



K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

**SCHOOL OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
(SOHMCT)**

Programme Handbook

2024-25

(Programme Structure and Evaluation Scheme)

Bachelor of 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 students, alumni, faculty, parents, employers, industry and academic experts.

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

The new curriculum of Bachelor of Hotel Management & Catering Technology offer in depth knowledge of ever changing field of Hospitality with focus on latest development through policy intervention, global integration and technological disruption. After pursuing this course students will get expertise in the field of Hotel Management in general with specialization in the specific fields of Food Production, Food & Beverage, Accommodation operation, Front office and

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

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

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 students. Our students are groomed in a truly inter-disciplinary environment wherein they develop integrative skills through interaction with students 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 students 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 student 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 students technical knowledge, enhances their practical skill and ability, motivating them to think creatively, helping them to act independently and take decisions accordingly in all their technical pursuits and other endeavors. It strives to empower its students and faculty members to contribute to the development of society and Nation.

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 students, 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 students 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 students are expected to know and would be able to do upon the graduation. These relate to the skills, knowledge, and behavior that students 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 student 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 students. These courses enable students to

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

Ability Enhancement Course (AEC): Students are required to achieve competency in a Modern Indian Language (MIL) and in the English language with special emphasis on language and communication skills. The courses aim at enabling the students to acquire and demonstrate the core linguistic skills, including critical reading and expository and academic writing skills, that help students articulate their arguments and present their thinking clearly and coherently and recognize the importance of language as a mediator of knowledge and identity.

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

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: Students 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 students 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 for 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 situations 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 1st Year – 47 Credits

BHMCT 2nd Year – 90 Credits

BHMCT 3rd Year – 137 Credits

BHMCT 4th Year – 170 Credits

Student must earn 170 credits to earn the degree.

➤ **Education Philosophy and Purpose:**

- **Learn to Earn a Living:**

At KRMU we believe in equipping students 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 students 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—students 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 students 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 students 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 students 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, students 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 students 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 students 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 students' support system in terms of differential learning (slow & fast learning), mentor-mentee system and personal counselling thereby ensuring students 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, students 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, students 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 students to approach their careers as a means to contribute positively to society.

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

➤ Students 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 students develop a well-rounded personality. Regular industry visits, guest lectures, and workshops by industry experts ensure that students remain connected to real-world media practices, bridging the gap between academic learning and professional expectations.

➤ **Community Connect**

➤ Community connect programmes enhance students' 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. Students 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 students navigate their career paths. Additionally, the university's incubation centre fosters entrepreneurial and leadership qualities, encouraging students to explore innovative ideas and start their ventures.
- **Course Registration**
 - Every student has to register at the beginning of each semester for the courses offered in the given semester. Major courses are registered centrally for the students. However, for other multidisciplinary courses (Minor, VAC, OE) the students have to register by themselves through ERP.
- **Co-curricular / Extracurricular activities/Community Service:**

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

Students 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, students 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 students are designed to cater to diverse learning needs, ensuring that every student 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 students enhance their practical skills and theoretical understanding.
- **Peer Mentoring Programs:** Advance learner students mentor the students 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:** Students 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 students.
- **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 students to receive constructive review of their work, facilitating growth and improvement.

➤ **Student 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 students.

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 students 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 students 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 students, 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 students' academic and professional skills. These programs equip students 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 students 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 student lags in terms of learning levels. Thereafter each student'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 student body, K.R. Mangalam University employs a comprehensive assessment framework to identify both slow and advanced learners. Students' learning levels are continually assessed based on their performance at various stages. If a student's performance in internal assessments falls below or equal to 55%, they are categorized as slow learners. Conversely, if a student's performance score in internal assessments is greater than or equal to 80%, they are identified as advanced learners. Such students are encouraged to participate in advanced learning activities. Through periodic evaluations and the utilization of modern management systems, the institution adeptly tracks students' 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 students. Clear guidelines are established to educate students 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 students 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

PROGRAMME STRUCTURE

FOUR-YEAR Bachelor (HMCT) PROGRAMME AT A GLANCE

SEMESTERS	Sem I	Sem II	Sem III	Sem IV	Sem V	Sem VI	Sem VII	Sem VIII	Total
Courses	09	11	01	09	10	09	06	01	56
Credits	22	25	20	23	24	22	14	20	170

TOTAL CREDITS- 170 (including Club and Community service)

Scheme of Studies for Bachelor (HMCT) Program

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY						
		2024-28				
<u>FIRST SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT101	Food and Beverage Production I	2	0	0	2
2	HOCT103	Food & Beverage Service -I	2	0	0	2
3	HOCT105	Accommodation Operations-I	4	0	0	4
4	HOCT107	Hygiene, Sanitation and First Aid	0	0	6	3
5	HOCT-151	Food and Beverage Production Lab-I	0	0	6	3
6	HOCT153	Food and Beverage Service Lab- I	0	0	4	2
7	HOCT155	Accommodation Operations-Lab- I	0	0	4	2
8	UMN101	Foundations of Business	2	0	0	2
9	VAC 151	Value Added Course	2	0	0	2
			12	0	20	22

<u>SECOND SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT102	Food and Beverage production-II	2	0	0	2
2	HOCT104	Food and Beverage service -II	2	0	0	2
3	HOCT106	Accommodation Operations-II	4	0	0	4
4	HOCT152	Food and Beverage Production Lab-II	0	0	6	3
5	HOCT-154	Food and Beverage Service Lab- II	0	0	6	3
6	HOCT156	Accommodation Operations-Lab- II	0	0	4	2
7	HOCT108	Food and Nutrition	2	0	0	2
8	UMN102	Organizational Behavior & Human Resource Management	2	0	0	2
9	AEC006	Verbal Ability	3	0	0	3
10	SEC019	PC Tools for hospitality Industry	0	0	2	1
11		Clubs and Societies	01	0		01
			16	0	18	25

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

<u>FOURTH SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT202A	Food and Beverage production-III	2	0	0	2
2	HOCT204	Food and Beverage service -III	2	0	0	2
3	HOCT206	Accommodation Operations-III	4	0	0	4
4	HOCT252	Food and Beverage Production Lab-III	0	0	6	3
5	HOCT254	Food and Beverage Service Lab- III	0	0	6	3
6	HOCT256	Accommodation Operations-Lab- III	0	0	4	2
7	HOCT208	Introduction to Events Management	2	0	0	2
8	UMN103	Sales and Marketing for Service Industry	2	0	0	2
9	AEC007	Communication & Personality Development	3	0	0	3
			15	0	16	23

<u>FIFTH SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT301	Food and Beverage production-IV	2	0	0	2
2	HOCT303	Food and Beverage Service -IV	2	0	0	2
3	HOCT305	Accommodation Operations-IV	4	0	0	4
4	HOCT351	Food and Beverage Production Lab-IV	0	0	6	3
5	HOCT353	Food and Beverage Service Lab- IV	0	0	6	3
6	HOCT355	Accommodation Operations-Lab- IV	0	0	4	2
7	HOCT307	Travel and Tourism Services	2	0	0	2
8	UMN104	Financial Management	2	0	0	2
9	AEC010	Arithmetic and Reasoning Skills-III	3	0	0	3
10		Community Service	1	0	0	01
			15	0	16	24

<u>SIXTH SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT302	Bakery and Patisserie	2	0	0	2
2	HOCT304	Food and Beverage Service -V	2	0	0	2
3	HOCT306	Accommodation Operations-IV	4	0	0	4

4	HOCT352	Bakery and Patisserie Lab	0	0	6	3
5	HOCT354	Food and Beverage Service Lab- IV	0	0	6	3
6	HOCT356	Accommodation Operations Lab-IV	0	0	4	2
7	HOCT308	Hotel Laws and Licensing	2	0	0	2
8	UMN105	Leadership and Team Development	2	0	0	2
9	SEC020	Digital marketing and AI	2	0	0	2
			14	0	16	22
<u>SEVENTH SEMESTER</u>						
S. NO			L	T	P	Credits
1		Specialization 1*	2	0		2
2		Specialization: 2*	0	0	6	3
3		Specialization3*	2	0	2	3
4	SEC021	Facility Planning	2	0	0	2
5	SEC022	Entrepreneurship Development	2		0	2
6	HOCT409	Career Planning	2		0	2
			8		12	14
<u>EIGHTH SEMESTER</u>						
S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT 452	Industrial Training- II			960	20

*Semester 7th Specializations:

Specialization 1:

S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT401	Specialization: 1: Advanced Food Production theory	2			2
	HOCT403	Specialization: 2: Advanced Food and Beverage theory	2			2
	HOCT405	Specialization: 3: Accommodation Operations theory	2			2

Specialization 2:

S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT451	Advanced Food Production Lab			6	3
	HOCT453	Advanced Food and Beverage Service Lab			6	3
	HOCT455	Advanced Accommodation Management Lab			6	3

Specialization 3:

S. NO	Subject Code	Subject	L	T	P	Credits
1	HOCT457	Advanced Cookery and Bakery			6	3
	HOCT459	Bar Management	2		2	3
	HOCT407	Revenue Management	2		2	3

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 1st:

HOCT 101	Food and Beverage Production I	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

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

Unit – I-INTRODUCTION TO THE ART OF COOKERY

- Introduction to Culinary
- Evolution of Global Food Culture
- Kitchen hierarchy and Job Description & Specification
- Personal Hygiene & Kitchen Ethics
- Aims, Objectives, Principles & Methods of Cooking Food
- Safety procedures to be followed in Kitchen.

Unit 2- KITCHEN ORGANIZATION

- Identification of Kitchen equipment, utensils, layout
- Kitchen equipment and tools cleaning and maintenance.
- Handling Modern Kitchen Equipment. Safety precautions.
- Kitchen organization-brigade.
- functions of various sections of kitchen
- Duties of kitchen staff
- Types of Cooking Fuels

Unit 3-FOOD COMMODITIES

- Classification, Origin & Cuts of fruits and vegetables
- Fats, Oils and vinegar are used in Cookery.
- saturated and unsaturated fats, hydrogenation of fats, clarification of fats, smoking point,
- Effect of heat on oil and fats.
- Butter, oil, lard, suet, tallow, bread spread.
- Spices and Herbs used in Indian Cuisine
- Role of Indian Grains, Pulses, Condiments, in cookery
- Sugar-types
- Qualitative and quantitative measure

Unit 4: Commodities

- Classification, Composition & Preparation of Eggs
- Egg cookery - structure and uses of egg.
- Condiments and spices,
- Classification & Cuts of Poultry & **Game**
- Cleaning and pre-preparation of food commodities
- Basics of Food Nutrition

Unit 5: Stocks and sauces gravies

- Classification

- Stocks and their uses
- Preparation of stocks
- Sauces
- Mother sauces
- Derivatives
- Use of sauces
- Flavour
- Moisture
- Visual appeal
- Texture
- Nutritional factors
- Thickening agents
- Indian gravies
- Preparation of gravies

Unit 6-Soups and salads

- Classification of Soups (Consommé, Purée, Velouté, Cream, Bisque, Chowder, Cold Soups, International Soups)
- Making of a Good Soup
- Modern Trends of Presenting Soups

Salads (Base, Dressing, Garnish)

- Types of Salad (Simple Salads, Compound Salads, Tossed Salads)
- Various Types of Lettuce Used in Salads
- Salad Dressing
- Emerging Trends in Salad Making
- Buffet Layouts and Presentation
- Healthy Approach

Learning Experience:

Inside Classroom Learning

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

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

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

Outside Classroom Learning

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

Role-Playing: Students try different roles in the kitchen to better understand kitchen operations.

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 Foskett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education
4. Theory of Cookery by Chef Parvinder Singh Bali, Oxford University Press

Open Educational Resources (OER):

<https://www.youtube.com/watch?v=ZJv1ajvMU1k>

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

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

Examination Scheme: New Grid

Assessment & Evaluation

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1									10	10
CO 2		5							10	10
CO 3		5					5			15
CO 4	5		5		5					15

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

Course Perspective

This course offers a foundational understanding of food and beverage service in the hotel and catering industry. Students 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, students will become familiar with essential food and beverage service equipment, focusing on proper usage and maintenance. This knowledge equips students 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.

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 & Catering Industry

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

Unit II: Departmental Organization & Staffing

- Organization of F&B department of hotel Principal staff of various types of F&B operations French terms related to F&B staff
- Duties & responsibilities of F&B staff Attributes of a waiter
- Inter-departmental relationship (Within F&B and other department)

Unit III: Food Service Areas

- Specialty Restaurants
- Coffee shop
- Cafeteria Service
- Fast Food Service
- Room Service
- Banquet Service

- Bar Service
- Vending Machines
- Ancillary Areas

Unit IV: F & B Service Equipment's Familiarization of

- Cutlery
- Crockery
- Glassware
- Flatware
- Holloware
- Other Related terms and French Terms

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. Students 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. Students 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 students with cutlery, crockery, glassware, and other service equipment. This immersive experience enhances their understanding and skills in the hospitality field.

TEXT BOOK

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

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

Open Educational Resources (OER):

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

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

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

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	En d Te rm Ex am
	Q ui z	Te st	Present ation	Proje cts	Assignme nts and Essays	Reflect ive Journa ls	Participat ion & Attendan ce	Cas e Stu die s		
Weighta ge (%)	30%								20 %	50 %

Cours e Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Exa m	En d Te rm Ex a m
	Q ui z	Te st	Presenta tion	Proje cts	Assign ments and Essays	Refle ctive Journ als	Particip ation & Attenda nce	Cas e Stu die s		
CO 1	5				5				10	10
CO 2									10	10
CO 3				5			5			15
CO 4		5			5					15

HOCT105	Accommodation Operations-I	L	T	P	C
Version	1.0	4	0	0	4
Pre-requisites/Exposure	NIL				

Co-requisites	NIL
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Course Perspective

This course offers a foundational understanding of accommodation operations within the tourism, hospitality, and hotel industry. Students will explore hotel classifications and the organizational structure of the front office department, gaining insights into its vital role in guest services. The curriculum includes an introduction to the guest cycle and tariff structures, enhancing understanding of guest interactions and pricing strategies. Additionally, students will learn about the housekeeping department and its essential role in maintaining hotel standards. This knowledge equips students for successful careers in the hospitality sector.

Course Outcomes:

On completion of the course the learner will be:

CO1: Understanding the growth and role of tourism in the hospitality and hotel industry and classify different types of hotels.

CO2: Comparing the role of Front Office staff with duties/responsibilities of each personnel.

CO3: Understanding the different tariffs used in hotels.

CO4: Understanding the housekeeping department and its responsibility in a hotel.

CO5: Understanding different cleaning chemicals and agents used in hotel housekeeping departments.

COURSE CONTENT

Unit I: Introduction to Tourism, Hospitality & Hotel Industry

- Tourism and its importance
- Hospitality and Its Origin
- Hotels, their evolution, and growth
- Brief introduction to hotel core areas with special reference to Front Office.

Unit-II : Classification of Hotels

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

Unit-III: Organizational set up of Front Office Department

- Function areas & Layout
- Front office hierarchy
- Job Description
- Attributes
- Front office equipment's

Unit IV: Introduction to Guest Cycle

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

Unit V: Tariff Structure

- Different types of Plans

- Different types of rates
- Different types of customer's profile

Unit VI: The Housekeeping Department

- Introduction & importance of housekeeping.
- Responsibilities of Housekeeping Department
- Layout of the department
- Organizational Structure
- Personal Attributes of Housekeeping Personnel
- Coordination with other departments

Unit VII- Housekeeping Personnel

- Duties & responsibilities of housekeeping personnel
- Qualities of a professional housekeeper.
- Housekeeping in Other institutions.

