaurant, Bar, Banquets, & Special events <ul style="list-style-type: none"> • Drafting Standard Operating Systems (SOPs) for various F&B Outlets • Supervising Food & Beverage operations • Prepared Restaurant Log 	16
III	Bar Operations Designing & setting the bar Preparation & Service of Cocktails & Mixed Drinks	16
IV	Practical Aspects of Revenue and Service Management Revenue and Cost Control Basics <ul style="list-style-type: none"> • Practical exercises on menu pricing and cost analysis • Hands-on training in inventory and stock management Guest Experience Management <ul style="list-style-type: none"> • Role-playing exercises on handling guest complaints • Live simulations on upselling techniques 	16
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
64	x	16 hrs. 1. Assignments on F&B Management

Text Books:

1. Singaravelavan, R., (2013), Food and Beverage Service: Oxford University Press
2. Andrews,S.,F &B Service: A Training Manual: Publisher- McGraw Hill Education (India) Pvt. Ltd.

Reference Books:

1. Lilycrap, D., & Cousins, J., (2010), Food and Beverage Service - Ninth Edition, Publisher-Hodder Education
2. Johnson, V. (2021), An Interviewee's Guide to F&B Service, Notion Press; 1st edition

Additional Readings:

1. Del Chiappa, G., Martin, J. C., & Roman, C. (2016). Service quality of airports' food and beverage retailers. A fuzzy approach. *Journal of air transport management*, 53, 105-113.
2. Rahim, Z. A., Voon, B. H., & Mahdi, R. (2016). Exploring the dimensions of contract manufacturing service quality for the f&b industry. *Procedia-Social and Behavioral Sciences*, 224, 76-83.

Semester – VI

Subject Name: Rooms Division Management Lab

Type of Course: Major

Paper Code: HMT192M612

Course Level: 300

Course Credit: 1

Scheme of Evaluation: Practical

L-T-P-C: 0-0-2-1

Course Objective:

This course aims to equip students with practical knowledge and hands-on skills required in Front Office and Housekeeping operations. It focuses on guest service procedures, crisis management, staff planning, room rate determination, fire safety, emergency handling, and housekeeping design principles. The course also develops students' ability to analyze operational challenges, execute standard operating procedures (SOPs), and enhance guest experiences through efficient front office and housekeeping management.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Apply front office and housekeeping SOPs and crisis management techniques to handle real-world guest service challenges effectively.	BT 3
CO 2	Analyse staffing requirements, duty rotas, and room rate fixing strategies for hotels of different sizes and operational scales.	BT 4
CO 3	Evaluate fire safety, emergency preparedness, and housekeeping procedures to ensure guest safety and efficient hotel operations.	BT 5
CO 4	Create well-structured guest room layouts and theme-based decorations that align with industry standards and enhance the guest experience.	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Standard Operating Procedures in Front Office 1. SOPs for Guest Arrival, Departure, and Complaint Handling 2. Role Plays & Problem Handling in Guest Interactions 3. Group Discussions on Current Hotel Operative Practices 4. Role Plays on Crisis Management & Emergency Situations: <ul style="list-style-type: none">○ Fire○ Bomb Threat○ Theft by Guest○ Death in Hotel○ Sick Guest○ Extra Person Accompanying the Guest at Night○ Natural disasters	16

	<ul style="list-style-type: none"> ○ Terrorism 	
II	Front Office Operations & Staffing <ol style="list-style-type: none"> 1. Calculation of Staff Requirement & Making of Duty Rotas for Small, Medium & Large Hotels with Different Levels of Occupancy 2. Practicing Fixing Room Rates Using: <ul style="list-style-type: none"> ○ Rules of Thumb Approach ○ Hubbart Formula Approach 	16
III	Housekeeping Procedures & Safety <ol style="list-style-type: none"> 1. Standard Operating Procedures in Housekeeping (Skill-based tasks like cleaning and polishing glass, brass, etc.) 2. Fire Safety & Fire Fighting: <ul style="list-style-type: none"> ○ Safety Measures ○ Fire Drill Demonstration 3. First Aid Procedures in Housekeeping: <ul style="list-style-type: none"> ○ First Aid Kit Management ○ Dealing with Emergency Situations ○ Maintaining Records 	16
IV	Housekeeping Specialization & Design <ol style="list-style-type: none"> 1. Special Decoration (Theme-Based Setup for Hospitality Events): <ul style="list-style-type: none"> ○ Indenting ○ Costing ○ Planning with Time Split ○ Execution 2. Layout of Guest Rooms: <ul style="list-style-type: none"> ○ Scale Drawings & Space Planning ○ Earmarking Pillars & Architectural Considerations ○ Specifications for Colors, Furniture, Fixtures, Fittings, Soft Furnishings, and Accessories 	16
TOTAL		64

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
x	64	16 hrs. 1. Assignments on Housekeeping Management

Text Books:

1. Andrews, S., (2015), Hotel Front Office: A Training Manual: Publisher Tata McGraw Hill
2. Raghubalan, G. & Raghubalan, G.,(2017), Hotel Housekeeping: Operations & Management-Third Edition, Oxford University Press

Reference Books:

1. Emerald Publishing. (2000). Housekeeping management. International Journal of Contemporary Hospitality Management, 12(3), 218-220. Retrieved from <https://www.emerald.com>

Additional Readings:

1. Sigala, M., Jones, P., Lockwood, A., & Airey, D. (2005). Productivity in hotels: a stepwise data envelopment analysis of hotels' rooms division processes. *The Service Industries Journal*, 25(1), 61-81.
2. Satpute, P., & Venkatraman, D. P. (2021). The Study of Effect of Duration Control in Rooms Division on Break Even Room Revenue in Star Rated Hotels. *ATITHYA: A Journal of Hospitality*, 7(2).

