



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

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

**(SOHMCT)**

**2025-26**

## **Programme Handbook**

**(Programme Structure and Evaluation Scheme)**

**Bachelor (Hons./ Hons. With Research in Hotel Management and  
Catering Technology)**

**Programme Code: 76**

# FOUR YEAR UNDERGRADUATE PROGRAMME

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## **Preface**

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

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

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

The new curriculum of Bachelor of Hotel Management & Catering Technology offer in depth knowledge of ever changing field of Hospitality with focus on latest development through policy intervention, global integration and technological disruption. After pursuing this course learner

will get expertise in the field of Hotel Management in general with specialization in the specific fields of Food Production, Food & Beverage, Accommodation operation, Front office and

in management subjects like sales and marketing, strategic planning and management, facility planning, human resource and so on with complete skills and competence required by the Hospitality Industry.

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

## **About K.R. Mangalam University**

The K.R. Mangalam Group has made a name for itself in the field of education. Over a period of time, the various educational entities of the group have converged into a fully functional corporate academy. Resources at KRM have been continuously upgraded to optimize opportunities for the learner. Our learner are groomed in a truly inter-disciplinary environment wherein they develop integrative skills through interaction with learner from engineering, management, journalism and media study streams.

The K.R. Mangalam story goes back to the chain of schools that offered an alternative option of world-class education, pitching itself against the established elite schools, which had enjoyed a position of monopoly till then. Having blazed a new trail in school education, the focus of the group was aimed at higher education. With the mushrooming of institutions of Higher Education in the National Capital Region, the university considered it very important that learner take informed decisions and pursue career objectives in an institution, where the concept of education has evolved as a natural process.

K.R. Mangalam University was founded in the year 2013 by Mangalam Edu Gate, a company incorporated under Section 25 of the Companies Act, 1956.

### **Uniqueness of KRMU**

- i. Enduring legacy of providing education to high achievers who demonstrate leadership in diverse fields.

- ii. Protective and nurturing environment for teaching, research, creativity, scholarship, social and economic justice.

### **Education Objectives**

- i. To impart undergraduate, post-graduate and Doctoral education in identified areas of higher education.
- ii. To undertake research programmes with industrial interface.
- iii. To integrate its growth with the global needs and expectations of the major stake holders through teaching, research, exchange & collaborative programmes with foreign, Indian Universities/Institutions and MNCs.
- iv. To act as a nodal center for transfer of technology to the industry.
- v. To provide job oriented professional education to the learners community with particular focus on Haryana.

## **University Vision and Mission**

### **2.1 Vision**

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

### **2.2 Mission**

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

## **About the School**

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

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

## **School Vision and Mission**

### **School Vision**

Aspires to become an internationally recognized school of Hotel Management and Catering Technology that provides multiple programs in the scope of Hospitality and Tourism

### **School Mission**

To rediscover hospitality education at all levels and develop our learners with a global skill set to prepare them for tomorrow's careers.

### **The School of Hotel Management is committed to-**

- Fostering employability and entrepreneurship in hospitality through interdisciplinary curriculum and immersive pedagogy with cutting-edge technology.
- Installing the notion of lifelong learning through stimulating research, Outcomes-based education, and innovative thinking.
- Collaborating with premier universities, research centers, industries, and professional bodies and integrating global needs and expectations.
- Enhancing leadership qualities among the youth understanding ethical values and environmental realities.

## **About the Programme**

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

competence of future hospitality professionals by providing them with a strong foundation in all the core and secondary areas of a hotel. It strives to equip learner with the necessary skills, knowledge, and competencies to effectively plan, manage and run a hospitality business.

## **a. Definitions**

### **➤ Programme Outcomes (POs)**

Programme Outcomes are statements that describe what the learner are expected to know and would be able to do upon the graduation. These relate to the skills, knowledge, and behavior that learner acquire through the programme.

### **➤ Programme Specific Outcomes (PSOs)**

Programme Specific Outcomes are statements about the various levels of knowledge specific to the given program which the learners would be acquiring during the program.

### **➤ Programme Educational Objectives (PEOs)**

Programme Educational Objectives of a degree programme are the statements that describe the expected achievements of graduates in their career, and what the graduates are expected to perform and achieve during the first few years after graduation.

### **➤ Credit**

Credit refers to a unit of contact hours/tutorial hours per week or two hours of Lab/Practical work per week.

- **Multidisciplinary** (Open Elective): These courses are intended to broaden the intellectual experience and form part of liberal arts and science education. These introductory-level courses may be related to any of the broad disciplines given below:

- Natural and Physical Sciences
- Mathematics, Statistics, and Computer Applications
- Library, Information, and Media Sciences
- Commerce and Management
- Humanities and Social Sciences

*A diverse array of Open Elective Courses, distributed across different semesters and aligned with the aforementioned categories, is offered to the learner. These courses enable learner to*



*expand their perspectives and gain a holistic understanding of various disciplines. learner can choose courses based on their areas of interest.*

**Ability Enhancement Course (AEC):** learner 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 learner to acquire and demonstrate the core linguistic skills, including critical reading and expository and academic writing skills, that help learner articulate their arguments and present their thinking clearly and coherently and recognize the importance of language as a mediator of knowledge and identity.

**Skills Enhancement Courses (SEC):** These courses are aimed at imparting practical skills, hands-on training, soft skills, etc., to enhance the employability of learner.

**Value-Added Course (VAC):** The Value-Added Courses (VAC) are aimed at inculcating Humanistic, Ethical, Constitutional and Universal human values of truth, righteous conduct, peace, love, non-violence, scientific and technological advancements, global citizenship values and life-skills falling under below given categories:

- Understanding India
- Environmental Science/Education
- Digital and Technological Solutions
- Health & Wellness, Yoga education, Sports, and Fitness

**Research Project / Dissertation:** learner choosing a 4-Year Bachelor's degree (Honours with Research) are required to take up research projects under the guidance of a faculty member. The learner are expected to complete the Research Project in the eighth semester. The research outcomes of their project work may be published in peer-reviewed journals or may be presented in conferences /seminars or may be patented.

## **Programme Educational Objectives (PEO)**

**After the completion of the program, hotel management graduates will be:**

**PEO 1** Employed in Global Service Brands in senior leadership positions.

**PEO 2** Conducting ethical behavior in the hospitality and culinary industry.

**PEO 3** Creating Employment Opportunities for the Hospitality Industry and overall Community.

**PEO 4** Leading by example following compassion and striving to do the right thing.

### **Programme Outcomes (PO)**

PO1: Understanding the key to success is achieving a balance of efficiency in Customer Relations Skills

PO 2: Understanding the art of Effective communication skills by maintaining high standards of Oral, Written, Non-Verbal, and Visual Communication Skills relevant to Hospitality and Tourism.

PO 3: Understanding self and others to work in Team Dynamics and exhibit leadership behaviour and qualities.

PO 4: Applying the Global Code of Ethics and Cultural Sensitivity as the Hospitality Industry proposes successful Business Operations and Customer Relations in the Hospitality Sector.

PO 5: Learning to learn, relearn and remain updated with the ever-changing dynamics of the Hospitality Industry.

PO 6: Applying the latest Information Technology Tools and Techniques in handling Business Solutions effectively.

### **Programme Specific Outcomes (PSO)**

**PSO 1:** Understanding Hospitality concepts, theories, technical, and conceptual frameworks appropriate for the hospitality and tourism industry.

**PSO 2:** Applying the skills, techniques, concepts, and theories gained to manage and evaluate functional and strategic frameworks in the Hospitality Industry.

**PSO 3:** Analyzing the situation and group dynamics to offer exceptional guest service eminence.

**PSO 4:** Evaluating alternatives to make informed decisions.

**PSO5:** Developing hospitality operations skills for overall functions of the Hospitality Industry.

**PSO6:** Creating strategies for managing effectively in the Hospitality Industry.

**b. Career Avenues**

- Operations in Luxury hotels
- Specialty Restaurants & Banquet
- Sales, HR, Revenue hospitality sectors
- Event Management
- Airlines cabin crew and ground staff
- Travel and tourism Offices
- Marketing and Public Relations
- Hospitals catering & Housekeeping management.
- Railway catering
- Catering officers in Govt., sectors
- Operations and Customer Service in Luxury retail and fashion Houses
- Operations and Customer Service Theme and amusement park
- Operations and Customer Service Entertainment industry
- Operations and Customer Service Cargo management
- Academics in Education Industry
- Hospitality Entrepreneurship
- Banks as customer relation manager
- Automobile Industry as customer relation manager

**c. Duration: 4 years (08 Semesters)**

**d. Criteria for award of certificates and degree**

BHMCT 1<sup>st</sup> Year – 43 Credits

BHMCT 2<sup>nd</sup> Year – 89Credits

BHMCT 3<sup>rd</sup> Year – 136 Credits

BHMCT 4<sup>th</sup> Year – 174Credits

Learners must earn 174 credits to earn the degree.

➤ **Education Philosophy and Purpose:**

- **Learn to Earn a Living:**

At KRMU we believe in equipping learner with the skills, knowledge, and qualifications necessary to succeed in the job market and achieve financial stability. All the programmes are tailored to meet industry demands, preparing learner to enter specific careers and contributing to economic development.

**Learn to Live:**

The university believes in the holistic development of learners, fostering sensitivity towards society, and promoting a social and emotional understanding of the world. Our aim is to nurture well-rounded individuals who can contribute meaningfully to society, lead fulfilling lives, and engage with the complexities of the human experience.

- **University Education Objective: Focus on Employability and Entrepreneurship through Holistic Education using Bloom's Taxonomy**

By targeting all levels of Bloom's Taxonomy—remembering, understanding, applying, analyzing, evaluating, and creating—learner are equipped with the knowledge, skills, and attitudes necessary for the workforce and entrepreneurial success. At KRMU we emphasize on learners critical thinking, problem-solving, and innovation, ensuring application of theoretical knowledge in practical settings. This approach nurtures adaptability, creativity, and ethical decision-making, enabling graduates to excel in diverse professional environments and to innovate in entrepreneurial endeavours, contributing to economic growth and societal well-being.

- **Importance of Structured Learning Experiences**

A structured learning experience (SLE) is crucial for effective education as it provides a clear and organized framework for acquiring knowledge and skills. By following a well-defined curriculum, teaching-learning methods and assessment strategies, learners can build on prior knowledge systematically, ensuring that foundational concepts are understood before moving on to more complex topics. This approach not only enhances comprehension but also fosters critical thinking

by allowing learners to connect ideas and apply them in various contexts. Moreover, a structured learning experience helps in setting clear goals and benchmarks, enabling both educators and learner to track progress and make necessary adjustments. Ultimately, it creates a conducive environment for sustained intellectual growth, encouraging learners to achieve their full potential. At K.R. Mangalam University SLE is designed as rigorous activities that are integrated into the curriculum and provide learner with opportunities for learning in two parts:

- Inside classroom – (Lectures, Presentations, Practical's, Simulations, Case Study, Guest Lectures),
  - Outside classroom(Projects, Journals, Specialized workshop in Hotels, Field visits, Internships)
- 
- Educational Planning and Execution What, when & how learning will happen (*Details to be provided by School*) *Handbook*
    - Plan – The school events calendar is prepared well in advance based on Program Outcomes, program-specific outcomes and Course Outcomes. Based on the events calendar, we start approaching the industry accordingly. The course Outcomes also determine the requirement of Faculty or specialized input required by learner to meet the Industry standards. With continuous monitoring & review, the schools aims for continuous improvement.
    - The Bachelor of Hotel Management and Catering Technology programme is designed around the educational philosophy of "Learn to Earn Living" and "Learn to Live," providing a holistic learning experience from entry to exit.
  - **Entry Phase**

Upon entry, learner are introduced to the Core operations and foundational principles of Hotel Management and Catering Technology. Orientation sessions focus on understanding the Hospitality landscape and the overall expectations from Hospitality Professionals.
  - **Core Learning**

As learner advance, they dive deeper into both theoretical and practical aspects of the field. Courses on core operations like Food Production, Food and Beverage Service, Housekeeping and Front Office equip learner with critical skills necessary for their future careers. Practical workshops and industry collaborations reinforce the idea of learning as a preparation for earning, while also nurturing a sense of civic responsibility and personal growth. We have a strong learner' support system in terms of differential learning (slow & fast learning), mentor-mentee system and personal counselling thereby ensuring learner move up on the learning curve.

- **Skill Development**

The programme places a strong emphasis on developing operational skill, Management Skills and Leadership skills. Operational Skills, Customer Service Skills, Problem Solving Skills, Complaint Handling are one of the few that are essential for a successful career in Hospitality and Tourism. Through collaborative projects, learner learn teamwork and communication, vital not just for professional success but also for fostering meaningful relationships in their personal lives.

- **Specialization and Exit Phase**

- In the final phase, learner undertake Specialization courses and engage in projects that integrate their learning and showcase their creativity and professionalism. This culminates in a portfolio that reflects their readiness to enter the workforce. Additionally, career services assist in job placements, reinforcing the "Learn to Earn Living" philosophy. However, the emphasis on personal values and lifelong learning remains a cornerstone, encouraging learner to approach their careers as a means to contribute positively to society.

- **Co-Curricular and Extra-Curricular Activities**

- learner actively participate in 13 clubs and societies within the university, ranging from media production to cultural expression. These clubs facilitate peer interaction, teamwork, and leadership opportunities, helping learner develop a well-rounded personality. Regular industry visits, guest lectures, and workshops by industry experts ensure that learner remain connected to real-world media practices, bridging the gap between academic learning and professional expectations.

- **Community Connect**
- Community connect programmes enhance learner' social awareness and responsibility, allowing them to engage with various societal issues. Participation in sports and cultural activities further contributes to a balanced lifestyle, promoting teamwork and resilience.
- **Ethics and Values**
- The programme places a strong emphasis on ethics, values, and a code of conduct. learner are encouraged to embody professionalism and integrity in their work, preparing them to be responsible communicators and active citizens.
- **Career Counselling and Entrepreneurship**
- Career counselling services provide guidance on job placements, internships, and skill development, helping learner navigate their career paths. Additionally, the university's incubation centre fosters entrepreneurial and leadership qualities, encouraging learner to explore innovative ideas and start their ventures.
- **Course Registration**
- Every learners has to register at the beginning of each semester for the courses offered in the given semester. Major courses are registered centrally for the learner. However, for other multidisciplinary courses (Minor, VAC, OE) the learner have to register by themselves through ERP.
- **Co-curricular / Extracurricular activities/Community Service:**

**Participation in Co/ Extracurricular activities is part of outside classroom learning.**

learner must earn 2 credits from co/ extracurricular activities. One credit from participation in co-curricular activities like Club/Society activities and another credit from Community Service (1 credit each) through participation in NSS/ Redcross activities or NGOs that contribute to their personal development, leadership skills, and community engagement.

- Under the category of **Club/Society**, 1 credit can be earned by registration in one of the Club/Societies of university and active participation in the events organized by the club/society **OR**
- 15 hours of active engagement in any of the recreational/sports activities

Under the category of **Community Service**, 1 credit can be earned by

- 15 hours active engagement in community service through NGO/NSS/Redcross or any other society approved/ empanelled by the university

At the end of the semester, learner are required to submit a log of hours, a report, and a certificate of participation/ completion summarizing their activities followed by a presentation.

**Academic Support Services** (Differential learning needs): Academic Support Services for Journalism and Mass Communication learner are designed to cater to diverse learning needs, ensuring that every learners fairs well. These services include:

- **Personalized Tutoring:** One-on-one sessions with experienced tutors focus on specific areas such as writing, radio/ podcast production, event management, photography, video production, digital marketing projects, research projects and others tailored to individual skill levels.
- **Workshops and Seminars:** Regular workshops on topics like digital storytelling, production, media ethics, other experiential learning activities and industrial connect help learner enhance their practical skills and theoretical understanding.
- **Peer Mentoring Programs:** Advance learner learner mentor the learner by becoming team leaders, providing guidance on course components, assignments and projects, fostering a supportive system.
- **Accessible Learning Resources:** Online platforms offer access to a range of resources, including video lectures, articles, and interactive tools, accommodating different learning styles.
- **Production and Outcome based activities:** learner are encouraged to get more involved in practicals and hands-on based activities to come up with productivity which is showcased and appreciated. This way it gives a boost to the learner.
- **Diversity and Inclusion Initiatives:** Programs aimed at promoting inclusivity ensure that all voices are heard and valued, enriching the learning environment.
- **Feedback and Assessment:** Continuous feedback mechanisms allow learner to receive constructive review of their work, facilitating growth and improvement.

- **Learners Support Services**



- **Mentor-Mentee:** The Mentor-Mentee Program is an essential component for fostering successful careers as it acts as a bridge between faculty and learner. Mentor-mentee relationships often go beyond academic and professional growth at KRMU.
- **Counselling and Wellness Services:** Counselling and Wellness Services for Journalism and Mass Communication learner are designed to support their mental health and overall well-being in a demanding academic environment. These services include confidential individual counselling sessions, where trained professionals provide guidance on stress management, time management and personal challenges. Group therapy sessions and workshops focus on topics such as resilience, coping strategies and mindfulness, promoting a sense of community and shared experiences. The school conducts sessions on mental health awareness from time to time. Wellness initiatives may include fitness programs, relaxation activities and access to health resources that promote physical and mental health. By creating a supportive environment, these services help learner navigate the pressures of their studies while fostering a balanced and healthy lifestyle.
- **Career Services and Training:** The Career Development Center (CDC) at KRMU provides comprehensive career services and training for Journalism and Mass Communication learner, focusing on creating ample placement opportunities. In addition to inviting corporate recruiters to campus, the Centre hosts various counselling and training programs aimed at enhancing learner' academic and professional skills. These programs equip learner with the essential tools needed to secure lucrative careers in their field. Each year, prominent companies visit the KRMU campus, offering attractive job packages to emerging talent. The faculty members and the mentors also ensuring that learner are well-prepared for the competitive job market.
- **Assessment and Evaluation**
  - Grading Policies and Procedures for theory courses, practical courses, projects, Internships, Dissertation: As per university examination policy of K R Mangalam University, the Program Outcome assessments is done by aggregating both direct and

indirect assessments, typically assigning 80% weightage to direct assessments and 20% to indirect assessments, to compute the final course attainment.

- **Feedback and Continuous Improvement Mechanisms:** Teaching-learning is driven by outcomes. Assessment strategies and andragogy are aligned to course outcomes. Every CO is assessed using multiple components. The attainment of COs is calculated for every course to know the gaps between the desired and actual outcomes. These gaps are analysed to understand where does the learners lag in terms of learning levels. Thereafter each learners's learning levels are ascertained, if found below desirable level, and intervention strategy is effected in the following semester to make necessary corrections. To cater to the diverse learning needs of its learners body, K.R. Mangalam University employs a comprehensive assessment framework to identify both slow and advanced learners. learner' learning levels are continually assessed based on their performance at various stages. If a learners's performance in internal assessments falls below or equal to 55%, they are categorized as slow learners. Conversely, if a learners's performance score in internal assessments is greater than or equal to 80%, they are identified as advanced learners. Such learner are encouraged to participate in advanced learning activities. Through periodic evaluations and the utilization of modern management systems, the institution adeptly tracks learner' performance across various courses, allowing for targeted interventions and support mechanisms.
- **Academic Integrity and Ethics:** The School of Journalism and Mass Communication places a strong emphasis on academic integrity and ethics, fostering a culture of honesty and responsibility among learner. Clear guidelines are established to educate learner about the importance of plagiarism prevention, proper citation practices, and ethical sourcing in their work. Regular workshops and seminars are conducted to discuss case studies and real-world scenarios, encouraging critical thinking about ethical dilemmas in journalism and media. Faculty members serve as role models, promoting transparency and accountability in their interactions and evaluations. By instilling these values, the school prepares learner to uphold high ethical standards in their professional careers, emphasizing the critical role that integrity plays in journalism and mass communication.

### Evaluation schemes For Theory and Practical

<b>Component s</b>	<b>Continuous Internal Assessment (Any 5 components to be covered at least)</b>								<b>Mid Ter</b>	<b>End Ter</b>
	<b>Quiz</b>	<b>Test</b>	<b>Present ation</b>	<b>Projects</b>	<b>Assign ments and Essay s</b>	<b>Reflective Journal</b>	<b>Partici pation &amp; Attend ance</b>	<b>Case Studi es</b>		
	<b>30%</b>									
<b>Weightage (%)</b>									<b>20</b>	<b>50</b>

### PROGRAMME STRUCTURE

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

<b>SEMESTE RS</b>	<b>Sem I</b>	<b>Sem II</b>	<b>Sem III</b>	<b>Sem IV</b>	<b>Sem V</b>	<b>Sem VI</b>	<b>Sem VII</b>	<b>Sem VIII</b>	<b>Total</b>
<b>Courses</b>	<b>08</b>	<b>10</b>	<b>02</b>	<b>09</b>	<b>10</b>	<b>10</b>	<b>08</b>	<b>01</b>	<b>58</b>
<b>Credits</b>	<b>20</b>	<b>23</b>	<b>24</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>18</b>	<b>20</b>	<b>174</b>

**TOTAL CREDITS- 174 (including Club and Community service)**

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

**B.HMCT (Bachelor of Hotel Management and Catering Technology)**

Semester-I							
S. N o.	Category of Course	Course Code	Course	L	T	P	C
1	Major	HMCTFB101	Basics of Food and Beverage Production	2	0	0	2
2	Major	HMCTFB102	Basics of Food & Beverage Service	2	0	0	2
3	Major	HMCTAO103	Basics of Accommodation Operations	4	0	0	4
4	Major	HMCTFB151	Food and Beverage Production Lab	0	0	6	3
5	Major	HMCTFB152	Food and Beverage Service Lab	0	0	6	3
6	SEC-1	HMCTAO153	Accommodation Operations-Lab	0	0	4	2
7	Minor	HMCTFG104	Foundations of Global Business	2	0	0	2
8	VAC	VAC 151	Value Added Course(EVS and DM)	2	0	0	2
<b>T ot al</b>			<b>TOTAL</b>	12	0	16	<b>20</b>

Semester-II							
S. N o.	Category of Course		Course Name	L	T	P	C
1	Major	HMCTFB201	Food and Beverage Production Fundamentals	2	0	0	2
2	Major	HMCTFB202	Food and Beverage Service Fundamentals	2	0	0	2
3	Major	HMCTAO203	Accommodation Operations Fundamentals	4	0	0	4
4	Major	HMCTFB251	The art of Cookery-Concept Lab	0	0	6	3
5	Major	HMCTFB252	The art of service- Concept Lab	0	0	6	3
6	SEC-2	HMCTAO253	The art of Rooms- Concept Lab	0	0	4	2

7	Minor	HMCTFN204	Food and Nutrition Management	2	0	0	2
8	Minor	HMCTIT205	Business IT Tools for hospitality Industry	0	0	2	1
9	Minor	HMCTOB206	Organizational Behavior & Human Resource Management	2	0	0	2
10	AEC	AEC007	Verbal Ability and Communication	2	0	0	2
<b>Total</b>			<b>TOTAL</b>	<b>12</b>	<b>0</b>	<b>18</b>	<b>23</b>

### Summer Internship-I

Semester-III							
S. N o.	Category of Course	Category of Course	Course Title	L	T	P	C
1	Major	HMCTIN351	Industrial Training- I			960	20
	Minor	HMCTPR352	Project Report-I				4
Total							24

Semester-IV							
S. N o.	Category of Course		Course	L	T	P	C
1	Major	HMCTSS401	Spices, Scriptures, and Science: The Evolution of Indian Cuisine	2	0	0	2
2	Major	HMCTVS402	Vinification Studies	2	0	0	2
3	Minor	HMCTAA403	Advance Accommodation Management	4	0	0	4
4	Major	HMCTIC451	Indian Cookery-The concept Lab	0	0	6	3
5	Major	HMCTSO452	Service Operations- The Concept Lab	0	0	6	3
6	SEC-3	HMCTAA453	Advance Accommodation Lab	0	0	4	2
7	Minor	HMCTHS404	Hospitality Sustainability	2	0	0	2
8	Minor	HMCTSM405	Sales and Marketing for Service Industry	2	0	0	2
9	VAC		MOOC	2	0	0	2
<b>TOTAL</b>			<b>TOTAL</b>	<b>14</b>	<b>0</b>	<b>16</b>	<b>22</b>

Semester-V							
S. N o.	Category of Course		Category of Course	L	T	P	C
1	Major	HMCTTT501	Taste through time: European and Asian Gastronomy	0	0	2	2
2	Major	HMCTSL502	Spirits and Liqueurs Studies	2	0	0	2
3	Major	HMCTTD503	Technology and Design in Accommodation Services	4	0	0	4
4	Major	HMCTTT551	Taste through time: Practical cookery of Europe and Asia	0	0	6	3
5	Major	HMCTSS552	Service of spirits and Liqueurs: The concept Lab	0	0	6	3
6	SEC-4	HMCTAR553	The art of Rooms- Concept Lab	0	0	4	2
7	Minor	HMCTTT504	Travel and Tourism Services Management	2	0	0	2
8	Minor	HMCTFM505	Financial Management	2	0	0	2
9	AEC	AEC010	Soft skills 1	2	0	0	2
10			Community Service	0	0	2	1
T ot al			Total	12	0	20	23

Semester-VI							
S. N o.	Category of Course		Course name	L	T	P	C
1	Major	HMCTCB601	Conceptual Bakery and Patisserie Art	2	0	0	2
2	Major	HMCTFB602	Food and Beverage Controls	2	0	0	2
3	Major	HMCTRS603	Room Statistics and Contemporary Practices	4	0	0	4
4	Major	HMCTAB651	Advance Bakery and Patisserie Production	0	0	6	3
5	Major	HMCTFB652	Food and Beverage Service Lab	0	0	6	3

6	SEC-5	HMCTCR653	Concepts of Room Statistics-Lab	0	0	4	2
7	Minor	HMCTHL604	Hotel Laws and Licensing	2	0	0	2
8	AEC		Soft skills 2	2	0	0	2
9	Minor	HMCTEC605	Events, Culture and Festival Management	2	0	0	2
10	VAC		MOOC	2	0	0	2
<b>Total</b>			<b>Total</b>	16	0	16	<b>24</b>

Semester-VII							
S. N o.	Category of Course		Course	L	T	P	C
Specialization 1*							
1	Major	HMCTCI701	Specialization: 1: Culinary Innovation and Leadership	2	0	0	2
2	Major	HMCTPU751	From concept to masterpiece- POP Up Shop	0		8	4
3	Major	HMCTDA702	Data analytics in Food Production	2	0	0	2
4	Major	HMCTFP703	Facility Planning and Service Design	2	0	0	2
5	Minor	HMCTEH704	Entrepreneurship in Hospitality	2	0	0	2
6	Minor	HMCTDM705	Digital marketing and AI	2		0	2
7	AEC	HMCTPE706	Professional Employability	2	0	0	2
8	Minor	HMCTLS707	Leadership and Strategy	2	0	0	2
<b>Total</b>			<b>Total</b>	14		8	<b>18</b>
Specialization 2*							
1	Major	HMCTRS706	Specialization: 2: Restaurant, MICE and Retail	2	0	0	2
2	Major	HMCTIE752	From concept to masterpiece- Implementing an event	0		8	4

3	Major	HMCTTI707	Trends, innovation and sustainability in food and beverage services	2	0	0	2
4	Major	HMCTFP703	Facility Planning and Service Design	2	0	0	2
5	Minor	HMCTEH704	Entrepreneurship in Hospitality	2	0	0	2
6	Minor	HMCHDM705	Digital marketing and AI	2		0	2
7	AEC	HMCTPE706	Professional Employability	2	0	0	2
8	Minor	HMCTLS707	Leadership and Strategy	2	0	0	2
<b>Total</b>			<b>Total</b>	14		8	18
<b>Specialization 3*</b>							
1	Major	HMCTAO708	Specialization: 3: From concept to masterpiece-theory in Accommodation Operations	2	0	0	2
2	Major	HMCTCP753	concept to masterpiece-Control and Profitability	0		8	4
3	Major	HMCTRM709	Revenue Management	2	0	0	2
4	Major	HMCTFP703	Facility Planning and Service Design	2	0	0	2
5	Minor	HMCTEH704	Entrepreneurship in Hospitality	2	0	0	2
6	Minor	HMCHDM705	Digital marketing and AI	2		0	2
7	AEC	HMCTPE706	Professional Employability	2	0	0	2
8	Minor	HMCTLS707	Leadership and Strategy	2	0	0	2
<b>Total</b>			<b>Total</b>	14		8	18
<b>Semester-VIII</b>							
<b>S. No.</b>	<b>Category of Course</b>		<b>Course</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
1	Major	HMCTIN851	Industrial Training- II			960	20
<b>Total</b>			<b>Total</b>				20



Semester-VIII							
S. N o.	Category of Course		Course	L	T	P	C
1	Major	HMCTRE801	Research Ethics and Tools for Plagiarism	4	0	0	4
	Major	HMCTSR802	Statistics for Research	4	0	0	4
	Major	HMCTDR803	Dissertation Report	1 2	0	0	12
			Total	2 0	0	0	20

Necessary Certification:  
HACCP and Cyber  
Security

Majors:116, Minors:33,SEC:10, AEC:8,  
VAC:8

Total Credits: 174

## SYLLABI

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

For each course, the first line contains; Course Code, Title and Credits (C) of the course. This is followed by the course perspective and Intended course outcomes, syllabus, Textbook and Reference Books.

### **Semester 1<sup>st</sup>:**

<b>HMCTFB101</b>	<b>Basics of Food and Beverage Production</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

This course provides a foundational understanding of food production, focusing on key culinary terms, tools, and techniques. The learner will explore the use of spices for flavor enhancement and gain insight into the roles within the kitchen hierarchy. Additionally, the course covers essential kitchen management skills like organization and time management, preparing learner for a successful career in the culinary industry.

### **Course Outcomes**

#### **On completion of the course the learner will be:**

CO1: Understanding the origin and evolution of modern cookery.

CO2: Identifying various tools utilized in cooking methods.

CO3: Applying the principles of kitchen organization.

CO4: Analyzing the importance of different cooking ingredients.

## **COURSE CONTENT**

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### **Unit 1: Introduction to the Art of Cookery**

This unit introduces Learners to the fundamentals of culinary arts, beginning with an overview of the field and the evolution of global food culture, highlighting how historical, geographical, and social influences have shaped world cuisines. It also emphasizes the importance of understanding the kitchen hierarchy, with detailed insights into job descriptions and specifications of various culinary roles. Learners will learn the importance of personal hygiene and kitchen ethics, which are critical for maintaining food safety and professional standards. The unit covers the aims, objectives, principles, and methods of cooking food, exploring diverse cooking techniques and their purposes. Finally, essential kitchen safety procedures are introduced to ensure a secure and hazard-free working environment.

### **Unit 2: Kitchen Organization**

This unit focuses on the structural and functional organization of a professional kitchen. Learners will become familiar with various kitchen equipment, utensils, and layout designs, along with the proper cleaning and maintenance of tools. Special attention is given to the handling of modern kitchen equipment and associated safety precautions. The unit also covers the kitchen brigade system, outlining the functions of different kitchen sections, the duties of kitchen staff, and an introduction to the various types of cooking fuels used in food production.

### **Unit 3: Food Commodities I**

In this unit, Learners will explore the fundamental food commodities starting with the classification, origin, and cuts of fruits and vegetables. It delves into the use of fats, oils, and vinegars in cooking, including an explanation of saturated and unsaturated fats, hydrogenation, clarification, and the smoking point of fats. Commodities such as butter, oil, lard, suet, tallow, and bread spreads are discussed in detail. The unit also emphasizes the role of spices and herbs used in Indian cuisine, and the importance of Indian grains, pulses, and condiments in cookery. Learners will also be introduced to different types of sugar and basic qualitative and quantitative measures used in the kitchen.

#### **Unit 4: Food Commodities II**

Building on the previous unit, this section explores more advanced ingredients and their culinary uses. Topics include the classification, composition, and preparation of eggs, along with their structure and culinary applications. Learners will gain knowledge about various condiments and spices, as well as the classification and cuts of poultry and game. The unit also introduces the cleaning and pre-preparation of food commodities, along with an introduction to basic food nutrition, equipping Learners with the knowledge needed for informed ingredient selection and preparation.