Unit VIII- Cleaning Equipment

- Manual Equipment
- Mechanical Equipment
- Storage, Distribution and control of cleaning equipment.
- Selection of cleaning equipment

Unit IX- Cleaning Agents

- Cleaning Agents
- Selection of Cleaning Agents
- Storage of Cleaning Agents
- Issuing of Cleaning Agents

Learning Experience:

Inside the Classroom

The learning experience for accommodation operations includes key elements of the front office and housekeeping departments. Students will study front office layout, hierarchy, job descriptions, and equipment, as well as the guest cycle from pre-arrival to post-departure. They will learn about tariff structures, housekeeping responsibilities, and organizational setup. Additionally, the curriculum covers the duties and qualities of housekeeping personnel and explores cleaning equipment, including selection and storage of cleaning agents. This comprehensive approach equips students with essential skills for effective accommodation operations.

Outside the Classroom

The learning experience for accommodation operations outside the classroom includes hands-on activities that enhance students' understanding of the hospitality industry. They will visit various hotels to observe classifications based on star ratings, size, clientele, and ownership types. Students will engage with front office staff to learn about department layout, hierarchy, and essential equipment while exploring the guest cycle from pre-arrival to post-departure. Additionally, they will analyze tariff structures and interact with hotel management to understand different plans and rates. In the housekeeping department, students will observe responsibilities and organizational structure, while also learning about cleaning equipment and agents. This immersive experience equips students with essential skills and knowledge for effective accommodation 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

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

Open Education Resources:

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

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

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

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

Examination Scheme:

Compo nents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Ex am	En d Ter m Ex a m
	Q ui z	Te st	Presen tation	Proj ects	Assign ments and Essays	Refle ctive Journ als	Particip ation & Attenda nce	Ca se Stu di es		
Weight age (%)	30%								20 %	50 %

Cours e Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Ex am	En d Ter m Ex
	Q ui z	Te st	Presenta tion	Proje cts	Assign ments and Essays	Refle ctive Journ als	Particip ation & Attenda nce	Cas e Stu di es		

									a m
CO 1				5				10	
CO 2	5							10	
CO 3						5			15
CO 4		5							15
CO 5		5		5					20

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

Course perspective:

The Food & beverage Production I Lab offers hands-on experience in culinary techniques, food safety, and production management. Students 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 students create and execute a comprehensive menu. Through this course, students 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 variety of culinary techniques, including sautéing, braising, grilling, and baking.

Unit: I

Kitchen uniform and safety measures.

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

Unit: II

Vegetables – classification

- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix

Unit III

- Identification and Selection of Ingredients - Qualitative and quantitative measure
- Basic Cooking methods and pre-preparations
- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc)
- Frying - (deep frying, shallow frying, sautéing) aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

Unit IV:

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

- Clarification of stocks
- Different methods of rectification and faults
- **Sauces** - Basic mother sauces
- Béchamel
- Espagnole
- Velouté
- Hollandaise
- Mayonnaise
- Tomato

Unit V:

- **Egg cookery** - Preparation of variety of egg dishes
- Boiled (Soft & Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

Unit VI: Demonstration & Preparation of simple menu

Simple Salads & sandwiches

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Different types of sandwiches

Simple chicken preparation.

Roasted chicken

Boiled chicken

Grilled chicken

Chicken stew

Chicken curry

Simple Egg preparations:

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

Simple potato preparation

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

Learning Experience

Inside Classroom Learning Experience:

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 Classroom Learning Experience:

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

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

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

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

HOC T153	FOOD & BEVERAGE SERVICE(LAB) -I	L	T	P	C
Version	1.0	0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

The Food and Beverage Service Lab offers hands-on training in restaurant etiquette and service techniques. Students will develop essential skills, including order taking, service preparation, and the sequence of service. 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. Students will also learn to clear tables, present bills, and navigate practical scenarios like spills. This comprehensive experience prepares students 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

1. Practice on Restaurant Etiquettes
2. Basic technical skills, interpersonal skills, booking taking, preparation of service, the order of service.
3. Identification of Restaurant Equipments.
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 Side Board/ Dummy Waiter.
9. Carrying a Salver or Tray, Carrying plates, Glasses and other Equipments
10. Rules for laying table - Laying covers as per menus
11. Order taking – writing a food KOT, writing a BOT

12. Handling service gear, Clearing an ashtray, Crumbing, Clearance and presentation of bill Silver service
13. American service
14. Practical situation handling e.g. spillage etc
15. Situation handling
16. Restaurant reservation system
- 17. Hostess desk functions**

Learning Experience:

Inside the Classroom

In a classroom learning experience focused on restaurant etiquette, students 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. Students 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, students 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. Students 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.

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

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

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

Course Perspective:

The Accommodation Operations Lab offers practical experience in housekeeping and front office operations. Students 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 students with essential skills for success in the hospitality industry.

Course Outcomes

CO1: Observing the role of the housekeeping department and its sub-areas.

CO2: Imitating the layout of different categories of the hotel room and list the amenities provided in rooms.

CO3: Practicing the use of cleaning equipment and cleaning chemicals in the hotel.

CO4: Practicing the procedure of bed making, the services provided in turndown and second services.

CO5: Assessing the work done by GRA by using the room inspection checklist as the floor supervisor of the hotel.

COURSE CONTENT

No of Practicals- 20 H

- Introduction to House Keeping Department
- Layout of room and standard supplies

- Identification of cleaning equipment & chemicals
- Bed making, second service and turn down service
- Cleaning of rooms, bathroom.
- Room attendant trolley/Maid's cart
- Room inspection- CheckList
- Public Area cleaning
- Introduction to Front Office Department and Basic Communication
- Guest Interaction and Telephone Handling
- Introducing Yourself

Learning Experience:

Inside the Classroom

In a classroom learning experience focused on the Housekeeping and Front Office Departments, students 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. Students 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, students 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 students for real-world scenarios in hospitality settings.

Outside the Classroom

In an engaging outdoor learning experience focused on the Housekeeping and Front Office Departments, students will participate in hands-on activities to develop essential hospitality skills. The session will begin with an overview of the Housekeeping Department, where students 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. Students 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 students 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.

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. Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
5. Front Office Operations – Colin Dix & ChrisBaird.

Components	Conduct of Experime nt	Lab Records	Lab Participati on	Lab Project	End Term Exam
Weightage (%)	10	10	10	20	50

HOCT 107	Hygiene Sanitation and First Aid	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

Through this course the learners will be understanding about basics of hygiene and sanitation through hotel industry point of view. Hygiene is important whether it is personal, workplace or related to food production and consumption. Moreover it is important for a food handler to know all the aspects of hygiene to avoid any food hazard. Apart from this basic aspects of first-Aid will also be covered in this course so that if any situations arise learners can carry out basic first-aid before reaching a healthcare provider.

Course Outcomes

On completion of course learner will be :

CO1: Understanding the concept of hazards, food borne illnesses and how to control them.

CO2: Interpreting safety guidelines and protocols related to food handling, personal hygiene, and environmental sanitation.

CO3: Analyzing the importance of good personal hygiene.

CO4: Implementing strategies for maintaining a safe and sanitary environment in various settings, such as Hotels, Restaurants, Hospitals, Educational Institutions etc.

CO5: Comprehending the physiological effects of different injuries and illnesses on the body.

COURSE CONTENT

UNIT-1

HYGIENE

Hygiene; why it is important? Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety

(General Food Hygiene),

Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.

UNIT-II

FOOD SAFETY

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

UNIT-III

MICRO ORGANISMS IN FOOD –

General characteristics of Micro-organism based on their occurrence and structure, Factors affecting their growth in food (intrinsic and extrinsic),

Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

UNIT- IV

FOOD BORNE DISEASES –

Types (Infections and intoxications),

Common diseases caused by food borne pathogens, Preventive measures

UNIT-V

QUALITY ASSURANCE –

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

UNIT-VI

HYGIENE AND SANITATION IN FOOD SECTOR –

General Principles of Food Hygiene,

GHP for commodities, equipment, work area and personnel,

Cleaning and disinfection (Methods and agents commonly used in the hospitality industry), Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

UNIT-VII

RECENT CONCERNS –

Emerging pathogens, Genetically Modified Foods, Food

Labeling, Newer trends in food packaging and technology,

BSE (Bovine Serum Encephalopathy)

UNIT - VIII

FIRST AID:

Definition, Importance & Rules,

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

UNIT – IX

HANDLING ACCIDENTS

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

Wounds & Hemorrhage, Dressings & Bandages,

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

Learning Experience:

Inside Classroom Learning

The course will be conducted using presentations and the continuous assessment will be done from time to time. Quiz, class participation, discussions on various situations from the course units. Some guest lectures will also help learners to understand real life situations and scenarios which happen in industry and how extra precautions and right actions are taken while working.

Outside Classroom Learning

Field trips will help them understand how industry works, group work will help learners to get a experience on how to work in teams and carry out operations efficiently.

TEXT BOOK

Food Safety by Bhat & Rao

Reference Books:

Modern Food Microbiology by Jay. J.

Food Microbiology by Frazier and Westhoff

Food Safety by Bhat & Rao

Safe Food Handling by Jacob M.

Food Processing by Hobbs Betty

Microbiology- Anna K Joshna

OPEN EDUCATION RESOURCES:

https://www.youtube.com/watch?v=0r_tVpmQRgQ

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

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

Assessment & Evaluation

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Tests	Presentations	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Tests	Presentations	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1		5			5				10	5
CO 2			5						10	5
CO 3	5						5			10
CO 4			5	5						10

CO 5					5					10

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

Course Perspective:

The students 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 organisation. 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

UNIT-1

BASIC CONCEPTS OF MANAGEMENT

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

UNIT-II

MANAGEMENT THEORIES

- F.W. Taylor
- Henry Fayol
- Elton Mayo

UNIT-III

ROLE OF A MANAGER

- Management as a profession,
- Professional manager and his tasks,
- Managerial ethics and organization's culture,

- External and internal factors that affect management

UNIT-IV

FUNCTIONS OF MANAGEMENT

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

Learning Experience:

Inside classroom learning : Sessions will be taken of students which will be combination of presentations, videos, assignments, activities like quiz and discussions, group work in which students will be motivated to take part to provide them a good learning experience. As it is a functional course in this case studies will be used as a source to make students understand how management faces issues and how team rectifies such issues by certain alternatives to attain the goals and missions of that organization. Besides this faculty will also be available to the students if any doubt comes up apart from classroom sessions.

Outside classroom learning: Certain guest lectures and visits to particular organization will help students to understand how management works and operates. Moreover, learning about set values of an organization will also help learners to understand the importance of building a strong firm through values and beliefs system.

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_RXvE1qic

https://www.youtube.com/watch?v=_wlwpSXVfp0

Examination Scheme:

Assessment & Evaluation

Component s	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Ter m Exa m
	Qu iz	Test	Presentati on	Project s	Assignments and Essays	Reflectiv e Journals	Participation & Attendance	Case Stud ies		
Weightage (%)	30%								20%	50 %

Course Outc omes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Ter m Exa m
	Qu iz	Test	Pres ent- ation	Proje cts	Assig nment s and Essays	Refl ectiv e Jour nals	Partici pation & Attend ance	Ca se Stu dies		
CO 1		5			5				10	5
CO 2	5		5				5		10	5
CO 3			5					5		10
CO 4					5					10

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

Semester 2nd:

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

Course Perspective:

The course "Food Production - II" focuses on advanced culinary skills, particularly the proper handling and preparation of meats, poultry, fish, menu planning, and pasta. Students 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, students 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

UNIT – I-Menu Planning

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

UNIT –II-Meat, Poultry, & Fish

- Extensive study of Kitchen ingredients and various characters
- Meat, Beef, Pork & Lamb selection, cuts and their uses.
- Meat- structure, composition, classification, buying points, food value,
- Storage, cutting, deboning, trussing & stuffing.
- Fish-Classification, Fish, selection, storage, Different cuts, & uses, seafood and shellfish.

UNIT – III-Kitchen management

- Liaison of kitchen with other departments

- Kitchen Management: Kitchen Management Skills,

UNIT – IV-Pasta and Rice

- History and origin of pasta
- Ingredients and preparation
- Varieties
- Difference between fresh pasta and dry pasta
- Pasta sauces
- Pairing and accompaniments
- National and international variety of rice
- Culinary, nutritional, and cultural importance

Learning Experience

Inside Classroom Learning:

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

Group Projects: Collaborative menu planning encourages teamwork and creativity.

Peer Teaching: Students teach each other, enhancing communication and understanding of culinary concepts.

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

Outside Classroom Learning:

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 Foskett, 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=wcueSXGueJs>

https://www.youtube.com/watch?v=Uq_GB3ldQW8

Modes of Evaluation:

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m	End Ter m
	Qu iz	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflect ive Journal s	Participa tion & Attendan ce	Case Studi es	Exa m	Exa m
Weighta ge (%)	30%								20 %	50 %

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Tests	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1									10	10
CO 2		5							10	10
CO 3	5	5					5			15
CO 4	5		5							15

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

Course Perspective: This course offers a foundational understanding of food and beverage service, emphasizing key concepts such as meals and menu planning. Students 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, students 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

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COURSE CONTENT

UNIT-1

Meals and Menu Planning

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

Meals & Menu Planning

objective of Menu Planning

Types of Menus

French Classical Menu, Cover & Accompaniments

UNIT – II

Types of Service –

Service-its importance in Catering Establishment, Suitability of Service to Catering Establishment,

Different types of Services (American, Russian, French, and Guéridon) Buffet, Banquet, and Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

UNIT - III

Sale Control System –

Necessity and function of Control System,

F & B Control Cycle, Role of Cashier in F & B Controls, Cash Handling Equipment,

Theft control procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & four copies K.O.T, Introduction of Micros in F & B - its role and importance.

UNIT -IV

Non-Alcoholic Beverages –

Classification (Stimulating / Nourishing / Refreshing)

- A. Stimulating
 - a. Tea - Origin & Manufacture, Types of Brands, Preparation & Service
 - b. Coffee - Origin & Manufacture, Types of Brands, Preparation.
- B. Nourishing – Cocoa & malted beverage - Origin & Manufacture, Types of Brands
- C. Refreshing – Juices, Aerated Drinks, Mixers (Tonic / Lemonade / Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling Water / Soda.

UNIT-V

Interpersonal Skills

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

Learning Experience:

Inside the Classroom

In a classroom theory session on meals and menu planning, students 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. Students 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 students with essential knowledge for the food and beverage industry.

Outside the Classroom

In an outdoor learning experience on meals and menu planning, students 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, students will classify non-alcoholic beverages, learning about tea and coffee origins and preparation methods. This hands-on experience will deepen their understanding of the food and beverage industry

TEXT BOOK

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

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

Open Educational Resources (OER):

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

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

Compo nents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	En d Ter m Ex am
	Q ui z	Te st	Presenta tion	Proje cts	Assignme nts and Essays	Reflect ive Journal s	Participati on & Attendanc e	Cas e Stu dies		

Weightage (%)	30%	20%	50%
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Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5						5		10	
CO 2					5				10	10
CO 3		5								10
CO 4										15
CO 5	5				5					15

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

Course Perspective:

This course provides a foundational understanding of accommodation operations, focusing on key topics such as the importance of reservations and the reservation inquiry process. Students will learn about various reservation systems and the essential pre-registration activities leading to guest registration. The curriculum also covers effective techniques for guestroom cleaning, public area cleaning, and surface cleaning, emphasizing the standards required in the hospitality industry. Through this comprehensive approach, students will be well-prepared for successful careers in accommodation management.

Course Outcomes:

On completion of the course the learner will be:

CO1: Explaining the importance of reservations along with the manual and automated processes of reservation.

CO2: Illustrating the pre-registration and registration procedure followed in a hotel.

CO3: Constructing the cleaning procedure for each area of a hotel.

CO4: Analyzing frequency cleaning for each area of the hotel

COURSE CONTENT

UNIT-I

IMPORTANCE OF RESERVATION

Sources and modes of Reservation. Reservations and Sales,

Types of Reservations: Guaranteed Reservations, Non-Guaranteed Reservations
Computerized reservation system.