Semester – VI

Subject Name: Advanced Culinary & Bakery Practices

Type of Course: Minor

Paper Code: HMT192N611

Course Level: 300

Course Credit: 2

Scheme of Evaluation: Practical

L-T-P-C: 0-0-4-2

Course Objective:

This course aims to develop students' expertise in international cuisine and bakery production through hands-on experience. It focuses on enhancing culinary skills by preparing a variety of authentic Chinese and European dishes, emphasizing traditional techniques, ingredient selection, and plating aesthetics. Additionally, the course introduces students to professional bakery practices, covering artisanal bread, classic desserts, and advanced confectionery techniques. Through demonstrations and practical sessions, students will gain proficiency in menu planning, food presentation, and the art of creating wedding and ornamental cakes, preparing them for high-level roles in the culinary and hospitality industry.

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Demonstrate proficiency in international cuisine preparation by mastering traditional cooking techniques and executing a variety of Chinese and European dishes with authenticity.	BT 3
CO 2	Analyse and evaluate ingredient selection, menu planning, and presentation techniques to create well-balanced and aesthetically appealing dishes.	BT 4
CO 3	Create a range of bakery products, including artisanal bread, desserts, and decorative cakes, while applying advanced baking techniques and finishing methods.	BT 5
CO 4	Design and execute innovative culinary presentations and bakery items by integrating creativity, flavor profiling, and professional food styling.	BT 6

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	MENU 01 <ul style="list-style-type: none">• Prawn Ball Soup• Fried Wantons• Sweet & Sour Pork• Hakka Noodles MENU 02 <ul style="list-style-type: none">• Hot & Sour Soup• Beans Sichuan• Stir-fried chicken & Peppers	32

	<ul style="list-style-type: none"> • Chinese Fried Rice <p>MENU 03</p> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice <p>MENU 04</p> <ul style="list-style-type: none"> • Wanton Soup • Spring Rolls • Stir-Fried Mutton & Celery • Chow Mein <p>MENU 05</p> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noodles 	
<p style="text-align: center;">II</p>	<p>International</p> <p>SPAIN</p> <p>MENU 06</p> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana <p>ITLAY</p> <p>MENU 07</p> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane <p>GERMANY</p> <p>MENU 08</p> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale 	<p style="text-align: center;">32</p>

	<ul style="list-style-type: none"> • German Potato Salad <p>U.K.</p> <p>MENU 09</p> <ul style="list-style-type: none"> • Scotch Broth • Roast Mutton • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato <p>GREECE</p> <p>MENU 10</p> <ul style="list-style-type: none"> • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki 	
III	<p>BAKERY</p> <p>MENU 01</p> <ul style="list-style-type: none"> • Grissini • Tiramisu <p>MENU 02</p> <ul style="list-style-type: none"> • Pumpernickle • Apfel Strudel <p>MENU 03</p> <ul style="list-style-type: none"> • Yorkshire Curd Tart • Crusty Bread <p>MENU 04</p> <ul style="list-style-type: none"> • Baklava • Harlequin Bread 	32
IV	<p>MENU 05</p> <ul style="list-style-type: none"> • Lavash Chocolate • Parfait <p>MENU 06</p> <ul style="list-style-type: none"> • Cinnamon & Raisin Rolls • Souffle Chaud Vanille 	32

	Demonstration of <ul style="list-style-type: none"> • Meringues • Icings & Toppings Demonstration of <ul style="list-style-type: none"> • Wedding Cake & Ornamental cakes 	
TOTAL		128

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
x	128	16 hrs. 1. Assignments on Food Production

Text Books:

1. Arora, K., (1993) Theory of Cookery: Frank Bros.& Co. (Publisher) Ltd
2. Phillip, E.T., (2016), Modern Cookery 1&2- Sixth Edition: Publisher-Orient Black Swan
3. Bali, S.P., (2017) Theory of Bakery & Patisserie: First Edition-Oxford University Press

Reference Books:

1. Larousse Gastronomies (1997(-Cookery Encyclopedia; Paul Hamlyn; London
2. Escoffier; (1983), The Complete Guide to the Art of Modern Cookery; Wiley

Additional Readings:

1. Leach, G. (1976). *Energy and food production* (p. 137pp).
2. Edwards, W. P. (2007). *The science of bakery products*. Royal Society of Chemistry.