#### **Unit 5: Stocks, Sauces, and Gravies**

This unit covers the classification and preparation of stocks, detailing their essential role as a foundation in culinary practices. It then moves into the mother sauces and their derivatives, discussing their uses, flavor, moisture content, visual appeal, texture, and nutritional aspects. The thickening agents used in sauce making are also studied. Additionally, Learners will learn about Indian gravies, including their preparation techniques and application in traditional and contemporary dishes.

#### **Unit 6: Soups and Salads**

The final unit introduces Learners to the wide variety of soups, including consommé, purée, velouté, cream, bisque, chowder, cold soups, and international varieties. Learners will learn the principles behind making a good soup and explore modern presentation trends. The second half of the unit focuses on salads, covering essential components such as base, dressing, and garnish. It includes types like simple, compound, and tossed salads, with an emphasis on various types of lettuce and salad dressings. Learners will also explore emerging trends in salad making, buffet layout, and healthy presentation styles.

**Learning Experience:****Inside The Classroom**

Hands-on Cooking Labs: learner practice cooking techniques and make dishes to apply what they've learned in class.

Peer Feedback Sessions: learner give and receive helpful feedback to learn from each other's cooking styles.

Guest Chef Workshops: learner learn new culinary techniques from professional chefs.

**Outside The Classroom**

Group Projects: learners work together to plan menus and create recipes, improving teamwork.

Role-Playing: The learner tries different roles in the kitchen to better understand kitchen operations.

**TEXTBOOK**

Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press

**REFERENCE BOOKS**

- The Larder Chef, Willi Bode
- La Rousse Gastronomies by Hamlyn
- The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
- Practical Cookery by David Foscett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
- Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press

**Open Educational Resources (OER):**

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

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

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

## Course Perspective

This course offers a foundational understanding of food and beverage service in the hotel and catering industry. The learner will learn about departmental organization and staffing, exploring key roles in effective service delivery. The curriculum covers important food service areas like dining rooms, bars, and event spaces, emphasizing their role in guest experience. Additionally, learner will become familiar with essential food and beverage service equipment, focusing on proper usage and maintenance. This knowledge equips learner for successful careers in the hospitality sector.

## Course Outcomes:

**On completion of the course the learner will be:**

CO1: Understanding the role of the hotel industry and catering establishment by understanding the various types of hotels and their features.

CO2: Describing various catering establishments and their features involves the staff organization structure of the food and beverage department.

<b>HMCTFB102</b>	<b>Basics of Food &amp; Beverage Service</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

CO3: Describing and understand job description of each personnel working in each F&B service outlet

CO4: Evaluating the various F&B service equipment and identifying their usage and care.

## COURSE CONTENT

### Unit I: The Hotel and Catering Industry

This unit introduces learners to the foundational aspects of the hotel industry and its significant evolution, particularly within the Indian context. It explores the integral role of catering establishments in enhancing tourism experiences and contributing to the travel industry. Learners will examine the various types of

food and beverage (F&B) operations and differentiate between commercial and non-commercial (residential/non-residential) classifications. The unit also provides an overview of welfare catering and specialized sectors such as industrial, institutional, and transport catering across air, road, rail, and sea. By the end of this unit, Learners will be able to analyze the structure of the catering industry and assess its role in the broader tourism ecosystem.

## **Unit II: Departmental Organization and Staffing**

This unit provides a detailed understanding of the internal organization of the F&B department in a hotel. Learners will examine the roles and responsibilities of principal staff members across various types of F&B operations, along with relevant French terminology. Emphasis is placed on understanding the hierarchy, job functions, and key attributes required of professional waitstaff. The unit also explores inter-departmental relationships, both within the F&B department and with other departments such as housekeeping, front office, and kitchen. By the end of this unit, Learners will be equipped to analyze departmental structures and evaluate effective coordination for seamless hotel operations.

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

This unit offers an in-depth examination of various food and beverage service formats and their operational procedures. Learners will explore the characteristics, target clientele, and service styles of specialty restaurants, coffee shops, cafeterias, fast food outlets, and room service. The unit also covers banquet and bar service operations, including event handling and beverage service protocols. Learners will analyze the role of vending machines in modern service models and gain insights into ancillary service areas such as still rooms, pantries, and wash-up areas. By the end of this unit, Learners will be able to apply service knowledge, evaluate service formats, and design suitable layouts for different operational contexts.

## **Unit IV: F&B Service Equipment and Terminology**

This unit focuses on familiarizing Learners with essential equipment used in food and beverage service. It includes a comprehensive study of cutlery, crockery, glassware, flatware, and hollowware, along with their uses and care. Learners will also learn associated technical and French terms commonly used in hospitality operations. Through practical identification and analysis, Learners will be able to evaluate the

selection and usage of service equipment based on operational requirements. The unit prepares Learners to manage resources effectively and uphold service standards in different F&B contexts.

### **Learning Experience:**

**Inside the Classroom-** The learning experience for food and beverage service covers various aspects of the hotel and catering industry, including its growth in India and the role of catering in tourism. The learner will explore different food and beverage operations, focusing on organizational structures, staff roles, and inter-departmental relationships. They will examine service styles, such as specialty restaurants, coffee shops, and banquet service, through simulations and real-world evaluations. Additionally, hands-on experience with cutlery, crockery, glassware, and other service equipment will be provided. The course encourages discussions, group projects, and practical exercises, culminating in reflections on personal growth in the hospitality field.

### **Outside the Classroom**

The outside-the-classroom learning experience for food and beverage service includes visits to hotels and catering establishments to explore the hotel industry's growth in India and the role of catering in tourism. learner will learn about various food and beverage operations and the industry's structure through interactions with professionals. Workshops will cover F&B department organization, staff roles, and French terminology, along with team-building exercises to simulate inter-departmental relationships. Practical sessions will provide hands-on experience in service areas like specialty restaurants and room service, while also familiarizing learner with cutlery, crockery, glassware, and other service equipment. This immersive experience enhances their understanding and skills in the hospitality field.

### **TEXTBOOK**

Basics of Food & Beverage Service, Singaravelan, Publisher: oxford

### **REFERENCE BOOKS**

- Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

### **Open Educational Resources (OER):**



<https://www.youtube.com/watch?v=Oif3xddg8s>

<https://www.youtube.com/watch?v=9vZqvHGzKHA>

<b>HMCTAO103</b>	<b>Basics of Accommodation Operations</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course provides learner with fundamental knowledge and practical skills in accommodation management within the tourism and hospitality industry. It covers the operational aspects of hotels and lodging establishments, focusing on front office operations, housekeeping management, and guest service delivery. learner will gain insights into the organizational structure, service standards, and management practices essential for successful accommodation operations.

## **COURSE OUTCOMES**

**On completion of the course the learner will be:**

CO1: Understanding the fundamental concepts of tourism and hospitality industry while identifying the role of accommodation services within the tourism ecosystem.

CO2: Analyzing different types of hotel classifications, ownership patterns, and organizational structures in the accommodation sector.

CO3: Understanding the structure, roles, and responsibilities of the housekeeping department and analyze its coordination with other departments to ensure effective hotel operations.

CO4: Understanding the professional cleaning methods, agents, and equipment used in systematic housekeeping operations.

## **Course Content:**

### **Unit 1: Introduction to Tourism and Hospitality Industry**

This unit introduces learners to the foundational concepts of tourism and hospitality industry. Learners will understand the evolution of hospitality services, explore the relationship between tourism and accommodation sectors, and identify various stakeholders in the industry. The unit covers basic terminology, industry segments, and the significance of accommodation in tourism development. Learners will also examine current industry trends and future growth prospects.

### **Unit 2: Hotel Types and Classification Systems**

Learners will explore various hotel classification systems including star ratings, location-based categories, and ownership structures. The unit covers different hotel types ranging from luxury resorts to budget properties, examining their unique characteristics and target markets. Learners will understand chain versus independent operations, franchise models, and management contracts. The unit also introduces basic organizational structures common in hospitality establishments.

### **Unit 3: Introduction to Front Office Operations**

This unit provides foundational knowledge of front office department functions and responsibilities. Learners will understand the guest cycle from pre-arrival to departure, basic reservation concepts, and registration procedures. The unit covers front desk layout, essential equipment, and basic guest interaction protocols. Learners will also explore the role of front office in coordinating with other departments.

### **Unit 4: Fundamentals of Housekeeping Operations**

This Unit Introduces to the fundamental role and importance of the housekeeping department in ensuring cleanliness, comfort, and guest satisfaction in hotels. They will understand the ideal

personality traits required in housekeeping staff, along with their duties and responsibilities across different hotel sizes and hierarchies. Students will also grasp how effective interdepartmental coordination enhances hotel operations and service quality.

### **Unit 5: Professional Cleaning Practices in Housekeeping**

This unit introduces students to the principles of cleaning and how systematic cleaning is organized in hospitality settings. It covers various cleaning methods, frequency schedules, and the selection and use of appropriate cleaning agents. Students will also explore different types of manual and mechanical cleaning equipment along with their proper usage, handling, and maintenance by the housekeeping staff to ensure efficiency and safety.

#### **Learning Experience:**

##### **Inside the Classroom**

The classroom learning experience offers a dynamic blend of theoretical and practical education through interactive sessions, case study discussions, and hands-on training. Learners engage in role-playing exercises simulating real hospitality scenarios and work with industry-standard property management systems in dedicated computer labs. The learning environment includes mock front desk and housekeeping demonstration areas where Learners practice operational procedures and cleaning techniques. Collaborative group projects, multimedia presentations, and expert guest lectures enhance the learning experience, while regular assessments through quizzes and practical examinations ensure comprehensive understanding of the course material.

##### **Outside the Classroom**

Beyond the classroom, Learners gain invaluable real-world exposure through structured industry visits to various hotel categories and mandatory internship programs at partner hotels. They participate in hospitality trade shows and networking events, connecting with industry professionals and staying current with market trends. The learning experience is enriched through independent research projects, community engagement activities focusing on sustainable tourism, and mentorship programs with industry experts. This practical exposure ensures Learners develop a well-rounded understanding of the hospitality industry while building professional networks and gaining hands-on operational experience.

<b>HMCTFB151</b>	<b>Food and Beverage Production Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### TEXTBOOK

- Managing Front Office Operations by Kasavana & Brooks
- The Professional Housekeeper, Tucker Schneider

### Reference Books:

- Professional management of Housekeeping, Manoj Madhukar, Rajat
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Hotel Hostel and Hospital Housekeeping – by Joan C Branson
- Hotel housekeeping Operations & Management by Raghubalan, Oxford
- The professional Housekeeper by Tucker Schneider, Wiley Publications

### Open Education Resources:

- <https://www.revfine.com/hotel-housekeeping/>
- <https://www.youtube.com/watch?v=b1xV9KNcaHU>
- <https://www.youtube.com/watch?v=m3oTx5KHGls>

### Course perspective:

The Food & beverage Production Lab offers hands-on experience in culinary techniques, food safety, and production management. The learner will master foundational skills such as knife techniques, various cooking methods, and food presentation, all while adhering to hygiene and sanitation standards. The lab includes instructor-led demonstrations, collaborative cooking sessions, and peer feedback to enhance learning. Key topics include ingredient identification and menu planning, culminating in a final project where the learner creates and executes a comprehensive menu. Through this course, learner will develop culinary proficiency, teamwork, and critical thinking skills, preparing them for success in the culinary field.

**Course Outcomes:****On completion of the course the learner will be:**

**CO1:** Observing various kitchen equipment and tools used in culinary practices and assessing their effectiveness and applications in different cooking contexts.

**CO2:** Imitating foundational cooking skills such as knife skills, basic cooking methods, and ingredient preparation techniques, and analyzing their impact on overall culinary performance.

**CO3:** Adopting proficiency in techniques such as emulsifying, reduction, and seasoning, and critically assessing their outcomes.

**CO4:** Practicing a variety of culinary techniques, including sautéing, braising, grilling, and baking.

**Course Content:****Unit I: Kitchen Basics and Safety Practices**

This unit introduces learners to the foundational aspects of working in a professional kitchen. Learners will be trained in wearing the correct kitchen uniform and following standard safety measures to ensure a hygienic and secure cooking environment. The focus is on the identification, description, uses, and handling of basic kitchen equipment, where learners practice using tools under guided supervision. Essential practices in kitchen hygiene and etiquette, including proper knife handling techniques, are also covered. The unit builds awareness of safety and security protocols, such as handling hot surfaces, sharp tools, and fire safety.

**Unit II: Vegetable Preparation and Knife Skills**

This unit is dedicated to developing knife handling and vegetable cutting techniques. Learners will learn to classify vegetables based on their structure and culinary use, and then practice standard professional vegetable cuts such as julienne, jardinière, macédoine, brunoise, paysanne, mignonette, dices, cubes, shreds, and mirepoix. Precision, speed, and consistency in cuts will be emphasized through repeated practice to ensure learners build confidence and skill.

**Unit III: Pre-Preparation and Basic Cooking Techniques**

In this hands-on unit, learners will gain practical experience in selecting ingredients and applying qualitative and quantitative measures for recipe accuracy. Focus will be on pre-preparation techniques such as blanching tomatoes and capsicum and making concasse. Learners will

perform basic cooking methods including boiling (e.g., potatoes, beans, cauliflower), frying (deep, shallow, sautéing items like aubergine and potatoes), and braising vegetables such as onions and cabbage. Practical exposure to starch cookery involving rice, pasta, and potatoes will also be conducted.

#### **Unit IV: Stocks and Sauce Making**

Learners will learn and practice the preparation of basic stocks including white and brown stock, along with the process of clarification. The unit includes identifying and correcting common faults in stock preparation. In addition, learners will create mother sauces such as Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise, and Tomato, using correct methods and techniques. Emphasis will be on consistency, flavor balance, and proper finishing.

#### **Unit V: Practical Egg Cookery**

This unit focuses entirely on egg cookery, where learners will prepare a variety of egg-based dishes using different cooking methods. They will practice boiling eggs to soft and hard consistency, frying eggs in styles like sunny side up, bull's eye, double fried, and making poached and scrambled eggs. The art of omelets making—plain, stuffed, and Spanish—is taught along with baked egg dishes like eggs and cocotte and eggs Benedict. Emphasis is placed on precision in timing and presentation.

#### **Unit VI: Preparation of Simple Menus**

The final unit allows learners to apply all learned techniques by preparing simple yet complete menu items. Hands-on practice includes making salads like coleslaw, potato salad, beetroot salad, green salad, and fruit salad, along with different types of sandwiches. The unit also includes basic chicken preparations such as roasted, boiled, grilled chicken, chicken stew, and chicken curry. Learners will prepare classic egg dishes such as Scotch eggs, assorted omelets, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portuguese, and Oeuf Dur Mayonnaise. Additional preparations will include a range of potato dishes—baked, mashed, French fries, roasted, Lyonnaise, allumettes—and vegetable dishes—boiled, glazed, fried, and stewed. This unit emphasizes plating, timing, and workflow.

### **Learning Experience**

#### **Inside The Classroom**

Cooking Labs: Hands-on practice with cooking techniques and dish preparation in a simulated kitchen environment.

Teamwork & Role-Playing: Group projects for menu planning and role-playing different kitchen positions to understand operations.

Guest Chef Workshops: Learning new culinary techniques from industry experts.

#### **Outside the Classroom**

Field Trips: Visits to farms and suppliers to understand ingredient sourcing.

Group Projects: Menu planning and recipe creation, fostering teamwork outside the classroom.

## TEXTBOOK

<b>HMCTFB152</b>	<b>Food and Beverage Service Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Lab Manual

## REFERENCE BOOKS

- La Rousse Gastronomique by Hamlyn
- The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
- Practical Cookery by David Foskett, Patricia Paskins, Neil Rippington, Steve Thorpe, Hodder Education
- Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press
- Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

## Course Perspective

The Food and Beverage Service Lab offers hands-on training in restaurant etiquette and service techniques. The learner will develop essential skills, including order taking, service preparation, and the sequence of services. Key topics include identifying restaurant equipment, mise-en-place, and mise-en-scène, along with table laying for à la carte and table d'hôte settings. Practical exercises cover napkin folding, managing tablecloths, carrying trays, and handling service gear. The learner will also learn to clear tables, present bills, and navigate practical scenarios like spills. This comprehensive experience prepares learners for success in the hospitality industry by enhancing their service skills and problem-solving abilities.

## Course Outcomes

**On completion of the course the learner will be:**

**CO1:** Observing the essentials of food and beverage service terminology, including equipment, utensils, cutlery, and crockery.

**CO2:** Observing skills in delivering professional service for various cuisines in a formal setting by demonstrating.

**CO3:** Imitating and mastering the proper care and cleaning procedures for equipment, service gear, cutlery, crockery, and glassware.

**CO4:** Imitating the training restaurant by practicing "Mise-en-Place" and "Mise-en-Scene," and demonstrating application and proficiency in setting up.

## **COURSE CONTENT**

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



## **Learning Experience:**

### **Inside the Classroom**

In a classroom learning experience focused on restaurant etiquette, learner will engage in a series of structured activities to develop essential food and beverage service skills. The session begins with an introduction to the importance of etiquette, followed by hands-on practice in identifying restaurant equipment and mastering mise-en-place. The learner will learn table laying techniques for À la Carte and Table d'Hôte, practice napkin folding and changing tablecloths, and set up sideboards. They will also hone their carrying techniques, order taking skills through role-play, and clearing and presentation methods. The session concludes with reflection and feedback, reinforcing the concepts learned and fostering confidence in their service abilities.

### **Outside the Classroom**

In an outdoor learning experience focused on restaurant etiquette, learner will engage in hands-on activities to develop essential food and beverage service skills. They will start by identifying restaurant equipment and practicing mise-en-place, then set up mock dining areas for both À la Carte and Table d'Hôte styles. The learner will learn napkin folding and tablecloth management while laying tables for lunch and dinner. They'll arrange sideboards, practice carrying trays and glasses, and take orders by writing food and beverage KOTs and BOTs. Additionally, they'll master table clearing and bill presentation using silver and American service techniques, building confidence in delivering exceptional service in a real-world setting

## **TEXTBOOK**

- Lab manual

## **REFERENCE BOOKS**

- Food and Beverage Service Management - Partho Pratim Seal - Oxford University Press
- Food and Beverage Service (10th Edition) – John Cousin - Publisher: Suzanne Weekes Hodder education
- Food and beverage service - Singaravelan - Publisher: oxford

<b>HMCTAO153</b>	<b>Accommodation Operations-Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

- Food and Beverage Service Operation (2<sup>nd</sup> Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –
- Food and Beverage Service (8<sup>th</sup> Edition) - Dennis Lillicrap, John Cousins – Publisher: Hodder Education
- Online link: <https://anyflip.com/pwqy/dwxr/>

### Course Perspective:

The Accommodation Operations Lab offers practical experience in housekeeping and front office operations. learner will learn about room layouts and standard supplies, as well as how to identify cleaning equipment and chemicals. Key skills include bed making, second service, and turn-down service, alongside effective cleaning techniques for rooms and bathrooms. Participants will use room attendant trolleys and conduct room inspections with checklists. The lab also covers front office fundamentals, focusing on guest interaction, telephone handling, and professional self-introduction. This hands-on training prepares learner with essential skills for success in the hospitality industry. On completion of the course the learner will be able to:

### Course Outcomes

**CO1:** Identifying the layout, types of guest rooms, and standard room supplies in housekeeping operations.

**CO2:** Demonstrating guestroom cleaning procedures and various bed making techniques.

**CO3:** Using cleaning equipment and checklists effectively for maintaining room standards and inspections.

**CO4:** Practicing Communicate effectively with guests and team members through front office procedures and telephone handling.

**CO5:** Applying professional behavior in role plays involving reservations, guest interactions, and luggage handling scenarios.

## **COURSE CONTENT**

**No of Practicals- 20 H**

- Layout of House Keeping Department and Floor Pantry
  - Layout of guest room: Single Room; Double Room; Twin room; Suite and their standard supplies
  - Guest Room supplies and Positioning: Standard Room; Suite Room; Vip room special amenities
  - Cleaning of guestroom: Bed making, second service and turn down service
  - Identification of cleaning equipment & chemicals
  - Room inspection- Check List
- 
- Introduction to Front Office Department and Basic Communication
  - Front Desk Counter and Bell Desk
  - Guest Interaction and Telephone Handling
  - Introducing Yourself
- 
- Role Play :- □ Reservations: FIT, Corporate guest and group. □ Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group

### **Learning Experience:**

#### **Inside the Classroom**

In a classroom learning experience focused on the Housekeeping and Front Office Departments, learner will engage in a series of practical activities to gain foundational skills. The session will begin with an introduction to the Housekeeping Department, covering room layouts and standard supplies. learner will identify various cleaning equipment and chemicals, then practice bed making, second service, and turn-down service techniques. They will also learn the cleaning procedures for rooms and bathrooms, familiarize themselves with the room attendant trolley, and conduct room inspections using a checklist. Additionally, learner will explore public area cleaning and transition to the Front Office Department, focusing on basic communication skills. They will practice guest interaction techniques, including effective telephone handling and self-introduction. This hands-on experience will prepare learner for real-world scenarios in hospitality settings.

#### **Outside the Classroom**

In an engaging outdoor learning experience focused on the Housekeeping and Front Office Departments, learner will participate in hands-on activities to develop essential hospitality skills. The session will begin with an overview of the Housekeeping Department, where learner will explore room layouts and standard supplies on-site. They will identify cleaning equipment and chemicals while practicing bed making, second service, and turn-down service in real rooms. learner will perform cleaning tasks for both rooms

and bathrooms, utilize the room attendant trolley, and conduct inspections using checklists. Additionally, they will practice public area cleaning techniques. The experience will transition to the Front Office Department, where learner will engage in basic communication exercises, focusing on guest interaction and effective telephone handling. They will also practice introducing themselves, preparing them for real-world hospitality environments.

<b>HMCTFG104</b>	Foundations of Global Business	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Core Textbook:**

Lab Manual

**Reference books:**

1. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
2. Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
3. Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
4. Front Office Operations – Colin Dix & ChrisBaird.
5. Hotel Hostel and Hospital Housekeeping – by Joan C Branson
6. Hotel housekeeping Operations & Management by Raghubalan, Oxford
7. The professional Housekeeper by Tucker Schneider, Wiley Publications

**Course Perspective:**

The learner will understand the basics of Management Operations in the Hospitality Industry. It will enable them to understand the working and operating of a management in the organization. By this they will even

learn how do leaders run the management to achieve organization's mission and vision. This course will provide the learner with an insight of fundamental information about the importance of management in an organization. How it overlooks every function, goal, roles and even tasks of an organization. It will also teach the relevance of learning all aspects of management which is important for an individual whether he or she is at operational level or functional level.

### **Course Outcomes**

**On completion of the course the learner will be :**

CO1: Understanding basic business concepts and frameworks to analyze real-world case studies and scenarios.

CO2: Applying the different Management theories.

CO3: Evaluating the core functions of Management.

CO4: Illustrating and applying principles of Management.

### **COURSE CONTENT**

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#### **Unit 1: Foundations of Management Theory and Practice**

This unit introduces learners to the fundamental concepts of management, exploring its definition, scope, and essential characteristics. Learners will analyze whether management is a science or art, examine the management process, and evaluate different management functions. They will learn to differentiate between various schools of management thought, including Behavioral, Scientific, Systems, and Contingency approaches. The unit also covers management levels, managerial skills, and roles, enabling learners to understand the relationship between management and society.

#### **Unit 2: Evolution of Management Thought and Classical Theories**

Learners will explore the historical development of management thought through the contributions of pioneering theorists. They will analyze F.W. Taylor's Scientific Management principles, evaluate Henry Fayol's Administrative Theory, and examine Elton Mayo's Human Relations approach. The unit emphasizes the practical application of these classical theories in contemporary management scenarios, allowing learners to synthesize traditional and modern management practices.

### **Unit 3: Managerial Roles and Professional Ethics**

This unit focuses on understanding management as a profession and the multifaceted role of professional managers. learners will examine managerial ethics, organizational culture, and their interrelationships. They will learn to evaluate both external and internal factors affecting management decisions and organizational performance. The unit develops learner's' ability to analyze ethical dilemmas and create appropriate management responses within different cultural contexts.

### **Unit 4: Core Management Functions**

Learners will study the primary functions of management, including planning, organizing, and controlling. They will analyze different planning types and processes, evaluate Management by Objectives (MBO), and understand organizational structures and designs. The unit covers authority relationships, delegation, centralization versus decentralization, and span of control. Learners will learn to assess various control methods and techniques, developing skills to create effective organizational systems.

### **Learning Experience:**

#### **Inside the classroom:**

The classroom experience integrates theoretical learning with practical applications through interactive lectures, case study analyses, and management simulations. Learners engage in role-playing exercises, group discussions, and problem-solving activities that mirror real business scenarios. The learning environment includes management games, leadership workshops, and decision-making exercises, supplemented by industry expert sessions and multimedia presentations that bring management concepts to life.

#### **Outside the classroom:**

Learners gain practical exposure through industry visits to various organizations, allowing them to observe

management practices in action. They undertake management projects, participate in business conferences, and engage in leadership development workshops. The learning experience includes mentorship programs with experienced managers, involvement in business events, and research projects analyzing real organizational challenges, providing Learners with comprehensive exposure to practical management applications.

## **TEXT BOOK**

The Making of a Manager: What to Do When Everyone Looks to You” by Julie Zhuo

## **REFERENCE BOOKS:**

“The First 90 Days: Proven Strategies for Getting Up to Speed Faster and Smarter” by Michael D. Watkins

“The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win” by Kim Gene, Kevin Behr, and George Spafford

“Radical Candor: How to Get What You Want by Saying What You Mean” by Kim Scott

OER:

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

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

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

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



## Semester 2<sup>nd</sup>:

HMCTFB201	Food and Beverage Production Fundamentals	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

### Course Perspective:

The course **Food and Beverage Production Fundamentals** focuses on advanced culinary skills, particularly the proper handling and preparation of meats, poultry, fish, menu planning, and pasta. Learners learn to identify and make various cuts of meat and poultry, fillet fish, and understand how to maximize yield through efficient butchery techniques. Emphasis is placed on selecting and preparing different types of fish and shellfish, while also mastering fresh pasta making, from dough preparation to sauce pairing. The course covers essential menu planning, including balancing flavors, portion costing, and catering to dietary preferences. Additionally, learners are taught food safety, storage practices, and methods for effective kitchen management, ensuring they're prepared for professional culinary environments.

### Course Outcomes:

#### On completion of the course the learner will be:

CO1: Identifying the basics of menu planning by recognizing key components.

CO2: Demonstrating proper handling, storage, and cooking techniques for various cuts and types of meat.

CO3: Applying kitchen management strategies to enhance workflow efficiency, food safety, and staff coordination.

CO4: Explaining the creation of various international staple dishes by combining culinary

techniques and ingredients from different cultures

## **COURSE CONTENT**

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### **Unit I: Menu Planning and Food Storage Practices**

This unit introduces learners to the fundamentals of menu planning, a critical skill in culinary operations. It covers the essential considerations prior to menu development, such as guest profile, seasonality, availability of ingredients, and cost factors. Learners will learn how to formulate standard recipes, including procedures for weighing, costing, and portion control, ensuring consistency and profitability in food production. The unit also includes practical knowledge of storage techniques for various types of food—highlighting special storage points for dry, frozen, and perishable ingredients, with emphasis on shelf life, labeling, and temperature control to maintain food safety and minimize waste.

### **Unit II: Meat, Poultry, and Fish**

In this unit, learners will undertake an extensive study of kitchen ingredients, focusing on the characteristics and culinary uses of various meats, poultry, and seafood. Detailed lessons on meat selection cover beef, pork, and lamb, with emphasis on cuts, structure, composition, classification, food value, and buying points. Learners will practice cutting, deboning, trussing, and stuffing techniques used in professional kitchens. The unit also delves into fish and seafood, exploring their classification, selection, storage, and preparation. Learners will learn about the different cuts of fish and their culinary applications, including shellfish and seafood varieties, enhancing their ability to work with both local and international proteins.

### **Unit III: Kitchen Management**

This unit focuses on the organizational aspects of running a professional kitchen. Learners will learn about the liaison of the kitchen with other departments, such as service, stores, housekeeping, and purchasing, to ensure smooth operation and communication. The core focus is on developing kitchen management skills, including time management, leadership, inventory control, workflow planning, and maintaining hygiene standards. Through practical exercises and demonstrations, learners will understand how efficient kitchen management influences the overall success of food and beverage operations.

### **Unit IV: Pasta and Rice**

Learners will explore the history and origin of pasta, gaining insights into traditional and contemporary pasta-making techniques. The unit includes hands-on preparation using various ingredients, covering both fresh and dry pasta, and understanding their differences in texture, cooking time, and use. Emphasis will be placed on varieties of pasta, common pasta sauces, and appropriate pairing and accompaniments. In addition, learners will learn about national and international rice varieties, focusing on their culinary applications, nutritional value, and cultural importance. This unit enhances learners' ability to prepare starch-based dishes creatively and confidently.

### **Learning Experience**

Inside The Classroom

Hands-on Cooking Labs: Practical experience with meat, poultry, and fish preparation using techniques from lectures.

Collaborative menu planning encourages teamwork and creativity.

Simulated Kitchen Management: Activities like inventory control and staff coordination to simulate real kitchen management.

Outside the Classroom :

Field Trips: Visits to local farms and markets provide insights into ingredient sourcing and sustainability.

## **TEXTBOOK**

Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

## **REFERENCE BOOKS**

1. La Rousse Gastronomique by Hamlyn
2. The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
3. Practical Cookery by David Foscett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
4. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press

## **OER:**

**<https://www.youtube.com/watch?v=GEwRmG2HEuM>**

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

**[https://www.youtube.com/watch?v=Uq\\_GB3ldQW8](https://www.youtube.com/watch?v=Uq_GB3ldQW8)**

HMCTFB202	Food and Beverage Service Fundamentals	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

This course offers a foundational understanding of food and beverage service, emphasizing key concepts such as meals and menu planning. The learner will explore different types of service and learn about sales control systems to effectively manage transactions. The curriculum includes an overview of non-alcoholic beverages and their presentation, as well as the development of essential interpersonal skills for effective

guest interaction. Through this comprehensive approach, learners will be well-prepared for successful careers in the food and beverage industry.

## **Course Outcomes**

### **On completion of the course the learner will be:**

CO1: Understanding the classification of non-alcoholic beverages, including their origins, manufacturing processes, and service techniques, while also developing strong interpersonal skills necessary for handling various customer-related incidents with professionalism and empathy.

CO2: Understanding and applying various menu types.

CO3: Understanding different Service Styles and their suitability

CO4: Acquiring skills in implementing and managing sales control systems in food and beverage establishments

CO5: Developing a comprehensive understanding of Meal Types and Menu Planning

## **COURSE CONTENT**

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### **Unit I: Meals and Menu Planning**

This unit introduces learners to the fundamental concepts of meals and menu planning in food and beverage operations. Learners will explore different types of meals, including breakfast (English, American, Continental, Indian), lunch, brunch, dinner, supper, afternoon tea, and high tea. Emphasis is placed on the objectives and principles of menu planning and its importance in catering establishments. The unit also covers various types of menus, with a focus on the structure and sequence of a French classical menu, along with appropriate cover layouts and accompaniments. By the end of this unit, learners will be able to analyze menu structures, design meal plans for diverse service settings and evaluate the role of menu planning in enhancing guest satisfaction.

## **Unit II: Types of Service**

This unit provides a comprehensive understanding of service styles and their application across different catering establishments. Learners will examine the importance of service in hospitality, its impact on customer experience, and its suitability for various formats. The unit explores a wide range of service styles including American, Russian, French, and Gueridon service, along with buffet, banquet, and cafeteria service. It also includes practical knowledge on room service, hospital trays, airline trays, coffee shop service, rail catering, home delivery, and lounge service. By the end of this unit, learners will be able to apply appropriate service styles to various hospitality contexts and evaluate their operational efficiency.