UNIT II

RESERVATION ENQUIRY

Central Reservation Systems,

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

UNIT III

RESERVATION SYSTEM

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

Reservation Maintenance: Modifying Non-Guaranteed Reservations, Reservation Cancellation

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

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

UNIT IV

PRE-REGISTRATION ACTIVITIES & REGISTRATION

Preparing for guest arrival.

The Registration Record

Pre-registration activity for groups & FIT's. Guaranteed reservation and walk-in.

Registration procedure and Legal implication. Room and Rate Assignment Room Status, Room Rates, Room Locations, Future Blocks

Registration for Groups and F I T's

C FORM

UNIT V: Guestroom Cleaning

- Type of soil

- Standards of cleaning
- Cleaning procedures for occupied room, vacant room and checkout room.
- Second service, Turndown Service, VIP service, Maintenance of Out of Order Room.

UNIT VI: Public Area Cleaning

- Entrances and lobbies
- Front Desk & Elevators
- Staircases & Guest Corridors
- Public Restrooms
- Banquet Halls & Dining Rooms

UNIT-VII: Surface Cleaning

- Introduction of different surfaces
- Metal Cleaning
- Glass Cleaning
- Plastic Cleaning
- Ceramics Cleaning
- Wood Cleaning
- Leather Cleaning
- Rubber Cleaning

UNIT-VIII: Cleaning Frequency

- Daily, Weekly & Periodic Cleaning
- Organization of cleaning
- Features that ease cleaning

Learning Experience

Inside the Classroom

In a classroom learning experience focused on the importance of reservations in accommodation operations, students will explore various sources and modes of reservation, including guaranteed and non-guaranteed options, as well as computerized systems. They will examine reservation inquiries through central reservation systems and online bookings, learning to manage group reservations and individual traveler (FIT) bookings with tools like control books and booking diaries. The session will also cover pre-registration activities, the registration process, and the legal implications of guestroom assignments. Additionally, students will discuss cleaning standards for guest rooms, focusing on procedures for occupied and vacant rooms, along with public area cleaning protocols for lobbies, corridors, and dining spaces. This comprehensive classroom experience will enhance their understanding of effective reservation and cleaning practices in the hospitality industry.

Outside the Classroom

In an outdoor learning experience focused on the importance of reservations in accommodation operations, students will explore various sources and modes of reservation, including guaranteed and non-guaranteed options, as well as computerized systems. They will examine reservation inquiries through central reservation systems and online bookings, managing both group reservations and individual traveler (FIT) bookings using tools like control books and booking diaries. The session will also cover pre-registration activities, the registration process, and the legal implications of guestroom assignments. Additionally, students will learn about cleaning standards for guest rooms, including procedures for occupied and vacant rooms, as well as public area cleaning protocols for lobbies, corridors, and dining spaces. This comprehensive experience will deepen their understanding of effective reservation and cleaning practices in the hospitality industry.

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

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

Compo nents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Ex am	En d Ter m Ex a m
	Q ui z	Te st	Presen tation	Proj ects	Assign ments and Essays	Refle ctive Journ als	Particip ation & Attenda nce	Ca se St udi es		
Weight age (%)	30%								20 %	50 %

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

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam 20	End Term Exam 50
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5						5		10	5
CO 2					5				10	10
CO 3		5								15
CO 4	5				5					20

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. Students 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, students 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 students for real-world culinary operations.

Course Outcomes

After completing this course, students 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

COURSE CONTENT

- **UNIT I:**
- Meat – Identification of various cuts, Carcass demonstration
- Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish
- **UNIT II:**
- Identification, Selection and processing of Meat,

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

Learning Experience

Inside Classroom Learning Experience:

Hands-On Cooking Labs: Students 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: Students 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 students' culinary skills.

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

Outside Classroom Learning Experience:

Field Trips to Farms and Markets: Students 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

Component s	Conduct of Experime nt	Lab Records	Lab Participati on	Lab Project	End Term Exam
Weightage (%)	10	10	10	20	50

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

Course Perspective

The Food and Beverage Service Lab provides hands-on experience in essential service techniques and practices. Students 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, students 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, students 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

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, students 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, students 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, students 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, students 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.

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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia – Online link: <https://anyflip.com/pwqy/dwxr/>

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

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

Component s	Conduct of Experiment	Lab Records	Lab Participati on	Lab Project	End Term Exam
Weightage (%)	10	10	10	20	50

Course Perspective:

The Accommodation Operations Lab provides hands-on experience in essential cleaning and maintenance techniques within the hospitality industry. Students will learn the proper methods for polishing various floor types, including wood, marble, and granite, as well as metals like brass, silver, and copper. Key skills include scrubbing, polishing, wiping, washing, rinsing, swabbing, sweeping, and mopping, along with brushing and buffing techniques. The curriculum emphasizes the importance of cleaning public areas and the effective use of abrasives and chemical agents. Additionally, students will be introduced to Property Management Systems (PMS), learning to create and edit guest profiles and reservations. Through this comprehensive training, students will develop the skills needed for success in accommodation management.

Course Outcomes

On completion of the course the learner will be:

- CO 1. Practicing polish of different floors and different metals in a hotel.
- CO 2. Utilizing the knowledge of cleaning techniques for different surfaces found in the hotel.
- CO 3. Imitating the cleaning procedure of public areas in a hotel.
- CO 4. Adapting the use of abrasives and different chemical agents.

COURSE CONTENT

1. Polishing of different floors, wood, marble, granite, etc.
2. Polishing of metals- brass, silver and copper.
3. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping

4. Brushing - Buffing
5. Cleaning of Public Areas
6. Use of Abrasives, Polishes / Chemical Agents
7. Introduction to PMS
8. Learning to make a guest's profile
9. Learning to make a guest's reservation
10. Learning to edit a guest's reservation

Learning Experience

Inside the Classroom

In a classroom experience focused on accommodation operations, students 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, students 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, students 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, students 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 for maintaining cleanliness and managing guest services in the hospitality industry.

TEXT BOOK

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).

Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.

Front Office Operations – Colin Dix & ChrisBaird.

Component s	Conduct of Experim ent	Lab Records	Lab Participati on	Lab Project	End Term Exam
Weightage (%)	10	10	10	20	50

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

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

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 classroom learning:

In sessions learners will learn through presentations, lectures and group discussions. Regular quizzes and case studies will be given to students 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 students related to the subject.

Outside classroom learning:

Certain exercises will also be given to learners so that they understand how this knowledge can be put the 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 Brefere, 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=Pq2me3r0cz4>

Assessment & Evaluation

Component s	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Ter m Exa m
	Qu iz	Tes t	Presentati on	Project s	Assignments and Essays	Reflectiv e Journals	Participation & Attendance	Case Stud ies		

Weightage (%)	30%	20%	50%
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Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Present-ation	Project s	A s s i g n m e n t s a n d E s s a y s	R e f l e c t i v e J o u r n a l s	P a r t i c i p a t i o n & A t t e n d a n c e	C a s e S t u d i e s		
CO 1	5				5				10	5
CO 2	5				5				10	5
CO 3					5		5			15
CO 4			5		5					15

UMN102	Organizational Behavior & Human Resource Management	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

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

UNIT – I

BASIC HUMAN RESOURCE PLANNING

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

UNIT – II

JOB EVALUATION

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

UNIT-III

SELECTION AND RECRUITMENT

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

UNIT – IV

ORIENTATION AND TRAINING

1. Difference between orientation and training.
2. Benefits of orientation, developing orientation programs.
3. Orientation of different levels of employees - new joiners, trained and experienced, New employee,

executives and other highly experienced new employees, disabled employees, employees where first language is not English.

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

UNIT – V

MOTIVATION

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

Learning Experience:

Inside Classroom Learning: Sessions will be taken of students which will be combination of presentations, videos, assignments, activities like quiz and discussions, group work related to organization behaviour and & human resource management in which students will be motivated to take part to provide them a good learning experience. As it is a functional course in this case studies will be used as a source to make students understand how management faces issues and how the team rectifies such issues by certain alternatives to attain the goals and missions of that organization.

Outside classroom learning: In this visit to such departments in an organization will also provide an experience to students. Besides this faculty will also be available to the students if any doubt comes up apart from classroom sessions.

TEXT BOOK

REFERENCE BOOKS:

Organization Behaviour in Hotels & Restaurants Yvonne Guerrier

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

Assessment & Evaluation

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Present-ation	Project s	A s s i g n m e n t s a n d E s s a y s	R e f l e c t i v e J o u r n a l s	P a r t i c i p a t i o n & A t t e n d a n c e	C a s e S t u d i e s		
CO 1					5				10	5
CO 2	5				5		5		10	5

CO 3			5		5					15
CO 4	5				5					15

Course Perspective:

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

Through this course learners will be able to understand the usage of Microsoft Office and its various tools for the industry. This will cover working on Word, PowerPoint, and Excel. They will learn how these tools can be used efficiently for different purposes like preparing presentations on PowerPoint, creating spreadsheets for records on Excel or making formatted reports on word.

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

CO 1. Memorizing keyboard shortcuts and menu options for common tasks in each application.

CO 2. Explaining the purpose and uses of various tools and commands within Microsoft Office applications.

CO 3. Interpreting formatting options and styles to create professional-looking documents, spreadsheets, and presentations.

COURSE CONTENT

1. MS-OFFICE:

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

Learning Experience:

Inside classroom learning:

In this course students will be using the computer lab for learning and practicing MS-Office tools in regular sessions. This will enable them to create and polish their skills which are necessary for industry. Continuous assessment will be a key part in this course where understanding of students will be checked through practical demonstrations from time to time. Journals will also be assessed on regular intervals. Apart from basic sessions, some sessions from experts will also be included to enhance their learning experience and learn about new technology.

Outside classroom learning:

This course is completely practical based, the students will learn by doing. Presentations will be used to explain the different parts of MS Office, however, to further refine the learning, the classes, assignments etc. will be practical based where the students will learn about how to work on different parts of MS Office. Faculty In charge will be available to the learners to clarify any doubts regarding the course.

Examination Scheme:

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

Semester 3rd:

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

Course Perspective:

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

The student shall register for the industrial training, just after the 2nd 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. Students must adhere to the date and report to the concerned organization for training. After successful completion of training, students' 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 student 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. Duplicate NOC will be issued only with the recommendation of dean of the school on valid grounds.

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 students and will present 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 student 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

Functional Exposure Training

Full

Semester

Students 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

Semester 4th:

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

Course Perspective

Course Perspective

This course offers a foundational understanding of food and beverage service, with a focus on alcoholic beverages, including wines, beer, tobacco, and cigars. Students will explore the characteristics and classifications of various alcoholic drinks, learning about their proper service and presentation. The curriculum covers essential topics such as tasting techniques, food pairings, and responsible service practices. Additionally, students will gain insight into the roles of these beverages in enhancing the dining experience. Through this comprehensive approach, students will develop the knowledge and skills necessary for successful careers in the food and beverage industry.

Course Outcomes

On completion of the course the learner will be:

CO1: Understanding the cultural, historical, and categorization of wine.

CO2: Understanding the artistry and craftsmanship involved in the production of high-quality beverages and tobacco products.

CO3: Applying their understanding of fermentation, distillation, brewing, and tobacco processing to analyze and evaluate different products within these categories.

CO4: Developing comprehensive knowledge of the production processes, classifications, and characteristics of alcoholic beverages, wines, beer, tobacco, and cigars.

COURSE CONTENT

UNIT - I

Alcoholic Beverages –

Introduction & Definition,

Classification of Alcoholic Beverages (Fermented & Distilled),

Definition of fermentation & Distillation.

UNIT - II

Wines.-

Introduction, Wine Producing Countries and Regions, New world wines,

Types of Grapes used,

Classification and Production Process of Table Wines, Sparkling Wines and Fortified Wines, Aromatized Wines, Fruit Wines,

Storage of Wine,

Service of Wines,

Food and Wine Harmony.

UNIT - III

Beer –

Introduction & definition,

Manufacturing Process,

Type of Beer,

Storage,

Service of bottle beer, canned beer and draught beer,

Care of the beer,

The beer dispensing system.

UNIT-IV

Tobacco and Cigars

Tobacco- Origin & Manufacture, Types of Brands, Preparation

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

Learning Experience

Inside the Classroom

In a classroom theory session on alcoholic beverages, students will learn about definitions and classifications, focusing on fermented versus distilled drinks and the processes of fermentation and distillation. They will explore wines, including wine-producing countries, grape types, and production methods for various wine categories, along with storage, service techniques, and food and wine harmony. The session will also cover beer, discussing its manufacturing process, types, storage, and service methods for bottled, canned, and draught beer. Finally, students will examine tobacco and cigars, learning about their origin, manufacture, types, and preparation. This comprehensive overview will equip students with essential knowledge for the hospitality industry.

Outside the Classroom

In an outdoor learning experience focused on alcoholic beverages, students will engage in practical activities that enhance their classroom theory. They will explore the definitions and classifications of alcoholic drinks, observing fermentation and distillation processes firsthand. The session will include guided wine tastings, where students learn about wine-producing countries, grape types, and production methods, along with proper storage and service techniques. They will also delve into beer through a brewery visit or demonstration, understanding its manufacturing process and service methods for bottled, canned, and draught beer. Finally, students will explore tobacco and cigars, discussing their origin, manufacture, and preparation techniques. This hands-on experience will deepen their understanding of alcoholic beverages and tobacco products in the hospitality industry.

TEXT BOOK

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

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

Open Educational Resource:

<https://www.youtube.com/watch?v=rS9QZvFxCWI>

<https://www.youtube.com/watch?v=i1mp1oMZKJQ>

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	End Ter m Exa m
	Q ui z	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attenda nce	Case Stud ies		
CO 1	5				5				10	10
CO 2		5							10	10
CO 3			5		5					15
CO 4		5								15

HOCT202A	FOOD AND BEVERAGE PRODUCTION-III	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course perspective

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

Students 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, students 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:

CO 1. Analyzing the correlation between culture and cuisine in India by studying historical influences and regional variations.

CO 2. Categorizing the core elements of regional cuisines in India, focusing on ingredients, cooking techniques, and flavor profiles

CO 3. Demonstrating the use of a tandoor in Indian cuisine by explaining its purpose and functionality

CO 4. Designing a comprehensive guide to different spices and condiments used in Indian cookery, including their flavor profiles and culinary applications.

COURSE CONTENT

UNIT I: INTRODUCTION TO INDIAN COOKERY

- History
- Popular national cuisine of India
- Indian serving style
- Eating habits and preferences
- Factors affecting food preferences.
- Festival and cultural impacts on Indian cuisine

UNIT II: Regional cuisine of India.

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

HALWAI SECTION

- Hot sweet dishes
- Cold sweet dishes
- Geographic location
- Historical background
- Regional Influence
- Specialized Recipe

UNIT III: Popularity of tandoor in Indian cuisine

- Origin
- Parts of tandoor
- Manufacturing of tandoor
- Seasoning of tandoor and its temperature control
- Different types of breads
- Different meat products
- Kababs
- Tikka
- Different Marination
- Accelerators
- Explanation with examples

UNIT IV: INDIAN CONDIMENTS & APPETIZERS

- Geographic location
- Historical background
- Regional Influence
- Specialized Recipe
- INDIAN CULINARY TERMS
- List of culinary (common and basic) term

Learning Experience

Inside Classroom Learning Experience:

Hands-On Cooking Workshops: Students prepare traditional Indian dishes, focusing on spices and ingredients.

Group Projects: Collaborative research on Indian culinary traditions, including presentations and cooking signature dishes.

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

Cooking Competitions: Students innovate by adding modern twists to classic recipes.

Feedback Sessions: Regular peer and self-assessment sessions for skill improvement.

Outside Classroom Learning Experience:

Field Trips to Local Markets: Learning about ingredient sourcing, especially spices and fresh produce.