Semester – VI

Subject Name: Facility Planning

Type of Course: Minor

Paper Code: HMT192N601

Course Level: 300

Course Credit: 2

Scheme of Evaluation: Theory

L-T-P-C: 1-1-0-2

Course Objective:

The objectives of the course are to make the students explain standard operating procedures of hotel planning, project management and operations

Course Outcomes:

Having completed this module, a student will be able to –

CO 1	Understand the fundamental principles of hotel design, space planning, architectural considerations, and facility requirements to ensure efficient and functional hotel layouts.	BT 1
CO 2	Apply knowledge of hotel classification criteria, kitchen layout and design, and stewarding operations to plan and organize various operational areas effectively.	BT 3
CO 3	Analyse the significance of energy conservation, store management, and workflow optimization in different hotel operations to enhance sustainability and efficiency.	BT 4
CO 4	Evaluate and Implement project management techniques, including CPM and PERT, to improve planning and execution while optimizing car parking space as per hotel category requirements.	BT 5

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Hotel Design A. Design Consideration <ul style="list-style-type: none">• Attractive Appearance• Efficient Plan• Good location• Suitable material• Good workmanship• Sound financing• Competent Management	16

	<p>Facilities Planning The systematic layout planning pattern (SLP) Planning consideration A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest rooms/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5-star hotel</p> <p>Architectural consideration A. Difference between carpet area plinth area and super built area, their relationships, reading of blueprints (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5-star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>	
II	<p>STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p> <p>KITCHEN A. Equipment requirement for commercial kitchen • Heating -gas/electrical • Cooling (for various catering establishments)</p> <p>B. Developing specifications for various Kitchen equipment C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)</p> <p>KITCHEN LAY OUT & DESIGN A. Principles of kitchen layout and design B. Areas of the various kitchens with recommended dimensions C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment</p> <p>KITCHEN STEWARDING LAYOUT AND DESIGN A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department</p>	16
III	<p>STORES – LAYOUT AND DESIGN A. Store layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in store</p> <p>ENERGY CONSERVATION A. Necessity for energy conservation B. Methods of conserving energy in different areas of operation of a hotel C. Developing and implementing an energy conservation program for a hotel</p>	16

IV	PROJECT MANAGEMENT A. Introduction to Network analysis B. Basic rules and procedure for network analysis C.C.P.M. and PERT D. Comparison of CPM and PERT CAR PARKING Calculation of car park area for different types of hotels	16
	TOTAL	64

Credit Distribution		
Lecture/Tutorial	Practical cum	Experiential Learning
32	x	17 hrs. 1. Assignments on Hotel facility

Text Books:

1. Bansal, T., (2017), Hotel Facility Planning : Oxford University Press
2. Roper, O.K., & Payant, P.R., (2014), The Facility Management Handbook: Publisher- Harper Collins Focus-2014

Reference Books:

1. Tompkins, A., (2009), Facilities Planning: Routledge

Additional Readings:

1. Deroos, J. A. (2012). Planning and programming a hotel. *The Cornell School of Hotel Administration on hospitality: Cutting edge thinking and practice*, 321-332.
2. Penner, R. H., Adams, L., & Rutes, W. (2013). *Hotel design: planning and development*. Routledge.

Semester – VII

Subject Name: 17 Weeks Specialized Internship

Type of Course: Internship

Paper Code: HMT192N721

Course Level: 400

Course Credit: 20

Scheme of Evaluation: Project+Viva

Course Objective:

This course aims to provide students with hands-on industry exposure by integrating theoretical knowledge with practical training in a real-world hospitality environment. Through structured industrial training in a reputed five-star hotel in India or abroad, students will:

- Gain **first-hand experience in one core operational department either** —Front Office, Housekeeping, Food & Beverage Service, and Food Production, enhancing their professional competencies.
- Develop **practical skills, adaptability, and problem-solving abilities** by working in a dynamic hospitality setting.
- Understand **industry standards, guest service excellence, and operational best practices** to bridge the gap between academic learning and professional expectations.
- Cultivate **teamwork, communication, and leadership skills** essential for a successful career in the hospitality industry.
- Reflect on their learning experience through **a structured presentation and daily logbook**, demonstrating their ability to document, analyze, and articulate key insights gained during the training.

Semester – VIII

Subject Name: Sales and Marketing Management
Type of Course: Major
Paper Code: HMT192M801
Course Level: 400
Course Credit: 3
Scheme of Evaluation: Theory
L-T-P-C: 2-1-0-3

Course Objective:

This course aims to provide a comprehensive understanding of the principles and practices of marketing communication and advertising. Students will explore key concepts, campaign planning strategies, media planning and various communication forms, while gaining insights into the functioning of advertising agencies and the ethical considerations involved in the industry.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	Recall key concepts of marketing communication and the structure of the Indian media landscape.	BT 1
CO 2	Explain the stages involved in advertising campaign planning, creativity, and effectiveness	BT 2
CO 3	Apply media planning techniques and identify various forms of marketing communication.	BT 3
CO 4	Analyze the structure of advertising agencies and examine legal and ethical issues in advertising.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	MARKETING COMMUNICATION AND ADVERTISING – BASIC CONCEPTS <ul style="list-style-type: none">• Marketing Communication in Marketing• Communication – Key Concepts• Indian Media Scene	16
II	ADVERTISING CAMPAIGN PLANNING AND EXECUTION <ul style="list-style-type: none">• Planning Communication Strategy• Advertising Campaign Planning – Strategic Consideration, Creative Consideration• Advertising Creativity : Campaign Planning and Execution• Advertising Research – Role and Trends• Measuring Ad Effectiveness – Definitions and Techniques	16