## **Unit III: Sales Control System**

This unit focuses on the importance of control systems in food and beverage service operations. Learners will understand the necessity and functions of control mechanisms to minimize pilferage, track sales, and ensure profitability. Key areas include the F&B control cycle, the role of the cashier, and the use of cash-handling equipment. Learners will analyze various K.O.T. (Kitchen Order Ticket) systems—single, double, triplicate, and four-copy formats—along with theft prevention procedures. The unit also introduces the role and importance of computerized systems such as MICROS in F&B operations. By the end of this unit, learners will be able to design and implement control systems, analyze data for performance monitoring, and assess the role of technology in sales control.

## **Unit IV: Non-Alcoholic Beverages**

This unit examines the wide range of non-alcoholic beverages commonly served in the hospitality industry. Learners will classify beverages as stimulating, nourishing, or refreshing and explore their origins, manufacturing processes, and service methods. Topics include tea and coffee (types, brands, preparation), cocoa and malted beverages, and refreshing options such as juices, aerated drinks, mixers (tonic, lemonade, bitter lemon), squash, syrups, and various types of water (mineral, sparkling, soda). By the end of this unit, learners will be able to evaluate the nutritional and functional characteristics of beverages and apply effective preparation and service techniques in a professional setting.

## **Unit V: Interpersonal Skills in F&B Service**

This unit develops essential interpersonal and problem-solving skills required in F&B service. Learners will learn professional techniques for handling various service-related incidents such as spillage, returned food, lost property, illness, and overconsumption of alcohol. The unit also covers procedures for recording incidents and assisting customers with special needs. Emphasis is placed on empathy, communication, discretion, and customer care. By the end of this unit, Learners will be equipped to manage challenging service scenarios, make informed decisions, and ensure a high standard of guest service.

### **Learning Experience:**

#### **Inside the Classroom**

In a classroom theory session on meals and menu planning, learner will explore various meal types, including breakfast styles (English, American, Continental, Indian), lunch, brunch, and afternoon teas. They will learn the objectives of menu planning and different menu types, focusing on the French classical menu. The importance of service in catering will be discussed, highlighting various service styles such as American, Russian, French, and buffet service, as well as room service and home delivery. The learner will also examine sales control systems, including the F&B control cycle and theft control procedures. Finally, they will study non-alcoholic beverages, classifying them as stimulating, nourishing, and refreshing, while exploring the origins and preparation of tea, coffee, and other drinks. This comprehensive overview will equip learner with essential knowledge for the food and beverage industry.

#### **Outside the Classroom**

In an outdoor learning experience on meals and menu planning, learner will explore various meal types, including breakfast styles (English, American, Continental, Indian), lunch, brunch, and afternoon teas. They'll discuss the objectives of menu planning and different menu types, focusing on the French classical menu. The session will cover service styles like American, Russian, and buffet service, as well as sales control systems and cash handling procedures. Finally, learner will classify non-alcoholic beverages, learning about tea and coffee's origins and preparation methods. This hands-on experience will deepen their understanding of the food and beverage industry.

## **TEXTBOOK**

- Basics of Food & Beverage Service, Singaravelavan, Publisher: oxford

## **REFERENCE BOOKS**

- Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

## **Open Educational Resources (OER):**

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

**<https://www.youtube.com/watch?v=R3cBzCl24bA>**



<b>HMCTAO203</b>	<b>Accommodation Operations Fundamentals</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **COURSE PERSPECTIVE**

This course builds upon foundational accommodation management concepts to provide in-depth knowledge of front office and housekeeping operations. learner will develop advanced operational skills, learn industry-standard procedures, and understand the integration between departments. The course emphasizes practical application through case studies, simulations, and hands-on training to prepare learner for supervisory roles in accommodation establishments.

### **COURSE OUTCOMES**

On completion of the course the learner will be:

CO1: Demonstrating proficiency in advanced front office operations including night auditing procedures, revenue management, and handling complex guest service scenarios.

CO2: Executing comprehensive room service and minibar operations including service delivery protocols, inventory management, and inter-departmental coordination.

CO3: Understanding the application of advanced housekeeping techniques for various surface materials, room preparation standards, and public area maintenance while ensuring quality assurance.

CO4: Understanding the implementation of safety protocols, security measures, and key control systems specific to housekeeping operations while ensuring guest privacy and operational compliance.

### **Course Content:**

### **UNIT I: ADVANCED FRONT OFFICE OPERATIONS & NIGHT AUDITING**

This unit covers advanced front office operations with emphasis on night auditing procedures and their role in hotel financial controls. Students learn night audit responsibilities including processing daily transactions, verifying guest folios, handling late arrivals, and managing no-show situations. The unit includes advanced front office procedures such as group check-in/check-out operations, VIP guest services, and complaint resolution techniques. Revenue management integration covers daily revenue audits, rate variance analysis, occupancy reporting, and coordination with housekeeping for accurate room inventory management and financial reconciliation processes.

## **UNIT II: ROOM SERVICE & MINIBAR OPERATIONS**

Room service management encompasses menu planning, order processing systems, service delivery protocols, and quality control standards. Students learn organizational workflow, equipment management, and service timing optimization. Minibar operations include setup procedures, inventory tracking systems, pricing strategies, and integration with smart minibar technology for automated billing. The unit emphasizes coordination between front office, F&B, and housekeeping departments, guest preference management, handling special dietary requirements, and implementing service recovery procedures to ensure optimal guest experience and revenue optimization.

## **UNIT III: HOUSEKEEPING OPERATIONS & SURFACE CLEANING**

Advanced cleaning techniques cover proper methods for different surface materials including marble, wood, fabric, metal, and glass. Students learn chemical selection, stain removal procedures, and the distinction between deep cleaning and maintenance cleaning. Room preparation standards include systematic guest room cleaning, bathroom sanitization, linen management, and quality assurance protocols. Public area maintenance covers lobby and common area cleaning, carpet care, furniture maintenance, and lighting fixture upkeep. The unit emphasizes eco-friendly cleaning practices and preventive maintenance coordination.

## **UNIT IV: SAFETY, SECURITY & KEYS CONTROL IN HOUSEKEEPING**

This unit focuses on comprehensive safety protocols specific to housekeeping operations including proper handling of cleaning chemicals, equipment safety procedures, and personal protective equipment usage. Students learn workplace hazard identification, accident prevention strategies, and emergency response procedures relevant to housekeeping scenarios. Security measures cover guest privacy protection, lost and found procedures, and reporting suspicious activities. Key control systems form a critical component including master key management, key card programming, access level

authorization, and key accountability procedures. The unit emphasizes lockout/tagout procedures, safe entry protocols for occupied and vacant rooms, coordination with front office for room status updates, and maintaining security logs. Students also learn fire safety procedures, evacuation protocols, incident reporting systems, and compliance with occupational health and safety regulations specific to housekeeping operations.

## **Learning Experience**

### **Inside the Classroom**

The classroom experience combines theoretical knowledge with practical applications through simulated front desk environments and computerized property management systems. Learners participate in role-playing exercises focusing on guest interactions, complaint handling, and emergency scenarios. They engage in hands-on training with reservation systems, night audit procedures, and housekeeping operations. Interactive sessions include case studies, problem-solving exercises, and virtual hotel management simulations, supplemented by industry expert presentations and technical workshops.

### **Outside the Classroom**

Learners gain practical experience through structured internships at partner hotels, focusing on front office operations, housekeeping management, and security procedures. They participate in hotel operational visits to observe various departments in action, attend hospitality technology exhibitions, and engage in practical training sessions with industry-standard equipment and systems. The learning experience includes shadowing night audit shifts, participating in quality inspection rounds, and conducting operational efficiency studies at actual hotel properties, providing comprehensive exposure to real-world hospitality operations.

## **TEXT BOOK**

Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA

Hotel Housekeeping Operations And Management 4E by G Raghubalan And Smritee Raghubalan,  
Oxford India

HMCTFB251	The art of Cookery-Concept Lab	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Reference Books:

Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).

Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.

Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers

Managing Front Office Operations By Kasavana&Brooks

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

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

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

### Course perspective

The Food Production - II Lab focuses on hands-on training in advanced culinary techniques, emphasizing preparing and handling different meats, poultry, fish, and fresh pasta. learners learn butchery skills, including cutting and portioning, fish filleting, and shellfish preparation. The syllabus also covers fresh pasta making and pairing it with appropriate sauces. In addition,

learners apply their knowledge of menu planning, ensuring balance, costing, and professional presentation. Emphasis is placed on kitchen management, including time efficiency, food safety, and teamwork in a high-pressure environment. This practical lab experience prepares learners for real-world culinary operations.

### **Course Outcomes**

After completing this course, learner will be:

CO1: Remembering different types of meats and fish, including their characteristics, cuts, and cooking techniques.

CO2: Analyzing their knowledge of continental cuisines to create menus that adhere to specific specifications, integrating flavors, techniques, and presentation styles unique to each cuisine.

CO3: Applying their culinary knowledge to prepare a range of salads, soups, and entrées, focusing on ingredient selection, flavor balance, and culinary techniques

### **Unit I: Meat and Fish Identification and Basic Cuts**

This unit focuses on the identification and understanding of meat cuts through carcass demonstrations, enabling learners to visually and practically recognize the anatomical structure of meat. Learners will gain hands-on experience in preparing basic meat cuts such as lamb and pork chops, fillets, steaks, escalope, and specialty cuts like tornados. The unit also covers fish identification and classification, including practical training in recognizing different types of fish and performing standard cuts and folds for various culinary uses. Emphasis is placed on precision, technique, and safety in handling raw animal products.

### **Unit II: Selection, Processing, and Slaughter Techniques**

In this unit, learners will develop skills in the identification, selection, and processing of meat, fish, and poultry based on quality indicators such as texture, marbling, color, and freshness. The unit introduces the slaughtering and dressing process, giving learners an

understanding of how animals are humanely processed for culinary use. Through demonstrations and guided practice, learners will understand butchery techniques, hygiene practices, and safety procedures involved in handling raw proteins, setting the stage for further preparation in advanced dishes.

### **Unit III: Menu Preparation and International Dishes**

This comprehensive unit trains learners to apply their knowledge of meat and fish cuts to complete menu preparations. It begins with the preparation of salads and soups, including classics like Waldorf salad, fruit salad, Russian salad, and Salade Niçoise, along with soups such as cream-based (spinach, vegetable, tomato) and purée soups (lentil, peas, carrot). Learners will also prepare international soups based on traditional recipes. The unit progresses to chicken, mutton, and fish preparations like Fish Orly, à la Anglaise, Colbert, Meunière, poached, and baked fish. In the entrée section, Learners will learn to cook dishes such as lamb stew, hot pot, shepherd's pie, grilled steaks and lamb/pork chops, roast chicken, grilled chicken, leg of lamb, and beef preparations. The focus is on proper cooking techniques, timing, plating, and flavor development.

### **Learning Experience**

Inside the Classroom:

Hands-On Cooking Labs: learner practice meat, poultry, and fish preparation, applying techniques learned from lectures.

Cooking labs simulate real kitchen environments, enhancing technical culinary skills.

Group Projects on Menu Planning: Collaborative menu creation encourages teamwork and creativity, blending flavor, cost, and nutrition.

Peer Teaching: learners teach each other culinary techniques, enhancing communication and a deeper understanding of cooking concepts.

Simulated Kitchen Management: Role-playing different kitchen positions to learn inventory control, staff coordination, and kitchen efficiency in a fast-paced environment.

Assessments: Practical exams assess the learner's culinary skills.

Reflective journals allow learners to evaluate their progress and areas of improvement.

Outside the Classroom:

Field Trips to Farms and Markets: learners visit local farms and markets to understand ingredient sourcing, sustainability, and supply chain management. These visits offer real-world context to their theoretical studies, linking sourcing practices to the culinary industry.

Collaborative Group Work: Menu planning and research projects often continue outside class, fostering teamwork and real-world application of theoretical knowledge.

## **TEXTBOOK**

Lab Manual

## **REFERENCE BOOKS**

1. La Rousse Gastronomique by Hamlyn
2. The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
3. Practical Cookery by David Foskett, Patricia Paskins, Neil Rippington, Steve Thorpe, Hodder Education
4. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press
5. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

<b>HMCTFB252</b>	<b>The art of service- Concept Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective**

The Food and Beverage Service Lab provides hands-on experience in essential service techniques and practices. learner will practice table laying, including proper presentation and care of menus. Key skills covered include order taking and writing KOT/BOT, as well as bill calculation and presentation. The course highlights the role of the restaurant cashier and includes practical exercises for laying breakfast covers for room service, along with continental and English breakfast tray/table layouts. Additionally, learner will learn how to serve non-alcoholic beverages, including tea, coffee, soft drinks, squashes, mineral water, and specialty coffee, as well as special food items. Through this comprehensive training, learner will develop the skills needed for success in the food and beverage industry.

### **Course Outcomes**

**On completion of the course the learner will be:**



CO 1: Observing skills in managing different aspects of food & beverage outlets, including customer service, order taking, handling payments, and maintaining cleanliness.

CO 2: Observing the various types of food & beverage service.

CO 3: Imitating and setting up the dining and bar areas efficiently, including arranging tables, setting up stations

CO 4: Imitating and gaining expertise in brewing both tea and coffee using various methods.

## **COURSE CONTENT**

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

## **Learning Experience**

### **Inside the Classroom**

In a classroom experience focused on table laying practices in food and beverage service, learner will develop practical skills by setting up breakfast covers for room service, including continental and

English breakfast trays. They will learn proper menu presentation, order-taking techniques (writing KOTs and BOTs), and bill preparation, emphasizing the role of the restaurant cashier. Additionally, learners will practice serving non-alcoholic beverages like tea, coffee, and soft drinks, along with special food items. This session will equip them with essential skills for effective service in the hospitality industry.

### **Outside the Classroom**

In an outdoor learning experience focused on table laying practices, learners will engage in hands-on activities to enhance their food and beverage service skills. They will practice setting up breakfast covers for room service, including continental and English breakfast trays. The session will cover menu presentation, order-taking techniques (writing KOTs and BOTs), and bill preparation and presentation, emphasizing the role of the restaurant cashier. Additionally, learner will practice serving non-alcoholic beverages like tea, coffee, soft drinks, and specialty coffees, as well as special food items. This practical experience will equip them with essential skills for the hospitality industry.

### **TEXTBOOK**

Lab Manual

### **REFERENCE BOOKS**

- Food and Beverage Service Management - Partho Pratim Seal - Oxford University Press
- Food and Beverage Service (10th Edition) – John Cousin - Publisher: Suzanne Weekes Hodder education
- Food and beverage service - Singaravelan - Publisher: oxford
- Food and Beverage Service Operation (2<sup>nd</sup> Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia – Online link: <https://anyflip.com/pwqy/dwxr/>
- Food and Beverage Service (8<sup>th</sup> Edition) - Dennis Lillicrap, John Cousins – Publisher: Hodder Education

### Course Perspective:

This course offers hands-on training in core housekeeping operations and front office functions within the hospitality industry. Students will gain practical skills in servicing guest rooms and bathrooms, handling maid's trolley setup, performing room inspections, and managing minibar stock and cleanliness. Emphasis is placed on mastering cleaning techniques for various surfaces in both guestrooms and public areas using appropriate chemicals and tools. The course also covers guest interaction through handling requests and complaints professionally. Additionally, students will be

<b>HMCTAO253</b>	<b>The art of Rooms- Concept Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

introduced to Property Management Systems (PMS), where they will learn to create and edit guest profiles and reservations. The overall focus is on developing operational efficiency, service quality, and guest satisfaction in hotel environments.

### Course Outcomes

#### On completion of the course the learner will be:

**CO1:** Demonstrate servicing of guest rooms and bathrooms, minibar management, and use of cleaning techniques and equipment for various surfaces and public areas.

**CO2:** Perform guestroom inspection, trolley setup, and effectively handle guest requests and complaints to ensure service quality and guest satisfaction.

**CO3:** Executing cleaning and maintenance of public areas while efficiently handling guest requests and complaints.

**CO4:** Operating a Property Management System (PMS) for creating, editing, and managing guest profiles and reservations.

### COURSE CONTENT

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- I. Servicing Guest room & Bathroom (checkout/occupied and vacant)
- II. Maid's Trolley: Its use and Trolley Setup
- III. Guest room Inspection
- IV. Minibar Management Issue Stock taking checking expiry dates
- V. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping
- VI. Public Area Cleaning Procedure:
  - Silver: Plate Powder method, Polvit, method, Proprietary Solution (Silvo)
  - Brass: Traditional/ Domestic method, Proprietary Solution (Brasso)
  - Glass: Glass cleaner
  - Wood: Polish
  - Wall: Skirting, Dado, Paints
- VII. Guest Handling: Guest request and guest complaints
- VIII. Introduction to PMS
- IX. Learning to make a guest's profile
- X. Learning to make a guest's reservation
- XI. Learning to edit a guest's reservation

## **Learning Experience**

### **Inside the Classroom**

In a classroom experience focused on accommodation operations, learner will engage in practical activities related to polishing various surfaces, including wood, marble, granite, and metals like brass, silver, and copper. They will learn essential cleaning techniques such as scrubbing, wiping, sweeping, and mopping, along with brushing and buffing methods. The session will also cover best practices for cleaning public areas using appropriate abrasives and chemical agents. Additionally, learner will be introduced to Property Management Systems (PMS), where they will learn to create guest profiles, make reservations, and edit existing bookings. This hands-on classroom experience will equip them with vital skills for maintaining cleanliness and managing guest services in the hospitality industry.

### **Outside the Classroom**

In an outdoor learning experience focused on accommodation operations, learner will engage in practical activities related to polishing various surfaces, including wood, marble, granite, and metals like brass, silver, and copper. They will learn essential cleaning techniques such as scrubbing, wiping, sweeping, and mopping, as well as brushing and buffing. The session will also cover cleaning public areas using appropriate abrasives and chemical agents. Additionally, learner will be introduced to Property Management Systems (PMS), where they will learn to create guest profiles, make reservations, and edit existing bookings. This hands-on experience will equip them with essential skills

HMCTFN204	Food and Nutrition Management	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

for maintaining cleanliness and managing guest services in the hospitality industry.

## **TEXTBOOK**

Lab Manual

### **Reference Books:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
- Lennox, ELBS with Hodder & Stoughten
- Hotel housekeeping and training Module by Sudhir Andrews, Tata Mc Graw

### **Course Perspective:**

The learners will be able to understand the need to study nutrition and food science and how it is associated with food operations and service. It will also enable learners to understand food safety by protecting food from various hazards which can occur while working. Moreover, learners will have knowledge about various food laws and regulations and basic food groups that are followed in the industry.

### **Course Outcomes**

**On completion of this course learner will be:**

CO 1. Understanding food safety principles, including proper storage, handling, and preparation techniques.

CO 2. Applying principles of food science to analyze and troubleshoot common food preparation problems, such as texture or flavor issues.

CO 3. Evaluating the impact of food processing techniques on the nutritional value and safety of food products

CO 4. Analyzing the different Food Laws and Regulations.

## **COURSE CONTENT**

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### **UNIT - I**

#### **Food Poisoning –**

Food Poisoning and Food infection.

### **UNIT - II**

#### **Disinfectants & Sterilization –**

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

Use in case of working surfaces, kitchen equipments dishwashing, hand washing etc. Sterilization of kitchen and service equipment, sanitizing of catering equipments.

### **UNIT - III**

#### **Food Additives –**

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

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

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

Simple test to detect food adulterants, metallic contaminants.

### **UNIT -IV**

## **Functional Food Group-**

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

Function & sources,

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

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

Meal planning - Factors affecting meal planning, physiological, psychological, economic. Food choices as affected by region (ethnic), culture, availability, custom, religion, food, food budget etc.

## **UNIT-V**

### **Food laws and regulations-**

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

B. International – Codex Alimentarius, ISO

C. Regulatory Agencies – WTO

D. Consumer Protection Act

### **Learning Experience**

#### **Inside the classroom**

In sessions learners will learn through presentations, lectures and group discussions. Regular quizzes and case studies will be given to learner to check their understanding and also as a part of continuous assessment. Guest lectures from industry experts will help the learners to understand real life scenarios. The faculty in charge will also be available to clarify doubts of the learner related to the subject.

#### **Outside the classroom**

Certain exercises will also be given to learners so that they understand how this knowledge can be put to practical use. Visits to industry will help learners to understand how operations are carried out efficiently with all rules and regulations.

### **Core Textbook:**

NUTRITION FOR FOOD SERVICE MANAGERS - MAHMOOD A. KHAN, Publisher  
Amazon.com

**Reference Books:**

Nutrition for Food Service & Culinary Professionals, Fifth Edition By Karen Eich Drummond & Lisa M Brefer, Publisher Culinary Institute of America, Global Books & Subscription Services

HAND BOOK OF QUALITY & AUTHENTICITY - SINGHAL, KULKARNI, REGE.

Food and Nutrition – Dr. M. Swaminathan.

Food Microbiology – P.N.Mishra

Food Science – Potter & Hotchkiss.

Fundamentals of Food and Nutrition – Mudambi & Rajgopal 4th edition 2001

**OER:**

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

<b>HMCTOB206</b>	Organizational Behavior & Human Resource Management	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

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

**Course Perspective:**

The learners in this course will learn about the basic functioning of the human resource department. The course also talks about the need for the department and the purpose of recruiting and selection for



different departments of the organization. It covers various other activities in which the department is involved for the improvement of the functioning of the employees so that the overall performance improves, which gives benefit to the employer and the employees.

### **Course Outcomes :**

#### **On completion of the course the learner will be :**

CO1: Understanding the fundamental principles and concepts of Human Resource Management, including human resource planning, job evaluation, selection and recruitment, orientation and training, and motivation.

CO2: Understanding effective communication skills and leadership qualities necessary for successful HRM practices, including conducting interviews, delivering orientation and training sessions, motivating employees.

CO3: Assessing organizational needs, analyze job roles, evaluate recruitment strategies, design effective orientation and training programs.

CO4: Applying motivational theories and strategies within various organizational contexts, considering factors such as industry type, organizational culture, and workforce diversity, to optimize human capital utilization and contribute to organizational success.

### **COURSE CONTENT**

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#### **Unit 1: Strategic Human Resource Planning**

This unit introduces learners to the comprehensive framework of human resource planning in modern organizations. Learners will analyze macro-level HR scenarios and evaluate various planning processes and techniques. They will learn to apply different methods of demand and supply forecasting in workforce planning. The unit emphasizes understanding cultural attitudes towards time, work, and leisure, enabling learners to develop strategic HR plans that align with organizational objectives. Special attention is given to contemporary workforce trends and their impact on HR planning.

#### **Unit 2: Job Analysis and Evaluation Systems**

Learners will explore the systematic approach to job analysis, description, and evaluation. They will learn to create detailed job descriptions and specifications using standard formats. The unit covers

various job evaluation methods, their applications, and limitations. Learners will analyze concepts of job enlargement, rotation, and enrichment, developing skills to design and implement job modification strategies that enhance organizational effectiveness. They will evaluate different job evaluation techniques and their impact on compensation management.

### **Unit 3: Recruitment, Selection, and Talent Acquisition**

This unit focuses on modern recruitment and selection strategies. Learners will examine various recruitment sources and methods, both traditional and digital. They will learn to design and conduct different types of interviews, implement group selection procedures, and evaluate reference checking methods. The unit emphasizes developing skills in creating effective selection criteria, using assessment tools, and making data-driven hiring decisions. Learners will analyze contemporary talent acquisition trends and their application in different organizational contexts.

### **Unit 4: Employee Orientation and Training Development**

Learners will study comprehensive employee orientation and training programs. They will learn to differentiate between orientation needs for various employee categories, from new joiners to experienced professionals and special categories of employees. The unit covers the design, implementation, and evaluation of training programs, emphasizing the continuous nature of learning in organizations. Learners will develop skills in creating effective training sessions, selecting appropriate trainers, and measuring training effectiveness. They will analyze modern training methodologies and technology-enabled learning solutions.

### **Unit 5: Employee Motivation and Leadership**

The final unit integrates theories of motivation with practical leadership applications. Learners will examine various motivation theories and their implementation in creating positive work environments. They will analyze the role of rewards, communication, and leadership in employee motivation. The unit emphasizes developing strategies for effective employee engagement and motivation through various organizational interventions. Learners will learn to evaluate the effectiveness of different motivational approaches and their impact on employee performance.

### **Learning Experience:**

### **Inside the Classroom:**

The classroom experience combines theoretical frameworks with practical applications through case studies, role-playing exercises, and interactive discussions. Learners engage in HR simulation exercises, practice conducting mock interviews, and develop training programs. The learning environment includes group projects on job analysis, presentations on motivation theories, and workshops on HR planning techniques. Guest lectures from HR professionals and industry experts provide real-world insights into human resource management practices.

#### **Outside the classroom:**

Learners gain practical exposure through internships in HR departments of various organizations, allowing them to observe and participate in actual HR processes. They undertake projects involving job analysis, recruitment campaigns, and training need assessments in real organizational settings. The learning experience includes visits to HR conferences, participation in recruitment drives, and involvement in employee orientation programs. Learners also engage in research projects analyzing current HR trends and practices, developing a practical understanding of human resource management in contemporary organizations.

#### **TEXT BOOK**

Human Resources Management for Hospitality by Linda A. Jerris

#### **REFERENCE BOOKS:**

Organization Behaviour in Hotels & Restaurants Yvonne Guerrier

Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall.



<b>HMCTIT205</b>	<b>Business IT Tools for hospitality Industry</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	0	0	2	1
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Course Perspective

This course introduces learner to essential information technology tools specifically designed for the hospitality industry. learner will learn to effectively utilize MS Office applications to enhance operational efficiency, guest services, and business management in hotels, restaurants, and tourism sectors. The course emphasizes practical application of technology solutions to real-world hospitality challenges.

### Course Outcomes :

#### On completion of the course the learner will be :

**CO1:** Learning basic Excel skills and create simple front office reports including guest lists, room status, and daily operations sheets.

**CO2:** Using Excel to prepare basic hotel budgets, track expenses, and calculate simple financial ratios for hotel management.

**CO3:** Applying Excel for revenue tracking, occupancy analysis, and creating basic charts for hotel performance monitoring.

### Course content:

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UNIT I: EXCEL BASICS:

Learners will learn Excel fundamentals including opening files, data entry, basic formulas (SUM, AVERAGE, COUNT), and simple formatting. Front office applications include creating guest registration forms, room availability charts, and daily arrival/departure lists. Students practice making reservation logs, guest contact databases, and simple room status reports. Basic functions like sorting guest lists, filtering data, and creating simple tables for front office use.

#### **UNIT II: BASIC BUDGETING & EXPENSE TRACKING:**

Creating simple hotel budgets using basic addition and subtraction formulas. Students learn to track room revenue, food costs, and operating expenses in Excel. Basic calculations for profit/loss, percentage calculations, and simple comparisons between budgeted and actual amounts. Creating expense reports for different hotel departments and understanding basic financial tracking.

#### **UNIT III: REVENUE TRACKING & SIMPLE ANALYTICS:**

Basic revenue calculations including room revenue, average room rate, and occupancy percentage. Students learn to create simple charts and graphs showing hotel performance. Basic data analysis including comparing monthly revenue, tracking seasonal patterns, and creating simple reports for management. Introduction to pivot tables for summarizing hotel data.

#### **Learning Experience:**

##### **Inside the classroom:**

Learners will engage in hands-on computer lab sessions with individual workstations, following instructor-led demonstrations and step-by-step tutorials. Interactive practice exercises using real hotel data scenarios will help learners apply Excel functions to solve practical hospitality problems. Collaborative group activities and peer learning sessions will reinforce concepts while building teamwork skills essential in hotel operations. Regular feedback and immediate correction during practical sessions ensure students develop accurate Excel skills and confidence in using technology for hotel management tasks.

##### **Outside the classroom:**

Learners are expected to practice Excel skills using provided sample hotel data files and complete weekly assignments that simulate real hotel scenarios. Access to computer labs during non-class hours allows for additional practice and completion of projects at individual pace. Online Excel tutorials and hospitality-specific resources will supplement classroom learning and provide extended knowledge beyond basic requirements. Learners should observe and analyze hotel operations during internships or visits, identifying opportunities where Excel applications could improve efficiency and decision-making processes

### **Semester 3<sup>rd</sup>:**

<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HMCTIN351	Industrial Training-I	0	960	20
			0	0	20

### **Course Perspective:**

learner shall undergo Functional Exposure Training for full semester. The learner would submit training report after successful completion of training from India/ abroad for the Third Semester evaluation.

The learners shall register for the industrial training, just after the 2<sup>nd</sup> semester examination gets over with the designated faculty, who is responsible for training and placement. The date of commencement and completion will be announced by the department in time. learner must adhere to the date and report to the concerned organization for training. After successful completion of training , learner' are expected to submit a Training report along with their appraisals and training completion certificate

within four weeks of completion of their training (The date would be announced separately by the school).

Once a learner is confirmed for the training at a particular hotel, the same would not be changed. No gaps are expected during training period. NOC will be issued only once.

Incomplete training or non-submission of concerned documents as stated above, under any circumstances or submission of forged documents may lead to repetition of semester as per the university examination evaluation policy.

The date of evaluation of training report and would be announced by the school.

Training Report of the Functional Exposure Training shall be prepared by the learner and will be presented before duly constituted panel comprising of:

School Representative (Dean)

Faculty/ Training Coordinator

Functional Exposure Training documents to be presented at the end of training to the faculty concerned responsible for training, who shall be appointed by the dean of school.

Training report to be submitted as per specifications and format (to be collected from the university).  
On completion of this course this learner will:

**Course Outcomes:**

**On completion of the course the learner will be:**

CO 1. Enabling the learning of practical skills and competence during industrial training.

CO 2. Providing the knowledge and understanding of entrepreneurial skills.



CO 3. Explaining the purpose of working in different departments.

## **COURSE CONTENT**

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### **Functional Exposure Training**

**Full Semester**

learner must secure overall 40% marks to clear the semester, failing which one must repeat the Semester in corresponding years.

The marks shall be divided as:

1. Training Report: 50 marks
2. Attendance: 10 marks
3. Grooming: 20 marks
4. Viva: 20 marks

<b>S. NO</b>	<b>Subject Code</b>	<b>Subject</b>	<b>L</b>	<b>T/P</b>	<b>Credits</b>
1	HMCTPR35	Project Report-I	0	0	4
2					
			0	0	4

### **Course Perspective**

This course guides learner through the systematic documentation and analysis of their first internship experience in the hospitality industry. learner will learn to create comprehensive project reports that demonstrate their practical learning, professional growth, and understanding of industry operations. The course emphasizes critical thinking, reflective analysis, and professional presentation of internship experiences while bridging academic knowledge with real-world hospitality practices.

## **Course Objectives**

**On completion of the course the learner will be:**

**CO1:** Analyzing and evaluating practical hospitality operations experienced during internship, demonstrating integration of theoretical knowledge with industry practices.

**CO2:** Developing critical thinking and problem-solving skills by identifying operational challenges encountered during internship and proposing evidence-based solutions.

**CO3:** Documenting professional growth and skill development achieved through real-world hospitality experience, creating a comprehensive portfolio of learning outcomes.

**CO4:** Presenting the findings and recommendations through a structured project report that contributes to industry knowledge and demonstrates research and communication competencies.

## **Project Report Components:**

1. Title Page & Abstract (5%)
2. Introduction (15%)
3. Feedback forms (20%)
4. Self Reflection (50%)
5. Final Submission (10%)

HMCTVS401	<b>Spices, Scriptures, and Science: The Evolution of Indian Cuisine</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **Course perspective**

The Indian Cookery course offers learner an immersive exploration of India's rich culinary heritage, focusing on regional flavors, traditional cooking methods, and contemporary adaptations. Through hands-on practical sessions, learners will master essential techniques, including spice blending, tandoor cooking, and various methods of preparation for both vegetarian and non-vegetarian dishes.

learner will learn about the cultural significance of Indian cuisine, exploring the diverse ingredients and regional specialties that contribute to its uniqueness. Emphasis will be placed on creating authentic dishes, understanding food presentation, and maintaining hygiene and safety standards.

By the end of the course, learner will be equipped with the knowledge and skills necessary to prepare a wide array of Indian dishes, ready to innovate and excel in culinary settings that celebrate this vibrant cuisine.

## **Course Outcomes:**

### **On completion of the course the learner will be:**

**CO1:** Exploring the historical and cultural evolution of Indian cuisine through ancient scriptures and regional traditions.