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

Culinary Exploration: Exploring local dining establishments or food festivals that highlight Indian cuisine

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=OoLbywjnzKU>

Modes of Evaluation:

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1									10	10
CO 2		5							10	5
CO 3	5	5					5			20
CO 4	5		5							15

HOCT 206	ACCOMMODATION OPERATIONS-III	L	T	P	C
Version	1.0	4	0	0	4
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective: This course provides a foundational understanding of accommodation operations, focusing on key topics such as Property Management Software (PMS) and front office accounting. Students will learn about check-out procedures, ensuring a smooth and efficient departure experience for guests. The curriculum also covers laundry operations, emphasizing the importance of maintaining cleanliness and presentation in hospitality settings. Additionally, students will explore the significance of uniforms in creating a professional image. Through this comprehensive approach, students will develop the skills and knowledge necessary for successful careers in accommodation management.

Course Outcomes

At the end of this course, the students will -

CO 1. Analyzing property management software and its integration within hotel operations.

CO 2. Evaluating accounting systems to manage guest and non-guest accounts.

CO3: Demonstrating proficiency in check-out procedures and the roles of bell desk/concierge staff.

CO 4: Comparing Uniform and Linen Room in House-Keeping department in detail.

CO5: Evaluating inventory of different departments of the hotel including housekeeping.

COURSE CONTENT

UNIT-I

PROPERTY MANAGEMENT SOFTWARE:

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

UNIT II

FRONT OFFICE (ACCOUNTING)

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

UNIT-III

CHECK OUT PROCEDURES

- Guest accounts settlement
- Cash and credit - Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

- BELL DESK/CONCIERGE
- Duties and responsibilities of Bell Captain
- Duties and responsibilities of Bell Boy

UNIT-IV

CONTROL OF CASH AND CREDIT

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

UNIT – V: LINEN OPERATIONS

- Introduction
- Layout of linen room
- Activities of linen room
- Storage of linen
- Linen Exchange
- PAR Stock & linen control
- Dicards & their reuse

UNIT – VI: LAUNDRY OPERATIONS

- Introduction
- Layout of laundry room
- Types of laundry
- Activities of laundry room
- Laundry equipments & agents
- Laundry Process
- Dry cleaning
- Handling guest laundry

UNIT – VII: UNIFORMS

- Introduction
- Selection and design of uniforms
- Establishing Par Levels for uniform
- Storage of uniform
- Issuing and exchanging of uniform
- Advantages of providing staff uniforms
- Trends in hotel uniform

UNIT – VIII: SEWING ROOM

- Introduction
- Activities in the sewing room
- Job specifications of a seamstress
- Sewing Area and equipment
- Basic hand stitches
- Fasteners

UNIT – IX: MANAGING INVENTORY

- Guest loan items,
- Indenting from stores,
- Par level of Recycled and non-recycled inventory

Learning Experience

Inside the Classroom

In a classroom experience focused on Property Management Software (PMS) and accommodation operations, students will engage in theoretical discussions and practical activities related to essential software applications for managing guest accounts and hotel operations. They will learn about front office accounting fundamentals, check-out procedures, and the roles of the bell desk and concierge. The session will cover cash and credit control, night auditing processes, and linen operations, including storage and exchange protocols. Additionally, students will explore laundry operations, including different types of laundry, equipment, and dry cleaning processes. Finally, the class will discuss uniform management, focusing on selection, design, storage, and the benefits of providing staff uniforms. This

comprehensive classroom experience will equip students with crucial knowledge and skills for effectively managing accommodation operations in the hospitality industry.

Outside the Classroom

In an outdoor learning experience focused on Property Management Software (PMS) and accommodation operations, students will gain practical insights into essential software applications for guest account management and hotel operations. They will explore front office accounting fundamentals, check-out procedures, and the roles of the bell desk and concierge. The session will cover cash and credit control, night auditing procedures, and linen operations, including storage and exchange processes. Additionally, students will learn about laundry operations, including types of laundry, equipment, and dry cleaning processes. Finally, they will examine uniform management, focusing on selection, design, and storage. This comprehensive experience will provide students with valuable knowledge for effective accommodation operations in the hospitality industry.

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

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

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

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %
Course Outcome s	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presentati on	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attendan ce	Case Stud ies		
CO 1			5						10	
CO 2	5								10	
CO 3							5			15
CO 4			5							20
CO 5		5			5					15

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

Course perspective

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

Course Outcomes

On completion of the course the learner will be:

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

Formulate menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Marwari
- South India (Tamil Nadu, Karnataka, Kerala)

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

Learning Experience

Inside Classroom Learning Experience:

Hands-On Cooking Workshops: Students 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: Students 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 Classroom Learning Experience:

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.

TEXT BOOK

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

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

HOCT 254	FOOD & BEVERAGE SERVICE (Lab) - III	L	T	P	C
Version	1.0	0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

The Food and Beverage Service Lab offers hands-on experience in essential service techniques within a dispense bar setting. Students 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, students 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

Dispense Bar – Organizing Mise-en-place

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

Service of Wines

Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06

Service of Cider, Perry & Sake

Service of Aperitifs

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

Service of Beer

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

Service of Spirits

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

Service of Vodka

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

Service of Liqueurs

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

Task-03 Service from Liqueur Trolley

Wine & Drinks List

Task-01 Wine Bar, Beer Bar, Cocktail Bar

Matching Wines with Food

Task-01 Menu Planning with accompanying Wines

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

Wines

- Continental Cuisine
- Indian Regional Cuisine

Learning Experience

Inside the Classroom

In a classroom practical focused on the service of alcoholic beverages, students 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 students with essential service techniques for the hospitality industry.

Outside the Classroom

In a classroom practical focused on the service of alcoholic beverages, students will develop skills in serving a variety of drinks, including red, white, and rosé wines, as well as sparkling, fortified, and aromatized wines, cider, perry, and sake. They will learn to serve aperitifs like bitters and vermouths, along with bottled, canned, and draught beers. The curriculum will also cover spirits service styles for whisky, vodka, rum, gin, brandy, and tequila, as well as liqueurs served neat or on-the-rocks. Students will explore creating wine and drinks lists, matching wines with food, and practicing menu planning for continental and Indian regional cuisines. This comprehensive session will equip them with essential techniques for effectively serving alcoholic beverages in the hospitality 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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –
Online link: <https://anyflip.com/pwqy/dwxr/>
- Food and Beverage Service (8th Edition) - Dennis Lillicrap, John Cousins – Publisher: Hodder Education

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

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

Course Perspective:

The Accommodation Operations Lab provides hands-on experience in essential front office and laundry operations. Students will learn to open and manage guest folios, including viewing and posting charges for services such as telephone use, laundry, room charges, and food and beverage. The lab will cover pantry setup and the layout of the linen room, emphasizing effective organization. Key practical skills include stain removal techniques and the operation of laundry equipment, such as washing machines. Students will also participate in a visit to a laundry facility to observe best practices. Additionally, the course includes inventory procedures to ensure efficient management of linens and supplies. Through this

comprehensive training, students will develop the skills necessary for success in accommodation management.

Course Outcomes

On completion of the course the learner will be:

CO 1. 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

CO 2. Setting up a pantry and organize the layout of linen and laundry rooms to ensure efficient daily operations.

CO 3. Practicing practically linen and laundry tasks, including stain removal techniques and the operation of laundry equipment like washing machines.

CO4: Adapting effective inventory procedures for managing linen and laundry supplies, ensuring proper stock levels and usage tracking.

COURSE CONTENT

1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges,
2. Telephone, Laundry, Room Charge, Food & Beverage and other charges.
3. Pantry set up.
4. Lay out of Linen room & Laundry

5. Linen & Laundry practical including stain removal,
6. Use of laundry equipment (washing machine),
7. Visit to laundry
8. Inventory Procedures.

Learning Experience

Inside the Classroom

Outside the Classroom

In the BHMCT program, students 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.

Students 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, students will visit a laundry facility to understand real-world operations and learn about inventory procedures. This comprehensive practical approach equips students with the skills needed for effective housekeeping management, ensuring they are well-prepared for successful careers in the hospitality industry.

TEXT BOOK

- 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

Component s	Conduct of Experiment	Lab Records	Lab Participati on	Lab Project	End Term Exam
Weightage (%)	10	10	10	20	50

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

Course Perspective

Through this course learners will understand about events management in the hospitality industry. The learner will also understand about managing a project and before that how selection of a project is done. Further it discusses event marketing which plays a major role in event management.

Course Outcomes

On completion of the course the learner will be:

CO 1. Understanding the concept of the term Event Management.

CO 2. Applying the skills and knowledge of principles of Event Management for doing projects as team and team building exercises.

CO 3: Analyze the different project selection techniques, linear responsibility charts, scheduling of the projects and Grantt Charts.

CO4: Applying and evaluating the principles of event marketing to create a successful promotion for an event.

COURSE CONTENT:

UNIT-I:

Introduction to the module.

UNIT-II:

Project management Basics.

Team Building.

The Project Team.

UNIT-III:

Project selection Techniques

Work breakdown structure

Linear responsibility charts.

UNIT IV:

Scheduling of the project.

The use of Gantt Charts.

UNIT V:

Event Marketing

Learning Experience

Inside Classroom learning

The Introduction to Events Management course will cover key topics such as an overview of the module, Project Management Basics, Project Selection Techniques, Scheduling of the Project, and Event Marketing. Lectures will incorporate multimedia presentations and interactive discussions to enhance student understanding. Learners will learn the principles of project management, techniques for selecting feasible projects, and scheduling strategies for timely execution, as well as effective event marketing to attract attendees. Group activities and case studies will promote collaboration and critical thinking in real-world scenarios, while assignments will include research and reflections. Assessments will consist of quizzes and written exams to evaluate comprehension, and the instructor will provide ongoing support and feedback, encouraging students to seek assistance as needed.

Outside Classroom learning

This course is theory based as a result case studies will be used to enhance the understanding and application of concepts, principles and techniques more efficiently. Visits to event management companies or firms will give learners real life scenarios on how these firms work efficiently and handle situations and rectify issues.

TEXT BOOK

Tourism, Hospitality & Event Management - Prasant Mahagonk – ISSN- 2510 4993

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

Examination Scheme:

Component s	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Term Exa m
	Qui z	Tes t	Presentatio n	Project s	Assignment s and Essays	Reflectiv e Journals	Participatio n & Attendance	Case Studie s		
Weightage (%)	30%								20%	50%

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								M i d T e r m E x a m	E n d T e r m E x a m
	Qui z	Test	Present- ation	Projects	A s s i g n m e n t s a n d E s s a y	R e f l e c t i v e J o u r n a l s	P a r t i c i p a t i o n & A t t e n d a n c e	C a s e S t u d i e s		

UNM 103		Sales and Marketing for the Service Industry						L	T	P	C
Version		1.0						2	0	0	2
Pre-requisites/Exposure		NIL									
Co-requisites		NIL									
					^y s						
CO 1					5				10	5	
CO 2	5				5				10	5	
CO 3	5		5		5					15	
CO 4			5		5					15	

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

UNIT – I

INTRODUCTION TO HOSPITALITY SALES AND MARKETING

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

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

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

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

UNIT – II

THE MARKETING PLAN

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

Positioning the Property, Determining Marketing Objectives,

Developing and Implementing Action Plans, Monitoring and Evaluating the Marketing plan.

UNIT – III

PERSONAL SALES

Prospects Qualifying & Personality traits.

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

Professional Image.

Improving Sales Productivity - Time Management, Key Account Management.

UNIT – IV

TELEPHONE SALES

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

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

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

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

Learning Experience

Inside classroom learning

Lectures will use multimedia presentations and interactive discussions to engage learners and enhance their understanding. Learners will also learn to develop effective marketing plans for events and explore personal sales techniques focused on relationship-building and communication, along with strategies for successful telephone sales. Group activities and case studies will promote collaboration and critical thinking, while assignments will include research and reflections. Assessments will consist of quizzes and written exams to gauge comprehension, with ongoing support and feedback from the instructor to encourage student engagement. Additional support from the faculty will support learners to clarify their doubts regarding the course.

Outside classroom learning

Visiting certain organizations and firms and understanding their work will provide an enhanced learning experience to the learners. Real work scenarios, issues and situation handling will provide additional knowledge to the learners.

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

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentati on	Projec ts	Assignmen ts and Essays	Reflecti ve Journal s	Participati on & Attendance	Case Studi es		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Present -ation	Project s	A s s i g n m e n t s a n d E s s a y s	R e f l e c t i v e J o u r n a l s	P a r t i c i p a t i o n & A t t e n d a n c e	C a s e S t u d i e s		
CO 1					5				10	5
CO 2	5		5		5		5		10	5
CO 3					5					15
CO 4			5		5					15

Semester 5th:

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

Course perspective

In the Food Production - 4 course, students 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 students 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 students' 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

UNIT-I -Asian cuisine-

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- Chinese, Japan, Thai, Indo, Philippine,
- Special ingredients, equipment, tools, preparation, and technology involved.
- Mexican, Lebanese, Middle Eastern, Spanish.

UNIT-II- European cuisine-

- Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries
- French, Italy, and Germany. Special ingredients, equipment, tools, preparation, and technology involved,
- Pasta & rice, types, and sauces

UNIT -III -Charcutier

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

UNIT-IV - Use of Wine & Herbs in Cooking

- Ideal use of Wine in Cooking,
- Classification of Herbs,

- Use of Herbs in Cooking

UNIT-V-Product Research & Development

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

UNIT-VI- Production Management

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

UNIT IV: INDIAN CONDIMENTS & APPETIZERS

- Indian beverages pairing with food.
- Pickles and chutneys
- Popular snacks

Learning Experience

Inside Classroom 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 students 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 students to create dishes from various international cuisines, applying their theoretical knowledge.

COURSE TEXTBOOKS

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 Foskett, Patricia Paskins ,Neil Rippington ,Steve Thorpe, Hodder Education

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

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Exa m	End Ter m Exa m
	Qu iz	Te st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journa ls	Participa tion & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Cou rse Out com es	Continuous Internal Assessment (Any 5 components to be covered at least)								M i d T e r m	E n d T e r m
	Q u i z	T e s t	Presen tation	Proj ects	Assi gnm ents and	Ref lect ive Jou	Parti cipati on & Atten	C as e St		

				Essays	Finals	dance	udies	Exam	Exam
CO 1				5				10	10
CO 2				5				10	5
CO 3	5					5			20
CO 4	5		5						15

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

Course Perspective

This course provides a foundational understanding of food and beverage service, focusing on key topics such as restaurant planning and operations. Students will explore gueridon service techniques, bar operations, and the principles of event management and function catering, including Meetings, Incentives, Conferences, and Exhibitions (MICE). The curriculum emphasizes the importance of effective service delivery and guest experience in various dining settings. Additionally, students will develop essential skills in organization and communication, preparing them for successful careers in the food and beverage industry. Through this comprehensive approach, students will gain valuable insights into the operational aspects of hospitality service.

Course Outcomes

On completion of the course the learner will be:

CO 1. Understanding the principles and practices of managing food and beverage outlets effectively.

CO 2. Developing skills in inventory management, advertisement techniques, and garbage disposal.

CO 3. Demonstrating proficiency in fire safety and emergency procedures.

CO 4. Learning the application of Guéridon service and bar operations including stock management and staffing.

COURSE CONTENT

UNIT - I

MANAGING F&B OUTLETS

Indenting and maintaining par-stocks of supplies, Advertisement/selling techniques.

Garbage disposal, Situations handling,

Fire and emergency procedure, Employee requirement,

Setting up operational procedures, Training programmes,

Employee evaluating / performance appraisal.

UNIT-II

RESTAURANT PLANNING AND OPERATION

Types of Restaurants, Location or site, Sources of finance,

Design consideration,

furniture, lighting and décor, equipment required, records maintained, Licenses required

UNIT - III

GUERIDON SERVICE –

History & definition of Guéridon, Types of Trolley,

Various items to be prepared,

Advantages and disadvantages of Guéridon, Flambé work.