III	<p>MEDIA PLANNING CONCEPTS</p> <ul style="list-style-type: none"> • Media Concepts, Characteristics and Issues in Media Planning • Media Selection, Planning and Scheduling • Internet as an Emerging Advertising Media <p>MARKETING COMMUNICATION FORM</p> <ul style="list-style-type: none"> • Managing Sale Promotion • Direct Marketing • Publicity and Public Relation • Social Marketing Communication 	16
IV	<p>STRATEGIES FOR ADVERTISING AGENCIES</p> <ul style="list-style-type: none"> • Function and Structure of Ad Agencies • Managing Client Agency Relationship • Strategies for Account Management • Legal and Ethical Issues in Advertising 	16
Total		64

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
64	x	30 Hrs. - Advertising Campaign - Media Planning Project

Text Books:

1. Belch, G. E., & Belch, M. A. (2021). *Advertising and Promotion: An Integrated Marketing Communications Perspective*. McGraw-Hill Education.
2. Clow, K. E., & Baack, D. (2016). *Integrated Advertising, Promotion, and Marketing Communications*. Pearson Education.
3. Moriarty, S., Mitchell, N., & Wells, W. (2019). *Advertising & IMC: Principles and Practice*. Pearson.

Reference Books:

1. Shimp, T. A., & Andrews, J. C. (2013). *Advertising Promotion and Other Aspects of Integrated Marketing Communications*. Cengage Learning.
2. Hackley, C. (2015). *Advertising and Promotion: An Integrated Marketing Communications Approach*. Sage Publications.

Additional Readings:

1. Percy, L. (2014). *Strategic Integrated Marketing Communications*. Routledge.
2. Arens, W. F., Weigold, M. F., & Arens, C. (2012). *Contemporary Advertising*. McGraw-Hill Education.
3. Kitchen, P. J., & Burgmann, I. (2015). *Integrated Marketing Communication: A Primer*. Kogan Page.

Semester – VIII

Subject Name: Human Resource Management

Type of Course: Major

Paper Code: HMT192M802

Course Level: 400

Course Credit: 3

Scheme of Evaluation: Theory

L-T-P-C: 2-1-0-3

Course Objective:

This course aims to provide students with a foundational understanding of human resource management practices within organizational systems. It covers key areas including recruitment, performance appraisal, training and development, compensation, and employee relations, while also examining current HR trends such as outsourcing, HRIS, and legal frameworks influencing HR practices in diverse organizational contexts.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Recall the basic concepts, structure, and functions of Human Resource Management in organizational contexts.	BT 1
CO 2	To Explain recruitment processes, HRIS, and appraisal techniques used in employee lifecycle management.	BT 2
CO 3	To Apply methods of training, development, compensation, and motivation to improve employee productivity and morale.	BT 3
CO 4	To Analyze conflict management, collective bargaining, and legal frameworks influencing employee relations.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Human Resources Management <ul style="list-style-type: none">• Context and Concept of People Management in a Systems• Perspective - Organisation and Functions of the HR and Personnel Department• HR Structure and Strategy• Role of Government and Personnel Environment including MNCs.	12
II	Recruitment and Selection <ul style="list-style-type: none">• Human Resource Information System [HRIS]• Manpower Planning - Selection – Induction & Orientation Performance and Potential Appraisal• Coaching and Mentoring• HRM issues and practices in the context of Outsourcing as a strategy	12

III	<p>Human Resources Development</p> <ul style="list-style-type: none"> • Training and Development Methods • Design & Evaluation of T&D Programmes • Career Development - Promotions and Transfers • Personnel Empowerment including Delegation - Retirement and Other Separation Processes. • Financial Compensation • Productivity and Morale- Principal Compensation Issues & Management • Job Evaluation - Productivity, Employee Morale and Motivation • Stress Management - Quality of Work Life 	12
IV	<ul style="list-style-type: none"> • Building Relationships • Facilitating Legislative Framework - Trade Unions - Managing Conflicts - Disciplinary Process • Collective Bargaining-Workers Participation in Management-Concept, Mechanisms and Experiences. 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 2. course related assignments

Text Books:

1. Dessler, G. (2020). *Human Resource Management* (15th Edition). Pearson Education.
2. Aswathappa, K. (2017). *Human Resource Management: Text and Cases*. McGraw Hill Education.
3. Mondy, R. W., & Martocchio, J. J. (2016). *Human Resource Management* (14th Edition). Pearson Education.

Reference Books:

1. Rao, V. S. P. (2010). *Human Resource Management: Text and Cases*. Excel Books.
2. Armstrong, M. (2020). *Armstrong's Handbook of Human Resource Management Practice* (15th Edition). Kogan Page.
3. Bohlander, G., & Snell, S. (2013). *Principles of Human Resource Management*. Cengage Learning.