**CO2:** Understanding the scientific principles behind Indian cooking methods, use of spices, and traditional culinary wisdom.

**CO3:** Analyzing the influence of Ayurveda, religion, and regional diversity in shaping Indian food habits.

**CO4:** Applying traditional knowledge to develop modern interpretations of classic Indian dishes

## **COURSE CONTENT**

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### **Unit I: Introduction to Indian Culinary Heritage**

This unit explores the chronological evolution of Indian cuisine, beginning from the Indus Valley Civilization to the age of modern gastronomy. Learners will understand how Indian food culture developed through the ages, shaped by invasions and trade influences such as the Mughals, who introduced rich gravies and tandoori cooking, and European powers, who brought ingredients like potatoes, chilies, and tomatoes. The unit also emphasizes the diversity of regional cuisines, reflecting India's vast geography, climate, languages, and belief systems. Through this, learners will appreciate how food acts as a bridge between culture, tradition, and identity across Indian states.

## **Unit II: Spices – The Fragrant Legacy**

In this unit, learners delve into the history and practical use of Indian spices, which have shaped global trade and cuisine. It traces the historic spice trade routes, explaining their role in connecting India to Europe, the Middle East, and Asia. Learners will identify key spices, understand blending and roasting techniques, and explore their Ayurvedic significance. The scientific logic of tempering (tadka) is studied as a method to enhance flavor and bioavailability of nutrients. Learners will also explore regional masala blends, such as Garam Masala, Goda Masala, Panch Pharon, and others, building both theoretical and sensory understanding.

## **Unit III: Scriptures and Food Philosophy**

This unit focuses on the philosophical and spiritual significance of food in Indian tradition. Learners will study references to food in the Vedas, Ayurveda, and other religious texts, emphasizing food as a medium of balance and wellbeing. The Satvik, Rajsik, and Tamsik classifications will be explored in terms of their dietary guidelines and effects on human temperament. The unit includes study of ritualistic foods, fasting cuisines, and temple offerings, explaining how culinary traditions are closely linked to spiritual and ethical beliefs. Learners will reflect on how spiritualism has shaped food ethics and consumption practices in Indian culture.

## **Unit IV: Science of Traditional Indian Cooking**

This unit bridges culinary arts with scientific understanding by examining traditional Indian cooking techniques like Dum (slow cooking), Bhuna (sautéing), steaming, and smoking. It explores the science of fermentation, used in making idli, dosa, pickles, and other regional items. The material science of traditional cookware—such as brass, clay, copper, iron, and stoneware—is studied in terms of heat conduction, nutrition, and flavor enhancement. Finally, the concept of nutritional harmony in the Indian thali is explored, teaching learners the logic behind balanced Indian meals.

## **Unit V: Sridhanya – The Forgotten Grains (Millets and Beyond)**

Dedicated to the forgotten ancient grains of India, this unit introduces learners to Sridhanya, a term from ancient texts referring to millets and other climate-resilient grains. Learners explore historical and Vedic references to millets and their classification—such as Foxtail, Kodo, Little, Barnyard, Brown top, and Pearl Millet (Bajra). The unit highlights their nutritional benefits, adaptability to dry climates, and potential to address food security. Learners will also examine the culinary uses of millets in dishes like khichdi, dosas, Ladoo's, and porridges, while studying initiatives such as the International Year of Millets 2023, which aims to revive and popularize these grains in modern diets.

## **Unit VI: Contemporary Perspectives and Innovation**

The final unit encourages learners to look at traditional Indian cuisine through a modern lens. It explores the revival of heirloom recipes using contemporary culinary techniques, aligning tradition with today's palate. Sustainability is a key focus, with lessons on local sourcing, seasonal cooking, and zero-waste kitchen practices. The unit also touches on fusion cuisine, helping learners understand how to balance authenticity and innovation. Finally, learners will engage with the importance of documenting traditional recipes and community food practices, ensuring culinary knowledge is preserved for future generations.

## **Learning Experience**

### **Inside the Classroom:**

learner explores spices, scriptures, and regional diversity through interactive lectures and presentations.

Learners engage in textual analysis of ancient Indian food philosophies from Vedic and Ayurvedic texts.

Traditional cooking methods like dum and tandoor are demonstrated and discussed in practical sessions.

Group projects encourage collaborative learning through food mapping and cultural analysis activities.

Short documentaries and thematic videos are used to build conceptual clarity and historical awareness.

### **Outside the Classroom:**

learners visit local spice markets or millet farms to gain an understanding of sourcing, variety, and culinary relevance.

Field visits to temple kitchens or community food spaces provide exposure to ritualistic and large-batch cooking.

Participation in millet-based food stalls or exhibitions promotes creativity and public interaction.

Learners interview elders or local cooks to capture undocumented culinary wisdom and food traditions.

learners compile heritage recipe booklets based on traditional practices and cultural storytelling.

## TEXTBOOK

Indian Cookery Course by Monisha Bhardwaj

## REFERENCE BOOKS

1. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press
2. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press
3. Food Production and Culinary Art by Verma, Maheshwari P.; Khanna, Satish C, Shroff Pub and Pvt. Dist Ltd.

OERs:

<https://www.youtube.com/watch?v=q-Rz-scLn0Y>

<https://www.youtube.com/watch?v=l7bWcLdchmI>

<https://www.youtube.com/watch?v=BIP-pRcXPrI>

<https://www.youtube.com/watch?v=P0NifZon9tE>

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

<b>HMCTVS402</b>	<b>Vinification Studies</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **Course Perspective**

This course offers the learner an in-depth introduction to the world of wines, covering grape varieties, winemaking techniques, major wine regions, and tasting skills. Through theory and guided tastings, learner will learn wine evaluation, food pairing, and service standards. Emphasis is placed on understanding terroir, wine labels, and both Old and New World wines. By course end, learner will be equipped with essential wine knowledge for roles in hospitality and beverage management.

## **Course Outcomes:**

On completion of the course, the learner will be:

CO1: Understanding the history, origin, and cultural significance of wine across major global wine-producing regions.

CO2: Identifying grape varieties, winemaking processes, and factors influencing wine quality such as terroir, climate, and aging techniques.

CO3: Developing sensory evaluation skills for wine tasting and analyzing characteristics such as aroma, body, and finish.

CO4: Applying wine knowledge in practical settings through food and wine pairing, service protocols, and responsible beverage management.

## **Course Content**

### **Unit I: Introduction to Wines and Alcoholic Beverage Heritage**

This unit introduces Learners to the world of alcoholic beverages, focusing on the classification, characteristics, and historical development of wine. Learners will understand the difference between fermented and distilled beverages and explore the basic principles of fermentation and distillation. The historical journey of wine from ancient civilizations to modern-day production is examined, along with an analysis of wine components—alcohol, acidity, tannins, sugar, and body—that influence its quality and style. The unit also categorizes wines into red, white, rosé, sparkling, and



fortified, and introduces global wine regions by comparing Old World and New World characteristics. Cultural, religious, and social dimensions of wine are explored to provide context to its enduring significance. By the end of this unit, Learners will be able to explain wine classifications, interpret production fundamentals, and analyze the heritage and societal impact of wine.

## **Unit II: Viticulture and Winemaking Techniques**

This unit explores the science and art behind viticulture and winemaking. Learners will examine grape varieties, climate influences, and harvesting techniques that shape the quality of wine. The winemaking process is discussed in detail, covering stages such as crushing, fermentation, clarification, aging, and bottling. The unit further explores distinctions between traditional and modern winemaking approaches, including biodynamic, organic, and natural wine production. Specialized production methods for sparkling wines (Méthode Champenoise and Charmat) and fortified wines (Port, Sherry, Vermouth) are analyzed. By the end of this unit, Learners will be able to evaluate vineyard practices, compare production methods, and apply winemaking principles to assess quality outcomes.

## **Unit III: The Art and Regulation of Wine: From Legal Classifications to Pairing with Cuisine and Cigars**

This unit provides a focused exploration of the world of wine, combining artistic appreciation with an understanding of global regulatory frameworks. Students will learn to evaluate wines based on sensory characteristics, varietal profiles, and regional styles. They will also gain knowledge of international wine laws, including appellation systems, geographical indications, and labeling standards. The unit further introduces the principles of pairing wine with food, helping learners understand how to create balanced flavor profiles across various cuisines. Additionally, students will explore the luxury aspect of wine by studying pairing techniques with premium cigars. By the end of the unit, students will be equipped with the skills to assess wines, apply pairing strategies, understand legal compliance, and enhance guest experiences in fine dining and luxury hospitality settings.

## **Unit IV: Scope, Trends, and Innovation in the Wine Industry**

This unit provides insights into the evolving landscape of the global and Indian wine industries. Learners will explore diverse career paths including sommelier ship, wine marketing, vineyard management, and wine tourism. The unit highlights emerging innovations in wine packaging, storage, and sustainable vineyard practices that address climate resilience. Trends shaping consumer behavior in both domestic and international markets are examined. Finally, learners will be introduced to professional wine education and certification opportunities such as WSET and the Court of Master Sommeliers. By the end of this unit, learners will be able to assess career opportunities, evaluate current industry trends, and create strategies for future professional growth within the wine sector.

### **Learning Experience**

#### **Inside the Classroom**

Learners gain a strong foundation through interactive lectures, visual presentations on wine regions and grape varieties, and discussions on wine laws and classification. Guided wine tasting sessions focus on sensory evaluation and comparison between Old and New World wines. Case studies and group activities explore global wine trends and food-wine pairing strategies. Practical workshops cover wine service etiquette, glassware usage, and, where feasible, grape crushing demonstrations to simulate production processes.

#### **Outside the Classroom**

Learning is enhanced through vineyard and winery visits, offering firsthand exposure to grape harvesting and wine production, with opportunities to interact with industry professionals. Guest lectures by sommeliers and wine experts provide real-world insights. Learners also participate in curated food and wine pairing events and engage in wine appreciation clubs, where they organize tastings and presentations on unique wine regions, fostering peer learning and industry readiness.

### **TEXTBOOK**

Wine Science: Principles and Applications, Ronald S. Jackson (4th Edition)\

## **REFERENCE BOOKS**

1. Food & Beverage Service, Singaravelan

## **OERs:**

- |   |   |
|---|---|
| 1 A Beginners' Guide to Wine Tasting – Anna Spooner   | <a href="https://www.youtube.com/watch?v=roZ_e6zSeFQ">https://www.youtube.com/watch?v=roZ_e6zSeFQ</a> |
| 2 Pairing Wine with Food – Michael Cimino (Sommelier) | <a href="https://www.youtube.com/watch?v=5a_qIUzKrB8">https://www.youtube.com/watch?v=5a_qIUzKrB8</a> |
| 3 Are You Pairing Wine WRONG? No Sommelier Needed     | <a href="https://www.youtube.com/watch?v=gVDGbb-six0">https://www.youtube.com/watch?v=gVDGbb-six0</a> |
| 4 Pairing Wine and Food – 7 Pro Tips from a Sommelier | <a href="https://www.youtube.com/watch?v=6LjCCCj-1ko">https://www.youtube.com/watch?v=6LjCCCj-1ko</a> |

## COURSE PERSPECTIVE

This advanced course equips learner with comprehensive managerial skills required for mid-level positions in accommodation operations. Building upon foundational knowledge, learner will develop strategic thinking, advanced problem-solving abilities, and expertise in managing complex operational challenges. The course emphasizes decision-making and sustainable practices while preparing learner for department supervisory roles in the hospitality industry.

## COURSE OUTCOMES

On completion of the course, the learner will be:

**CO1:** Understanding advanced guest relations strategies including concierge services, VIP protocols, and personalized guest experiences.

**CO2:** Working on comprehensive communication systems for handling multilingual guests, special requests, and complex guest complaint resolution in front office operations.

**CO3:** Understanding the effective laundry, linen, and uniform management techniques along with textile care and sustainable practices in hotel operations.

**CO4 :** Learning the role of aesthetic and functional floral arrangements while mastering specialized

HMCTAA403	Advance Accommodation Management	L	T	P	C
Version	1.0	4	0	0	4
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

luxury housekeeping and butler service procedures in premium hospitality settings.

## Course content:

### Unit 1: Advanced Guest Relations and Concierge Services

This unit explores sophisticated guest relations management and professional concierge operations. Learners will develop skills in anticipating guest needs, creating personalized experiences, and managing VIP guest requirements. The unit covers concierge desk operations, local area knowledge development, and partnership management with external service providers. Learners will understand reservation systems for restaurants, entertainment, and transportation services. The unit also

addresses handling special occasions, creating memorable moments, and building long-term guest relationships through exceptional service delivery.

## **Unit 2: Guest Complaint Management and Crisis Communication**

Learners will master advanced complaint handling techniques and crisis communication strategies. The unit covers psychological aspects of guest dissatisfaction, de-escalation techniques, and service recovery protocols. Learners will develop expertise in managing online complaints, social media crisis management, and reputation recovery strategies. The unit includes legal implications of guest complaints, compensation guidelines, and documentation procedures. Learners will understand how to convert dissatisfied guests into loyal customers through exceptional complaint resolution and follow-up procedures.

## **Unit 3: Laundry, Linen, Uniform, Tailor Room and Textile Management**

In this unit, students will learn about industrial laundry operations, linen and uniform management, and tailor room functions in hotels. They will understand textile classification, characteristics, fabric construction and fabric care methods. The unit also covers inventory control, par level setting, and quality control systems. Learners will explore the role of textiles across hotel departments and gain insights into sustainable laundry practices, including eco-friendly detergents and outsourcing decisions. This unit prepares students to efficiently manage textile-related operations in the hospitality industry.

## **Unit 4: Floral Design and Decorative Arrangements**

Learners will acquire skills in floral arrangement and decorative displays for accommodation establishments. The unit covers principles of floral design, color theory, and seasonal arrangement planning. Learners will understand flower selection, care and handling procedures, and preservation techniques. The unit includes creating arrangements for different areas including lobby displays, guest room amenities, and special event decorations. Learners will also develop skills in cost estimation, vendor management, and incorporating local flora while maintaining budget constraints.

## **Unit 5: Luxury Housekeeping and Butler Services**

This unit focuses on premium housekeeping services found in luxury accommodations. Learners will master turndown service procedures, including bed preparation, amenity placement, and ambiance creation. The unit covers butler service protocols, wardrobe management, and personal valet services. Learners will understand packing and unpacking services, shoe care, and garment pressing techniques.

The unit also addresses personalized minibar management, in-room dining presentation, and coordination of special requests such as rose petal arrangements, bath preparations, and celebration setups

### **Learning Experience:**

#### **Inside the Classroom**

Learners gain theoretical knowledge of guest services, complain handling, handling VIP guests, aggressive guests and the designing of flower arrangements and working in the laundry services. The learners will also learn to put these learnings in practical use.

#### **Outside the Classroom**

The learning experience includes practical projects in actual hotel environments, participation in environmental audits, and engagement with vendor demonstrations of latest housekeeping equipment and supplies. Learners also attend hospitality sustainability conferences and participate in green certification programs, providing comprehensive exposure to modern hospitality operations.

### **TEXTBOOK**

- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Hotel Housekeeping Operations and Management 4E by G Raghubalan and Smritee Raghubalan, Oxford India

### **Reference Books:**

- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
- Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
- Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
- Managing Front Office Operations By Kasavana&Brooks
- Lennox, ELBS with Hodder & Stoughten
- Hotel housekeeping and training Module by Sudhir Andrews, Tata Mc Graw

**OERs:** <https://youtu.be/il1z-HWQupQ?si=USkW-KWSRsCugGdi>

<https://youtu.be/-nSGWosl3GE?si=R2om9XXAA5n0fvdb>

### Course perspective

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

### Course Outcomes

On completion of the course the learner will be:

HMCTIC451	Indian Cookery-The concept Lab	L	T	P	C
Version	1.0	0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

**CO1:** Creating diverse Indian cookery menus showcasing regional flavors and cultural influences.

**CO2:** Observing the distinct cooking styles of various Indian regional cuisines.

**CO3:** Understanding the pressures of working in a professional kitchen.

**CO4:** Understanding the challenges and dynamics of working in a professional kitchen.

## **COURSE CONTENT**

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### **UNIT -1**

This practical course is designed to introduce learners to the diverse and rich culinary traditions of India through the formulation and preparation of menus rooted in regional cuisine. Learners will study and execute authentic recipes from ten major Indian culinary cultures, gaining a deep understanding of their ingredients, techniques, presentation styles, and cultural significance.

The course begins with the Awadhi cuisine of Uttar Pradesh, known for its refined dishes like kebabs, kormas, biryanis, and slow-cooked Dum preparations. Next, learners will explore Bengali cuisine, which emphasizes the use of mustard, fish, rice, and sweets like rasgulla and Sandesh.

### **UNIT- 2**

Goan cuisine offers a contrast, featuring Portuguese influences, and dishes rich in coconut, vinegar, and seafood, such as vindaloo, xacuti, and sorpotel. Gujarati cuisine introduces a wide variety of vegetarian dishes, marked by a balance of sweet, spicy, and tangy flavors, and includes items like undhiyu, thepla, and kadhi.

### **UNIT -3**



Learners will work with Hyderabad cuisine, celebrated for its royal biryani, haleem, and rich gravies. The Kashmiri kitchen, with its distinctive Wazwan tradition, teaches slow-cooked dishes like rogan josh, yakhni, and gustaba, emphasizing delicate use of spices.

#### **UNIT -4**

The syllabus continues with Maharashtrian cuisine, which includes both coastal delicacies and spicy inland preparations such as Puran poli, vada pav, and bhakri. In Punjabi cuisine, learners will learn to prepare tandoori items, rich gravies, and dals like makhani dal and sarson da saag, paired with roti or naan.

#### **UNIT -5**

The Marwari cuisine of Rajasthan will be explored for its pure vegetarian traditions, use of gram flour, dried lentils, and dishes like Gatte ki sabzi, Ker sangri, and dal baati churma. Finally, the course covers South Indian cuisines from Tamil Nadu, Karnataka, and Kerala, introducing learners to dishes such as Chettinad chicken, appam with stew, bisibele bath, and seafood moilee, reflecting the diversity of the southern peninsula.

Through this lab, learners will not only formulate region-specific menus but also understand local ingredients, culinary philosophies, and techniques unique to each Indian region, fostering a deep appreciation for India's gastronomic heritage.

Organize a food festival or festival buffet to learn large-scale cooking and catering. (Minimum 50 covers.

#### **Learning Experience**

##### **Inside the Classroom:**

Hands-On Cooking Workshops: learner prepare traditional Indian dishes while exploring regional cuisines and the significance of spices.

Group Projects: Collaborative research on various Indian culinary traditions, culminating in presentations and the preparation of signature dishes.

Guest Lectures: Industry professionals provide insights into current culinary trends and practices.

Cooking Competitions: learners innovate by putting modern twists on classic recipes in friendly competitions.

Feedback Sessions: Regular peer and self-assessment sessions help improve skills and foster collaboration.

### **Outside the Classroom:**

Field Trips to Local Markets: Visits to markets enhance understanding of ingredient sourcing, especially spices and fresh produce.

Research for Group Projects: Conducting outside research on Indian culinary traditions for presentations and dish preparation.

Culinary Exploration: Opportunities to experience local dining establishments or food festivals that showcase Indian cuisine.

## **TEXTBOOK**

Lab Manual

## **REFERENCE BOOKS**

1. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press
2. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press
3. Food Production and Culinary Art by Verma, Maheshwari P.; Khanna, Satish C, Shroff Pub and Pvt. Dist Ltd.

#### 4. Indian Cookery Course by Monisha Bhardwaj

<b>Components</b>	<b>Conduct of Experiment</b>	<b>Lab Records</b>	<b>Lab Participation</b>	<b>Lab Project</b>	<b>End Term Exam</b>
<b>Weightage (%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>50</b>

<b>HMCTSO452</b>	<b>Service Operations- The Concept Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

#### Course Perspective

The Food and Beverage Service Lab offers hands-on experience in essential service techniques within a dispensable bar setting. The learner will learn to organize mise-en-place effectively, ensuring all necessary items are ready for service. Key skills include the proper service of wines, aperitifs, vodka,

and liqueurs, with an emphasis on presentation and customer interaction. The lab includes instructor-led demonstrations, collaborative practice, and peer feedback to enhance learning. Through this comprehensive training, learner will develop proficiency in beverage service, teamwork, and customer service skills, preparing them for successful careers in the food and beverage industry.

## **Course Outcomes**

**On completion of the course the learner will be:**

CO 1: Imitating skills to present beer to guests professionally, including selecting appropriate glassware and pouring techniques

CO 2: Practicing skills in handling, storing, serving, and maintaining the quality of alcoholic beverages, wines, beer, and tobacco products.

CO 3. Imitating the protocols and etiquette involved in serving wine, including appropriate glassware selection, bottle presentation, and opening procedures.

CO 4. Practicing interpersonal skills necessary for interacting with guests for alcoholic beverage order.

## **COURSE CONTENT**

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

Task-01 Wine service equipment

Task-02 Beer service equipment

Task-03 Cocktail bar equipment

Task-04 Liqueur / Wine Trolley

Task-05 Bar stock - alcoholic & non-alcoholic

beverages

Task-06 Bar accompaniments & garnishes

Task-07 Bar accessories & disposables

### **Service of Wines**

Task-01 Service of Red Wine

Task-02 Service of White/Rose Wine

Task-03 Service of Sparkling Wines

Task-04 Service of Fortified Wines

Task-05 Service of Aromatized Wines

Task-06 Service of Cider, Perry & Sake

### **Service of Beer**

Task 1: Prepare and present beer with clean, chilled glassware. Check temperature, show label, and open carefully.

Task 2: Pour beer at 45° angle, create foam head, serve with label facing guest, and place on coaster/tray.

### **Service of Cigar**

Task 1: Present the cigar humidor, assist guest in selecting a cigar, and cut the cigar neatly using a cigar cutter.

Task 2: Light the cigar evenly using a butane lighter or cedar match, ensure proper ignition, and offer ashtray with courteous service.

## **Learning Experience**

### **Inside the Classroom**

In a classroom practical focused on the service of alcoholic beverages, learner will engage in hands-on activities to develop their skills in serving various drinks, including red, white, and rosé wines, sparkling wines, cider, and aperitifs like bitters and vermouths. They will also practice serving bottled, canned, and draught beers, as well as spirits such as whisky, vodka, and rum, along with liqueurs. The curriculum will cover creating wine and drinks lists, matching wines with food, and menu planning for continental and Indian regional cuisines. This practical experience will equip learner with essential service techniques for the hospitality industry.

### **Outside the Classroom**

Beyond the classroom, learners will gain real-world exposure through visits to wineries, breweries, and distilleries, observing firsthand the production processes of wines, beers, and spirits. They will engage with sommeliers, brewers, and distillers to understand beverage characteristics, storage requirements, and quality control practices.

### **TEXTBOOK**

Wine Science: Principles and Applications, Ronald S. Jackson (4th Edition)

### **REFERENCE BOOKS**

1. Food & Beverage Service, Singaravelan

<b>HMCTAA453</b>	<b>Advance Accommodation Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

This course is designed to provide students with hands-on experience in key operational areas of housekeeping and front office coordination in hospitality establishments. Learners will understand the

process of opening and managing guest folios, posting various charges, and effectively handling guest-related transactions. The course also focuses on the practical setup and management of the pantry, linen, laundry, tailor, and uniform rooms. Students will gain skills in operating laundry equipment, performing stain removal, and executing minor uniform repairs. Additionally, creative grooming of guest spaces will be emphasized through training in various flower arrangement styles and towel art, enhancing overall guest experience and service quality.

### **Course Outcomes**

**On completion of the course the learner will be:**

**CO1.** Observing the process of opening and managing guest folios, including viewing folios and posting various charges such as telephone, laundry, room, food & beverage, and other services

**CO2:** Demonstrate practical skills in handling guest charges, setting up pantry, linen, laundry, tailor, and uniform rooms, and operating laundry equipment in hotel operations.

**CO3:** Demonstrate and apply techniques in stain removal, basic stitching for uniform repairs, and create aesthetic guest experiences through flower arrangements and towel decorations.

### **COURSE CONTENT**

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1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges,
2. Telephone Handling, Laundry Charge, Room Charge, Food & Beverage and other charges.
3. Layout of Pantry and its set up.
4. Stain removal from fabrics using relevant cleaning agents
5. Layout of Linen, Laundry, Tailor and Uniform room
6. Operating of different laundry equipment
7. Repairing uniform – types of stitching
8. Flower arrangement – Ikebana, Western, Traditional, Free style
9. Towel Decoration for guest room



## **Learning Experience**

### **Inside the Classroom**

In the BHMCT program, learner studying Housekeeping will enhance their practical skills through focused sessions on essential housekeeping operations and management techniques. They will gain hands-on experience in opening guest folios, including accounting tasks such as viewing folios and posting various charges like telephone, laundry, room service, and food and beverage expenses.

### **Outside the Classroom**

Learners will practice pantry setup and learn the layout of linen rooms and laundry facilities. They will engage in practical activities related to linen and laundry management, including stain removal techniques and the proper use of laundry equipment, such as washing machines. Additionally, learner will visit a laundry facility to understand real-world operations and learn about inventory procedures. This comprehensive practical approach equips learner with the skills needed for effective housekeeping management, ensuring they are well-prepared for successful careers in the hospitality industry.

## **TEXTBOOK**

- Lab Manual

### **Reference Books:**

- Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Hotel Housekeeping Operations And Management 4E by G Raghubalan And Smritee Raghubalan, Oxford India
- Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).
- Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
- Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
- Managing Front Office Operations By Kasavana&Brooks
- Hotel Hostel and Hospital Housekeeping – by Joan C Branson
- Hotel housekeeping Operations & Management by Raghubalan, Oxford
- The professional Housekeeper by Tucker Schneider, Wiley Publications

## Course Perspective

This course provides learner with a comprehensive understanding of sustainable practices in the hospitality industry. learner will explore the environmental, social, and economic dimensions of sustainability and learn how to implement sustainable solutions in hotels, restaurants, and tourism operations. The course emphasizes the growing importance of sustainable hospitality practices in meeting consumer expectations, regulatory requirements, and corporate responsibility goals while maintaining profitability and guest satisfaction.

## Course Objectives

**On completion of the course the learner will be:**

**CO1:** Understanding the fundamental concepts of sustainability and their application in hospitality operations including environmental, social, and economic dimensions.

**CO2:** Learning about eco-friendly practices in hotel operations including energy conservation, waste management, and resource optimization techniques used in the industry.

<b>HMCTHS404</b>	<b>Hospitality Sustainability</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**CO3:** Developing knowledge of sustainable tourism practices, community engagement, and social responsibility initiatives implemented by hospitality businesses.

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## Course Content:

### UNIT I: INTRODUCTION TO HOSPITALITY SUSTAINABILITY

This unit introduces learners to basic sustainability concepts and their importance in the modern hospitality industry. Learners explore the three pillars of sustainability - environmental, social, and economic - and discover how leading hotels apply these principles. The unit covers the evolution of green hospitality, current environmental challenges facing tourism, and why major hotel chains invest in sustainable practices. Learners understand business benefits including cost savings, enhanced brand reputation, and meeting guest expectations. Real-world examples from successful sustainable hotels demonstrate how environmental responsibility creates competitive advantage and shapes the future of hospitality.

## **UNIT II: ENVIRONMENTAL SUSTAINABILITY PRACTICES IN HOTELS**

Learners explore practical environmental sustainability measures successfully adopted by hotels worldwide in daily operations. Energy conservation includes LED lighting systems, HVAC optimization, renewable energy sources, and smart building technologies. Water management covers water-saving fixtures, greywater recycling, rainwater harvesting, and monitoring systems. Waste management explores recycling programs, composting systems, elimination of single-use plastics, and food waste reduction strategies. The unit examines sustainable purchasing practices, local sourcing, organic products, and environmentally friendly cleaning supplies. Learners study air quality management, indoor plants benefits, and chemical reduction strategies used by eco-conscious hotels.

## **UNIT III: SOCIAL SUSTAINABILITY & COMMUNITY ENGAGEMENT**

This unit focuses on social sustainability aspects including employee welfare, community development, and cultural preservation in hospitality settings. Learners examine fair employment practices, worker safety programs, training initiatives, and inclusive workplace environments. Community engagement covers supporting local businesses, local workforce hiring, and community development projects. Cultural sustainability includes preserving local traditions, promoting authentic experiences, and respecting indigenous communities. The unit explores guest education programs, sustainable tourism promotion, and encouraging responsible traveler behavior. Learners study social impact assessment, stakeholder engagement, partnerships with local organizations, and corporate social responsibility initiatives through industry case studies.

## **UNIT IV: SUSTAINABILITY MANAGEMENT & CERTIFICATION SYSTEMS**

Learners study how hotels develop, manage, and monitor comprehensive sustainability programs. The unit covers sustainability planning, goal-setting, and action plan development used by successful

hotels. Performance measurement includes key sustainability indicators, monitoring systems, and reporting procedures. Learners examine green certification programs like Green Key, LEED, and EarthCheck, studying requirements, benefits, and application processes. The unit explores sustainability marketing, communicating green initiatives, and avoiding greenwashing practices. Learners analyze sustainability budgeting, cost-benefit analysis, and ROI calculations for green initiatives. Case studies of internationally recognized sustainable hotels, best practices, emerging trends, regulatory compliance, and industry standards are covered.

### **Learning Experience**

#### **Inside the Classroom:**

The classroom experience combines theoretical frameworks with practical applications through case studies of successful sustainable hospitality operations. Learners engage in sustainability audits, energy consumption analysis, and waste management planning exercises. Interactive sessions include simulation games focusing on resource management, group projects developing sustainability strategies, and workshops on green certification processes. Guest lectures from sustainability experts and industry professionals provide real-world insights into sustainable hospitality practices.

#### **Outside the Classroom:**

Learners gain practical exposure through visits to eco-certified hotels and sustainable tourism operations, allowing them to observe green practices in action. They undertake projects involving environmental impact assessments, community engagement initiatives, and sustainability audits in real hospitality settings. The learning experience includes participation in environmental conservation activities, engagement with local communities in tourism destinations, and involvement in sustainability certification processes. Learners also conduct research on emerging sustainable technologies and their application in hospitality operations, developing a practical understanding of implementing sustainable practices in the industry.

### **TEXTBOOK**

"Sustainable Hospitality Management in India" by Dr. Rupam Dutta Publisher: Oxford University Press India (2021) ISBN: 978-0199487929

## Reference Books

"Green Hotels & Responsible Tourism: An Indian Perspective" by Dr. Sonia Khan and Dr. Avinash

<b>HMCTSM405</b>	<b>Sales and Marketing for the Service Industry</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Kumar Publisher: Sage Publications India

ISBN: 978-9353885847

"Sustainability in Hospitality: Contemporary Indian Practices" by Prof. G. Anjaneya Swamy

Publisher: Pearson India ISBN: 978-9389552645

**Course Perspective:**

In this course learners will be introduced to the concepts of sales and marketing related to the service industry, which will include marketing plan, personal sales, telephone sales as important aspects. Moreover, learners will be able to apply these important aspects while working in the industry to produce better results for the organization's goodwill.

**Course Outcomes****On completion of the course the learner will be:**

CO 1. Understanding the concept and different key terms of Hospitality Sales and Marketing.

CO 2. Explaining the unique characteristics of services marketing compared to product marketing, such as the importance of customer experience and service recovery strategies.

CO 3. Applying service marketing principles to develop a marketing plan for a specific service-based business, considering factors such as target market analysis, pricing strategies, and promotional tactics.

CO4. Evaluating the effectiveness of different sales channels and distribution methods in the service industry.

**COURSE CONTENT**

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**Unit 1: Fundamentals of Service Marketing**

This unit introduces Learners to the unique characteristics of service marketing and its application in modern business environments. Learners will analyze the distinctive features of services (intangibility, inseparability, variability, and perishability) and their impact on marketing strategies. They will examine the expanded marketing mix for services (7Ps - Product, Price, Place, Promotion, People, Process, and Physical Evidence), with special emphasis on service blueprinting and touchpoint mapping. The unit covers consumer behavior in services, market segmentation strategies, and service positioning approaches. Learners will learn to evaluate market opportunities and develop service-oriented marketing strategies.