UNIT – IV

BAR OPERATIONS –

Types of Bars- Cocktails, Dispense, Floating/ Cash bar, Area of bar - Front, Under, Back. Bar equipment,

Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems.

Liquor Licenses

UNIT – V

EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing, Concept & Planning for MICE segments, Role of sales and marketing,

Organization of banquet department with their duties of responsibilities,

Pricing banquet, Banquet protocol.

Types of function - formal/informal, buffets, theme parties, food festivals, Outdoor caterings, meeting/conference/seminars/convention/ workshops, cocktails and tea. Planning & Organizing Themes of Indian and International cuisine.

Booking procedure - Booking diary, Function Prospectus and its notifications. Function planning-space requirement.

Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, Closing and evaluating the function.

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 guéridon 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 students 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. Students practice guéridon 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, students 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 students for the dynamic challenges of the food and beverage industry.

CORE TEXTBOOK

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

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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –

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

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

Open Education Resources (OER):

<https://www.youtube.com/watch?v=tlDgY0zAvUE>

<https://www.youtube.com/watch?v=9D9h53Q1AEA>

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	End Ter m Exa m
	Q ui z	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attenda nce	Case Stud ies		
CO 1					5				10	
CO 2	5								10	5
CO 3				5						15
CO 4					5					15
		5					5			15

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

Course Perspective:

This course provides a foundational understanding of accommodation operations, focusing on key topics such as flower arrangement, interior designing, and decoration. Students will explore the principles of hotel renovation, pest control, and waste management, emphasizing the importance of maintaining a safe and attractive environment. The curriculum also covers front office and housekeeping safety and security procedures, ensuring a comprehensive approach to guest and staff welfare. Additionally, students will gain insights into front office accounting, learning essential financial management skills. Through this course, students will be well-prepared for successful careers in accommodation management.

Course Outcomes

On completion of the course the learner will be:

CO 1: Understanding the fundamentals of flower arrangement, including the basics, design principles, Japanese/Oriental styles, and the use of common flowers and foliage.

CO2: Explaining the objectives and basic types of interior design and describe the elements of design with a focus on designing for the physically challenged.

CO 3: Analyzing the components of interior decoration, including colors, lighting, floor and wall coverings, window treatments, and accessories.

CO 4: Examining how maintaining stocks and the inventory of the items required for the operations is a very important function to be understood by the students.

CO5: Discussing pest control and waste management practices, including wastewater treatment, environmental services, and pollution control in the context of hotel management.

COURSE CONTENT

UNIT – I: Flower Arrangement

- Introduction
- Flower arrangement basics
- Designing flower arrangements
- Japanese/Oriental Flower Arrangements
- Common flowers and foliage

UNIT – II: Interior Designing

- Introduction
- Objectives of interior design
- Basic types of design
- Elements of design
- Designing for physically challenged

UNIT – III: Interior Decoration

- Introduction
- Colours

- Lighting
- Floor covering and finishes
- Wall coverings
- Windows and windows treatments
- Accessories

UNIT – IV-Hotel Renovation

- Introduction
- Reasons to renovate
- Types of renovation
- Subsidiary Processes in renovation

UNIT – V-Pest Control and Waste Management

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

UNIT – VI- Front office and housekeeping safety and security procedure

- Its Importance, Role & procedures adopted by the security department, Organization Structure - Details of Security in Public Area,
- Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the House Areas.
- Safety of guest property, hotel property
- Different kinds of security equipment's used in Hotel Operation.

UNIT VII: FRONT OFFICE ACCOUNTING

- Accounting Fundamentals, Accounts, Folios, Vouchers, Points of Sale, Ledgers, Advances, discounts & allowances

- Creation and Maintenance of Accounts: Record keeping Systems, Charge Privileges, Credit Monitoring, and Account Maintenance
- Tracking Transactions: Cash Payment, Charge Purchase, Account Correction, Account Allowance, Account Transfer, and Cash Advance
- Internal Control: Front office Cash Sheet, Cash Banks, Audit Controls, and Settlement of Accounts
- Unpaid Account Balances, Credit monitoring

UNIT-VI I FOREIGN EXCHANGE

Foreign Currency.
Passport, Visa, Landing Permits.
Form FXA, FXB, FXC.

Learning Experience

Inside the Classroom

Inside the classroom, students in Accommodation Operations experience a blend of theory and hands-on activities. In the **Flower Arrangement** unit, they create various arrangements, learning design principles and floral care. The **Interior Designing** unit involves group projects where students apply concepts like color theory and accessibility. Practical demonstrations in **Interior Decoration** enhance their understanding of materials and lighting. For **Hotel Renovation**, students simulate renovation plans, discussing real-world challenges. In **Pest Control and Waste Management**, they explore best practices through discussions and simulations. The **Safety and Security Procedures** unit includes role-playing scenarios for practicing protocols and equipment use. In **Front Office Accounting**, students maintain accounts and track transactions through practical exercises. Lastly, discussions on **Foreign Exchange** familiarize them with travel documentation. This collaborative environment fosters creativity and critical thinking, preparing students for successful careers in hospitality.

Outside the Classroom

Outside the classroom, students in Accommodation Operations engage in experiential learning that enhances their theoretical knowledge. They visit local flower shops and botanical gardens to select

flowers for arrangements, applying design principles in real contexts. In **Interior Design**, site visits to hotels and residential spaces allow them to analyze layouts and accessibility features firsthand. Students work on actual decoration projects, collaborating with industry professionals to choose materials and lighting. They assist in ongoing hotel renovations, gaining practical insights into planning and execution. Fieldwork in **Pest Control and Waste Management** involves implementing strategies and observing practices in action. Safety training occurs in hospitality environments, where they learn protocols and use security equipment. Additionally, students manage accounts and transactions at hotel front desks, while exploring currency exchange procedures at travel agencies. These experiences prepare them for successful careers in the hospitality industry.

TEXT BOOK

Hotel Housekeeping: Operations and Management – G.Raghubalan & Smritee Raghubalan

Housekeeping management – Ms. Saroni Sarkar

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 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_o1JI7EvCem6

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	End Ter m Exa m
	Q ui z	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attenda nce	Case Stud ies		
CO 1	5						5		10	
CO 2									10	10
CO 3					5					10
CO 4		5					5			15
CO 5					5					15

Course perspective

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

In this course, students 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 students develop essential culinary skills while appreciating the diversity of food traditions. Overall, students will gain practical knowledge that prepares them for a dynamic culinary environment.

Course Outcomes

After completing this course, students 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

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

- Asian Cuisine:

- China
- Thailand
- Vietnam
- Indian
- Japanese
- European cuisine
- France
- Italy
- Hungary
- Spain
- Charcutier
- antipasto
- pintxo

Learning Experience

Inside Classroom Learning Experience:

Practical Workshops:

Students 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 highlights 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 students to creatively incorporate charcuterie and wine into their dishes.

Outside Classroom Learning Experience:

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 Foskett, 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

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

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

Course Perspective:

The Food and Beverage Service Lab offers hands-on training in formal banquet services and essential techniques. Students 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. Students 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 students 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, essential for overseeing restaurant operations effectively.

COURSE CONTENT

1. To develop and perfect skill and techniques for formal Banquet Services, Function, calculation of space for Banquets, Banquet Menu. Setting of various types of Buffet.Guéridon and Flame Work and

induce supervisory responsibility in students.

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

Learning Experience

Inside the Classroom

In the Food and Beverage Service course, students 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. Students 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 students 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 students for successful careers in food and beverage service.

Outside the Classroom

Outside the classroom, students 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. Students 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 students with the essential 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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –

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

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

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

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

Course Perspective:

The Accommodation Operations Lab provides hands-on experience in essential aspects of hotel management. Students will learn to plan layouts for guestrooms, bathrooms, suites, and lounges, as well as explore various flower arrangement styles, including Japanese, Western, traditional, and freestyle. The curriculum emphasizes flower theme decorations for different areas of a hotel, along with inventory control procedures. Key activities include calculating staff requirements and preparing duty rosters, as well as developing operating budgets for both the housekeeping and front office departments. Through this comprehensive training, students will gain valuable skills in accommodation management, preparing them for successful careers in the hospitality industry.

Course Outcomes

On completion of the course the learner will be:

CO 1. Planning the layout of rooms, bathrooms, and suites to optimize space and functionality.

CO 2. Practicing various flower arrangements suited for different occasions and locations within the hotel.

CO 3. Imitating effective inventory control procedures to manage housekeeping supplies efficiently, ensuring optimal stock levels while minimizing waste and overstocking.

CO 4. Calculating staffing requirements and develop duty rotas based on workload analysis and operational demands, ensuring the smooth functioning of the housekeeping department within budgetary constraints.

COURSE CONTENT

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

Learning Experience

Inside the Classroom

In the Accommodation Operations practical course, students engage in hands-on activities that develop essential hospitality skills. They plan layouts for guestrooms, bathrooms, suites, and lounges, applying design principles for functionality and aesthetics. Students practice various flower arrangement styles, including Japanese and Western, to create thematic decorations for hotel areas. They learn inventory control procedures and calculate staff requirements while preparing duty rosters for effective workforce management. Additionally, students develop operating budgets for the Housekeeping and Front Office departments, enhancing their financial skills. This practical experience equips students with the necessary tools for successful careers in accommodation operations.

Outside the Classroom

Outside the classroom, students in the Accommodation Operations course gain practical experience that complements their learning. They visit hotels to assess layouts for guestrooms, bathrooms, suites, and lounges, gaining insights into real-world design. In floral workshops, they collaborate with professional florists to create various arrangements and thematic decorations. Students assist hotel staff with inventory management and participate in staff scheduling and duty roster preparation. They also analyze actual operating budgets for the Housekeeping and Front Office departments, applying their theoretical knowledge to real financial scenarios. These experiences provide valuable skills essential for successful careers in accommodation operations.

TEXT BOOK

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
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum Check in Check out- Jerome Vallen

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

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

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

UNIT-I

Growth of Tourism

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

UNIT-II

Positive and Negative Impact of Tourism

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

UNIT-III

Domestic and International Tourism-

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

UNIT- IV

Tourist Product

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

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

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

Learning Experience

Inside classroom learning

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 students 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 Classroom learning

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: JohnWiley

Tourism Principles and Practices –A.K.Bhatia

Tourism and Cultural Heritage of India – RamAcharya

Tourism & Hospitality Industry -Fridgen

Hotels for Tourism Development - Dr.JagmohanNegi

Tourism Management by AkshayKumar

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

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1					5				10	5

CO 2	5				5		5		10	5
CO 3	5				5					15
CO 4			5		5					15

UMN104	FINANCIAL MANAGEMENT	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	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, students 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:

CO 1. Understanding key accounting terms and accounting cycle.

CO 2. Understanding and apply the elements in 'Performance statement and 'Position statement' and understand the art of making financial statements.

CO 3. Analyzing revenue mix and departmental accounting.

CO 4. Understanding and analyze the uniform system of accounting in hotels.

COURSE CONTENT

UNIT - I

Meaning, Working Scheme, Advantages & Limitations, Uniform accounting & Inter-firm comparison, Common Size statements, Comparative statements

UNIT - II

Accounting terminologies, Financial Statements, Purpose of financial statements, Definition, Objectives and Importance of Accounting and Hotel Accounting

Purpose of Internal Control, Types, Organisation, Segregation of duties, Profit & Loss account

UNIT - III

Revenue Expenditure, Capital expenditure, introduction to departmental accounting, allocation of expenses, advantages and disadvantages of allocation

UNIT - IV

Concept, Internal audit, External audit (statutory audit),

Role of internal auditor, Requirements of internal audit department,

Importance and Scope of auditing- Advantages and limitations of auditing- Types of audit.

Learning Experience

Inside Classroom Learning

This course will cover key topics such as working schemes, accounting terminologies, revenue expenditure, and concepts of internal audit, focusing on their application in event management. Lectures will feature multimedia presentations and interactive discussions to enhance understanding of these financial principles. Students will learn the structure and purpose of working schemes, familiarize themselves with accounting terms, and explore revenue expenditure and its budgeting implications. They will also gain insights into the role of internal audits in ensuring financial accountability in events. Group activities and case studies will encourage collaboration and critical thinking, while assignments will involve research and reflections, with assessments including quizzes and written exams to evaluate comprehension.

Outside Classroom Learning

Field visits to hotel and finance section, understanding their working, conversing to employees will help in understanding real life scenarios. It will show the operations of the finance department and how it plays a major role in taking care of the organization in monetary terms.

TEXT BOOK

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

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1					5				10	5
CO 2	5		5		5				10	5
CO 3					5					15
CO 4	5		5		5					15

Semester 6th:

HOCT 302	Bakery & PÂTISSERIE - I	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

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, learning to troubleshoot common issues and understand essential baking formulas. Additionally, the course covers an introduction to popular grocery brands, specialized equipment, and essential pastes, equipping students 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

UNIT-I-BAKERY INGREDIENTS AND THEIR ROLE

- Yeast, Shortenings (Fats& Oils)
- sugar & salt, Raising Agents and role of Sugar and Egg.
- Bakery flour-types, uses and storage,

UNIT-II- CAKE MAKING

- Methods of cake making
- faults, and their remedies.
- Functions of ingredients, Recipe balancing Cake making methods, faults, and remedies.
- Extensive study of Role of egg, fat, sugar, milk and raising agents in cake making.

UNIT-III -BREAD MAKING

- Role of Flour,
- Yeast in bread making,
- leavening action of yeast
- Types of yeast, ideal condition for yeast,
- Effect of salt and sugar on yeast.
- Methods of Bread Making
- Types of dough,
- Faults in making.
- Factors affecting quality of flour.
- Different temperatures are used in the bakery for different products.
- Extensive study of Role of egg, fat, milk, salt, leavening agents in bakery products.

UNIT-IV- BAKERY

- Bakery & Confectionery Formulas & Measurement,
- Physical & Chemical Changes during Baking,
- Bread Faults,
- Bread Diseases & Remedies,
- Bread Improver

UNIT-V-DESSERTS

- Frozen Desserts, Hot Pudding
- Methods of Preparation, Care,
- Ice cream, Methods,
- Indian Specialty Desserts

UNIT- VI- BASIC INFORMATION

- Awareness of Important brands of grocery and equipment companies and study of their product
- sic pastes

- Various types of basic paste: choux, short crust, puff paste, flaky pastry, laminated etc

Learning Experience:

Learning Experience Inside the Classroom

Inside the classroom, students 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. Students 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.

Learning Experience Outside the Classroom

Outside the classroom, students 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 students 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 Foskett, 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

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1									10	10
CO 2									10	10
CO 3	5				5		5			15
CO 4	5		5		5					15

HOCT 304	FOOD AND BEVERAGE SERVICE -V	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

The Food and Beverage Service Lab provides hands-on experience in the service of alcoholic beverages, including spirits, aperitifs, and liqueurs. Students will master foundational skills in beverage presentation and service techniques, focusing on the characteristics and proper handling of various drinks. The lab features instructor-led demonstrations, collaborative practice sessions, and peer feedback to enhance learning. Key topics include the art of mixing cocktails, understanding flavor profiles, and the responsible serving of alcohol. Through this course, students will develop proficiency in beverage service, effective communication skills, and a strong understanding of 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 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: Explaining 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

ALCOHOLIC BEVERAGE

Introduction and definition

Production of Alcohol

Fermentation process

Distillation process

Classification with examples

DISPENSE BAR

Introduction and definition

Bar layout – physical layout of bar

Bar stock – alcohol & non alcoholic beverages

Bar equipment

UNIT-II

SPIRITS

Introduction & Definition

Production of Spirit

Pot-still method

Patent still method

Production of

Whisky

Rum

Gin

Brandy

Vodka

Tequilla

Different Proof Spirits

American Proof

British Proof (Sikes scale)

Gay Lussac (OIML Scale)

UNIT - III

APERITIF

Introduction and Definition

Types of Aperitifs

Vermouth (Definition, Types & Brand names)

Bitters (Definition, Types & Brand names)

LIQUEURS

Definition & History

Production of Liqueurs

Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)

Popular Liqueurs (Name, colour, predominant flavour & country of origin)

Learning Experience

Inside the Classroom

In the Food and Beverage Service course, students explore alcoholic beverages through a comprehensive learning experience. They start with an introduction to alcohol, covering definitions, production methods, fermentation, and distillation processes, along with classifications and examples. In the **Dispense Bar** unit, they learn about bar layout, stock management, and essential bar equipment. The **Spirits** section dives into production methods for various spirits like whisky, rum, and gin, as well as different proof systems. In the

Aperitif unit, students study types of aperitifs, including vermouth and bitters, and explore the history and production of liqueurs, examining their categories and popular examples. This practical approach equips students with vital knowledge and skills for successful careers in food and beverage service.