Additional Readings:

1. Torrington, D., Hall, L., & Taylor, S. (2020). *Human Resource Management*. Pearson.
2. Lepak, D., & Gowan, M. (2018). *Human Resource Management: Managing Employees for Competitive Advantage*. McGraw Hill Education.
3. Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2019). *Fundamentals of Human Resource Management*. McGraw Hill Education.
4. Harvard Business Review. (2016). *HBR's 10 Must Reads on Managing People*. Harvard Business Press.

Semester – VIII**Subject Name: Research Methodology****Type of Course: Minor****Paper Code: HMT192N801****Course Level: 400****Course Credit: 3****Scheme of Evaluation: Theory****L-T-P-C: 2-1-0-3****Course Objective:**

This course aims to equip students with fundamental knowledge and practical skills in research methodology. It covers the process of defining research problems, designing experiments, collecting and analyzing data, and presenting findings effectively. The course emphasizes informed decision-making through statistical tools, model building, and professional report writing.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Recall the fundamental concepts of research, including problem definition and hypothesis formulation.	BT 1
CO 2	To Explain various data collection methods, sampling techniques, and measurement scales.	BT 2
CO 3	To Apply statistical tools and data analysis techniques for informed decision-making.	BT 3
CO 4	To Develop structured research reports and effectively present findings.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	INTRODUCTION TO RESEARCH METHODOLOGY <ul style="list-style-type: none">• Importance of Research in Decision Making• Defining Research Problem and Formulation of Hypothesis• Experimental Designs	12
II	DATA COLLECTION AND MEASUREMENT <ul style="list-style-type: none">• Methods and Techniques of Data Collection• Sampling and Sampling Designs• Attitude Measurement and Scales	12
III	DATA PRESENTATION AND ANALYSIS <ul style="list-style-type: none">• Data Processing	12

	<ul style="list-style-type: none"> • Statistical Analysis and Interpretation of Data – Non-Parametric Tests • Multivariate Analysis of Data • Model Building and Decision Making 	
IV	REPORT WRITING AND PRESENTATION <ul style="list-style-type: none"> • Substance of Reports • Report Writing and Presentation • Presentation of Report 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 3. course related assignments

Text Books:

1. **Kothari, C. R., & Garg, G.** (2019). *Research Methodology: Methods and Techniques* (4th Edition). New Age International Publishers.
2. **Kumar, R.** (2022). *Research Methodology: A Step-by-Step Guide for Beginners* (6th Edition). SAGE Publications.
3. **Cooper, D. R., & Schindler, P. S.** (2017). *Business Research Methods* (13th Edition). McGraw-Hill Education.

Reference Books:

1. **Saunders, M., Lewis, P., & Thornhill, A.** (2019). *Research Methods for Business Students* (8th Edition). Pearson Education.
2. **Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M.** (2013). *Business Research Methods* (9th Edition). Cengage Learning.
3. **Sekaran, U., & Bougie, R.** (2020). *Research Methods for Business: A Skill Building Approach* (8th Edition). Wiley India

Additional Readings:

1. **Neuman, W. L.** (2014). *Social Research Methods: Qualitative and Quantitative Approaches* (7th Edition). Pearson Education.
2. **Bryman, A., & Bell, E.** (2015). *Business Research Methods* (4th Edition). Oxford University Press.

3. **Punch, K. F.** (2016). *Introduction to Social Research: Quantitative and Qualitative Approaches* (3rd Edition). SAGE Publications.
4. **Bhattacharyya, D. K.** (2006). *Research Methodology* (1st Edition). Excel Books.

Semester – VIII
Subject Name: Revenue and Yield Management Type of Course: Minor Paper Code: HMT192N802 Course Level: 400 Course Credit: 2 Scheme of Evaluation: Theory L-T-P-C: 2-0-0-2

Course Objectives:

To introduce students to the fundamentals of revenue management in the hospitality industry, focusing on yield measurement, strategic pricing, demand forecasting, and the use of revenue management software. The course also highlights team roles and compares applications across sectors like hotels, airlines, cruise lines, and package tours.

Course Outcomes:

Having successfully completed this module, a student will be able –

CO 1	To define the concept and applications of revenue management in the hospitality industry	BT 1
CO 2	To calculate key yield management metrics used in measuring hotel revenue performance	BT 2
CO 3	To identify and explain strategies for managing room sales during high and low demand	BT 1
CO 4	To analyze the role and functions of revenue management software and team	BT 3

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	The Concept of Revenue Management <ul style="list-style-type: none"> • Hotel Industry Applications • Benefits of the techniques/Areas where this concept is applied/How the concept is applied Measuring Yield <ul style="list-style-type: none"> • Yield Statistic/Determination of Potential Revenue/Potential Average Single Rate/Potential Average Double Rate/ Multiple Occupancy Percentage/Rate Spread/Potential Average Rate/ Room Rate Achievement Factor/Identical Yields/Equivalent Occupancy/Required Non-Room Revenue per Guest 	15
II	Elements of Revenue Management <ul style="list-style-type: none"> • Group Room Sales/Transient Room Sales/Food & Beverage Activity/Local and Area-Wide Activities/Special Events Using Revenue Management <ul style="list-style-type: none"> • Potential High and Low Demand Tactics • Implementing Revenue Strategies/Availability Strategies 	15

III	Revenue Management Computer Software <ul style="list-style-type: none"> • Works performed by Revenue Management Software • Working of the software/system • Advantages of computerized revenue management • Reports generated 	15
IV	Revenue Management Team <ul style="list-style-type: none"> • Composition of Revenue Management Team • Role of Revenue Management Team Industry-wise Comparison of Yield Management Application <ul style="list-style-type: none"> • Airline/Hotels/Car Rentals/Cruise lines/Package Tours 	15
Total		60

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
60	x	30 Hrs. 3. Assignments on Yield Statistics. 4. Case Study on Revenue Management in various 5 star hotels.