**Unit 2: Strategic Sales Management in Services**

Learners will explore comprehensive sales strategies specific to service industries. They will

analyze different sales channels, including direct sales, digital platforms, and intermediaries. The unit covers sales force management, territory planning, and quota setting in service contexts. Learners will learn to develop sales forecasts, design compensation plans, and implement performance measurement systems. Special emphasis is placed on relationship selling, key account management, and building long-term client relationships. The unit also addresses sales automation tools and CRM systems in service organizations.

### **Unit 3: Digital Marketing and Service Promotion**

This unit focuses on integrated marketing communications and digital marketing strategies for services. Learners will examine various promotional tools including advertising, public relations, direct marketing, and social media marketing. They will learn to develop content marketing strategies, manage online reputation, and utilize digital analytics for marketing effectiveness. The unit covers search engine optimization, email marketing campaigns, and social media engagement strategies specific to service industries. Learners will analyze the role of user-generated content, online reviews, and influencer marketing in service promotion.

### **Unit 4: Customer Experience and Service Quality Management**

The final unit integrates customer experience management with service quality initiatives. Learners will learn to design and implement customer loyalty programs, develop service recovery strategies, and manage customer feedback systems. They will analyze service quality measurement tools, customer satisfaction metrics, and Net Promoter Score systems. The unit emphasizes the role of internal marketing, employee engagement in service delivery, and the implementation of service excellence programs. Learners will evaluate trends in customer experience management and develop strategies for continuous service improvement.

## **Learning Experience**

### **Inside the classroom**

The classroom experience combines theoretical marketing concepts with practical applications through case study analyses, role-playing exercises, and marketing simulations. Learners work on developing marketing plans, creating digital campaigns, and designing sales strategies for service organizations. The learning environment includes hands-on experience with CRM systems, digital marketing tools, and analytics platforms. Guest lectures from marketing professionals and sales experts provide real-world insights into service marketing practices.

## Outside the classroom

Learners gain practical exposure through marketing projects with service organizations, allowing them to implement marketing strategies in real business environments. They participate in sales presentations, digital marketing campaigns, and customer experience audits. The learning experience includes visits to marketing agencies, participation in marketing events, and involvement in actual service promotion campaigns. Learners also conduct market research projects, analyze competitive service offerings, and develop practical solutions for service marketing challenges. Industry internships and mentorship programs provide additional hands-on experience in service marketing and sales management.

## TEXT BOOK

Hotel & Food Service Marketing- Francis Buttle

### Reference books:

Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley

Hospitality Sales A Marketing Approach By Margaret Shaw Published By Wiley

<b>HMCTTT501</b>	<b>Taste through time: European and Asian Gastronomy</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## Semester 5<sup>th</sup>:



## Course perspective

In the course Taste through time: European and Asian Gastronomy, learner explore European, Asian, and Oriental cuisines, focusing on diverse cooking techniques, ingredients, and flavor profiles. They gain a deeper understanding of Indian herbs, spices, and condiments, learning how to balance flavors across various dishes. A significant part of the syllabus covers kitchen management, where learners are taught effective workflow, staff supervision, and cost control—crucial skills for managing a professional kitchen. The course also introduces the use of wine in cooking, particularly in enhancing European sauces and dishes. Overall, it expands learners' culinary knowledge and operational expertise, preparing them for diverse roles in the hospitality industry.

### **On completion of the course the learner will be:**

CO1: Recognizing various cuisines such as European, Oriental, and Asian cuisine.

CO2: Explaining the significance of ingredients like wines and spices in enhancing the flavors of different food items.

CO3: Applying management skills to oversee the food production department of a hotel, including product research, production management, and ensuring quality control.

CO4: Applying knowledge of essential Indian condiments and beverage pairing while analyzing their role in enhancing culinary creations.

## **COURSE CONTENT**

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### **Unit I: Asian Cuisine and Global Culinary Influences**

This unit introduces learners to the influences of culture and geography on Asian cuisines, highlighting the special features of ingredients, cooking methods, and presentation styles in countries such as China, Japan, Thailand, Indonesia, and the Philippines. Each cuisine is examined for its signature elements—such as wok cooking in China, umami in Japan, herbs and coconut in Thai cuisine, and spice levels in Indo-Philippine dishes. The unit also covers the use of special ingredients, traditional tools, equipment, and modern kitchen technology. In addition, learners will

explore Mexican, Lebanese, Middle Eastern, and Spanish cuisines, appreciating their vibrant flavors, techniques, and rich culinary histories.

### **Unit II: European Cuisine – French, Italian, and German**

This unit focuses on key European cuisines—French, Italian, and German—and the way culture and climate have shaped their culinary identities. Learners will learn about regional variations, iconic ingredients, and traditional methods such as braising, roasting, poaching, and baking. The unit also introduces classic European tools and kitchen equipment, including pasta machines, salamanders, and terrines. Special attention is given to pasta and rice, exploring types, sauces, and appropriate pairings. Learners will gain practical knowledge of presentation styles and flavor profiles distinct from each European tradition.

### **Unit III: Charcutier – The Art of Cured and Prepared Meats**

This unit explores charcuterie, the specialized craft of preparing cured and processed meats. Learners will gain hands-on experience in the processing of sausages, ham, bacon, gammon, green bacon, lard, and techniques such as barding and larding. The use of various meat cuts will be examined in the preparation of forcemeats, galantines, pâtés, mousses, mousselines, and quenelles. Additionally, the unit includes training in edible displays and cold presentation, blending aesthetics with culinary craftsmanship to create artistic cold platters.

### **Unit IV: Use of Wine and Herbs in Cooking**

This unit focuses on the culinary application of wine and herbs, emphasizing how they elevate flavor and depth in dishes. Learners will explore the ideal use of wine in cooking, such as reductions, marinades, deglazing, and poaching. The classification of herbs—including fresh vs dried, native vs imported—is covered alongside their uses in global and Indian cuisine. The unit stresses the importance of seasoning, aroma, and balance in cooking with herbs and infusions.

### **Unit V: Product Research and Development**

In this unit, learners learn how to test new recipes and kitchen equipment, applying methods of product innovation within a commercial kitchen. They will explore recipe development, food trials, and sensory and organoleptic evaluation techniques to assess flavor, texture, aroma, and appearance. Emphasis is placed on creativity, feasibility, and refining ideas based on customer feedback and culinary trends, preparing learners to contribute to menu innovation and R&D in foodservice businesses.

### **Unit VI: Production Management**

This unit develops core production and operational management skills. Learners will gain buying knowledge, including vendor selection, quality checking, and cost awareness. The unit covers production planning and scheduling, ensuring efficient workflow in kitchens. Additionally, learners will understand quality and quantity control, and how to monitor consistency. Basic training in the stages of budget preparation and pricing considerations equips learners with the financial acumen necessary for kitchen operations and cost control.

## **Learning Experience**

### **Inside the Classroom:**

Exploring Global Culinary Traditions: Engaging lectures on the history and cultural influences of various cuisines.

Understanding Key Ingredients: Studying unique ingredients and their roles in different regional dishes.

Analyzing Flavor Profiles: Discussing the significance of spices and flavor combinations in global cooking.

Understanding Dining Customs: Exploring presentation styles and dining etiquette associated with international cuisines.

Building a Theoretical Foundation: Equipping learners with the knowledge necessary for practical application in culinary settings.

### **Outside the Classroom:**

Participating in Culinary Workshops: Attending workshops led by guest chefs specializing in international cuisines.

Engaging in Food Festivals: Visiting local and international food festivals to experience global culinary practices firsthand.

Visiting Ethnic Restaurants: Observing and analyzing the preparation and presentation of dishes in authentic dining settings.

Participating in Culinary Competitions: Engaging in events that challenge learner to create dishes from various international cuisines, applying their theoretical knowledge.

### **COURSE TEXTBOOKS**

<b>HMCTSL502</b>	<b>Spirits and Liqueurs Studies</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

International Cuisine and Food Production Management by Chef Parvinder Singh Bali,  
Oxford University Press

## REFERENCE BOOKS

1. La Rousse Gastronomique by Hamlyn
2. The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
3. Practical Cookery by David Foscett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
4. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press

## Course Perspective

The Food and Beverage Service course offers learners a comprehensive understanding of the principles and practices involved in the service of alcoholic beverages, including spirits, aperitifs, and liqueurs. Emphasis is placed on the theoretical foundations of beverage categories, service procedures, and responsibility for alcohol service. The learner will study the classification, characteristics, and history of various alcoholic drinks, along with standard methods of service and presentation. The course includes modules on cocktail theory, flavor balancing, bar equipment, and legal aspects of alcohol service.

## **Course Outcomes**

**On completion of the course the learner will be:**

CO 1: Understanding the processes involved in the production of alcoholic beverages, including fermentation and distillation, and their significance in creating various types of alcoholic drinks.

CO 2: Understanding the concept of a dispense bar, including its layout, stock management, and equipment requirements.

CO 3: Demonstrating the principles and techniques of fermentation and distillation, and their roles in converting raw materials into alcoholic beverages.

CO 4. Evaluating the effective use of various types of bar equipment.

## **COURSE CONTENT**

### **Unit I: Spirits – History, Production, and Classification**

This unit introduces learners to the world of spirits, focusing on their definitions, classifications, and methods of production. Learners will explore the processes of spirit distillation through the pot still and patent still methods and study the characteristics and production techniques of major spirits including whisky, rum, gin, brandy, vodka, and tequila. The unit also covers the concept of different proof measurement systems used globally American Proof, British Proof (Sikes Scale), and Gay Lussac (OIML Scale). By the end of this unit, learners will be able to explain production methods, compare spirit types, and analyze international proof standards.

### **Unit II: Aperitifs – Types and Service**

This unit provides a focused overview of aperitifs, exploring their definition, origin, and functional role in beverage service. Learners will differentiate between types of aperitifs such as vermouth and bitters, analyzing their characteristics, classifications, and prominent brand names. Emphasis is placed on understanding the service and positioning of aperitifs within the broader context of alcoholic beverage service. By the end of the unit, learners will be able to identify and evaluate various aperitif categories and their applications in hospitality settings.

### **Unit III: Liqueurs – History, Production, and Popular Varieties**

This unit introduces learners to the rich history and production methods of liqueurs. Learners will explore broad categories including herb-based, citrus, fruit/egg, and bean/kernel varieties. Focus is given to understanding flavor profiles, colors, and countries of origin of popular liqueurs. The unit also covers essential knowledge required for liqueur service and mixology. By the end of the unit, learners will be able to categorize liqueurs based on ingredients and evaluate their use in bar operations and cocktail preparation.

### **Unit IV: Bar Operations and Management**

This unit provides a comprehensive understanding of bar operations within hospitality establishments. Learners will examine different types of bars including cocktail, dispense, floating, and cash bars, and understand the layout of bar areas—front, under, and back bar. The unit includes identification and usage of various bar equipment, management of bar stocks (alcoholic, non-alcoholic, mixers, perishables, and dry stores), and organizational structure of bar staff with defined job roles. Emphasis is placed on inventory control systems and compliance with liquor licensing regulations. By the end of this unit, learners will be able to evaluate bar operations, apply inventory controls, and understand licensing frameworks in the beverage service industry.

### **Learning Experience**

#### **Inside the Classroom**

The learning experience in Food and Beverage Service Theory emphasizes managing F&B outlets through several key areas. It introduces gueridon service, exploring its history, table-side preparation, and flambé techniques. It focuses on bar operations, differentiating bar types, understanding layouts, managing inventory, and addressing legal requirements for liquor licensing. Additionally, the course examines event management and function catering in the context of Meetings, Incentives, Conferences, and Exhibitions (MICE), discussing event planning principles, coordination, marketing strategies, and pricing. This comprehensive approach equips learners with the essential skills and knowledge needed to effectively manage food and beverage outlets.

#### **Outside the Classroom**

The learning experience in Food and Beverage Service Theory extends beyond the classroom through practical training and real-world applications. learner practice gueridon service, enhancing their

customer service skills, and gain hands-on experience in bar operations, including inventory management and cocktail preparation. Field trips to restaurants and bars allow them to observe industry practices and trends. Additionally, learners assist in planning and executing events, applying their knowledge of event management and catering for Meetings, Incentives, Conferences, and Exhibitions (MICE). These experiences reinforce classroom learning and develop essential problem-solving and communication skills, preparing learners for the dynamic challenges of the food and beverage industry.

### **TEXTBOOK**

Basics of Food & Beverage Service , Singaravelavan, Publisher: oxford

### **REFERENCE BOOKS**

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

### **Open Education Resources (OER):**

<https://www.youtube.com/watch?v=tIDgY0zAvUE>

<https://www.youtube.com/watch?v=9D9h53Q1AE>

<b>HMCTTD503</b>	<b>Technology and Design in Accommodation Services</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course offers students a forward-looking and application-oriented perspective on the digital transformation of the accommodation sector in the hospitality industry. It emphasizes the convergence of technology, guest experience, and operational efficiency by exploring digital infrastructure, smart interior design, and IoT-powered solutions. Learners are equipped to critically evaluate, implement, and manage advanced technologies such as property management systems, mobile guest services, and intelligent room automation systems. With a strong focus on experiential learning, the course bridges theoretical concepts with real-world applications, preparing students to lead innovation in digitally enabled hospitality environments. Through interdisciplinary learning involving design, operations, and IT, students develop the competencies necessary for planning, executing, and sustaining smart hospitality solutions.

## **Course Outcomes**

**On completion of the course the learner will be:**

CO1: Evaluating and selecting appropriate technology solutions for accommodation operations including property management systems and integration platforms.

CO2: Implementing digital guest service technologies including mobile applications, contactless services, and AI-powered solutions.

CO3: Designing smart room technologies and IoT applications for enhanced guest comfort and operational efficiency.

CO4: Creating digital transformation strategies including change management, staff training, and ROI evaluation.

## **Course Content:**

### **Unit 1: Digital Transformation in Hospitality**

This unit provides comprehensive understanding of technology evolution in the hospitality industry. Learners will analyse digital transformation frameworks, technology adoption models, and change



management strategies. The unit covers technology infrastructure planning, system architecture design, and integration considerations. Learners will evaluate different technology solutions, understand API ecosystems, and explore cloud versus on-premise solutions.

## **Unit 2: Property Management Systems and Integration**

Learners will master modern property management systems including cloud-based solutions and mobile platforms. The unit covers PMS modules, database management, and system configuration. Learners will understand integration with channel managers, revenue management systems, and payment gateways. The unit also explores data migration, system implementation, and staff training considerations.

## **Unit 3: Smart Interior Design and IoT Integration in Hospitality Spaces**

This unit introduces students to the essential elements of interior designing with a focus on integrating smart room technologies within hospitality spaces. It covers the principles of design along with the psychological and aesthetic influence of colour schemes, lighting, and décor on guest satisfaction. Students explore how elements such as lighting, window treatments, floor finishes, furniture, and accessories can be combined with IoT applications—like automated climate control, smart lighting, voice-activated room controls, and occupancy sensors—to create intelligent, responsive environments. The unit emphasizes designing guest rooms that are not only visually appealing and functional but also technologically advanced, contributing to both guest comfort and operational efficiency.

## **Unit 4: Smart Building and IoT Applications**

Learners will explore Internet of Things applications in accommodation operations. The unit covers smart room controls, energy management systems, and predictive maintenance sensors. Learners will understand occupancy-based automation, climate control integration, and smart lighting systems. The unit also explores housekeeping management through IoT sensors, robotic cleaning solutions, and automated inventory tracking systems.

## **Learning Experience**

### **Inside the Classroom**

The classroom experience combines theoretical knowledge with hands-on practice using various hospitality technology systems. Learners work with demo versions of PMS, CRS, and housekeeping management software. They engage in system configuration exercises, interface design projects, and

technology evaluation simulations. The learning environment includes computer labs equipped with industry-standard software, allowing Learners to practice with real hospitality technology applications. Interactive sessions include technology demonstrations, problem-solving exercises, and case study analyses of successful technology implementations.

### **Outside the Classroom**

Learners gain practical experience through visits to technology-forward hotels, allowing them to observe advanced systems in operation. They participate in technology vendor demonstrations, hospitality technology conferences, and hands-on training sessions with industry-standard systems. The learning experience includes projects involving technology evaluation for hotels, development of digital transformation strategies, and assessment of new technology implementations. Learners also engage with technology providers and hotel IT professionals through internships and mentorship programs, providing comprehensive exposure to real-world hospitality technology applications.

### **TEXTBOOK**

"Information Technology for Travel & Tourism" By Ravinder Kumar & Meenu Raina Publisher: IITTM/Galgotia Publishing

### **Reference books:**

Professional Management of Housekeeping Operations – Thomas J.A. Jone

Hotel Housekeeping Management & Operations- Mr. Sudhir Andrews

Managing housekeeping Custodial Operation – Edwin B. Feldman

Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones

Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's

<b>HMCTTT551</b>	<b>Taste through time: Practical cookery of Europe and Asia</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Tales

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

<https://youtu.be/cJXpROOR668?si=zyA2DiM5iQmySLR8>

<https://youtu.be/zoc2u8-SnTw?si=3wMwnHcTOYawggy5>

[https://youtu.be/JDiD1OCDGKA?si=LAq9\\_o1Jl7EvCem6](https://youtu.be/JDiD1OCDGKA?si=LAq9_o1Jl7EvCem6)

## Course perspective

In this course, learners will practice preparing food items from various cuisines around the world, gaining a global perspective on cooking. They will also focus on creating a variety of salads and hors d'oeuvres, allowing them to experiment with flavors and presentation. This hands-on experience will help the learner develop essential culinary skills while appreciating the diversity of food traditions. Overall, the learner will gain practical knowledge that prepares them for a dynamic culinary environment.

## Course Outcomes

**After completing this course, learner will be:**

**CO1:** Observing characteristics and flavors of different cuisines.

**CO2:** Demonstrating the preparation of dishes from various cuisines.

**CO3:** Demonstrating basic charcuterie skills, including curing, smoking, and sausage-making

## **COURSE CONTENT**

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### **Unit I: Asian Cuisine – Three-Course Menu Formulation**

This unit introduces learners to the creation of three-course menus inspired by diverse Asian culinary traditions. Focusing on cuisines from China, Thailand, Vietnam, India, and Japan, learners will explore regional flavor profiles, ingredient selection, and authentic preparation techniques. Emphasis is placed on balancing starters, main courses, and desserts while maintaining cultural authenticity. Learners will practice mise en place, cooking methods such as stir-frying, steaming, and grilling, and traditional plating styles. The unit aims to develop an understanding of Asian aesthetics, taste balance, and harmony in presentation.

### **Unit II: European Cuisine – Classical & Contemporary Menus**

In this unit, learners will formulate and prepare three-course menus from prominent European culinary regions. Cuisines featured include France, Italy, Hungary, and Spain, with a focus on classic dishes and contemporary interpretations. Learners will gain practical skills in preparing French sauces, Italian pasta dishes, Hungarian stews, and Spanish tapas-style starters and desserts. Techniques such as roasting, braising, sautéing, and baking are emphasized, alongside menu balance and portion control. The presentation will reflect both traditional European elegance and modern fine-dining trends.

### **Unit III: Charcuterie and Cold Starters**

This unit delves into charcutier arts and cold preparation techniques, where learners will learn to prepare cold starters and small plates typical of European antipasti and tapas. Practical work will include crafting antipasto platters (with cured meats, cheeses, olives, and pickled vegetables) and pintxos (Basque-style open sandwiches or skewered canapés). Learners will focus on ingredient pairing, cold plating, marination, and visual appeal, while understanding the cultural context and presentation styles unique to these dishes.

### **Unit IV: Menu Integration and Global Plating Techniques**

In the final unit, learners will apply their cumulative learning to create integrated menus combining global elements in a professional presentation. Emphasis will be on plating techniques, portioning, workflow, and timing to simulate real-time service. Learners will be encouraged to present culturally accurate three-course menus that highlight flavor harmony, visual appeal, and thoughtful ingredient combinations. The unit also covers modern trends in fusion cuisine, sustainability, and contemporary plating styles across world cuisines.

## **Learning Experience**

### **Inside the Classroom:**

Practical Workshops:

learners learn global culinary techniques and prepare traditional dishes from various cultures.

### Charcuterie Mastery:

Focus on curing and preserving meats, with lessons on pairing these creations with wines.

### Interactive Group Projects:

Collaborative research on international cuisines, culminating in presentations and dish preparation that highlight regional ingredients.

### Expert Guest Chefs:

Insights from industry professionals on current culinary trends and the role of wine in enhancing flavors.

### Cooking Competitions:

Challenges that encourage learner to creatively incorporate charcuterie and wine into their dishes.

### **Outside the Classroom:**

#### Culinary Exploration:

Opportunities to engage with local restaurants or events that highlight international cuisine

### **COURSE TEXTBOOKS**

Lab Manual

### **REFERENCE BOOKS**

1. La Rousse Gastronomique by Hamlyn

2. The World Encyclopedia of Cooking Ingredients by Christine Ingram, Om Books
3. Practical Cookery by David Foscett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
4. International Cuisine and food production management by Chef Parvinder Singh Bali, Oxford University Press
5. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

<b>HMCTSS552</b>	<b>Service of spirits and Liqueurs: The concept Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Course Perspective:**

The Food and Beverage Service Lab offers hands-on experience in essential topics related to alcoholic beverages, including distillation fundamentals, spirits production, and mixology essentials. The learner will master the art of creating cocktails and learn about the processes involved in distilling various spirits. The curriculum also covers the cultural significance of tobacco, including its production and use in beverage services. The lab features instructor-led demonstrations, collaborative practice sessions, and peer feedback to enhance learning. Through this comprehensive training, learners will develop a strong foundation in beverage service, effective communication skills, and an appreciation for industry standards, preparing them for successful careers in the food and beverage industry.

## **Course Outcomes**

### **On completion of the course the learner will be:**

CO 1. Understanding the use of pot still and patent still distillation equipment to produce different types of spirits.

CO 2. Practicing the development of an appreciation for the impact of production methods on the flavor and quality of spirits.

CO 3. Identifying and evaluating base ingredients and sensory characteristics of various spirits.

CO 4. Demonstrating cocktail-making skills using both classic and contemporary techniques

## **COURSE CONTENT**

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- Demonstration of pot still and patent still setup
- Hands-on distillation using pot still
- Hands-on distillation using patent still
- Comparison of distillates from pot vs. patent stills
- Visit to a local distillery to observe spirit production
- Spirit tasting and sensory evaluation session
- Identification of base ingredients used in different spirits
- Workshop on creating infused liqueurs
- Workshop on preparing aromatic and herbal bitters
- Cocktail preparation using infused liqueurs

- Cocktail preparation using house-made bitters
- Mixology session: Classic cocktail recipes (e.g., Martini, Negroni, Old Fashioned)
- Mixology session: Contemporary and signature cocktails
- Bar setup and mise-en-place for cocktail service
- Guest bartender session on advanced mixology techniques and trends

## **Learning Experience**

### **Inside the Classroom**

In the Food and Beverage Service course, learner engage in hands-on learning that covers key aspects of beverage and service management. They start with an introduction to various beverages, including alcoholic and non-alcoholic options, and practice bartending skills such as mixing drinks and proper serving techniques. learners explore menu design and beverage pairing through projects, while role-playing exercises enhance their guest handling and communication skills. They also learn about hygiene and safety standards in food service, emphasizing sanitation practices. Through group discussions and collaborative activities, learner gain insights into industry trends and customer preferences, equipping them with essential skills for successful careers in food and beverage service.

### **Outside the Classroom**

Outside the classroom, learners in the Food and Beverage Service course gain practical experience that complements their learning. They visit local bars and restaurants to observe beverage service operations, including bar setup and customer interaction. Engaging in guided tastings, learners experience different beverages and understand pairing techniques. Workshops with industry professionals allow them to practice bartending skills in real environments, refining their mixing and serving techniques. Additionally, they assist in planning beverage services for events, applying their menu design skills. These hands-on experiences equip learners with valuable insights and skills for successful careers in the food and beverage industry.

## **TEXT BOOK**

Lab Manual

## **REFERENCE BOOKS**



Food and Beverage Service Management - Partho Pratim Seal - Oxford University Press

- Food and Beverage Service (10th Edition) – John Cousin - Publisher: Suzanne Weekes Hodder education
- Food and beverage service - Singaravelan - Publisher: oxford
- Food and Beverage Service Operation (2<sup>nd</sup> Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –

Online link: <https://anyflip.com/pwqy/dwxr/>

- Food and Beverage Service (8<sup>th</sup> Edition) - Dennis Lillicrap, John Cousins – Publisher: Hodder Education

<b>HMCTAR553</b>	<b>The Art of Rooms- Concept Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Course Perspective:

This course equips students with practical skills in guest room layout planning, themed decoration execution, and manpower management in housekeeping operations. Students will gain exposure to real-time pricing and comparison of hotel tariffs across leading Indian and international OTAs (Online Travel Agencies), allowing them to critically assess market positioning. Emphasis is also placed on the effective use of meta-search hotel websites to evaluate properties and booking trends. Through hands-on learning, students will develop an understanding of room design aesthetics, cost planning, staff scheduling, and digital platforms used in hospitality decision-making and guest experience evaluation.

### Course Outcomes

#### On completion of the course the learner will be:

**CO1:** Designing guest room layouts with accurate specifications including furniture, fixtures, color schemes, and accessories relevant to hotel planning.

**CO2:** Planning and executing special theme-based decorations while managing indenting, costing, and time scheduling.

**CO3:** Analyzing hotel tariffs and guest reviews using OTAs and meta-search engines, and compare service offerings across different properties with critical reasoning.

### COURSE CONTENT

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1. Layout of guest room: To the scale, Earmark pillars, specification of color's, furniture, fixtures, fitting soft furnishing and accessories Planning
2. Special decoration (theme related to hospitality industry): Indenting, Costing, Planning with the time split, executing.
3. Calculating staff Strength and duty rota.
4. Compare Room Tariffs of Hotels of cities / towns of Haryana on Indian OTA: -MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agenda and write a review
5. Check & use of Meta Search Hotel Website: - Google Hotel Ads, Trip Advisor, Kayak, and Trivago for Hotels

in Panjab and write about 5 hotels opted by you as a guest with reasons.

## **Learning Experience**

### **Inside the Classroom**

Students will engage in hands-on activities such as designing guest room layouts to scale, identifying and positioning furniture, fixtures, and furnishings. They will practice standard operating procedures like cleaning, polishing, and bed-making techniques. Practical sessions will also include towel decoration and flower arrangements using styles such as Ikebana, Western, and Free style. Additionally, students will learn how to plan theme-based room decorations with proper indenting, costing, and time allocation. Classroom exercises will also cover calculating staff strength and preparing duty rotas for smooth departmental functioning. Guided analysis of OTAs and meta-search engines will be conducted to familiarize students with pricing strategies and digital hospitality trends.

### **Outside the Classroom**

Outside the classroom, students will conduct independent research and assignments by exploring hotel room tariffs across Haryana using Indian OTAs like MakeMyTrip, Yatra, and Goibibo, and international ones like Expedia and Booking.com. They will analyze and compare offerings, write reviews, and understand guest preferences. Students will also use meta-search platforms such as Google Hotel Ads, TripAdvisor, Kayak, and Trivago to study hotels in Punjab, selecting and justifying five hotels from a guest's perspective. These self-directed activities help students apply theoretical knowledge in real-world contexts, enhancing critical thinking and digital literacy.

## **TEXTBOOK**

Lab manual

### **Reference Textbooks:**

- Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers
- House Craft – Valerie Paul
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Managing Front Office Operations By Kasavana&Brooks

<b>HMCTTT504</b>	<b>Travel and Tourism Services Management</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum Check in Check out- Jerome Vallen
- Hotel Hostel and Hospital Housekeeping – by Joan C Branson
- Hotel housekeeping Operations & Management by Raghubalan, Oxford
- The professional Housekeeper by Tucker Schneider, Wiley Publications

### **Course Perspective:**

After the course, the learners will understand the importance of the tourism industry with respect to the hospitality industry. It discusses the concept of tourism, how it has grown over the years and what areas of our environment it impacts in a negative and positive way. Moreover, this course further discusses tourism products which it is important to know from an industry point of view as being part of the service industry it is necessary to know how products can be created using services and consumer demands.

### **Course Outcomes:**

#### **On completion of the course the learner will be:**

CO 1. Understanding the basics of Tourism, key terminology such as the positive and negative impacts of Tourism.

CO 2. Understanding the economic, social, and environmental impacts of tourism on International and Local destinations.

CO 3. Evaluating the strengths and weaknesses of different tourism destinations based on criteria such as accessibility, infrastructure, and attractions.

CO 4. Analyzing how tourism is different from other consumer products.

## **COURSE CONTENT**

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### **UNIT-I**

#### **Growth of Tourism**

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

### **UNIT-II**

#### **Positive and Negative Impact of Tourism**

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

### **UNIT-III**

#### **Domestic and International Tourism-**

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

### **UNIT- IV**

#### **Tourist Product**

Meaning or concept, how they are different from other consumer products. Components of tourist product-

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

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

#### **Learning Experience**

##### **Inside the classroom**

The Introduction to Events Management course will cover essential topics such as the Growth of Tourism, Positive and Negative Impacts of Tourism, Domestic and International Tourism, and the Tourist Product. Lectures will use multimedia presentations and interactive discussions to engage learner and enhance their understanding. learners will examine the factors driving tourism growth, analyze its impacts on communities and environments, and differentiate between domestic and international tourism, including the unique challenges and opportunities each presents. They will also explore the components of a tourist product and its influence on consumer choices. Group activities and case studies will encourage collaboration and critical thinking, while assignments will involve research and written reflections. Assessments will consist of quizzes and written exams to gauge comprehension.

## Outside the Classroom

Visits to travel agencies and travel oriented firms will provide a better understanding to the learners of how operations are carried out and different situations arise while handling customers. Moreover, they also learn about how tourism products are created by them to attract clientele and earn revenue.

## TEXT BOOK

Tourism Principles and Policies By A K Bhatia, Publisher: Sterling

## Reference Books:

Tourism- The State of Art, Edited by Seaton, Wood etc Publisher: John Wiley

Tourism Principles and Practices –A.K.Bhatia

Tourism and Cultural Heritage of India – Ram Acharya

Tourism & Hospitality Industry -Fridgen

Hotels for Tourism Development - Dr.Jagmohan Negi

Tourism Management by Akshay Kumar

<b>HMCTFH505</b>	<b>Finance for Hospitality Professional</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## Course Perspective:

This course offers a comprehensive understanding of fundamental accounting principles and their application within the hospitality sector. Learners will explore core accounting concepts, from financial statement analysis to departmental accounting, essential for effective financial management in hotels. Emphasis is placed on understanding the importance of internal controls, audits, and inter-departmental expense allocation. Through practical case studies, learner will learn to interpret financial data and assess profitability. Learners will have

gained valuable skills to enhance decision-making and uphold financial accountability in hospitality organizations.

### **Course Outcomes**

**On completion of the course the learner will be:**

**CO1:** Understanding the basic financial and accounting concepts specific to hospitality operations including revenue recognition, expense classification, and financial statement preparation.

**CO2:** Learning hotel financial planning, cash flow management, and investment decision-making processes used in hospitality establishments.

**CO3:** Developing knowledge of departmental accounting systems, financial technology, and automated financial processes used in modern hotels.

**CO4:** Analyzing financial performance using key hospitality ratios, profitability measures, and benchmarking techniques for informed decision-making.

## **COURSE CONTENT**

### **UNIT I: INTRODUCTION TO HOTEL FINANCE & BASIC ACCOUNTING**

This unit introduces learners to fundamental financial concepts and accounting principles specific to the hospitality industry. Learners explore basic accounting terminology, double-entry bookkeeping, and the accounting cycle as applied to hotel operations. The unit covers different types of hotel revenues including room revenue, food and beverage sales, and ancillary income streams. Learners understand expense categories such as operating expenses, fixed costs, and variable costs in hotel context. Basic financial statements including profit and loss statements, balance sheets, and cash flow statements are explained with hotel examples. The unit examines hotel chart of accounts, revenue recognition principles, and how hospitality accounting differs from other industries due to daily operations and seasonal fluctuations.