Outside the Classroom

Outside the classroom, students in the Food and Beverage Service course gain practical experience that complements their theoretical learning. They visit local bars and distilleries to observe the production processes of various spirits like whisky and rum, and to understand bar layouts and stock management. Through guided tastings, they experience different alcoholic beverages firsthand, including spirits, aperitifs, and liqueurs. Students also participate in bar simulations, practicing setup, stock management, and drink preparation. By exploring local brands and their histories, they gain insights into regional preferences. These experiences equip students with valuable skills and knowledge for successful careers in the food and beverage industry.

TEXTBOOK

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

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

Open Educational Resources (OER):

<https://www.youtube.com/watch?v=-54p6rs-xoQ>

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

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Tests	Presentations	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Tests	Presentations	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5						5		10	
CO 2					5				10	
CO 3				5						15
CO 4		5			5					20
										15

HOCT306	ACCOMMODATION OPERATIONS-V	L	T	P	C
Version 1.0		4	0	0	4
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

This course provides a foundational understanding of accommodation operations, focusing on key topics such as planning housekeeping personnel and clinically tested housekeeping practices. Students will explore the use of computer applications in accommodations, enhancing their efficiency in managing operations. Additionally, the course covers budgeting for both the front office and housekeeping departments, equipping students with essential financial management skills. Through this comprehensive curriculum, students will gain valuable insights into effective accommodation management, preparing them for successful careers in the hospitality industry.

Course Outcomes

CO 1. Applying planning methodologies to organize housekeeping personnel effectively.

CO 2. Implementing WHO & HRACC Guidelines for hotel cleaning and hygiene maintenance.

CO3. Utilizing computer applications in accommodations, including Property Management Systems.

CO4: Applying budgeting principles in front office and housekeeping operations.

COURSE CONTENT

UNIT –I Planning Housekeeping Personnel

- Introduction

- The planning process

UNIT – II Clinically tested Housekeeping

- WHO& HRACC Guidelines for Hotels cleaning & Hygiene maintenance SOP for room cleaning & Public area Cleaning
- Guest Handling Standards Disinfectant & sanitizer

UNIT – III Computer Applications in Accommodations

- Property Management System - Opera, IDS
- PMS Modules
- Point of Sale Functions
- Global Distribution System
- Central Reservation system

UNIT-IV

Budgeting in Front Office and House Keeping

- Cost Control
- Forecasting Rooms Revenue, Estimating Expenses, Refining Budget Plans,
- Daily Operation Report, Occupancy Ratios,
- Room Revenue Analysis, Hotel Income Statement & Room Div. Income Statement, Room Division Budget Report, Operating Ratios, Ratio Standards.

Learning Experience

Inside the Classroom

In the Accommodation Operations course, students engage in practical learning that covers essential aspects of hotel management. They explore the planning process for housekeeping personnel, emphasizing effective staffing and organization. Students learn clinically tested housekeeping practices, including WHO and HRACC guidelines for cleaning and hygiene, along with standard operating procedures for room and public area cleaning and guest handling skills. They familiarize themselves with property management systems like Opera and IDS, focusing on various modules and point-of-sale functions. The course also teaches budgeting for the front office and housekeeping, covering cost control, revenue forecasting, expense estimation, and the analysis of daily operation reports and room revenue. This comprehensive approach equips students with the necessary skills for successful hotel management.

Outside the Classroom

Outside the classroom, students in the Accommodation Operations course gain practical experience that enhances their learning. They visit hotels to observe the planning processes for housekeeping personnel, analyzing effective staffing and organization. During these visits, they assess compliance with WHO and HRACC guidelines for cleaning and hygiene. Students participate in hands-on workshops, practicing standard operating procedures for room and public area cleaning and developing guest handling skills. They also engage with property management systems like Opera and IDS, observing their use in daily operations. Through practical budgeting exercises with hotel management, they learn about cost control, revenue forecasting, and expense estimation, equipping them with essential skills for successful careers in hotel management.

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,

Components	Continuous Internal Assessment (Any 5 components to be covered at least)	Mid	End
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	Q ui z	T es t	Presentati on	Proje cts	Assignme nts and Essays	Reflect ive Journ als	Participa tion & Attendan ce	Case Studi es	Ter m Ex am	Ter m Ex am
Weightage (%)	30%								20%	50%

Course Outcom es	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Ter m Exa m	End Ter m Exa m
	Qu iz	Te st	Presentati on	Projec ts	Assignme nts and Essays	Reflect ive Journ als	Participat ion & Attendan ce	Case Studi es		
CO 1	5				5				10	
CO 2		5					5		10	5
CO 3					5					15
CO 4	5									15
										15

HOCT 352	BAKERY & PATISSERIE LAB	L	T	P	C
Version	1.0	0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

In this course, students 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, students 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, students will apply various techniques commonly used in the industry, such as dough lamination, cake layering, and icing. By the end of the course, students 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 products.

COURSE CONTENT

Practical Preparation of:

UNIT I: BREAD MAKING

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

UNIT II: SIMPLE CAKES

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

- Dundee
- Madeira

UNIT III: SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like
- Nan Khatai
- Golden Goodies
- Melting moments
- Swiss tart
- Tri colour biscuits
- Chocolate chip
- Cookies
- Chocolate Cream Fingers
- Bachelor Buttons.

UNIT IV: HOT / COLD DESSERTS

- Caramel Custard,
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavarois

- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding.

Learning Experience: Inside Laboratory Experience:

Practical Baking Sessions:

Students 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, shortcrust, 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 students to modify and create their recipes, fostering creativity and understanding of ingredient interactions.

Time Management:

Simulated kitchen environments where students learn to manage time effectively during busy baking sessions.

Outside Laboratory Experience:

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
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

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

HOCT 354	FOOD AND BEVERAGE SERVICE Lab - V	L	T	P	C
Version	1.0	0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	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. Students 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 service. The lab features instructor-led demonstrations, collaborative practice sessions, and peer feedback to enhance learning. Through this comprehensive training, students 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. Observing the principles and processes involved in distillation.

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

CO 3. Adapting advanced mixology techniques and industry insights through interactions with guest bartenders.

CO 4. Originating skills in developing unique flavor combinations and recipes for infused spirits.

COURSE CONTENT:

Distillation Fundamentals:

Practical Demonstration: Setup of a pot still and a patent still for distillation, highlighting the key components and differences between the two.

Hands-on Activity: Students engage in the distillation process using both pot still and patent still setups, observing and documenting the differences in output.

- **Spirits Production:**

Distillery Visit: Organize a field trip to a local distillery where students can observe firsthand the production process of spirits.

Tasting Session: Provide samples of spirits produced using different methods (pot still vs. patent still) for sensory analysis, allowing students to identify flavor profiles unique to each.

- **Liqueurs and Bitters:**

Infusion Workshop: Conduct a workshop where students create their own infused liqueurs and bitters using various botanicals and flavoring agents.

Mixology Lab: Incorporate the homemade liqueurs and bitters into cocktail recipes, allowing students to experiment with flavor combinations and balance.

- **Mixology Essentials:**

Cocktail Preparation Stations: Set up stations equipped with essential tools and ingredients for cocktail preparation.

Guest Bartender Session: Invite a professional bartender to demonstrate advanced mixology techniques and share industry insights with the students.

- **Tobacco Culture and Production:**

Cigar Rolling Workshop: Partner with a local cigar maker to conduct a hands-on workshop where students learn the art of rolling cigars and explore different tobacco varieties.

Tobacco Tasting: Provide a selection of cigars and cigarettes for a guided tasting session, discussing the nuances of flavor, aroma, and tobacco processing techniques.

Learning Experience

Inside the Classroom

In the Food and Beverage Service course, students 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. Students 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, students 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, students 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, students 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 students with valuable insights and 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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –
Online link: <https://anyflip.com/pwqy/dwxr/>

- 5. Food and Beverage Service (8th Edition) - Dennis Lillicrap, John Cousins –
 Publisher: Hodder Education

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

HOCT 356	ACCOMMODATION OPERATIONS LAB- V	L	T	P	C
Version 1.0		0	0	4	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

The Accommodation Operations Lab provides hands-on experience in fabric handling and textile knowledge essential for the hospitality industry. Students will learn to work with various types of fabrics, including cotton, silk, velvet, and denim, while collecting samples for reference. The curriculum covers different types of weaving machines and techniques, allowing students to identify and construct various weaves such as plain, basket, satin, and twill. Additionally, students will explore special fabrics and their applications, such as baize, chintz, and tapestry. The lab also includes training on the importance of first aid kits and how to deal with emergencies, emphasizing safety and security protocols in hotel settings. Through this comprehensive approach, students will gain valuable skills and knowledge for successful careers in accommodation management.

Course Outcomes

On completion of the course the learner will be:

- CO 1. Observing the implications of different fabrics used in the hotel.
- CO 2. Practicing different types of weaves found in hotel linen.
- CO 3. Adapting the usage of these fabrics in different departments of the hotel.
- CO 4. Preparing the first aid and how to do it in a way that proves beneficial for industry.

COURSE CONTENT

UNIT I:

- Handling Different Types of Fabrics & collection of samples (cotton, silk, velvet, georgette, denim, crepe, gabardine, polyester, wool, linen, jute, canvas, brocade, candlewick, chiffon, organdy, velvet, twill, tweed, corduroy, net).
- Different types of weaving machine and types of weaving Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and satin. Collection of different special fabrics and their usage (baize, chintz, drill, flannelette, folk weave, tapestry, scrim, plush, satin, hessian, felt)

UNIT II:

- First aid kit
- Dealing with emergency Safety & security in Hotels.

Learning Experience

Inside the Classroom

In the Accommodation Operations course, students engage in hands-on learning about various fabrics, including cotton, silk, and velvet, while collecting samples to understand their properties and uses. They explore different weaving techniques and machines, identifying and constructing types such as plain, basket, and satin weaves. Additionally, they study special fabrics like baize and tapestry, discussing their applications in the hospitality industry. Students also learn about safety and emergency protocols, familiarizing themselves with first aid kit essentials and practicing response strategies. This comprehensive approach equips them with the practical skills and knowledge needed for effective management in accommodation operations.

Outside the Classroom

Outside the classroom, students in the Accommodation Operations course gain practical experience by visiting textile mills and fabric suppliers to observe different fabrics and weaving processes. They collect samples of materials like cotton, silk, and velvet, learning about their applications in hospitality. Workshops on fabric care and maintenance provide hands-on practice in handling and cleaning various materials. Additionally, students participate in safety drills at local hotels, familiarizing themselves with emergency protocols

and first aid procedures. These experiences enhance their understanding of fabric management and safety practices, preparing them for successful careers in accommodation operations..

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, Continum,

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

Course Code	Course Title	L	T	P	S	C
HOCT 308	HOTEL LAWS AND LICENSING	2	0	0	0	2
Version 1.0						
Pre-requisites/Exposure						
Co-requisites	Not Applicable					

Course 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 classroom learning

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 students for effectively navigating legal issues in the field.

Outside classroom learning

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

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1					5				10	5
CO 2	5				5		5		10	5
CO 3	5				5					15
CO 4			5		5					15

UMN 105	LEADERSHIP AND TEAM DEVELOPMENT	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

To provide a framework for the students to understand the importance of Leadership and team effectiveness in organizations. To develop an understanding of the interpersonal processes and group dynamics. To provide a theoretical understanding of leadership practices in organizations. To provide an understanding of factors influencing teamwork and team leadership. To evaluate the role of leadership in the development of an institution. Course Learning Outcomes By the end of the course the student should be able to: Explain how global leadership skills contribute to leadership effectiveness. Understand the leader’s role in team-based organizations. Explain the potential contribution of outdoor training to the development of team leadership. Explain the basics of leadership during a crisis. Explain how evidenced based leadership can contribute to contingency and situational leadership.

Course Outcome:

On completion of the course the learner will be:

CO1. Understanding leadership theories and various aspects of team development.

CO2. Applying characteristics of leadership.

CO3. Analyze the unique characteristics of service leadership

CO4. Learning to solve conflict resolution.

COURSE CONTENT

UNIT I: Introduction

- Leadership theories
- Difference between leadership & management.

UNIT II: Managerial Traits and Skills

- Importance of traits & its change over the years
- Different types of managerial traits
- Types of research methods to study leadership traits
- Limitation of trait approach

UNIT III: Leadership Qualities:

- Leader qualities
- Charismatic leadership

UNIT IV: Leader Behavior

- Identify the views from practitioners
- Cognitive Approach to leadership
- Leadership styles
- Influence of leader behavior on corporate cultures
- Team processes and Team Coaching;
- Team decision making and conflict management
- Managing Multicultural teams

Learning Experience :

Inside Classroom learning

This course will provide learners to learn and understand about leadership and team development through the point of view of hotel industry. Leading a team and getting a work operation is not as easy as there are different types of subordinates and how to efficiently use their skills and resources is itself an art. Learners will understand all these aspects through this course. 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.

Outside classroom learning

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:

Leadership and Team Building by Uday Kumar Haldar

Reference book:

Introduction to Leadership: Concepts and Practice by Peter G. North House

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1					5				10	5
CO 2	5		5		5				10	5
CO 3					5		5			15
CO 4			5		5					15

SEC020	DIGITAL MARKETING AND AI	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

This course offers a comprehensive overview of e-business, focusing on the digital transformation of business models and operations in the modern economy. It covers foundational concepts of e-business, explores the impact of social networks on commercial activities, and examines revenue-generation strategies within these networks. Additionally, it delves into the usage and implications of Artificial Intelligence (AI) across various industries, including hospitality, to enhance decision-making, efficiency, and customer experience. Learners will gain insights into the drivers, benefits, and challenges associated with digitalization, and emerging trends shaping the digital economy.

Course Outcomes

On completion of this course learner will be:

CO 1. Understanding the meaning of the term E Business in terms of Hospitality.

CO 2. Understanding social marketing in hospitality business.

CO3. Evaluating the usage of AI in hospitality industry as per the current trends.

COURSE CONTENT

UNIT I: Introduction

- Define e-business and its various categories
- Appreciate the drivers and potential inhibitors of e-business
- Understand 'Digital Economy' and its main features and effects
- Describe the main consequences of digitalization of businesses
- Advantages and disadvantages of digitalization

UNIT II: Social Marketing

- Understand Business Social Networking and Enterprise Social Networks
- Commercial activities in Business and Enterprise Social networks
- Revenue Generation Strategies in Social Networks

UNIT III: Usage of AI

- Understand the term Artificial Intelligence
- Usage of AI in the modern world and Hospitality

Learning Experience:

Inside Classroom Learning

The digital marketing and AI will cover introduction to digital economy, effects of digitalizing a business Through multimedia presentations and interactive discussions, learners will gain insights into the business social networking and revenue generation strategies. They will explore the concept of artificial intelligence. Group activities and case studies will encourage collaboration and critical thinking, while assignments will involve research. Continuous assessments will be the part of the course which will include quizzes and written exams, with ongoing instructor support to prepare students for effectively navigating issues in the field.