Text Books:

1. Hayes, D. K., & Miller, A. A. (2010). *Revenue Management for the Hospitality Industry*. Wiley.
2. Kimes, S. E. (2011). *Hotel Revenue Management: The Evolution of Pricing Strategies*. Cornell University Press.

Reference Books:

1. Tranter, K. A., Stuart-Hill, T., & Parker, J. (2013). *Introduction to Revenue Management for the Hospitality Industry: Principles and Practices for the Real World*. Pearson Education.
2. Shoemaker, S., Lewis, R. C., & Yesawich, P. C. (2007). *Marketing Leadership in Hospitality and Tourism: Strategies and Tactics for Competitive Advantage*. Pearson Prentice Hall.

Additional Readings:

1. Noone, B. M., & Mattila, A. S. (2009). Hotel revenue management and the impact of occupancy, length of stay, and guest segmentation policies on performance. *International Journal of Hospitality Management*, 28(4), 560–568.
2. Ivanov, S., & Zhechev, V. (2012). Hotel revenue management – A critical literature review. *Tourism: An International Interdisciplinary Journal*, 60(2), 175–197.

Semester – VIII

Subject Name: Dissertation/Research Project

Type of Course: Research / Dissertation

Paper Code: HMT192M821

Course Level: 400

Course Credit: 12

Scheme of Evaluation: Theory

L-T-P-C:

Course Objective:

This course is designed to enable students to undertake independent, original research by applying research methodology principles. It guides them through identifying a problem, designing appropriate methodology, collecting and analyzing data, and preparing a formal dissertation report. The course fosters critical thinking, ethical research practices, academic writing skills, and effective presentation of research findings.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Identify and define a relevant research problem through literature review and topic analysis.	BT 1
CO 2	To Develop a structured research design and formulate research objectives and hypotheses.	BT 2
CO 3	To Apply appropriate methods for data collection, analysis, and interpretation.	BT 3
CO 4	To Create and present a well-documented research report with clarity, originality, and academic integrity.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to Research and Topic Selection <ul style="list-style-type: none">Understanding the Nature and Scope of Research ProjectsGuidelines for Dissertation Writing and FormattingIdentification of Research Problem and Area of StudyReview of Literature and Gap Identification	12
II	Research Design and Proposal Development <ul style="list-style-type: none">Formulating Objectives and HypothesesDesigning the Methodology (Qualitative / Quantitative / Mixed)Research Proposal Preparation and Approval ProcessEthical Considerations and Plagiarism Awareness	12

III	Data Collection and Analysis <ul style="list-style-type: none"> • Tools and Techniques for Data Collection • Primary and Secondary Data Handling • Data Coding, Tabulation and Processing • Statistical and Thematic Analysis Methods (Software Support Optional) 	12
IV	Dissertation Writing and Viva Preparation <ul style="list-style-type: none"> • Structuring the Report: Introduction, Methodology, Results, Discussion, and Conclusion • Referencing Styles (APA/MLA/Chicago) • Final Submission Guidelines • Viva-Voce Preparation and Presentation Skills 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. 4. course related assignments

Text Books:

1. **Kothari, C. R., & Garg, G.** (2019). *Research Methodology: Methods and Techniques* (4th Edition). New Age International Publishers.
2. **Kumar, R.** (2022). *Research Methodology: A Step-by-Step Guide for Beginners* (6th Edition). SAGE Publications.
3. **Cooper, D. R., & Schindler, P. S.** (2017). *Business Research Methods* (13th Edition). McGraw-Hill Education.

Reference Books:

1. **Sekaran, U., & Bougie, R.** (2020). *Research Methods for Business: A Skill Building Approach* (8th Edition). Wiley India.
2. **Saunders, M., Lewis, P., & Thornhill, A.** (2019). *Research Methods for Business Students* (8th Edition). Pearson Education.
3. **Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M.** (2013). *Business Research Methods* (9th Edition). Cengage Learning.

Additional Readings:

1. **Neuman, W. L.** (2014). *Social Research Methods: Qualitative and Quantitative Approaches* (7th Edition). Pearson.
2. **Bryman, A., & Bell, E.** (2015). *Business Research Methods* (4th Edition). Oxford University Press.
3. **Walliman, N.** (2017). *Your Undergraduate Dissertation: The Essential Guide for Success* (2nd Edition). SAGE Publications.
4. **Day, R. A., & Gastel, B.** (2016). *How to Write and Publish a Scientific Paper* (8th Edition). Cambridge University Press.