### **UNIT II: FINANCIAL PLANNING & CASH FLOW MANAGEMENT**

Learners explore financial planning processes and cash flow management techniques essential for hotel operations. The unit covers hotel financial planning including short-term and long-term financial goals, capital investment planning, and financing options available to hospitality businesses. Learners study cash flow management including daily cash flow monitoring, seasonal cash flow patterns, and working capital requirements specific to hotels. The unit examines banking relationships, loan applications, and credit management for hospitality establishments. Learners understand investment decision-making processes including equipment purchases, renovation projects, and expansion planning. Financial risk management, insurance requirements, and contingency planning are covered. The unit explores different financing sources including bank loans, investor funding, and franchise financing options available to hotel operators.

### **UNIT III: DEPARTMENTAL ACCOUNTING & FINANCIAL SYSTEMS**

This unit focuses on departmental accounting systems and financial technology used in modern hotel operations. Learners study how different hotel departments maintain their financial records including rooms division, food and beverage, spa, and other profit centers. The unit covers property management systems (PMS) and their integration with accounting software for automated financial reporting. Learners explore point-of-sale systems, inventory management software, and payroll systems used in hotels. The unit examines night audit procedures, daily financial reporting, and departmental profit and loss tracking. Learners understand credit card processing, payment systems, and cash handling procedures specific to hospitality operations. Financial controls, internal audit procedures, and fraud prevention measures are covered. The unit explores emerging financial technologies including mobile payments, contactless transactions, and cloud-based accounting systems used by modern hotels.

### **UNIT IV: FINANCIAL ANALYSIS & PERFORMANCE MEASUREMENT**

Learners study financial analysis techniques and performance measurement systems used in the hospitality industry. The unit covers key hospitality financial ratios including profitability ratios, liquidity ratios, and efficiency ratios with industry benchmarks. Learners explore departmental profit and loss analysis, contribution margin calculations, and performance comparison techniques. Financial statement analysis including trend analysis, comparative analysis, and ratio interpretation are covered using hotel financial reports. The unit examines cash flow management, working capital requirements, and seasonal cash flow patterns in hospitality. Learners understand return on investment calculations, payback period analysis, and capital budgeting decisions. Industry benchmarking, competitive analysis, and financial performance reporting are studied through real hotel case studies and industry data.

#### **Learning Experience**

#### **Inside the Classroom:**



Learners engage in interactive lectures that explain financial concepts using real hotel examples and case studies from the industry. Practical calculation sessions help learners master key hospitality financial ratios and cash flow management techniques. Group discussions allow learners to analyze different approaches to departmental accounting and financial systems used by various hotel segments. Guest speakers from hotel finance departments share real-world experiences and current challenges in hospitality financial management, providing insights into career opportunities in hotel finance.

### **Outside the Classroom:**

Learners complete assignments analyzing financial reports from publicly traded hotel companies and independent properties to understand industry financial performance. Research projects require learners to investigate financial planning strategies and accounting systems used by different hotel brands and market segments. Online participation in hospitality finance webinars and industry forums keeps learners updated on current trends and best practices. Learners engage with hotel finance professionals through virtual networking events and professional associations to build industry connections and understand career paths in hospitality finance.

### **TEXTBOOK**

Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

### **Reference books:**

Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

Hospitality Management Accounting, Michael M Coltman

Hotel Accountancy & Finance- S.P.Jain & K.L Narang, First 1999 Kalyani Publishers, B 1/1292, Rajinder Nagar, Ludhiana

Hotel Accounting Earnest B. Horwath & Luis Toth

<b>HMCTCB601</b>	<b>Conceptual Bakery and Patisserie Art</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

Semester 6th:

### **Course Perspective:**

This course offers a foundational exploration of bakery and confectionery, emphasizing the role and function of core ingredients in producing high-quality baked goods. Learners will understand various cakes, breads, and dessert-making techniques, troubleshoot common issues, and understand essential baking formulas. Additionally, the course covers an introduction to popular grocery brands, specialized equipment, and essential pastes, equipping learner with the knowledge to create a range of bakery items with confidence and precision.

### **Course Outcomes:**

#### **On completion of the course the learner will be:**

CO 1. Understanding about various bakery ingredients and their role.

CO 2. Applying various methods of preparing cakes and breads.

CO3 . Applying methods to prepare various types of desserts.

CO 4. Analyzing formulas measurements and changes in properties of products while preparation.

## **COURSE CONTENT**

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### **Unit I: Bakery Ingredients and Their Functional Roles**

This unit introduces Learners to the essential ingredients used in bakery and confectionery, with a focus on their individual roles and interactions during the baking process. Key ingredients include yeast, shortenings (fats and oils), sugar, salt, eggs, and raising agents. The unit explores how each contributes to the structure, flavor, texture, and shelf life of baked goods. A detailed study of bakery flours, covering their types, specific uses, gluten content, and ideal storage conditions, helps Learners make informed decisions in ingredient selection. Understanding ingredient functionality forms the foundation for recipe development and troubleshooting.

### **Unit II: Cake and Bread Making Techniques**

This unit covers the practical and theoretical aspects of cake and bread making. Learners will learn various cake-making methods such as the creaming, whisking, and all-in-one methods, and understand common faults and remedies associated with each. An extensive study of the roles of eggs, sugar, fat, milk, and raising agents in cake structures supports recipe balancing and troubleshooting. The bread section includes methods of bread making—such as straight dough, sponge, and no-time dough methods—and focuses on the leavening action of yeast, ideal fermentation conditions, types of dough, and bread-making faults. Emphasis is placed on controlling temperature, fermentation time, and ingredient ratios to ensure consistent results.

### **Unit III: Bakery Science, Formulas, and Pastry Work**

This unit focuses on the scientific principles of baking, formula accuracy, and pastry fundamentals. Learners will study standard bakery formulas and measurements, and analyze physical and chemical changes during baking, including browning reactions, moisture loss, and protein coagulation. The unit also explores bread faults, bread diseases, and the use of bread improvers. Additionally, Learners will be introduced to various pastry types such as choux, shortcrust, puff, flaky, and laminated doughs, gaining hands-on practice in preparing and using each for different bakery products.

### **Unit IV: Desserts and Frozen Products**

This unit explores a variety of hot and cold dessert preparations, emphasizing methods of production, storage, and presentation. Learners will learn to prepare frozen desserts such as ice creams and sorbets, along with hot puddings and baked sweets. Proper temperature control, ingredient handling, and textural balance are emphasized throughout the preparation process. The unit also introduces Indian specialty desserts, highlighting their cultural significance and traditional preparation techniques. Learners will gain experience in flavor pairing, plating, and maintaining consistency in dessert production.

### **Unit V: Industry Orientation and Brand Awareness**

In the final unit, Learners will develop industry-ready awareness by exploring well-known grocery and equipment brands relevant to bakery operations. This includes a study of their product lines, equipment functionality, and sourcing knowledge. The unit supports informed decision-making for future professionals in purchasing and kitchen planning. Learners will also review common bakery tools and machinery, understand product specifications, and be introduced to the latest technological developments in baking and confectionery production.

### **Learning Experience:**

### **Inside the Classroom**

Learner participate in structured lectures and demonstrations that introduce key concepts of bakery and patisserie.

They engage in hands-on practical sessions where they practice techniques for making bread, cakes, and pastries. learner receive direct feedback from instructors, allowing them to refine their skills in areas like dough handling, cake decoration, and dessert presentation. Group discussions and collaborative projects foster teamwork and enhance their understanding of ingredient functionality and baking science.

### **Outside the Classroom**

Learner gain real-world experience through internships in hotels or bakeries, where they apply their classroom knowledge in professional settings. They participate in live events or pastry competitions, allowing them to showcase their skills and creativity. Additionally, field trips to local bakeries or patisseries provide insights into industry practices and trends. These experiences help learner develop adaptability, time management, and problem-solving skills essential for success in the culinary field.

### **Core Textbook**

Theory of Bakery and Patisserie by Chef Parvinder Singh Bali, Oxford University Press

### **Reference Books**

1. Practical Cookery by David Foscett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
2. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press
3. Larousse Gastronomique by Hamlyn
4. Pastry School- 101 step by step recipes by Le Cordon Bleu, Grub Street

HMCTFB602	Food and Beverage Controls	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Course Perspective

This course offers students a practical understanding of food and beverage control systems used in the hospitality industry. It focuses on managing food and beverage costs, minimizing waste, and maintaining consistency through SOPs and standard recipes. Learners will engage in classroom activities such as cost calculations, recipe standardization, and control simulations to develop skills essential for efficient and profitable operations in hotels and restaurants.

### Course Outcomes:

#### On completion of the course the learner will be:

CO 1. Understanding methods of food purchasing, storage, preparation, and portion control to minimize waste and control food costs.

CO 2. Calculating beverage costs and demonstrating methods for receiving, storing, and monitoring beverage stock to ensure accurate control and reduce losses.

CO 3. Identifying the importance of food and beverage control systems in hotel operations

CO 4. Creating and applying standard recipes, SOPs, and cost-saving techniques to maintain consistency, portion control, and operational efficiency in food and beverage service.

## **COURSE CONTENT**

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### **Unit 1: Food Control in Hospitality Operations**

This unit introduces students to the principles and practices of food control within hotels and restaurants. Learners will explore how proper food purchasing, receiving, storage, preparation, and portion control can reduce waste and improve cost efficiency. In class, students will practice calculating food cost percentages, yield testing, and inventory records. Emphasis will be placed on monitoring food waste, maintaining quality standards, and understanding the link between food cost control and profit margins.

### **Unit II: Beverage Control in Hospitality Operations**

This unit focuses on controlling beverage operations, including alcoholic and non-alcoholic beverages. Learners will study procedures for receiving, storing, issuing, and monitoring beverage stock. Classroom activities will include learning how to track beverage sales, calculating pour cost, and identifying losses due to over-pouring, spillage, or theft. The unit will also explore bar stocktaking methods, standard drink recipes, and how technology (like POS systems) assists in beverage control.

### **Unit III: Importance of Control Systems in Hotels**

In this unit, students will learn why food and beverage control systems are essential for a hotel's profitability and smooth operations. Discussions will cover the consequences of poor control, such as financial losses, inconsistent service, and wastage. Learners will identify key control points in kitchen and service areas and understand how these controls contribute to guest satisfaction, budgeting, and sustainability goals. Activities may include role-playing as F&B supervisors to spot operational issues and suggest improvements.

## **Unit IV: SOPs, Standard Recipes, and Cost-Saving Techniques**

This unit teaches learners how hotels use Standard Operating Procedures (SOPs), standard recipes, and control techniques to maintain consistency and reduce costs. Students will practice reading and creating standard recipes, calculating portion sizes, and understanding how batch cooking, pre-prep, and mise-en-place save time and money. In class, learners may draft SOPs for kitchen or bar procedures, compare recipe costing sheets, and evaluate techniques that ensure both quality and efficiency.

### **Learning Experience**

#### **Inside the Classroom**

Inside the classroom, students will engage in hands-on activities such as calculating food and beverage costs, drafting standard recipes, practicing inventory management, and role-playing supervisory scenarios. They will analyze control points in kitchen and service operations, simulate bar stocktaking, and create SOPs for various F&B procedures. These exercises will help build practical skills in cost control, quality assurance, and operational efficiency.

#### **Outside the Classroom**

Outside the classroom, students will apply their learning by preparing standard recipes in the training kitchen and mixing drinks in the mock bar setup. They will use practical methods such as portion control, yield testing, mise-en-place, and standard pouring techniques. Through these hands-on experiences, students will understand how to minimize waste, maintain consistency, and ensure cost-effective production.

### **TEXT BOOK**

Basics of Food & Beverage Service, Singaravelavan, Publisher: oxford

### **REFERENCE BOOKS**

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

## Open Education Resources (OER):

<https://www.youtube.com/watch?v=tIDgY0zAvUE>

<https://www.youtube.com/watch?v=9D9h53Q1AEA>

<b>HMCTRS603</b>	<b>Room Statistics and Contemporary Practices</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## COURSE PERSPECTIVE

This course provides a comprehensive understanding of key operational areas in hospitality, focusing on both front office and housekeeping management. Learners will acquire analytical skills in evaluating room statistics and performance metrics, explore contemporary front office technologies and guest service practices, and understand evolving trends in sustainable housekeeping operations. The course also equips students with essential knowledge of budgeting, purchasing systems, and crisis management to maintain safety, efficiency, and service quality in hotel operations.

### Course Outcomes:

**On completion of the course the learner will be:**

**CO1:** Understanding and calculating key room statistics including occupancy rates, revenue metrics, and performance indicators used in hotel operations.

**CO2:** Learning contemporary front office practices including modern reservation systems, guest experience management, and digital check-in/checkout processes.

**CO3:** Explaining modern trends in housekeeping including sustainability practices, outsourcing, eco-friendly operations, and the role of housekeeping in achieving green certifications.

**CO4:** Describing the principles of budgeting and purchasing in housekeeping, and explain safety, security, and crisis management protocols applicable in hospitality settings.

### Course Content:

## UNIT I: ROOM STATISTICS & PERFORMANCE METRICS



This unit introduces learners to essential room statistics and performance metrics used in modern hotel operations. Learners study key indicators including occupancy percentage, Average Daily Rate (ADR), Revenue Per Available Room (RevPAR), and Average Length of Stay (ALOS) calculations. The unit covers room inventory management, available room nights, and sold room nights tracking. Learners explore seasonal occupancy patterns, market segment analysis, and competitive benchmarking using industry data. The unit covers daily, weekly, monthly, and annual statistical reporting formats used by hotels. Learners understand forecasting techniques, trend analysis, and statistical interpretation for management decision-making in room division operations.

## **UNIT II: CONTEMPORARY FRONT OFFICE PRACTICES**

Learners explore modern front office operations and contemporary practices adopted by leading hotels worldwide. The unit covers advanced Property Management Systems (PMS), cloud-based reservation platforms, and integrated hotel technology solutions. Learners study digital check-in and check-out processes, mobile key systems, and contactless guest services. Contemporary guest experience practices including personalization, guest preference tracking, and loyalty program integration are examined. The unit explores online reputation management, social media integration, and digital guest communication systems. Learners understand modern concierge services, virtual concierge technology, and guest mobile applications. Revenue optimization techniques, dynamic pricing integration, and real-time inventory management are covered. The unit includes study of artificial intelligence applications, chatbot integration, and automated guest service solutions used in contemporary hotels.

## **UNIT III: CHANGING TRENDS IN HOUSEKEEPING**

This unit introduces students to modern developments in housekeeping, focusing on sustainability, guest expectations, and operational efficiency. It covers emerging trends such as outsourcing, use of technology, and the strategic role of housekeeping in enhancing guest experiences. Students will explore staff training, eco-friendly amenities, green housekeeping practices, and systems for Ecotel certification. The unit also emphasizes waste management through the 3Rs, garbage segregation, and energy and water conservation methods. By the end, students will be able to apply sustainable and innovative housekeeping practices in hospitality operations.

## **UNIT IV: Budgeting, Safety, and Crisis Management in Housekeeping**

This unit introduces students to the fundamentals of budgeting and budgetary control in housekeeping, focusing on the budgeting process and different purchasing systems and methods of buying essential supplies. It further emphasizes the importance of safety and security within hospitality operations, covering emergency procedures, first aid practices, and responses to natural disasters. Students will also explore crisis management techniques,

develop safety awareness, and understand strategies for crime prevention in hotel environments. By the end of this unit, students will be able to manage resources effectively and uphold safety standards in various operational scenarios.

## **Learning Experience**

### **Inside the Classroom**

The classroom experience combines theoretical statistical concepts with practical applications using real hospitality data. Learners work with industry-standard statistical software and hotel management systems to analyze operational data. They engage in data visualization projects, statistical analysis exercises, and metric development workshops. The learning environment includes computer labs equipped with analytical tools and software, allowing Learners to practice with actual hotel performance data. Interactive sessions include case study analyses, problem-solving exercises, and statistical interpretation challenges.

### **Outside the Classroom**

Learners gain practical experience through projects involving real hotel data analysis and metric development. They participate in hotel performance analysis projects, working with actual operational statistics from partner hotels. The learning experience includes developing performance dashboards, conducting efficiency studies, and creating analytical reports for hotel operations. Learners also engage with revenue managers and operations analysts through internships and mentorship programs, providing hands-on experience with hospitality analytics. Industry visits allow observation of data collection and analysis processes in operational settings.

### **Textbook:**

- Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- House Keeping Manual by Sudhir Andrews

### **Reference books:**

- Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.,
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum,
- Professional management of housekeeping operations IIEdi.By Robert J.Martin & Thomas
- The professional Housekeepers by Manoj Madhukar, Rajat Publications

- Management of hotel and & Motel Security by HBrustein, CRC Publisher

<b>HMCTAB651</b>	<b>Advance Bakery and Patisserie Production</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

In this course, learner will engage in diverse practical sessions that cover essential skills in bakery and patisserie operations. They will learn to create a variety of baked goods, including artisanal bread, simple cakes, and cookies, gaining hands-on experience in measuring, mixing, and baking. Additionally, learner will explore the art of preparing both hot and cold desserts, such as soufflés, mousses, and chilled pastries, emphasizing presentation and flavor balance.

Throughout the course, learner will apply various techniques commonly used in the industry, such as dough lamination, cake layering, and icing. By the end of the course, learner will have a well-rounded understanding of bakery and patisserie, equipping them with the skills necessary for professional culinary environments.

### **Course Outcomes**

#### **On completion of the course the learner will be:**

CO1: Applying skills and competence in producing various types of bakery products.

CO2: Practicing entrepreneurial skills related to the bakery industry.

CO3: Creating dishes from different cuisines following professional compliances as per hospitality industry.

CO4: Evaluating different baking methods and their effects on the final product.

## **COURSE CONTENT**

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### **Unit I: Bread Making**

This unit focuses on the demonstration and preparation of simple and enriched bread recipes, laying the foundation for artisan bread production. Learners will learn to make white and brown bread loaves, paying attention to dough development, proofing, and baking techniques. Hands-on practice will include shaping and baking bread rolls in various traditional forms, encouraging both consistency and creativity. Classic French bread and rich, buttery Brioche will also be introduced, giving learners an understanding of continental styles of enriched doughs and their distinct textures, fermentation needs, and shaping methods.

### **Unit II: Simple Cakes**

This unit covers the preparation of a variety of simple and enriched cakes, building practical knowledge of creaming, whisking, and folding techniques. Learners will work on sponge-based batters such as sponge, genoise, fatless sponge, and Swiss rolls, mastering the foundational skills of light cake preparation. In the enriched category, learners will create traditional cakes like fruit cakes, rich celebration cakes, Dundee, and Madeira, focusing on ingredient balancing, baking times, and texture control. The unit emphasizes recipe accuracy, batter consistency, and baking troubleshooting to ensure professional outcomes.

### **Unit III: Simple Cookies**

This unit introduces Learners to the preparation of a wide assortment of cookies, focusing on shaping, consistency, and finishing. Recipes include classic Indian-style Nan Khatai, buttery Golden Goodies, soft Melting Moments, and more intricate items such as Swiss Tart and Tri-Colour Biscuits. Additional cookie varieties include Chocolate Chip Cookies, Chocolate Cream Fingers, and decorative options

like Bachelor Buttons. Through these recipes, Learners will develop skills in dough handling, shaping techniques, oven settings, and texture differentiation, while also practicing proper storage and presentation of cookies.

#### **Unit IV: Hot and Cold Desserts**

In this unit, Learners will prepare a selection of traditional hot and cold desserts, with emphasis on classic European and Indian sweet dishes. Hot desserts include Caramel Custard, Bread and Butter Pudding, and the elegant Queen of Pudding, along with steamed classics such as Albert Pudding and Cabinet Pudding. Cold desserts will cover a variety of textures and settings, including Lemon and Pineapple Soufflés, Chocolate and Coffee Mousses, Bavarois, Diplomat Pudding, and Apricot Pudding. The focus will be on temperature control, ingredient integration, flavor layering, and plating for service presentation.

#### **Learning Experience: Inside the classroom:**

##### **Practical Baking Sessions:**

learner engage in hands-on baking of various products, including bread, pastries, cakes, and desserts, applying techniques learned in lectures.

##### **Patisserie Techniques:**

Focus on crafting classic French pastries, such as éclairs, macarons, tarts, and plated desserts, emphasizing precision and artistry.

##### **Dough Preparation:**

Mastering different types of dough (puff, short crust, choux) and their specific handling techniques.

##### **Decorating Skills:**

Training in icing, glazing, and plating techniques to enhance the presentation of baked goods.

### Flavor Pairing:

Experimentation with flavors, fillings, and garnishes to develop unique and balanced desserts.

### Recipe Development:

Encouraging learner to modify and create their recipes, fostering creativity and understanding of ingredient interactions.

### Time Management:

Simulated kitchen environments where learner learn to manage time effectively during busy baking sessions.

### **Outside the classroom:**

#### Field Trips to Professional Bakeries:

Observing professional operations and techniques in real-world settings.

#### Guest Chef Demonstrations:

Expert demonstrations on advanced techniques and trends in baking and patisserie.

#### Competitions and Challenges:

Opportunities to participate in baking competitions to showcase skills and creativity.

### **TEXT BOOK**

Lab Manual

### **REFERENCE BOOKS**

1. Theory of Bakery and Patisserie by Chef Parvinder Singh Bali, Oxford University Press

<b>HMCTFB652</b>	<b>Food and Beverage Service Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

2.

Practical Cookery by David Foskett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education

3. Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

4. Larousse Gastronomique by Hamlyn

5. Pastry School- 101 step by step recipes by Le Cordon Bleu, Grub Street

### **Course Perspective**

The Food and Beverage Service Lab offers hands-on training in formal banquet services and essential techniques. learner will develop skills in calculating space for banquets, designing banquet menus, and setting up various types of buffets. The curriculum includes guerdon service, flame work, cooking and carving at the table, and bar design, while fostering supervisory responsibilities. Key activities also involve kitchen stewarding, record maintenance, and inventory management. Learners will learn to arrange themed dinners and practice standard operating procedures in various restaurant settings. Additional assignments cover restaurant equipment research and duty roster preparation for different outlets, equipping learners with the skills needed for successful careers in hospitality management.

**Course Outcomes:**

**On completion of the course the learner will be:**

CO 1. Imitating mastery in executing formal banquet services, including table setup, service etiquette, and guest interaction.

CO 2. Practicing the creation of diverse menus suitable for banquets, incorporating elements such as theme dinners, à la carte options, and fixed menus.

CO 3. Imitating the process of acquiring knowledge and skills related to designing and setting up bars, selecting appropriate equipment, and managing bar operations effectively.

CO 4. Adapting supervisory skills, including leadership, communication, and team management, are essential for overseeing restaurant operations effectively.



## Course Content

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- To develop and perfect skill and techniques for formal Banquet Services, Function, calculation of space for Banquets, Banquet Menu. Setting of various types of Buffets. Gueridon and Flame Work and induce supervisory responsibility in the learner.
- Cooking and Carving at Table.
- Designing and setting the Bar
- Kitchen Stewarding: Record maintaining and inventory
- Arranging a theme dinner/ food festival
- Practice on Standard Operating Procedures in Restaurant
- list of restaurant equipment manufacturer (assignment)
- preparation of duty rosters in restaurants & function catering Planning & Operating various outlet (Specialty, Fast Food and coffee shop, bar)
- Supervisory skills, SOP,
- Calculation of space for Banquet Menu & Service, Various types of Buffets, Formal Banquets
- Using and Operating Machines & Micro and other software
- Art of Cocktail Mixing

## Learning Experience

### Inside the Classroom

In the Food and Beverage Service course, learners develop essential skills for formal banquet services through hands-on experiences. They practice calculating space for banquets and designing menus, while learning to set up various buffets, including gueridon and flame work. learners enhance their supervisory skills and engage in cooking and carving at the table, along with designing and setting up a bar. Kitchen stewarding sessions cover record-keeping and inventory management, and learner organize themed dinners and food festivals. They also practice standard operating procedures (SOPs), research restaurant equipment manufacturers, and prepare duty rosters for different outlets, including specialty restaurants and bars. The course culminates with an emphasis on cocktail mixing, equipping learner for successful careers in food and beverage service.

## **Outside the Classroom**

Outside the classroom, learners in the Food and Beverage Service course gain practical experience that enhances their skills. They participate in real banquet setups, applying space calculation and menu design while assisting with buffet services, including gueridon and flame work. Visits to local restaurants and bars provide insights into bar design and beverage service, while kitchen stewarding activities teach inventory management. learners organize themed dinners and food festivals, applying creativity and teamwork. They also practice standard operating procedures (SOPs) in professional settings and research restaurant equipment manufacturers. Additionally, they prepare duty rosters and plan catering for various outlets, culminating in hands-on cocktail mixing sessions. These experiences equip learner with the essential skills for successful careers in the food and beverage industry.

## **TEXT BOOK**

Lab Manual

## **REFERENCE BOOKS**

- 1. Food and Beverage Service Management - Partho Pratim Seal - Oxford University Press
- 2. Food and Beverage Service (10th Edition) – John Cousin - Publisher: Suzanne Weekes Hodder education
- 3. Food and beverage service - Singaravelan - Publisher: oxford
- 4. Food and Beverage Service Operation (2<sup>nd</sup> Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –  
Online link: <https://anyflip.com/pwqy/dwxr/>
- 5. Food and Beverage Service (8<sup>th</sup> Edition) - Dennis Lillicrap, John Cousins – Publisher: Hodder Education

<b>HMCTCR653</b>	<b>Concepts of Room Statistics-Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

This practical course is designed to equip students with essential operational skills in housekeeping with a strong focus on safety, efficiency, and sustainability. Through hands-on training, students will learn critical fire safety protocols, first aid response techniques, and evacuation procedures to handle emergencies in a hospitality setting. Emphasis is placed on team cleaning practices, organizational efficiency, and the development of Standard Operating Procedures (SOPs) for guest arrival, departure, and service recovery. The course also introduces students to modern eco-friendly housekeeping practices and energy conservation techniques, aligning operational tasks with sustainable hospitality standards. By the end of the course, students will be proficient in executing core housekeeping duties while ensuring guest safety, operational consistency, and environmental responsibility.

### **Course Outcomes**

**On completion of the course the learner will be able to**

**CO1:** Demonstrating fire safety, evacuation procedures, and basic first aid techniques applicable in hospitality emergency situations.

**CO2:** Applying team cleaning methods and prepare standard operating procedures (SOPs) for guest services and complaint handling.

**CO3:** Analyzing housekeeping processes to identify opportunities for implementing eco-friendly and energy-saving techniques effectively.

### **COURSE CONTENT**

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#### **UNIT-1 FIRE SAFETY & FIRE FIGHTING TECHNIQUES**

Safety measures, Fire Drill (demonstration) Evacuation procedure

## **UNIT-2 FIRST AID:**

First Aid Kit, Dealing with Emergency Situation, Maintaining Records Reporting Maintenance and Follow Ups.

## **UNIT- 3 TEAM CLEANING:**

Planning, Organizing, Executing, Evaluating and Preparation of SOPs for guest arrival, departure, complaint handling.

## **UNIT-4 TRENDS AND LATEST ENERGY CONSERVATION & ECO-FRIENDLY CONCEPT**

### **Learning Experience**

#### **Inside the Classroom**

Students engage in interactive sessions covering fire safety protocols, first aid basics, and team cleaning procedures. Demonstrations and role-play activities help students understand SOPs for guest handling and emergency situations. Multimedia resources such as safety videos, case studies, and visual aids are used to reinforce concepts. Learners also participate in group discussions on energy conservation and eco-friendly practices in hotels. Preparation of SOPs, first aid reporting formats, and fire safety charts form part of their coursework. Classroom learning emphasizes clarity in procedures, awareness, and readiness for real-life scenarios.

#### **Outside the Classroom**

Students participate in practical fire drills, evacuation procedures, and first aid demonstrations in real or simulated environments. Visits to hotel housekeeping labs and green-certified properties provide exposure to energy-saving techniques and eco-friendly practices. Hands-on team cleaning exercises are conducted in mock guest rooms to practice planning, execution, and evaluation. Fieldwork includes observing hotel safety audits and sustainability operations. Students are encouraged to document their observations and present solutions for improving operational efficiency. These experiences bridge the gap between theoretical knowledge and industry application.

### **Core Textbook:**

- House Keeping Manual by Sudhir Andrews

### **Reference books:**

- Professional management of housekeeping operations IIEdi.By Robert J.Martin & Thomas
- The professional Housekeepers by Manoj Madhukar, Rajat Publications
- Management of hotel and & Motel Security by HBrustein, CRC Publisher

Course Code	Course Title	L	T	P	S	C
HMCTHL604	HOTEL LAWS AND LICENSING	2	0	0	0	2
Version 1.0						
Pre-requisites/Exposure						
Co-requisites	Not Applicable					

#### **Course Perspective:**

This course offers an in-depth exploration of the legal frameworks that govern hotel operations in India, equipping learners with essential knowledge of contracts, licenses, consumer protection, and food safety standards. By covering key legislations like the Consumer Protection Act, FSSAI guidelines, and the Shops and Establishment Act, learners will gain insights into legal obligations, compliance procedures, and risk management in hospitality. The course is designed to enable hotel managers to maintain a legally sound and guest-friendly environment while safeguarding both the establishment and its patrons.

#### **COURSE OUTCOMES**

##### **On completion of the course the learner will be:-**

**CO 1:** Understanding the legal requirements in the formation of a hotel company and to have an overview of the Contract, its types & steps in drawing up a contract for the hotel operations.

**CO 2:** Understanding the legislations, licenses and Permits required for the service of alcoholic beverages in the bars and other food & beverage service outlets across the country.

**CO 3:** Analyzing the legislation and guidelines related to food laws, standard setting and enforcement agencies for different sectors of food and Varied Quality/Safety standards restricting innovation in food products.

**CO 4:** Evaluating the laws related to the welfare of the employees, their benefits, duties and rights as the employee of the hotel industry and also, would be made aware about laws related to the Health & safety for employees & guests.

### **COURSE CONTENT**

#### **Unit: 1: Laws Related to Hotel Operations in India:**

**Business Contract in the hotel industry**– essential, Elements of a valid contract - Classification of contracts: voidable contract, void contract, illegal agreement, express contract, implied contract, executed contract, executable contract and warranties - Contractual relationship: Advance Booking/ hotel reservation, terms and conditions, laws relating to registration of guest, Infectious diseases, Hotel Register, Guests in residence, Death at the hotels, Guests causing a disturbance, Property lost and found, Animal, price display and Overbooking - Breach of contract: Registered letters, Damage to property, service charge, Settlement of payments, Guests who have left.

#### **Unit: 2 Hotel Licenses and Permits:**

**Licenses and permits:** Licenses and Permits for Hotels & Catering Establishments - Procedure for Procurement - By-laws of hotels & restaurants under Municipal Corporation - Renewal, Suspension & Termination of Licenses- Licenses for Fire and safety licences, foreign exchange licences and Health club licences.

**Liquor Legislations and orders:** Types of liquor licences needs for the hotel industry - Liquor licensing laws, licensed premises & General permitted hours and Quantities and measures for serving liquor.

**Other Permits/Licenses:** Permits related to Billiards and similar games, Music and dancing licenses, performing right, late-night refreshment houses - License on Tobacco, cigars and Sheesha – Permission for Betting, gaming and gaming machines – copyrights

### **Unit- 3 Laws relating to Food:**

Objectives, definition, Functions, Structure, Composition of the authority, Legal Implications & Penalty of:

#### **Food Legislation and Food Safety and Standards Act:**

- The Food Safety and Standards Authority of India (FSSAI)
- The Food Safety and Standards Act, 2006
- Food Safety and Standards Guidelines & Licenses

#### **Food Safety Management System (FSMS)**

- A Food Safety Management System (FSMS)
- Good Practices
- Food Additives

#### **Food Safety and Standards**

- Prevention of Food Adulteration Act, 1954 (PFA)
- Authorities under the Prevention of Food Adulteration Act 1954 (PFA)

### **Unit-4 Consumer Protection Laws and Commercial Legislations**

**Consumer Protection Act 2019:** Definitions of Consumer Protection Act-Consumer protection councils - Procedure for redressal of grievances - Emerging Trends in Hospitality Law - Hotel owners, managers and the law

- **Shops and Establishment Act 1953:** Introduction, Definitions, Adult, family, commercial establishments, employer, employee exemption, registration, daily and weekly working hours, overtime and annual leave with wages.
- **Laws Related to Employees, Guests, Public Health & Safety:** Factories Act, Industrial Disputes Act, Workmen's Compensation Act & Trade Union Act - Health and Safety for

Employees & Guests - Fire Regulations in respect to Safety & Code of Practice – Provisions for the safety of guests – The guest in residence – Hotel's responsibility for guest's property – The rights of a hotelier – Property deposited for safe custody – Negligence – Hotel's right of lien on goods – Bailment.