Outside classroom learning

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:

Fundamentals of Digital Marketing by Puneet Singh Bhatia Pearson Publications

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5				5		5		10	10
CO 2	5				5				10	15
CO 3			5	5	5					15

Semester 7th:

HOCT 401	SPECIALIZATION: FOOD PRODUCTION	L	T	P	C
Version 1.0		0	0	4	2

Pre-requisites/Exposure	NIL
Co-requisites	NIL

COURSE PERSPECTIVE

This semester equips students 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 students to optimize kitchen workflows and manage inventory costs, preparing them to uphold high culinary standards. By course end, students are 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: Understanding basic concepts of Cold Kitchens by identifying key components such as food preservation techniques, cold food presentation, and cold food preparation methods.

CO2: Analyzing and evaluating popular cuisines of the world, identifying distinctive ingredients, cooking techniques, and cultural influences that contribute to the uniqueness of each cuisine.

CO3: Applying knowledge of the fundamentals of Food Production Management to optimize workflow efficiency, resource allocation, and quality control in a culinary setting.

COURSE CONTENT

UNIT I- ADVANCED COOKING TECHNIQUES

- Sous Vide cooking
- Molecular gastronomy
- Precision temperature control methods

UNIT- 2: CULTURAL INFLUENCES ON CUISINE

- Regional cuisines and their characteristics
- International cuisine and characteristics
- Fusion cuisine trends
- Historical context of traditional dishes

UNIT- 3: BASICS OF FOOD PRODUCTION MANAGEMENT

- Kitchen Organization
- Production Planning & Scheduling
- Production Quality & Quantity Control
- Forecasting & Budgeting
- Yield Management
- Food Research & Product Development

UNIT -4- MENU PLANNING

- Menu used as control tool
- Menu engineering
- Menu balancing
- Incorporating seasonal ingredients
- Food and beverage pairing

Unit –5 DISH PRESENTATION AND PLATING

- Artistic plate presentation
- Garnishing techniques
- Use of edible flowers and microgreens

Learning Experience

Inside the Classroom

In the classroom, students engage in interactive lectures, case studies, and group discussions on advanced culinary techniques, food safety, and resource management. Practical demonstrations and simulations allow students to refine skills in areas like plating, preservation, and international cuisines. This structured environment encourages critical thinking and collaborative learning, preparing students to solve real-world kitchen challenges.

Outside the Classroom

Outside the classroom, students gain hands-on experience through internships, live kitchen labs, and industry visits. These experiences enhance their ability to manage kitchen workflows, apply sustainability practices, and develop menu innovations. By working in real culinary settings, students apply classroom knowledge directly, gaining confidence and a practical understanding of food production operations.

CORE TEXTBOOK

La Rouse Gastronomique by Hamlyn

REFERENCE BOOKS

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

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

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Examination	End Term Examination
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1									10	10
CO 2							5		10	10
CO 3	5		5				5			10
CO 4	5		5							20

HOCT 451	SPECIALIZATION: FOOD PRODUCTION LAB	L	T	P	C
Version 1.0		0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

In this course, students will specialize in Food Production, gaining skills to advance as trainee chefs. They'll learn core techniques in ingredient selection, flavor pairing, and presentation, alongside advanced topics like fusion cuisine and sustainable practices. Working with menus based on specific global cuisines, they'll master cultural techniques and ingredients by recreating traditional dishes. Students will also be tasked with designing their own dishes, blending creativity with their foundational and advanced culinary knowledge. This process sharpens skills in recipe development, portioning, and menu planning, balancing technical precision with innovation. By course end, students will be well-prepared for trainee chef roles, equipped to contribute to kitchen operations and menu design across various culinary settings.

Course Outcomes:

On completion of the course the learner will be:

- CO1: Demonstrating proficiency in applying Mediterranean cooking techniques.
- CO2: Showcasing expertise in executing Italian cooking techniques, including making pasta from scratch.
- CO3: Developing skills in showcasing multi-cuisine cooking techniques.
- CO4: Demonstrating proficiency in applying multiple cooking techniques, mastering the art of creating diverse dishes.

COURSE CONTENT

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 the Lab

Inside the lab, students engage in hands-on preparation of international and fusion dishes, practicing advanced plating, food preservation, and presentation techniques. Working in a professional kitchen setup, they learn to manage real-time workflow and uphold quality standards. This controlled environment allows students to experiment and receive feedback, refining their skills in food production and resource management.

Outside the Lab

Outside the lab, students participate in internships, industry visits, and live events, where they apply their lab skills in real-world settings. They gain experience managing kitchen operations, handling actual clients, and adapting to different culinary environments. These experiences help students build practical problem-solving abilities and deepen their understanding of efficient, sustainable food production practices in professional kitchens.

TEXT BOOK

Lab Manual

REFERENCE BOOKS

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

Relationship between the Course Outcomes (COs), Program Outcomes (POs) and Program Specific Outcomes (PSOs)

HOCT 457	SPECIALIZATION: Advance Cookery lab	L	T	P	C
Version 1.0		0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course perspective:

The Advanced Cookery Lab course focuses on refining students' culinary skills through practical applications of advanced techniques. Emphasizing essential knife skills, students will learn precision cutting and preparation methods crucial for professional kitchens. They will explore advanced cooking methods, including sous-vide and molecular gastronomy, to create innovative dishes.

A key component of the course is gourmet sauce making, where students will master a variety of classic and contemporary sauces, understanding their roles in enhancing flavors and presentations. Practical sessions will challenge students to combine these skills, creating complex dishes while adhering to food safety and quality standards.

By the end of the course, students will have developed the confidence and expertise needed to excel in advanced culinary roles, prepared to innovate and contribute effectively to diverse kitchen environments.

On completion of the course the learner will be:

CO1: Mastering intricate knife skills and advanced cooking techniques.

CO2: Developing innovative and creative dishes through hands-on experimentation.

CO3: Refining plating and presentation skills for gourmet dishes.

CO4: Demonstrating expertise in using specialized culinary equipment and technology.

UNIT 1:- Knife Skills

- Demonstration and practice of advanced knife techniques
- Preparation of various cuts of vegetables and proteins

UNIT2:- Advanced Cooking Methods

- Hands-on practice of sous vide cooking
- Experimenting with molecular gastronomy techniques

UNIT 3:- Gourmet Sauce Making

- Creating classic and modern gourmet sauces
- Pairing sauces with different dishes

UNIT4: International Cuisine Exploration

- Cooking dishes from different global cuisines
- Emphasizing authenticity and traditional cooking methods

UNIT 5: Plating and Presentation

- Artistic plating techniques
- Food styling and garnishing

UNIT 6: Menu Development

- Designing a multi-course gourmet menu
- Incorporating diverse flavors and textures

UNIT 7: Pastry and Desserts

- Mastering advanced pastry techniques
- Creating elaborate desserts and sweet treats

UNIT 9: Culinary Showcase

- Culmination of skills with a final cooking challenge or themed culinary event
- Presentation and evaluation of dishes by peers and instructors

Learning Experience

Inside Classroom Learning Experience:

Advanced Culinary Workshops:

Hands-on workshops where students 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 students to showcase their skills under pressure, simulating real-world kitchen environments.

Peer Feedback Sessions:

Regular opportunities for peer collaboration and self-assessment to promote continuous improvement.

Outside Classroom Learning Experience:

Field Trips to Farms:

Visits to 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

Lab Manual

REFERENCE BOOKS

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

HOCT 403	SPECIALIZATION: FOOD AND BEVERAGE	L	T	P	C
Version 1.0		0	0	4	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

Course Perspective

This course provides a foundational understanding of food and beverage service, focusing on essential financial concepts such as budgetary control, breakeven analysis, and cost dynamics. Students will explore variance analysis techniques to assess financial performance and gain insights into effective beverage control practices. The curriculum emphasizes the importance of managing costs and maximizing profitability in food and beverage operations. Through this comprehensive approach, students will develop critical financial management 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. . Observing the concept of budgeting and its importance in financial planning

CO2: Imitating the construction of breakeven charts, calculating the P.V. ratio, and interpreting contribution margin graphs.

CO3: Adapting to acquire knowledge of the different elements and classifications of costs..

CO4: Originating skills in standard costing by identifying and analyzing various cost variances.

COURSE CONTENT

UNIT I:

BUDGETARY CONTROL

- Define Budget
- Define Budgetary Control Objectives
- Key Factors
- Types of Budget & Control.

UNIT- 2: BREAKEVEN ANALYSIS

- Breakeven chart
- P.V. Ratio
- Contribution Marginal
- Cost Graphs.

UNIT- 3: COST DYNAMICS

- Element of Cost
- Classification of Cost.

UNIT 4: VARIANCE ANALYSIS

- Standard Cost
- Standard Costing
- Cost Variance
- Material Variance
- Labour Variance
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance.

UNIT 5: BEVERAGE CONTROL

- Purchasing
- Receiving
- Storing
- Issuing
- Standard Recipes
- Standard Portion Size
- Bar Inventory
- Bar Frauds
- Books Maintained.

Learning Experience

Inside the Classroom

In the Food and Beverage Service course, students focus on budgetary control, starting with definitions, objectives, and key factors influencing budgeting. They learn about various types of budgets and control methods, followed by breakeven analysis, where they create breakeven charts and

calculate the P.V. ratio and contribution margins. The course covers cost dynamics, exploring elements and classifications of cost, and delves into variance analysis, teaching standard costs and various types of variances. Finally, students address beverage control, learning about purchasing, receiving, storing, and issuing beverages, as well as developing standard recipes and managing bar inventory. This comprehensive curriculum equips them with essential financial skills for effective management in the food and beverage industry.

Outside the Classroom

Outside the classroom, students in the Food and Beverage Service course gain practical experience by visiting local restaurants and bars to observe budgetary control and financial management in action. They participate in discussions with managers about budgeting, purchasing, and inventory management while assisting with inventory counts and analyzing real financial data. Students learn how businesses conduct variance analysis and adjust strategies based on cost variances. Additionally, they explore beverage control processes, including purchasing and receiving inventory, and see standard recipes and portion sizes in practice. These experiences provide valuable insights and skills, preparing them for successful careers in the food and beverage industry.

TEXTBOOK

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

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 (2nd Edition) - Siti Fatimah Abdul Aziz, Puteri Nurhafizah Sulaiman – Publisher: Politeknik, Malaysia –
Online link: <https://anyflip.com/pwqy/dwxr/>

- 5. Food and Beverage Service (8th Edition) - Dennis Lillicrap, John Cousins –
 Publisher: Hodder Education

Online Educational Resources (OER)

<https://www.youtube.com/watch?v=DnkjF6o1-ds>

https://www.youtube.com/watch?v=ZOS7_sBFzGI

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Term Exa m
	Q ui z	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attenda nce	Case Stud ies		
CO 1	5								10	
CO 2					5		5		10	15
CO 3		5				5				15
CO 4					5					20

HOCT 459	SPECIALIZATION:	L	T	P	C
	BAR MANAGEMENT				
Version 1.0		0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

Course Perspective

This course provides a foundational understanding of food and beverage service, focusing on professional bartending techniques and the art of garnishing cocktails. Students will explore classic cocktails and drinks, gaining insights into traditional recipes and presentation methods. The curriculum also encourages creativity with innovative cocktails and mocktails, teaching students how to craft unique beverages that cater to diverse tastes. Through hands-on practice and instructor-led demonstrations, students will develop essential bartending skills and a strong knowledge of beverage service, preparing them for successful careers in the food and beverage industry.

Course

Outcomes

On completion of the course the learner will be:

CO 1. Comprehending the significance of hygiene in a bar environment and will be knowledgeable about the HACCP standards

CO2: Acquiring the necessary skills and knowledge required to become professional bartenders

CO3: Creating modern methods and recipes for crafting innovative cocktails, mocktails, and drinks

CO4: Developing critical thinking skills and the ability to adapt to various situations in a bar environment

COURSE CONTENT

UNIT I:

INTRODUCTION

Introduction to the module

Familiarization and classify the difference of all bar equipment's

Familiarization and classify the difference of all types and sizes of glassware

Familiarization and list bar service equipment's

Familiarization and list bar ingredients to use

Understand significance of hygiene in bar and HACCP standards

Classify how to do bar set up

UNIT II: Professional Bartending & Garnishes for cocktails

Describe the Strengths and knowledge required to be a bartender.

Explain how to deliver order of multiple drinks.

Select the essentials of bar setup

UNIT III: Classic Cocktails and Drinks

History, Method and Demonstration of Classic cocktail & drinks

Demonstrate an understanding on the history of cocktails and drinks.

Describe and demonstrate the methods used to make classic cocktails.

Describe the difference between concentration of various liqueurs and why.

Explain how to make indent with format.

UNIT IV: Innovative Cocktails, Mocktails and Drinks

Innovative Cocktails, Mocktails and drinks

To understand the significance of innovative cocktails and drinks.

Explain modern methods used to make innovative cocktails and drinks.

Describe the recipes of innovative cocktails, mocktails and drinks.

To make students understand how to utilize specific glassware as per drink

Learning Experience

Inside the Classroom

In the Food and Beverage Service course, students familiarize themselves with bar equipment, glassware, and essential service tools while understanding the importance of hygiene and HACCP standards. They learn the skills required for professional bartending, including delivering multiple drink orders and setting up the bar. The course covers classic cocktails, focusing on their history and preparation methods, as well as the concentration of various liqueurs. Students also explore innovative cocktails and mocktails, learning modern techniques and recipes while practicing the use of specific glassware for different drinks. This comprehensive curriculum equips them with the skills necessary for successful careers in the food and beverage industry.

Outside the Classroom

Outside the classroom, students in the Food and Beverage Service course gain practical experience by visiting local bars and restaurants, where they observe bartending practices and interact with professionals. These visits allow them to see bar equipment, glassware, and hygiene practices in action, reinforcing HACCP standards. Students participate in hands-on workshops to mix classic cocktails and innovative drinks, enhancing their skills in delivering multiple drink orders efficiently. Tasting sessions help them appreciate the nuances of various liqueurs and ingredients. These experiences provide valuable insights, preparing them for successful careers in the food and beverage industry.

TEXT BOOK

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

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

Open Educational Resources (OER):

<https://www.youtube.com/watch?v=-OCvKxkz4vc>

<https://www.youtube.com/watch?v=iagrrkPtL4>

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outco mes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exa m	End Term Exa m
	Q ui z	Te st	Presentat ion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Participa tion & Attenda nce	Case Stud ies		
CO 1	5								10	
CO 2					5		5		10	15
CO 3		5				5				15
CO 4					5					20

HOCT 405	SPECIALIZATION:	L	T	P	C
	ACCOMODATION MANAGEMENT				
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

This course provides a foundational understanding of accommodation operations, focusing on the planning and organization of front office and housekeeping departments. Students will explore budget and budgetary control practices, gaining insights into effective revenue management strategies. The curriculum also covers the importance of contract services and the implementation of safety and security protocols within hospitality settings. Through this comprehensive approach, students will develop essential management skills and a strong understanding of operational efficiency, preparing them for successful careers in the accommodation industry.

Course Outcomes

On completion of the course the learner will be:

CO1: Planning and organizing the Front Office and Housekeeping departments by developing area inventory lists, frequency schedules, and performance standards, utilizing time & motion studies and standard operating manuals to allocate jobs and plan work schedules.

CO2: Managing budgets and exercise budgetary control by implementing the budget process, planning capital and operating budgets, controlling expenses through income statements, and utilizing purchasing systems and stock records for effective cost management.

CO3: Analyzing the concept of revenue management and its benefits, applying revenue management strategies to optimize revenue in the hotel industry, measuring yield, and identifying essentials for revenue management.

CO4: Evaluating types of contract services, guidelines for hiring such services, and the

advantages and disadvantages of contract services, while promoting safety awareness, accident prevention, and effective management of fire safety, first aid, key control, and crime prevention, including energy and water conservation measures.