Semester – VIII

Subject Name: Dynamics of Hospitality Business

Type of Course: Major

Paper Code: HMT192M803

Course Level: 400

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

This course aims to equip students with a strategic and global understanding of the modern hospitality business environment. It focuses on advanced business models, innovation, sustainability, and leadership practices essential for navigating dynamic challenges and opportunities in the global hospitality landscape.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Evaluate strategic frameworks and business models used in global hospitality enterprises.	BT 1
CO 2	To Analyze the role of technology and innovation in transforming hospitality operations.	BT 2
CO 3	To Develop sustainable and ethical approaches for hospitality business leadership and decision-making.	BT 3
CO 4	To Compare the challenges and opportunities in international hospitality markets.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Strategic Dimensions in Hospitality Business <ul style="list-style-type: none">• Strategic Planning and Competitive Positioning in Hospitality• Mergers, Franchising, and Management Contracts• Revenue Diversification and Asset Management in Hotels• Role of Data Analytics in Business Strategy	12
II	Innovation and Technology Integration <ul style="list-style-type: none">• Role of Artificial Intelligence, IoT, and Automation in Hospitality• Smart Hotels and Guest Personalization• Hospitality Tech Startups and Disruption• Data Security and Privacy in Guest Services	12
III	Globalization and Emerging Hospitality Markets <ul style="list-style-type: none">• International Hospitality Brands and Global Expansion Strategies• Cross-cultural Service Management	12

	<ul style="list-style-type: none"> Challenges in Operating in Emerging Markets Destination-driven Hospitality Business Models 	
IV	Sustainable and Ethical Hospitality Leadership <ul style="list-style-type: none"> Environmental Stewardship and Sustainable Facility Management ESG (Environmental, Social, Governance) Frameworks in Hospitality Crisis Recovery (Post-COVID, Climate Events) Ethics and Leadership in Hospitality 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. course related assignments

Text Books:

- Walker, J. R.** (2022). *Introduction to Hospitality Management* (6th ed.). Pearson Education.
- Ninemeier, J. D., & Hayes, D. K.** (2019). *Hospitality Operations: Career Success through People, Places, and Knowledge*. AHLEI.
- Ottenbacher, M.** (2021). *Strategic Management in the International Hospitality Industry*. Goodfellow Publishers.

Reference Books:

- Barrows, C. W., Powers, T., & Reynolds, D.** (2021). *Introduction to Management in the Hospitality Industry* (10th ed.). Wiley.
- Gerritsen, R., & van Olderen, P.** (2018). *Hospitality Marketing Management*. Routledge.
- Ivanov, S., & Webster, C.** (2019). *Robotics and AI in the Hospitality Industry: Implications for Business Strategy and Customer Experience*. Emerald Publishing.

Additional Readings:

- Kandampully, J., Zhang, T., & Bilgihan, A.** (2015). *Customer loyalty: a review and future directions with a special focus on the hospitality industry*. *International Journal of Contemporary Hospitality Management*.
- Jones, P., Hillier, D., & Comfort, D.** (2016). *Sustainability in the global hotel industry*. *International Journal of Contemporary Hospitality Management*.
- Sloan, P., Legrand, W., & Chen, J. S.** (2020). *Sustainability in the Hospitality Industry: Principles of Sustainable Operations* (3rd ed.). Routledge.
- Sigala, M., & Gretzel, U.** (2018). *Advances in Social Media for Travel, Tourism and Hospitality: New Perspectives, Practice and Cases*. Routledge

Semester – VIII

Subject Name: Hotel Safety, Security and Engineering

Type of Course: Major

Paper Code: HMT192M804

Course Level: 400

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

This course aims to equip students with the technical knowledge and practical skills essential for maintaining a safe, secure, and efficiently engineered hotel environment. It emphasizes risk management, safety protocols, engineering operations, and crisis response to ensure seamless and secure hospitality operations.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Identify potential safety and security hazards in hotel operations.	BT 1
CO 2	To Explain the functions of security and engineering departments in ensuring operational safety and efficiency.	BT 2
CO 3	To Apply preventive maintenance procedures and safety measures for fire and emergencies.	BT 3
CO 4	To Evaluate the effectiveness of hotel engineering and emergency response systems.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to Safety and Security in Hotels <ul style="list-style-type: none">• Importance of Safety & Security in Hospitality• Types of Hazards in Hotels (Physical, Chemical, Biological)• Risk Assessment and Risk Management• Guest Safety and Staff Safety Policies	12
II	Hotel Security Operations <ul style="list-style-type: none">• Security Department Functions and Organization• Access Control Systems, Key Control, CCTV Surveillance• Crime Prevention: Theft, Vandalism, Terror Threats• Emergency Protocols: Fire, Medical, Evacuation	12
III	Hotel Engineering & Maintenance <ul style="list-style-type: none">• Role of Engineering Department in Hotels• Preventive and Breakdown Maintenance• HVAC, Water Supply, Power Backup, and Lighting Systems	12