## **Learning Experience**

### **Inside the classroom:**

The Introduction to Events Management course will cover key topics such as Laws Related to Hotel Operations in India, Hotel Licenses and Permits, Laws Relating to Food, Consumer Protection Laws, and Commercial Legislation. Through multimedia presentations and interactive discussions, learners will gain insights into the legal frameworks governing hotel operations, including necessary licenses and food safety regulations. They will explore consumer protection laws and relevant commercial legislation impacting the hospitality industry. Group activities and case studies will encourage collaboration and critical thinking, while assignments will involve research and reflections. Assessments will include quizzes and written exams, with ongoing instructor support to prepare learner for effectively navigating legal issues in the field.

### **Outside the classroom**

Field Visits to specialized organizations and consultants will give learners a good exposure and it will also make them understand how these firms work efficiently and deal with different situations.

### **Core Textbook:**

Hotel Laws by Amitabh Devendra, Oxford University press

### **Reference books:**

Hotel & Tourism Laws by Jagmohan Negi

Hospitality Law – Managing Legal Issues in the Hospitality Industry – by Stephen Bharath, Wiley Publication



Related Guidelines & Reports from Ministry & Tourism, Govt. of India

HMCTEC605	Events, Culture and Festival Mangement	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				

<b>Co-requisites</b>	NIL
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### **Course Perspective**

This course provides students with a foundational understanding of how to plan, coordinate, and manage events, cultural activities, and festivals within the hospitality and tourism sectors. It emphasizes the significance of cultural heritage, event conceptualization, logistics planning, budgeting, promotion, and sustainability. Students will explore real-world case studies, learn theoretical frameworks, and develop critical thinking skills necessary to evaluate and design culturally relevant and well-structured events.

### **COURSE OUTCOMES**

#### **On completion of the course the learner will be:-**

CO1: Understanding the fundamentals of event planning and the different types of events in hospitality and tourism.

CO2: Demonstrating knowledge of cultural significance and traditions in organizing festivals and local events.

CO3: Applying event management concepts to develop plans for logistics, budgeting, and scheduling.

CO4: Evaluating promotional strategies and sustainability practices for managing successful cultural and festival events.

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### **Course Content:**

## **Unit 1: Introduction to Event and Festival Management**

This unit introduces students to the fundamental concepts of event, culture, and festival planning. Learners will explore types of events (corporate, social, cultural), event life cycles, and key terminologies. In class, students will analyze case studies of popular festivals and perform role-plays simulating event planning meetings. Group discussions and presentations will help students understand event objectives, audiences, and logistics.

## **Unit 2: Cultural Context and Heritage Appreciation**

Students will explore how cultural elements influence event planning and audience engagement. They will study different cultural practices, traditional festivals, and their significance in hospitality and tourism. Classroom activities will include cultural mapping exercises, themed event concept design, and presentations on festivals from different regions or countries.

## **Unit 3: Event Planning, Logistics, and Budgeting**

This unit focuses on the practical aspects of planning an event. Students will learn how to create event checklists, floor plans, timelines, and basic budgets. In class, they will work in teams to simulate event planning for occasions like weddings, food festivals, or college events. Activities may include preparing mock budgets, vendor selection role-play, and designing event layouts.

## **Unit 4: Marketing, Sponsorship, and Sustainability in Festivals**

This unit teaches learners about promoting events, securing sponsorships, and implementing sustainable practices. In class, students will create basic marketing plans, social media campaigns, and sponsorship proposals for a mock event. Group discussions will focus on eco-friendly event practices and stakeholder engagement strategies.

**Learning Experience:****Inside the Classroom:**

Learners will participate in structured learning sessions where they will identify different types of events, learn about the importance of culture in event planning, and understand festival logistics. They will engage in classroom activities like brainstorming event themes, designing sample event plans on paper, preparing schedules, and creating checklists for organizing small-scale cultural events.

**Outside The classroom**

Outside the classroom, learners will apply their knowledge by helping to plan and manage departmental events such as hospitality days, food festivals, guest lectures, or cultural theme days. They will take up roles in coordination, decoration, hosting, scheduling, and feedback collection. These real-time experiences will enhance their teamwork, time management, and event execution skills while staying within the university environment.

**Textbook:**

Festival and Events Management, Ian Yeoman, Martin Robertson, Jane Ali-Knight, Siobhan Drummond, Una McMahon-Beattie

**Reference Book:**

Event Management: A Complete Handbook for Tourism and Hospitality Professionals, Chiranjib Kumar

## Semester 7<sup>th</sup>:

<b>HMCTCI701</b>	<b>Specialization: 1: Culinary Innovation and Leadership</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **COURSE PERSPECTIVE**

This semester equips learner with advanced culinary and managerial skills for leadership in the food industry. Focusing on areas like advanced plating, international cuisine, and sustainable food practices, the course emphasizes practical knowledge in food safety, resource management, and quality control.

Hands-on projects enable learners to optimize kitchen workflows and manage inventory costs, preparing them to uphold high culinary standards. By course end, learner is ready to innovate in menu development and effectively lead in dynamic kitchen environments, making them strong candidates for advanced roles in food production.

### **COURSE OUTCOMES**

**On completion of the course the learner will be: -**

**CO1:** Identifying principles of culinary innovation and applying them to both traditional and modern dish development.

**CO2:** Designing creative menus and developing branded culinary concepts that reflect market trends and customer preferences.

**CO3:** Demonstrating leadership and management skills in kitchen operations to ensure efficiency, teamwork, and quality control.

**CO4:** Evaluating food product concepts that support entrepreneurial ventures and align with evolving consumer demands.

**CO5:** Analyzing sustainable practices and forecasting future food trends to promote responsible and innovative gastronomy.

## **COURSE CONTENT**

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### **Unit I: Culinary Creativity and Food Innovation**

This unit explores the essence of creativity in the kitchen, encouraging learners to push boundaries in recipe design and presentation. Learners will study the principles of sensory design and flavor pairing science, helping them understand how taste, texture, aroma, and visual appeal combine to create memorable dining experiences. Learners will practice reimagining traditional dishes for modern palates, balancing heritage with innovation. The unit also introduces global culinary trends such as molecular gastronomy, zero-waste cooking, and plant-forward cuisine, inspiring chefs to adopt forward-thinking, sustainable approaches in their culinary work.

### **Unit II: Menu Engineering and Culinary Branding**

This unit focuses on the strategic aspects of menu design and branding in culinary businesses. Learners will learn menu engineering techniques including pricing strategies, psychological placement, and menu layout design to maximize profitability and customer appeal. The art of food plating and storytelling will be explored, teaching learners to express a culinary narrative through presentation. The unit also introduces culinary branding, where learners study how chefs create a visual identity, define a signature style, and apply food styling techniques to enhance both perception and value of the dining experience.

### **Unit III: Leadership in Culinary Operations**

Focusing on professional kitchen leadership, this unit introduces learners to various leadership styles and their application in culinary team management. Key topics include team building, delegation, conflict resolution, and developing a positive kitchen culture. Learners will also engage in scenarios involving crisis management and maintaining kitchen ethics, equipping them to lead under pressure. The role of emotional intelligence in decision-making will be emphasized as a critical soft skill for future chefs and kitchen leaders.

### **Unit IV: Food Product Development and Entrepreneurship**

This unit bridges the gap between culinary innovation and business by guiding learners through the process of conceptualizing, prototyping, and refining new food products or dishes. Learners will explore basic food technology, including packaging, preservation, and shelf-life management. The unit introduces entrepreneurial models such as food trucks, cloud kitchens, and gourmet product lines, enabling learners to envision and plan their own culinary ventures. Through case studies of successful chef-entrepreneurs, learners will understand the challenges and opportunities in building a food business from scratch.

### **Unit V: Sustainable and Future-Focused Gastronomy**

This final unit emphasizes the need for a sustainable and resilient approach to modern cooking. Learners will learn about farm-to-fork models, local sourcing, and circular kitchen practices like composting and upcycling to reduce food waste. The course also introduces climate-resilient ingredients such as millets and microgreens, which are gaining importance in sustainable diets. Learners will explore future food technologies, including lab-grown meat, edible packaging, and the use of AI and automation in kitchens, preparing them to adapt and lead in the evolving culinary landscape.

## **Learning Experience**

### **Inside the Classroom**

1. Case-based discussions on chef-leaders and kitchen dilemmas
2. Brainstorming sessions for new-age dishes and flavor pairings
3. Menu-building simulations with costing
4. Sensory labs and blind tasting exercises
5. Group debates on ethical food trends and cultural appropriation

### **Outside the Classroom**

1. Visit to sustainable restaurants or central kitchens
2. Interview with a food entrepreneur or executive chef
3. Pop-up café or food product launch event by learner
4. Community engagement project using local, seasonal ingredients
5. Participation in food innovation contests or culinary fests

## **CORE TEXTBOOK**

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

## **REFERENCE BOOKS**

Food production Operations, Bali, Parvinder S

Entrepreneurial Development, Desai, Vasant

Quantity Food Production Operations & Indian Cuisine, Parvinder S Bali

Kitchen Management: The untold reality: 1 (The Untold Realities of How to Create and Maintain a Profitable, Professional Kitchen), Tristan B Jones

## **Open Educational Resources (OER):**

Chef's Table (Netflix) – Selected Episodes





<b>HMCTPU751</b>	<b>From concept to masterpiece- POP Up Shop</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		<b>0</b>	<b>0</b>	<b>8</b>	<b>4</b>
<b>Pre-requisites/Expense</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course perspective:**

The “From Concept to Masterpiece – Pop-Up Shop” is a practical, experience-based course aimed at fostering culinary innovation and entrepreneurial thinking.

Students design and launch a themed food pop-up, gaining hands-on expertise in areas such as menu planning, cost management, and brand identity.

The course promotes collaboration, creative thinking, and direct customer interaction through live service and feedback.

It integrates culinary skills with business strategy, offering a realistic start-up simulation.

By the end, learners are equipped with the practical knowledge and confidence to manage a food venture in the real world.

### **COURSE OUTCOMES**

**On completion of the course the learner will be: -**

**CO1:** Applying food innovation techniques to develop a themed culinary product or service.

**CO2:** Creating a unique brand identity and designing a menu for a live culinary pop-up experience.

**CO3:** Demonstrating leadership, teamwork, and operational planning in a real-time food service environment.

**CO4:** Evaluating customer feedback and performance metrics to refine and improve culinary business ideas.

### **COURSE CONTENT**

#### **Course Content / Weekly Breakdown**

<b>Week</b>	<b>Topic / Task</b>
1	Introduction to Pop-Up Concepts: Trends, Case Studies, Goals
2	Ideation & Theme Finalization
3	Concept Pitch: Menu Idea, USP, Target Audience
4	Menu Planning & Recipe Testing

- 5 Costing, Standardization & Sourcing Planning
- 6 Branding & Visual Identity: Name, Logo, Menu Card, Packaging
- 7 Marketing Plan: Promotion, Posters, Social Media
- 8 Setup & Layout Design: Stall, Equipment, Workflow
- 9 Mock Service & Feedback Round
- 10 Final Prep: Procurement, Packaging, Dry Run
- 11–12 **Live Pop-Up Shop Execution** (Event Days)
- 13 Customer Feedback Analysis
- 14 Financial Report, Sales & Inventory Summary
- 15 Group Presentation + Individual Reflection Report

### **(RECREATE MENUS OF FIVE-STAR HOTELS)**

#### **UNIT1: FOUR COURSE MENUS BASED ON MEDITERRANEAN CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 2: FOUR COURSE MENU BASED ON ITALIAN CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 3: RECREATE MENU OF FIVE STAR HOTELS**

- Fine dining menu
- Banquet menu
- Bar menu

- Recreate specialty dishes
- Deserts

#### **UNIT 4: FOUR COURSE MENUS BASED ON GERMAN CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 5: FOUR COURSE MENU BASED ON ORIENTAL CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 6: FOUR COURSE MENU BASED ON UK CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 7: FOUR COURSE MENU BASED ON SPANISH CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 8: FOUR COURSE MENU BASED ON MEXICA CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **UNIT 9: FOUR COURSE MENUS BASED ON FUSION CUISINE**

- Soup
- Starters
- Main course
- Breads
- Deserts
- Specialty dishes
- Festival food

#### **Learning Experience**

Inside Classroom Learning Experience:

Advanced Culinary Workshops:

Hands-on workshops where learners create complex dishes, emphasizing precision, creativity, and exploration of global cuisines.

Capstone Projects:

Collaborative team projects to develop innovative menus that incorporate sustainable practices and seasonal ingredients.

Guest Chef Masterclasses:

Sessions led by expert chefs, focusing on advanced culinary skills and insights into the business aspects of food production.

#### Cooking Competitions:

Competitive challenges that allow learner to showcase their skills under pressure, simulating real-world kitchen environments.

#### Peer Feedback Sessions:

Regular opportunities for peer collaboration and self-assessment promote continuous improvement.

#### Outside Classroom Learning Experience:

##### Field Trips to Farms:

Visits local farms to gain insights into sourcing high-quality, sustainable produce.

##### Culinary Exhibitions:

Attendance at industry events to explore current trends and innovations in the culinary field.

## TEXTBOOK

Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

## REFERENCE BOOKS

Entrepreneurial Development, Desai, Vasant

Kitchen Management: The untold reality: 1 (The Untold Realities of How to Create and Maintain a Profitable, Professional Kitchen), Tristan B Jones

Lab Manual

## Open Educational Resources (OER):

HOCT 457	Data Analytics in Food Production	L	T	P	C
Version 1.0		2	0	0	2

<b>Pre-requisites/Exposure</b>	NIL
<b>Co-requisites</b>	NIL

### Course Perspective:

Data Analytics in Food Production integrates culinary practice with data-driven decision-making.

It equips learner with skills to analyze food cost, yield, waste, and production efficiency. Learners use tools like Excel and POS systems to interpret real-time kitchen data. The course promotes sustainable, profitable, and optimized food operations. It prepares future chefs to lead with insight into modern, tech-driven kitchens.

### Course Objectives

**On completion of the course the learner will be:**

**CO1:** Understanding the application of data analytics in food production and kitchen operations.

**CO2:** Enabling learners to collect, interpret, and visualize food production and operational data effectively.

**CO3:** Optimizing resource management, cost control, and waste reduction using data-driven tools and techniques.

**CO4:** Promoting data-informed decision-making in culinary planning, production forecasting, and operational efficiency.

## COURSE CONTENT

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### Unit I: Introduction to Data Analytics in Hospitality

This unit introduces **learners** to the concept, scope, and significance of data analytics in the modern hospitality and culinary sectors. Learners will explore how analytics support better

decision-making in areas such as menu design, inventory control, customer preferences, and kitchen efficiency. A key focus will be on the types of data involved—structured, unstructured, and real-time—and the integration of POS systems, KOTs (Kitchen Order Tickets), and inventory management software in generating and managing data. This foundational understanding sets the stage for applying analytics across culinary operations.

## **Unit II: Production Data Collection Process**

This process involves the systematic gathering of data within kitchen and food production environments to support effective operational management. It includes tracking and analyzing key metrics such as food costing, yield percentages, and portion control—vital elements in maintaining profitability. The process utilizes tools like standardized recipe costing sheets, wastage logs, and variance analysis reports to capture accurate and actionable information. These data sources help identify inefficiencies, support informed procurement decisions, guide pricing strategies, and promote sustainability in food production operations.

## **Unit III: Applying Spreadsheet Skills for Kitchen Analysis**

In this unit, learners will apply spreadsheet tools such as MS Excel or Google Sheets to perform kitchen data analysis. They will use data entry techniques and functions like sorting, filtering, and cleaning to manage culinary production data. Learners will apply formulas to calculate food cost percentages, production yields, and per plate costing, and will also construct pivot tables and simple dashboards to visualize key kitchen metrics. This unit enables learners to translate theoretical knowledge into practical skills, using spreadsheets to generate insights from raw kitchen data.



## **Unit IV: Forecasting and Planning**

This unit explores the use of analytics for sales forecasting and kitchen planning. **Learners** will apply forecasting techniques such as historical trend analysis and moving averages to estimate demand and plan prep schedules. Using menu item popularity and contribution margin analysis, learners will optimize menu offerings and resource allocation. Real-world case studies on forecast errors will help **learners** understand how inaccurate predictions can impact inventory, staffing, and customer satisfaction. This unit bridges data analysis with proactive culinary decision-making.

## **Unit V: KPIs, Reporting, and Data-Driven Decisions**

The final unit focuses on identifying and using key performance indicators (KPIs) such as food cost %, wastage %, average check, and kitchen efficiency to drive operational improvements. **Learners** will learn how to generate reports from POS data or kitchen logs and convert them into actionable insights. The unit also introduces basic data visualization tools—including charts, graphs, and dashboards—to support clear and persuasive communication of findings. Emphasis is placed on using data not just for monitoring, but for informed decision-making in culinary operations.

## **Learning Experiences**

### **Inside the Classroom**

Interactive demos on Excel and spreadsheet-based food cost calculators

Hands-on calculation sessions on yield, portion size, and variance

Case study discussions on large hotel kitchens and data use

Data interpretation practice from sample KOT or POS reports

Group work on building dashboards for kitchen analytics

## **Outside the Classroom**

Visit to a hotel central kitchen or commissary with analytics tools

Interaction with chefs or F&B controllers on how they use data

Collect and analyze real kitchen logs (waste, production, sales)

Simulation of production using a mock menu with recorded entries

Project: Propose data-backed solutions to reduce food waste in the institute's kitchen

## **TEXTBOOK**

Food Production Operations by Chef Parvinder Singh Bali, Oxford University Press

## **REFERENCE BOOKS**

Entrepreneurial Development, Desai, Vasant

Kitchen Management: The untold reality: 1 (The Untold Realities of How to Create and Maintain a Profitable, Professional Kitchen), Tristan B Jones

## **Open Educational Resources (OER):**

YouTube Tutorials on Excel for Food Costing

Articles from Restaurant India, FICSI, NRAI publications

<b>HMCTRS706</b>	<b>Specialization: 2: Restaurant, MICE and Retail</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	4	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## Course Perspective

This course offers an in-depth understanding of Restaurant, MICE (Meetings, Incentives, Conferences, Exhibitions), and Retail operations within the hospitality industry. The learner will explore the planning, execution, and management of restaurant services, event coordination, and retail outlets in hotels. Emphasis is placed on operational efficiency, guest satisfaction, and revenue optimization. The course integrates theoretical knowledge with real-world applications and case studies. It prepares learners for supervisory roles across multiple service domains. Sustainability, technology, and innovation are also highlighted as key drivers in modern hospitality practices.

## Course Outcomes

**On completion of the course the learner will be:**

CO 1. Understanding the structure, functioning, and key service elements of various types of restaurants.

CO 2. Developing the ability to effectively plan, organize, and execute MICE (Meetings, Incentives, Conferences, and Exhibitions) events within a hospitality context.

CO 3. Demonstrating knowledge of retail operations in hotels, with a focus on enhancing customer service and maximizing revenue generation.

CO 4. Learning to apply an integrated operational approach that combines restaurant, MICE, and retail functions to improve guest experience and overall profitability.

## **Unit I: Restaurant Operations and Management**

This unit introduces the operational and managerial aspects of different types of restaurants including fine dining, casual dining, QSRs, cafés, and theme-based formats. Learners will analyze restaurant layouts, design principles, and assess the impact of effective menu planning, including various types of menus and pricing strategies. They will also study service readiness through mise-en-place, table settings, and styles of service. Emphasis is placed on restaurant staffing structures and interdepartmental coordination for seamless operations. By the end of this unit, learners will be able to design restaurant concepts, implement service procedures, and evaluate operational efficiency.

## **Unit II: MICE (Meetings, Incentives, Conferences, Exhibitions) Operations**

This unit focuses on the growing significance of MICE in the hospitality industry. Learners will explore the planning and execution of MICE events, including venue selection, setup logistics, and the integration of technology. The unit covers event budgeting, contract management, and risk mitigation techniques. Learners will develop the skills to coordinate and manage MICE events within hospitality settings and evaluate their contribution to hotel revenues and branding.

## **Unit III: Retail in Hospitality and F&B Context**

This unit explores the role of retail operations within hospitality environments such as gift shops, bakery counters, and branded merchandise outlets. Learners will examine visual merchandising principles, store layout design, and inventory management systems including POS tools. Emphasis is placed on customer service techniques and sales enhancement strategies. The unit covers the role of retail operations in hospitality settings such as gift shops, bakery counters, and branded merchandise outlets. Learners will explore visual merchandising, store layout planning, inventory control systems, and POS tools. They will also examine customer service techniques, sales strategies, and trends like pop-up stores and in-room retail.

## **Unit IV: Integrated Service Strategies and Emerging Formats**

I This unit brings together restaurant, MICE, and retail concepts to help learners understand how integrated service models work in hospitality. Students will explore how multi-service formats (e.g., restaurant-retail hybrids, event-hosting cafés, or boutique hotel retail spaces) enhance guest experience and revenue. Topics include cross-functional team coordination, branding through experiential services, and analyzing customer feedback for service improvement. Learners will also study sustainability trends, digital innovations (such as QR-based ordering, self-checkout kiosks), and service personalization. By the end of this unit, learners will be able to design integrated operational strategies, assess cross-domain synergies, and develop sustainable service frameworks.

## **Learning Experience**

### **Inside the Classroom**

The learner will gain a thorough understanding of restaurant operations, service styles, and menu engineering through interactive lectures and presentations. They will explore the planning and logistics involved in organizing MICE events, supported by case study analysis and real-world examples. Classroom activities such as role-plays, group discussions, and service simulations will help learners enhance their customer interaction and event coordination skills. Visual aids and layout diagrams will be used to teach design and merchandising principles. The learner will also engage in budgeting exercises, menu planning, and retail management simulations to build practical knowledge. Group activities will foster teamwork and collaborative problem-solving. Regular assessments and reflective sessions will reinforce theoretical concepts. The classroom environment will encourage critical thinking, creativity, and the integration of restaurant, retail, and MICE operations.

### **Outside the Classroom**

Beyond the classroom, learners will participate in field visits to restaurants, hotels, and retail outlets to observe live operations and apply theoretical knowledge. They will assist in organizing campus events and hospitality expos to experience MICE event management first-hand. Industry surveys, interviews with professionals, and guest lectures will expose them to current trends and best practices. Practical projects such as menu redesign or pop-up store setups will foster creativity and real-world

problem-solving. Learners will attend workshops and seminars conducted by hospitality leaders to deepen their understanding of events and retail trends. They will also be encouraged to analyze marketing and branding strategies of established hospitality businesses. Internships or part-time assignments will provide hands-on industry exposure. Learning journals and reflective assignments will help document these experiences and connect them to course outcomes.

### **TEXT BOOK**

Basics of Food & Beverage Service, Singaravelavan, Publisher: oxford

### **REFERENCE BOOKS**

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

### **Online Educational Resources (OER)**

<https://www.youtube.com/watch?v=SsydLYJ6RsQ>

[https://www.youtube.com/watch?v=5VWDkPu\\_c5c](https://www.youtube.com/watch?v=5VWDkPu_c5c)

HMCTIE752	From concept to masterpiece- Implementing an event	L	T	P	C
<b>Version 1.0</b>		0	0	8	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### Course Perspective

This course offers a holistic view of event management from ideation to execution. It equips learners with skills to conceptualize themes, plan logistics, and manage resources effectively. Emphasis is placed on budgeting, vendor coordination, legal compliance, and sustainable practices. Learners will learn to create impactful marketing strategies and enhance guest experiences. The course encourages practical learning through mock or live event execution. By the end, learners will be able to professionally plan, implement, and evaluate diverse events.

### Course Outcomes

**On completion of the course the learner will be:**

CO1: Understanding the end-to-end process of event planning, coordination, and implementation.

CO2: Demonstrating skills in budgeting, logistics, marketing, and vendor coordination for successful event execution.

CO3: Developing and presenting a comprehensive, client-ready event proposal.

CO4: Executing a live event and conducting post-event analysis and reporting for continuous improvement.

## **COURSE CONTENT**

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### **Unit I: Conceptualizing the Event**

This unit introduces learners to various types of events such as corporate, social, entertainment, and MICE. Learners will explore the complete event life cycle from ideation to post-event evaluation. They will conduct client needs analyses, identify target audiences, and design compelling event themes using storytelling techniques. Emphasis will be placed on developing and presenting event proposals that align with client objectives. By the end of the unit, learners will be able to conceptualize events strategically and communicate ideas effectively.

### **Unit II: Planning and Designing the Event**

This unit focuses on the practical aspects of event planning and design. Learners will prepare event budgets, construct Gantt charts, and plan project timelines. They will evaluate venue options, assess legal and risk considerations, and arrange necessary permits and insurance. The unit also covers vendor sourcing strategies for catering, décor, audiovisual needs, and logistics. Sustainable practices and the integration of SDG 12 (Responsible Consumption and Production) into event planning will be highlighted. Learners will develop the skills to design detailed, feasible, and responsible event plans.

### **Unit III: Marketing, Promotion & Guest Management**

Learners will examine the development of event branding, identity creation, and promotion strategies. The unit covers both traditional marketing methods and digital channels, including social media campaigns and influencer collaborations. Learners will manage RSVP systems and guest registration while designing touchpoints that enhance the attendees' experience. Press coordination and media engagement strategies will also be explored. By the end of this unit, learners will be able to plan and implement targeted promotional campaigns and manage audience engagement efficiently.



## **Unit IV: Execution, Supervision & Evaluation**

This unit emphasizes the execution phase of event management, including team deployment, live operations, and real-time problem-solving. Learners will practice coordinating with clients, vendors, and guests to ensure seamless delivery. Post-event activities such as closure formalities, gathering feedback, calculating return on investment (ROI), and reporting outcomes will also be covered. Learners will reflect on the event experience and document key takeaways for professional growth. By the end, they will demonstrate proficiency in event execution and post-event evaluation.

### **Learning Experience**

#### **Inside the Classroom**

Learners will gain a comprehensive understanding of event types, structures, and lifecycle stages through interactive lectures and case studies. They will develop event concepts and proposals using creative techniques and learn essential planning tools such as budgeting, Gantt charts, and scheduling. Classroom sessions will also cover legal compliance, risk management, and sustainable event practices. The learner will engage in role plays to simulate vendor negotiations and logistical coordination. Marketing and promotional planning will be taught using both traditional and digital approaches. Analysis of real-world events will help identify key success factors, while simulation exercises will prepare them for live event execution.

#### **Outside the Classroom**

Learners will visit potential venues to evaluate layout feasibility and operational considerations. Engagement with vendors will help them understand pricing, contracts, and service delivery. In teams, learners will plan and implement live or mock events, managing logistics and guest experiences. They will also coordinate registration, entry, and hospitality services during the event. Data collection through surveys and observation will help evaluate the event's impact. Real-time exposure will develop their problem-solving and decision-making skills. Finally, learners will compile and present a detailed post-event analysis and reflective report, reinforcing experiential learning.

## TEXT BOOK

Basics of Food & Beverage Service, Singaravelavan, Publisher: oxford

## REFERENCE BOOKS

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Peter Alcott

## Open Educational Resources (OER):

### Technology in the Hospitality Industry: Prospects and Challenges

<https://www.oercommons.org/courses/technology-in-the-hospitality-industry>

### Sustainability in the Hospitality Industry

<https://openstax.org/books/hospitality-management/pages/15-1-sustainability-in-the-hospitality-industry>

<b>HMCTTI707</b>	<b>Trends, Innovation and Sustainability in Food and Beverage Services</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Course Prospective:** This course explores the evolving landscape of the food and beverage industry with a focus on current trends, technological innovations, and sustainable practices. The learner will examine global influences shaping consumer preferences, health-conscious dining, and ethical sourcing. It highlights the role of automation, AI, and digital tools in modern F&B

operations. The course promotes understanding of sustainable supply chains, zero-waste kitchens, and eco-friendly packaging. The learner will critically assess how innovation can drive both profitability and environmental responsibility. Through case studies and practical assignments, they will explore successful trend-led concepts. By the end, learners will be equipped to lead future-forward, sustainable F&B initiatives in hospitality.

## **Course Outcomes**

**On completion of the course the learner will be:**

**CO1:** Identifying and analyzing emerging global trends in food and beverage services.

**CO2:** Applying innovative tools, techniques, and technologies to enhance food and beverage operations.

**CO3:** Evaluating sustainable practices and their impact on both environmental responsibility and operational efficiency.

**CO4:** Developing concept-based food and beverage models that integrate current trends, innovation, and sustainability principles.

## **COURSE CONTENT**

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### **Unit I: Emerging Trends in Food and Beverage Services**

This unit explores global and local trends transforming the food and beverage landscape. Learners will examine the rise of health-conscious and plant-based dining, along with the growing demand for experience-driven concepts such as themed, immersive, and pop-up dining. Emphasis is placed on understanding ethnic and fusion cuisines in response to evolving consumer demographics and behavior. Learners will interpret how societal changes shape dining preferences and assess their implications for the hospitality industry.

## **Unit II: Innovation and Technology in F&B**

Learners will evaluate the impact of modern technologies such as AI, robotics, and automation in both service and kitchen operations. The unit covers the use of smart kitchens and IoT-enabled systems for streamlined restaurant management. Learners will explore innovations like contactless dining, mobile ordering, and virtual/cloud kitchens. The unit will also highlight advancements in food presentation and modern plating techniques. By the end, learners will be able to integrate technological solutions into innovative F&B service models.

## **Unit III: Sustainability in Food and Beverage Operations**

This unit delves into sustainable practices within F&B operations, focusing on ethical sourcing and the farm-to-fork approach. Learners will examine methods for waste reduction, including zero-waste kitchen strategies and composting, alongside energy and water conservation techniques. The curriculum also explores eco-friendly packaging, reusable service ware, and compliance with green certifications. Learners will be able to critically assess and propose sustainability frameworks for hospitality outlets.

## **Unit IV: Integrated Case Studies and Concept Development**

Learners will investigate real-world and hypothetical case studies to analyze successful F&B models that leverage trends and sustainability. Activities include conducting a sustainability audit of a chosen F&B outlet and developing a concept for a trend-based, eco-conscious dining venue. Emphasis is placed on proposing innovative solutions to operational and environmental challenges in the F&B industry. This unit fosters applied learning through conceptualization, critical thinking, and presentation of original ideas.

## **Learning Experience**

### **Inside the Classroom**

Inside the classroom, the learner will be exposed to the latest developments in the food and beverage industry through interactive lectures, multimedia presentations, and expert guest sessions. They will explore emerging trends, technological advancements, and sustainable practices through structured

discussions and case-based learning. Group activities and simulations will enable learners to brainstorm innovative F&B concepts and analyze the feasibility of implementing them. Concept development exercises will sharpen their creativity and strategic thinking. Classroom debates on real-world business scenarios will encourage critical analysis. Digital tools and software related to menu design and inventory control will be demonstrated, giving the learner hands-on experience. Overall, the classroom environment will foster collaborative learning and prepare learners to engage meaningfully with current industry shifts.

### **Outside the Classroom**

Outside the classroom, learners will take part in experiential learning through industry visits to observe operations at hotels, restaurants, and cloud kitchens. These visits will help them connect theoretical knowledge with real-world practices. They will conduct interviews with F&B professionals to understand how innovation and sustainability are being adopted in the workplace. Participation in live projects, such as designing a green restaurant model or conducting a waste audit, will provide practical exposure. Learners will also attend industry conferences, workshops, and webinars to stay updated with current trends. Working on capstone projects and presenting their concepts in front of peers and faculty will enhance their confidence and communication skills. These out-of-class experiences will enrich their understanding and enable them to become future-ready hospitality professionals.