COURSE CONTENT

UNIT I:

PLANNING AND ORGANIZATION OF FRONT OFFICE AND HOUSE-KEEPING DEPARTMENT

- Area inventory list Frequency schedules
- Performance & productivity standards Time & motion study
- Standard operating manuals- job procedures
- Job allocation & work schedules, calculating staff strength & planning duty reports Selection of cleaning equipment's& agents (Inventory System)
- Housekeeping in Institution other than Hotel.
- New Property countdown

UNIT II: BUDGET AND BUDGETORY CONTROL

- The budget process
- Planning capital budget
- Planning operating budget
- Operating budget- controlling expenses- income statement
- Purchasing systems- methods of buying
- Stock records- issuing & control

UNIT III: REVENUE MANAGEMENT

- Concept of revenue management
- Benefits

- Hotel industry applications
- Essentials for revenue management include
- Measuring yield

UNIT IV: CONTRACT SERVICES & SAFETY-SECURITY

- Types of contract services
- Guidelines for hiring contract services Advantages & disadvantages of contract services
Safety awareness & accident prevention
- Fire safety & firefighting equipment First aid
- Key & key control
- Crime prevention & dealing with emergencies situations Energy & Water Conservation.

Learning Experience

Inside the Classroom

In the Accommodation Operations course, students engage in a comprehensive curriculum that covers key areas such as planning and organization for the front office and housekeeping departments. They learn to create inventory lists, establish performance standards, and develop job procedures, alongside staff planning and selection of cleaning equipment. The course also delves into budgetary control, exploring capital and operating budgets, expense management, and inventory control. Students study revenue management concepts and their applications in the hotel industry, focusing on yield measurement. Finally, they examine contract services and safety measures, including guidelines for hiring, accident prevention, fire safety, and crime prevention. This thorough approach equips students with essential skills for effective management in accommodation operations.

Outside the Classroom

Students in the Accommodation Operations course enhance their learning through site visits to hotels, where they observe and engage in real-world practices. These experiences include participating in budgeting exercises, discussing revenue management strategies with hotel

management, and exploring contract services. Additionally, students learn about safety and security protocols, such as fire safety measures and emergency preparedness. This hands-on approach deepens their understanding of operational standards and equips them with the skills necessary for successful careers in the hospitality industry.

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, Continum,

Compon ents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Te rm Ex am	En d Te rm Ex am
	Q ui z	T e st	Presenta tion	Proje cts	Assignm ents and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weighta ge (%)	30%								20 %	50 %

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5				5				10	
CO 2							5		10	10
CO 3			5							20
CO 4		5			5					20

HOCT 455	Accommodation Management Lab	L	T	P	C
Version 1.0		0	0	6	3
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective

The Accommodation Operations Lab offers hands-on experience in understanding the various categories and backgrounds of hotels. Students will explore different types of hotels and room categories, examining the themes used in guest rooms and the appropriate color schemes for each space. The curriculum includes the study of soft furnishings, such as curtains, sofa upholstery, and cushion covers, as well as linens for both rooms and bathrooms. Students will also examine samples of flooring and floor coverings, including wooden floors, tiles, carpets, and rugs. Throughout the course, students will prepare presentations supported by background materials, enhancing their understanding of hotel design and decor. This comprehensive training equips students with the skills and knowledge needed for successful careers in accommodation management.

Course Outcomes

On completion of the course the learner will be:

CO 1. Originating a design of a guest room and examine all the different aspects that go in with the design of a room.

CO2: Adapting the new trends in House Keeping and front Office

COURSE CONTENT

The students must present the model of the guestroom. The presentation by each group would be of 10 minutes in which they have to explain:

- 1) Background of the hotel –according to the categories of hotel
 - 2) Type of hotel, category of room
 - 3) Theme used in the guestrooms(if any)
 - 4) Colour scheme for the particular room
 - 5) Samples of soft furnishing (curtains, sofa upholstery, cushion covers) and linen (room and bathroom) to be incorporated
 - 6) Sample of flooring or floor covering could be also included (wooden floor tile, carpet, rug).
- The students should bring all background material to support the content of the presentation.

Learning Experience

Inside the Classroom

In the Accommodation Operations course, students explore hotel backgrounds by examining various categories and room types. They research themes reflected in guestroom design, including color schemes, and prepare presentations featuring samples of soft furnishings—like curtains and upholstery—along with linens for rooms and bathrooms. Additionally, they showcase flooring options, such as wooden tiles and carpets. This project enhances their understanding of how these elements impact guest experience and fosters practical skills in hotel design and operations.

Outside the Classroom

Outside the classroom, students in the Accommodation Operations course gain practical insights through site visits to various hotels. They explore different hotel categories and room

types, observing how themes and color schemes are implemented in real settings. During these visits, students engage with hotel staff, learning about the importance of soft furnishings and linens in creating a welcoming atmosphere. They also examine flooring options, such as wooden tiles and carpets, and discuss how these choices affect the guest experience. By connecting theory to practice, students develop a deeper understanding of hotel design and operations, preparing them for successful careers in the hospitality industry.

Textbook:

Lab Manual

Reference books:

Hotel Housekeeping: Operations and Management – G.Raghubalan &Smritee Raghubalan

Housekeeping management – Ms. Saroni Sarkar

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

Hotel Housekeeping Management & Operations- Mr. Sudhir Andrews

OER: <https://youtu.be/gGOr7TdPa2g?si=ZVATSec6uhWLYUfq>

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

HOCT 407	REVENUE MANAGEMENT	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

This course provides a strategic foundation in revenue management (RM) tailored to the hospitality industry, focusing on pricing, demand forecasting, and inventory control. Learners will learn to leverage differential pricing, optimize distribution channels, and apply key financial metrics to drive profitability. Through practical insights into lodging and restaurant Revenue management, the course prepares students to implement systematic revenue management strategies that enhance customer value and maximize revenue in competitive environments.

Course Outcomes

On completion of the course the learner will be:

CO 1. Understand fundamental concepts and terminology related to revenue management in the hotel industry.

CO2: Understanding the principles of revenue management and their application within the hotel industry.

CO3: Applying revenue management principles to other hotel revenue streams, such as food and beverage operations, spa services, and ancillary offerings.

CO4: Analyzing historical data and demand patterns to forecast future demand and adjust pricing and inventory allocation accordingly.

CO5: Evaluating the effectiveness of revenue management strategies in the Restaurants of the hotel and tactics in achieving revenue targets and financial objectives for the different fnb outlets of the property.

COURSE CONTENT

UNIT - I

INTRODUCTION TO REVENUE MANAGEMENT AND DIFFERENTIAL PRICING

- Explanation of why an excessive internal focus on profits or the owner's return on investment is detrimental to the long-term success of a hospitality business.
- Explanation of why businesses exist to create wealth for their customers and how effective RM helps them do that.
- Concept of price from the perspective of a seller and a buyer.
- Concept of strategic pricing and the role of the RM in it

UNIT – II

SEGMENTATION AND INVENTORY CONTROL

- Differential pricing; the practice of charging different prices, to different customers, for the same or similar products and services.
- Techniques RMs use to applying differential pricing.
- Revenue optimization while applying inventory management strategies.
- Pros and cons of overbooking as an inventory management strategy.
- Revenue optimization when applying price management principles.

UNIT - III

METRICS AND DISTRIBUTION CHANNELS

- Primary financial measures of RM performance.
- Explanation of how to read and analyze STAR and similar reports.
- Examination of additional RM-related performance measures and their uses.
- Explanation of how distribution channels affect revenue optimization.

- Details about the way lodging industry RMs manage non-electronic distribution channels.
- Details about the way lodging industry RMs manage electronic distribution channels.

UNIT - IV

FORECASTING AND GROUP PRICING

- Collecting and analyzing data about customer demand for lodging products and services are essential when forecasting future sales.
- Presentation of the tools RMs use to track historical, current and future demand for their rooms inventory.
- Demand forecasts

UNIT - V

RESTAURANT REVENUE MANAGEMENT

- Identify the measures that Restaurant can use to measure the success or failure of Revenue Management.
- Describe the benefits of implementing a systematic Revenue Management process
- Describe what revenue management might look like in a restaurant.
- Explain the necessary conditions.
- Define Rev pash
- Identify opportunities for Revenue Management.

Learning Experience:

Inside classroom learning

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 incharge will also be available to the learners in case any doubts or issues come up in the course.

Outside classroom learning

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

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

Examination Scheme:

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exams	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Cases Studies		
CO 1									10	5
CO 2	5				5		5		10	5
CO 3					5					10
CO 4	5				5					10
CO 5			5		5					10

SEC021	FACILITY PLANNING	L	T	P	C
Version	1.0	2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

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

After completion of this course learners will be able to :

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

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 classroom learning

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 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 classroom learning

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

Components	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
Weightage (%)	30%								20%	50%

Course Outcomes	Continuous Internal Assessment (Any 5 components to be covered at least)								Mid Term Exam	End Term Exam
	Quiz	Test	Presentation	Projects	Assignments and Essays	Reflective Journals	Participation & Attendance	Case Studies		
CO 1	5		5						10	15
CO 2					5		5		10	15
CO 3		5	5							20

SEC022	ENTREPRENEURSHIP DEVELOPMENT	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

This course offers a comprehensive introduction to entrepreneurship within the hospitality industry, guiding students 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. Understanding the importance of entrepreneurship in the hotel industry for driving innovation, competition, and economic growth.

CO2: Applying entrepreneurial principles to develop a business plan for a hotel startup or hospitality-related venture, including market research, financial projections, and marketing strategies.

CO3: Designing innovative hotel concepts or hospitality experiences that cater to emerging consumer preferences and market trends, such as eco-friendly boutique hotels or experiential dining concepts.

COURSE CONTENT

UNIT I

Introduction

Concept, becoming an entrepreneur, key elements of entrepreneurship, characteristics of successful entrepreneurs, entrepreneurship in hospitality business, types of start-up firms, Importance of entrepreneurship- entrepreneurial firms, society and larger firms, The process of new hospitality venture creation, Entrepreneurship development in India.

UNIT II

Developing Business Ideas :

Identifying and recognizing opportunities- observing trends and solving problems, personal characteristics of the entrepreneur, techniques for generating ideas, encouraging, and protecting new ideas; definition of creativity, innate or learned creativity, idea generation, approaches and Techniques, Research and Exercises, linking creativity, innovation and entrepreneurship, developing business ideas for hospitality business.

UNIT III

Growth of Hospitality Firm

Nature of business growth, planning for growth, reasons for growth and managing growth, knowing and managing the stages of growth, managing capacity, day-to-day challenges of growing a firm, introduction to organic and inorganic growth of hospitality firms, Grainer's growth model, growth challenges for entrepreneurs, formula for successful growth, barriers to growth.

UNIT-IV

Writing a Business Plan Financing Hospitality Firms

Concept, reasons for writing for a business plan, Guidelines for writing a business plan, section of the plan, presentation of business plan; introduction to financial characteristics of hospitality entrepreneurial business, sources of start-up funding, Sources of Financial, Financial Management in Hospitality Entrepreneur Businesses

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.

Examination Scheme

Compo nents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Ex am	En d Ter m Ex am
	Qu iz	Te st	Present ation	Proj ects	Assign ments and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Cas e Stud ies		
Weight age (%)	30%								20 %	50 %

Cou rse Out com es	Continuous Internal Assessment (Any 5 components to be covered at least)								M i d T e r m E x a m	E n d T e r m E x a m
	Q u i z	T e s t	Presen tation	Proj ects	Assi gnm ents and Essa ys	Ref lect ive Jou rna ls	Parti cipat ion & Atte ndan ce	C a s e S tu di e s		
CO 1	5				5				10	10
CO 2	5		5		5		5		10	10
CO 3			5		5					20

HOCT 409	Career Planning	L	T	P	C
Version 1.0		2	0	0	2
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Overview:

This course prepares learners for successful entry into the competitive job market by developing essential career and self-presentation skills. Through self-assessment, personality profiling, and an understanding of industry expectations, learners will align personal values with career choices. The course provides practical experience in selection tests, cross-cultural communication, and resume building, empowering students to present themselves confidently and strategically to potential employers.

Course Outcomes

CO 1. Understanding the importance of personality development in the hotel industry for building positive guest experiences, enhancing teamwork, and fostering professional growth.

CO 2. Applying techniques for improving personal presentation, including grooming, attire, and body language, to project professionalism and confidence in hotel service roles.

CO 3. Evaluating the strengths and areas for improvement in personal and professional competencies through self-reflection, feedback solicitation, and performance evaluations.

COURSE CONTENT

UNIT I : INTRODUCTION

- Understand the structure, learning outcomes and assessment for the module
- Understand the concept of self-development and how this relates to career planning
- Understand the competitiveness of the graduate labor market and the implications of this for your

career

UNIT II : PERSONALITY PROFILING

- Explore your work values and evaluate how this influences your career choices
- Understand business strategy and human resource management practices of hospitality and/or tourism organizations
- Evaluate the type of organizational culture that correlates with your work values

UNIT III : SUCCEEDING IN SELECTION TESTS

- To explore the range of different type of selection tests and how they might be used to obtain a graduate position
- To experience using selection tests by practicing in a safe environment
- To evaluate the pros and cons of using selection tests for employment purposes

UNIT-IV : SELLING YOURSELF IN THE LABOUR MARKET

- Understand the importance of self-presentation in creating a good impression
 - Evaluate the importance of body language for interacting with others and effective communication
 - Review and reflect on your self-presentation skills and what this might mean for your career
-
- To consider cross-cultural communication and your skills in this area

UNIT V: RESUME MAKING

Core Textbook: Fundamentals of Personality Development in Hospitality Sector by Bhushan Ekta

Reference book:

Compo nents	Continuous Internal Assessment (Any 5 components to be covered at least)								Mi d Ter m Ex am	En d Ter m Ex am
	Qu iz	Te st	Present ation	Proj ects	Assign ments and Essays	Reflec tive Journ als	Particip ation & Attenda nce	Case Stud ies		
Weight age (%)	30%								20 %	50 %

Cou rse Out com es	Continuous Internal Assessment (Any 5 components to be covered at least)								M i d T e r m E x a m	E n d T e r m E x a m
	Q u i z	T e s t	Presen tation	Proj ects	Assi gnm ents and Essa ys	Reflec tive Jou rnal s	Parti cipat ion & Atte ndan ce	C as e St u di es		
CO 1			5		5				10	10
CO 2	5		5		5		5		10	10
CO 3	5				5					20

Semester 8th:

HOCT 452	FUNCTIONAL EXPOSURE TRAINING	L	T	P	C
Version 1.0		0	0	20	20
Pre-requisites/Exposure	NIL				
Co-requisites	NIL				

Course Perspective:

Students shall undergo On Job Training (OJT) for full 8th semester. The students would submit training completion certificate after successful completion of training from India/ abroad for the Final Semester evaluation.

The student shall interview for the on job training, just after the 7th 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. Students must adhere to the date and report to the concerned organization for training. After successful completion of training , students' are expected to submit a Training completion certificate.

Once a student is confirmed for the OJT at a particular hotel, the same would not be changed. No gaps are expected during training period. NOC will be issued only once. Duplicate NOC will be issued only with the recommendation of dean of the school on valid grounds.

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 and presentation would be announced by the school.

On Job 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.

On Job Training shall carry 100 marks in total. Out of these evaluations the marks shall be divided under the following heads: 10 (attendance), 20(grooming), 20(viva), 50 (training certificate).

Training report to be submitted as per specifications and format (to be collected from the university).

On completion of this course this student will:

Course Outcomes

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

On Job Training (FUNCTIONAL EXPOSURE TRAINING)

Full Semester

Students 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: 50 marks
2. Attendance: 10 marks
3. Grooming: 20 marks
4. Viva: 20 marks