	<ul style="list-style-type: none"> • Energy Management Systems (EMS) & Utilities Management 	
IV	Fire Safety and Disaster Management <ul style="list-style-type: none"> • Fire Prevention Systems: Alarms, Detectors, Sprinklers • Types of Fire Extinguishers and Their Use • Disaster Preparedness and Contingency Planning • First Aid, Safety Drills, Training Protocols 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. Assignment 1: Hotel Safety & Security Audit Report Assignment 2: Engineering Systems Maintenance Log & Case Study

Text Books:

1. **Barrows, C. W., Powers, T., & Reynolds, D.** (2012). *Introduction to the Hospitality Industry*. Wiley.
2. **Stipanuk, D. M.** (2006). *Hospitality Facilities Management and Design*. Educational Institute of the AH&LA.
3. **Raghubalan, G., & Smritee Raghubalan.** (2009). *Hotel Housekeeping: Operations and Management*. Oxford University Press. (For safety & maintenance context)

Reference Books:

1. **Ahmed, I.** (2019). *Hotel Security Management*. Educreation Publishing.
2. **Cote, A. E.** (2003). *Fire Protection Handbook* (20th ed.). National Fire Protection Association.
3. **Jones, T.** (2010). *Security Operations Management* (2nd ed.). Butterworth-Heinemann.

Additional Readings:

1. **Roper, K. O., & Payant, R. P.** (2010). *The Facility Management Handbook*. AMACOM.
2. **Chan, E. S., & Lam, D.** (2011). *Hotel safety and security systems: A study of Hong Kong hotels*. *International Journal of Hospitality Management*, 30(3), 551-558

Semester – VIII

Subject Name: Public Relation and Customer Relationship Management

Type of Course: Major

Paper Code: HMT192M805

Course Level: 400

Course Credit: 4

Scheme of Evaluation: Theory

L-T-P-C: 3-1-0-4

Course Objective:

This course aims to develop a thorough understanding of public relations and customer relationship management principles specific to the hospitality industry. Students will learn to build and maintain strong guest relationships, manage hotel reputation, and leverage technology and communication strategies to enhance customer loyalty and satisfaction.

Course Outcomes:

Having completed this module, a student will be able –

CO 1	To Define key concepts and functions of public relations and customer relationship management in hotels.	BT 1
CO 2	To Explain the strategies and tools used in PR and CRM to enhance hotel reputation and guest loyalty.	BT 2
CO 3	To Apply CRM techniques and communication skills to effectively manage guest interactions and resolve complaints.	BT 3
CO 4	To Evaluate the integration of PR and CRM practices for crisis management and brand building in hospitality.	BT 4

Detailed Syllabus:

Modules	Topics / Course content	Periods
I	Introduction to Public Relations in Hospitality <ul style="list-style-type: none">• Definition and Importance of PR in Hotels• Functions and Tools of Public Relations• PR vs Advertising• Building Hotel Image and Reputation• PR Strategy and Media Handling	12
II	Principles of Customer Relationship Management (CRM) <ul style="list-style-type: none">• Concept and Evolution of CRM• Importance of CRM in Hotel Industry• Customer Life Cycle Management• Guest Profiling and Personalization• Technology in CRM	12
III	CRM Strategies and Implementation <ul style="list-style-type: none">• Developing Customer Loyalty Programs• Handling Complaints and Feedback Mechanisms• Relationship Marketing in Hotels	12

	<ul style="list-style-type: none"> • CRM Metrics and Guest Satisfaction Index • Role of Front Office and F&B in CRM 	
IV	Integrated Approach to PR and CRM <ul style="list-style-type: none"> • Synergy between PR and CRM for Brand Equity • Crisis Communication and Reputation Management • Hospitality Case Studies: Success and Failures • Trends: Social Media, Influencer PR, AI in CRM 	12
Total		48

Credit Distribution		
Lecture/Tutorial	Practicum	Experiential Learning
48	x	30 Hrs. Project: CRM Software Demo & Analysis Case Study Analysis: PR Crisis Management in Hotels

Text Books:

1. **Cutlip, S. M., Center, A. H., & Broom, G. M.** (2006). *Effective Public Relations* (10th Edition). Pearson Education.
2. **Peppers, D., & Rogers, M.** (2011). *Managing Customer Relationships: A Strategic Framework* (2nd Edition). Wiley.
3. **Bowie, D., & Buttle, F.** (2011). *Hospitality Marketing: Customer Relationship Management*. Routledge.

Reference Books:

1. **Cornelissen, J.** (2017). *Corporate Communication: A Guide to Theory and Practice*. Sage Publications.
2. **Payne, A., & Frow, P.** (2013). *Strategic Customer Management: Integrating Relationship Marketing and CRM*. Cambridge University Press.
3. **Lovelock, C., & Wirtz, J.** (2016). *Services Marketing: People, Technology, Strategy* (8th Edition). Pearson.

Additional Readings:

1. **Gronroos, C.** (2007). *Service Management and Marketing: Customer Management in Service Competition*. Wiley.
2. **Melewar, T. C., & Jenkins, E.** (2002). *Corporate Identity, Public Relations and Marketing*. Routledge.
3. **Malthouse, E. C., & Calder, B. J.** (2011). *Customer Engagement: Contemporary Issues and Challenges*. Journal of Service Research.