<b>HMCTAO708</b>	<b>Specialization: 3: From concept to masterpiece-theory in Accommodation Operations</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course provides an in-depth understanding of strategic control mechanisms, cost optimization, and system-based thinking for managing accommodation operations in the hospitality industry. Learners explore methods for analyzing property performance, designing operational control systems, implementing cost reduction strategies, and evaluating profitability. Emphasis is placed on data-driven decision-making, technological integration, and the development of standardized systems to improve service quality, operational efficiency, and financial outcomes. The course prepares students to lead strategic initiatives within hospitality properties using evidence-based approaches and performance metrics.

### **Course Outcomes**

**On completion of the course the learner will be:**

**CO1:** Understanding and analyzing the operational and financial performance of accommodation properties through strategic control systems and performance indicators.

**CO2:** Applying budgeting techniques and cost management tools to optimize resource allocation and enhance profitability in hospitality operations.

**CO3:** Designing customized standard operating procedures and digital systems to improve efficiency, consistency, and quality in hotel services.

**CO4:** Evaluating and implementing operational systems in real or simulated environments, demonstrating their effectiveness through data analysis, presentation, and industry feedback.

### **Course Content:**

#### **Unit 1: Strategic Control and Operational Analysis in Hospitality**

This unit introduces learners to the concept of strategic control systems within the hospitality industry, focusing on the importance of aligning operational efficiency with overall business goals. Students explore the foundational principles of operational control, including the identification of key performance indicators (KPIs), methods for analyzing market position, and tools for evaluating a

property's financial and operational performance. Emphasis is placed on using data-driven insights to identify inefficiencies, assess departmental productivity, and understand customer satisfaction trends within accommodation properties.

## **Unit 2: Cost Management and Budget Planning for Accommodation Operations**

In this unit, learners gain a comprehensive understanding of cost structures specific to the hospitality sector. The content covers approaches to cost analysis, budget forecasting, and resource allocation. Students study real-world budgeting tools and methods to plan, monitor, and control expenses across departments. Key focus is placed on reducing wastage, optimizing labor and material costs, and developing sustainable budgeting strategies. Learners also examine how effective financial planning supports long-term profitability and competitive positioning in the hospitality market.

## **Unit 3: Designing Operational Systems and Digital Tools for Efficiency**

This unit focuses on developing customized operational systems that improve consistency, quality control, and efficiency across hotel departments. Learners are trained to create Standard Operating Procedures (SOPs), performance monitoring dashboards, and cost control checklists. The unit also emphasizes the integration of digital tools and smart interfaces—including mobile applications and financial trackers—into hotel operations. Students design functional systems that not only streamline daily processes but also align with technological advancements in property management systems and guest service platforms.

## **Unit 4: Implementation, Evaluation, and Presentation of Hospitality Systems**

The final unit guides learners through the implementation and evaluation phases of operational control systems. Emphasis is placed on training hotel staff, pilot testing developed systems, and incorporating feedback for refinement. Learners conduct return on investment (ROI) analyses and measure the tangible impact of their solutions on operational efficiency and profitability. This unit also builds professional competencies in preparing formal project documentation, creating impact reports, and delivering structured presentations to faculty and industry professionals, demonstrating the effectiveness of their proposed hospitality solutions.

## **Learning Experience:**

### **Inside the Classroom:**

Learners participate in intensive project development workshops where faculty provide hands-on guidance in system design, technical implementation, and problem-solving strategies. Weekly supervision sessions involve one-on-one consultation with faculty mentors to review progress, troubleshoot challenges, and refine project approaches. Group seminars allow learners to present work-in-progress, receive peer feedback, and learn from different project approaches and solutions. Technical workshops provide specific training on software tools, system development techniques, and professional presentation skills needed for successful project completion. Faculty-led problem-

solving sessions help learners overcome implementation challenges and develop creative solutions for complex accommodation operation issues.

**Outside the Classroom:**

Learners conduct extensive field research at accommodation properties, interviewing managers, observing operations, and gathering real data for their project development. Independent project work requires learners to design, develop, and test their control and profitability systems using industry-standard tools and methodologies. Collaboration with industry mentors through virtual meetings and site visits provides professional guidance and real-world validation of project solutions. Online research and resource gathering help learners stay current with industry best practices, emerging technologies, and innovative approaches to accommodation management. Self-directed learning includes mastering new software tools, exploring case studies, and connecting with industry professionals to enhance project quality and practical applicability.

**Core Textbook:**

Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA

House Keeping Manual by Sudhir Andrews

**Reference books:**

Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.

Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.

Front Office Operations – Colin Dix & Chris Baird.,

Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum,



<b>HMCTCP753</b>	<b>Concept to masterpiece-Control and Profitability</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		0	0	8	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

Learners will work in small teams under faculty supervision to develop a complete control and profitability management system for a real or simulated accommodation property. The project integrates operational control mechanisms, financial management tools, and performance optimization strategies into one cohesive system that addresses practical challenges faced by accommodation managers.

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### **Course Outcomes**

**On completion of the course the learner will be:**

**CO1:** Designing and implement a comprehensive control and profitability management system for accommodation operations through supervised project work.

**CO2:** Developing practical solutions for operational challenges by integrating quality control, cost management, and revenue optimization strategies.

**CO3:** Analyzing and using functional tools and systems that demonstrate mastery of accommodation operations management and can be applied in real hotel environments.

**CO4:** Presenting and defending a complete project showcasing control implementation and profitability optimization for accommodation establishments.

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### **Course Content**

**Phase 1: Property Analysis & Problem Identification:**

Learners select and analyze a specific accommodation property including market analysis, operational

assessment, and financial performance evaluation. This phase involves conducting interviews with hotel managers, reviewing operational procedures, and identifying areas for improvement. Learners document current control systems, cost structures, and profitability challenges. The phase concludes with a comprehensive property assessment report and project proposal outlining specific objectives and expected outcomes.

## **Phase 2: System Design & Development**

Learners design comprehensive control and profitability systems tailored to their selected property. This includes creating standard operating procedures, quality control checklists, cost management tools, and performance monitoring dashboards. Learners develop financial tracking systems, budget planning tools, and revenue optimization strategies. The phase involves designing user-friendly interfaces, mobile applications, or digital tools that can be easily implemented by hotel staff. Systems must include measurement criteria, reporting mechanisms, and continuous improvement processes.

## **Phase 3: Implementation & Testing**

Learners implement their designed systems through pilot testing, staff training simulations, and functionality verification. This phase involves creating training materials, user manuals, and implementation guidelines. Learners test their systems using real or simulated data, gather feedback from industry professionals, and refine their solutions. Implementation includes demonstrating how the system integrates with existing hotel operations and technology platforms.

## **Phase 4: Evaluation & Presentation:**

Learners conduct comprehensive evaluation of their implemented systems including cost-benefit analysis, return on investment calculations, and impact assessment. This phase involves preparing professional presentations, creating comprehensive documentation, and defending their project outcomes. Learners present their complete system to faculty, industry experts, and peers,

demonstrating practical applicability and measurable benefits

### **Learning Experience:**

#### **Inside the Classroom:**

Learners participate in intensive project development workshops where faculty provide hands-on guidance in system design, technical implementation, and problem-solving strategies. Weekly supervision sessions involve one-on-one consultation with faculty mentors to review progress, troubleshoot challenges, and refine project approaches. Group seminars allow learners to present work-in-progress, receive peer feedback, and learn from different project approaches and solutions. Technical workshops provide specific training on software tools, system development techniques, and professional presentation skills needed for successful project completion. Faculty-led problem-solving sessions help learners overcome implementation challenges and develop creative solutions for complex accommodation operation issues.

#### **Outside the Classroom:**

Learners conduct extensive field research at accommodation properties, interviewing managers, observing operations, and gathering real data for their project development. Independent project work requires learners to design, develop, and test their control and profitability systems using industry-standard tools and methodologies. Collaboration with industry mentors through virtual meetings and site visits provides professional guidance and real-world validation of project solutions. Online research and resource gathering help learners stay current with industry best practices, emerging technologies, and innovative approaches to accommodation management. Self-directed learning includes mastering new software tools, exploring case studies, and connecting with industry professionals to enhance project quality and practical applicability.

**Textbook:**

"Financial Management in Indian Hospitality Industry" (2021) By Dr. Rupesh Patel & Prof. Amit Kumar Singh Publisher: Oxford University Press India

**Reference book:**

"Financial Management for Hospitality and Tourism in India" (2019) By Dr. Jagmohan Negi  
Publisher: S. Chand Publishing

OER: <https://youtu.be/gGOr7TdPa2g?si=ZVATSec6uhWLYUfq>

<b>HOCT 407</b>	<b>REVENUE MANAGEMENT</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course provides an in-depth exploration of revenue management principles, strategies, and applications specifically designed for accommodation operations. learner will master the art and science of optimizing revenue through strategic pricing, demand forecasting, inventory management, and distribution channel optimization. The course emphasizes data-driven decision making, analytical thinking, and the integration of technology to maximize revenue per available room (RevPAR) while maintaining guest satisfaction and market competitiveness.

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### **Course Outcomes**

#### **On completion of the course the learner will be:**

CO1: Analyzing market dynamics and applying core revenue management principles to optimize accommodation operations.

CO2: Developing and implementing pricing strategies based on demand forecasting, market segmentation, and competitive positioning.

CO3: Designing forecasting models and inventory control systems to maximize room revenue and occupancy rates.

CO4: Evaluating and optimizing distribution channels to enhance revenue, reduce costs, and uphold brand standards.

CO5: Applying advanced revenue management techniques—including overbooking, length-of-stay controls, and group sales optimization—supported by data analytics and technology integration.

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### **Course Content:**

#### **Unit 1: Fundamentals of Revenue Management**

This unit introduces learners to the core concepts of revenue management in hospitality. Learners will examine the evolution of revenue management, economic principles of revenue optimization, and key performance indicators (RevPAR, ADR). They will analyze market dynamics, demand patterns, and the organizational structure of revenue management teams. The unit emphasizes understanding industry

applications, success stories, and the integration of revenue management with other hotel departments.

## **Unit 2: Market Segmentation and Pricing Strategies**

Learners will explore comprehensive market segmentation and pricing methodologies. They will analyze different market segments (corporate, leisure, group), price sensitivity, and segment-specific value propositions. The unit covers pricing theories, including dynamic pricing, price discrimination, and rate structure development. Learners will learn to develop competitive pricing strategies, rate hierarchies, and package pricing approaches. Special emphasis is placed on competitive analysis and positioning strategies.

## **Unit 3: Demand Forecasting and Analytics**

This unit focuses on advanced forecasting techniques and analytical approaches in revenue management. Learners will examine various forecasting methodologies, including time series analysis, regression analysis, and seasonal decomposition methods. They will learn to analyze booking patterns, pace reporting, and pick-up trends.

## **Unit 4: Inventory and Distribution Channel Management**

Learners will study comprehensive inventory control strategies and distribution channel optimization. They will analyze inventory allocation methods, overbooking strategies, and length-of-stay controls. The unit covers group revenue management, displacement analysis, and contract negotiation principles. Learners will examine various distribution channels, including OTAs, GDS, and direct booking platforms. Special focus is given to channel mix optimization and rate parity management.

## **Unit 5: Technology and Performance Measurement**

The final unit integrates revenue management systems with performance measurement tools. Learners will examine RMS functionality, business intelligence applications, and predictive analytics. They will analyze performance metrics, competitive benchmarking, and ROI measurement techniques. The unit covers emerging trends including artificial intelligence applications, personalization strategies, and mobile technology integration. Learners will learn to evaluate and implement technology solutions for revenue optimization.

## **Learning Experience:**

### **Inside the classroom:**

This course offers learners to know about revenue management from a hotel point of view. How operations are carried out, what strategies are being followed. Inside classroom learning will include presentations, case studies, quizzes and class participation in order to increase and continually assess the performance of learners in order to check their understanding. Guest lectures from area of expertise will enhance the learning by giving a real time situations which managers and team members see while working in the

industry. Course in charge will also be available to the learners in case any doubts or issues come up in the course.

**Outside the classroom:**

Visit to hotels and exploring specialized organizations and consultants will give learners a good exposure and it will also make them understand how these firms work efficiently and deal with different situations.

**Core Textbook:**

Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA

<b>HMCTFP703</b>	<b>Facility Planning And Service Design</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Reference books:**

House Keeping Manual by Sudheer Andrews

Front Office – operations and management – Ahmed Ismail (ThomsonDelmar).

Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.

Front Office Operations – Colin Dix & ChrisBaird.

Front office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers

Managing Front Office Operations By Kasavana&Brooks

**Course Perspective:**

This course provides a foundational understanding of facility planning, focusing on hotel design and essential planning considerations. Learners will explore the intricacies of designing functional and aesthetically pleasing hotel environments, including the planning of office and meeting room spaces. The curriculum emphasizes the design of food and beverage service outlet areas, ensuring they meet operational needs while enhancing guest experiences. Additionally, they will learn how to plan staff facilities to promote efficiency and well-being. Through this comprehensive approach, learners will develop the skills necessary for successful careers in facility planning within the hospitality industry.

**Course****Outcomes****On completion of the course the learner will be:**

CO 1. Understanding the principles of facility planning and design as they apply to different areas of hotel operations, such as guest rooms, public spaces, and back-of-house facilities.



CO 2. Applying principles of space planning and utilization to design efficient and functional hotel layouts that meet the needs of guests, staff, and management.

CO 3. Evaluating the influence of environmental sustainability considerations on facility planning decisions, such as energy efficiency, waste management, and green building practices.

## **COURSE CONTENT**

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### **UNIT - I**

#### **Hotel Design**

Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials, Good workmanship, Sound financing, Competent management,

Evaluation of accommodation need, thumb rules,

Ensuring that the hotel must combine the integrated functions of housing, feeding, entertainment, rentals, services, maintenance and light manufacture.

### **UNIT - II**

#### **Planning considerations-**

Flow process and flow diagrams, Space relationships, Architectural consideration,

Difference between carpet area and plinth area,

Approximate cost estimation,

Class room exercises.

### **UNIT – III**

### **Planning of offices /meeting room**

Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.

## **UNIT - IV**

### **Planning of F & B Service outlet areas**

1. Planning of physical layouts of function and supporting area.
2. Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office.
3. Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.
4. Factors to be considered while planning décor.

## **UNIT - V**

### **Planning of staff facilities areas**

Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative canteen.

### **Learning Experience**

#### **Inside the classroom**

Facility planning in the hospitality sector covers essential topics related to hotel design and operational efficiency. It begins with **hotel design**, exploring various architectural styles and their functional implications. Participants will delve into **planning considerations**, examining factors such as space utilization, guest flow, and accessibility to create a welcoming environment. The curriculum includes detailed analysis of **planning offices and meeting room layouts**, emphasizing the importance of flexibility and functionality for business guests. learners will also focus on the **planning of food and beverage service outlet areas**, considering workflow, kitchen efficiency, and guest experience. Finally, the course addresses the **planning of staff facilities**, ensuring that employee areas are

<b>HMCTEH704</b>	<b>Entrepreneurship in Hospitality</b>	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

conducive to productivity and well-being. This comprehensive approach equips participants with the knowledge to design and plan facilities that enhance both guest and staff experiences in a hotel setting.

### **Outside the classroom**

Visit to hotels and exploring specialized organizations and consultants will give learners a good exposure and it will also make them understand how these firms work efficiently and deal with different situations.

### **Textbook:**

Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA

### **Reference books:**

Production Management – S.K. Hajra Choudhry

Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi

Systematic layout planning – Richard Muther Cahners

Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

**Course Perspective:**

This course offers a comprehensive introduction to entrepreneurship within the hospitality industry, guiding learner from idea generation to venture creation and growth. It explores essential entrepreneurial concepts, business idea development, and the unique challenges of expanding a hospitality firm. Learners will learn to write effective business plans, understand funding sources, and manage finances specific to hospitality ventures. By the end of the course, learners will be equipped with the knowledge and skills to launch and grow successful entrepreneurial endeavors in the hospitality sector.

**Course Outcomes**

**On completion of the course the learner will be:**

CO 1: Explaining the concepts of entrepreneurship, creativity, and types of start-ups relevant to the hospitality industry.

CO2: Applying creative thinking tools and analyze hospitality trends to generate and refine business ideas.

CO3: Developing a customer-centric hospitality business idea using market research, feasibility analysis, and MVP creation.

CO4: Designing a structured business plan and evaluate funding options and financial strategies for a hospitality start-up.

**COURSE CONTENT**

UNIT I: Introduction and Ideation

Concept and definitions of entrepreneurship, Becoming an entrepreneur: motivation and challenges, Key elements of entrepreneurship, Characteristics of successful entrepreneurs, Entrepreneurship in the hospitality business, Types of start-up firms: lifestyle, scalable, buyable, and social ventures, Creativity: definition, innate vs. learned creativity, Tools and techniques for idea generation (brainstorming, SCAMPER, mind mapping, etc.), Developing business ideas tailored to hospitality services (food, accommodation, travel, experience), Trends in hospitality entrepreneurship: sustainability, digital transformation, experiential tourism, Role of technology and digital platforms in ideation

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## UNIT II: Developing Business Ideas

Assembling and identifying real-world hospitality problems, Analyzing hospitality problems and customer pain points, Identifying target customer segments, Understanding "jobs to be done" in customer journeys, Developing customer personas, Introduction to customer validation, Market research techniques for hospitality startups (surveys, interviews, focus groups), Conducting feasibility analysis: operational, technical, financial, Designing value propositions, Creating a Minimum Viable Product (MVP) in hospitality, Applying Lean Startup methodology to hospitality ventures,

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## UNIT III: Writing a Business Plan & Financing Hospitality Firms

Purpose and importance of a business plan, Sections of the business plan: executive summary, company description, market analysis, organization & management, product/service line, marketing & sales, financial projections, Introduction to financial characteristics of hospitality start-ups, Estimating startup costs and operational costs in hospitality, Understanding revenue models: fixed price, dynamic pricing, subscriptions, franchising, Cost structures and break-even analysis, Basics of financial statements: income statement, cash flow, and balance sheet, Sources of startup funding: bootstrapping, angel investors, venture capital, banks, Alternative financing options: crowdfunding, incubators, government grants, Pitching to investors: crafting elevator pitches and investor presentations

**Core Textbook:**

Entrepreneurship Development: Published by AIMA, SSI and Dept of Industries , GOI

**Reference books:**

An Introduction to Management Science: A Quantitative Approach to Decision Making, Anderson, Sweeny, Williams, Martin, Thomson- South Western

Management Information Systems, Eighth Edition- Kenneth C. Laudon and Jane P. Laudon, Prentice Hall

Projection & Operations Management- Kaniska Bedi, Oxford University Press, India

MIS Cases: Decision Making with Application Software-M Lisa Miller, Prentice Hall

**Learning Experience:**

This course deals with the introduction, developing business ideas, growth of hospitality firm, feasibility analysis, writing business plan, industry and competitive analysis, legal and ethical dimensions and start-up new business venture and marketing issues. Inside classroom learning will include presentations, case studies, quizzes and class participation in order to increase and continually assess the performance of learners in order to check their understanding. Guest lectures from area of expertise will enhance the learning by giving a real time situations which managers and team members see while working in the industry. Course incharge will also be available to the learners in case any doubts or issues come up in the course.

<b>HMCHDM705</b>	Digital marketing and AI for Hospitality Industry	L	T	P	C
<b>Version 1.0</b>		2	0	0	2
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course explores the transformative impact of digital marketing and artificial intelligence on the hospitality industry, with specific focus on accommodation operations. learner will master contemporary digital marketing strategies, AI-powered customer engagement tools, and data-driven marketing approaches tailored for hospitality businesses. The course emphasizes practical application of digital technologies to enhance guest experiences, optimize marketing ROI, and create competitive advantages in the digital-first hospitality landscape.

### **Course Outcomes**

**On completion of the course the learner will be:**

#### **Course Objectives:**

CO1: Understanding the digital marketing ecosystem and develop effective marketing strategies tailored to the hospitality industry.

CO2: Exploring AI applications and their impact on enhancing guest experiences and operational efficiency in hospitality.

CO3: Leveraging data analytics for optimizing marketing performance and understanding guest behaviors.

CO4: Anticipating emerging technologies and future trends in digital marketing and AI within hospitality.

## **Unit 1: Digital Marketing Fundamentals and Strategy**

This unit covers the essentials of digital marketing within the hospitality sector, focusing on omnichannel strategies, SEO, social media marketing, and the integration of email marketing with CRM systems to engage and retain guests effectively.

### **Unit 2: AI Applications in Hospitality Marketing**

Students will learn about AI technologies such as chatbots, personalized recommendation engines, and voice technology. The unit emphasizes ethical AI use and data privacy while exploring how AI can enhance customer experiences and operational efficiencies.

### **Unit 3: Data Analytics and Performance Optimization**

This unit focuses on using data analytics to drive marketing decisions. Students will learn to utilize KPIs, manage customer data ethically, apply predictive analytics, and implement marketing automation to optimize performance and enhance guest satisfaction.

### **Unit 4: Emerging Technologies and Future Trends**

Exploring cutting-edge technologies, this unit examines AR/VR, blockchain, and the metaverse's role in hospitality marketing. Students will also learn about sustainability practices, crisis management, and future-ready strategies to stay ahead in the evolving digital landscape.

### **Learning Experience:**

Inside the classroom:

Workshops will focus on developing digital marketing campaigns and AI tool applications. Case studies will be used to analyze successful digital transformations in hospitality, and simulations will help students apply analytics to real-world scenarios.

Outside the classroom:

Students will engage in projects to create digital marketing plans for hypothetical hospitality businesses, analyze AI tools for guest engagement, and conduct trend analyses to predict future



marketing strategies. They will also participate in webinars and industry reports to stay informed about emerging technologies.

**Core Textbook:** Digital Disruption in Hospitality, AI and Emerging Technologies

A Roadmap to Personalized Experiences, Enhanced Operations, and Revenue Growth

Park Thaichon|Pushan Kumar Dutta|A. K. Haghi|Soumi Dutta

<b>HMCTLS707</b>	<b>Leadership and Strategy</b>	L	T	P	C
<b>Version 1.0</b>		0	0	6	3
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

This course develops essential leadership competencies and strategic thinking capabilities required for successful hospitality management. learner will explore contemporary leadership theories, strategic planning frameworks, and change management practices specifically tailored for the dynamic hospitality industry. The course emphasizes the integration of leadership skills with strategic decision-

making to drive organizational excellence, enhance guest experiences, and achieve sustainable competitive advantages in accommodation operations and broader hospitality contexts.

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## **Course Outcomes**

### **On completion of the course the learner will be:**

CO1: To explore various leadership theories and models, and their application in the hospitality sector.

CO2: To develop strategic planning and management skills tailored to the hospitality industry.

CO3: To understand change management and foster innovation within hospitality organizations.

CO4: To enhance team leadership capabilities and promote organizational excellence and inclusivity.

## **COURSE CONTENT:**

### **Unit 1: Leadership Foundations and Personal Development**

This unit delves into the evolution of leadership theories and personal leadership development. Learners will explore different leadership styles, the importance of emotional intelligence, and strategic communication techniques essential for influencing and leading diverse teams in the hospitality industry.

### **Unit 2: Strategic Planning and Management**

Focusing on strategic management, this unit covers the process of developing mission statements, conducting environmental and internal analyses, and formulating growth strategies. Learners will learn how to implement and monitor strategic plans, and explore the role of strategic partnerships in the hospitality sector.

### **Unit 3: Change Management and Innovation Leadership**

This unit addresses the challenges of leading organizational change and fostering innovation. Learners will study change management models, digital transformation, and strategies for encouraging innovation and entrepreneurship within hospitality organizations to stay competitive in a rapidly evolving industry.

## **Unit 4: Team Leadership and Organizational Excellence**

Learners will explore techniques for building and managing high-performance teams, motivating employees, and enhancing organizational culture. The unit also covers conflict resolution, performance management, and the importance of diversity, equity, and inclusion in leading successful hospitality teams.

### **Learning Experience:**

Inside the classroom:

Interactive seminars and case studies will allow students to apply leadership theories and strategic models to real-world hospitality scenarios. Group projects will focus on developing change management plans and innovative service solutions.

Outside the classroom:

Students will engage in self-assessments to identify their leadership styles and areas for development. They will conduct industry interviews to gain insights into strategic management practices and participate in workshops on conflict resolution and negotiation.

Textbook: *Hospitality Strategic Management: Concepts and Cases* **Authors:** David K. Hayes and Allisha A. Miller **Publisher:** John Wiley & Sons

Reference book: *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets* **Author:** Micah Solomon **Publisher:** Doubleday

<b>HMCTLS707</b>	<b>Professional Employability</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version 1.0</b>		<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

**Semester 8<sup>th</sup>:**

<b>HMCTIN851</b>	<b>Industrial Training- II</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
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<b>Version 1.0</b>		0	0	20	20
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

### **Course Perspective:**

Learner shall undergo final Industrial Training for full 8th semester. The learner would submit training completion certificate after successful completion of training from India/ abroad for the Final Semester evaluation.

The learners shall interview for the final training, just after the 7<sup>th</sup> semester examination gets over with the designated faculty, who is responsible for training and placement. The date of commencement and completion will be announced by the department in time. Learners must adhere to the date and report to the concerned organization for training. After successful completion of training , learner' are expected to submit a Training completion certificate.

Once a learners is confirmed for the internship at a particular hotel, the same would not be changed. No gaps are expected during training period. NOC will be issued only once

Incomplete training or non-submission of concerned documents as stated above, under any circumstances or submission of forged documents may lead to repetition of semester as per the university examination evaluation policy.

The date of evaluation of training certificate would be announced by the school.

The final document to be presented at the end of training to the faculty concerned responsible for training, who shall be appointed by the dean of school.

Final Training shall carry 100 marks in total and the training certificate shall carry 70 marks and three appraisal forms shall carry the rest 30 marks.

### **Course Outcomes**

**On completion of the course the learner will be:**

CO 1. Enabling the learning of practical skills and competence during on-the-job training.

CO 2. Providing the knowledge and understanding of entrepreneurial skills.

CO 3. Securing placement in the area of interest.

## **COURSE CONTENT**

### **Final Industrial Training**

Learner must secure overall 40% marks to clear the semester, failing which one must repeat the Semester in corresponding years.

The marks shall be divided as:

1. Training Certificate: 70 marks
2. 3 Appraisal Certificates: 30 marks

### **Second Specialization:**

<b>HMBCRM801</b>	<b>Research Methodology</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

To equip learner with foundational knowledge and practical skills in research design, methodology, data collection, and analysis for academic and applied research in hospitality and culinary studies.

### **Course Outcomes**

**On completion of the course the learner will be:**

CO1: Understanding the fundamental concepts and significance of research in hospitality and culinary domains.

CO2: Developing research questions and hypotheses aligned with academic and industry-related problems.

CO3: Choosing appropriate research designs and sampling techniques for effective data collection.

CO4: Applying qualitative and quantitative data collection tools in relevant research contexts.

CO5: Analyzing data using basic statistical techniques and preparing structured research reports.

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## **COURSE CONTENTS**

### **Unit 1: Introduction to Research**

- Meaning, objectives, characteristics of research
- Types of research: applied, fundamental, qualitative, quantitative
- Research process and ethics

### **Unit 2: Research Problem and Design**

- Identifying and defining research problems
- Formulating research objectives and hypotheses
- Research design: exploratory, descriptive, experimental

### **Unit 3: Sampling and Data Collection**

- Probability and non-probability sampling methods
- Sample size determination
- Tools: questionnaire, interview, observation

### **Unit 4: Data Processing and Analysis**

- Editing, coding, and tabulation
- Descriptive statistics: mean, median, mode, standard deviation
- Use of software tools (e.g., Excel/SPSS basics)

### **Unit 5: Report Writing and Presentation**

- Structure of a research report
- Referencing styles (APA/MLA)
- Plagiarism and citation tools

### **Reference Books and Resources**

1. Research Methodology: Methods and Techniques

Author: C.R. Kothari

2. Research Design: Qualitative, Quantitative, and Mixed Methods Approaches

Author: John W. Creswell

3. Statistics for Research: With a Guide to SPSS

Author: George Argyrous

4. Writing Research Papers: A Complete Guide

Author: James D. Lester

<b>HMBCRP802</b>	<b>Research Problem Solving and Business Reporting</b>	L	T	P	C
<b>Version</b>	<b>1.0</b>	4	0	0	4
<b>Pre-requisites/Exposure</b>	NIL				
<b>Co-requisites</b>	NIL				

## **COURSE PERSPECTIVE**

To provide learner with applied research problem-solving abilities and business reporting skills through data-driven projects relevant to the culinary and hospitality industry.

### **COURSE OUTCOME:**

learner will be able to:

**CO1:** Identify and analyze real-world industry problems using research tools.

**CO2:** Interpret data to support managerial decision-making.

**CO3:** Draft concise and effective business reports.

**CO4:** Present findings in a professional format using data visualization.

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## **COURSE CONTENTS**

### **Unit 1: Business Problem Solving Frameworks**

- Problem identification and prioritization
- Root cause analysis (e.g., Fishbone, 5 Whys)



- Hypothesis-driven approach

## **Unit 2: Industry Data Collection and Field Research**

- Designing small-scale field studies
- Interviews with stakeholders, case analysis
- Use of secondary data sources

## **Unit 3: Data Interpretation and Decision-Making**

- Trend analysis, SWOT, PESTLE application
- Cross-tabulations and correlation
- Presentation of findings through dashboards

## **Unit 4: Business Report Writing**

- Components of a formal business report
- Executive summary, findings, conclusions, recommendations
- Language, tone, and structure

## **Unit 5: Professional Presentation and Feedback**

- Presenting research to stakeholders
- Handling Q&A and feedback
- Peer review and reflection

## **Reference Books and Resources**

1. The McKinsey Mind: Understanding and Implementing the Problem-Solving Tools and Management Techniques of the World's Top Strategic Consulting Firm

Authors: Ethan M. Rasiel & Paul N. Friga

2. Business Research Methods

Author: Donald R. Cooper & Pamela S. Schindler

3. Data Analysis and Decision Making with Microsoft Excel

Authors: S. Christian Albright & Wayne L. Winston

4. Business and Management Communication: Theory and Practice

Author: P. K. Ghosh

<b>HMBCDR803</b>	<b>Dissertation Report</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version</b>	<b>1.0</b>	16	0	0	16
<b>Pre-requisites/Exposure</b>	NIL				

<b>Co-requisites</b>	NIL
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## **COURSE PERSPECTIVE**

To provide learner with the opportunity to undertake an independent, comprehensive research project on a culinary, hospitality, or business management topic, applying academic research methodology.

### **Course Outcomes**

**On completion of the course the learner will be:**

**CO1:** Identifying and analyzing real-world industry problems using appropriate research tools and techniques.

**CO2:** Interpreting data to support effective managerial decision-making in hospitality operations.

**CO3:** Drafting concise and impactful business reports that communicate key insights clearly.

**CO4:** Presenting research findings in a professional format using relevant data visualization tools and techniques.

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## **COURSE CONTENTS**

### **Phases of Dissertation Project**

#### **Phase 1: Topic Finalization and Proposal (Weeks 1–3)**

- Selection of topic with guide approval
- Submission of research proposal

#### **Phase 2: Literature Review and Methodology (Weeks 4–6)**

- Compilation of relevant academic and industry literature
- Research design and planning

#### **Phase 3: Data Collection and Analysis (Weeks 7–11)**

- Collection via primary or secondary sources
- Application of analytical techniques

#### **Phase 4: Report Writing and Formatting (Weeks 12–14)**

- Writing chapters: Introduction, Review, Methods, Analysis, Conclusion
- Referencing, formatting as per guidelines

#### **Phase 5: Final Submission and Viva (Weeks 15–16)**

- Submission of bound report
- Oral defense with evaluation panel

### **Reference Books and Resources**

1. Research Design: Qualitative, Quantitative, and Mixed Methods Approaches  
Author: John W. Creswell
2. The Literature Review: A Step-by-Step Guide for learner  
Author: Diana Ridley
3. Practical Research: Planning and Design

Author: Paul D. Leedy & Jeanne Ellis Ormrod

4. How to Prepare a Dissertation Proposal: Suggestions for learner in Education and the Social and Behavioral Sciences

Author: Douglas C. Elliott